

# **Online User's Guide**

MFC-J1360DW MFC-J1365DW MFC-J1410DW MFC-J4355DW MFC-J4555DW

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▲ Home > Before You Use Your Machine

# **Before You Use Your Machine**

- Definitions of Notes
- Notice Disclaimer of Warranties (USA and Canada)
- Trademarks
- Open Source Licensing Remarks
- Copyright and License
- Important Notes

# ▲ Home > Before You Use Your Machine > Definitions of Notes

# **Definitions of Notes**

We use the following symbols and conventions throughout this User's Guide:

<b>▲</b> WARNING	WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.
<b>▲</b> CAUTION	CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.
IMPORTANT	IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.
NOTE	NOTE specifies the operating environment, conditions for installation, or special conditions of use.
	Tips icons indicate helpful hints and supplementary information.
A	Electrical Hazard icons alert you to possible electrical shock.
Bold	Bold style identifies buttons on the machine's control panel or computer screen.
Italics	Italicized style emphasizes an important point or refers you to a related topic.
Courier New	Courier New font identifies messages shown on the machine's LCD.

# Related Information

• Before You Use Your Machine

▲ Home > Before You Use Your Machine > Notice - Disclaimer of Warranties (USA and Canada)

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Before You Use Your Machine

#### ▲ Home > Before You Use Your Machine > Trademarks

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## **Related Information**

Before You Use Your Machine

▲ Home > Before You Use Your Machine > Open Source Licensing Remarks

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# **Related Information**

· Before You Use Your Machine

# ▲ Home > Before You Use Your Machine > Copyright and License

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# **V**

# **Related Information**

• Before You Use Your Machine

## ▲ Home > Before You Use Your Machine > Important Notes

# **Important Notes**

- Check support.brother.com/downloads for Brother driver and software updates.
- To keep your machine performance up to date, check <u>support.brother.com/downloads</u> for the latest firmware upgrade. Otherwise, some of your machine's functions may not be available.
- Do not use this product outside the country of purchase as it may violate the wireless telecommunication and power regulations of that country.
- Before giving your machine to anyone else, replacing it, or disposing of it, we strongly recommend resetting it to its factory settings to remove all personal information.
- Windows 10 in this document represents Windows 10 Home, Windows 10 Pro, Windows 10 Education, and Windows 10 Enterprise.
- Windows 11 in this document represents Windows 11 Home, Windows 11 Pro, Windows 11 Education, and Windows 11 Enterprise.
- In this User's Guide, the LCD messages of the MFC-J4355DW/MFC-J4555DW are used unless otherwise specified.
- In this User's Guide, the illustrations of the MFC-J1360DW/MFC-J4355DW are used unless otherwise specified.
- The screens or images in this User's Guide are for illustration purposes only and may differ from those of the actual products.
- The screens in this manual may differ from the screens on your computer depending on your operating system.
- The contents of this document and the specifications of this product are subject to change without notice.

# Related Information

· Before You Use Your Machine

## **Related Topics:**

· Reset Your Machine

## ▲ Home > Introduction to Your Machine

# **Introduction to Your Machine**

- Before Using Your Machine
- Control Panel Overview
- LCD Overview
- Touchscreen LCD Overview
- Enter Text on Your Brother Machine
- Access Brother Utilities (Windows)
- Access Brother iPrint&Scan (Windows/Mac)
- USB / Ethernet Port Locations on Your Brother Machine

▲ Home > Introduction to Your Machine > Before Using Your Machine

# **Before Using Your Machine**

Before attempting any printing operation, confirm the following:

- Make sure you have installed the correct software and drivers for your machine.
- For USB or network cable users: Make sure the interface cable is physically secure.

# Selecting the correct type of paper

For high quality printing, it is important to select the correct type of paper. Be sure to read the information about acceptable paper before buying paper, and to determine the printable area depending on the settings in the printer driver or in the application you use to print.

# Simultaneous printing and faxing

Your machine can print from your computer while receiving a fax into memory. However, when the machine is copying or receiving a fax on paper, it pauses the printing operation, and then continues printing when copying or fax receiving has finished.



Some models do not support the fax feature.

# Firewall (Windows)

If your computer is protected by a firewall and you are unable to network print, network scan, or PC-FAX, you may need to configure the firewall settings. If you are using the Windows Firewall and you installed the drivers using the steps in the installer, the necessary firewall settings have been already set. If you are using any other personal firewall software, see the User's Guide for your software or contact the software manufacturer.



# **Related Information**

· Introduction to Your Machine

## ▲ Home > Introduction to Your Machine > Control Panel Overview

# **Control Panel Overview**

- >> MFC-J4355DW
- >> MFC-J1360DW/MFC-J1365DW
- >> MFC-J4555DW
- >> MFC-J1410DW

# MFC-J4355DW



# 1. 1.8" Liquid Crystal Display (LCD)

Displays messages to help you set up and use the machine.

# 2. Mode Buttons



Press to switch the machine to Fax mode.



Press to switch the machine to Scan mode.



Press to switch the machine to Copy mode.



Press to switch the machine to Web mode.

# 3. Settings Buttons

# Clear/Back

Press to go back to the previous menu.

# **Settings**

Press to access the main menu.

## OK

Press to select a setting.

**(**)

Press to access the ring volume adjustment menu while the machine is idle.

## ۵۵



Press to access the ink menu while the machine is idle.

#### 

- · Press to store Speed Dial and Group numbers in the machine's memory.
- Press to look up and dial numbers that are stored in the machine's memory.

# ▼ Wi-Fi

Press to configure the wireless settings while the machine is idle.

#### **∆** or **∀**

Press to scroll through the menus and options.

#### **∢** or ▶

- · Press to move the cursor left or right on the LCD.
- Press to either confirm or cancel a procedure which is in progress.

#### 4. Telephone Buttons

#### Hook

Press before dialing to ensure a fax machine answers, and then press **Black Start** or **Color Start**.

If the machine is in Fax/Tel (F/T) mode and you pick up the handset of an external telephone during the F/T ring (pseudo/double-ring), press **Hook** to talk.

#### Redial/Pause

- Press to redial the last number you called.
- · Press to select and redial the numbers from the Outgoing Call History or Caller ID History.
- Press to insert a pause when dialing numbers.

## 5. Dial Pad

- Use to dial fax and telephone numbers.
- · Use as a keyboard to enter text or characters.

# 6. Stop/Exit

- Press to stop an operation.
- Press to exit from a menu.

## 7. Start Buttons

# Black Start

- Press to start sending faxes in black and white.
- · Press to start making copies in black and white.
- Press to start scanning documents (in color or black and white, depending on the scan setting).

# Color Start

- · Press to start sending faxes in full color.
- · Press to start making copies in full color.
- · Press to start scanning documents (in color or black and white, depending on the scan setting).

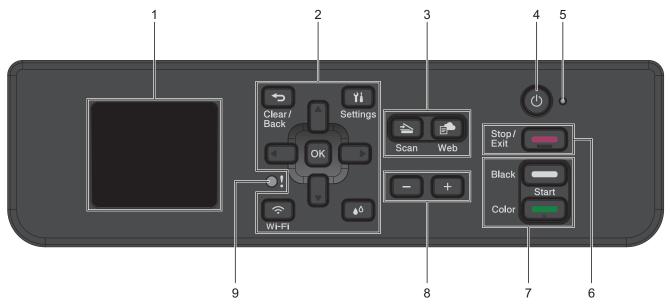
# 

Press (b) to turn on the machine.

Press and hold to turn off the machine. The LCD displays [Shutting Down] and stays on for a few seconds before turning itself off. A connected external telephone or Telephone Answering Device (TAD) will always remain available.

If you turn off the machine using (b), it will still clean the print head periodically to maintain print quality. To prolong print head life, provide better ink efficiency, and maintain print quality, keep your machine connected to a power source at all times.

# MFC-J1360DW/MFC-J1365DW



## 1. 1.8" Liquid Crystal Display (LCD)

Displays messages to help you set up and use the machine.

## 2. Settings Buttons

# Clear/Back

Press to go back to the previous menu.

# **₹** Settings

Press to access the main menu.

## OK

Press to select a setting.



Press to configure the wireless settings while the machine is idle.



Press to access the ink menu while the machine is idle.

#### **▲** or **▼**

Press to scroll through the menus and options.

#### **∢** or ▶

Press to move the cursor left or right on the LCD.

Press to either confirm or cancel a procedure which is in progress.

#### 3. Mode Buttons



Press to switch the machine to Scan mode.



Press to switch the machine to Web mode.

# 4. Dower On/Off

Press (b) to turn on the machine.

Press and hold to turn off the machine. The LCD displays [Shutting Down] and stays on for a few seconds before turning itself off.

If you turn off the machine using (b), it will still clean the print head periodically to maintain print quality. To prolong print head life, provide better ink efficiency, and maintain print quality, keep your machine connected to a power source at all times.

#### 5. LED Power Indicator

The LED lights up depending on the machine's power status.

# 6. Stop/Exit

- · Press to stop an operation.
- · Press to exit from a menu.

# 7. Start Buttons



- · Press to start making copies in black and white.
- · Press to start scanning documents (in color or black and white, depending on the scan setting).

# Color Start

- · Press to start making copies in full color.
- Press to start scanning documents (in color or black and white, depending on the scan setting).

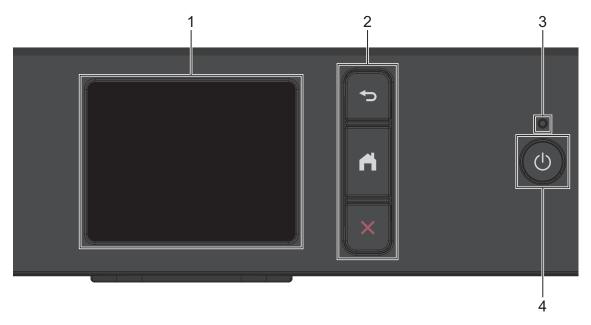
## 8. Number of Copies

Press + to increase or - to decrease the number of copies.

## 9. Warning LED

Flashes in orange when the LCD displays an error or an important status message.

# MFC-J4555DW



## 1. Touchscreen Liquid Crystal Display (LCD)

Access menus and options by pressing them on the touchscreen.

#### 2. Menu Buttons



Press to go back to the previous menu.



Press to return to the Home screen.



Press to cancel an operation.

# 3. LED Power Indicator

The LED lights up depending on the machine's power status.

When the machine is in Sleep Mode, the LED flashes.

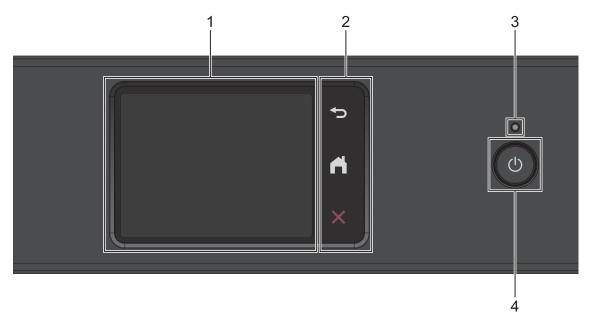
# 4. O Power On/Off

Press (b) to turn on the machine.

Press and hold to turn off the machine. The touchscreen displays [Shutting Down] and stays on for a few seconds before turning itself off. A connected external telephone or Telephone Answering Device (TAD) will always remain available.

If you turn off the machine using (b), it will still clean the print head periodically to maintain print quality. To prolong print head life, provide better ink efficiency, and maintain print quality, keep your machine connected to a power source at all times.

# MFC-J1410DW



# 1. Touchscreen Liquid Crystal Display (LCD)

Access menus and options by pressing them on the touchscreen.

# 2. Menu Buttons



Press to go back to the previous menu.



Press to return to the Home screen.



Press to cancel an operation.

# 3. LED Power Indicator

The LED lights up depending on the machine's power status.

When the machine is in Sleep Mode, the LED flashes.

# 4. O Power On/Off

Press (b) to turn on the machine.

Press and hold to turn off the machine. The touchscreen displays [Shutting Down] and stays on for a few seconds before turning itself off.

If you turn off the machine using (b), it will still clean the print head periodically to maintain print quality. To prolong print head life, provide better ink efficiency, and maintain print quality, keep your machine connected to a power source at all times.

# Related Information

· Introduction to Your Machine

▲ Home > Introduction to Your Machine > LCD Overview

# **LCD Overview**

Related Models: MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- >> MFC-J4355DW
- >> MFC-J1360DW/MFC-J1365DW

# MFC-J4355DW

The Home screen shows the machine's status when the machine is idle. When displayed, this indicates that your machine is ready for the next command.

#### **Home Screen**





If the Setting Lock function has been turned on, a lock icon appears on the LCD. You must unlock the machine to change the settings.

# 1. Quiet Mode

This icon appears when the [Quiet Mode] setting is set to [On].

The Quiet Mode setting can reduce printing noise. When Quiet Mode is turned on, the print speed becomes slower.

# 2. Status

Each icon in the following table shows the wireless network status:

ि	The wireless network is connected.  A three-level indicator in the Home screen displays the current wireless signal strength.
<b>1</b>	Cannot connect to the wireless network using the configured wireless settings.
<b>7</b>	The WLAN setting is enabled on your machine, but wireless settings are not configured.
茶	The WLAN setting is disabled on your machine.



You can configure wireless settings by pressing 🔻 on the control panel.

# 3. [Ink]

Displays the approximate available ink volume.

When an ink cartridge is near the end of its life or having a problem, an error icon is displayed on the ink color indicator.

## 4. Date and Time

Displays the date and time set on the machine.

## 5. Faxes in Memory

Displays how many received faxes are in the machine's memory.

## 6. Receive Mode

Displays the current Receive Mode.



When the Distinctive Ring feature is turned on, the LCD displays [D/R].

# MFC-J1360DW/MFC-J1365DW

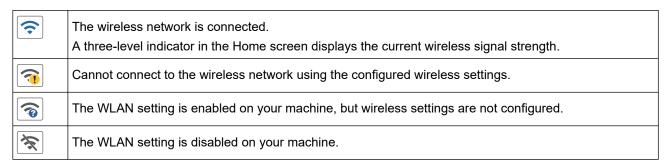
The LCD shows the machine's status when the machine is idle.

#### **Home Screen**



# 1. Signal Wireless Status

Each icon in the following table shows the wireless network status:





You can configure wireless settings by pressing Wi-Fi on the control panel.

# Related Information

• Introduction to Your Machine

▲ Home > Introduction to Your Machine > Touchscreen LCD Overview

# **Touchscreen LCD Overview**

## Related Models: MFC-J1410DW/MFC-J4555DW

- >> MFC-J4555DW
- >> MFC-J1410DW

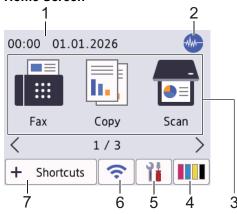
# MFC-J4555DW

Using your finger, press ◀▶ or ▲ ▼ on the LCD to display and access the machine options.

You can switch Home screens by pressing ◀ or ▶.

From the Home screens, you can access the various settings.

#### **Home Screen**



This screen shows the machine's status when the machine is idle. When displayed, it indicates that your machine is ready for the next command.

#### 1. Date & Time

Displays the date and time set on the machine.

# 2. Quiet Mode

This icon appears when the [Quiet Mode] setting is set to [On].

The Quiet Mode setting can reduce printing noise. When Quiet Mode is turned on, the print speed becomes slower.

#### 3. Modes:

Press to switch to each mode.

- [Fax]
- [Copy]
- [Scan]
- [Web]
- [Apps]
- [USB]
- [Download Software]
- [Print Head Cleaning]

# 4. [Ink]

Displays the approximate available ink volume. Press to access the [Ink] menu.

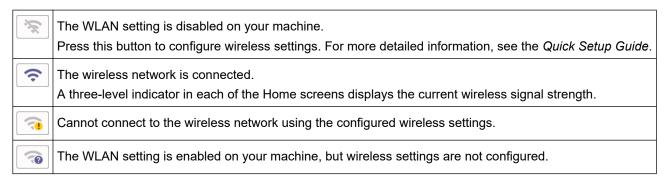
When an ink cartridge is near the end of its life or having a problem, an error icon is displayed on the ink color indicator.

# 5. [Settings]

Press to access the [Settings] menu.

#### 

Each icon in the following table shows the wireless network status:





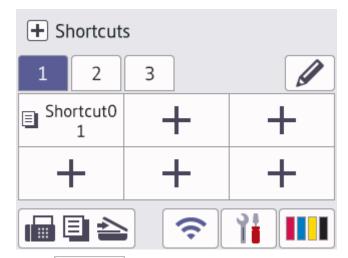
You can configure wireless settings by pressing the Wireless Status button.

# 7. + [Shortcuts]

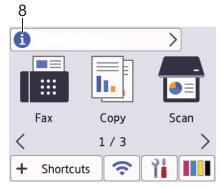
Create Shortcuts for frequently-used operations, such as scanning or copying.



Three Shortcuts tabs are available with six Shortcuts on each tab.



# 8. Information icon

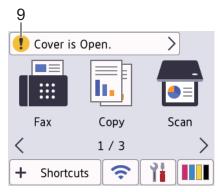


New details appear in the information bar when:

- [Message from Brother] is set to [On].
- The [Update Method] option for the [Firmware Update Setup] setting is set to [Auto Check]. (An internet connection is needed, and data rates may apply.)

Press n to view the details.

# 9. Warning icon



The warning icon papears when there is an error or maintenance message; press to view the details, and then press to return to the Home screen.

## **IMPORTANT**

DO NOT press the LCD with a sharp object such as a pen or stylus. It may damage the machine.

# **NOTE**

DO NOT touch the LCD immediately after plugging in the power cord or turning on the machine. Doing this may cause an error.



This product adopts the font of ARPHIC TECHNOLOGY CO., LTD.

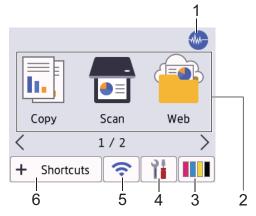
# MFC-J1410DW

Using your finger, press ◀▶ or ▲▼ on the LCD to display and access the machine options.

You can switch Home screens by pressing ◀ or ▶.

From the Home screens, you can access the various settings.

# **Home Screen**



This screen shows the machine's status when the machine is idle. When displayed, it indicates that your machine is ready for the next command.

# 1. Quiet Mode

This icon appears when the [Quiet Mode] setting is set to [On].

The Quiet Mode setting can reduce printing noise. When Quiet Mode is turned on, the print speed becomes slower.

#### 2. Modes:

Press to switch to each mode.

- [Copy]
- [Scan]
- [Web]
- [Apps]
- [Download Software]
- [Print Head Cleaning]

# 3. [Ink]

Displays the approximate available ink volume. Press to access the [Ink] menu.

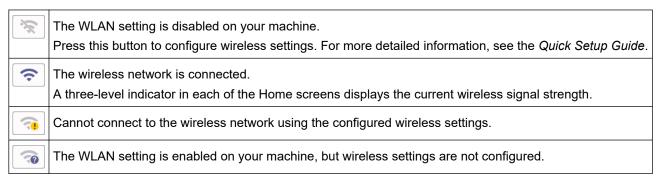
When an ink cartridge is near the end of its life or having a problem, an error icon is displayed on the ink color indicator.

# 4. [Settings]

Press to access the [Settings] menu.

#### 

Each icon in the following table shows the wireless network status:





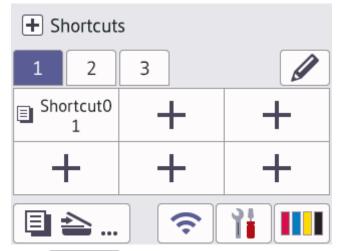
You can configure wireless settings by pressing the Wireless Status button.

# 6. + [Shortcuts]

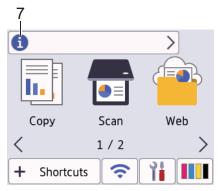
Create Shortcuts for frequently-used operations, such as scanning or copying.



Three Shortcuts tabs are available with six Shortcuts on each tab.



#### 7. Information icon

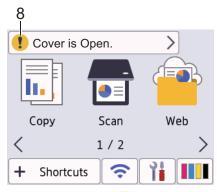


New information from Brother appears in the information bar when the following notification settings are set:

- [Message from Brother] is set to [On].
- The [Update Method] option for the [Firmware Update Setup] setting is set to [Auto Check]. (Internet connection is needed, and data rates may apply.)

Press 1 to view the details.

## 8. Warning icon



The warning icon papears when there is an error or maintenance message; press to view the details, and then press to return to the Home screen.

## **IMPORTANT**

DO NOT press the LCD with a sharp object such as a pen or stylus. It may damage the machine.

# **NOTE**

DO NOT touch the LCD immediately after plugging in the power cord or turning on the machine. Doing this may cause an error.



This product adopts the font of ARPHIC TECHNOLOGY CO., LTD.

# Related Information

- · Introduction to Your Machine
  - Settings Screen Overview
  - · Set the Ready Screen
  - · Set Default Function Screens

## **Related Topics:**

Reduce Printing Noise

- Check the Ink Volume (Page Gauge)
- Error and Maintenance Messages

▲ Home > Introduction to Your Machine > Touchscreen LCD Overview > Settings Screen Overview

# **Settings Screen Overview**

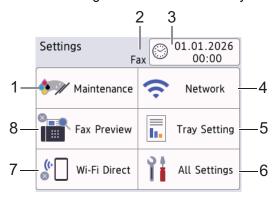
## Related Models: MFC-J1410DW/MFC-J4555DW

- >> MFC-J4555DW
- >> MFC-J1410DW

# MFC-J4555DW

The touchscreen shows the machine's status when you press | | [Settings].

Use the Settings menu to access all of your Brother machine's settings.



#### [Maintenance]

Press to access the following menus:

- [Improve Print Quality]
- [Print Head Cleaning]
- [Ink Volume]
- [Ink Cartridge Model]
- [Print Options]
- [Ink Cartridge Check]

## 2. Receive Mode

Displays the current Receive Mode.

### 3. [Date & Time]

Displays the date and time.

Press to access the [Date & Time] menu.

#### 4. [Network]

Press to set up a network connection.

If you are using a wireless connection, a three-level indicator on the screen displays the current wireless signal strength.

# [Tray Setting]

Press to access the [Tray Setting] menu.

Use these options to change the paper size and type.

# [All Settings]

Press to access a menu of all of your machine's settings.

#### 7. [Wi-Fi Direct]

Press to set up a Wi-Fi Direct network connection.

## [Fax Preview]

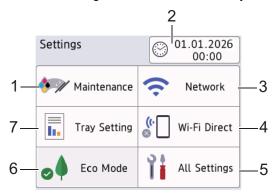
Displays the Fax Preview setting.

Press to access the [Fax Preview] menu.

## MFC-J1410DW

The touchscreen shows the machine's status when you press | | [Settings].

Use the Settings menu to access all of your Brother machine's settings.



## [Maintenance]

Press to access the following menus:

- [Improve Print Quality]
- [Print Head Cleaning]
- [Ink Volume]
- [Ink Cartridge Model]
- [Print Options]
- [Ink Cartridge Check]

#### 2. [Date & Time]

Displays the date and time.

Press to access the [Date & Time] menu.

#### [Network]

Press to set up a network connection.

If you are using a wireless connection, a three-level indicator on the screen displays the current wireless signal strength.

#### 4. [Wi-Fi Direct]

Press to set up a Wi-Fi Direct network connection.

#### [All Settings]

Press to access a menu of all of your machine's settings.

#### 6. [Eco Mode]

Press to access the  $[{\tt Eco\ Mode}]$  menu.

## [Tray Setting]

Press to access the [Tray Setting] menu.

Use these options to change the paper size and type.

# Related Information

Touchscreen LCD Overview

# **Related Topics:**

Check the Ink Volume (Page Gauge)

• Distinctive Ring

▲ Home > Introduction to Your Machine > Touchscreen LCD Overview > Set the Ready Screen

# **Set the Ready Screen**

## Related Models: MFC-J1410DW/MFC-J4555DW

You can change the Ready screen to display a specific Home screen or Shortcut screen.

When the machine is idle or you press , the machine will go back to the screen that you have set.

- 1. Press [Settings] > [All Settings] > [General Setup] > [Screen Settings] > [Home Screen].
- 2. Press ▲ or ▼ to display the screen options, and then select the option you want.
- 3. Press

The machine will go to your new Home screen.

# Related Information

• Touchscreen LCD Overview

▲ Home > Introduction to Your Machine > Touchscreen LCD Overview > Set Default Function Screens

# **Set Default Function Screens**

## Related Models: MFC-J1410DW/MFC-J4555DW

You can set the Scan default screen using the Screen Settings.

- 1. Press [Settings] > [All Settings] > [General Setup] > [Screen Settings] > [Scan Screen].
- 2. Press ▲ or ▼ to display the scan options, and then select the option you want to set as the default screen.
- 3. Press

# Related Information

Touchscreen LCD Overview

▲ Home > Introduction to Your Machine > Enter Text on Your Brother Machine

# **Enter Text on Your Brother Machine**

- · The characters that are available may differ depending on your country.
- For touchscreen models, the keyboard layout may differ depending on the function you are setting.
- >> MFC-J1360DW/MFC-J1365DW
- >> MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

## MFC-J1360DW/MFC-J1365DW

You may need to enter text into the machine, for example, when you set the network key.



- Press ▲, ▼, ◄ or ▶ to select the number, letter or special character you want to select, and press OK. Repeat
  for each character until the number or name is complete and then press ▲, ▼, ◄ or ▶ to select
   ok and then
  press OK.
- Press ▲, ▼, ◀ or ▶ to select 🛕 1 @, and then press **OK** to cycle between letters, numbers and special characters.
- Press ▲, ▼, ◄ or ▶ to select ☐aA , and then press OK to cycle between lowercase and uppercase letters.

# **Inserting spaces**

To enter a space, press ▲, ▼, ◀ or ▶ to select > , and then press OK.

## **Making corrections**

If you entered an incorrect number or letter and want to change it, press ▲, ▼, ◄ or ▶ to select ∠ or >
 Press OK several times to move the highlight to the incorrect character. Then, press ▲, ▼, ◄ or ▶ to select ∠
 , and press OK. Re-enter the correct letter.

# MFC-J4355DW

When you are setting certain menu selections, such as the Station ID, you may need to enter text into the machine. Most dial pad buttons have three or four letters printed on the buttons. The buttons for **0**, **#** and **\*** do not have printed letters because they are used for special characters.

Press the appropriate dial pad button the number of times shown in this reference table to access the character you want.

Press Button	One Time	Two Times	Three Times	Four Times	Five Times	Six Times	Seven Times	Eight Times	Nine Times
2	2	Α	В	С	а	b	С	2	Α
3	3	D	E	F	d	е	f	3	D
4	4	G	Н	1	g	h	i	4	G

Press Button	One Time	Two Times	Three Times	Four Times	Five Times	Six Times	Seven Times	Eight Times	Nine Times
5	5	J	K	L	j	k	1	5	J
6	6	M	N	0	m	n	0	6	М
7	7	Р	Q	R	S	р	q	r	s
8	8	Т	U	V	t	u	V	8	Т
9	9	W	Χ	Υ	Z	W	X	У	z

To move the cursor to the left or right, press ▲, ▼, ◀ or ▶ to select 
 or > , and then press OK.

### Inserting spaces

To enter a space, press A, V, I or I to select , and then press OK.

#### **Making corrections**

If you entered an incorrect number or letter and want to change it, press ▲, ▼, ◄ or ▶ to select ✓ or ➤.
 Press OK several times to move the highlight to the incorrect character. Then, press ▲, ▼, ◄ or ▶ to select ✓X, and press OK. Re-enter the correct letter.

### Special characters and symbols

Press \*, # or 0 repeatedly until you see the special character or symbol you want.

Press *	*/(space)+=<>.,:;'"
Press #	#!?@\$&%()[] <sup>^</sup> €
Press 0	English: 0 Á À Ã Â Ç É È Ê Ë Í Î Ï Ó Õ Ô Ö Ú Ù French: 0 À Â Ç É È Ê Ë Î Ï Ô Ú Ù Spanish: 0 Á É Í Ñ Ó Ú

### MFC-J1410DW/MFC-J4555DW

When you need to enter text on your Brother machine, a keyboard will appear on the touchscreen.



- Press A 1 @ to cycle between letters, numbers and special characters.
- Press 🔯 to cycle between lowercase and uppercase letters.
- To move the cursor to the left or right, press ◀ or ▶.

#### **Inserting spaces**

• To enter a space, press [Space]. Or, you can press ▶ to move the cursor.

#### **Making corrections**

- If you entered an incorrect character and want to change it, press ◀ or ▶ to highlight the incorrect character.

  Press ▼x, and then enter the correct character.
- To insert a character, press ◀ or ▶ to move the cursor to the correct place, and then enter the character.
- Press  $\stackrel{\textstyle \checkmark}{\textstyle \times}$  for each character you want to erase, or press and hold  $\stackrel{\textstyle \checkmark}{\textstyle \times}$  to erase all the characters.

# Related Information

· Introduction to Your Machine

- Send the Same Fax to More than One Recipient (Broadcasting)
- · Save Outgoing Call Numbers to the Address Book
- Save Caller ID History Numbers to the Address Book
- Change a Broadcasting Group Name
- · Set Your Station ID
- · Change or Delete Shortcuts

▲ Home > Introduction to Your Machine > Access Brother Utilities (Windows)

# **Access Brother Utilities (Windows)**

**Brother Utilities** is an application launcher that offers convenient access to all Brother applications installed on your computer.

To use **Brother Utilities**, you must install the Brother software on your computer. To install the Brother software, go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.

- 1. Do one of the following:
  - · Windows 11
    - Click > All apps > Brother > Brother Utilities.
  - · Windows 10
    - Click = > Brother > Brother Utilities.
- 2. Select your machine.



3. Select the operation you want to use.

# Related Information

- · Introduction to Your Machine
  - Uninstall the Brother Software and Drivers (Windows)

▲ Home > Introduction to Your Machine > Access Brother Utilities (Windows) > Uninstall the Brother Software and Drivers (Windows)

# **Uninstall the Brother Software and Drivers (Windows)**

- 1. Do one of the following:
  - · Windows 11
    - Click > All apps > Brother > Brother Utilities.
  - Windows 10
    - Click = > Brother > Brother Utilities.
- 2. Click the drop-down list, and then select your model name (if not already selected). Click **Tools** in the left navigation bar, and then click **Uninstall**.

Follow the instructions in the dialog box to uninstall the software and drivers.

### Related Information

Access Brother Utilities (Windows)

▲ Home > Introduction to Your Machine > Access Brother iPrint&Scan (Windows/Mac)

# Access Brother iPrint&Scan (Windows/Mac)

Use Brother iPrint&Scan for Windows and Mac to print and scan from your computer.

- · This function is not available in countries subject to applicable export regulations.
- To download the latest version:
  - For Windows:

Go to your model's **Downloads** page at <u>support.brother.com/downloads</u>, and then download and install Brother iPrint&Scan.

For Mac:

Download and install Brother iPrint&Scan from the Apple App Store.

If prompted, install the driver and software necessary to use your machine. Download your machine's latest driver and software from your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.

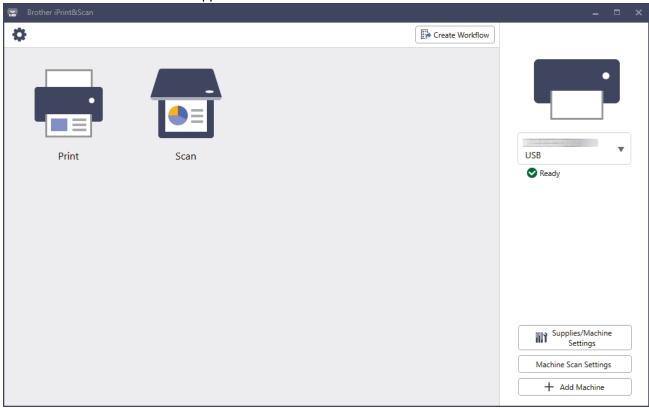
- 1. Start Brother iPrint&Scan.
  - Windows

Double-click the (Brother iPrint&Scan) icon.

Mac

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.



The actual screen may differ depending on the version of the application.

# Related Information

· Introduction to Your Machine

- Print Using Brother iPrint&Scan (Windows/Mac)
- Scan Using Brother iPrint&Scan (Windows/Mac)

- Configure the Scan Button on Your Machine
- Monitor Machine Status Using Brother iPrint&Scan (Windows/Mac)

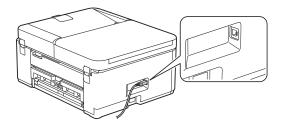
▲ Home > Introduction to Your Machine > USB / Ethernet Port Locations on Your Brother Machine

### **USB / Ethernet Port Locations on Your Brother Machine**

- · For details on cables, see Interface Specifications.
- To install the driver and software necessary to use your machine, go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.
- >> MFC-J1360DW/MFC-J1365DW/MFC-J1410DW
- >> MFC-J4355DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J1410DW

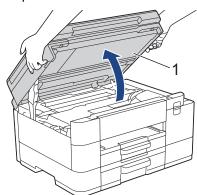
The USB port is located outside the machine as shown.



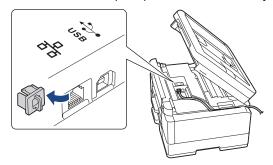
### MFC-J4355DW/MFC-J4555DW

The USB and Ethernet ports are located inside the machine (Ethernet ports are available only for certain models).

1. Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover (1) into the open position.



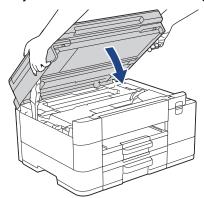
2. Locate the correct port (based on the cable you are using) inside the machine as shown.



D

Carefully guide the cable through the cable channel and out the back of the machine.

3. Gently close the scanner cover using both hands.



### **V**

# **Related Information**

• Introduction to Your Machine

▲ Home > Paper Handling

# **Paper Handling**

- Load Paper
- Load Documents

### ▲ Home > Paper Handling > Load Paper

# **Load Paper**

- Load Paper in Paper Tray #1 / Paper Tray #2
- Load Paper in the Manual Feed Slot
- Unprintable Area
- Paper Settings
- Acceptable Print Media
- Error and Maintenance Messages
- Print Quality Difficulties
- Paper Handling Difficulties

▲ Home > Paper Handling > Load Paper > Load Paper in Paper Tray #1 / Paper Tray #2

## Load Paper in Paper Tray #1 / Paper Tray #2

- Load Cut-Sheet Paper or Photo Paper in the Paper Tray #1 / Paper Tray #2
- Load Legal Size Paper in the Paper Tray #1 / Paper Tray #2
- Load Envelopes in the Paper Tray #1

▲ Home > Paper Handling > Load Paper > Load Paper in Paper Tray #1 / Paper Tray #2 > Load Cut-Sheet Paper or Photo Paper in the Paper Tray #1 / Paper Tray #2

# Load Cut-Sheet Paper or Photo Paper in the Paper Tray #1 / Paper Tray #2

- If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
- Load only one size and type of paper in the paper tray at a time.
- When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.
  - (MFC-J4555DW) Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine.
- You can use only plain paper in Tray #2. (MFC-J4555DW)

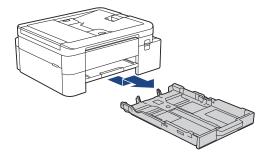
These instructions describe how to load paper in Tray #1.

(MFC-J4555DW) The steps for Tray #2 are very similar.

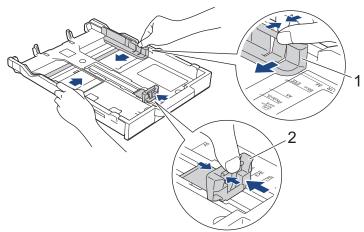
1. If the paper support flap (1) is open, close it, and then close the paper support (2).



2. Pull the paper tray completely out of the machine.



3. Gently press and slide the paper width guides (1) and then the paper length guide (2) to fit the paper size.



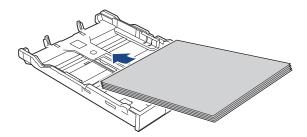
4. Fan the stack of paper well to avoid paper jams and misfeeds.



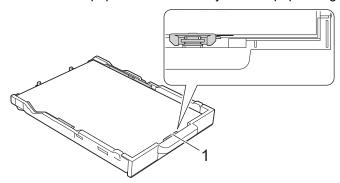


Always make sure the paper is not curled or wrinkled.

5. Gently load paper in the paper tray with the printing surface **face down**.



Make sure the paper is flat in the tray and the paper length guide (1) touches the edges of the paper.



### **IMPORTANT**

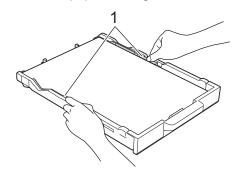
- Be careful not to push the paper in too far; it may lift at the back of the tray and cause paper feed problems.
- Loading more than 20 sheets of photo paper may cause paper jams.



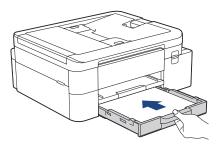
To add paper before the tray is empty, remove the paper from the tray and combine it with the paper you are adding. Always fan the stack of paper well to prevent the machine from feeding multiple pages.

6. Gently adjust the paper width guides (1) to fit the paper.

Make sure the paper width guides touch the edges of the paper.



7. Slowly push the paper tray completely into the machine.



8. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



# Related Information

• Load Paper in Paper Tray #1 / Paper Tray #2

- Change the Check Paper Setting
- Choose the Right Print Media
- Change the Paper Size and Paper Type

■ Home > Paper Handling > Load Paper > Load Paper in Paper Tray #1 / Paper Tray #2 > Load Legal Size Paper in the Paper Tray #1 / Paper Tray #2

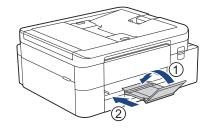
# Load Legal Size Paper in the Paper Tray #1 / Paper Tray #2

- If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
- Load only one size and type of paper in the paper tray at a time.
- When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.
  - (MFC-J4555DW) Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine.
- You can use only plain paper in Tray #2. (MFC-J4555DW)

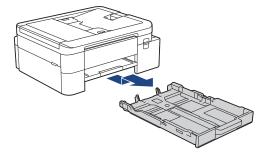
These instructions describe how to load paper in Tray #1.

(MFC-J4555DW) The steps for Tray #2 are very similar.

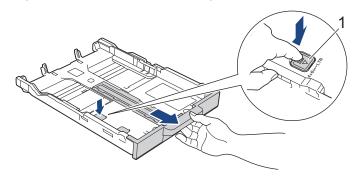
1. If the paper support flap (1) is open, close it, and then close the paper support (2).

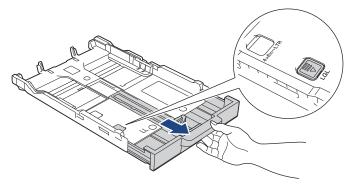


2. Pull the paper tray completely out of the machine.

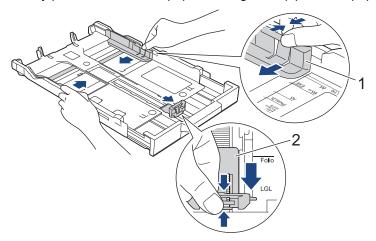


3. Press the square paper tray expansion button (1) and slide out the paper tray until the square paper tray expansion button locks into the square LGL hole.





4. Gently press and slide the paper width guides (1) and the paper length guide (2) to fit the paper size.



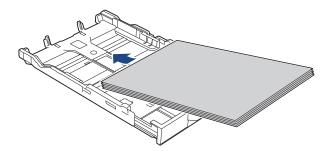
5. Fan the stack of paper well to avoid paper jams and misfeeds.



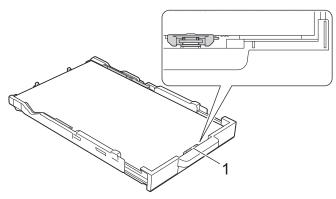


Always make sure the paper is not curled or wrinkled.

6. Gently load paper in the paper tray with the printing surface **face down**.



Make sure the paper is flat in the tray and the paper length guide (1) touches the edges of the paper.



### **IMPORTANT**

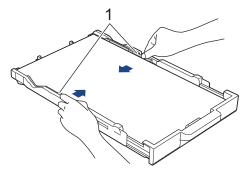
Be careful not to push the paper in too far; it may lift at the back of the tray and cause paper feed problems.



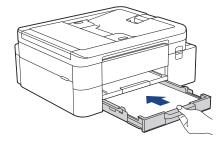
To add paper before the tray is empty, remove the paper from the tray and combine it with the paper you are adding. Always fan the stack of paper well to prevent the machine from feeding multiple pages.

7. Gently adjust the paper width guides (1) to fit the paper.

Make sure the paper guides touch the edges of the paper.



8. Slowly push the paper tray completely into the machine.



9. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



# **V**

### **Related Information**

• Load Paper in Paper Tray #1 / Paper Tray #2

▲ Home > Paper Handling > Load Paper > Load Paper in Paper Tray #1 / Paper Tray #2 > Load Envelopes in the Paper Tray #1

## Load Envelopes in the Paper Tray #1

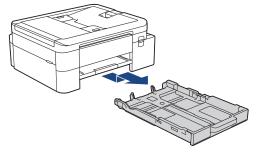
- If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
- You can load envelopes in a variety of sizes. See *Related Information: Paper Type and Paper Size for Each Operation*.
- When you load envelopes in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.
  - (MFC-J4555DW) Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine.
- Before loading envelopes in the tray, press the corners and sides of the envelopes to make them as flat as possible.



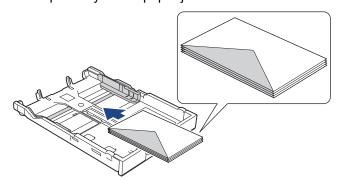
1. If the paper support flap (1) is open, close it, and then close the paper support (2).



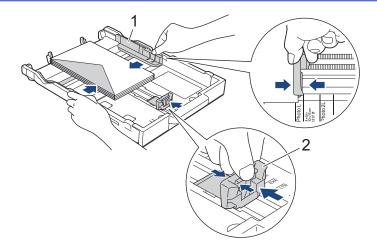
2. Pull the paper tray completely out of the machine.



3. Load up to 10 envelopes in the paper tray with the printing surface **face down**. Loading more than 10 envelopes may cause paper jams.



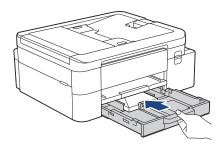
4. Gently press and slide the paper width guides (1) and paper length guide (2) to fit the size of the envelopes. Make sure the envelopes are flat in the tray.



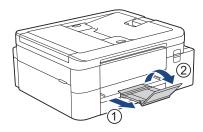
### **IMPORTANT**

If envelopes are multi-feeding, load one envelope in the paper tray at a time.

5. Slowly push the paper tray completely into the machine.



6. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



### Related Information

• Load Paper in Paper Tray #1 / Paper Tray #2

- Change the Check Paper Setting
- · Choose the Right Print Media
- Change the Paper Size and Paper Type
- Paper Type and Paper Size for Each Operation

▲ Home > Paper Handling > Load Paper > Load Paper in the Manual Feed Slot

# **Load Paper in the Manual Feed Slot**

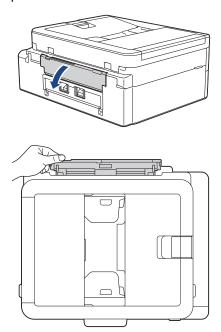
### Related Models: MFC-J4355DW/MFC-J4555DW

Load special print media in this slot, one sheet of paper at a time.

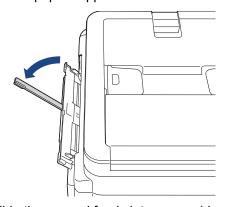


The machine automatically turns on Manual Feed mode when you put paper in the manual feed slot.

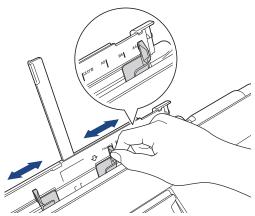
1. Open the manual feed slot cover.



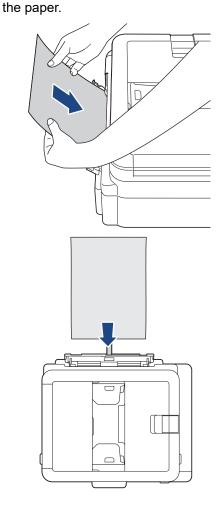
2. Lift the paper support.



3. Slide the manual feed slot paper guides to fit the width of the paper you are using.

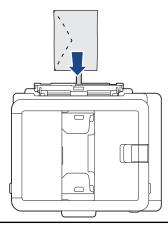


Load only one sheet of paper in the manual feed slot with the printing surface face up.
 Using both hands, adjust the manual feed slot paper guides to make sure there is no gap between them and





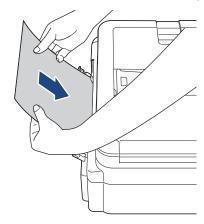
When using envelopes, load the envelopes with the printing surface **face up** and the flap on the left as shown in the illustration.



### **IMPORTANT**

- DO NOT load more than one sheet of paper in the manual feed slot at any time. Doing this may
  cause a paper jam. When printing multiple pages, do not feed the next sheet of paper until the LCD
  displays a message instructing you to feed the next sheet.
- DO NOT load paper in the manual feed slot when you are printing from the paper tray. Doing this may cause a paper jam.

5. Using both hands, push **one sheet of paper** into the manual feed slot until the front edge touches the paper feed rollers. Release the paper when you feel the machine pull it. The LCD displays [Manual Feed Slot ready]. Follow the instructions displayed on the LCD.





When loading an envelope, or a sheet of thick paper, push the media into the manual feed slot until you feel the paper feed rollers pull it.

6. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).





- If the document does not fit on one sheet, the machine will prompt you to load another sheet of paper. Place another sheet of paper in the manual feed slot, and follow the instructions displayed on the LCD.
- Make sure printing has finished before you close the manual feed slot cover.
- · When paper is placed in the manual feed slot, the machine always prints from the manual feed slot.
- The machine will eject any paper loaded in the manual feed slot while a test page, report, etc. is being printed.
- The machine will eject paper loaded in the manual feed slot during the machine's cleaning process. Wait until the machine finishes its cleaning, and then load paper in the manual feed slot.

# 4

### **Related Information**

· Load Paper

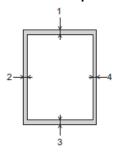
- · Choose the Right Print Media
- · Error and Maintenance Messages

### ▲ Home > Paper Handling > Load Paper > Unprintable Area

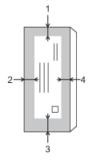
### **Unprintable Area**

The unprintable area depends on the settings in the application you are using. The figures below show the unprintable areas on Cut-sheet paper and envelopes. The machine can print in the shaded areas of Cut-sheet paper only when the Borderless print feature is available and turned on.

### **Cut-Sheet Paper**



#### **Envelope**



	Top (1)	Left (2)	Bottom (3)	Right (4)
Cut-Sheet	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)
Envelopes	0.47 in. (12 mm)	0.12 in. (3 mm)	0.47 in. (12 mm)	0.12 in. (3 mm)



The Borderless print feature is not available for envelopes, 2-sided printing and some paper sizes, such as Legal and Executive.

# 4

### **Related Information**

· Load Paper

### **Related Topics:**

· Printing Difficulties

▲ Home > Paper Handling > Load Paper > Paper Settings

# **Paper Settings**

- Change the Paper Size and Paper Type
- Change the Check Paper Setting
- Shrink Page Size of an Oversized Incoming Fax

▲ Home > Paper Handling > Load Paper > Paper Settings > Change the Paper Size and Paper Type

# Change the Paper Size and Paper Type

Set the Paper Size and Paper Type settings for the paper tray.

- To get the best print quality, set the machine for the type of paper you are using.
- When you change the size of the paper you load in the tray, you must change the Paper Size setting on the LCD at the same time.
- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [General Setup]. Press OK.
  - b. Select [Paper Type]. Press OK.
  - c. Select [Plain Paper], [Inkjet Paper], [Brother BP71] or [Other Glossy]. Press OK.
  - d. Select [Paper Size]. Press OK.
  - e. Select the paper size option you want, and then press OK.
- 3. Press Stop/Exit.



The machine ejects paper with the printed surface face up onto the paper tray at the front of the machine. When you use glossy paper, remove each sheet at once to prevent smudging or paper jams.

#### MFC-J1410DW/MFC-J4555DW

- 1. (MFC-J4555DW) Press [Settings] > [All Settings] > [General Setup] > [Tray Setting].
- 2. (MFC-J1410DW) Press | [Settings] > [All Settings] > [General Setup].
- 3. (MFC-J4555DW) Press ▲ or ▼ to display the tray options, and then press the option you want.
- 4. Press [Paper Type].
- 5. Press ▲ or ▼ to display the paper type options, and then press the option you want.



(MFC-J4555DW) Use plain paper only in Tray #2.

- 6. Press [Paper Size].
- 8. Press



The machine ejects paper with the printed surface face up onto the paper tray at the front of the machine. When you use glossy paper, remove each sheet at once to prevent smudging or paper jams.

# Related Information

· Paper Settings

- Load Cut-Sheet Paper or Photo Paper in the Paper Tray #1 / Paper Tray #2
- · Load Envelopes in the Paper Tray #1
- Acceptable Print Media

- Error and Maintenance Messages
- Printing Difficulties
- Print Quality Difficulties
- Printing Received Faxes (For models with facsimile function)

▲ Home > Paper Handling > Load Paper > Paper Settings > Change the Check Paper Setting

### Change the Check Paper Setting

If this setting is set to <code>[On]</code> and the paper tray is removed, the LCD displays a message allowing you to change the Paper Size and Paper Type settings.

The default setting is [On].

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [General Setup]. Press OK.
  - b. Select [Check Paper]. Press OK.
  - c. Select [On] or [Off]. Press OK.
- 3. Press Stop/Exit.

#### MFC-J1410DW/MFC-J4555DW

- 1. Press 👔 [Settings] > [All Settings] > [General Setup].
- 2. (MFC-J4555DW) Press [Tray Setting].
- 3. Press ▲ or ▼ to display the [Check Paper] option, and then press it.
- 4. Press [On] or [Off].
- 5. Press

# Related Information

Paper Settings

- Load Cut-Sheet Paper or Photo Paper in the Paper Tray #1 / Paper Tray #2
- Load Envelopes in the Paper Tray #1
- Error and Maintenance Messages

#### ▲ Home > Paper Handling > Load Paper > Acceptable Print Media

### **Acceptable Print Media**

The print quality can be affected by the type of paper you use in the machine.

To get the best print quality for the settings you have selected, always set the Paper Type to match the type of paper you load.

You can use plain paper, inkjet paper (coated paper), glossy paper, recycled paper, and envelopes.

We recommend testing various paper types before buying large quantities.

For best results, we recommend using Brother paper.

- When you print on inkjet paper (coated paper) and glossy paper, be sure to select the correct print media in the printer driver or in the application you use to print, or the Paper Type setting on the machine.
- When you print on photo paper, load one extra sheet of the same photo paper in the paper tray.
- When using photo paper, remove each sheet at once to prevent smudging or paper jams.
- Avoid touching the printed surface of the paper immediately after printing; the surface may not be completely
  dry and may stain your fingers.

### Related Information

- · Load Paper
  - Recommended Print Media
  - · Handle and Use Print Media
  - · Choose the Right Print Media

- · Change the Paper Size and Paper Type
- · Print Quality Difficulties

▲ Home > Paper Handling > Load Paper > Acceptable Print Media > Recommended Print Media

### **Recommended Print Media**

For the best print quality, we recommend using the Brother paper listed in the table. Brother paper may not be available in all countries.

### **Brother paper**

Paper Type	Item		
Premium Plus Glossy Photo			
Letter	BP71GLTR		
4" x 6"	BP71GP20		

# Related Information

· Acceptable Print Media

▲ Home > Paper Handling > Load Paper > Acceptable Print Media > Handle and Use Print Media

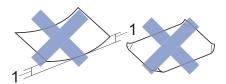
### **Handle and Use Print Media**

- Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.
- · Avoid touching the shiny (coated) side of photo paper.
- Some envelope sizes require that you set margins in the application. Make sure you do a test print first before printing many envelopes.

### **IMPORTANT**

DO NOT use the following types of paper:

· Damaged, curled, wrinkled, or irregularly shaped



- 1. 0.08 in. (2 mm) or greater curl may cause jams to occur.
- · Extremely shiny or highly textured
- · Paper that cannot be arranged uniformly when stacked
- · Paper with an adhesive surface

DO NOT use envelopes that:

- · Are loosely constructed
- Have windows
- Are embossed (have raised writing on them)
- · Have clasps or staples
- · Are pre-printed on the inside
- · Are self-adhesive
- · Have double flaps

### Self-adhesive Double flaps





You may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.



### **Related Information**

Acceptable Print Media

### **Related Topics:**

• Load Paper in Paper Tray #1 / Paper Tray #2

▲ Home > Paper Handling > Load Paper > Acceptable Print Media > Choose the Right Print Media

## **Choose the Right Print Media**

- Paper Type and Paper Size for Each Operation
- Paper Capacity of the Paper Tray
- Load Cut-Sheet Paper or Photo Paper in the Paper Tray #1 / Paper Tray #2
- Load Envelopes in the Paper Tray #1
- Load Paper in the Manual Feed Slot

▲ Home > Paper Handling > Load Paper > Acceptable Print Media > Choose the Right Print Media > Paper Type and Paper Size for Each Operation

# Paper Type and Paper Size for Each Operation

Paper Type	Paper Size	Usage				
			Fax <sup>1</sup> Copy		Direct Print <sup>2</sup>	Printer
Cut-Sheet	Letter	8 1/2 x 11 in. (215.9 x 279.4 mm)	Yes	Yes	Yes	Yes
	A4	8.3 x 11.7 in. (210 x 297 mm)	Yes	Yes	Yes	Yes
	Legal	8 1/2 x 14 in. (215.9 x 355.6 mm)	Yes	Yes	-	Yes
	Mexico Legal	8.5 x 13.38 in. (215.9 x 339.85 mm)	Yes	Yes	-	Yes
	India Legal	8.46 x 13.58 in. (215 x 345 mm)	Yes	Yes	-	Yes
	Folio	8 1/2 x 13 in. (215.9 x 330.2 mm)	Yes	Yes	-	Yes
	Executive	7 1/4 x 10 1/2 in. (184.1 x 266.7 mm)	-	Yes	-	Yes
	A5	5.8 x 8.3 in. (148 x 210 mm)	-	Yes	-	Yes
	A6	4.1 x 5.8 in. (105 x 148 mm)	-	-	-	Yes
Cards	Photo	4 x 6 in. (10 x 15 cm)	-	Yes	Yes	Yes
	Photo L	3.5 x 5 in. (9 x 13 cm)	-	-	-	Yes
	Photo 2L	5 x 7 in. (13 x 18 cm)	-	-	Yes	Yes
	Index Card	5 x 8 in. (13 x 20 cm)	-	-	-	Yes
Envelopes	C5 Envelope	6.4 x 9 in. (162 x 229 mm)	-	-	-	Yes
	DL Envelope	4.3 x 8.7 in. (110 x 220 mm)	-	-	-	Yes
	Com-10	4 1/8 x 9 1/2 in. (104.7 x 241.3 mm)	-	-	-	Yes
	Monarch	3 7/8 x 7 1/2 in. (98.4 x 190.5 mm)	-	-	-	Yes

<sup>&</sup>lt;sup>1</sup> MFC-J4355DW/MFC-J4555DW only

<sup>&</sup>lt;sup>2</sup> MFC-J4555DW only



### Related Information

• Choose the Right Print Media

### **Related Topics:**

• Load Envelopes in the Paper Tray #1

▲ Home > Paper Handling > Load Paper > Acceptable Print Media > Choose the Right Print Media > Paper Capacity of the Paper Tray

# **Paper Capacity of the Paper Tray**

	Paper Size	Paper Types	No. of sheets	Weight	Thickness
Paper Tray #1	Letter, A4, Legal, Mexico Legal, India Legal, Folio, Executive, A5, A6,	Plain Paper, Recycled Paper	150 <sup>1</sup>	17 to 32 lb (64 to 120 g/m²)	3 to 6 mil (0.08 to 0.15 mm)
	Envelopes (C5, Com-10, DL, Monarch), Photo (4" x 6")/(10 x 15 cm), Photo L (3.5" x 5")/(9 x 13 cm), Photo 2L (5" x 7")/(13 x 18 cm), Index card (5" x 8")/(13 x 20 cm)	Inkjet Paper	20	17 to 53 lb (64 to 200 g/m²)	3 to 10 mil (0.08 to 0.25 mm)
		Glossy Paper <sup>2</sup> , Photo <sup>2</sup>	20	Up to 58 lb (Up to 220 g/m²)	Up to 10 mil (Up to 0.25 mm)
		Index Card	30	Up to 32 lb (Up to 120 g/m²)	Up to 6 mil (Up to 0.15 mm)
		Envelopes	10	20 to 25 lb (80 to 95 g/m²)	Up to 20 mil (Up to 0.52 mm)
Paper Tray #2 (MFC-J4555DW)	Letter, A4, Legal, Mexico Legal, India Legal, Folio, Executive, A5	Plain Paper, Recycled Paper	250 <sup>1</sup>	17 to 32 lb (64 to 120 g/m²)	3 to 6 mil (0.08 to 0.15 mm)
Manual Feed Slot (MFC-J4355DW/ MFC-J4555DW)	Letter, A4, Legal, Mexico Legal, India Legal, Folio, Executive, A5, A6,	Plain Paper, Recycled Paper	1	17 to 32 lb (64 to 120 g/m²)	3 to 6 mil (0.08 to 0.15 mm)
	Envelopes (C5, Com-10, DL, Monarch), Photo (4" x 6")/(10 x 15 cm), Photo L (3.5" x 5")/(9 x 13 cm),	Inkjet Paper	1	17 to 53 lb (64 to 200 g/m²)	3 to 10 mil (0.08 to 0.25 mm)
	Photo 2L (5" x 7")/(13 x 18 cm), Index card (5" x 8")/(13 x 20 cm)	Glossy Paper, Photo	1	Up to 79 lb (Up to 300 g/m²)	Up to 12 mil (Up to 0.30 mm)
		Index Card	1	Up to 32 lb (Up to 120 g/m²)	Up to 6 mil (Up to 0.15 mm)
		Envelopes	1	20 to 25 lb (80 to 95 g/m²)	Up to 20 mil (Up to 0.52 mm)

<sup>1</sup> When using plain paper 20 lb (80 g/m²).

# Related Information

• Choose the Right Print Media

### **Related Topics:**

Paper Handling Difficulties

<sup>&</sup>lt;sup>2</sup> BP71 69 lb (260 g/m²) paper is specially designed for Brother inkjet machines.

▲ Home > Paper Handling > Load Documents

### **Load Documents**

- Load Documents in the Automatic Document Feeder (ADF)
- Load Documents on the Scanner Glass
- Unscannable Area

▲ Home > Paper Handling > Load Documents > Load Documents in the Automatic Document Feeder (ADF)

# Load Documents in the Automatic Document Feeder (ADF)

The ADF can hold multiple pages and feeds each sheet individually.

Use paper that is within the sizes and weights shown in the table. Always fan the pages before placing them in the ADF.

### **Document Sizes and Weights**

Length <sup>1</sup> :	MFC-J1360DW/MFC-J1365DW/MFC-J1410DW
	8.3 to 14.0 in. (210 to 355.6 mm)
	• MFC-J4355DW/MFC-J4555DW
	5.8 to 14.0 in. (148 to 355.6 mm)
Width:	5.5 to 8.5 in. (139.7 to 215.9 mm)
Paper Weight:	17 to 24 lb (64 to 90 g/m²)

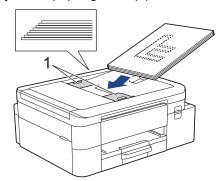
<sup>1</sup> Documents that are longer than 11.7 in. (297 mm) must be fed one page at a time.

#### **IMPORTANT**

- DO NOT pull on the document while it is feeding.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted or taped.
- · DO NOT use cardboard, newspaper or fabric.
- · Make sure documents with correction fluid or written in ink are completely dry.
- 1. Lift and unfold the ADF document support (1).



- 2. Fan the stack of paper well to avoid paper jams and misfeeds.
- 3. Adjust the paper guides (1) to fit the document size.



4. Place your document, **face down**, **top edge first** in the ADF underneath the paper guides until you feel the document touch the feed rollers and the LCD displays [ADF Ready].

#### **IMPORTANT**

DO NOT leave any documents on the scanner glass. If you do this, the ADF may jam.



## **Related Information**

Load Documents

- Copy a Document
- Error and Maintenance Messages
- Telephone and Fax Problems
- Other Problems

▲ Home > Paper Handling > Load Documents > Load Documents on the Scanner Glass

## **Load Documents on the Scanner Glass**

Use the scanner glass to fax, copy, or scan one page at a time.

#### **Document Sizes Supported**

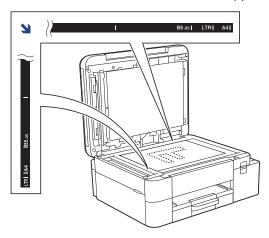
Length:	Up to 11.7 in. (297 mm)
Width:	Up to 8.5 in. (215.9 mm)
Weight:	Up to 4.4 lb (2 kg)



(ADF models)

To use the scanner glass, the ADF must be empty and the ADF document support must be closed.

- 1. Lift the document cover.
- 2. Place the document **face down** in the upper left corner of the scanner glass as shown in the illustration.



3. Close the document cover.

#### **IMPORTANT**

If you are scanning a book or thick document, DO NOT forcefully close or press on the document cover.

## Related Information

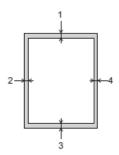
Load Documents

- · Copy a Document
- Telephone and Fax Problems
- Other Problems

#### ▲ Home > Paper Handling > Load Documents > Unscannable Area

## **Unscannable Area**

The unscannable area of a page depends on the settings in the application you are using. The figures below show the typical unscannable measurements.



Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Fax <sup>1</sup>	Letter	0.12 in. (3 mm)	0.16 in. (4 mm)
	Legal		
	A4		0.12 in. (3 mm) <sup>2</sup>
Сору	All paper sizes	0.12 in. (3 mm)	0.12 in. (3 mm)
Scan		0.04 in. (1 mm)	0.04 in. (1 mm)

- 1 MFC-J4355DW/MFC-J4555DW only
- <sup>2</sup> The unscannable area is 0.04 in. (1 mm) when using the ADF.

## 4

#### **Related Information**

Load Documents

#### ▲ Home > Print

## **Print**

- Print from Your Computer (Windows)
- Print from Your Computer (Mac)
- Print Using Brother iPrint&Scan (Windows/Mac)
- Print Photos Directly from a USB Flash Drive
- Print an Email Attachment
- Cancel a Print Job

▲ Home > Print > Print from Your Computer (Windows)

## **Print from Your Computer (Windows)**

- Print a Photo (Windows)
- Print a Document (Windows)
- Print More Than One Page on a Single Sheet of Paper (N in 1) (Windows)
- Print as a Poster (Windows)
- Print on Both Sides of the Paper Automatically (Automatic 2-sided Printing) (Windows)
- Print as a Booklet Automatically (Windows)
- Print a Color Document in Grayscale (Windows)
- Print on an Envelope (Windows)
- Prevent Smudged Printouts and Paper Jams (Windows)
- Use a Preset Print Profile (Windows)
- Change the Default Print Settings (Windows)
- Printer Driver Settings (Windows)

#### ▲ Home > Print > Print from Your Computer (Windows) > Print a Photo (Windows)

## **Print a Photo (Windows)**



- · Make sure you have loaded the correct media in the paper tray.
- · For best results, we recommend using Brother paper.
- When printing on photo paper, load one extra sheet of the same photo paper in the paper tray.
- 1. Select the print command in your application.
- 2. Select your model's name, and then click the printer's properties or preferences button. The printer driver window appears.
- 3. Click the Basic tab.
- 4. Click the Media Type drop-down list, and then select the type of paper you are using.

#### **IMPORTANT**

To get the best print quality for the settings you have selected, always set the **Media Type** option to match the type of paper you load.

- 5. Click the Paper Size drop-down list, and then select your paper size.
- 6. Select the **Borderless** checkbox, if needed.
- 7. For Color / Grayscale, select Color.
- 8. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.



If your application contains a similar setting, we recommend that you set the printout orientation using the application.

- 9. Type the number of copies (1-999) you want in the Copies field.
- 10. Change other printer settings, if needed.
- 11. Click **OK**.
- 12. Complete your print operation.

## Related Information

• Print from Your Computer (Windows)

- Printer Driver Settings (Windows)
- · Paper Handling and Printing Problems
- Paper Settings
- Change the Default Print Settings (Windows)

▲ Home > Print > Print from Your Computer (Windows) > Print a Document (Windows)

## **Print a Document (Windows)**

When you change an application's print settings, the changes apply only to documents printed with that application.



- 2-sided printing may be the default, depending on your model. For 1-sided printing, turn off the 2-sided printing settings in the printer driver options.
  - For more information, see Related Information: Printer Driver Settings (Windows).
- To change print settings for all Windows applications, you must configure the printer driver properties. For more information, see *Related Information: Change the Default Print Settings (Windows)*.
- 1. Select the print command in your application.
- Select your model's name, and then click the printer's properties or preferences button.The printer driver window appears.
- 3. Load paper in the paper tray.

Make sure you have loaded the correct size paper in the paper tray.

- 4. Click the Basic tab.
- 5. Click the **Media Type** drop-down list, and then select the type of paper you are using.

#### **IMPORTANT**

To get the best print quality for the settings you have selected, always set the **Media Type** option to match the type of paper you load.

- 6. Click the Paper Size drop-down list, and then select your paper size.
- 7. For Color / Grayscale, select the Color or Grayscale option.
- 8. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.



If your application contains a similar setting, we recommend that you set the printout orientation using the application.

- 9. Type the number of copies (1-999) you want in the **Copies** field.
- 10. To print multiple pages on a single sheet of paper or print one page of your document on multiple sheets, click the **Multiple Page** drop-down list, and then select your options.
- 11. Click the 2-sided / Booklet drop-down list, and then select the option you want.
- 12. (MFC-J4555DW) Click the Paper Source drop-down list and select the paper source.



You can also set the paper size and paper type for each tray using the machine's control panel. For more information, see *Related Information:Paper Settings*.

- 13. Change other printer settings, if needed.
- 14. Click **OK**.
- 15. Complete your print operation.

## $\checkmark$

#### Related Information

Print from Your Computer (Windows)

- · Printing Difficulties
- Printer Driver Settings (Windows)
- · Paper Handling and Printing Problems
- · Paper Settings

- Change the Default Print Settings (Windows)
- Check the Ink Volume (Page Gauge)

▲ Home > Print > Print from Your Computer (Windows) > Print More Than One Page on a Single Sheet of Paper (N in 1) (Windows)

# Print More Than One Page on a Single Sheet of Paper (N in 1) (Windows)



- 1. Select the print command in your application.
- 2. Select your model's name, and then click the printer's properties or preferences button. The printer driver window appears.
- 3. Click the Basic tab.
- 4. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.



If your application contains a similar setting, we recommend that you set the printout orientation using the application.

- 5. Click the Multiple Page drop-down list, and then select the 2 in 1, 4 in 1, 9 in 1, or 16 in 1 option.
- 6. Click the Page Order drop-down list, and then select your page order.
- 7. Click the **Border Line** drop-down list, and then select your border line type.
- 8. Change other printer settings, if needed.
- 9. Click OK.
- 10. Complete your print operation.

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### **Related Information**

• Print from Your Computer (Windows)

#### **Related Topics:**

• Printer Driver Settings (Windows)

▲ Home > Print > Print from Your Computer (Windows) > Print as a Poster (Windows)

## **Print as a Poster (Windows)**

Enlarge your print size and print the document in poster mode.



- 1. Select the print command in your application.
- 2. Select your model's name, and then click the printer's properties or preferences button. The printer driver window appears.
- 3. Click the Basic tab.
- 4. Click the Multiple Page drop-down list, and then select the 1 in 2x2 Pages or 1 in 3x3 Pages option.
- 5. Change other printer settings, if needed.
- 6. Click OK.
- 7. Complete your print operation.

## Related Information

Print from Your Computer (Windows)

#### **Related Topics:**

• Printer Driver Settings (Windows)

▲ Home > Print > Print from Your Computer (Windows) > Print on Both Sides of the Paper Automatically (Automatic 2-sided Printing) (Windows)

# Print on Both Sides of the Paper Automatically (Automatic 2-sided Printing) (Windows)



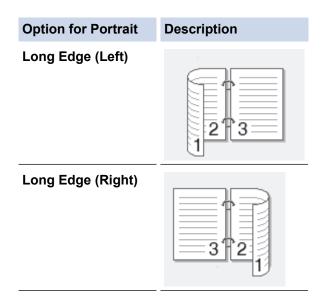
- · Make sure the jam clear cover is closed.
- If paper is curled, straighten it and put it back in the paper tray.
- · Use regular paper. DO NOT use bond paper.
- If the paper is thin, it may wrinkle.
- 1. Select the print command in your application.
- 2. Select your model's name, and then click the printer's properties or preferences button. The printer driver window appears.
- 3. Click the Basic tab.
- 4. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.



If your application contains a similar setting, we recommend that you set the printout orientation using the application.

- 5. Click the 2-sided / Booklet drop-down list, and then select 2-sided.
- 6. Click the 2-sided Settings button.
- 7. Select one of the options from the **2-sided Type** menu.

When 2-sided is selected, four types of 2-sided binding are available for each orientation:



# **Option for Portrait Description** Short Edge (Top) Short Edge (Bottom) Option for Landscape Description Long Edge (Top) Long Edge (Bottom) **Short Edge (Right)** Short Edge (Left)

- 8. Select the **Binding Offset** checkbox to specify the offset for binding in inches or millimeters.
- 9. Click **OK** to return to the printer driver window.
- 10. Change other printer settings, if needed.



The Borderless feature is not available when using this option.

11. Click **OK**.

12. Complete your print operation.

## **✓**

## **Related Information**

• Print from Your Computer (Windows)

- Printer Driver Settings (Windows)
- Print as a Booklet Automatically (Windows)

▲ Home > Print > Print from Your Computer (Windows) > Print as a Booklet Automatically (Windows)

## **Print as a Booklet Automatically (Windows)**

Use this option to print a document in booklet format using 2-sided printing. The document's pages will be arranged according to the correct page number and will allow you to fold at the center of the print output without having to change the order of the printed pages.



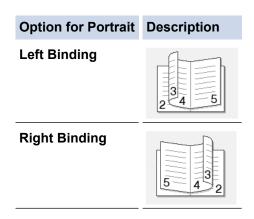
- · Make sure the jam clear cover is closed.
- If paper is curled, straighten it and put it back in the paper tray.
- Use regular paper. DO NOT use bond paper.
- If the paper is thin, it may wrinkle.
- 1. Select the print command in your application.
- 2. Select your model's name, and then click the printer's properties or preferences button. The printer driver window appears.
- 3. Click the Basic tab.
- 4. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.

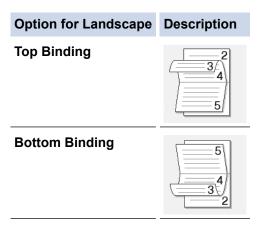


If your application contains a similar setting, we recommend that you set the printout orientation using the application.

- 5. Click the 2-sided / Booklet drop-down list, and then select the Booklet option.
- 6. Click the 2-sided Settings button.
- 7. Select one of the options from the **2-sided Type** menu.

There are two types of 2-sided binding directions available for each orientation:





8. Select one of the options from the **Booklet Printing Method** menu.

Option	Description	
All Pages at Once	Every page will be printed in booklet format (four pages to every piece of paper, two pages per side). Fold your printout in the middle to create the booklet.	
Divide into Sets	This option prints the whole booklet in smaller individual booklet sets, allowing you to fold at the center of the smaller individual booklet sets without having change the order of the printed pages. You can specify the number of sheets each smaller booklet set (from 1-15). This option can be helpful when folding printed booklet that has a large number of pages.	

- 9. Select the **Binding Offset** checkbox to specify the offset for binding in inches or millimeters.
- 10. Click **OK** to return to the printer driver window.
- 11. Change other printer settings, if needed.



The Borderless feature is not available when using this option.

- 12. Click **OK**.
- 13. Complete your print operation.



#### **Related Information**

• Print from Your Computer (Windows)

- Printer Driver Settings (Windows)
- Print on Both Sides of the Paper Automatically (Automatic 2-sided Printing) (Windows)

▲ Home > Print > Print from Your Computer (Windows) > Print a Color Document in Grayscale (Windows)

## **Print a Color Document in Grayscale (Windows)**

Grayscale mode makes the print processing speed faster than color mode. If your document contains color, selecting Grayscale mode prints your document in 256 levels of grayscale.





- 1. Select the print command in your application.
- 2. Select your model's name, and then click the printer's properties or preferences button. The printer driver window appears.
- 3. Click the Basic tab.
- 4. For Color / Grayscale, select Grayscale.
- 5. Change other printer settings, if needed.
- 6. Click OK.
- 7. Complete your print operation.

## 1

#### **Related Information**

• Print from Your Computer (Windows)

▲ Home > Print > Print from Your Computer (Windows) > Print on an Envelope (Windows)

## **Print on an Envelope (Windows)**

- Make sure you have loaded the correct envelopes in the paper tray. For more information on how to load envelopes, see *Related Information*.
- When you create a document to print on envelopes, set the document size in your application in advance.
- 1. Select the print command in your application.
- 2. Select your model's name, and then click the printer's properties or preferences button. The printer driver window appears.
- 3. Click the Basic tab.
- 4. Click the Media Type drop-down list, and then select the type of paper you are using.
- 5. Click the Paper Size drop-down list, and then select your envelope size.
- 6. For Color / Grayscale, select the Color or Grayscale option.
- 7. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout orientation.



If your application contains a similar setting, we recommend that you set the printout orientation using the application.

- 8. Type the number of copies (1-999) you want in the **Copies** field.
- 9. Change other printer settings, if needed.
- 10. Click **OK**.
- 11. Complete your print operation.

## Related Information

• Print from Your Computer (Windows)

- Load Envelopes in the Paper Tray #1
- Load Paper in the Manual Feed Slot

▲ Home > Print > Print from Your Computer (Windows) > Prevent Smudged Printouts and Paper Jams (Windows)

## **Prevent Smudged Printouts and Paper Jams (Windows)**

Some types of print media may need more drying time. Change the **Reduce Smudge** option if you have problems with smudged printouts or paper jams.

- 1. Select the print command in your application.
- 2. Select your model's name, and then click the printer's properties or preferences button. The printer driver window appears.
- 3. Click the Advanced tab.
- 4. Click the Other Print Options button.
- 5. Select the **Reduce Smudge** option on the left side of the screen.
- 6. Select the Reduce Smudge checkbox.
- 7. Select the level you want using the **Reduction Level** slider.



When using a higher reduction level, the machine prints at a slower speed, using less ink. Printouts may be lighter than they appear in the Print Preview window.

- 8. Click **OK** to return to the printer driver window.
- 9. Click OK.
- 10. Complete your print operation.

## Related Information

• Print from Your Computer (Windows)

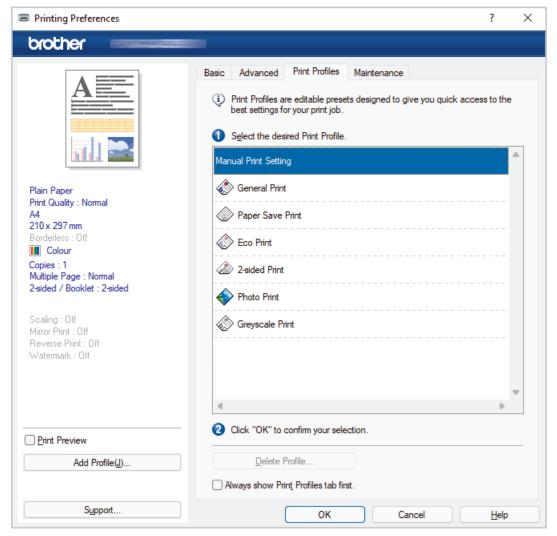
- · Print Quality Difficulties
- · Paper Handling Difficulties
- · Change the Print Options to Improve Your Print Results

▲ Home > Print > Print from Your Computer (Windows) > Use a Preset Print Profile (Windows)

## **Use a Preset Print Profile (Windows)**

Print Profiles are presets designed to give you quick access to frequently-used printing configurations.

- 1. Select the print command in your application.
- 2. Select your model's name, and then click the printer's properties or preferences button. The printer driver window appears.
- 3. Click the Print Profiles tab.



4. Select your profile from the print profile list.

The profile settings are shown on the left side of the printer driver window.

- 5. Do one of the following:
  - If the settings are correct for your print job, click OK.
  - To change the settings, go back to the Basic or Advanced tab, change settings, and then click OK.



To display the **Print Profiles** tab at the front of the window the next time you print, select the **Always show Print Profiles tab first.** checkbox.

## Related Information

- Print from Your Computer (Windows)
  - · Create or Delete Your Print Profile (Windows)

## **Related Topics:**

• Printer Driver Settings (Windows)

▲ Home > Print > Print from Your Computer (Windows) > Use a Preset Print Profile (Windows) > Create or Delete Your Print Profile (Windows)

## **Create or Delete Your Print Profile (Windows)**

Add up to 20 new print profiles with customized settings.

- 1. Select the print command in your application.
- 2. Select your model's name, and then click the printer's properties or preferences button.

The printer driver window appears.

3. Do one of the following:

#### To create a new print profile:

- a. Click the **Basic** tab and the **Advanced** tab, and configure the print settings you want for the new Print Profile.
- b. Click the Print Profiles tab.
- c. Click Add Profile.

The Add Profile dialog box appears.

- d. Type the new profile name in the Name field.
- e. Click the icon you want to use to represent this profile from the icon list.
- f. Click OK.

The new Print Profile name is added to the list in the **Print Profiles** tab.

#### To delete a print profile that you created:

- a. Click the Print Profiles tab.
- b. Click Delete Profile.

The **Delete Profile** dialog box appears.

- c. Select the profile you want to delete.
- d. Click Delete.
- e. Click Yes.
- f. Click Close.

## Related Information

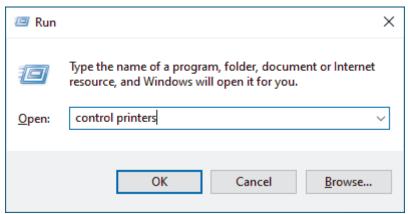
• Use a Preset Print Profile (Windows)

▲ Home > Print > Print from Your Computer (Windows) > Change the Default Print Settings (Windows)

## **Change the Default Print Settings (Windows)**

When you change an application's print settings, the changes apply only to documents printed with that application. To change print settings for all Windows applications, you must configure the printer driver properties.

- 1. Hold down the key and press the R key on the computer's keyboard to launch Run.
- 2. Type "control printers" in the Open: field and click OK.



The **Devices and Printers** window appears.



If the Devices and Printers window does not appear, click Devices > More devices and printer settings.

3. Right-click your model's icon, and then select **Printer properties**. (If the printer driver options appear, select your printer driver.)

The printer properties dialog box appears.

- 4. Click the **General** tab, and then click the **Printing Preferences...** or **Preferences...** button.
  - The printer driver dialog box appears.
- 5. Select the print settings you want to use as the default for all of your Windows programs.
- 6. Click OK.
- 7. Close the printer properties dialog box.

## Related Information

• Print from Your Computer (Windows)

- · Printing Difficulties
- · Printer Driver Settings (Windows)

▲ Home > Print > Print from Your Computer (Windows) > Printer Driver Settings (Windows)

## **Printer Driver Settings (Windows)**



• When you change an application's print settings, the changes only apply to documents printed with that application.

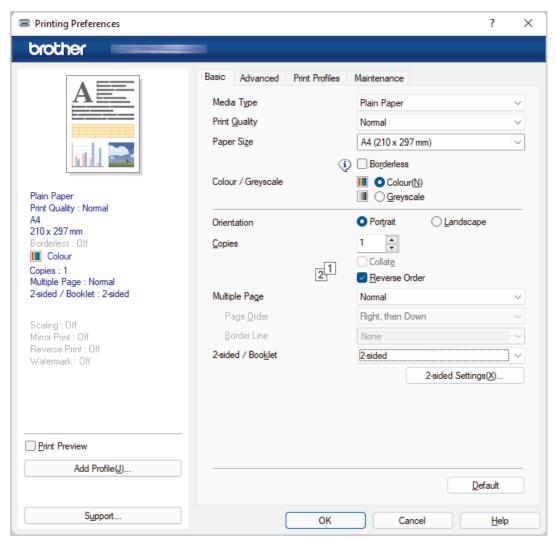
For more information, see Related Information: Print a Document (Windows).

To change the default print settings, you must configure the printer driver properties.
 For more information, see Related Information: Change the Default Print Settings (Windows).

#### >> Basic Tab

>> Advanced Tab

#### **Basic Tab**



#### 1. Media Type

Select the media type you want to use. To achieve the best print results, the machine automatically adjusts its print settings according to the selected media type.

#### 2. Print Quality

Select the print quality you want. Because print quality and speed are related, the higher the quality, the longer it will take to print the document.

#### 3. Paper Size

Select the paper size you want to use. You can either choose from standard paper sizes or create a custom paper size.

#### **Borderless**

Select this option to print photos without borders. Because the image data is created slightly larger than the paper size you are using, this will cause some cropping of the photo edges.

You may not be able to select the Borderless option for some combinations of media type and quality, or from some applications.

#### 4. Color / Grayscale

Select color or grayscale printing. The print speed is faster in grayscale mode than it is in color mode. If your document contains color and you select grayscale mode, your document will be printed using 256 levels of grayscale.

#### 5. Orientation

Select the orientation (portrait or landscape) of your printout.

If your application contains a similar setting, we recommend that you set the orientation using the application.

#### 6. Copies

Type the number of copies (1-999) that you want to print in this field.

#### Collate

Select this option to print sets of multi-page documents in the original page order. When this option is selected, one complete copy of your document will print, and then reprint according to the number of copies you choose. If this option is not selected, then each page will print according to the number of copies chosen before the next page of the document is printed.

#### **Reverse Order**

Select this option to print your document in reverse order. The last page of your document will be printed first.

#### 7. Multiple Page

Select this option to print multiple pages on a single sheet of paper, or print one page of your document on multiple sheets.

#### Page Order

Select the page order when printing multiple pages on a single sheet of paper.

#### **Border Line**

Select the type of border to use when printing multiple pages on a single sheet of paper.

#### 8. 2-sided / Booklet

Select this option to print on both sides of the paper, or print a document in booklet format using 2-sided printing.

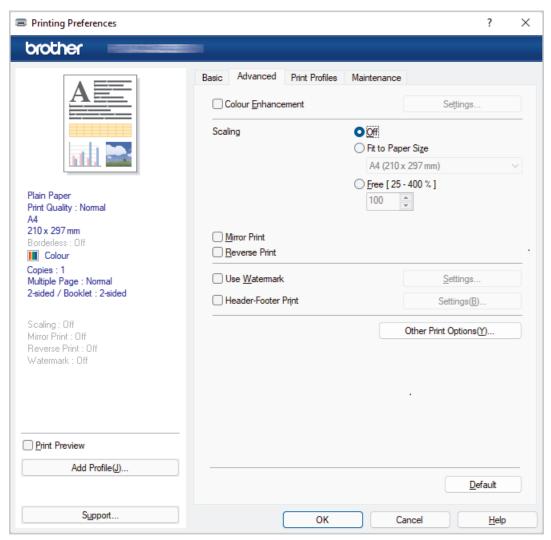
#### 2-sided Settings button

Click this button to select the type of 2-sided binding. Four types of 2-sided bindings are available for each orientation.

#### 9. (MFC-J4555DW) Paper Source

Select the paper source setting according to your print conditions or purpose.

#### **Advanced Tab**



#### 1. Color Enhancement (True2Life)

Select this option to use the Color Enhancement feature. This feature analyzes your image to improve its sharpness, white balance and color density. This process may take several minutes depending on the image size and your computer's specifications.

#### 2. Scaling

Select these options to enlarge or reduce the size of the pages in your document.

#### Fit to Paper Size

Select this option to enlarge or reduce the document pages to fit a specified paper size. When you select this option, select the paper size you want from the drop-down list.

#### Free [ 25 - 400 % ]

Select this option to enlarge or reduce the document pages manually. When you select this option, type a value into the field.

#### 3. Mirror Print

Select this option to reverse the printed image on the page horizontally from left to right.

#### 4. Reverse Print

Select this option to rotate the printed image 180 degrees.

#### 5. Use Watermark

Select this option to print a logo or text on your document as a watermark. Select one of the preset watermarks, add a new watermark, or use an image file you have created.

#### 6. Header-Footer Print

Select this option to print the date, time, and login user name on the document.

#### 7. (MFC-J4555DW) User Authentication

This feature allows you to confirm the restrictions for each user.

#### 8. Other Print Options button

#### **Advanced Color Settings**

Select the method that the machine uses to arrange dots to express halftones.

#### (MFC-J1360DW/MFC-J1365DW/MFC-J1410DW) Advanced Quality Settings

Select this option to print your documents at the highest quality.

#### **Reduce Smudge**

Some types of print media may need more drying time. Change this option if you have problems with smudged printouts or paper jams.

#### **Retrieve Printer's Color Data**

Select this option to optimize the print quality using the machine's factory settings, which are set specifically for your Brother machine. Use this option when you have replaced the machine or changed the machine's network address.

#### **Print Archive**

Select this option to save the print data as a PDF file to your computer.

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#### **Related Information**

• Print from Your Computer (Windows)

- · Error and Maintenance Messages
- · Printing Difficulties
- Print Quality Difficulties
- · Print a Photo (Windows)
- Print a Document (Windows)
- Print More Than One Page on a Single Sheet of Paper (N in 1) (Windows)
- Print as a Poster (Windows)
- Print on Both Sides of the Paper Automatically (Automatic 2-sided Printing) (Windows)
- Print as a Booklet Automatically (Windows)
- · Use a Preset Print Profile (Windows)
- Change the Default Print Settings (Windows)
- · Change the Print Options to Improve Your Print Results

▲ Home > Print > Print from Your Computer (Mac)

## **Print from Your Computer (Mac)**

• Print Using AirPrint

▲ Home > Print > Print Using Brother iPrint&Scan (Windows/Mac)

## Print Using Brother iPrint&Scan (Windows/Mac)

- Print Photos or Documents Using Brother iPrint&Scan (Windows/Mac)
- Print on Both Sides of the Paper Automatically Using Brother iPrint&Scan (Automatic 2-sided Printing) (Windows/Mac)
- Print More Than One Page on a Single Sheet of Paper Using Brother iPrint&Scan (N in 1) (Windows/Mac)
- Print a Color Document in Grayscale Using Brother iPrint&Scan (Windows/Mac)

▲ Home > Print > Print Using Brother iPrint&Scan (Windows/Mac) > Print Photos or Documents Using Brother iPrint&Scan (Windows/Mac)

## Print Photos or Documents Using Brother iPrint&Scan (Windows/Mac)



1. Make sure you have loaded the correct media in the paper tray.

#### **IMPORTANT**

For photo printing:

- · For best results, we recommend using Brother paper.
- · When printing on photo paper, load one extra sheet of the same photo paper in the paper tray.
- 2. Start Brother iPrint&Scan.
  - Windows

Double-click the (Brother iPrint&Scan) icon.

Mac

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

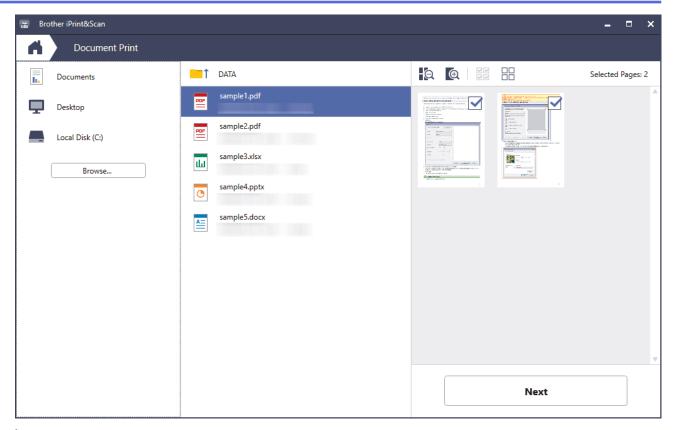
The Brother iPrint&Scan screen appears.

- 3. If your Brother machine is not selected, click the **Add Machine** / **Select your Machine** button, and then select your model's name from the list. Click **OK**.
- 4. Click Print.
- 5. Select the document type.
- 6. Select the file you want to print, and then do one of the following:
  - Windows

Click Next.

Mac

Click Open, and then click Next if prompted.





- · The screen that appears may differ, depending on the software version.
- Use the latest version of Brother iPrint&Scan. See Related Information.
- When printing documents with many pages, you can also select the pages you want to print.
- 7. Change other printer settings, if needed.
- 8. Click Print.

#### **IMPORTANT**

For photo printing:

To get the best print quality for the settings you have selected, always set the **Media Type** option to match the type of paper you load.

## 4

#### **Related Information**

• Print Using Brother iPrint&Scan (Windows/Mac)

#### **Related Topics:**

• Access Brother iPrint&Scan (Windows/Mac)

# Print on Both Sides of the Paper Automatically Using Brother iPrint&Scan (Automatic 2-sided Printing) (Windows/Mac)



- · Make sure the jam clear cover is closed.
- If paper is curled, straighten it and put it back in the paper tray.
- · Use regular paper. DO NOT use bond paper.
- If the paper is thin, it may wrinkle.
- 1. Start Brother iPrint&Scan.
  - Windows

Double-click the (Brother iPrint&Scan) icon.

Mac

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.

- 2. If your Brother machine is not selected, click the **Add Machine** / **Select your Machine** button, and then select your model's name from the list. Click **OK**.
- 3. Click Print.
- 4. Click Document / PDF.
- 5. Select the file you want to print, and then do one of the following:
  - Windows

Click Next.

Mac

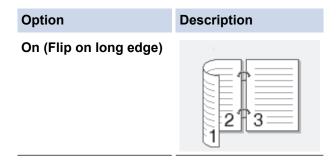
Click Open, and then click Next if prompted.



When printing documents with many pages, you can also select the pages you want to print.

6. Select one of the options from the **2-sided** drop-down list.

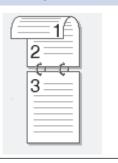
Two types of 2-sided binding are available:



## Option

## Description

## On (Flip on short edge)



- 7. Change other printer settings, if needed.
- 8. Click Print.



## **Related Information**

• Print Using Brother iPrint&Scan (Windows/Mac)

▲ Home > Print > Print Using Brother iPrint&Scan (Windows/Mac) > Print More Than One Page on a Single Sheet of Paper Using Brother iPrint&Scan (N in 1) (Windows/Mac)

# Print More Than One Page on a Single Sheet of Paper Using Brother iPrint&Scan (N in 1) (Windows/Mac)



- 1. Start Brother iPrint&Scan.
  - Windows

Double-click the (Brother iPrint&Scan) icon.

Mac

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.

- 2. If your Brother machine is not selected, click the **Add Machine** / **Select your Machine** button, and then select your model's name from the list. Click **OK**.
- 3. Click Print.
- 4. Click Document / PDF.
- 5. Select the file you want to print, and then do one of the following:
  - Windows

Click Next.

Mac

Click Open, and then click Next if prompted.



When printing documents with many pages, you can also select the pages you want to print.

- 6. Click the Layout drop-down list, and then select the number of pages to print on each sheet.
- 7. Change other printer settings, if needed.
- 8. Click Print.



## **Related Information**

Print Using Brother iPrint&Scan (Windows/Mac)

▲ Home > Print > Print Using Brother iPrint&Scan (Windows/Mac) > Print a Color Document in Grayscale Using Brother iPrint&Scan (Windows/Mac)

# Print a Color Document in Grayscale Using Brother iPrint&Scan (Windows/Mac)

Grayscale mode makes the print processing speed faster than color mode. If your document contains color, selecting Grayscale mode prints your document in 256 levels of grayscale.





- 1. Start Brother iPrint&Scan.
  - Windows

Double-click the (Brother iPrint&Scan) icon.

Mac

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.

- 2. If your Brother machine is not selected, click the **Add Machine** / **Select your Machine** button, and then select your model's name from the list. Click **OK**.
- Click Print.
- 4. Select the document type.
- 5. Select the file you want to print, and then do one of the following:
  - · Windows

Click Next.

Mac

Click **Open**, and then click **Next** if prompted.



When printing documents with many pages, you can also select the pages you want to print.

- 6. Click the **Color / Mono** drop-down list, and then select the **Mono** option.
- 7. Change other printer settings, if needed.
- 8. Click Print.



#### **Related Information**

Print Using Brother iPrint&Scan (Windows/Mac)

▲ Home > Print > Print Photos Directly from a USB Flash Drive

## **Print Photos Directly from a USB Flash Drive**

Related Models: MFC-J4555DW

Even if your machine is not connected to your computer, you can print photos directly from a USB Flash memory drive.

- Compatible USB Flash Drives
- Important Information about Photo Printing
- · Print Photos from a USB Flash Drive on the Brother Machine

▲ Home > Print > Print Photos Directly from a USB Flash Drive > Compatible USB Flash Drives

## **Compatible USB Flash Drives**

Related Models: MFC-J4555DW

Your Brother machine has a media drive (slot) for use with common data storage.

#### **IMPORTANT**

The USB direct interface supports only USB flash drives and USB devices that use the USB mass storage standard. Other USB devices are not supported.

Compatible Media	
USB Flash Drive	

## Related Information

- · Print Photos Directly from a USB Flash Drive
- · Save Scanned Data to a USB Flash Drive

▲ Home > Print > Print Photos Directly from a USB Flash Drive > Important Information about Photo Printing

## **Important Information about Photo Printing**

Related Models: MFC-J4555DW

Your machine is designed to be compatible with modern digital camera image files and USB flash drives. Read the points below to avoid photo printing problems:

- The image file extension must be .JPG (other image file extensions like .JPEG, .TIF, .GIF and so on will not be recognized).
- Direct photo printing must be performed separately from photo printing operations using the computer. (Simultaneous operation is not available.)
- The machine can read up to 999 files <sup>1</sup> on a USB flash drive.

Be aware of the following:

- When printing an index sheet or image, the machine will print all the valid images, even if one or more images have been corrupted. Corrupted images will not be printed.
- Your machine supports USB flash drives that have been formatted by Windows.

# Related Information

· Print Photos Directly from a USB Flash Drive

<sup>1</sup> The folder inside USB flash drives is also counted.

▲ Home > Print > Print Photos Directly from a USB Flash Drive > Print Photos from a USB Flash Drive on the Brother Machine

# Print Photos from a USB Flash Drive on the Brother Machine

Related Models: MFC-J4555DW

- Preview and Print Photos from a USB Flash Drive
- Print a Photo Index Sheet (Thumbnails) from a USB Flash Drive
- Print Photos by Image Number
- · Print Photos with Auto Cropping
- · Print Borderless Photos from a USB Flash Drive
- · Print the Date from Your Photo's Data
- Print Settings for Photos

▲ Home > Print > Print Photos Directly from a USB Flash Drive > Print Photos from a USB Flash Drive on the Brother Machine > Preview and Print Photos from a USB Flash Drive

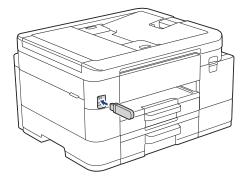
### **Preview and Print Photos from a USB Flash Drive**

#### Related Models: MFC-J4555DW

You can preview your photos on the LCD before printing them, or print images stored on a USB flash drive.

If your photos are large files, there may be a delay before each photo is displayed.

1. Insert a USB flash drive in the USB slot.



- 2. Press [JPEG Print] > [Select Files].
- 3. Press ◀ or ▶ to display the photo you want to print, and then press it.



To print all photos, press [Print All], and then press [Yes] to confirm.

- 4. Enter the number of copies in one of the following ways:
  - Press [-] or [+] on the touchscreen.
  - Press x 01 to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
- 5. Press [OK].
- 6. Repeat the last three steps until you have selected all the photos you want to print.
- 7. Press [OK].
- 8. Read and confirm the displayed list of options.
- To change the print settings, press [Print Settings].
   When finished, press [OK].
- 10. Press [Start].

## Related Information

Print Photos from a USB Flash Drive on the Brother Machine

### **Related Topics:**

· Print Settings for Photos

▲ Home > Print > Print Photos Directly from a USB Flash Drive > Print Photos from a USB Flash Drive on the Brother Machine > Print a Photo Index Sheet (Thumbnails) from a USB Flash Drive

## Print a Photo Index Sheet (Thumbnails) from a USB Flash Drive

Related Models: MFC-J4555DW

Print a photo Index Sheet to see small preview versions of all pictures on your USB flash drive.



- The machine assigns numbers for images (such as No.1, No.2, No.3, and so on).
   The machine does not recognize any other numbers or file names that your digital camera or computer has used to identify the pictures.
- Only file names that are 20 characters or less will be printed correctly on the index sheet.
- File names cannot be printed correctly if they contain non-alphanumeric characters, but non-alphanumeric characters do not affect photo print settings.
- 1. Insert a USB flash drive in the USB slot.
- 2. Press [JPEG Print] > [Index Print] > [Print Index Sheet].
- 3. If you want to change the print settings, press [Print Settings]. When finished, press [OK].

Option	Description
Paper Type	Select the paper type.
Paper Size	Select the paper size.

4. Press [Start].

# Relate

### **Related Information**

· Print Photos from a USB Flash Drive on the Brother Machine

### **Related Topics:**

Print Photos by Image Number

▲ Home > Print > Print Photos Directly from a USB Flash Drive > Print Photos from a USB Flash Drive on the Brother Machine > Print Photos by Image Number

## **Print Photos by Image Number**

Related Models: MFC-J4555DW

Before you can print an individual image, you must print the photo Index Sheet (thumbnails) to know the image number.

- 1. Insert a USB flash drive in the USB slot.
- 2. Press [JPEG Print] > [Index Print] > [Print Photos].
- 3. Enter the image numbers you want to print using the touchscreen. After you have selected the image numbers, press <code>[OK]</code>.



- Enter multiple numbers at one time using a comma or a hyphen. For example, enter **1**, **3**, **6** to print images No.1, No.3 and No.6. Print a range of images using a hyphen. For example, enter **1-5** to print images No.1 to No.5.
- Enter up to 12 characters (including commas and hyphens) for the image numbers you want to print.
- 4. Enter the number of copies in one of the following ways:
  - Press [-] or [+] on the touchscreen.
  - Press x 01 to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
- To change the print settings, press [Print Settings].
   When finished, press [OK].
- 6. Press [Start].

## Related Information

· Print Photos from a USB Flash Drive on the Brother Machine

#### **Related Topics:**

- Print a Photo Index Sheet (Thumbnails) from a USB Flash Drive
- Print Settings for Photos

▲ Home > Print > Print Photos Directly from a USB Flash Drive > Print Photos from a USB Flash Drive on the Brother Machine > Print Photos with Auto Cropping

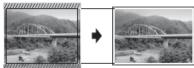
## **Print Photos with Auto Cropping**

#### Related Models: MFC-J4555DW

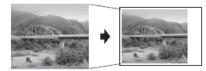
If your photo is too long or too wide to fit within the layout space, part of the image will be cropped.

- · The factory setting is On. To print the entire image, change this setting to Off.
- If you set the [Cropping] setting to Off, set the [Borderless] setting to Off, also.

#### **Cropping: On**



#### **Cropping: Off**



- 1. Insert a USB flash drive in the USB slot.
- Press [JPEG Print] > [Select Files].
- 3. Press ◀ or ▶ to display each photo. When the photo you want appears, press it, and then press [OK].
- 4. Press [OK].
- 5. Press [Print Settings] > [Cropping].
- 6. Press [On] (or [Off]).
- 7. When finished, press or [OK].
- 8. Press [Start].

## Related Information

• Print Photos from a USB Flash Drive on the Brother Machine

#### **Related Topics:**

• Other Problems

▲ Home > Print > Print Photos Directly from a USB Flash Drive > Print Photos from a USB Flash Drive on the Brother Machine > Print Borderless Photos from a USB Flash Drive

### **Print Borderless Photos from a USB Flash Drive**

#### Related Models: MFC-J4555DW

This feature expands the printable area to the edges of the paper. Printing time will be slower.

- 1. Insert a USB flash drive in the USB slot.
- 2. Press [JPEG Print] > [Select Files].
- 3. Press ◀ or ▶ to display each photo. When the photo you want appears, press it, and then press [OK].
- 4. Press [OK].
- 5. Press (Print Settings) > [Borderless].
- 6. Press [On] (or [Off]).
- 7. When finished, press or [OK].
- 8. Press [Start].

## Related Information

· Print Photos from a USB Flash Drive on the Brother Machine

### **Related Topics:**

Other Problems

▲ Home > Print > Print Photos Directly from a USB Flash Drive > Print Photos from a USB Flash Drive on the Brother Machine > Print the Date from Your Photo's Data

### Print the Date from Your Photo's Data

#### Related Models: MFC-J4555DW

Print the date if it is already in your photo's information. The date will be printed in the lower-right corner. To use this setting, the photo data must include the date.

- 1. Insert a USB flash drive in the USB slot.
- 2. Press [JPEG Print] > [Select Files].
- 3. Press ◀ or ▶ to display each photo. When the photo you want appears, press it, and then press [OK].
- 4. Press [OK].
- 5. Press [Print Settings] > [Print Date].
- 6. Press [On] (or [Off]).
- 7. When finished, press or [OK].
- 8. Press [Start].

### Related Information

· Print Photos from a USB Flash Drive on the Brother Machine

▲ Home > Print > Print Photos Directly from a USB Flash Drive > Print Photos from a USB Flash Drive on the Brother Machine > Print Settings for Photos

# **Print Settings for Photos**

Related Models: MFC-J4555DW

Press [Print Settings] to display the settings shown in the table.

Option	Description
Print Quality	Select the print resolution for your type of document.
	When you select the Inkjet Paper option in the Paper Type setting, you can select only Fine.
Paper Type	Select the paper type.
Paper Size	Select the paper size.
Print Layout	Select the print layout.
Brightness	Adjust the brightness.
Contrast	Adjust the contrast.
	Increasing the contrast will make an image look sharper and more vivid.
Cropping	Crop the image around the margin to fit the paper size or print size. Turn this feature off when you want to print whole images or prevent unwanted cropping.
Borderless	Expand the printable area to fit the edges of the paper.
Print Date	Print the date on your photo.
Set New Default	Save the print settings you use most often by setting them as the defaults.
Factory Reset	Restore any changed print settings back to the factory settings.

## Related Information

· Print Photos from a USB Flash Drive on the Brother Machine

### **Related Topics:**

- Preview and Print Photos from a USB Flash Drive
- Print Photos by Image Number

▲ Home > Print > Print an Email Attachment

### **Print an Email Attachment**

You can print files by emailing them to your Brother machine.

- You can attach up to 10 documents, 20 MB in total, to an email.
- This feature supports the following formats:
  - Document files:PDF, TXT, Microsoft Word files, Microsoft Excel files, and Microsoft PowerPoint files
  - Image files: JPEG, BMP, GIF, PNG, and TIFF
- The machine prints both the email content and attachments by default. To print only email attachments, change the settings as necessary.
- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, select **Online Functions > Online Functions Settings**.



- If the left navigation bar is not visible, start navigating from  $\equiv$ .
- If this function is locked, contact your Network Administrator for access.
- 3. Select the I accept the terms and conditions button and continue the setting.
- 4. On your computer, select General Settings.

The **Email Print**: **General Settings** screen appears.

5. Select Enable.

The machine prints the Instruction Sheet.

6. Send your email to the email address included on the sheet. The machine prints the email attachments.



To confirm or change the settings, including email address and printer settings, access Web Based Management, select **Online Functions > Online Functions Settings** in the left navigation bar, and then select the **Online Functions Settings Page** button.



### **Related Information**

• Print

#### **Related Topics:**

Access Web Based Management

▲ Home > Print > Cancel a Print Job

### **Cancel a Print Job**

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

1. Press Stop/Exit.



To cancel multiple print jobs, press and hold **Stop/Exit** for about four seconds.

### MFC-J1410DW/MFC-J4555DW

1. Press X.



To cancel multiple print jobs, press and hold for about four seconds.





• Print

#### ▲ Home > Scan

## Scan

- Scan Using the Scan Button on Your Machine
- Scan Using Brother iPrint&Scan (Windows/Mac)
- Scan from Your Computer (Windows)
- Scan from Your Computer (Mac)
- Secure Scan
- Configure Scan Settings Using Web Based Management

▲ Home > Scan > Scan Using the Scan Button on Your Machine

## Scan Using the Scan Button on Your Machine

- Configure the Scan Button on Your Machine
- Scan Photos and Graphics
- · Scan Documents as a Single PDF File
- Save Scanned Data to a USB Flash Drive
- Scan Multiple Business Cards and Photos (Auto Crop)
- Scan to an Editable Text File Using OCR
- Save Scanned Data as an Email Attachment
- Scan to FTP
- Scan to SSH Server (SFTP)
- Scan to Network (Windows)
- Scan to SharePoint
- Web Services for Scanning on Your Network (Windows)

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Configure the Scan Button on Your Machine

## **Configure the Scan Button on Your Machine**

To scan using your machine's Scan button, add your machine to Brother iPrint&Scan.

- 1. Go to your model's **Downloads** page at <u>support.brother.com/downloads</u>, and then download and install the software compatible with your operating system (Windows or Mac).
  - · Windows:

Download and install the **EasySetup** software package or **Full Driver & Software Package**. Brother iPrint&Scan is included in this installation.

Mac:

Download and install the Brother iPrint&Scan application and the iPrint&Scan Push Scan Tool.

- 2. Start Brother iPrint&Scan.
  - Windows:

Double-click the (Brother iPrint&Scan) icon on your computer's desktop.

Mac:

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.

- 3. If your Brother machine is not selected, click the **Add Machine** / **Select your Machine** button, and then follow the on-screen instructions to select your Brother machine.
- 4. Click the **Machine Scan Settings** button, and then follow the on-screen instructions to change the scan settings, including file type and file storage location.

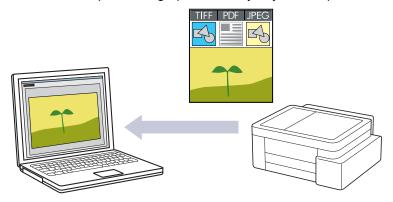
# Related Information

· Scan Using the Scan Button on Your Machine

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan Photos and Graphics

## **Scan Photos and Graphics**

Send scanned photos or graphics directly to your computer.



To scan from your machine:

You must first configure the Scan button on your machine, including settings such as file type and file storage location. See *Related Information: Configure the Scan Button on Your Machine.* 

To scan from your computer:

See Related Information: Scan Using Brother iPrint&Scan (Windows/Mac).

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Load your document.
- 2. Press (Scan).
- 3. Press ▲ or ▼ to select the [to PC] option, and then press OK.
- 4. Press ▲ or ▼ to select the [to Image] option, and then press OK.
- 5. If the machine is connected over the network, press ▲ or ▼ to select the computer you want to send the data to, and then press **OK**.



If the LCD message prompts you to enter a PIN, use the control panel to enter the four-digit PIN for the computer, and then press  $\mathbf{OK}$ .

- 6. Do one of the following:
  - · To change the settings, go to the next step.
  - · To use the default settings, press Black Start or Color Start.

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



The [Color Setting] option depends on the default settings. Pressing **Black Start** or **Color Start** does not change the color settings.

7. Press ▲ or ▼ to select the [Scan Settings] option, and then press OK.



To use the [Scan Settings] option, you must connect a computer that has Brother iPrint&Scan installed on it to the machine.

- 8. Press ▲ or ▼ to select the [Set at Device] option, and then press OK.
- 9. Press ▲ or ▼ to select the scan settings you want to change, and then press OK.

Option	Description
Color Setting	Select the color of your scanned document.
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Blank Page Detection	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Margin Settings	Adjust your document's margins.
Remove Background	Change the amount of background color that is removed.

10. To start the scan, press Black Start or Color Start.

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



The [Color Setting] option depends on the settings you have selected. Pressing Black Start or Color Start does not change the color settings.

#### MFC-J1410DW/MFC-J4555DW

- 1. Load your document.
- 2. Press [Scan] > [to PC] > [to Image].
- 3. If the machine is connected over the network, press ▲ or ▼ to display the computer where you want to send data, and then select the computer name.



If the LCD message prompts you to enter a PIN, use the LCD to enter the four-digit PIN for the computer, and then press [OK].

- 4. Do one of the following:
  - To change the settings, press [Options].
  - Press [Start] to start scanning without changing additional settings.
     The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



To use [Options], you must connect a computer with Brother iPrint&Scan installed to the machine.

- 5. Press [Scan Settings] > [Set at Device].
- 6. Select the scan settings you want to change, and then press [OK].

Option	Description
Color Setting	Select the color format for your document.
Resolution	Select the scan resolution for your document.

Option	Description
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Remove Background Color	Change the amount of background color that is removed.
Margin Settings	Adjust your document's margins.



To save the settings as a shortcut, press <code>[Save as Shortcut]</code>. You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.

7. Press [Start].

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.

# Related Information

• Scan Using the Scan Button on Your Machine

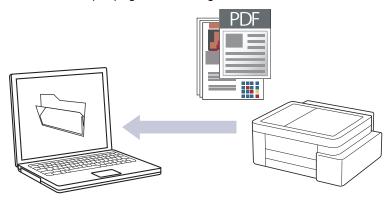
### **Related Topics:**

- Configure the Scan Button on Your Machine
- Scan Using Brother iPrint&Scan (Windows/Mac)

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan Documents as a Single PDF File

## Scan Documents as a Single PDF File

Combine multiple pages into a single PDF document.



To scan from your machine:

You must first configure the Scan button on your machine, including settings such as file type and file storage location. See *Related Information: Configure the Scan Button on Your Machine*.

To scan from your computer:

See Related Information: Scan Using Brother iPrint&Scan (Windows/Mac).



When scanning multiple pages to a PDF file, set the file type on your machine to [PDF Multi-Page].

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Load your document.
- 2. Press (Scan).
- 3. Press ▲ or ▼ to select the [to PC] option, and then press OK.
- 4. Press ▲ or ▼ to select the [to File] option, and then press OK.
- 5. If the machine is connected over the network, press ▲ or ▼ to select the computer you want to send the data to, and then press **OK**.



If the LCD message prompts you to enter a PIN, use the control panel to enter the four-digit PIN for the computer, and then press **OK**.

- 6. Do one of the following:
  - To change the settings, go to the next step.
  - To use the default settings, press Black Start or Color Start.

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



The [Color Setting] option depends on the default settings. Pressing Black Start or Color Start does not change the color settings.

7. Press ▲ or ▼ to select the [Scan Settings] option, and then press OK.



To use the [Scan Settings] option, you must connect a computer that has Brother iPrint&Scan installed on it to the machine.

8. Press ▲ or ▼ to select the [Set at Device] option, and then press OK.

9. Select the scan settings you want to change, and then press **OK**.

Option	Description
Color Setting	Select the color of your scanned document.
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Blank Page Detection	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Margin Settings	Adjust your document's margins.
Remove Background	Change the amount of background color that is removed.

10. To start the scan, press Black Start or Color Start.

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



The [Color Setting] option depends on the settings you have selected. Pressing Black Start or Color Start does not change the color settings.

### MFC-J1410DW/MFC-J4555DW

- 1. Load your document.
- 2. Press [Scan] > [to PC] > [to File].
- 3. If the machine is connected over the network, press ▲ or ▼ to display the computer where you want to send data, and then select the computer name.



If the LCD message prompts you to enter a PIN, use the LCD to enter the four-digit PIN for the computer, and then press [OK].

- 4. Do one of the following:
  - To change the settings, press (Options).
  - Press [Start] to start scanning without changing additional settings.
     The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



To use [Options], you must connect a computer with Brother iPrint&Scan installed to the machine.

- 5. Press [Scan Settings] > [Set at Device].
- 6. Select the scan settings you want to change, and then press [OK].

Option	Description
Color Setting	Select the color format for your document.

Option	Description
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Remove Background Color	Change the amount of background color that is removed.
Margin Settings	Adjust your document's margins.



To save the settings as a shortcut, press [Save as Shortcut]. You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.

Press [Start].

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.

# **✓**

### **Related Information**

• Scan Using the Scan Button on Your Machine

### **Related Topics:**

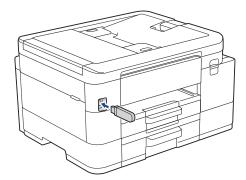
- Configure the Scan Button on Your Machine
- Scan Using Brother iPrint&Scan (Windows/Mac)

## Save Scanned Data to a USB Flash Drive

#### Related Models: MFC-J4555DW

Scan documents and save them directly to a USB flash drive without using a computer.

- 1. Load your document.
- 2. Insert a USB flash drive in the USB slot.



- 3. Press [Scan to Media].
- 4. Do one of the following:
  - To change the settings, press [Options].
  - Press [Start] to start scanning without changing additional settings.
     The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.
- 5. Select the scan settings you want to change, and then press [OK].

Option	Description
Color Setting	Select the color format for your document.
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
File Name	Rename the file.
File Name Style	Select the order in which the date, counter number, and other items appear in the file names.
Auto Crop	Scan multiple documents placed on the scanner glass to a USB flash drive. The machine will scan each document and create separate files or a single multi-page file.
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.

Option	Description
Remove Background Color	Change the amount of background color that is removed.
Margin Settings	Adjust your document's margins.



- To set your own default settings: after making changes to settings, press the [Set New Default] option, and then press [Yes].
- To restore the factory settings: press the [Factory Reset] option, and then press [Yes].
- To save the settings as a shortcut, press [Save as Shortcut]. You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.

#### 6. Press [Start].

If you are using the scanner glass, set the next page and then press [Continue]. If there are no more pages to scan, press [Finish]. After you finish scanning, make sure you choose [Finish] before removing the USB flash drive from the machine.

#### **IMPORTANT**

The LCD displays a message while reading the data. DO NOT unplug the power cord or remove the USB flash drive from the machine while it is reading the data. You could lose your data or damage the USB flash drive.



#### **Related Information**

- Scan Using the Scan Button on Your Machine
  - · Compatible USB Flash Drives

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Save Scanned Data to a USB Flash Drive > Compatible USB Flash Drives

# **Compatible USB Flash Drives**

Related Models: MFC-J4555DW

Your Brother machine has a media drive (slot) for use with common data storage.

#### **IMPORTANT**

The USB direct interface supports only USB flash drives and USB devices that use the USB mass storage standard. Other USB devices are not supported.

Compatible Media	
USB Flash Drive	

## Related Information

- · Print Photos Directly from a USB Flash Drive
- · Save Scanned Data to a USB Flash Drive

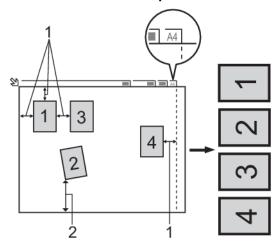
▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan Multiple Business Cards and Photos (Auto Crop)

## Scan Multiple Business Cards and Photos (Auto Crop)

#### Related Models: MFC-J4555DW

You can scan multiple documents placed on the scanner glass. The machine will scan each document and use the Auto Crop feature to create separate files or a single multi-page file.

#### **Guidelines for Auto Crop**



- 1. 0.4 in. (10 mm) or greater
- 2. 0.8 in. (20 mm) or greater (bottom)
- · This setting is available only for documents that are rectangular or square.
- If your document is too long or wide, this feature will not work as described here.
- · You must place the documents away from the edges of the scanner glass as shown in the illustration.
- You must place the documents at least 0.4 in. (10 mm) away from each other.
- Auto Crop adjusts the skew of the document on the scanner glass; however, if your document is skewed more than 45 degrees at less than 300 x 300 dpi or 10 degrees at 600 x 600 dpi, this feature will not work.
- · The ADF must be empty to use Auto Crop.
- The Auto Crop feature is available for a maximum of 16 documents, depending on the size of the documents.



To scan documents using the Auto Crop feature, you must place the documents on the scanner glass.

- 1. Load documents on the scanner glass.
- 2. Insert a USB flash drive into your machine.
- 3. Press [Scan to Media] > [Options] > [Auto Crop].
- 4. Press [On].
- 5. Press [OK].
- 6. Press [Start].

The machine starts scanning. Follow the LCD instructions to complete the scanning job.

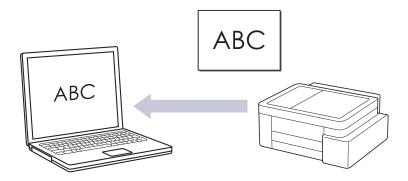
# Related Information

· Scan Using the Scan Button on Your Machine

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to an Editable Text File Using OCR

## Scan to an Editable Text File Using OCR

Your machine can convert characters in a scanned document to text using the optical character recognition (OCR) technology. You can edit this text using your preferred text-editing application.



- The Scan to OCR feature is available for certain languages.
- · To scan from your machine:

You must first configure the Scan button on your machine, including settings such as file type and file storage location. See *Related Information*: *Configure the Scan Button on Your Machine*.

· To scan from your computer:

See Related Information: Scan Using Brother iPrint&Scan (Windows/Mac).

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- Load your document.
- 2. Press (Scan).
- 3. Press ▲ or ▼ to select the [to PC] option, and then press OK.
- 4. Press ▲ or ▼ to select the [to OCR] option, and then press OK.
- 5. If the machine is connected over the network, press ▲ or ▼ to select the computer you want to send the data to, and then press **OK**.



If the LCD message prompts you to enter a PIN, use the control panel to enter the four-digit PIN for the computer, and then press **OK**.

- 6. Do one of the following:
  - · To change the settings, go to the next step.
  - · To use the default settings, press Black Start or Color Start.

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



The [Color Setting] option depends on the default settings. Pressing Black Start or Color Start does not change the color settings.

7. Press ▲ or ▼ to select the [Scan Settings] option, and then press OK.



To use the [Scan Settings] option, you must connect a computer that has Brother iPrint&Scan installed on it to the machine.

8. Press ▲ or ▼ to select the [Set at Device] option, and then press OK.

9. Select the scan settings you want to change, and then press **OK**.

Option	Description
Color Setting	Select the color of your scanned document.
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Blank Page Detection	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Margin Settings	Adjust your document's margins.
Remove Background	Change the amount of background color that is removed.

10. To start the scan, press Black Start or Color Start.

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



The [Color Setting] option depends on the settings you have selected. Pressing Black Start or Color Start does not change the color settings.

### MFC-J1410DW/MFC-J4555DW

- 1. Load your document.
- 2. Press [Scan] > [to PC] > [to OCR].
- 3. If the machine is connected over the network, press ▲ or ▼ to display the computer where you want to send data, and then select the computer name.



If the LCD message prompts you to enter a PIN, use the LCD to enter the four-digit PIN for the computer, and then press [OK].

- 4. Do one of the following:
  - To change the settings, press (Options).
  - Press [Start] to start scanning without changing additional settings.
     The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



To use [Options], you must connect a computer with Brother iPrint&Scan installed to the machine.

- 5. Press [Scan Settings] > [Set at Device].
- 6. Select the scan settings you want to change, and then press [OK].

Option	Description
Color Setting	Select the color format for your document.

Option	Description
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Remove Background Color	Change the amount of background color that is removed.
Margin Settings	Adjust your document's margins.



To save the settings as a shortcut, press [Save as Shortcut]. You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.

Press [Start].

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.

# **V**

### **Related Information**

• Scan Using the Scan Button on Your Machine

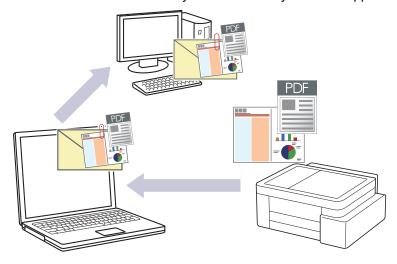
### **Related Topics:**

- · Configure the Scan Button on Your Machine
- Scan Using Brother iPrint&Scan (Windows/Mac)

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Save Scanned Data as an Email Attachment

### Save Scanned Data as an Email Attachment

Send the scanned data from your machine to your email application as an attachment.



· To scan from your machine:

You must first configure the Scan button on your machine, including settings such as file type and file storage location. See *Related Information: Configure the Scan Button on Your Machine.* 

To scan from your computer:

See Related Information: Scan Using Brother iPrint&Scan (Windows/Mac).

- To use this feature with your machine's Scan button, make sure you select one of these applications in Brother iPrint&Scan:
  - Windows: Microsoft Outlook
  - Mac: Apple Mail

For other applications and Webmail services, use the Scan to Image or Scan to File feature to scan a document, and then attach the scanned file to an email message.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Load your document.
- 2. Press (Scan).
- 3. Press ▲ or ▼ to select the [to PC] option, and then press OK.
- 4. Press ▲ or ▼ to select the [to E-mail] option, and then press OK.
- 5. If the machine is connected over the network, press ▲ or ▼ to select the computer you want to send the data to, and then press **OK**.



If the LCD message prompts you to enter a PIN, use the control panel to enter the four-digit PIN for the computer, and then press **OK**.

- 6. Do one of the following:
  - To change the settings, go to the next step.
  - To use the default settings, press Black Start or Color Start.

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



The [Color Setting] option depends on the default settings. Pressing Black Start or Color Start does not change the color settings.

7. Press ▲ or ▼ to select the [Scan Settings] option, and then press OK.



To use the [Scan Settings] option, you must connect a computer that has Brother iPrint&Scan installed on it to the machine.

- 8. Press  $\blacktriangle$  or  $\blacktriangledown$  to select the [Set at Device] option, and then press OK.
- 9. Select the scan settings you want to change, and then press **OK**.

Option	Description
Color Setting	Select the color of your scanned document.
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Blank Page Detection	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Margin Settings	Adjust your document's margins.
Remove Background	Change the amount of background color that is removed.

10. To start the scan, press Black Start or Color Start.

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



The [Color Setting] option depends on the settings you have selected. Pressing Black Start or Color Start does not change the color settings.

#### MFC-J1410DW/MFC-J4555DW

- 1. Load your document.
- 2. Press [Scan] > [to PC] > [to E-mail].
- 3. If the machine is connected over the network, press ▲ or ▼ to display the computer where you want to send data, and then select the computer name.



If the LCD message prompts you to enter a PIN, use the LCD to enter the four-digit PIN for the computer, and then press [OK].

- 4. Do one of the following:
  - To change the settings, press [Options].
  - Press [Start] to start scanning without changing additional settings.

The machine scans the document and saves it as a file attachment. It then launches your email application and opens a new, blank email message with the scanned file attached.



To use [Options], you must connect a computer with Brother iPrint&Scan installed to the machine.

- 5. Press [Scan Settings] > [Set at Device].
- 6. Select the scan settings you want to change, and then press [OK].

Option	Description
Color Setting	Select the color format for your document.
Resolution	Select the scan resolution for your document.
File Type	Select the file format for your document.
Document Size	Select your document size.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Auto Deskew	Correct any skewed documents when they are scanned.
Skip Blank Page	When On is selected, blank pages are skipped.
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Remove Background Color	Change the amount of background color that is removed.
Margin Settings	Adjust your document's margins.



To save the settings as a shortcut, press [Save as Shortcut]. You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.

7. Press [Start].

The machine scans the document and saves it as a file attachment. It then launches your email application and opens a new, blank email message with the scanned file attached.

# Related Information

· Scan Using the Scan Button on Your Machine

#### **Related Topics:**

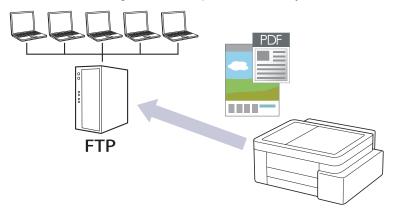
- · Configure the Scan Button on Your Machine
- Scan Using Brother iPrint&Scan (Windows/Mac)

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to FTP

## Scan to FTP

### Related Models: MFC-J4555DW

Scan documents directly to an FTP server when you need to share the scanned information. For added convenience, configure different profiles to save your favorite Scan to FTP destinations.



- Set up a Scan to FTP Profile
- Upload Scanned Data to an FTP Server

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to FTP > Set up a Scan to FTP Profile

# Set up a Scan to FTP Profile

Related Models: MFC-J4555DW

Set up a Scan to FTP Profile to scan and upload the scanned data directly to an FTP location.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click Scan > Scan to FTP/SFTP/Network/SharePoint.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Select the FTP option, and then click Submit.
- 4. Click the Scan to FTP/SFTP/Network/SharePoint Profile menu.
- 5. Select the profile you want to set up or change.



Using the following characters: ?, /,  $\setminus$ , ", :, <, >, | or \* may cause a sending error.

Option	Description
Profile Name	Type a name for this server profile (up to 15 alphanumeric characters). The machine will display this name on the LCD.
Host Address	Type the Host Address (for example: ftp.example.com; up to 64 characters) or the IP address (for example: 192.23.56.189).
Port Number	Change the <b>Port Number</b> setting used to access the FTP server. The default setting is port 21. In most cases, this setting does not need to be changed.
Username	Type a user name (up to 32 characters) of a user that has permission to write data to the FTP server.
Password	Type the password (up to 32 characters) associated with the user name you entered in the <b>Username</b> field. Type the password again in the <b>Retype password</b> field.
SSL/TLS	Set the <b>SSL/TLS</b> option to scan securely using SSL/TLS communication. Change the <b>CA Certificate</b> setting, if needed.
Store Directory	Type the path to the folder on the FTP server where you want to send your scanned data. Do not type a slash mark at the beginning of the path.
File Name	Select a file name from the preset names provided, or from user- defined names. You can set the user-defined names and file name style in the <b>Scan File Name</b> menu in the navigation bar.
Quality	Select a quality setting. If you choose the <b>User Select</b> option, the machine will prompt users to select a setting each time they use the scan profile.
File Type	Select the file type you want to use for the scanned document. If you choose the <b>User Select</b> option, the machine will prompt users to select a setting each time they use the scan profile.
Document Size	Select your document size from the list. This is necessary to make sure the scanned file is the correct size.
Auto Deskew (ADF Auto Deskew)	Select <b>On</b> to set the machine to correct document skewing automatically as the pages are scanned.
Skip Blank Page	Select the <b>On</b> option to remove blank pages of the document from the scanning results.

Option	Description
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Remove Background Color	Change the amount of background color that is removed.
Margin Settings	Adjust your document's margins.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Passive Mode	Set the <b>Passive Mode</b> option to off or on depending on your FTP server and network firewall configuration. The default setting is on. In most cases, this setting does not need to be changed.

### 6. Click **Submit**.



## **Related Information**

• Scan to FTP

## **Related Topics:**

• Access Web Based Management

■ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to FTP > Upload Scanned Data to an FTP Server

## **Upload Scanned Data to an FTP Server**

Related Models: MFC-J4555DW

- 1. Load your document.
- 2. Press [Scan] > [to FTP/SFTP].
- 3. The server profiles you have set up using Web Based Management are listed. Select the profile you want. If the profile is not complete (for example, if the logon account name and password are missing, or if the quality or file type is not specified), you will be prompted to enter any missing information.
- 4. Press [Start].

The machine starts scanning. If you are using the scanner glass, follow the Touchscreen instructions to complete the scanning job.

# **V**

### **Related Information**

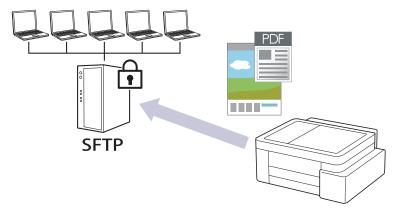
· Scan to FTP

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to SSH Server (SFTP)

## Scan to SSH Server (SFTP)

#### Related Models: MFC-J4555DW

Uses the Secure Shell Protocol to establish a private and safe data stream when scanning documents to a network destination. For added convenience, configure different profiles to save your favorite Scan to SFTP destinations.



- Set up a Scan to SFTP Profile
- Create a Client Key Pair Using Web Based Management
- Export a Client Key Pair Using Web Based Management
- Import a Server Public Key Using Web Based Management
- Upload Scanned Data to an SFTP Server

■ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to SSH Server (SFTP) > Set up a Scan to SFTP Profile

# Set up a Scan to SFTP Profile

Related Models: MFC-J4555DW

Set up a Scan to SFTP Profile to scan and upload scanned data directly to an SFTP location.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click Scan > Scan to FTP/SFTP/Network/SharePoint.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Select the SFTP option, and then click Submit.
- 4. Click the Scan to FTP/SFTP/Network/SharePoint Profile menu.
- 5. Select the profile you want to set up or change.



Using the following characters: ?, /, |, |, |, |, |, |, | or \* may cause a sending error.

Option	Description
Profile Name	Type a name for this server profile (up to 15 alphanumeric characters). The machine will display this name on the LCD.
Host Address	Type the Host Address (for example: ftp.example.com; up to 64 characters) or the IP address (for example: 192.23.56.189).
Username	Type a user name (up to 32 characters) of a user that has permission to write data to the SFTP server.
Auth. Method	Select Password or Public Key.
	Do one of the following:
	<ul> <li>When you select Password, type the password (up to 32 characters) associated with the user name you typed in the Username field. Type the password again in the Retype password field.</li> </ul>
	When you select <b>Public Key</b> , select the authentication type from the <b>Client Key Pair</b> drop-down list.
Server Public Key	Select the authentication type.
Store Directory	Type the path to the folder on the SFTP server where you want to send your scanned data. Do not type a slash mark at the beginning of the path.
File Name	Select a file name from the preset names provided, or from user- defined names. You can set the user-defined names and file name style in the <b>Scan File Name</b> menu in the navigation bar.
Quality	Select a quality setting. If you choose the <b>User Select</b> option, the machine will prompt users to select a setting each time they use the scan profile.
File Type	Select the file type you want to use for the scanned document. If you choose the <b>User Select</b> option, the machine will prompt users to select a setting each time they use the scan profile.
Document Size	Select your document size from the list. This is necessary to make sure the scanned file is the correct size.
Auto Deskew (ADF Auto Deskew)	Select <b>On</b> to set the machine to correct document skewing automatically as the pages are scanned.
Skip Blank Page	Select the <b>On</b> option to remove blank pages of the document from the scanning results.

Option	Description
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.
Remove Background Color	Change the amount of background color that is removed.
Margin Settings	Adjust your document's margins.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Port Number	Change the <b>Port Number</b> setting used to access the SFTP server. The default setting is port 22. In most cases, this setting does not need to be changed.

## 6. Click **Submit**.



## **Related Information**

• Scan to SSH Server (SFTP)

## **Related Topics:**

• Access Web Based Management

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to SSH Server (SFTP) > Create a Client Key Pair Using Web Based Management

## Create a Client Key Pair Using Web Based Management

#### Related Models: MFC-J4555DW

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click Network > Security > Client Key Pair.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Click Create New Client Key Pair.
- 4. In the Client Key Pair Name field, type the name (up to 20 characters) you want.
- 5. Click the Public Key Algorithm drop-down list, and then select the algorithm you want.
- 6. Click Submit.

The client key pair is created and saved in your machine's memory. The client key pair name and public key algorithm will be displayed in the **Client Key Pair List**.

# **√**

## **Related Information**

• Scan to SSH Server (SFTP)

## **Related Topics:**

· Access Web Based Management

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to SSH Server (SFTP) > Export a Client Key Pair Using Web Based Management

## **Export a Client Key Pair Using Web Based Management**

## Related Models: MFC-J4555DW

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click **Network > Security > Client Key Pair**.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Click Export Public Key shown with Client Key Pair List.
- 4. Click Submit.

The client key pair is exported to your computer.

# **✓**

## **Related Information**

• Scan to SSH Server (SFTP)

## **Related Topics:**

Access Web Based Management

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to SSH Server (SFTP) > Import a Server Public Key Using Web Based Management

# Import a Server Public Key Using Web Based Management

## Related Models: MFC-J4555DW

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click Network > Security > Server Public Key.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Click Import Server Public Key.
- 4. Specify the file that you want to import.
- 5. Click Submit.

The server public key is imported to your machine.

# V

## **Related Information**

• Scan to SSH Server (SFTP)

## **Related Topics:**

· Access Web Based Management

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to SSH Server (SFTP) > Upload Scanned Data to an SFTP Server

## **Upload Scanned Data to an SFTP Server**

Related Models: MFC-J4555DW

- 1. Load your document.
- 2. Press [Scan] > [to FTP/SFTP].
- 3. The server profiles you have set up using Web Based Management are listed. Select the profile you want. If the profile is not complete (for example, if the logon account name and password are missing, or if the quality or file type is not specified), you will be prompted to enter any missing information.
- 4. Press [Start].

The machine starts scanning. If you are using the scanner glass, follow the Touchscreen instructions to complete the scanning job.

# Related Information

• Scan to SSH Server (SFTP)

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to Network (Windows)

## Scan to Network (Windows)

Related Models: MFC-J4555DW

Scan documents directly to a CIFS server on your local network. For added convenience, you can configure different profiles to save your favorite Scan to Network destinations.

- Set up a Scan to Network Profile
- Upload Scanned Data to a CIFS Server

■ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to Network (Windows) > Set up a Scan to Network Profile

## Set up a Scan to Network Profile

Related Models: MFC-J4555DW

Set up a Scan to Network Profile to scan and upload scanned data directly to a folder on a CIFS server.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click Scan > Scan to FTP/SFTP/Network/SharePoint.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

3. Select the Network option, and then click Submit.



If you want to send the data to your designated folder on the CIFS server, select **On** for the **Send to My Folder** option.

- 4. Click the Scan to FTP/SFTP/Network/SharePoint Profile menu.
- 5. Select the profile you want to set up or change.



Using the following characters: ?, /, \, ", :, <, >, | or \* may cause a sending error.

Option	Description	
Profile Name	Type a name for this server profile (up to 15 alphanumeric characters). The machine will display this name on the LCD.	
Network Folder Path	Type the path to the folder on the CIFS server where you want to send your scanned data.	
File Name	Select a file name from the preset names provided, or from user- defined names. You can set the user-defined names and file name style in the <b>Scan File Name</b> menu in the navigation bar.	
Quality	Select a quality setting. If you choose the <b>User Select</b> option, the machine will prompt users to select a setting each time they use the scan profile.	
File Type	Select the file type you want to use for the scanned document. If you choose the <b>User Select</b> option, the machine will prompt users to select a setting each time they use the scan profile.	
Document Size	Select your document size from the list. This is necessary to make sure the scanned file is the correct size.	
Auto Deskew (ADF Auto Deskew)	Select <b>On</b> to set the machine to correct document skewing automatically as the pages are scanned.	
Skip Blank Page	Select the <b>On</b> option to remove blank pages of the document from the scanning results.	
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.	
Remove Background Color	Change the amount of background color that is removed.	
Margin Settings	Adjust your document's margins.	
Brightness	Select the brightness level.	
Contrast	Select the contrast level.	
Use PIN for Authentication	To PIN-protect this profile, select <b>On</b> , and then type a four-digit PIN in the <b>PIN Code</b> field.	
Auth. Method	Select the authentication method.	

Option	Description
Username	Type a user name (up to 96 characters) that has permission to write data to the folder specified in the <b>Network Folder Path</b> field. If the user name is part of a domain, type the user name in one of the following styles:
	user@domain
	domain\user
Password	Type the password (up to 32 characters) associated with the user name you entered in the <b>Username</b> field. Type the password again in the <b>Retype password</b> field.
Kerberos Server Address	Type the Kerberos Server Address (for example: kerberos.example.com; up to 64 characters).

- 6. Click Submit.
- 7. You must configure the SNTP (network time server) or you must set the date, time and time zone correctly on the control panel. The time must match the time used by the Kerberos Server and CIFS Server.



## **Related Information**

• Scan to Network (Windows)

## **Related Topics:**

• Access Web Based Management

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to Network (Windows) > Upload Scanned Data to a CIFS Server

## **Upload Scanned Data to a CIFS Server**

Related Models: MFC-J4555DW

- 1. Load your document.
- 2. Press [Scan] > [to Network].



- If you registered your user ID, the [to My Folder] option appears when you log on to the machine using Active Directory Authentication or LDAP Authentication.
- To send scanned data to your designated folder on the CIFS server, press [to My Folder].
- To enable this feature in Web Based Management, in the left navigation bar, click **Scan > Scan to FTP/ SFTP/Network/SharePoint**. In the **Send to My Folder** field, select **On**.
- 3. The server profiles you have set up using Web Based Management are listed. Select the profile you want. If the profile is not complete (for example, if the logon account name and password are missing, or if the quality or file type is not specified), you will be prompted to enter any missing information.
- 4. Press [Start].

The machine starts scanning. If you are using the scanner glass, follow the Touchscreen instructions to complete the scanning job.

## Related Information

Scan to Network (Windows)

## **Related Topics:**

Access Web Based Management

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to SharePoint

## Scan to SharePoint

Related Models: MFC-J4555DW

Scan documents directly to a SharePoint server when you need to share the scanned information. For added convenience, configure different profiles to save your favorite Scan to SharePoint destinations.

- Set up a Scan to SharePoint Profile
- Upload Scanned Data to a SharePoint Server

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to SharePoint > Set up a Scan to SharePoint Profile

## Set up a Scan to SharePoint Profile

Related Models: MFC-J4555DW

Set up a Scan to SharePoint Profile to scan and upload the scanned data directly to a SharePoint location.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click Scan > Scan to FTP/SFTP/Network/SharePoint.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Select the **SharePoint** option, and then click **Submit**.
- 4. Click the Scan to FTP/SFTP/Network/SharePoint Profile menu.
- 5. Select the profile you want to set up or change.



Using the following characters: ?, /, |, |, |, |, |, |, | or \* may cause a sending error.

Option	Description	
Profile Name	Type a name for this server profile (up to 15 alphanumeric characters). The machine will display this name on the LCD.	
SharePoint Site Address	Copy and paste the full destination address shown in the address bar of your browser (for example: http://SharePointSiteAddress/Shared %20Documents/Forms/AllItems.aspx) or the IP address (for example: http://192.168.0.1/Shared%20Documents/Forms/AllItems.aspx).	
SSL/TLS	If the address in the <b>SharePoint Site Address</b> field starts with "https://", you can verify the server certificate by selecting the <b>Verify Server Certificate</b> checkbox.	
File Name	Select a file name from the preset names provided, or from user- defined names. You can set the user-defined names and file name style in the <b>Scan File Name</b> menu in the navigation bar.	
Quality	Select a quality setting. If you choose the <b>User Select</b> option, the machine will prompt users to select a setting each time they use the scan profile.	
File Type	Select the file type you want to use for the scanned document. If you choose the <b>User Select</b> option, the machine will prompt users to select a setting each time they use the scan profile.	
Document Size	Select your document size from the list. This is necessary to make sure the scanned file is the correct size.	
Auto Deskew (ADF Auto Deskew)	Select <b>On</b> to set the machine to correct document skewing automatically as the pages are scanned.	
Skip Blank Page	Select the <b>On</b> option to remove blank pages of the document from the scanning results.	
Skip Blank Page Sensitivity	Select the sensitivity level for detecting blank pages in the scanned data. The higher the sensitivity, the easier it is for the machine to detect blank pages.	
Remove Background Color	Change the amount of background color that is removed.	
Margin Settings	Adjust your document's margins.	
Brightness	Select the brightness level.	
Contrast	Select the contrast level.	
Use PIN for Authentication	To PIN-protect this profile, select <b>On</b> , and then type a four-digit PIN in the <b>PIN Code</b> field.	

Option	Description	
Auth. Method	Select the authentication method. If you select <b>Auto</b> , the authentication method will be automatically detected.	
Username	Type a user name (up to 96 characters) that has permission to write data to the folder specified in the <b>SharePoint Site Address</b> field. If the user name is part of a domain, type the user name in one of the following styles:  user@domain	
	domain\user	
Password	Type the password (up to 32 characters) associated with the user name you entered in the <b>Username</b> field. Type the password again in the <b>Retype password</b> field.	
Kerberos Server Address	Type the Kerberos Server Address (for example: kerberos.example.com; up to 64 characters).	

6. Click **Submit**.



## **Related Information**

• Scan to SharePoint

# **Related Topics:**

• Access Web Based Management

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Scan to SharePoint > Upload Scanned Data to a SharePoint Server

## **Upload Scanned Data to a SharePoint Server**

### Related Models: MFC-J4555DW

- 1. Load your document.
- 2. Press [Scan] > [to SharePoint].
- 3. The server profiles you have set up using Web Based Management are listed. Select the profile you want. If the profile is not complete (for example, if the logon account name and password are missing, or if the quality or file type is not specified), you will be prompted to enter any missing information.
- 4. Press [Start].

The machine starts scanning. If you are using the scanner glass, follow the Touchscreen instructions to complete the scanning job.

## ✓ R

## **Related Information**

· Scan to SharePoint

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Web Services for Scanning on Your Network (Windows)

## **Web Services for Scanning on Your Network (Windows)**

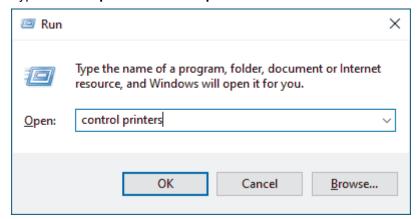
The Web Services protocol enables Windows 10 and Windows 11 users to scan using a Brother machine on the network. You must install the driver via Web Services.

- Use the Web Services Protocol to Install the Scanner Driver (Windows)
- Scan Using Web Services from Your Machine (Windows)
- Configure Scan Settings for the Web Services Protocol

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Web Services for Scanning on Your Network (Windows) > Use the Web Services Protocol to Install the Scanner Driver (Windows)

## **Use the Web Services Protocol to Install the Scanner Driver (Windows)**

- Make sure you have installed the correct software and drivers for your machine.
- Verify that the host computer and the Brother machine are on the same subnet, or that the router is correctly configured to pass data between the two devices.
- You must configure the IP address on your Brother machine before you configure this setting.
- 1. Hold down the key and press the R key on the computer's keyboard to launch Run.
- 2. Type "control printers" in the Open: field and click OK.



The **Devices and Printers** window appears.



If the Devices and Printers window does not appear, click Devices > More devices and printer settings.

3. Click Add a device.



The Web Services Name for the Brother machine is your model's name and the MAC Address.

4. Select the machine you want to install, and then follow the on-screen instructions.



To uninstall the drivers, click Remove device.

# Related Information

Web Services for Scanning on Your Network (Windows)

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Web Services for Scanning on Your Network (Windows) > Scan Using Web Services from Your Machine (Windows)

## Scan Using Web Services from Your Machine (Windows)

If you have installed the driver for scanning via Web Services, you can access the Web Services scanning menu on your Brother machine's LCD.

- Certain characters in the messages displayed on the LCD may be replaced with spaces if the language settings of your OS and your Brother machine are different.
- If the LCD displays an insufficient memory error message, choose a smaller size in the Paper size setting
  or a lower resolution in the Resolution (DPI) setting.
- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Load your document.
- 2. Press (Scan).
- 3. Press ▲ or ▼ to make your selections:
  - a. Select [WS Scan]. Press OK.
  - b. Select the type of scan you want. Press **OK**.
  - c. Select the computer where you want to send the data. Press OK.
- 4. Press Black Start or Color Start.

The machine starts scanning.

## MFC-J1410DW/MFC-J4555DW

- 1. Load your document.
- 2. Press [Scan] > [WS Scan].
- 3. Press ▲ or ▼ to select the type of scan you want, and then press it.
- 4. Press ▲ or ▼ to display the computer where you want to send data, and then select the computer name.
- 5. Press [Start].

The machine starts scanning.

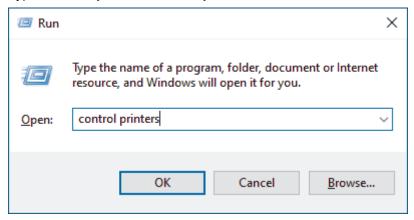
# Related Information

Web Services for Scanning on Your Network (Windows)

▲ Home > Scan > Scan Using the Scan Button on Your Machine > Web Services for Scanning on Your Network (Windows) > Configure Scan Settings for the Web Services Protocol

## **Configure Scan Settings for the Web Services Protocol**

- 1. Hold down the key and press the R key on the computer's keyboard to launch Run.
- 2. Type "control printers" in the Open: field and click OK.



The **Devices and Printers** window appears.



If the Devices and Printers window does not appear, click Devices > More devices and printer settings.

- 3. Right-click the machine icon, and then select Scan profiles.... The Scan Profiles dialog box appears.
- 4. Select the scan profile you want to use.
- 5. Make sure the scanner selected in the **Scanner** list is a machine that supports Web Services for scanning, and then click the **Set as Default** button.
- 6. Click Edit....

The Edit Default Profile dialog box appears.

- 7. Select the Source, Paper size, Color format, File type, Resolution (DPI), Brightness and Contrast settings. (The available options will vary depending on your model.)
- 8. Click the Save Profile button.

These settings will be applied when you scan using the Web Services protocol.

If the machine prompts you to select a scanning application, select Windows Fax and Scan from the list.



## **Related Information**

Web Services for Scanning on Your Network (Windows)

▲ Home > Scan > Scan Using Brother iPrint&Scan (Windows/Mac)

## Scan Using Brother iPrint&Scan (Windows/Mac)

- 1. Load your document.
- 2. Start Brother iPrint&Scan.
  - · Windows:

Double-click the (Brother iPrint&Scan) icon on your computer's desktop.

For more information, see Related Information.

Mac:

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.

## NOTE

## To download the latest application:

For Windows:

Go to your model's **Downloads** page at <u>support.brother.com/downloads</u>, and then download and install Brother iPrint&Scan.

For Mac:

Download and install Brother iPrint&Scan from the Apple App Store.

- 3. If your Brother machine is not selected, click the **Add Machine** / **Select your Machine** button, and then select your model's name from the list. Click **OK**.
- 4. Click the Scan icon.
- 5. Configure the scan settings, and then click the **Scan** button to start scanning.
- 6. After all the documents have been scanned, select the option for saving and sharing scanned data.
- 7. Configure detailed settings, including the File Name and the File Type.



To combine multiple scans into a file, select PDF as the File Type.

8. Complete the scanning process.



## **Related Information**

Scan

### **Related Topics:**

• Access Brother iPrint&Scan (Windows/Mac)

▲ Home > Scan > Scan from Your Computer (Windows)

# **Scan from Your Computer (Windows)**

There are several ways you can use your computer to scan photos and documents on your machine. Use the software applications we provide or use your favorite scanning application.

- Scan Using Kofax PaperPort<sup>™</sup> 14SE or Other Windows Applications
- · Scan Using Windows Fax and Scan

■ Home > Scan > Scan from Your Computer (Windows) > Scan Using Kofax PaperPort<sup>™</sup> 14SE or Other Windows Applications

# Scan Using Kofax PaperPort<sup>™</sup> 14SE or Other Windows Applications

You can use the Kofax PaperPort<sup>™</sup> 14SE application for scanning.

To download the Kofax PaperPort<sup>™</sup> 14SE application, click (Brother Utilities), select **Do More** in the left navigation bar, and then click **PaperPort**.



The instructions for scanning in these steps are for PaperPort<sup>™</sup> 14SE. For other Windows applications, the steps will be similar. PaperPort<sup>™</sup> 14SE supports both TWAIN and WIA drivers; the TWAIN driver (recommended) is used in these steps.

Depending on the model of your machine, Kofax PaperPort<sup>™</sup> 14SE may not be included. If it is not included, you can use other software applications that support scanning.

- 1. Load your document.
- 2. Start PaperPort<sup>™</sup> 14SE.

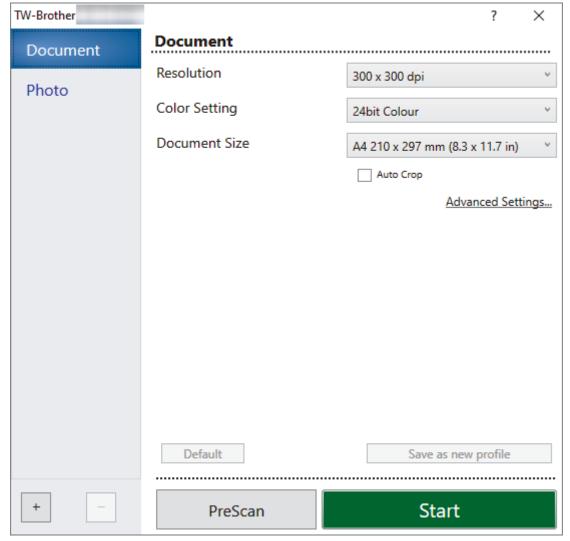
Do one of the following:

- Windows 11
  - Click > All apps > Kofax PaperPort 14 > PaperPort.
- · Windows 10
  - Click > Kofax PaperPort 14 > PaperPort.
- 3. Click the **Desktop** menu, and then click **Scan Settings** in the **Desktop** ribbon.

The Scan or Get Photo panel appears on the left side of the screen.

- 4. Click Select.
- 5. From the available Scanners list, select your model with **TWAIN: TW** in the name.
- 6. Click OK.
- 7. Select the Display scanner dialog box checkbox in the Scan or Get Photo panel.
- 8. Click Scan.

The Scanner Setup dialog box appears.



- 9. Adjust the settings in the Scanner Setup dialog box, if needed.
- 10. Click the **Document Size** drop-down list, and then select your document size.
- 11. Click **PreScan** to preview your image and crop unwanted portions before scanning.
- 12. Click Start.

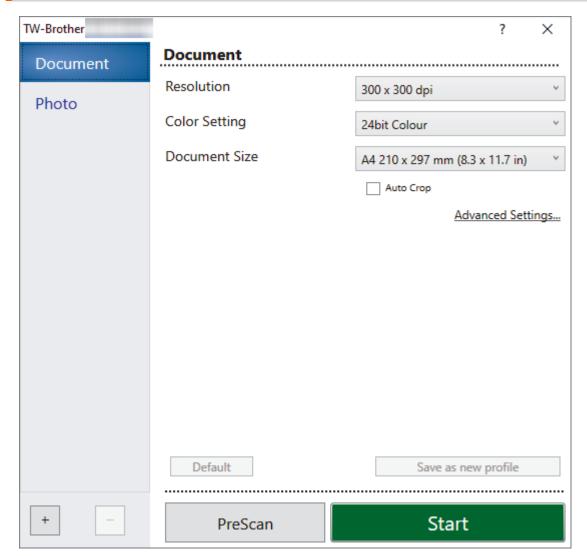
The machine starts scanning.

# Related Information

- Scan from Your Computer (Windows)
  - TWAIN Driver Settings (Windows)

■ Home > Scan > Scan from Your Computer (Windows) > Scan Using Kofax PaperPort<sup>™</sup> 14SE or Other Windows Applications > TWAIN Driver Settings (Windows)

# **TWAIN Driver Settings (Windows)**





Note that the item names and assignable values will vary depending on the machine.

#### 1. Scan

Select the **Photo** or **Document** option depending on the type of document you want to scan.

Scan (Image Type)		Resolution	Color Setting
Photo	Use for scanning photo images.	300 x 300 dpi	24bit Color
Document	Use for scanning text documents.	300 x 300 dpi	24bit Color

#### 2. Resolution

Select a scanning resolution from the **Resolution** drop-down list. Higher resolutions take more memory and a longer transfer time, but produce a higher quality scanned image.

### 3. Color Setting

Select from a range of scan color depths.

### Black & White

Use for text or line art images.

#### True Gray

Use for photographic images or graphics. This mode is more accurate because it uses up to 256 shades of gray.

#### · 24bit Color

Use to create an image with the most accurate color reproduction. This mode uses up to 16.8 million colors to scan the image, but it requires the most memory and has the longest transfer time.

#### 4. Document Size

Select the exact size of your document from a selection of preset scan sizes.

If you select **Custom**, the **Custom Document Size** dialog box appears and you can specify the document size.

## 5. Auto Crop

Scan multiple documents placed on the scanner glass. The machine will scan each document and create separate files or a single multi-page file.

### 6. Advanced Settings

Configure advanced settings by clicking the Advanced Settings link in the Scanner Setup dialog box.

#### Document Correction

#### Auto Deskew

Set the machine to correct document skewing automatically as the pages are scanned from the scanner glass.

## Margin Settings

Adjust your document's margins.

#### Rotate Image

Rotate the scanned image.

#### Fill With Color

Fill in the edges on four sides of the scanned image using the selected color and range.

#### Skip Blank Page

Remove the document's blank pages from the scanning results.

### - Fixed-size Output Mode (Letter/Legal)

Scan mixed size documents. The machine detects each document size and creates a file including Letter and Legal size pages. To use this mode, select the **Auto** option from the **Document Size** dropdown list.

### Image Quality

#### - Color Tone Adjustment

Adjust the color tone.

#### Background Processing

## Remove Bleed-through / Pattern

Prevent bleed-through.

### Remove Background Color

Remove the base color of documents to make the scanned data more legible.

#### Color Drop

Select a color to remove from the scanned image.

#### - Edge Emphasis

Sharpen the characters in the original.

#### Reduce Noise

Improve the quality of your scanned images with this selection. The **Reduce Noise** option is available when selecting the **24bit Color** option and the **300 x 300 dpi**, **400 x 400 dpi**, or **600 x 600 dpi** scan resolution.

## B&W Image Quality

#### - B&W Threshold Adjustment

Adjust the threshold to generate a black and white image.

## - Character Correction

Correct the broken or incomplete characters of the original to make them easier to read.

## - B&W Inversion

Invert black and white in the black and white image.

### Feed Control

## - Layout

Select the layout.

## - Continuous Scan

Select this option to scan multiple pages. After a page is scanned, select whether to continue scanning or finish.

# 4

# **Related Information**

Scan Using Kofax PaperPort<sup>™</sup> 14SE or Other Windows Applications

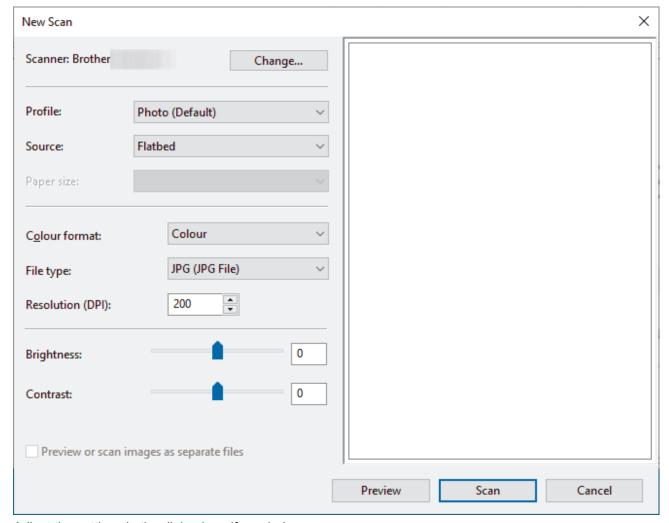
▲ Home > Scan > Scan from Your Computer (Windows) > Scan Using Windows Fax and Scan

# Scan Using Windows Fax and Scan

The Windows Fax and Scan application is another option that you can use for scanning.

- · Windows Fax and Scan uses the WIA scanner driver.
- If you plan to crop a portion of a scanned page, you must scan the original document using the scanner glass (also called the flatbed), not by feeding it through the Automatic Document Feeder (ADF).
- 1. Load your document.
- 2. Launch Windows Fax and Scan.
- 3. Click File > New > Scan.
- 4. Select the scanner you want to use.
- 5. Click OK.

The **New Scan** dialog box appears.



- 6. Adjust the settings in the dialog box, if needed.
- 7. Click Scan.

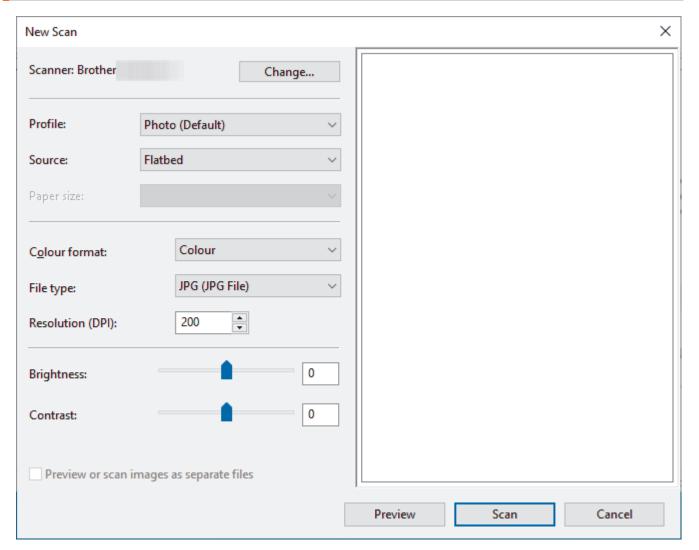
The machine starts scanning the document.

# Related Information

- Scan from Your Computer (Windows)
  - WIA Driver Settings (Windows)

▲ Home > Scan > Scan from Your Computer (Windows) > Scan Using Windows Fax and Scan > WIA Driver Settings (Windows)

# **WIA Driver Settings (Windows)**



#### **Profile**

Select the scan profile you want to use from the Profile drop-down list.

#### Source

(ADF models only)

Select the Flatbed or Feeder (Scan one side) option from the drop-down list.

### Paper size

(ADF models only)

The **Paper size** option is available if you select the **Feeder (Scan one side)** option from the **Source** dropdown list.

#### **Color format**

Select a scan color format from the Color format drop-down list.

### File type

Select a file format from the **File type** drop-down list.

## **Resolution (DPI)**

Set a scanning resolution in the **Resolution (DPI)** field. Higher resolutions take more memory and a longer transfer time, but produce a higher quality scanned image.

## **Brightness**

Set the brightness level by dragging the slider to the right or left to lighten or darken the image. If the scanned image is too light, set a lower brightness level and scan the document again. If the image is too dark, set a higher brightness level and scan the document again. You can also type a value in the field to set the brightness level.

#### Contrast

Increase or decrease the contrast level by moving the slider to the right or left. An increase emphasizes dark and light areas of the image, while a decrease reveals more details in gray areas. You can also type a value in the field to set the contrast level.



## **Related Information**

• Scan Using Windows Fax and Scan

▲ Home > Scan > Scan from Your Computer (Mac)

# **Scan from Your Computer (Mac)**

• Scan Using AirPrint (macOS)

▲ Home > Scan > Secure Scan

## **Secure Scan**

Use the Secure Scan feature to ensure that confidential or sensitive documents are not scanned until you enter your user name and password on your computer or mobile device.

- The Secure Scan feature supports scanning from your computer or mobile device.
- This feature is available only for certain applications and online services.
- >> MFC-J1360DW/MFC-J1365DW/MFC-J1410DW/MFC-J4355DW
- >> MFC-J4555DW

## MFC-J1360DW/MFC-J1365DW/MFC-J1410DW/MFC-J4355DW

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, select **Network > Network > Protocol**.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Make sure the Network Scan checkbox is selected, and then select the Advanced Settings option.
- 4. Make sure the Unencrypted Scan Settings option is set to Enabled.
- 5. Select the Security Settings option.
- 6. In the Connect with Another Device field, select Enabled.
- 7. In the Password Settings field, type your password.
- 8. Select Submit.

You have completed the Secure Scan setup.

- 9. Load your document.
- 10. On your computer or mobile device, start your scan operation.



When prompted, type "123" as your user name and your registered password.

## MFC-J4555DW

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, select Network > Network > Protocol.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Make sure the Network Scan checkbox is selected, and then select the Advanced Settings option.
- 4. Make sure the Unencrypted Scan Settings option is set to Enabled.
- 5. Select User Restriction Function.
- 6. Select Secure Function Lock.
- 7. Select Submit.
- 8. Select the Restricted Functions menu.
- 9. In the Public Mode row, make sure the Scan checkbox is unchecked.
- 10. In the User List / Restricted Functions field, type a group name, and then select the Scan checkbox.
- 11. Select Submit.
- 12. Select the User List menu, and then configure the User List.
- 13. Select Submit.

You have completed the Secure Scan setup.

- 14. Load your document.
- 15. On your computer or mobile device, start your scan operation.



When prompted, type your user name and password.



# **Related Information**

• Scan

# **Related Topics:**

• Access Web Based Management

▲ Home > Scan > Configure Scan Settings Using Web Based Management

# **Configure Scan Settings Using Web Based Management**

- Set the Scan File Name Using Web Based Management
- Set the Scan Job Email Report Using Web Based Management

▲ Home > Scan > Configure Scan Settings Using Web Based Management > Set the Scan File Name Using Web Based Management

## Set the Scan File Name Using Web Based Management

Related Models: MFC-J4555DW

Set up a file name for scanned data using Web Based Management.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click Scan > Scan File Name.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Select the File Name Style from the drop-down list.
- 4. If you selected the option to include the date in **File Name Style** field, select the date format from the drop-down list.
- 5. In the **Time** field, select **On** to include the time information in the file name.
- 6. In the Counter field, select Continuous or Reset after each job.



If you select Reset after each job, duplication of file names may occur.

7. If you want to create a user-defined file name prefix, type a file name in the user-defined fields of each scan function.



Do not use the following characters: ? / \ \*

8. Click Submit.

# **✓**

## **Related Information**

· Configure Scan Settings Using Web Based Management

### **Related Topics:**

Access Web Based Management

▲ Home > Scan > Configure Scan Settings Using Web Based Management > Set the Scan Job Email Report Using Web Based Management

## Set the Scan Job Email Report Using Web Based Management

### Related Models: MFC-J4555DW

When you scan a document, the machine will send a scan job email report automatically to the registered email address.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click Scan > Scan Job e-mail report.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. In the Administrator Address field, type the email address.
- 4. For the scan functions you want, select **On** to send a scan job email report.
- 5. Click Submit.

# Related Information

• Configure Scan Settings Using Web Based Management

### **Related Topics:**

· Access Web Based Management

## ▲ Home > Copy

# Copy

- · Copy a Document
- Enlarge or Reduce Copied Images
- Sort Copies
- Make Page Layout Copies (N in 1 or Poster)
- Copy on Both Sides of the Paper (2-sided Copy)
- · Copy an ID Card
- Copy Settings

▲ Home > Copy > Copy a Document

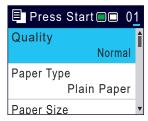
## **Copy a Document**

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Make sure you have loaded the correct size paper in the paper tray.
- 2. Load your document.
- 3. (MFC-J4355DW) Press (Copy)

The LCD displays:



- 4. (MFC-J4355DW) Enter the number of copies using the dial pad.
- 5. (MFC-J1360DW/MFC-J1365DW) Press or + on the control panel to enter the number of copies.
- 6. Change the copy settings, if needed.

Press ▲ or ▼ to scroll through the copy settings. Select a copy setting, and then press **OK**.



When you load paper other than Letter size plain paper, you must change the [Paper Size] and [Paper Type] settings.

7. When finished, press Black Start or Color Start.



To cancel copying, press Stop/Exit.

## MFC-J1410DW/MFC-J4555DW

- 1. Make sure you have loaded the correct size paper in the paper tray.
- 2. Load your document.
- 3. Press [Copy].

The touchscreen displays:

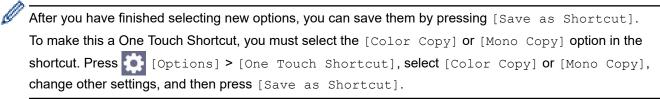


4. Change the copy settings, if needed.



When you load paper other than Letter size plain paper, you must change the [Paper Size] and [Paper Type] settings by pressing [Options].

Option	Description
× 01 (No. of Copies)	<ul> <li>Enter the number of copies in one of the following ways:</li> <li>Press - or + on the touchscreen.</li> <li>Press x 01 to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press OK.</li> </ul>
(Options)	Press [Options] to change the copy settings for the next copy only.  When you have finished changing settings, press OK.
ID	To make an ID card copy with the [2in1 ID Vertical] layout, select the [ID] checkbox.
Current setting indications	Press the following icons to change these settings for the next copy only:  Paper Size (MFC-J1410DW)  Paper Type (MFC-J1410DW)  Select Tray (MFC-J4555DW)  Quality  Enlarge/Reduce (MFC-J4555DW)



5. Press [Black Start] or [Color Start].



To interrupt copying, press



# Related Information

• Copy

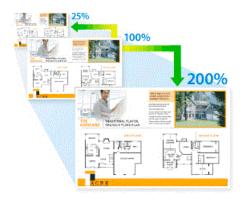
## **Related Topics:**

- Load Documents in the Automatic Document Feeder (ADF)
- Load Documents on the Scanner Glass
- Copy Settings

▲ Home > Copy > Enlarge or Reduce Copied Images

## **Enlarge or Reduce Copied Images**

Select an enlargement or reduction ratio to resize your copied data.



- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Load your document.
- 2. (MFC-J4355DW) Press (Copy).
- 3. (MFC-J4355DW) Enter the number of copies using the dial pad.
- 4. (MFC-J1360DW/MFC-J1365DW) Press or + on the control panel to enter the number of copies.
- 5. Press ▲ or ▼ to select [Enlarge/Reduce]. Press OK.
- 6. Press ▲ or ▼ to select the available options. Press **OK**.
- 7. Do one of the following:
  - If you selected the [Enlarge] or [Reduce] option, press ▲ or ▼ to select the enlargement or reduction ratio you want to use. Press OK.
  - If you selected the [Custom (25-400%)] option, enter an enlargement or reduction ratio from [25%] to [400%]. Press **OK**.
  - If you selected [100%] or the [Fit to Page] option, go to the next step.
- 8. When finished, press Black Start or Color Start.



If you selected the  $[Fit\ to\ Page]$  option, your machine adjusts the copy size to fit the paper size set in the machine.

- The [Fit to Page] option does not work correctly when the document on the scanner glass is skewed more than three degrees. Using the document guidelines on the left and top, place the document face down in the upper-left corner of the scanner glass.
- The [Fit to Page] option is not available for Legal size documents.

#### MFC-J1410DW/MFC-J4555DW

- 1. Load your document.
- 2. Press [Copy].
- 3. Enter the number of copies in one of the following ways:
  - Press [-] or [+] on the touchscreen.
  - Press (01) to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].

- 4. Press (Options) > [Enlarge/Reduce].
- 5. Press ▲ or ▼ to display the available options, and then press the option you want to change.
- 6. Do one of the following:
  - If you selected the [Enlarge] or [Reduce] option, press the enlargement or reduction ratio you want to use.
  - If you selected the [Custom(25-400%)] option, press (backspace) to erase the displayed percentage, or press to move the cursor, and then enter an enlargement or reduction ratio from [25%] to [400%].

Press [OK].

- If you selected [100%] or the [Fit to Page] option, go to the next step.
- 7. Read and confirm the displayed list of options you have selected, and then press [OK].
- 8. When you have finished changing settings, press [Black Start] or [Color Start].



If you selected the  $[Fit\ to\ Page]$  option, your machine adjusts the copy size to fit the paper size set in the machine.

- The [Fit to Page] option does not work correctly when the document on the scanner glass is skewed. Using the document guidelines on the left and top, place the document face down in the upperleft corner of the scanner glass.
- The [Fit to Page] option is not available for Legal size documents.

# **V**

### **Related Information**

Copy

#### ▲ Home > Copy > Sort Copies

## **Sort Copies**

Sort multiple copies. Pages will be stacked in the order they are fed, that is: 1, 2, 3, and so on.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Load your document.
- 2. (MFC-J4355DW) Press (Copy).
- 3. (MFC-J4355DW) Enter the number of copies using the dial pad.
- 4. (MFC-J1360DW/MFC-J1365DW) Press or + on the control panel to enter the number of copies.
- 5. Press **▲** or **▼** to select the following:
  - a. Select [Stack/Sort]. Press OK.
  - b. Select [Sort]. Press OK.
- 6. Press **Black Start** or **Color Start**. If you placed the document in the ADF, the machine scans the document and starts printing.
- 7. If using the scanner glass, repeat the following steps for each page of the document:
  - Place the next page on the scanner glass, and then press ▶ to scan the page.

#### MFC-J1410DW/MFC-J4555DW

- 1. Load your document.
- 2. Press [Copy].
- 3. Enter the number of copies in one of the following ways:
  - Press [-] or [+] on the touchscreen.
  - Press x 01 to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
- 4. Press (Options] > [Stack/Sort] > [Sort].
- 5. Read and confirm the displayed list of settings you have selected, and then press [OK].
- 6. When you have finished changing settings, press [Black Start] or [Color Start]. If you placed the document in the ADF, the machine scans the document and starts printing.
- 7. If you are using the scanner glass, repeat the following steps for each page of the document:
  - Place the next page on the scanner glass, and then press [Continue] to scan the page.
  - After scanning all the pages, press [Finish].

# Related Information

Copy

▲ Home > Copy > Make Page Layout Copies (N in 1 or Poster)

## Make Page Layout Copies (N in 1 or Poster)

The N in 1 copy feature saves paper by copying two or four pages of your document onto one page of the copy. The poster feature divides your document into sections, then enlarges the sections so you can assemble them into a poster. To print a poster, use the scanner glass.



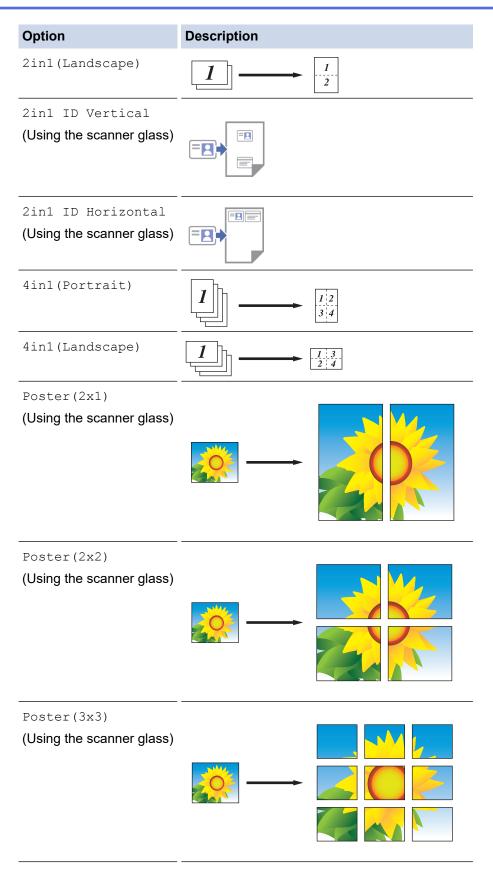


- Make sure the paper size is set to Letter, A4, or Executive.
- Poster copy is not available for Executive size paper.
- You can make only one Poster copy at a time.
- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Load your document.
- 2. (MFC-J4355DW) Press (Copy).
- 3. (MFC-J4355DW) Enter the number of copies using the dial pad.
- 4. (MFC-J1360DW/MFC-J1365DW) Press or + on the control panel to enter the number of copies.
- 5. Press ▲ or ▼ to select [Page Layout]. Press OK.
- 6. Press ▲ or ▼ to display the options, and then press **OK** to select the option you want.

Option	Description
Off(lin1)	-
2in1(Portrait)	1 2

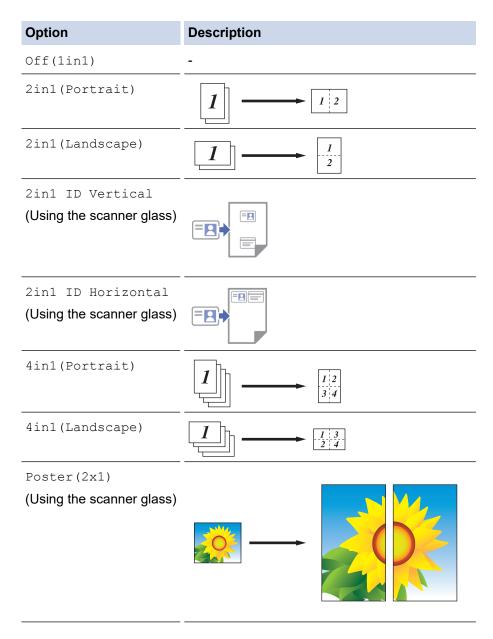


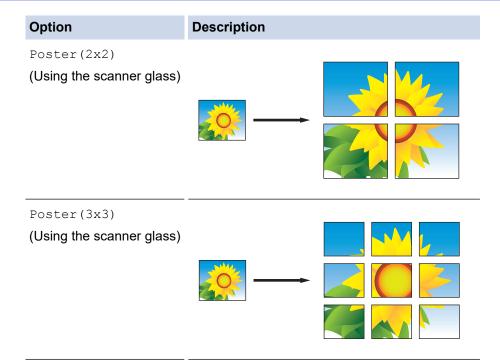
- 7. Press **Black Start** or **Color Start**. If you placed the document in the ADF or are making a poster, the machine scans the pages and starts printing.
- 8. If using the scanner glass, repeat the following steps for each page of the document:
  - Place the next page on the scanner glass, and then press ▶ to scan the page.
  - After scanning all the pages, press 

    to start printing.

#### MFC-J1410DW/MFC-J4555DW

- 1. Load your document.
- 2. Press [Copy].
- 3. Enter the number of copies in one of the following ways:
  - Press [-] or [+] on the touchscreen.
  - Press  $\times 01$  to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
- 4. Press [Options] > [Page Layout].
- 5. Press ▲ or ▼ to display the options, and then press the option you want.





- 6. Read and confirm the displayed list of settings you have selected, and then press [OK].
- 7. When you have finished changing settings, press [Black Start] or [Color Start]. If you placed the document in the ADF or are making a poster, the machine scans the pages and starts printing.
- 8. If you are using the scanner glass, repeat the following steps for each page of the document:
  - Place the next page on the scanner glass, and then press [Continue] to scan the page.
  - After scanning all the pages, press [Finish].

# Related Information

• Copy

▲ Home > Copy > Copy on Both Sides of the Paper (2-sided Copy)

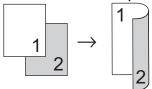
# Copy on Both Sides of the Paper (2-sided Copy)

Reduce the amount of paper you use by copying onto both sides of the paper.

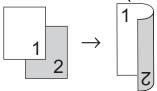
- · You must choose a 2-sided copy layout from the options listed below before you start 2-sided copying.
- The layout of your original document determines which 2-sided copy layout you should choose.
- Use the scanner glass to manually make 2-sided copies from a 2-sided document.
- You can use only Letter, A4, A5, or Executive size plain paper.

#### **Portrait**

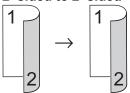
#### 1-sided to 2-sided (Long Edge Flip)



### 1-sided to 2-sided (Short Edge Flip)

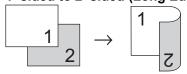


#### 2-sided to 2-sided

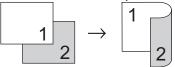


### Landscape

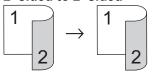
### 1-sided to 2-sided (Long Edge Flip)



### 1-sided to 2-sided (Short Edge Flip)



#### 2-sided to 2-sided



- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Load your document.
- 2. (MFC-J4355DW) Press (Copy).
- 3. (MFC-J4355DW) Enter the number of copies using the dial pad.

- 4. (MFC-J1360DW/MFC-J1365DW) Press or + on the control panel to enter the number of copies.
- 5. To sort multiple copies, press **▲** or **▼** to select the following:
  - a. Select the [Stack/Sort] option. Press OK.
  - b. Select the [Sort] option. Press OK.
- 6. Press ▲ or ▼ to select the [2-sided Copy] option. Press OK.
- 7. Do one of the following:
  - - a. To change the layout options, select [Layout]. Press OK.
    - b. Select the [Long Edge Flip] or [Short Edge Flip] option. Press OK.
    - c. Select [1sided⇒2sided]. Press OK.
  - To make 2-sided copies of a 2-sided document manually, place the document on the scanner glass, press
     ▲ or ▼ to select the [2sided⇒2sided] option. Press OK.
- 8. Press **Black Start** or **Color Start**. If you placed the document in the ADF, the machine scans the pages and starts printing.
- 9. If using the scanner glass, repeat the following steps for each page of the document:
  - Place the next page on the scanner glass, and then press ▶ to scan the page.
  - After scanning all the pages, press 

    to start printing.

DO NOT touch the printed page until it is completely ejected. The machine prints the first side, extends the paper, then retracts it to print the second side.

Wait until the paper is resting in the output tray before retrieving it.



If you experience smudged printouts or paper jams, follow these steps:

(MFC-J4355DW) Press <sup>6</sup>⁄<sub>▲</sub> (Ink).

(MFC-J1360DW/MFC-J1365DW) Press (Ink).

- 2. Select [Print Options]. Press OK.
- 3. Select the [Reduce Smudging] option. Press OK.
- Change settings. Press **OK**.
   See Related Information: Change the Print Options to Improve Your Print Results.

#### MFC-J1410DW/MFC-J4555DW

- 1. Load your document.
- 2. Press [Copy].
- 3. Enter the number of copies in one of the following ways:
  - Press [-] or [+] on the touchscreen.
  - Press  $\times 01$  to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
- 4. To sort multiple copies, press [Options] > [Stack/Sort] > [Sort].
- 5. Press ▲ or ▼ to display the [2-sided Copy] option, and then press it.
- 6. Do one of the following:
  - To make 2-sided copies from a 1-sided document, follow these steps:
    - a. To change the layout options, press [Layout], and then press [Long Edge Flip] or [Short Edge Flip].
    - b. Press [1-sided⇒2-sided].
  - To make 2-sided copies of a 2-sided document manually, press [2-sided⇒2-sided].



Use the scanner glass to make 2-sided copies of a 2-sided document manually.

- 7. Review your settings on the touchscreen, and then press [OK].
- 8. Press [Black Start] or [Color Start]. If you placed the document in the ADF, the machine scans the pages and starts printing.
- 9. If you are using the scanner glass, repeat the following steps for each page of the document:
  - Place the next page on the scanner glass, and then press [Continue] to scan the page.
  - After scanning all the pages, press [Finish].

DO NOT touch the printed page until it is completely ejected. The machine prints the first side, extends the paper, then retracts it to print the second side.

Wait until the paper is resting in the output tray before retrieving it.



If you experience smudged printouts or paper jams, press [Ink] > [Print Options] > [Reduce Smudging], and then change settings.

See Related Information: Change the Print Options to Improve Your Print Results.



### **Related Information**

Copy

### **Related Topics:**

Change the Print Options to Improve Your Print Results

#### ▲ Home > Copy > Copy an ID Card

## Copy an ID Card

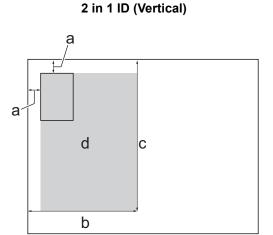
Use the [2in1(ID)] feature to copy both sides of an identification card onto one page, keeping the original card size.



- Make sure the paper size is set to Letter or A4.
- You may copy an identification card to the extent permitted under applicable laws. For more detailed information, see the *Product Safety Guide*.
- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

1. Place your identification card face down near the upper-left corner of the scanner glass.



a d c b

2 in 1 ID (Horizontal)

- a. 0.12 in. (3 mm) or greater (top, left)
- b. 5.4 in. (137 mm)
- c. 2 in 1 ID (Vertical): 8.4 in. (213 mm)2 in 1 ID (Horizontal): 4.1 in. (105 mm)
- d. Scannable area
- 2. (MFC-J4355DW) Press (Copy).
- 3. (MFC-J4355DW) Enter the number of copies using the dial pad.
- 4. (MFC-J1360DW/MFC-J1365DW) Press or + on the control panel to enter the number of copies.
- 5. Press ▲ or ▼ to select the following:
  - a. Select [Page Layout]. Press OK.
  - b. Select [2in1 ID Vertical] or [2in1 ID Horizontal]. Press OK.
- 6. Press Black Start or Color Start.

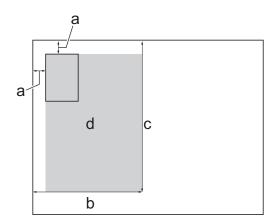
The machine starts scanning one side of the identification card.

7. After the machine has scanned the first side, turn over the identification card and press ▶ to scan the other side.

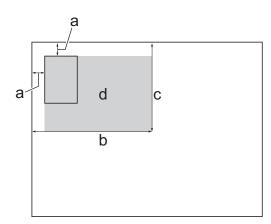
#### MFC-J1410DW/MFC-J4555DW

1. Place the identification card face down near the upper-left corner of the scanner glass.

2 in 1 ID (Vertical)



2 in 1 ID (Horizontal)



- a. 0.12 in. (3 mm) or greater (top, left)
- b. 5.4 in. (137 mm)
- c. 2 in 1 ID (Vertical): 8.4 in. (213 mm)2 in 1 ID (Horizontal): 4.1 in. (105 mm)
- d. Scannable area
- 2. Press [Copy].
- 3. Enter the number of copies in one of the following ways:
  - Press [-] or [+] on the touchscreen.
  - Press 101 to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
- 4. Press [Options] > [Page Layout] > [2in1 ID Vertical] or [2in1 ID Horizontal].



You can also press [ID] for the [2in1 ID Vertical] setting.

- 5. Read and confirm the displayed list of settings you have selected. When you have finished changing the settings, press <code>[OK]</code>.
- 6. Press [Black Start] or [Color Start].

The machine starts scanning one side of the identification card.

7. After the machine has scanned the first side, turn over the identification card and press [Continue] to scan the other side.



### **Related Information**

Copy

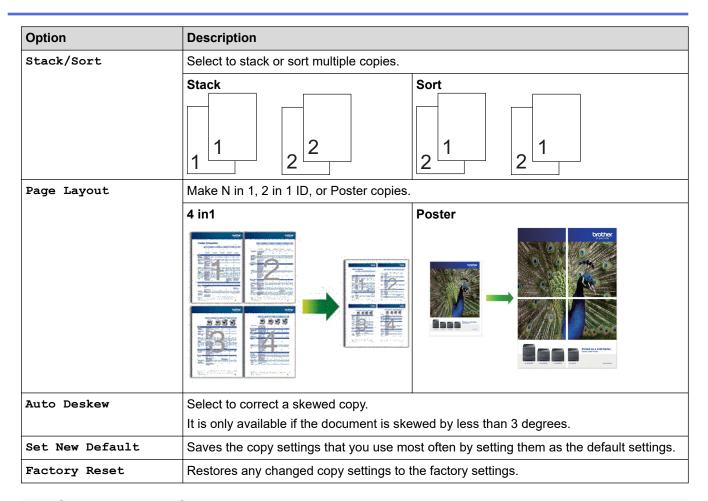
# **Copy Settings**

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

## MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

(MFC-J4355DW) To change copy settings, press (Copy).

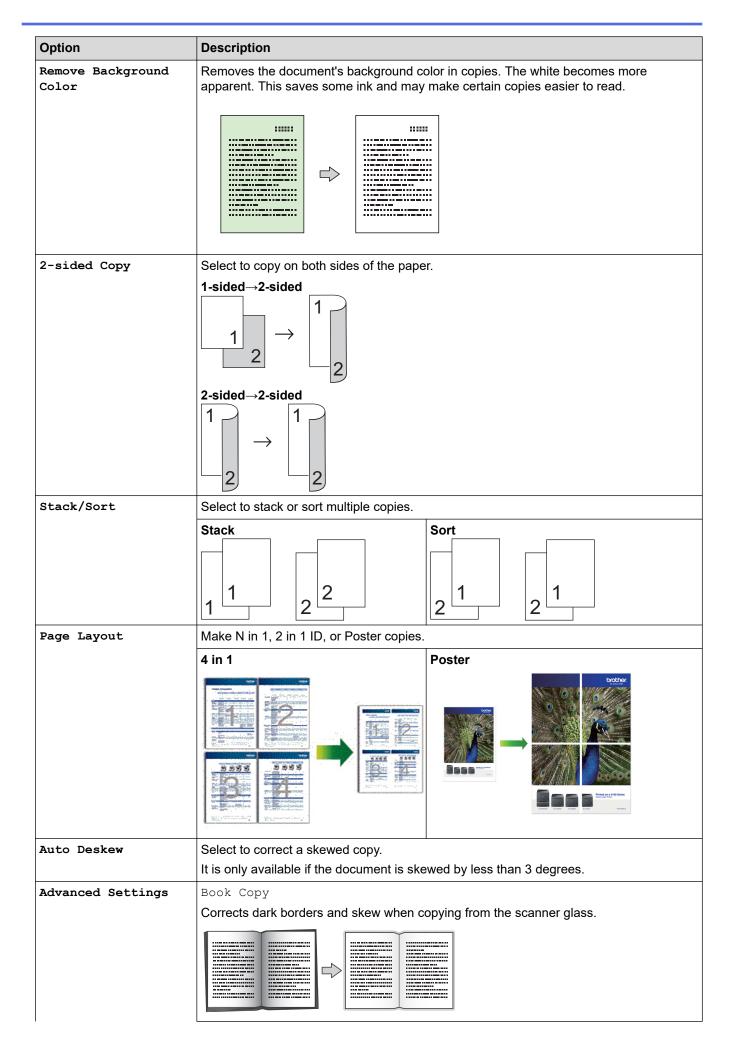
Option	Description	Description		
Quality	Select the Copy resolution for your type	Select the Copy resolution for your type of document.		
Paper Type	Select a paper type.			
	the best print quality.	If copying on special paper, set the machine for the type of paper you are using to get the best print quality.		
Paper Size	Select a paper size.			
	If copying on paper other than Letter size	ze, you must change the Paper Size setting.		
Enlarge/Reduce	100%	-		
	Fit to Page	Adjusts the copy size to fit on the paper size you have set.		
	Enlarge	Select an enlargement ratio for the next copy.		
	Reduce	Select a reduction ratio for the next copy.		
	Custom(25-400%)	Enter an enlargement or reduction ratio.		
Density	Increase the density to make the text d	arker.		
	Decrease the density to make the text l	ighter.		
2-sided Copy	Select to copy on both sides of the pap	Select to copy on both sides of the paper.		
	1-sided $\rightarrow$ 2-sided 1 2			
	$ \begin{array}{c c} \textbf{2-sided} \rightarrow \textbf{2-sided} \\ \hline 1 \\ \rightarrow \\ \hline 2 \end{array} $			



### MFC-J1410DW/MFC-J4555DW

To change copy settings, press  $\bigcirc$  [Options].

Option	Description	
Quality	Select the Copy resolution for your type of document.	
One Touch Shortcut	Select the Color Copy or Mono Copy option when registering a One Touch Shortcut.	
Select Tray (MFC-J4555DW)	Select the tray with the best paper type and size for your document.	
Paper Type	Select a paper type.	
	If copying on special paper, set the machine for the type of paper you are using to get the best print quality.	
Paper Size	Select a paper size.	
	If copying on paper other than Letter size, you must change the Paper Size setting.	
Enlarge/Reduce	100%	-
	Fit to Page	Adjusts the copy size to fit on the paper size you have set.
	Enlarge	Select an enlargement ratio for the next copy.
	Reduce	Select a reduction ratio for the next copy.
	Custom(25-400%)	Enter an enlargement or reduction ratio.
Density	Increase the density to make the text darker.	
	Decrease the density to make the text li	ghter.



Option	Description	
	Watermark Copy	
	Places text in your document as a watermark.	
Set New Default	Saves the copy settings that you use most often by setting them as the default settings.	
Factory Reset	Restores any changed copy settings to the factory settings.	



You can save the current settings by pressing [Save as Shortcut].

To make this a One Touch Shortcut, you must select the [Color Copy] or [Mono Copy] option in the shortcut. Press [Options] > [One Touch Shortcut], select [Color Copy] or [Mono Copy], change other settings, and then press [Save as Shortcut].

# **✓**

## **Related Information**

Copy

### **Related Topics:**

· Copy a Document

### ▲ Home > Fax

## Fax

### Related Models: MFC-J4355DW/MFC-J4555DW

- Send a Fax
- Receive a Fax
- Fax Numbers
- Initial Fax Setup and Telephone Services
- Fax Reports
- PC-FAX

#### ▲ Home > Fax > Send a Fax

## Send a Fax

#### Related Models: MFC-J4355DW/MFC-J4555DW

- Send a Fax from Your Brother Machine
- Send a Fax Manually
- Send a Fax at the End of a Conversation
- Send the Same Fax to More than One Recipient (Broadcasting)
- · Send a Fax in Real Time
- Send a Fax at a Specified Time (Delayed Fax)
- Change the Fax Auto Redial Setting
- Cancel a Fax in Progress
- Check and Cancel a Pending Fax
- Fax Options

▲ Home > Fax > Send a Fax > Send a Fax from Your Brother Machine

## Send a Fax from Your Brother Machine

Related Models: MFC-J4355DW/MFC-J4555DW

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Load your document in the ADF or place it on the scanner glass.
- 2. Press (Fax).

The LCD displays:



- 3. Enter the fax number in one of the following ways:
  - Dial Pad (Enter the fax number manually.)
     Press all digits of the number using the dial pad.
  - · Redial (Redial the last number you dialed.)

Press Redial/Pause.

Outgoing call (Select a number from the Outgoing Call History.)

Press ▲ or ▼ to select the following:

- a. Select [Call History]. Press OK.
- b. Select [Outgoing Call]. Press OK.
- c. Select the number you want, and then press **OK**.
- d. Press ▶ to select [Apply].
- Caller ID (Select a number from the Caller ID History.)

Press ▲ or ▼ to select the following:

- a. Select [Call History]. Press OK.
- b. Select [Caller ID History]. Press OK.
- c. Select the number you want, and then press **OK**.
- d. Press ▶ to select [Apply].
- [Address Book] (Select a number from the Address Book.)

Press ▲ or ▼ to select the following:

- a. Select [Address Book]. Press  $\mathbf{OK}$ .
- b. Select [Search]. Press OK.
- c. Do one of the following:
  - Enter the two-digit Speed Dial number using the dial pad.
  - Select a number from the list using these steps:
    - i. Select [Alphabetical Order] or [Numerical Order]. Press OK.
    - ii. Select the number you want. Press OK.
    - iii. Press ▶ to select [Apply].
- 4. To change the fax settings, press ▲ or ▼ to select the setting you want to change, and then press OK.

- 5. When finished, press Black Start or Color Start.
- 6. Do one of the following:
  - If you are using the ADF, the machine starts scanning and sending the document.
  - If you are using the scanner glass and pressed **Black Start**, the machine starts scanning the first page. Go to the next step.
  - If you are using the scanner glass and pressed Color Start, the LCD asks if you want to send a color fax.
     Press ▶ to confirm. The machine starts dialing and sending the document.
- 7. When the LCD displays [Next page?], do one of the following:
  - Press ▶ to scan another page. Place the next page on the scanner glass, and then press ▶. The machine starts scanning the page.
    - Repeat this step for each additional page.
  - Press ◀ to send the fax when finished scanning pages. The machine starts sending the document.

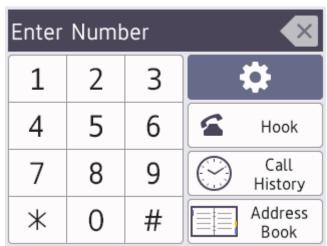
#### MFC-J4555DW

- 1. Load your document in the ADF or place it on the scanner glass.
- 2. Press [Fax].



If [Fax Preview] is set to [On], press [Fax] > [Sending Faxes].

The touchscreen displays:



- 3. Enter the fax number in one of the following ways:
  - Dial Pad (Enter the fax number manually.)
     Press all digits of the number using the touchscreen.
  - Call History

Press [Call History].

Press [Redial], [Outgoing Call] or [Caller ID History].

If you select [Outgoing Call] or [Caller ID History], select the number you want, and then press [Apply].

· Address Book

Press [Address Book].

Do one of the following:

- Select the number you want, and then press [Apply].
- Press Q, and then enter the first letter of the name and press <code>[OK]</code>. Press the name you want to dial. If the name has two numbers, press the number you want. Press <code>[Apply]</code>.



If the LDAP search is available, the result will be shown on the touchscreen with



4. To change the fax settings, press [Options].

When finished, press [OK].

- 5. Press [Fax Start].
  - If you are using the ADF, the machine starts scanning and sending the document.
  - If you are using the scanner glass and selected [Black] in [Color Setting], the machine starts scanning the first page.

Go to the next step.

• If you are using the scanner glass and selected [Color] in [Color Setting], the touchscreen asks if you want to send a color fax.

Press [Yes (Color fax)] to confirm. The machine starts dialing and sending the document.

- 6. When the touchscreen displays [Next page?], do one of the following:
  - Press [No] when finished scanning pages. The machine starts sending the document.
  - Press [Yes] to scan another page. Place the next page on the scanner glass, and then press [OK]. The machine starts scanning the page.

Repeat this step for each additional page.

# V

#### **Related Information**

Send a Fax

#### **Related Topics:**

Fax Options

▲ Home > Fax > Send a Fax > Send a Fax Manually

# Send a Fax Manually

#### Related Models: MFC-J4355DW/MFC-J4555DW

Manual fax transmission lets you hear the dialing, ringing and fax-receiving tones while sending a fax.

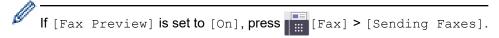
- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Load your document.
- 2. Press (Fax).
- 3. Press Hook and listen for a dial tone.
- 4. Enter the fax number.
- When you hear fax tones, press Black Start or Color Start.
   If you are using the scanner glass, press ▶ to send a fax.

#### MFC-J4555DW

- 1. Load your document.
- 2. Press [Fax].



- 3. Press [Hook] and listen for a dial tone.
- 4. Enter the fax number.
- When you hear fax tones, press [Fax Start].If using the scanner glass, press [Send].

# Related Information

· Send a Fax

▲ Home > Fax > Send a Fax > Send a Fax at the End of a Conversation

## Send a Fax at the End of a Conversation

#### Related Models: MFC-J4355DW/MFC-J4555DW

At the end of a conversation, you can send a fax to the other party before you both hang up.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Ask the other party to wait for fax tones (beeps) and to press the Start key before hanging up.
- 2. Load your document.
- 3. Press Black Start or Color Start.

If you are using the scanner glass, press ▶ to send a fax.

4. Replace the handset of the external telephone.

#### MFC-J4555DW

- 1. Ask the other party to wait for fax tones (beeps) and to press the Start key before hanging up.
- 2. Load your document.
- 3. Press to display the [Fax Start] button.
- 4. Press [Fax Start].

If using the scanner glass, press [Send].

5. Replace the handset of the external telephone.

# Related Information

· Send a Fax

▲ Home > Fax > Send a Fax > Send the Same Fax to More than One Recipient (Broadcasting)

# Send the Same Fax to More than One Recipient (Broadcasting)

Related Models: MFC-J4355DW/MFC-J4555DW

Use the Broadcasting feature to send the same fax to multiple fax numbers at the same time.

- · This feature is available only for black and white faxes.
- · Address Book numbers must be stored in the machine's memory before they can be used in a broadcast.
- Group numbers must also be stored in the machine's memory before they can be used in a broadcast. Group numbers include many stored Address Book numbers for easier dialing.
- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

You can include Groups, Address Book numbers, and up to 50 manually-dialed numbers in the same broadcast.

If you did not use any of the Address Book numbers for Groups, you can broadcast faxes to as many as 90 different numbers.

- 1. Load your document.
- 2. Press (Fax).
- 3. Press ▲ or ▼ to select [Broadcasting], and then press OK.
- 4. Press ▲ or ▼ to select [Add Number], and then press OK.
- 5. You can add numbers to the broadcast in the following ways:
  - Enter a number using the dial pad:
    - a. Press ▲ or ▼ to select [Add Number], and then press OK.
    - b. Enter a number using the dial pad, and then press **OK**.
  - Select a number from the Address Book:
    - a. Press ▲ or ▼ to select [Add from Address book], and then press OK.
    - b. Press ▲ or ▼ to select [Alphabetical Order] or [Numerical Order], and then press OK.
    - c. Press ▲ or ▼ to select the Speed Dial name or number you want.
    - d. Press ◀ or ▶ to select the checkbox labeled with the Speed Dial name or number, and then press OK.
  - Search a number in the Address Book:
    - a. Press ▲ or ▼ to select [Search in Address book], and then press OK.
    - b. Enter the first letter of the name using the dial pad, and then press **OK**.
    - c. Press **∆** or **▼** to select the name, and then press **OK**.
    - d. Press **OK** again.
- 6. When finished, press ▲ or ▼ to select [Complete]. Press OK.
- 7. Press Black Start.
- 8. Do one of the following:
  - If you are using the ADF, the machine starts scanning and sending the document.
  - If you are using the scanner glass, the machine starts scanning the first page.
    - When the LCD displays [Next page?], do one of the following:
    - Press ▶ to scan another page. Place the next page on the scanner glass, and then press ▶. The machine starts scanning the page.
      - Repeat this step for each additional page.



If the [Out of Memory] message appears, press Stop/Exit to cancel.

#### MFC-J4555DW

You can include Groups, Address Book numbers, and up to 50 manually-dialed numbers in the same broadcast.

If you did not use any of the Address Book numbers for Groups, you can broadcast faxes to as many as 250 different numbers.

- 1. Load your document.
- 2. Press [Fax].



If [Fax Preview] is set to [On], press [Fax] > [Sending Faxes].

- 3. Press Options] > [Broadcasting].
- 4. Press [Add Number].

You can add numbers to the broadcast in the following ways:

- Press [Add Number] and enter a fax number using the dial pad. Press [OK].
- Press [Add from Address book]. Press ▲ or ▼ to display the numbers you want to add to the broadcast. Select the checkboxes of the numbers you want to add.

When finished, press [OK].

• Press [Search in Address book]. Press the first letter of the name and press [OK]. Press the name, and then press the number you want to add.

Repeat this step to enter additional fax numbers.

- 5. When finished, press [OK].
- 6. Press [Fax Start].
- 7. Do one of the following:
  - If you are using the ADF, the machine starts scanning and sending the document.
  - If you are using the scanner glass, the machine starts scanning the first page.

When the touchscreen displays [Next page?], do one of the following:

- Press [No] when finished scanning pages. The machine starts sending the document.
- Press [Yes] to scan another page. Place the next page on the scanner glass, and then press [OK]. The machine starts scanning the page.

Repeat this step for each additional page.

# **✓**

### **Related Information**

- · Send a Fax
  - · Cancel a Broadcast in Progress

#### **Related Topics:**

- Set up Broadcasting Groups
- · Enter Text on Your Brother Machine

▲ Home > Fax > Send a Fax > Send the Same Fax to More than One Recipient (Broadcasting) > Cancel a **Broadcast in Progress** 

## Cancel a Broadcast in Progress

Related Models: MFC-J4355DW/MFC-J4555DW

While broadcasting multiple faxes, you can cancel just the fax currently being transmitted or cancel the whole broadcast job.

>> MFC-J4355DW

>> MFC-J4555DW

#### **MFC-J4355DW**

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Remaining Jobs]. Press OK.

The LCD displays the fax number being dialed and the broadcasting job number.

- 3. Press ▲ or ▼ to select the job you want to cancel in the following ways:
  - To cancel the entire broadcast, select the broadcasting job number and then press OK.
    - Press ▶ to confirm or press ◀ to exit without canceling.
  - To cancel the current number being dialed, select the name or number on the LCD and then press OK. Press ▶ to confirm or press ◀ to exit without canceling.
  - To exit without canceling, press Stop/Exit.
- 4. Press Stop/Exit.

#### MFC-J4555DW

- 1. Press to return to the Home screen.
- 2. Press X.
- 3. Do one of the following:
  - To cancel the entire broadcast, press [Entire Broadcast]. Press [Yes] to confirm or press [No] to exit without canceling.
  - To cancel the current number being dialed, press the name or number on the touchscreen. Press [Yes] to confirm or press [No] to exit without canceling.
  - To exit without canceling, press



## Related Information

Send the Same Fax to More than One Recipient (Broadcasting)

▲ Home > Fax > Send a Fax > Send a Fax in Real Time

## Send a Fax in Real Time

#### Related Models: MFC-J4355DW/MFC-J4555DW

When sending a fax, the machine scans the document into the memory before sending it. As soon as the telephone line is free, the machine starts dialing and sending. If you want to send an important document immediately without waiting for the machine to retrieve the scan from its memory, turn on [Real Time TX].

- If you are sending a color fax or if the machine's memory is full and you are sending a black and white fax from the ADF, the machine sends the document in real time (even if [Real Time TX] is set to [Off]).
- In Real Time Transmission, the automatic redial feature does not work when using the scanner glass.
- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Load your document.
- 2. Press (Fax).
- 3. Press ▲ or ▼ to select the following:
  - a. Select [Real Time TX]. Press OK.
  - b. Select [On] (or [Off]). Press OK.
- 4. Enter the fax number.
- 5. Press Black Start or Color Start.

#### MFC-J4555DW

- 1. Load your document.
- 2. Press [Fax].



If [Fax Preview] is set to [On], press [Fax] > [Sending Faxes].

- 3. Press Options] > [Real Time TX].
- 4. Press [On].
- 5. Press [OK].
- 6. Enter the fax number.
- 7. Press [Fax Start].

# Related Information

· Send a Fax

▲ Home > Fax > Send a Fax > Send a Fax at a Specified Time (Delayed Fax)

# Send a Fax at a Specified Time (Delayed Fax)

#### Related Models: MFC-J4555DW

You can store up to 50 faxes in the machine's memory to be sent within the next twenty-four hour period.

This feature is available only for black and white faxes.

- 1. Load your document.
- 2. Press [Fax].



If [Fax Preview] is set to [On], press [Fax] > [Sending Faxes].

- 3. Press (Options) > [Delayed Fax].
- 4. Press [Delayed Fax].
- 5. Press [On].
- 6. Press [Set Time].
- 7. Enter the time you want the fax to be sent using the touchscreen. Press [OK].



The number of pages you can scan into the memory depends on the amount and type of data.

- 8. Press [OK].
- 9. Enter the fax number.
- 10. Press [Fax Start].

If you are using the scanner glass, go to the next step.

- 11. When the touchscreen displays [Next page?], do one of the following:
  - Press [No] when finished scanning pages.
  - Press [Yes] to scan another page. Place the next page on the scanner glass, and then press [OK]. The machine starts scanning the page.

Repeat this step for each additional page.

# 4

### **Related Information**

· Send a Fax

▲ Home > Fax > Send a Fax > Change the Fax Auto Redial Setting

# **Change the Fax Auto Redial Setting**

#### Related Models: MFC-J4355DW/MFC-J4555DW

If the line is busy when you are sending a fax automatically, and the Fax Auto Redial is set to <code>[On]</code>, the machine redials once after five-minutes.

The default setting for Fax Auto Redial is [On].

- >> MFC-J4355DW
- >> MFC-J4555DW

### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Initial Setup]. Press OK.
  - b. Select [Fax Auto Redial]. Press OK.
  - c. Select [On] (or [Off]). Press OK.
- 3. Press Stop/Exit.

### MFC-J4555DW

- 1. Press | | [Settings] > [All Settings] > [Initial Setup] > [Fax Auto Redial].
- 2. Press [On] or [Off].
- 3. Press

# Related Information

Send a Fax

▲ Home > Fax > Send a Fax > Cancel a Fax in Progress

# **Cancel a Fax in Progress**

#### Related Models: MFC-J4355DW/MFC-J4555DW

- >> MFC-J4355DW
- >> MFC-J4555DW

### MFC-J4355DW

- 1. Press Stop/Exit to cancel a fax that is already in progress.
- 2. When you press **Stop/Exit** while the machine is dialing or sending, the LCD displays [Cancel Job?]. Press ▶ to confirm.

### MFC-J4555DW

- 1. Press to return to the Home screen.
- 2. Press X to cancel a fax that is already in progress.
- 3. When you press while the machine is dialing or sending, the touchscreen displays [Cancel Job?]. Press [Yes].

# Related Information

· Send a Fax

### **Related Topics:**

· Telephone and Fax Problems

▲ Home > Fax > Send a Fax > Check and Cancel a Pending Fax

# **Check and Cancel a Pending Fax**

#### Related Models: MFC-J4355DW/MFC-J4555DW

Follow these steps to view or to cancel faxes stored in the machine's memory and waiting to be sent. If there are no fax jobs in memory, the LCD displays [No Jobs Waiting]. You can cancel a fax job before it is sent.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Remaining Jobs]. Press OK.
- 3. Do the following for each fax job you want to check or cancel:
  - a. Press ▲ or ▼ to scroll through the waiting jobs. If needed, select the job you want to cancel and then press
     OK.
  - b. Press ▶ to confirm or press ◀ to exit without canceling.
- 4. When finished, press Stop/Exit.

#### MFC-J4555DW

- 1. Press | [Settings] > [All Settings] > [Fax] > [Remaining Jobs].
- 2. Do the following for each fax job you want to check or cancel:
  - a. Press ▲ or ▼ to scroll through the waiting jobs. If needed, press the job you want to cancel.
  - b. Press [OK].
  - c. Press [Yes] to confirm or press [No] to exit without canceling.
- 3. When finished, press

# Related Information

· Send a Fax

#### **Related Topics:**

· Telephone and Fax Problems

# **Fax Options**

Related Models: MFC-J4355DW/MFC-J4555DW

>> MFC-J4355DW >> MFC-J4555DW

## MFC-J4355DW

To change fax-sending settings, press

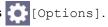


(Fax).

Option	Description
Fax Resolution	Set the resolution for outgoing faxes.
	The fax quality often can be improved by changing the Fax Resolution.
Contrast	Adjust the contrast.
	If your document is very light or very dark, changing the contrast may improve the fax quality.
Glass Scan Size	Adjust the scan area of the scanner glass to the size of the document.
	See Related Information: Scanner Specifications in Specifications.
Broadcasting	Send the same fax message to more than one fax number at the
(black and white only)	same time.
Real Time TX	Send a fax immediately without waiting for the machine to retrieve the scan from its memory.
Overseas Mode	Set to On if you have difficulty sending faxes overseas.
Call History	Select a number from the Call History.
Address Book	Select a number from the Address Book.
Set New Default	Save your settings as the default.
Factory Reset	Restore all settings back to the factory settings.

## MFC-J4555DW

To change fax-sending settings, press 🔯 [Options].



Option	Description
Fax Resolution	Set the resolution for outgoing faxes.
	The fax quality often can be improved by changing the Fax Resolution.
Contrast	Adjust the contrast.
	If your document is very light or very dark, changing the contrast may improve the fax quality.
Glass Scan Size	Adjust the scan area of the scanner glass to the size of the document.
	See Related Information: Scanner Specifications in Specifications.
Broadcasting	Send the same fax message to more than one fax number at the
(black and white only)	same time.
Preview	Preview a fax message before you send it.

Option	Description
(black and white only)	
Color Setting	Set whether faxes are sent in black and white or color.
	<ul> <li>Color faxes cannot be stored in the machine's memory and the machine sends them immediately.</li> </ul>
	Use the ADF to send color faxes with multiple pages.
	You cannot send a color fax when Preview is set to On.
Delayed Fax	Set the time of day the delayed faxes will be sent.
(black and white only)	
Batch TX	Economize by sending all delayed faxes scheduled for the same
(black and white only)	time and fax number as one fax to save transmission time.
Real Time TX	Send a fax immediately without waiting for the machine to retrieve the scan from its memory.
Overseas Mode	Set to On if you have difficulty sending faxes overseas.
Call History	Select a number from the Call History.
Address Book	Select a number from the Address Book.
Set New Default	Save your settings as the default.
Factory Reset	Restore all settings back to the factory settings.



You can save the current settings by pressing [Save as Shortcut].

You will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.

# **Related Information**

• Send a Fax

### **Related Topics:**

- Send a Fax from Your Brother Machine
- Specifications

### ▲ Home > Fax > Receive a Fax

## Receive a Fax

### Related Models: MFC-J4355DW/MFC-J4555DW

- Receive Mode Settings
- Set Easy Receive
- Fax Preview
- Shrink Page Size of an Oversized Incoming Fax
- Set the Fax Receive Stamp
- Receive a Fax at the End of a Telephone Conversation
- Memory Receive Options
- Remote Fax Retrieval

▲ Home > Fax > Receive a Fax > Receive Mode Settings

# **Receive Mode Settings**

Related Models: MFC-J4355DW/MFC-J4555DW

- · Receive Modes Overview
- · Choose the Correct Receive Mode
- Set the Number of Rings Before the Machine Answers (Ring Delay)
- Set the F/T Ring Time (Pseudo/Double-ring)

▲ Home > Fax > Receive a Fax > Receive Mode Settings > Receive Modes Overview

### **Receive Modes Overview**

#### Related Models: MFC-J4355DW/MFC-J4555DW

Some receive modes answer automatically ([Fax Only] and [Fax/Tel]). You may want to change the Ring Delay before using these modes.

#### Fax Only

[Fax Only] mode automatically answers every call as a fax.

#### Fax/Tel

[Fax/Tel] mode helps you manage incoming calls, by recognizing whether they are fax or voice calls and handling them in one of the following ways:

- · Faxes are received automatically.
- Voice calls start the F/T ring to tell you to pick up the line. The F/T ring is a pseudo/double-ring made by your machine.

#### Manual

[Manual] mode turns off all automatic answering functions (unless you are using the Distinctive Ring feature).

To receive a fax in [Manual] mode, lift the handset of the external telephone or press the Hook button. When you hear fax tones (short repeating beeps), press the Start button, and then select [Receive] to receive a fax. You can also use the Easy Receive feature to receive faxes by lifting a handset on the same line as the machine.

#### **External TAD**

[External TAD] mode lets an external answering device manage your incoming calls.

Incoming calls are handled in the following ways:

- · Faxes are received automatically.
- Voice callers can record a message on the external TAD.

# Related Information

Receive Mode Settings

#### **Related Topics:**

- Set the Number of Rings Before the Machine Answers (Ring Delay)
- Set the F/T Ring Time (Pseudo/Double-ring)
- · Set Easy Receive
- · Connect an External TAD

▲ Home > Fax > Receive a Fax > Receive Mode Settings > Choose the Correct Receive Mode

### **Choose the Correct Receive Mode**

Related Models: MFC-J4355DW/MFC-J4555DW

The correct Receive Mode for you is determined by the external devices and telephone subscriber services (Voice Mail, Distinctive Ring and so on) you will be using on the same line as your machine.

>> MFC-J4355DW

>> MFC-J4555DW

#### MFC-J4355DW

#### Will you be using a Distinctive Ring number for receiving faxes? (USA and Canada only)

Brother uses the term "Distinctive Ring" but different telephone companies may have other names for this service, such as Custom Ringing, Personalized Ring, Teen Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Smart Ring and SimpleBiz Fax & Alternate Number Ringing.

#### Will you be using Voice Mail on the same telephone line as your Brother machine?

If you have Voice Mail on the same telephone line as your Brother machine, there is a strong possibility that Voice Mail and the Brother machine conflict with each other when receiving incoming calls. Select Manual Mode as your Receive Mode.



If you do not want to answer every call manually to determine whether it is a voice call or a fax, contact your telephone provider and ask about Distinctive Ring services.

#### Will you be using a Telephone Answering Device on the same telephone line as your Brother machine?

Your external telephone answering device (TAD) answers every call automatically. Voice messages are stored on the external TAD and fax messages are printed. Select [External TAD] as your Receive Mode.

### Will you be using your Brother machine on a dedicated fax line?

Your machine automatically answers every call as a fax. Select [Fax Only] as your Receive Mode.

#### Will you be using your Brother machine on the same line as your telephone?

Do you want to receive voice calls and faxes automatically?

Select [Fax/Tel] mode when your Brother machine and your telephones share the same line.

**Important Note:** You cannot receive voice messages on either Voice Mail or an answering machine if you select [Fax/Tel] mode.

Do you expect to receive very few faxes?

Select [Manual] as your Receive Mode. You control the telephone line and must answer every call yourself.

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Setup Receive]. Press OK.
  - c. Select [Receive Mode]. Press  $\mathbf{OK}$ .



If you cannot change the [Receive Mode] option, make sure the Distinctive Ring feature is set to [Off].

- 3. Press ▲ or ▼ to select the [Fax Only], [Fax/Tel], [External TAD], or [Manual] option, and then press OK.
- 4. Press Stop/Exit.

### MFC-J4555DW

#### Will you be using a Distinctive Ring number for receiving faxes? (USA and Canada only)

Brother uses the term "Distinctive Ring" but different telephone companies may have other names for this service, such as Custom Ringing, Personalized Ring, Teen Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Smart Ring and SimpleBiz Fax & Alternate Number Ringing.

#### Will you be using Voice Mail on the same telephone line as your Brother machine?

If you have Voice Mail on the same telephone line as your Brother machine, there is a strong possibility that Voice Mail and the Brother machine conflict with each other when receiving incoming calls. Select Manual Mode as your Receive Mode.



If you do not want to answer every call manually to determine whether it is a voice call or a fax, contact your telephone provider and ask about Distinctive Ring services.

#### Will you be using a Telephone Answering Device on the same telephone line as your Brother machine?

Your external telephone answering device (TAD) answers every call automatically. Voice messages are stored on the external TAD and fax messages are printed. Select [External TAD] as your Receive Mode.

#### Will you be using your Brother machine on a dedicated fax line?

Your machine automatically answers every call as a fax. Select [Fax Only] as your Receive Mode.

#### Will you be using your Brother machine on the same line as your telephone?

Do you want to receive voice calls and faxes automatically?

Select [Fax/Tel] mode when your Brother machine and your telephones share the same line.

**Important Note:** You cannot receive voice messages on either Voice Mail or an answering machine if you select [Fax/Tel] mode.

Do you expect to receive very few faxes?

Select [Manual] as your Receive Mode. You control the telephone line and must answer every call yourself.

1. Press | | [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Receive Mode].



If you cannot change the  $[{\tt Receive \ Mode}]$  option, make sure the Distinctive Ring feature is set to  $[{\tt Off}]$ .

- 2. Press ▲ or ▼ to display the [Fax Only], [Fax/Tel], [External TAD], or [Manual] option, and then press the option you want.
- 3. Press



### **Related Information**

· Receive Mode Settings

- · Remote Retrieval Commands
- Distinctive Ring
- · Voice Mail
- Register the Distinctive Ring Pattern
- · Turn off Distinctive Ring
- · Connect an External TAD
- · Telephone and Fax Problems

▲ Home > Fax > Receive a Fax > Receive Mode Settings > Set the Number of Rings Before the Machine Answers (Ring Delay)

### Set the Number of Rings Before the Machine Answers (Ring Delay)

Related Models: MFC-J4355DW/MFC-J4555DW

When somebody calls your machine, you will hear the normal telephone ring sound. The number of rings is set in the Ring Delay option.

- The Ring Delay setting sets the number of times the machine rings before it answers in [Fax Only] and [Fax/Tel] modes.
- If you have external or extension telephones on the same line as the machine, keep the Ring Delay setting of [4].
- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Setup Receive]. Press OK.
  - c. Select [Ring Delay]. Press OK.
  - d. Select the number of times you want the line to ring before the machine answers (0, 1, 2, 3, or 4). Press **OK**.



If you select [0], the machine answers immediately and the line will not ring at all. (available only for some countries)

3. Press Stop/Exit.

#### MFC-J4555DW

- 1. Press | | [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Ring Delay].
- 2. Press the number of times you want the line to ring before the machine answers (0, 1, 2, 3, or 4).



If you select [0], the machine answers immediately and the line will not ring at all. (available only for some countries)

3. Press

### Related Information

· Receive Mode Settings

- Receive Modes Overview
- Operation from External and Extension Telephones
- · Set Easy Receive
- Telephone and Fax Problems

▲ Home > Fax > Receive a Fax > Receive Mode Settings > Set the F/T Ring Time (Pseudo/Double-ring)

### Set the F/T Ring Time (Pseudo/Double-ring)

Related Models: MFC-J4355DW/MFC-J4555DW

When you set the Receive Mode to [Fax/Tel], if the call is a fax, your machine will receive it automatically. However, if it is a voice call, the machine will sound the F/T ring (pseudo/double-ring) for the time you set in the F/T Ring Time option. When you hear the F/T ring, it means that a voice caller is on the line.

Because the F/T ring is a setting only on your Brother machine, extension and external telephones will not ring; however, you can still answer the machine's call on any telephone.

>> MFC-J4355DW

>> MFC-J4555DW

### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Setup Receive]. Press OK.
  - c. Select [F/T Ring Time]. Press OK.
  - d. Select how long the machine will double-ring to alert you to a voice call ([20 Secs], [30 Secs], [40 Secs], or [70 Secs]). Press **OK**.
- 3. Press Stop/Exit.



Even if the caller hangs up during the pseudo/double-ringing, the machine will continue to ring for the set time.

### MFC-J4555DW

- 1. Press | Settings | > [All Settings] > [Fax] > [Setup Receive] > [F/T Ring Time].
- 2. Press how long the machine will double-ring to alert you to a voice call ([20 Secs], [30 Secs], [40 Secs], or [70 Secs]).
- 3. Press



Even if the caller hangs up during the pseudo/double-ringing, the machine will continue to ring for the set time.

### Related Information

Receive Mode Settings

- Receive Modes Overview
- Operation from External and Extension Telephones

#### ▲ Home > Fax > Receive a Fax > Set Easy Receive

### **Set Easy Receive**

#### Related Models: MFC-J4355DW/MFC-J4555DW

**If Easy Receive is On:** The machine can receive a fax automatically, even if you answer the call. When the message that your machine is receiving a fax appears on the LCD or when you hear a click on the phone line through the handset you are using, just replace the handset. Your machine will do the rest.

If Easy Receive is Off: If you are at the machine and answer a fax call first by lifting the external handset, press the Start button, and then select [Receive] to receive the fax. If you answered at an extension telephone, press \*51.



- If Easy Receive is set to <code>[On]</code>, but your machine does not connect a fax call when you lift an extension or external telephone handset, press the fax receive code \*51.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Easy Receive to <code>[Off]</code>.
- >> MFC-J4355DW
- >> MFC-J4555DW

### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Setup Receive]. Press OK.
  - c. Select [Easy Receive]. Press OK.
  - d. Select [On] (or [Off]). Press OK.
- 3. Press Stop/Exit.

#### MFC-J4555DW

- 1. Press | | [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Easy Receive].
- 2. Press [On] (or [Off]).
- 3. Press

## Related Information

Receive a Fax

- Receive Modes Overview
- Set the Number of Rings Before the Machine Answers (Ring Delay)
- Operation from External and Extension Telephones
- Use the Remote Codes
- · Telephone and Fax Problems

▲ Home > Fax > Receive a Fax > Fax Preview

### **Fax Preview**

Related Models: MFC-J4555DW

Use the Fax Preview feature to view received faxes on the LCD.

- Set Fax Preview to On
- Preview New Faxes

#### ▲ Home > Fax > Receive a Fax > Fax Preview > Set Fax Preview to On

### **Set Fax Preview to On**

#### Related Models: MFC-J4555DW

- This feature is available only for black and white faxes.
- When Fax Preview is turned on, a backup copy of received faxes will not be printed for Fax Forwarding, PC-Fax Receiving, and Forward to Cloud operations, even if you set Backup Print to On.
- Although printed faxes show the received date and time when Fax Receive Stamp is turned on, the Fax Preview screen will not display the received date and time.
- 1. Press | [Settings].
- Press [Fax Preview].
- Press [On] (or [Off]).
   The touchscreen displays a message saying future received faxes will not be printed.
- 4. Press [Yes].
- 5. Press



If faxes are stored in the memory when you change Fax Preview to Off, do one of the following:

- If you do not want to print the stored faxes, press [Continue]. Press [Yes] to confirm.
  - Your faxes will be deleted.
- To print all the stored faxes, press [Print All Faxes Before Delete].
- If you do not want to turn off Fax Preview, press [Cancel].

### Related Information

Fax Preview

▲ Home > Fax > Receive a Fax > Fax Preview > Preview New Faxes

### **Preview New Faxes**

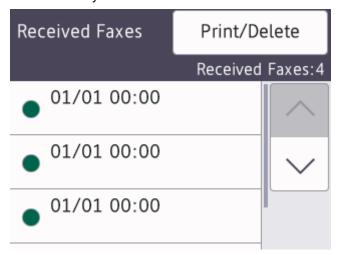
#### Related Models: MFC-J4555DW

When a fax is received, a message appears on the LCD.

- This feature is available only for black and white faxes.
- To see a fax you already previewed, press [Fax] and [Received Faxes].
- Press to view new faxes.



2. The fax list includes old and new faxes. A green mark appears next to new faxes. Press the fax you want.





If you want to print or delete all the faxes in the list, press  ${\tt [Print/Delete]}.$ 

Do one of the following:

- Press [Print All (New Faxes)] to print all faxes you have not yet viewed.
- Press [Print All(Old Faxes)] to print all faxes you have viewed.
- Press [Delete All (New Faxes)] to delete all faxes you have not yet viewed.
- Press [Delete All(Old Faxes)] to delete all faxes you have viewed.
- 3. Perform the following operations by pressing the buttons shown in the table:

Button	Result	
$\bigcirc$	Enlarge the fax.	
Q	Reduce the fax.	
or v	Scroll vertically.	
< or >	Scroll horizontally.	
a A	Rotate the fax clockwise.	
<b>W</b>	Delete the fax. Press Yes to confirm.	
<b>◄</b> ≡	Go back to the previous page.	
	Go to the next page.	
↔	Go back to the fax list.	
Start	Print the fax.	
	If the fax is a single page, it starts printing. A touchscreen message asks if you want to delete the fax from the machine's memory. To delete the fax, press Yes. To keep the fax in the machine's memory, press No.	
	If the fax has multiple pages, do one of the following:	
	<ul> <li>Press Print All Pages to print the whole message. A touchscreen message asks if you want to delete the fax from the machine's memory. To delete the fax, press Yes. To keep the fax in the machine's memory, press No.</li> </ul>	
	• Press Print Displayed Only to print only the displayed page.	
	Press Print From Displayed to print from the displayed page to the last page.	

- If your fax is large there may be a delay before it is displayed.
- The touchscreen displays the current page number and total pages of the fax message.
- 4. Press

### Related Information

Fax Preview

▲ Home > Fax > Receive a Fax > Shrink Page Size of an Oversized Incoming Fax

### Shrink Page Size of an Oversized Incoming Fax

#### Related Models: MFC-J4355DW/MFC-J4555DW

When the [Auto Reduction] feature is [On], your Brother machine reduces any oversized incoming fax page to fit on your paper. The machine calculates the reduction ratio using the page size of the fax, and your Paper Size setting.

- >> MFC-J4355DW
- >> MFC-J4555DW

### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press **OK**.
  - b. Select [Setup Receive]. Press OK.
  - c. Select [Auto Reduction]. Press OK.
  - d. Select [On] (or [Off]). Press OK.
- 3. Press Stop/Exit.

### MFC-J4555DW

- 1. Press | | [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Auto Reduction].
- 2. Press [On] (or [Off]).
- 3. Press

### Related Information

· Receive a Fax

- Paper Settings
- Printing Received Faxes (For models with facsimile function)

▲ Home > Fax > Receive a Fax > Set the Fax Receive Stamp

### Set the Fax Receive Stamp

#### Related Models: MFC-J4355DW/MFC-J4555DW

Set the machine to print the date and time of receipt at the top of each incoming fax page. Make sure you have set the current date and time on the machine.

This feature is available only for black and white faxes.

- >> MFC-J4355DW
- >> MFC-J4555DW

### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Setup Receive]. Press OK.
  - c. Select [Fax Rx Stamp]. Press OK.
  - d. Select [On] (or [Off]). Press OK.
- 3. Press Stop/Exit.

### MFC-J4555DW

- 1. Press 🔐 [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Fax Rx Stamp].
- 2. Press [On] (or [Off]).
- 3. Press

### Related Information

· Receive a Fax

▲ Home > Fax > Receive a Fax > Receive a Fax at the End of a Telephone Conversation

### Receive a Fax at the End of a Telephone Conversation

### Related Models: MFC-J4355DW/MFC-J4555DW

If you are speaking on the telephone connected to your machine and the other party is also speaking on a telephone connected to his fax machine, at the end of the conversation, the other party can send you a fax before you both hang up.

Your machine's ADF must be empty.

- >> MFC-J4355DW
- >> MFC-J4555DW

### MFC-J4355DW

- 1. Ask the other party to load the fax and to press the Start or Send key.
- 2. When you hear CNG tones (slow, repeated beeps), press Black Start or Color Start.
- 3. Press ◀ to receive the fax.
- 4. Replace the external handset.

### MFC-J4555DW

- 1. Ask the other party to load the fax and to press the Start or Send key.
- 2. Press to display the [Fax Start] button.
- 3. When you hear CNG tones (slow, repeated beeps), press [Fax Start].
- 4. Press [Receive] to receive the fax.
- 5. Replace the external handset.

### Related Information

Receive a Fax

▲ Home > Fax > Receive a Fax > Memory Receive Options

### **Memory Receive Options**

#### Related Models: MFC-J4355DW/MFC-J4555DW

Use Memory Receive options to direct incoming faxes while you are away from the machine. You can use only one Memory Receive option at a time.

Memory Receive can be set to:

- PC-Fax Receive
- Fax Forwarding (MFC-J4555DW)
- Fax Storage (MFC-J4555DW)
- Forward to Cloud (MFC-J4555DW) (The machine forwards your received faxes to the online services.)
- Off

This feature is available only for black and white faxes.

- Use PC-Fax Receive to Transfer Received Faxes to Your Computer (Windows)
- Forward Incoming Faxes to Another Machine
- Store Incoming Faxes in the Machine's Memory
- Change Memory Receive Options
- · Turn Off Memory Receive
- Print a Fax Stored in the Machine's Memory
- Turn On FaxForward to Cloud or E-mail

▲ Home > Fax > Receive a Fax > Memory Receive Options > Use PC-Fax Receive to Transfer Received Faxes to Your Computer (Windows)

# Use PC-Fax Receive to Transfer Received Faxes to Your Computer (Windows)

Related Models: MFC-J4355DW/MFC-J4555DW

Turn on the PC-Fax Receive feature to automatically store incoming faxes to your machine's memory, and then send them to your computer. Use your computer to view and store these faxes.

- This feature is available only for black and white faxes. When you receive a color fax, your machine prints the color fax but does not send the fax to your computer.
- Before you can set up PC-Fax Receive, you must install the Brother software and drivers on your computer. Make sure your computer is connected and turned on. You must have the PC-FAX Receiving software running on your computer.

Even if your computer is turned off, your machine will receive and store faxes in its memory. When you start your computer and the PC-FAX Receiving software runs, your machine transfers faxes to your computer automatically.

>> MFC-J4355DW

>> MFC-J4555DW

#### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press **OK**.
  - b. Select [Setup Receive]. Press OK.
  - c. Select [PC Fax Receive]. Press OK.
  - d. Select [On]. Press OK.

The LCD displays the message [Run the PC-Fax Receive program on your computer.].

- e. Press ▶.
- f. Select [<USB>] or the name of the destination computer you want to receive faxes if you are on a network. Press **OK**.
- g. Select [Backup Print: On] or [Backup Print: Off]. Press OK.
- 3. Press Stop/Exit.

To change the destination computer, repeat these steps.

#### MFC-J4555DW

- 1. Press | | [Settings] > [All Settings] > [Fax] > [Setup Receive] > [PC Fax Receive].
- 2. Press [On].

The touchscreen displays the message [Run the PC-Fax Receive program on your computer.].

- 3. Press [OK].
- 4. Press [<USB>] or press the name of the destination computer you want to receive faxes if you are on a network. Press [OK].
- 5. Press [Backup Print: On] or [Backup Print: Off].



When Fax Preview is turned on, a backup copy of received faxes will not be printed.

6. Press

To change the destination computer, repeat these steps.

### Related Information

• Memory Receive Options

- Unable to Print or Scan -Transfer Your Faxes
- Transfer Faxes to Your Computer
- Receive Faxes Using PC-FAX Receive (Windows)

▲ Home > Fax > Receive a Fax > Memory Receive Options > Forward Incoming Faxes to Another Machine

### Forward Incoming Faxes to Another Machine

#### Related Models: MFC-J4555DW

Use the Fax Forwarding feature to automatically forward your incoming faxes to another machine.

This feature is available only for black and white faxes.

- 1. Press | | [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Memory Receive].
- 2. Press ▲ or ▼ to display the [Fax Forward] option, and then press it.
- 3. Enter the forwarding fax number (up to 20 digits) using the dial pad. Press <code>[OK]</code>.
- 4. Press [Backup Print: On] or [Backup Print: Off].



- If you select [Backup Print: On], the machine prints received faxes at your machine so you will have a copy.
- · When Fax Preview is turned on, a backup copy of received faxes will not be printed.
- If you receive a color fax, your machine only prints the color fax and does not forward it to the Fax Forwarding number you programmed.
- 5. Press



### **Related Information**

Memory Receive Options

▲ Home > Fax > Receive a Fax > Memory Receive Options > Store Incoming Faxes in the Machine's Memory

### **Store Incoming Faxes in the Machine's Memory**

#### Related Models: MFC-J4555DW

Use the Fax Storage feature to store incoming faxes in the machine's memory. Retrieve your stored fax messages from your fax machine when you are at another location using the Remote Retrieval commands. Your machine prints a backup copy of each stored fax.

This feature is available only for black and white faxes.

- 1. Press | [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Memory Receive].
- 2. Press ▲ or ▼ to display the [Fax Storage] option, and then press it.
- 3. Press

### Related Information

· Memory Receive Options

- · Remote Retrieval Commands
- · Forward Faxes Remotely
- Print a Fax Stored in the Machine's Memory

▲ Home > Fax > Receive a Fax > Memory Receive Options > Change Memory Receive Options

### **Change Memory Receive Options**

Related Models: MFC-J4555DW

If there are faxes in your machine's memory when you change any Memory Receive option, the LCD displays one of the following questions:

- If received faxes have already been printed, the touchscreen displays [Erase all faxes?]
  - If you press [Yes], faxes in the memory will be erased before the setting changes.
  - If you press [No], faxes in the memory will not be erased and the setting will be unchanged.
- If unprinted faxes are in the machine's memory, the touchscreen displays [Print all faxes?]
  - If you press [Yes], faxes in the memory will be printed before the setting changes.
  - If you press [No], faxes in the memory will not be printed and the setting will be unchanged.
- If received faxes are left in the machine's memory when you change to <code>[PC Fax Receive]</code> from another option (<code>[Fax Forward]</code>, <code>[Forward to Cloud]</code>, or <code>[Fax Storage]</code>), press <code>[<USB>]</code> or the name of the computer if you are on a network, and then press <code>[OK]</code>. You will be asked if you want to turn on Backup Print.

The touchscreen displays:

[Send Fax to PC?]

- If you press [Yes], faxes in the memory will be sent to your computer before the setting changes.
- If you press [No], faxes in the memory will not be erased and the setting will be unchanged.

### Related Information

· Memory Receive Options

#### **Related Topics:**

• Turn Off Memory Receive

▲ Home > Fax > Receive a Fax > Memory Receive Options > Turn Off Memory Receive

### **Turn Off Memory Receive**

#### Related Models: MFC-J4555DW

Turn off Memory Receive if you do not want the machine to save or transfer incoming faxes.

- 1. Press 🔐 [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Memory Receive].
- 2. Press [Off].



The touchscreen displays [Print all faxes?] or [Erase all faxes?] if received faxes are in your machine's memory.

3. Press

### **✓**

### **Related Information**

· Memory Receive Options

- Change Memory Receive Options
- · Error and Maintenance Messages
- Telephone and Fax Problems

▲ Home > Fax > Receive a Fax > Memory Receive Options > Print a Fax Stored in the Machine's Memory

### Print a Fax Stored in the Machine's Memory

Related Models: MFC-J4355DW/MFC-J4555DW

- This feature is available only for black and white faxes.
- After you print the fax, it is erased from the machine's memory.
- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

If you turn on <code>[PC Fax Receive]</code>, your machine will receive and store your faxes in its memory even when your PC is turned off.

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Print Fax]. Press OK.
- 3. Press ▶.

### MFC-J4555DW

If you select [Fax Storage], you can print all faxes from the memory.

1. Press | | [Settings] > [All Settings] > [Fax] > [Print Fax].



You can also print the faxes from the memory by pressing [Stored Faxes] on the touchscreen.

2. Press [Yes].

### Related Information

· Memory Receive Options

- · Store Incoming Faxes in the Machine's Memory
- · Error and Maintenance Messages
- · Telephone and Fax Problems

▲ Home > Fax > Receive a Fax > Remote Fax Retrieval

### **Remote Fax Retrieval**

Related Models: MFC-J4555DW

Use Remote Retrieval to call your machine from any touch-tone telephone or fax machine, and use a remote access code and remote commands to retrieve fax messages.

- Set a Remote Access Code
- Use Your Remote Access Code
- Remote Retrieval Commands
- Forward Faxes Remotely
- Change the Fax Forwarding Number

▲ Home > Fax > Receive a Fax > Remote Fax Retrieval > Set a Remote Access Code

### Set a Remote Access Code

#### Related Models: MFC-J4555DW

Set a Remote Access Code to access and control your machine even when you are away from it.

- 1. Press | Settings | > [All Settings | > [Fax] > [Remote Access].
- 2. Enter a three-digit code using the numbers [0] through [9], [\*], or [#] using the dial pad (The preset '\*' cannot be changed).

Press [OK].



- DO NOT use the same code used for Fax Receive Code (\*51) or Telephone Answer Code (#51).
- To delete your code, press and hold x to restore the inactive setting (- - \*), and then press [OK].
- 3. Press

### Related Information

· Remote Fax Retrieval

- Use Your Remote Access Code
- · Operation from External and Extension Telephones
- Use the Remote Codes

▲ Home > Fax > Receive a Fax > Remote Fax Retrieval > Use Your Remote Access Code

### **Use Your Remote Access Code**

#### Related Models: MFC-J4555DW

- 1. When away from your Brother machine, dial your fax number from a touch-tone telephone or fax machine.
- 2. When your machine answers, immediately enter your three-digit Remote Access Code, followed by \*.
- 3. Your Brother machine signals if it has received faxes:
  - One long beep the machine received at least one fax
  - No beeps the machine has not received a fax
- 4. When the machine gives two short beeps, enter a command.
  - The machine will hang up if you wait longer than 30 seconds to enter a command.
  - · The machine will beep three times if you enter an invalid command.
- 5. When finished, press 9, and then press 0 to deactivate your machine.
- 6. Hang up.



This feature may not be available in some countries or supported by your local telephone company.

### Related Information

· Remote Fax Retrieval

### **Related Topics:**

· Set a Remote Access Code

#### ▲ Home > Fax > Receive a Fax > Remote Fax Retrieval > Remote Retrieval Commands

### **Remote Retrieval Commands**

#### Related Models: MFC-J4555DW

Use the Remote Commands in this table to access fax commands and options when you are away from your machine. When you call the machine and enter your remote access code (three digits followed by \*), the system will sound two short beeps and you must enter a Remote Command (column 1), followed by one of the options (column 2) for that command.

Remote commands	Options	Operation details	
95	Change the Fax Forwarding, or Fax Storage settings		
	1 OFF	You can select <i>Off</i> after you retrieve or erase all your messages.	
	2 Fax Forwarding	One long beep means the change is accepted. If	
	4 Fax Forwarding number	you hear three short beeps, you cannot make a change because something has not been set up (for example, a Fax Forwarding number has not been registered). You can register your Fax Forwarding number by entering 4. After you register the number, Fax Forwarding will work.	
	6 Fax Storage		
96	Retrieve a fax		
	2 Retrieve all faxes	Enter the fax number of a remote fax machine to receive stored fax messages.	
	3 Erase faxes from memory	If you hear one long beep, fax messages have been erased from memory.	
97	Check the receiving status		
	1 Fax	Check whether your machine has received any faxes. If yes, you will hear one long beep. If not, you will hear three short beeps.	
98	Change the Receive Mode		
	1 External TAD	One long beep means the change has been	
	2 Fax/Tel	accepted.	
	3 Fax Only		
90	Exit	Press <b>9 0</b> to stop remote retrieval. Wait for the long beep, then hang up.	

### Related Information

· Remote Fax Retrieval

- Change the Fax Forwarding Number
- · Store Incoming Faxes in the Machine's Memory
- · Forward Faxes Remotely
- Choose the Correct Receive Mode

▲ Home > Fax > Receive a Fax > Remote Fax Retrieval > Forward Faxes Remotely

### **Forward Faxes Remotely**

Related Models: MFC-J4555DW

Call your machine from any touch-tone telephone or fax machine to forward incoming faxes to another machine.

You must turn on Fax Storage, or Fax Preview before you use this feature.

- 1. Dial your fax number.
- 2. When your machine answers, enter your Remote Access Code (three digits followed by \*). If you hear one long beep, you have messages.
- 3. When you hear two short beeps, press 9 6 2.
- 4. Wait for the long beep, and then use the dial pad to enter the fax number (up to 20 digits) of the remote fax machine where you want your fax messages sent, followed by # #.



You cannot use \* and # as dial numbers but you can press # to insert a pause in the fax number.

5. Hang up after you hear one long beep. Your Brother machine will forward any incoming faxes to the fax number you entered. The other fax machine will then print your fax messages.

### Related Information

· Remote Fax Retrieval

- Remote Retrieval Commands
- · Store Incoming Faxes in the Machine's Memory

▲ Home > Fax > Receive a Fax > Remote Fax Retrieval > Change the Fax Forwarding Number

### **Change the Fax Forwarding Number**

#### Related Models: MFC-J4555DW

- 1. Dial your fax number.
- 2. When your machine answers, enter your Remote Access Code (three digits followed by \*). If you hear one long beep, you have messages.
- 3. When you hear two short beeps, press 9 5 4.
- 4. Wait for the long beep, enter the new number (up to 20 digits) of the remote fax machine you want your fax messages forwarded to using the dial pad, then enter ##.



You cannot use \* and # as dial numbers but you can press # to insert a pause in the fax number.

- 5. Press 9 0 to stop Remote Access when finished.
- 6. Hang up after you hear one long beep.

### **V**

### **Related Information**

· Remote Fax Retrieval

### **Related Topics:**

· Remote Retrieval Commands

▲ Home > Fax > Fax Numbers

### **Fax Numbers**

Related Models: MFC-J4355DW/MFC-J4555DW

- Voice Operations
- Store Fax Numbers
- Set up Broadcasting Groups

▲ Home > Fax > Fax Numbers > Voice Operations

### **Voice Operations**

Related Models: MFC-J4355DW/MFC-J4555DW

- Send Tone Signals (For Canada)
- Pick up a Voice Call in Fax/Tel Receive Mode
- Special Line Considerations

▲ Home > Fax > Fax Numbers > Voice Operations > Send Tone Signals (For Canada)

### **Send Tone Signals (For Canada)**

#### Related Models: MFC-J4355DW/MFC-J4555DW

If you have a Pulse dialing service, but must send Tone signals (for example, for telephone banking), follow these steps. If you have a Touch Tone service, you will not need this feature to send tone signals.

This feature is available only in Canada.

- >> MFC-J4355DW
- >> MFC-J4555DW

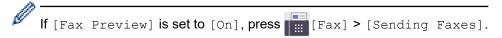
### MFC-J4355DW

- 1. Press Hook.
- 2. Press # on the machine's control panel. Any digits dialed after this will send tone signals.

When you are finished with the call, the machine will return to the Pulse dialing service.

### MFC-J4555DW

1. Press [Fax].



- 2. Press [Hook].
- 3. Press # on the machine's touchscreen. Any digits dialed after this will send tone signals.

When you are finished with the call, the machine will return to the Pulse dialing service.

### Related Information

Voice Operations

▲ Home > Fax > Fax Numbers > Voice Operations > Pick up a Voice Call in Fax/Tel Receive Mode

### Pick up a Voice Call in Fax/Tel Receive Mode

#### Related Models: MFC-J4355DW/MFC-J4555DW

When the machine is in Fax/Tel mode, it will use the F/T Ring (pseudo/double-ringing) to alert you to pick up a voice call.

If you are at the machine, lift the external telephone's handset, and then press **Hook** button or <code>[Pickup]</code> button to answer.

If you are at an extension telephone, lift the handset during the F/T Ring and then press #51 between the pseudo/double rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing \*51.

### **✓**

### **Related Information**

Voice Operations

▲ Home > Fax > Fax Numbers > Voice Operations > Special Line Considerations

### **Special Line Considerations**

Related Models: MFC-J4355DW/MFC-J4555DW

- Rollover Telephone Lines
- Two-Line Telephone System
- Convert Telephone Wall Outlets
- Install Your Machine, an External Two-Line TAD and Two-Line Telephone

▲ Home > Fax > Fax Numbers > Voice Operations > Special Line Considerations > Rollover Telephone Lines

### **Rollover Telephone Lines**

#### Related Models: MFC-J4355DW/MFC-J4555DW

A rollover telephone system is a group of two or more separate telephone lines that pass incoming calls to each other if they are busy.

This feature is available only in the USA and Canada.

The calls are usually passed down or 'rolled over' to the next available telephone line in a preset order.

Your machine can work in a rollover system only if it is the last number in the sequence, so the call cannot roll away. Do not place the machine on any of the other numbers; when the other lines are busy and a second fax call is received, the fax call would be transferred to a line that does not have a fax machine. **Your machine will work best on a dedicated line.** 



### **Related Information**

• Special Line Considerations

▲ Home > Fax > Fax Numbers > Voice Operations > Special Line Considerations > Two-Line Telephone System

### **Two-Line Telephone System**

Related Models: MFC-J4355DW/MFC-J4555DW

A two-line telephone system uses two separate telephone numbers on the same wall outlet.

This feature is available only in the USA and Canada.

The two telephone numbers can be on separate jacks (RJ11) or combined into one jack (RJ14). Your machine must be plugged into an RJ11 jack. RJ11 and RJ14 jacks may be equal in size and appearance and both may contain four wires (black, red, green, yellow). To test the type of jack, plug in a two-line telephone and see if it can access both lines. If it can access both lines, you must separate the line for your machine.

### **✓**

### **Related Information**

· Special Line Considerations

▲ Home > Fax > Fax Numbers > Voice Operations > Special Line Considerations > Convert Telephone Wall Outlets

### **Convert Telephone Wall Outlets**

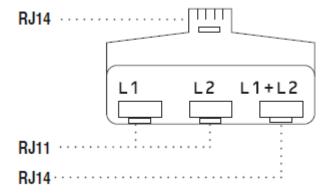
Related Models: MFC-J4355DW/MFC-J4555DW

This feature is available only in the USA and Canada.

There are three ways to convert to an RJ11 jack. The first two ways may require assistance from the telephone company. You can change the wall outlets from one RJ14 jack to two RJ11 jacks. Or, you can have an RJ11 wall outlet installed and slave or jump one of the telephone numbers to it.

The third way is the easiest: Buy a triplex adapter. You can plug a triplex adapter into an RJ14 outlet. It separates the wires into two separate RJ11 jacks (Line 1, Line 2) and a third RJ14 jack (Lines 1 and 2). If your machine is on Line 1, plug the machine into L1 of the triplex adapter. If your machine is on Line 2, plug it into L2 of the triplex adapter.

#### **Triplex adapter**



### Related Information

Special Line Considerations

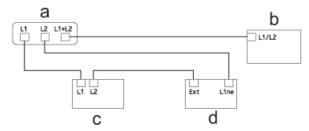
▲ Home > Fax > Fax Numbers > Voice Operations > Special Line Considerations > Install Your Machine, an External Two-Line TAD and Two-Line Telephone

# Install Your Machine, an External Two-Line TAD and Two-Line Telephone

#### Related Models: MFC-J4355DW/MFC-J4555DW

When you are installing an external two-line telephone answering device (TAD) and a two-line telephone, your machine must be isolated on one line at both the wall jack and at the TAD.

- · This feature is available only in the USA and Canada.
- The most common connection is to place the machine on Line 2, which is explained in the following steps. The back of the two-line TAD must have two telephone jacks: one labeled L1 or L1/L2, and the other labeled L2. You will need at least three telephone line cords, the one that came with your machine and two for your external two-line TAD. You will need a fourth line cord if you add a two-line telephone.
- 1. Place the two-line TAD and the two-line telephone next to your machine.
- 2. Plug one end of the telephone line cord for your machine into the L2 jack of the triplex adapter. Plug the other end into the LINE jack of the machine.
- 3. Plug one end of the first telephone line cord for your TAD into the L1 jack of the triplex adapter. Plug the other end into the L1 or L1/L2 jack of the two-line TAD.
- 4. Plug one end of the second telephone line cord for your TAD into the L2 jack of the two-line TAD. Plug the other end into the EXT. jack of the machine.



- a. Triplex Adapter
- b. Two Line Telephone
- c. External Two Line TAD
- d. Machine

You can keep two-line telephones on other wall outlets as always. There are ways to add a two-line telephone to the machine's wall outlet. You can plug the telephone line cord from the two-line telephone into the L1+L2 jack of the triplex adapter. Or, you can plug the two-line telephone into the TEL jack of the two-line TAD.



#### **Related Information**

Special Line Considerations

▲ Home > Fax > Fax Numbers > Store Fax Numbers

### **Store Fax Numbers**

Related Models: MFC-J4355DW/MFC-J4555DW

- Store Address Book Numbers
- Save Outgoing Call Numbers to the Address Book
- Save Caller ID History Numbers to the Address Book
- Change or Delete Address Book Names or Numbers

▲ Home > Fax > Fax Numbers > Store Fax Numbers > Store Address Book Numbers

### **Store Address Book Numbers**

Related Models: MFC-J4355DW/MFC-J4555DW

>> MFC-J4355DW

>> MFC-J4555DW

### MFC-J4355DW

You can store up to 40 Address Book numbers as two-digit Speed Dial numbers, and give each number a name.

- 1. Press ▶ □ (Address Book).
- 2. Press ▲ or ▼ to select [Set Speed Dial]. Press OK.
- 3. Press ▲ or ▼ to select the following:
  - a. Select the two-digit Speed Dial number where you want to store the number. Press OK.
  - b. Select [Name]. Press OK.
  - c. Enter the name (up to 16 characters) using the dial pad. Press OK.
  - d. Select [Fax/Tel]. Press OK.
  - e. Enter the fax or telephone number (up to 20 digits). Press **OK**.



Press **Redial/Pause** to insert a pause between numbers. You can press **Redial/Pause** as many times as needed to increase the length of the pause.

f. Select [OK] and then press **OK**.

To store another Speed Dial number, repeat these steps.

4. Press Stop/Exit.

#### MFC-J4555DW

- 1. Press [Fax] > [Address Book].
- 2. Do the following steps:
  - a. Press [Edit] > [Add New Address] > [Name].
  - b. Enter the name (up to 16 characters) using the touchscreen. Press [OK].
  - c. Press [Address 1].
  - d. Enter the first fax or telephone number (up to 20 digits) using the touchscreen. Press [OK].



Press [Pause] to insert a pause between numbers. You can press [Pause] as many times as needed to increase the length of the pause.

- e. To store the second fax or telephone number, press [Address 2]. Enter the second fax or telephone number (up to 20 digits) using the touchscreen. Press [OK].
- f. Press [OK] to confirm.

To store another Address Book number, repeat these steps.

3. Press

## Related Information

Store Fax Numbers

#### **Related Topics:**

· Set up Broadcasting Groups

▲ Home > Fax > Fax Numbers > Store Fax Numbers > Save Outgoing Call Numbers to the Address Book

## Save Outgoing Call Numbers to the Address Book

Related Models: MFC-J4355DW/MFC-J4555DW

You can copy numbers from your Outgoing Call history and save them in your Address Book.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press (**Fax**).
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Call History]. Press OK.
  - b. Select [Outgoing Call]. Press OK.
  - c. Select the number you want to store. Press OK.
  - d. Press ∢ to select [Edit].
  - e. Select [Add to Address Book]. Press OK.



To delete the number from the Outgoing Call history list, select [Delete] and then press **OK**. Press ► [Yes] to confirm.

- f. Select [Name]. Press OK.
- g. Enter the name (up to 16 characters) using the dial pad. Press OK.
- h. Confirm the fax or telephone number.
- i. Select [OK] and then press OK.
- 3. Press Stop/Exit.

### MFC-J4555DW

- 1. Press [Fax] > [Call History] > [Outgoing Call].
- 2. Press ▲ or ▼ to display the number you want to store, and then press it.
- 3. Press [Edit] > [Add to Address Book] > [Name].



To delete the number from the Outgoing Call history list, press [Edit] > [Delete]. Press [Yes] to confirm.

- 4. Enter the name (up to 16 characters) using the touchscreen. Press [OK].
- 5. To store the second fax or telephone number, press [Address 2]. Enter the second fax or telephone number (up to 20 digits) using the touchscreen. Press [OK].
- 6. Press [OK] to confirm the fax or telephone number you want to store.
- 7. Press

## Related Information

Store Fax Numbers

#### **Related Topics:**

· Enter Text on Your Brother Machine

▲ Home > Fax > Fax Numbers > Store Fax Numbers > Save Caller ID History Numbers to the Address Book

## Save Caller ID History Numbers to the Address Book

Related Models: MFC-J4355DW/MFC-J4555DW

If you have a Caller ID subscriber service with your telephone company, you can copy numbers from your Caller ID History and save them in your Address Book.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press (Fax).
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Call History]. Press OK.
  - b. Select [Caller ID History]. Press OK.
  - c. Select the number you want to store. Press OK.
  - d. Press ∢ to select [Edit].
  - e. Select [Add to Address Book]. Press OK.



To delete the number from the Caller ID History list, select [Delete] and then press **OK**. Press ▶ [Yes] to confirm.

- f. Select [Name]. Press OK.
- g. Enter the name (up to 16 characters) using the dial pad. Press **OK**.
- h. Confirm the fax or telephone number.
- i. Select [OK] and then press **OK**.
- 3. Press Stop/Exit.

#### MFC-J4555DW

- 1. Press Fax] > [Call History] > [Caller ID History].
- 2. Press ▲ or ▼ to display the name or number you want to store, and then press it.
- 3. Press [Edit] > [Add to Address Book] > [Name].



To delete the number from the Caller ID History list, press [Edit] > [Delete]. Press [Yes] to confirm.

- 4. Enter the name (up to 16 characters) using the touchscreen. Press [OK].
- 5. To store the second fax or telephone number, press [Address 2]. Enter the second fax or telephone number (up to 20 digits) using the touchscreen. Press [OK].
- 6. Press [OK] to confirm the fax or telephone number you want to store.
- 7. Press

## Related Information

Store Fax Numbers

- Caller ID
- · Enter Text on Your Brother Machine

▲ Home > Fax > Fax Numbers > Store Fax Numbers > Change or Delete Address Book Names or Numbers

## **Change or Delete Address Book Names or Numbers**

Related Models: MFC-J4355DW/MFC-J4555DW

>> MFC-J4355DW

#### >> MFC-J4555DW

### MFC-J4355DW

- 1. Press ▶ □ (Address Book).
- 2. Do one of the following:
  - To change the number, press **\( \Delta\)** or **\( \T\)** to select the following:
    - a. Select [Change]. Press OK.
    - b. Select the Speed Dial name where you want to change the number. Press OK.

Do the following steps:

- a. To change the name, press ▲ or ▼ to select [Name], and then press OK. Press ▲, ▼, ◀ or ▶ to re-enter the name (up to 16 characters) using the keyboard on the LCD and select [OK]. Press OK.
- b. To change the fax or telephone number, press ▲ or ▼ to select [Fax/Tel], and then press OK. Press ▲, ▼, ◄ or ▶ to re-enter the fax or telephone number (up to 20 digits) using the keyboard on the LCD and select [OK]. Press OK.

Press ▲ or ▼ to select [OK] and then press OK.

To delete the number, press or ▼ to select [Delete]. Press OK.

Do the following steps:

- a. Press ▲ or ▼ to select the Speed Dial name where you want to delete the number.
- b. Press ◀ or ▶ to select the checkbox labeled with the Speed Dial name. Press **OK**.
- 3. Press Stop/Exit.

#### MFC-J4555DW

- 1. Press [Fax] > [Address Book] > [Edit].
- 2. Do one of the following:
  - Press [Change] to edit the names or fax or telephone numbers.

Press ▲ or ▼ to display the number you want to change, and then press it.

- To change the name, press [Name]. Enter the new name (up to 16 characters) using the touchscreen. Press [OK].
- To change the first fax or telephone number, press [Address 1]. Enter the new fax or telephone number (up to 20 digits) using the touchscreen. Press [OK].
- To change the second fax or telephone number, press [Address 2]. Enter the new fax or telephone number (up to 20 digits) using the touchscreen. Press [OK].

Press [OK] to finish.



To change a character, press ◀ or ▶ to position the cursor to highlight the character you want to change, and then press ▼x. Enter the new character.

- To delete numbers, press ▲ or ▼ to display [Delete], and then press it.
   Select the fax or telephone numbers you want to delete by pressing them to display check marks, and then press [OK].
- 3. Press



### **Related Information**

Store Fax Numbers

▲ Home > Fax > Fax Numbers > Set up Broadcasting Groups

## **Set up Broadcasting Groups**

#### Related Models: MFC-J4355DW/MFC-J4555DW

Creating and sending to a Group, which can be stored in the Address Book, allows you to send the same fax message to many fax numbers, or Broadcast.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

First, you must store each fax number in the Address Book. Then, you can include them as numbers in the Group. Each Group uses up a Speed Dial number. You can store up to six Groups or you can assign up to 39 numbers to a large Group.

- 1. Press ▶ □ (Address Book).
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Setup Groups]. Press OK.
  - b. Select the two-digit Speed Dial number you want to assign to the Group. Press OK.
  - c. Select [Name] and press OK.
  - d. Enter the new Group's name (up to 16 characters) using the dial pad. Press **OK**.
  - e. To add numbers to the Group, repeat the following steps:
    - i. Select [Add/Delete]. Press OK.
    - ii. Select [Alphabetical Order] or [Numerical Order]. Press OK.
    - iii. Press ▲ or ▼ to select a number from the list.
    - iv. Press ◀ or ▶ to select the checkbox labeled with the Speed Dial number. Press OK.
- 3. Select [OK] and then press OK.
- 4. Press Stop/Exit.

### MFC-J4555DW

First, you must store each fax number in the Address Book. Then, you can include them as numbers in the Group. Each Group uses up an Address Book number. You can store up to six Groups or you can assign up to 198 numbers to a large Group.

- 1. Press [Fax] > [Address Book].
- 2. Do the following steps:
  - a. Press [Edit] > [Setup Groups] > [Name].
  - b. Enter the Group name (up to 16 characters) using the touchscreen. Press [OK].
  - c. Press [Add/Delete].
  - d. Add Address Book numbers to the Group by pressing them to display a checkmark. Press [OK].
  - e. Read and confirm the displayed list of names and numbers you have selected, and then press <code>[OK]</code> to save your Group.

To store another Group for broadcasting, repeat these steps.

3. Press

# 4

### **Related Information**

- Fax Numbers
  - Change a Broadcasting Group Name
  - Delete a Broadcasting Group
  - Add or Delete a Broadcasting Group Member

- Send the Same Fax to More than One Recipient (Broadcasting)
- Store Address Book Numbers

▲ Home > Fax > Fax Numbers > Set up Broadcasting Groups > Change a Broadcasting Group Name

## **Change a Broadcasting Group Name**

Related Models: MFC-J4355DW/MFC-J4555DW

>> MFC-J4355DW

>> MFC-J4555DW

### MFC-J4355DW

- 1. Press ▶ □ (Address Book).
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Change]. Press OK.
  - b. Select the Group to change. Press **OK**.
  - c. Select [Name] and then press **OK**. Enter the new Group name (up to 16 characters) using the dial pad and then press **OK**.



To change a character in the Group name, press  $\blacktriangle$ ,  $\blacktriangledown$ ,  $\blacktriangleleft$  or  $\blacktriangleright$  to select  $\bigcirc$  or  $\bigcirc$ . Press **OK** several times to move the highlight to the incorrect character. Then press  $\blacktriangle$ ,  $\blacktriangledown$ ,  $\blacktriangleleft$  or  $\blacktriangleright$  to select  $\bigcirc$ , and press **OK**. Reenter the correct letter.

- 3. Select [OK] and then press OK.
- 4. Press Stop/Exit.

#### MFC-J4555DW

- 1. Press [Fax] > [Address Book] > [Edit] > [Change].
- 2. Press ▲ or ▼ to display the Group you want to change, and then press it.
- 3. Press [Name].
- 4. Enter the new Group name (up to 16 characters) using the touchscreen. Press [OK].



To change a character, press ◀ or ▶ to position the cursor to highlight the incorrect character, and then press 【★.

Enter the new character.

- 5. Press [OK].
- 6. Press

## **✓**

### **Related Information**

· Set up Broadcasting Groups

#### **Related Topics:**

• Enter Text on Your Brother Machine

▲ Home > Fax > Fax Numbers > Set up Broadcasting Groups > Delete a Broadcasting Group

## **Delete a Broadcasting Group**

#### Related Models: MFC-J4355DW/MFC-J4555DW

- >> MFC-J4355DW
- >> MFC-J4555DW

### MFC-J4355DW

- 1. Press ▶ □ (Address Book).
- 2. Press ▲ or ▼ to select [Delete]. Press OK.
- 3. Do the following steps:
  - a. Press ▲ or ▼ to select the Group you want to delete.
  - b. Press ◀ or ▶ to select the checkbox labeled with the Group name. Press **OK**.
- 4. Press Stop/Exit.

### MFC-J4555DW

- 1. Press [Fax] > [Address Book] > [Edit] > [Delete].
- 2. Press ▲ or ▼ to display the Group you want to delete, and then press it.
- 3. Press [OK].
- 4. Press

### Related Information

Set up Broadcasting Groups

▲ Home > Fax > Fax Numbers > Set up Broadcasting Groups > Add or Delete a Broadcasting Group Member

## Add or Delete a Broadcasting Group Member

Related Models: MFC-J4355DW/MFC-J4555DW

>> MFC-J4355DW >> MFC-J4555DW

### MFC-J4355DW

- 1. Press ▶ □ (Address Book).
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Change]. Press OK.
  - b. Select the Group you want to change. Press **OK**.
  - c. Select [Add/Delete]. Press OK.
  - d. Select [Alphabetical Order] or [Numerical Order]. Press OK.
- 3. Do one of the following:
  - To add a member using his Speed Dial number, press ▲ or ▼ to select the Speed Dial number, and then
    press ◀ or ▶ to select the checkbox.

Repeat this step until you have added or deleted all the fax numbers you want.

- 4. Press OK.
- 5. Select [OK] and then press OK.
- 6. Press Stop/Exit.

### MFC-J4555DW

- 1. Press [Fax] > [Address Book] > [Edit] > [Change].
- 2. Press ▲ or ▼ to display the Group you want to change, and then press it.
- 3. Press ▲ or ▼ to display [Add/Delete], and then press it.
- 4. Press ▲ or ▼ to display the number you want to add or delete.
- 5. Do the following for each number you want to change:
  - To add a number to the Group, press the checkbox of the number to add a check mark.
  - To delete a number from the Group, press the checkbox of the number to remove the check mark.
- 6. Press [OK].
- 7. Press [OK].
- 8. Press

## Related Information

Set up Broadcasting Groups

▲ Home > Fax > Initial Fax Setup and Telephone Services

### **Initial Fax Setup and Telephone Services**

Related Models: MFC-J4355DW/MFC-J4555DW

- Voice Mail
- Distinctive Ring
- Caller ID
- Voice Over Internet Protocol (VoIP/Telephone Line Interference)
- External TAD (Telephone Answering Device)
- External and Extension Telephones

#### ▲ Home > Fax > Initial Fax Setup and Telephone Services > Voice Mail

### **Voice Mail**

#### Related Models: MFC-J4355DW/MFC-J4555DW

This feature is available only in the USA and Canada.

If you have Voice Mail on the same telephone line as your Brother machine, Voice Mail and the Brother machine will conflict with each other when receiving incoming calls.

For example, if your Voice Mail is set to answer after four rings and your Brother machine is set to answer after two rings, then your Brother machine will answer first. This will prevent callers from being able to leave a message in your Voice Mail.

Similarly, if your Brother machine is set to answer after four rings and your Voice Mail is set to answer after two rings, then your Voice Mail will answer first. This will prevent your Brother machine from being able to receive an incoming fax, since Voice Mail cannot transfer the incoming fax back to the Brother machine.

To avoid conflicts between your Brother machine and your Voice Mail service, do one of the following:

- Get the Distinctive Ring service from your telephone company. Distinctive Ring is a feature of your Brother
  machine that allows a person with one line to receive fax and voice calls through two different telephone
  numbers on that one line.
  - Brother uses the term 'Distinctive Ring,' but telephone companies market the service under a variety of names, such as Custom Ringing, Personalized Ring, Smart Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Teen Ring, and SimpleBiz Fax & Alternate Number Ringing. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes.
- Set your Brother machine's Receive Mode to "Manual". Manual Mode requires you answer every incoming call if you want to be able to receive a fax. If the incoming call is a telephone call, then complete the call as you normally would. If you hear fax sending tones you must transfer the call to the Brother machine.

  Unanswered fax and voice calls will go to your Voice Mail.

## Related Information

· Initial Fax Setup and Telephone Services

- · Choose the Correct Receive Mode
- Distinctive Ring
- Operation from External and Extension Telephones
- · Telephone and Fax Problems

▲ Home > Fax > Initial Fax Setup and Telephone Services > Distinctive Ring

## **Distinctive Ring**

Related Models: MFC-J4355DW/MFC-J4555DW

This feature is available only in the USA and Canada.

Distinctive Ring is a function of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line. Brother uses the term "Distinctive Ring," but telephone companies market the service under a variety of names, such as Custom Ringing, Personalized Ring, Smart Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Teen Ring, and SimpleBiz Fax & Alternate Number Ringing. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes.



- You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.
- Contact your telephone company for availability and rates.

### What does your telephone company's 'Distinctive Ring' do?

Your telephone company's Distinctive Ring service allows you to have more than one number on the same telephone line. If you need more than one telephone number, it is cheaper than paying for an extra line. Each telephone number has its own distinctive ring pattern, so you will know which telephone number is ringing. This is one way to have a separate telephone number for your machine.



Contact your telephone company for availability and rates.

### What does Brother's 'Distinctive Ring' do?

The Brother machine has a Distinctive Ring feature that allows you to use your machine to take full advantage of the telephone company's Distinctive Ring service. The new telephone number on your line can only receive faxes.



You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.

### Do you have Voice Mail?

If you have Voice Mail on the telephone line where you will install your new machine, there is a strong possibility that Voice Mail and the machine will conflict with each other while receiving incoming calls. **However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the machine can work together without any problems.** If each one has a separate telephone number, neither will interfere with the other's operations.

If you decide to get the Distinctive Ring service from the telephone company, you must register the new Distinctive Ring pattern they give you. This is so your machine can recognize its incoming calls.



You can change or cancel the Distinctive Ring pattern at any time. You can switch it off temporarily, and turn it back on later. When you get a new fax number, make sure you reset this feature.

### Before you choose the ring pattern to register

You can register only one Distinctive Ring pattern with the machine. Some ring patterns cannot be registered. The ring patterns below are supported by your Brother machine. Register the one your telephone company gives you.

Ring Pattern	Rings	
1	short-short or long-long	7
2	short-long-short	
3	short-short-long	
4	very long	



- Ring Pattern #1 is often called Short-Short and is the most commonly used.
- If the ring pattern you received is not on this chart, contact your telephone company and ask for one that is shown.
- The machine answers only calls to its registered number.
- The first two rings are silent on the machine. This is because the fax must <<li>to the ring pattern (to compare it to the pattern that was 'registered'). (Other telephones on the same line ring.)
- If you program the machine correctly, it recognizes the registered ring pattern of the 'fax number' within two ring patterns and then answer with a fax tone. When the 'voice number' is called, the machine does not answer.

# **4**

### **Related Information**

- · Initial Fax Setup and Telephone Services
  - · Register the Distinctive Ring Pattern
  - Turn off Distinctive Ring

- Settings Screen Overview
- Choose the Correct Receive Mode
- Voice Mail
- Telephone and Fax Problems

▲ Home > Fax > Initial Fax Setup and Telephone Services > Distinctive Ring > Register the Distinctive Ring Pattern

## **Register the Distinctive Ring Pattern**

Related Models: MFC-J4355DW/MFC-J4555DW

This feature is available only in the USA and Canada.

After you set the Distinctive Ring feature to <code>[On]</code>, your Distinctive Ring number will receive faxes automatically. The receive mode is set to <code>[Manual]</code> automatically and you cannot change it to another receive mode while Distinctive Ring is set to <code>[On]</code>. This ensures the Brother machine will answer only the Distinctive Ring number and not interfere when your main telephone number is called.

When Distinctive Ring is on, the LCD will show [D/R] as the Receive Mode.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### **MFC-J4355DW**

- Press Settings.
- Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Miscellaneous]. Press OK.
  - c. Select [Distinctive]. Press OK.
- 3. Do one of the following:
  - - a. Select [Distinctive]. Press OK.
    - b. Select [On]. Press OK.
  - If you have already registered Distinctive Ring, and want to change the pattern, go to the next step.
- Press ▲ or ▼ to select the following:
  - a. Select [Ring Pattern]. Press OK.
  - b. Select the stored ring pattern you want. (You will hear each pattern as you select it. Make sure you select the pattern that the telephone company gave you.) Press **OK**.
- 5. Press Stop/Exit.

Distinctive Ring is now set to [On].



If you do not want to receive faxes on your Distinctive Ring number, you can turn off Distinctive Ring. The machine will stay in [Manual] receive mode so you must set the Receive Mode again.

#### MFC-J4555DW

- Press [Settings] > [All Settings] > [Fax] > [Miscellaneous] > [Distinctive].
- 2. Do one of the following:
  - If you have not registered Distinctive Ring, press [Distinctive], and then press [On].
  - If you have already registered Distinctive Ring, and want to change the pattern, go to the next step.
- 3. Press [Ring Pattern].
- 4. Press the stored ring pattern you want. (You will hear each pattern as you press the four buttons. Make sure you select the pattern that the telephone company gave you.) Press [OK].
- 5. Press

Distinctive Ring is now set to <code>[On]</code>.



If you do not want to receive faxes on your Distinctive Ring number, you can turn off Distinctive Ring. The machine will stay in <code>[Manual]</code> receive mode so you must set the Receive Mode again.



### **Related Information**

• Distinctive Ring

### **Related Topics:**

• Choose the Correct Receive Mode

▲ Home > Fax > Initial Fax Setup and Telephone Services > Distinctive Ring > Turn off Distinctive Ring

## **Turn off Distinctive Ring**

Related Models: MFC-J4355DW/MFC-J4555DW

This feature is available only in the USA and Canada.

- >> MFC-J4355DW
- >> MFC-J4555DW

### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Miscellaneous]. Press OK.
  - c. Select [Distinctive]. Press OK.

You can see the current setting.

- d. Select [Distinctive]. Press OK.
- e. Select [Off]. Press OK.
- 3. Press Stop/Exit.

When you turn off Distinctive Ring, the machine will stay in [Manual] mode. You must set the Receive Mode again.

### MFC-J4555DW

- Press | [Settings] > [All Settings] > [Fax] > [Miscellaneous] > [Distinctive] > [Distinctive].
- 2. Press [Off].
- 3. Press

When you turn off Distinctive Ring, the machine will stay in [Manual] mode. You must set the Receive Mode again.

# Related Information

· Distinctive Ring

- · Choose the Correct Receive Mode
- · Error and Maintenance Messages

▲ Home > Fax > Initial Fax Setup and Telephone Services > Caller ID

### **Caller ID**

#### Related Models: MFC-J4355DW/MFC-J4555DW

The Caller ID feature lets you use the Caller ID subscriber service offered by many local telephone companies. This service displays the telephone number (or name if it is available) of your caller as the line rings.

- The [# Unavailable] message means the call originated outside your Caller ID service area.
- The [Private Call] message means the caller has intentionally blocked transmission of Caller ID information.

Call your telephone company for more information.

Once you answer a call, the Caller ID information disappears from the LCD and is stored in Caller ID memory. View the list or select a number and fax to it, add it to the Address Book, or delete it from the history.

You can print a list of the Caller ID information received by your machine.



- This feature is not available in some countries.
- · This feature may not be available in certain areas of the USA and Canada.
- The Caller ID service varies with different carriers. Contact your local telephone company to learn if the service is available in your area.

## Related Information

- · Initial Fax Setup and Telephone Services
  - · Set up Your Area Code

- · Save Caller ID History Numbers to the Address Book
- · Print a Report
- · Error and Maintenance Messages

▲ Home > Fax > Initial Fax Setup and Telephone Services > Caller ID > Set up Your Area Code

## Set up Your Area Code

Related Models: MFC-J4355DW/MFC-J4555DW

When returning calls from the Caller ID History, your machine will dial "1" plus the area code. If your local dialing plan requires that the "1" not be used for calls within your area code, enter your area code in this setting.

This feature is available only in the USA.

Calls returned from the Caller ID History to numbers within your area code will be dialed using only 10 digits (area code + seven-digit number). If your dialing plan does not follow the standard 1 + area code + seven-digit number dialing system for calling outside your area code, you may experience problems returning calls from the Caller ID History and will not be able to return calls to those numbers using Caller ID History.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press **OK**.
  - b. Select [Miscellaneous]. Press OK.
  - c. Select [Area Code]. Press OK.
- 3. Enter your Area Code (three-digit number), and press OK.
- 4. Press Stop/Exit.

#### MFC-J4555DW

- 1. Press | [Settings] > [All Settings] > [Fax] > [Miscellaneous] > [Area Code].
- 2. Enter your Area Code (three-digit number), and press [OK].
- 3. Press

## Related Information

Caller ID

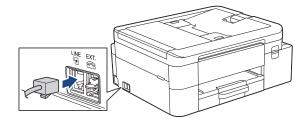
▲ Home > Fax > Initial Fax Setup and Telephone Services > Voice Over Internet Protocol (VoIP/Telephone Line Interference)

### **Voice Over Internet Protocol (VoIP/Telephone Line Interference)**

Related Models: MFC-J4355DW/MFC-J4555DW

VoIP is a type of phone system that uses an Internet connection instead of a traditional telephone line. Telephone providers frequently bundle VoIP together with Internet and cable services.

Your machine may not work with some VoIP systems. To use your machine to send and receive faxes on a VoIP system, connect one end of your telephone cord to the jack labeled LINE on your machine. Connect the other end of the telephone cord to a modem, interface box, phone adapter, splitter, or other such device.





If you have questions about how to connect your machine to the VoIP system, contact your VoIP provider.

After you have connected your machine to the VoIP system, press the Hook button to verify the machine has a dial tone. If the machine does not have a dial tone, call your VoIP provider.

If you are having problems sending or receiving faxes over a VoIP system, we recommend changing the machine's modem speed to the [Basic(for VoIP)] setting.

# **4**

### **Related Information**

Initial Fax Setup and Telephone Services

### **Related Topics:**

• Telephone Line Interference/VoIP

▲ Home > Fax > Initial Fax Setup and Telephone Services > External TAD (Telephone Answering Device)

## **External TAD (Telephone Answering Device)**

#### Related Models: MFC-J4355DW/MFC-J4555DW

Connect an external Telephone Answering Device (TAD) to the same line as your machine. When the TAD answers a call, your machine will "listen" for the CNG (fax calling) tones sent by a sending fax machine. If it hears them it will take over the call and receive the fax. If it does not hear them, it will let your TAD take a voice message and the LCD will show [Telephone].

The external TAD must answer within four rings (we recommend setting it to two rings). This is because your machine cannot hear the CNG tones until the external TAD has picked up the call. The sending machine will send CNG tones for only eight to ten seconds longer. We do not recommend using the toll saver feature on your external TAD if it needs more than four rings to activate it.

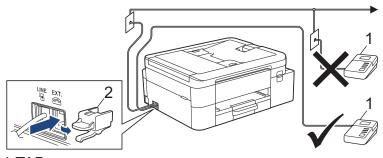
Unless you are using Distinctive Ring, the TAD must be connected to the EXT. jack of the machine.

If you subscribe to your telephone company's Distinctive Ring service:

You may connect an external TAD to a separate wall jack only if you subscribe to your telephone company's Distinctive Ring service, have registered the distinctive ring pattern on your machine, and use that number as a fax number. The recommended setting is at least four rings on the external TAD when you have the telephone company's Distinctive Ring service. You cannot use the Toll Saver setting.

• If You Do Not Subscribe to the Distinctive Ring Service:

You must plug your TAD into the EXT. jack of your machine. If your TAD is plugged into a wall jack, both your machine and the TAD will try to control the telephone line. (See the illustration.)



1 TAD

2 Protective Cap

#### **IMPORTANT**

DO NOT connect a TAD elsewhere on the same telephone line.



If you have problems receiving faxes, reduce the Ring Delay setting on your external TAD.

## $\checkmark$

#### **Related Information**

- · Initial Fax Setup and Telephone Services
  - · Connect an External TAD
  - Record an Outgoing Message (OGM) on the External TAD
  - Multi-line Connections (PBX)

▲ Home > Fax > Initial Fax Setup and Telephone Services > External TAD (Telephone Answering Device) > Connect an External TAD

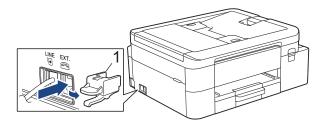
### Connect an External TAD

#### Related Models: MFC-J4355DW/MFC-J4555DW

The external TAD must be plugged into the jack labeled EXT. Your machine cannot work correctly if you plug the TAD into a wall jack (unless you are using Distinctive Ring).

- 1. Plug the telephone line cord from the telephone wall jack into the jack labeled LINE.
- 2. Remove the protective cap (1) from the jack labeled EXT., and then plug the telephone line cord from your external TAD into the EXT. jack.

Make sure this cord is connected to the TAD at the TAD's telephone line jack, and not its handset jack.



- 3. Set your external TAD to the minimum number of rings allowed. For more information, contact your telephone provider. (The machine's Ring Delay setting does not apply.)
- 4. Record the outgoing message on your external TAD.
- 5. Set the TAD to answer calls.
- 6. Set the Receive Mode on your machine to [External TAD].

### Related Information

• External TAD (Telephone Answering Device)

- · Receive Modes Overview
- · Choose the Correct Receive Mode
- · Telephone and Fax Problems

▲ Home > Fax > Initial Fax Setup and Telephone Services > External TAD (Telephone Answering Device) > Record an Outgoing Message (OGM) on the External TAD

### Record an Outgoing Message (OGM) on the External TAD

Related Models: MFC-J4355DW/MFC-J4555DW

1. Record five seconds of silence at the beginning of your message. This allows your machine time to listen for fax tones.



We recommend beginning your OGM with an initial five second silence because the machine cannot hear fax tones over a loud voice. You may try leaving out this pause, but if your machine has trouble receiving faxes, then you should re-record the OGM to include it.

- 2. Limit your speaking to 20 seconds.
- 3. End your 20-second message by giving your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press \*51 and Start to send a fax."

### Related Information

• External TAD (Telephone Answering Device)

▲ Home > Fax > Initial Fax Setup and Telephone Services > External TAD (Telephone Answering Device) > Multi-line Connections (PBX)

## **Multi-line Connections (PBX)**

Related Models: MFC-J4355DW/MFC-J4555DW

We suggest you ask the company that installed your PBX to connect your machine. If you have a multi-line system we suggest you ask the installer to connect the unit to the last line on the system. This prevents the machine from being activated each time the system receives telephone calls. If all incoming calls are answered by a switchboard operator, we recommend setting the Receive Mode to [Manual].

We cannot guarantee that your machine will operate correctly under all circumstances when connected to a PBX. Any difficulties with sending or receiving faxes should be reported first to the company that handles your PBX.

# **✓**

### **Related Information**

• External TAD (Telephone Answering Device)

▲ Home > Fax > Initial Fax Setup and Telephone Services > External and Extension Telephones

## **External and Extension Telephones**

Related Models: MFC-J4355DW/MFC-J4555DW

- · Connect an External or Extension Telephone
- Operation from External and Extension Telephones
- Use a Non-Brother Cordless External Handset
- Use the Remote Codes

▲ Home > Fax > Initial Fax Setup and Telephone Services > External and Extension Telephones > Connect an External or Extension Telephone

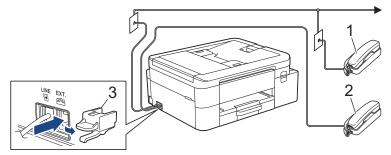
## **Connect an External or Extension Telephone**

### Related Models: MFC-J4355DW/MFC-J4555DW

You can connect a separate telephone to your machine as shown in the diagram below.

Connect the telephone line cord to the jack labeled EXT.

Before you connect an external telephone, remove the protective cap (3) from the EXT. jack on the machine.



- 1 Extension telephone
- 2 External telephone
- 3 Protective Cap

## Related Information

• External and Extension Telephones

▲ Home > Fax > Initial Fax Setup and Telephone Services > External and Extension Telephones > Operation from External and Extension Telephones

## **Operation from External and Extension Telephones**

Related Models: MFC-J4355DW/MFC-J4555DW

### Use extension telephones

If you answer a fax call at an extension telephone, you can make your machine receive the fax by pressing the Fax Receive Code \*51.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at an extension telephone by pressing the Telephone Answer Code **#51**.

### Use an external telephone (Connected to the EXT. jack of the machine)

If you answer a fax call at the external telephone connected to the EXT. jack of the machine, you can make the machine receive the fax by pressing the Start button and selecting the option to receive.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone by pressing [Pickup] or by pressing **Hook**.

### If you answer a call and no one is on the line:

You should assume that you're receiving a manual fax.

Press \*51 and wait for the chirp or until the LCD shows [Receiving], and then hang up.



You can also use the Easy Receive feature to make your machine automatically take the call.

### Related Information

· External and Extension Telephones

- · Set the Number of Rings Before the Machine Answers (Ring Delay)
- Set Easy Receive
- · Set a Remote Access Code
- · Voice Mail
- Set the F/T Ring Time (Pseudo/Double-ring)

▲ Home > Fax > Initial Fax Setup and Telephone Services > External and Extension Telephones > Use a Non-Brother Cordless External Handset

### **Use a Non-Brother Cordless External Handset**

Related Models: MFC-J4355DW/MFC-J4555DW

If your non-Brother cordless telephone is connected to the EXT. jack of the machine and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, you must go to the machine so you can press <code>[Pickup]</code> or press <code>Hook</code> to transfer the call to the cordless handset.

# **✓**

### **Related Information**

• External and Extension Telephones

▲ Home > Fax > Initial Fax Setup and Telephone Services > External and Extension Telephones > Use the Remote Codes

### **Use the Remote Codes**

Related Models: MFC-J4355DW/MFC-J4555DW

#### **Fax Receive Code**

If you answer a fax call on an extension telephone, you can tell your machine to receive it by pressing the Fax Receive Code \*51. Wait for the chirping sounds then replace the handset.

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing the Start button and then selecting the option to receive.

### **Telephone Answer Code**

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T ring (pseudo/double-ring) after the initial Ring Delay. If you pick up the call on an extension telephone you can turn the F/T ring off by pressing **#51** (make sure you press this between the rings).

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone by pressing [Pickup] or by pressing **Hook**.



#### Related Information

- · External and Extension Telephones
  - Change the Remote Codes

- · Set a Remote Access Code
- · Set Easy Receive

▲ Home > Fax > Initial Fax Setup and Telephone Services > External and Extension Telephones > Use the Remote Codes > Change the Remote Codes

## **Change the Remote Codes**

Related Models: MFC-J4355DW/MFC-J4555DW

The preset Fax Receive Code is \*51. The preset Telephone Answer Code is #51. If you are always disconnected when accessing your External TAD remotely, try changing the three-digit remote codes, for example to ### and 999.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Setup Receive]. Press OK.
  - c. Select [Remote Codes]. Press OK.
  - d. Select [Remote Codes] again. Press OK.
  - e. Select [On]. Press OK.
- 3. Do one of the following:
  - To change the Fax Receive Code, press ▲ or ▼ to select [Fax Receive Code] and then press OK. Enter the new code. Press OK.
- 4. Press Stop/Exit.

### MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Remote Codes].
- 2. Do one of the following:
  - To change the Fax Receive Code, press [Fax Receive Code]. Enter the new code, and then press [OK].
  - To change the Telephone Answer Code, press [Tel Answer]. Enter the new code, and then press [OK].
  - · If you do not want to change the Codes, go to the next step.
  - To turn the Remote Codes [Off] (or [On]), press [Remote Codes]. Press [Off] (or [On]).
- 3. Press

# Related Information

· Use the Remote Codes

▲ Home > Fax > Fax Reports

## **Fax Reports**

Related Models: MFC-J4355DW/MFC-J4555DW

- Set the Transmission Verification Report's Style
- · Set the Fax Journal's Interval Period
- Print Reports

▲ Home > Fax > Fax Reports > Set the Transmission Verification Report's Style

## **Set the Transmission Verification Report's Style**

Related Models: MFC-J4355DW/MFC-J4555DW

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the receiving party's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

Option	Description	
On	Prints a report after every fax you send.	
On(+Image)	Prints a report after every fax you send.	
	A portion of the fax's first page appears on the report.	
Error only	Prints a report if your fax is unsuccessful due to a transmission error.	
Error only(+Image)	Prints a report if your fax is unsuccessful due to a transmission error.	
	A portion of the fax's first page appears on the report.	
Off	The report will not be printed.	

<sup>&</sup>gt;> MFC-J4355DW

### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Report Setting]. Press OK.
  - c. Select [Transmission]. Press OK.
  - d. Select the option you want. Press OK.

If you select [On(+Image)] or [Error only(+Image)], the image will not appear on the Transmission Verification Report if Real Time Transmission is set to [On]. The image will not appear on the report when you send a color fax.

3. Press Stop/Exit.

If the transmission is successful, <code>[OK]</code> appears next to <code>[RESULT]</code> on the Transmission Verification Report. If the transmission is not successful, <code>[NG]</code> appears next to <code>[RESULT]</code>.

### MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [Fax] > [Report Setting] > [Transmission].
- 2. Press the option you want.

If you select [On(+Image)] or [Error only(+Image)], the image will not appear on the Transmission Verification Report if Real Time Transmission is set to [On]. The image will not appear on the report when you send a color fax.

3. Press

If the transmission is successful, [OK] appears next to [RESULT] on the Transmission Verification Report. If the transmission is not successful, [NG] appears next to [RESULT].

<sup>&</sup>gt;> MFC-J4555DW



### **Related Information**

• Fax Reports

▲ Home > Fax > Fax Reports > Set the Fax Journal's Interval Period

### Set the Fax Journal's Interval Period

Related Models: MFC-J4355DW/MFC-J4555DW

You can set the machine to print a Fax Journal at specific intervals (every 50 faxes, 6, 12 or 24 hours, 2 or 7 days).



(MFC-J4355DW)

When using the Auto Power Off feature and the machine powers off before the chosen Interval Period, the machine will print a Fax Journal report, and then erase all fax jobs from the Journal's memory.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Fax]. Press OK.
  - b. Select [Report Setting]. Press OK.
  - c. Select [Journal Period]. Press OK.
  - d. Select [Journal Period] once again. Press OK.
- 3. Press ▲ or ▼ to select an interval. Press OK.
  - 6, 12, 24 hours, 2 or 7 days

The machine will print the report at the selected interval and then erase all fax jobs from the Journal's memory. If the memory becomes full with 200 jobs before the time you selected has passed, the machine will print the Journal early and then erase all fax jobs from the memory. If you want an extra report before it is due to print, you can print it without erasing the jobs.

Every 50 Faxes

The machine will print the Journal when the machine has stored 50 fax jobs.

4. If you selected 6, 12, 24 hours, 2 or 7 days, press ▲ or ▼ to select [Time] and then press OK. Enter the time of day using the dial pad. Press OK.



Enter the time in the same time format as your machine's date and time setting. (12-hour format or 24-hour format)

- 5. If you selected [Every 7 Days], press ▲ or ▼ to select [Day] and then press OK. Press ▲ or ▼ to select the first day of the seven-day countdown. Press OK.
- 6. Press Stop/Exit.

#### MFC-J4555DW

- 1. Press | [Settings] > [All Settings] > [Fax] > [Report Setting] > [Journal Period].
- 2. Press [Journal Period].
- 3. Press ▲ or ▼ to select an interval.
  - 6, 12, 24 hours, 2 or 7 days

The machine will print the report at the selected interval and then erase all fax jobs from the Journal's memory. If the memory becomes full with 200 jobs before the time you selected has passed, the machine will print the Journal early and then erase all fax jobs from the memory. If you want an extra report before it is due to print, you can print it without erasing the jobs.

Every 50 Faxes

The machine will print the Journal when the machine has stored 50 fax jobs.

- 4. If you selected 6, 12, 24 hours, 2 or 7 days, press [Time] and enter the time of day using the touchscreen. Press [OK].
- 5. If you selected [Every 7 Days], press [Day]. Press ▲ or ▼ to display the [Every Monday], [Every Tuesday], [Every Wednesday], [Every Thursday], [Every Friday], [Every Saturday] or [Every Sunday] option, and then press the first day of the seven-day countdown.
- 6. Press



### **Related Information**

Fax Reports

### **Related Topics:**

· Set the Machine to Power Off Automatically

▲ Home > Fax > PC-FAX

# PC-FAX

Related Models: MFC-J4355DW/MFC-J4555DW

- PC-FAX for Windows
- PC-FAX for Mac

▲ Home > Fax > PC-FAX > PC-FAX for Windows

## **PC-FAX for Windows**

Related Models: MFC-J4355DW/MFC-J4555DW

- PC-FAX Overview (Windows)
- Send a Fax Using PC-FAX (Windows)
- Receive Faxes on Your Computer (Windows)

▲ Home > Fax > PC-FAX > PC-FAX for Windows > PC-FAX Overview (Windows)

## **PC-FAX Overview (Windows)**

#### Related Models: MFC-J4355DW/MFC-J4555DW

Reduce paper consumption and save time by using the Brother PC-FAX software to send faxes directly from your computer.



- Configure PC-FAX (Windows)
- Configure your PC-Fax Address Book (Windows)

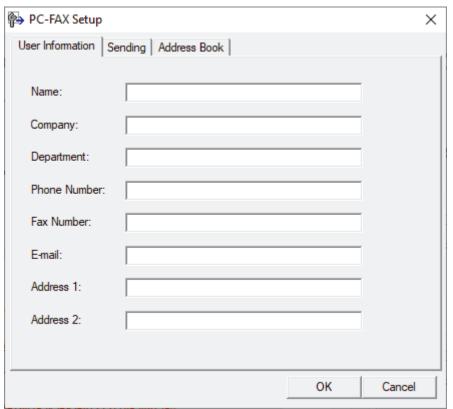
■ Home > Fax > PC-FAX > PC-FAX for Windows > PC-FAX Overview (Windows) > Configure PC-FAX (Windows)

## **Configure PC-FAX (Windows)**

Related Models: MFC-J4355DW/MFC-J4555DW

Before sending faxes using PC-FAX, personalize the send options in each tab of the PC-FAX Setup dialog box.

- 1. Launch (Brother Utilities), and then click the drop-down list and select your model name (if not already selected).
- Click PC-FAX in the left navigation bar, and then click Setup Sending.
   The PC-FAX Setup dialog box appears.



- 3. Do one of the following:
  - Click the User Information tab, and then type your user information in the fields.



Each Microsoft account can have its own customized **User Information** screen for custom fax headers and cover pages.

- Click the **Sending** tab, and then type the number needed to access an outside line (if needed) in the **Outside line access** field. Select the **Include header** checkbox to include the header information.
- Click the Address Book tab, and then select the address book you want to use for PC-FAX from the Select Address Book drop-down list.
- 4. Click OK.

## Related Information

• PC-FAX Overview (Windows)

■ Home > Fax > PC-FAX > PC-FAX for Windows > PC-FAX Overview (Windows) > Configure your PC-Fax Address Book (Windows)

## Configure your PC-Fax Address Book (Windows)

Related Models: MFC-J4355DW/MFC-J4555DW

Add, edit, and delete members and groups to personalize your Address Book.

- Add a Member to your PC-FAX Address Book (Windows)
- Create a Group in your PC-FAX Address Book (Windows)
- Edit Member or Group Information in your PC-FAX Address Book (Windows)
- Delete a Member or Group in your PC-FAX Address Book (Windows)
- Export your PC-FAX Address Book (Windows)
- Import Information to your PC-FAX Address Book (Windows)

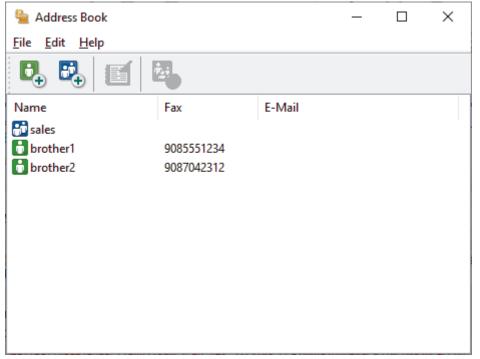
■ Home > Fax > PC-FAX > PC-FAX for Windows > PC-FAX Overview (Windows) > Configure your PC-Fax Address Book (Windows) > Add a Member to your PC-FAX Address Book (Windows)

## Add a Member to your PC-FAX Address Book (Windows)

Related Models: MFC-J4355DW/MFC-J4555DW

Add new people and their fax information to the PC-Fax Address Book if you want to send a fax using the Brother PC-Fax software.

- 1. Launch (Brother Utilities), and then click the drop-down list and select your model name (if not already selected).
- Click PC-FAX in the left navigation bar, and then click Address Book (Send).
   The Address Book dialog box appears.



3. Click to add new members.

The Address Book Member Setup dialog box appears.

- 4. Type the member's information in the corresponding fields. The **Name** field is required.
- 5. Click OK.

## Related Information

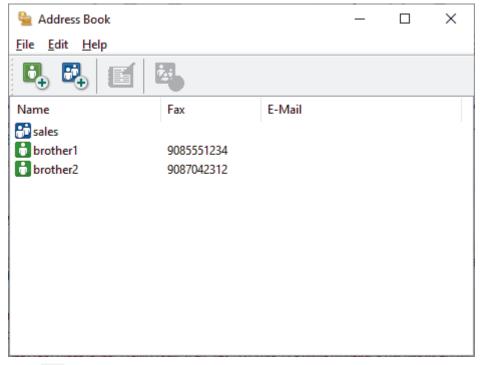
■ Home > Fax > PC-FAX > PC-FAX for Windows > PC-FAX Overview (Windows) > Configure your PC-Fax Address Book (Windows) > Create a Group in your PC-FAX Address Book (Windows)

## Create a Group in your PC-FAX Address Book (Windows)

Related Models: MFC-J4355DW/MFC-J4555DW

Create a group to broadcast the same PC-FAX to several recipients at once.

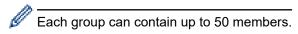
- 1. Launch (Brother Utilities), and then click the drop-down list and select your model name (if not already selected).
- Click PC-FAX in the left navigation bar, and then click Address Book (Send).
   The Address Book dialog box appears.



3. Click 🔁 to add a new group.

The Address Book Group Setup dialog box appears.

- 4. Type the name of the new group in the **Group Name** field.
- 5. In the **Available Names** field, select each name you want to include in the group, and then click **Add >>**. Members added to the group appear in the **Group Members** box.
- 6. When finished, click **OK**.



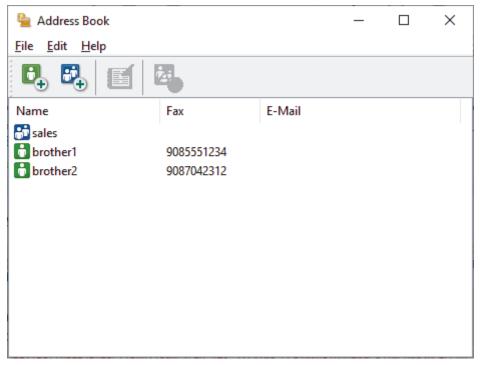
## Related Information

■ Home > Fax > PC-FAX > PC-FAX for Windows > PC-FAX Overview (Windows) > Configure your PC-Fax Address Book (Windows) > Edit Member or Group Information in your PC-FAX Address Book (Windows)

## Edit Member or Group Information in your PC-FAX Address Book (Windows)

#### Related Models: MFC-J4355DW/MFC-J4555DW

- 1. Launch (Brother Utilities), and then click the drop-down list and select your model name (if not already selected).
- Click PC-FAX in the left navigation bar, and then click Address Book (Send).
   The Address Book dialog box appears.



- 3. Select the member or group you want to edit.
- 4. Click [ (Properties).
- 5. Change the member or group information.
- 6. Click OK.

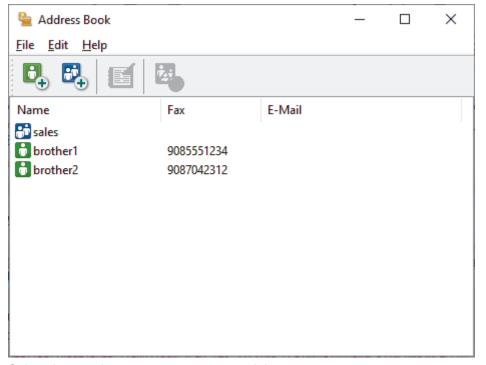
## Related Information

■ Home > Fax > PC-FAX > PC-FAX for Windows > PC-FAX Overview (Windows) > Configure your PC-Fax Address Book (Windows) > Delete a Member or Group in your PC-FAX Address Book (Windows)

## Delete a Member or Group in your PC-FAX Address Book (Windows)

Related Models: MFC-J4355DW/MFC-J4555DW

- 1. Launch (Brother Utilities), and then click the drop-down list and select your model name (if not already selected).
- Click PC-FAX in the left navigation bar, and then click Address Book (Send).
   The Address Book dialog box appears.



- 3. Select the member or group you want to delete.
- 4. Click (Delete).
- 5. When the confirmation dialog box appears, click **OK**.

## Related Information

■ Home > Fax > PC-FAX > PC-FAX for Windows > PC-FAX Overview (Windows) > Configure your PC-Fax Address Book (Windows) > Export your PC-FAX Address Book (Windows)

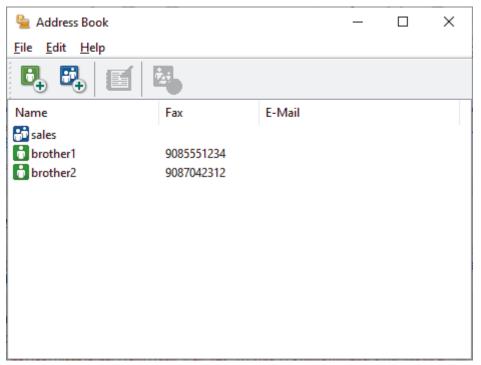
## **Export your PC-FAX Address Book (Windows)**

Related Models: MFC-J4355DW/MFC-J4555DW

You can export the Address Book as an ASCII text file (\*.csv) or a vCard (an electronic business card) and save it on your computer.

You cannot export the group settings when you export the Address Book data.

- 1. Launch [Fig. (Brother Utilities), and then click the drop-down list and select your model name (if not already selected).
- Click PC-FAX in the left navigation bar, and then click Address Book (Send).
   The Address Book dialog box appears.



- 3. Click File > Export.
- 4. Select one of the following:
  - Text

The **Select Items** dialog box appears. Go to the next step.

vCard

You must select the member you want to export from your address book before selecting this option. Browse to the folder where you want to save the vCard, type the vCard name in the **File name** field, and then click **Save**.

5. In the **Available Items** field, select the data you want to export, and then click **Add >>**.



Select and add the items in the order you want them listed.

- 6. If you are exporting to an ASCII file, under the **Divide Character** section, select the **Tab** or **Comma** option to separate the data fields.
- 7. Click OK.
- 8. Browse to the folder on your computer where you want to save the data, type the file name, and then click **Save**.



## **Related Information**

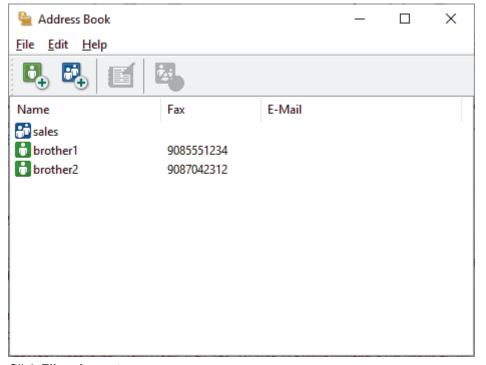
■ Home > Fax > PC-FAX > PC-FAX for Windows > PC-FAX Overview (Windows) > Configure your PC-Fax Address Book (Windows) > Import Information to your PC-FAX Address Book (Windows)

## Import Information to your PC-FAX Address Book (Windows)

#### Related Models: MFC-J4355DW/MFC-J4555DW

You can import ASCII text files (\*.csv) or vCards (electronic business cards) into your Address Book.

- 1. Launch (Brother Utilities), and then click the drop-down list and select your model name (if not already selected).
- Click PC-FAX in the left navigation bar, and then click Address Book (Send).
   The Address Book dialog box appears.



- 3. Click File > Import.
- 4. Select one of the following:
  - Text

The **Select Items** dialog box appears. Go to step 5.

vCard

Go to step 8.

5. In the **Available Items** field, select the data you want to import, and then click **Add >>**.



You must select and add fields from the **Available Items** list in the same order they are listed in the import text file.

- 6. If you are importing an ASCII file, under the **Divide Character** section, select the **Tab** or **Comma** option to separate the data fields.
- 7. Click OK.
- 8. Browse to the folder where you want to import the data, type the file name, and then click **Open**.

## Related Information

▲ Home > Fax > PC-FAX > PC-FAX for Windows > Send a Fax Using PC-FAX (Windows)

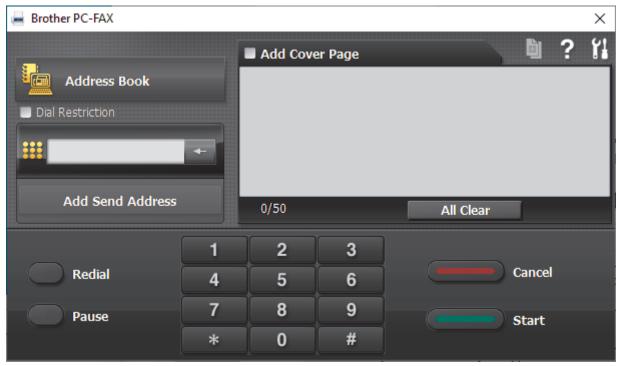
## Send a Fax Using PC-FAX (Windows)

Related Models: MFC-J4355DW/MFC-J4555DW

PC-FAX supports only black and white faxes. A black and white fax will be sent even if the original data is in color and the receiving fax machine supports color faxes.

- 1. Create a file in any application on your computer.
- 2. Select the print command in your application.
- 3. Select **Brother PC-FAX** as your printer, and then complete your print operation.

The **Brother PC-FAX** dialog box appears.



- 4. Type a fax number using one of the following methods:
  - Click the numbers on the dial pad to type the number, and then click Add Send Address.



If you select the **Dial Restriction** checkbox, a confirmation dialog box will appear for you to re-type the fax number using the keyboard. This feature helps to prevent transmissions to the wrong destination.

• Click the Address Book button, and then select a member or group from the Address Book.



If you make a mistake, click All Clear to delete all entries.

- 5. To include a cover page, select the **Add Cover Page** checkbox. You can also click to create or edit a cover page.
- 6. Click Start to send the fax.



- To cancel the fax, click Cancel.
- To redial a number, click Redial to show the last five fax numbers, select a number, and then click Start.

## Related Information

• PC-FAX for Windows

▲ Home > Fax > PC-FAX > PC-FAX for Windows > Receive Faxes on Your Computer (Windows)

## Receive Faxes on Your Computer (Windows)

#### Related Models: MFC-J4355DW/MFC-J4555DW

Use the Brother PC-FAX software to receive faxes on your computer, view them, and print only those faxes you want.



Receive Faxes Using PC-FAX Receive (Windows)

■ Home > Fax > PC-FAX > PC-FAX for Windows > Receive Faxes on Your Computer (Windows) > Receive Faxes Using PC-FAX Receive (Windows)

## Receive Faxes Using PC-FAX Receive (Windows)

Related Models: MFC-J4355DW/MFC-J4555DW

The Brother PC-FAX Receive software lets you view and store faxes on your computer. It is automatically installed when you install your machine's software and drivers and works on locally or network-connected machines.

PC-FAX Receive supports only black and white faxes. When you receive a color fax, your machine prints the color fax at your machine but does not send the fax to your computer.

When you turn off your computer, your machine will continue to receive and store faxes in your machine's memory. The machine's LCD will display the number of stored faxes received. When you start this application, the software will transfer all received faxes to your computer at once. You can enable the Backup Print option if you want the machine to print a copy of the fax before the fax is sent to your computer, or before the computer is switched off. You can configure the Backup Print settings from your machine.

## **✓**

#### **Related Information**

- Receive Faxes on Your Computer (Windows)
  - Configure PC-FAX Receive Using Web Based Management
  - Run the Brother PC-FAX Receive on Your Computer (Windows)
  - View Received PC-FAX Messages (Windows)

#### **Related Topics:**

• Use PC-Fax Receive to Transfer Received Faxes to Your Computer (Windows)

▲ Home > Fax > PC-FAX > PC-FAX for Windows > Receive Faxes on Your Computer (Windows) > Receive Faxes Using PC-FAX Receive (Windows) > Configure PC-FAX Receive Using Web Based Management

## Configure PC-FAX Receive Using Web Based Management

Related Models: MFC-J4355DW/MFC-J4555DW

Use Web Based Management to configure your PC Fax Receiving in a web browser.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click **Network > Network > Protocol**.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Select the PC Fax Receive checkbox, and then click Submit.
- 4. Restart your Brother machine to activate the configuration.

## Related Information

• Receive Faxes Using PC-FAX Receive (Windows)

#### **Related Topics:**

· Access Web Based Management

■ Home > Fax > PC-FAX > PC-FAX for Windows > Receive Faxes on Your Computer (Windows) > Receive Faxes Using PC-FAX Receive (Windows) > Run the Brother PC-FAX Receive on Your Computer (Windows)

## Run the Brother PC-FAX Receive on Your Computer (Windows)

Related Models: MFC-J4355DW/MFC-J4555DW

If PC-FAX receiving is disabled on your machine, enable the setting before trying to run PC-FAX Receive. For information on how to enable this function, see *Related Information: Configure PC-FAX Receive Using Web Based Management*.



We recommend selecting the **Start PC-FAX Receive on computer startup** checkbox so that the software runs automatically and transfers any faxes when you turn on your computer.

- 1. Launch (Brother Utilities), and then click the drop-down list and select your model name (if not already selected).
- 2. Click **PC-FAX** in the left navigation bar, and then click **Receive**.
- 3. Confirm the message and click Yes.

The **PC-FAX Receive** window appears. The (**PC-Fax Receive (Ready)**) icon also appears in your computer notification area.

## Related Information

- Receive Faxes Using PC-FAX Receive (Windows)
  - Set Up PC-FAX Receive on Your Computer (Windows)
  - Add Your Machine to PC-FAX Receive Devices (Windows)

#### **Related Topics:**

Configure PC-FAX Receive Using Web Based Management

▲ Home > Fax > PC-FAX > PC-FAX for Windows > Receive Faxes on Your Computer (Windows) > Receive Faxes Using PC-FAX Receive (Windows) > Run the Brother PC-FAX Receive on Your Computer (Windows) > Set Up PC-FAX Receive on Your Computer (Windows)

## Set Up PC-FAX Receive on Your Computer (Windows)

Related Models: MFC-J4355DW/MFC-J4555DW

1. Double-click the (PC-Fax Receive (Ready)) icon in your computer notification area.

The PC-FAX Receive window appears.

- 2. Click Settings.
- 3. Configure these options as needed:

#### **Preferences**

Configure to start PC-FAX Receive automatically when you start Windows.

#### Save

Configure the path to save PC-FAX files and select the received document format.

#### Upload to

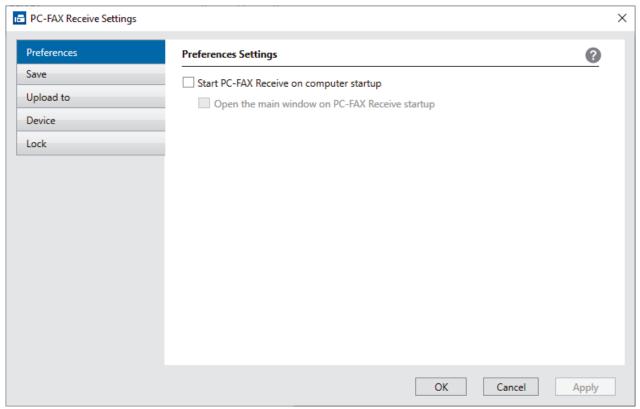
Configure the path to the server and select the option to upload automatically or manually (available only for administrators).

#### **Device**

Select the machine where you want to receive PC-FAX files.

#### Lock (available only for administrators)

Restrict users who do not have administrator privileges from configuring the settings options shown above.



4. Click OK.

## Related Information

Run the Brother PC-FAX Receive on Your Computer (Windows)

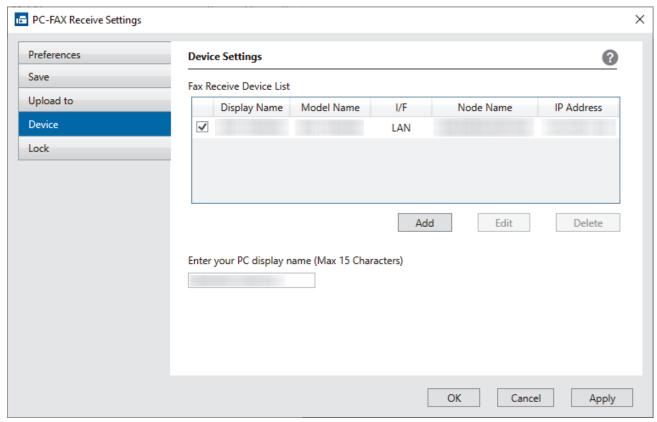
▲ Home > Fax > PC-FAX > PC-FAX for Windows > Receive Faxes on Your Computer (Windows) > Receive Faxes Using PC-FAX Receive (Windows) > Run the Brother PC-FAX Receive on Your Computer (Windows) > Add Your Machine to PC-FAX Receive Devices (Windows)

## Add Your Machine to PC-FAX Receive Devices (Windows)

Related Models: MFC-J4355DW/MFC-J4555DW

If you installed your machine following the on-screen instructions, the machine should be ready for use.

- 1. Double-click the [ (PC-Fax Receive (Ready)) icon in your computer notification area.
  - The PC-FAX Receive window appears.
- Click Settings.
- 3. Click Device > Add.



4. Select the correct connection method.

#### Select your machine from the automatic search results below.

A list of connected machines appears. Select the machine you want. Click OK.

#### Specify your machine by IP address

Type the machine's IP address in the IP Address field, and then click OK.

- 5. To change the computer name that will appear on the machine's LCD, type the new name in the **Enter your PC display name (Max 15 Characters)** field.
- 6. Click OK.

## Related Information

• Run the Brother PC-FAX Receive on Your Computer (Windows)

■ Home > Fax > PC-FAX > PC-FAX for Windows > Receive Faxes on Your Computer (Windows) > Receive Faxes Using PC-FAX Receive (Windows) > View Received PC-FAX Messages (Windows)

## **View Received PC-FAX Messages (Windows)**

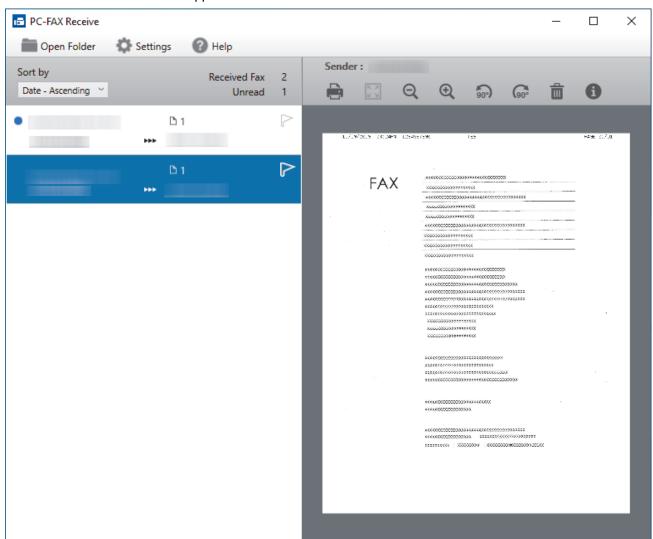
Related Models: MFC-J4355DW/MFC-J4555DW

#### **Receiving Status**

Icon	Status
<b>1</b> =	Standby mode No unread messages
<b>□</b> ↔ <b>□</b>	Receiving messages
	Messages received Unread messages

1. Double-click the [ (PC-Fax Receive (Ready)) icon in your computer notification area.

The PC-FAX Receive window appears.



- 2. Click any faxes in the list to view them.
- 3. When finished, close the window.



Even after closing the window, PC-FAX Receive is active and the (PC-Fax Receive (Ready)) icon will remain in your computer notification area. To close PC-FAX Receive, click the icon in the computer notification area and click Close.

## **✓**

### **Related Information**

• Receive Faxes Using PC-FAX Receive (Windows)

▲ Home > Fax > PC-FAX > PC-FAX for Mac

## **PC-FAX** for Mac

Related Models: MFC-J4355DW/MFC-J4555DW

• Send a Fax Using AirPrint (macOS)

#### ▲ Home > Network

## **Network**

- Supported Basic Network Features
- Configure Network Settings
- Wireless Network Settings
- Network Features
- Brother Management Tools

▲ Home > Network > Supported Basic Network Features

## **Supported Basic Network Features**

The machine supports various features depending on the operating system. Use this table to see which network features and connections are supported by each operating system.

Operating Systems	Windows	Windows Server	macOS
Printing	Yes	Yes	Yes
Scanning	Yes	No	Yes
PC Fax Send	Yes	No	Yes
(MFC-J4355DW/ MFC-J4555DW)			
PC Fax Receive	Yes	No	No
(MFC-J4355DW/ MFC-J4555DW)			
Web Based Management	Yes	Yes	Yes

#### NOTE

- When connecting your machine to an outside network such as the Internet, make sure your network
  environment is protected by a separate firewall or other means in order to prevent information leaks due
  to inadequate settings or unauthorized access by malicious third parties.
- When your machine is connected to the global network, a warning appears. When you see this warning, we strongly recommend confirming your network settings, and then re-connecting to a secure network.
- Enabling your machine's global network communication filtering feature blocks access from the global network. The global network communication filtering feature may prevent the machine from receiving certain print or scan jobs from a computer or mobile device that uses a global IP address.

## $\checkmark$

### **Related Information**

Network

#### **Related Topics:**

- Change the Login Password Using Web Based Management
- · Access Web Based Management

▲ Home > Network > Configure Network Settings

## **Configure Network Settings**

- Configure Network Settings Using the Control Panel
- Change Machine Settings Using Web Based Management

▲ Home > Network > Configure Network Settings > Configure Network Settings Using the Control Panel

## **Configure Network Settings Using the Control Panel**

To configure the machine for your network, use the control panel's [Network] menu selections.



- For information about the network settings you can configure using the control panel, see *Related Information*: Settings Tables.
- You can also use management utilities, such as Web Based Management, to configure and change your Brother machine's network settings.
- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to display the [Network] option, and then press OK.
- 3. Press ▲ or ▼ to display the desired network option, and then press **OK**. Repeat this step until you access the menu you want to configure, and then follow the LCD instructions.

#### MFC-J1410DW/MFC-J4555DW

- 1. Press [Settings] > [Network].
- 2. Press ▲ or ▼ to display the network option, and then press it. Repeat this step until you access the menu you want to configure, and then follow the touchscreen LCD instructions.

## Related Information

· Configure Network Settings

#### **Related Topics:**

- Settings Tables (1.8" Color LCD)
- Settings Tables (2.7" Touchscreen models)

▲ Home > Network > Wireless Network Settings

## **Wireless Network Settings**

- Use the Wireless Network
- Use Wi-Fi Direct®
- Enable/Disable Wireless LAN
- Print the WLAN Report

▲ Home > Network > Wireless Network Settings > Use the Wireless Network

#### **Use the Wireless Network**

- Before Configuring Your Machine for a Wireless Network
- Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Computer
- Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Mobile Device
- Configure Your Machine for a Wireless Network Using the Machine's Control Panel Setup Wizard
- Configure Your Machine for a Wireless Network Using the One Push Method of Wi-Fi
  Protected Setup<sup>™</sup> (WPS)
- Configure Your Machine for a Wireless Network Using the PIN Method of Wi-Fi Protected Setup<sup>™</sup> (WPS)
- Configure Your Machine for a Wireless Network When the SSID is Not Broadcast
- Configure Your Machine for an Enterprise Wireless Network

▲ Home > Network > Wireless Network Settings > Use the Wireless Network > Before Configuring Your Machine for a Wireless Network

## **Before Configuring Your Machine for a Wireless Network**

Before attempting to configure a wireless network, confirm the following:

- If you are using an enterprise wireless network, you must know the User ID and Password.
- To achieve optimum results with normal everyday document printing, place your machine as close to the
  wireless LAN access point/router as possible with minimal obstructions. Large objects and walls between the
  two devices and interference from other electronic devices can affect the data transfer speed of your
  documents.

Due to these factors, wireless may not be the best method of connection for all types of documents and applications. If you are printing large files, such as multi-page documents with mixed text and large graphics, you may want to consider selecting wired Ethernet for faster data transfer (supported models only), or USB for the fastest throughput speed.

- Although your machine can be used in a wired and wireless network (supported models only), only one
  connection method can be used at a time. However, a wireless network connection and Wi-Fi Direct
  connection, or a wired network connection (supported models only) and Wi-Fi Direct connection can be used
  at the same time.
- If there is a signal in the vicinity, wireless LAN allows you to freely make a LAN connection. However, if security settings are not correctly configured, the signal may be intercepted by malicious third-parties, possibly resulting in:
  - Theft of personal or confidential information
  - Improper transmission of information to parties impersonating the specified individuals
  - Dissemination of transcribed communication contents that were intercepted



Make sure you know your wireless router/access point's Network Name (SSID) and Network Key (Password). If you cannot find this information, consult the manufacturer of your wireless router/access point, your system administrator, or Internet provider. Brother cannot provide this information.

## Related Information

· Use the Wireless Network

▲ Home > Network > Wireless Network Settings > Use the Wireless Network > Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Computer

## **Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Computer**

- 1. Do one of the following:
  - Windows

Download the installer from your model's **Downloads** page at <u>support.brother.com/downloads</u>.

- Mac
  - a. Download the installer from your model's **Downloads** page at support.brother.com/downloads.
  - b. Start the installer, and then double-click the **Start Here Mac** icon.
- 2. Follow the on-screen instructions.
- 3. Select Wireless Network Connection (Wi-Fi), and then click Next.
- 4. Follow the on-screen instructions.

You have completed the wireless network setup.



#### **Related Information**

Use the Wireless Network

▲ Home > Network > Wireless Network Settings > Use the Wireless Network > Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Mobile Device

## **Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Mobile Device**

- 1. Do one of the following:
  - Android<sup>™</sup> devices
    - Download and install Brother Mobile Connect from Google Play<sup>™</sup>.
  - All iOS or iPadOS supported devices including iPhone, iPad and iPod touch Download and install Brother Mobile Connect from the App Store.
- 2. Start Brother Mobile Connect, and then follow the on-screen instructions to connect your mobile device to your Brother machine.

## Related Information

· Use the Wireless Network

▲ Home > Network > Wireless Network Settings > Use the Wireless Network > Configure Your Machine for a Wireless Network Using the Machine's Control Panel Setup Wizard

## **Configure Your Machine for a Wireless Network Using the Machine's Control Panel Setup Wizard**

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

Before configuring your machine, we recommend writing down your wireless network settings. You will need this information before you continue with the configuration.

1. Check and record the current wireless network settings of the computer to which you are connecting.

Network Name (SSID)	
Network Key (Password)	

For example:

#### **Network Name (SSID)**

**HELLO** 

#### **Network Key (Password)**

12345



- Your access point/router may support the use of multiple WEP keys, but your Brother machine supports the use of only the first WEP key.
- If you need assistance during setup and want to contact Brother Customer Service, make sure you
  have your SSID (Network Name) and Network Key (Password) ready. We cannot assist you in locating
  this information.
- If you do not know this information (SSID and Network Key), you cannot continue the wireless setup.

#### How can I find this information?

- Check the documentation provided with your wireless access point/router.
- The initial SSID could be the manufacturer's name or the model name.
- If you do not know the security information, consult the router manufacturer, your system administrator, or your Internet provider.
- 2. Press Wi-Fi.
- 3. Press ▲ or ▼ to select the [Find Wi-Fi Network] option, and then press OK.
- 4. When [Enable WLAN?] appears, press ▶.

The wireless setup wizard starts. To cancel, press ◀.

5. The machine searches for your network and display a list of available SSIDs. When a list of SSIDs appears, press ▲ or ▼ to select the SSID you want. Press **OK**.



If the SSID you want is not displayed, select the [Search again] option, and press **OK** to search your network again.

- 6. Do one of the following:
  - If you are using an authentication and encryption method that requires a Network Key, enter the Network Key you wrote down in the first step.

Enter the key, and then press **OK** to apply your settings.

- If your authentication method is Open System and your encryption mode is None, go to the next step.
- 7. The machine attempts to connect to the wireless device you have selected.

When your wireless device connects successfully, the machine displays [Connected].

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.

#### MFC-J1410DW/MFC-J4555DW

Before configuring your machine, we recommend writing down your wireless network settings. You will need this information before you continue with the configuration.

1. Check and record the current wireless network settings of the computer to which you are connecting.

Network Name (SSID)

#### Network Key (Password)

For example:

#### **Network Name (SSID)**

**HELLO** 

#### **Network Key (Password)**

12345



- Your access point/router may support the use of multiple WEP keys, but your Brother machine supports
  the use of only the first WEP key.
- If you need assistance during setup and want to contact Brother Customer Service, make sure you
  have your SSID (Network Name) and Network Key (Password) ready. We cannot assist you in locating
  this information.
- If you do not know this information (SSID and Network Key), you cannot continue the wireless setup.

#### How can I find this information?

- Check the documentation provided with your wireless access point/router.
- The initial SSID could be the manufacturer's name or the model name.
- If you do not know the security information, consult the router manufacturer, your system administrator, or your Internet provider.
- 2. Press [Settings] > [Network] > [WLAN(Wi-Fi)] > [Find Wi-Fi Network].
- 3. When [Enable WLAN?] appears, press [Yes].

The wireless setup wizard starts. To cancel, press [No].

4. The machine searches for your network and displays a list of available SSIDs. When a list of SSIDs appears, press ▲ or ▼ to select the SSID you want. Press [OK].



If the SSID you want is not displayed, press [Search again] to search your network again.

- 5. Do one of the following:
  - If you are using an authentication and encryption method that requires a Network Key, enter the Network Key you wrote down in the first step, and then press [OK] to apply your settings.
  - If your authentication method is Open System and your encryption mode is None, go to the next step.

6. The machine attempts to connect to the wireless device you have selected.

If your wireless device is connected successfully, the LCD displays [Connected].

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.



### **Related Information**

• Use the Wireless Network

■ Home > Network > Wireless Network Settings > Use the Wireless Network > Configure Your Machine for a Wireless Network Using the One Push Method of Wi-Fi Protected Setup (WPS)

# Configure Your Machine for a Wireless Network Using the One Push Method of Wi-Fi Protected Setup<sup>™</sup> (WPS)

If your wireless access point/router supports WPS (Push Button Configuration), you can use WPS from your machine's control panel to configure your wireless network settings.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Wi-Fi.
- 2. Press A or V to select the [WPS/Push Button] option, and then press OK.
- 3. When [Enable WLAN?] appears, press ▶.
  - The wireless setup wizard starts. To cancel, press ◀.
- 4. When the LCD instructs you to start WPS, press the WPS button on your wireless access point/router. Then press ▶ on your machine. Your machine automatically tries to connect to your wireless network.

When your wireless device connects successfully, the machine displays [Connected].

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.

#### MFC-J1410DW/MFC-J4555DW

- 1. Press | Settings | Network | > [WLAN (Wi-Fi)] > [WPS/Push Button].
- 2. When [Enable WLAN?] appears, press [Yes].

The wireless setup wizard starts. To cancel, press [No].

3. When the touchscreen instructs you to start WPS, press the WPS button on your wireless access point/router. Then press <code>[OK]</code> on your machine. Your machine automatically tries to connect to your wireless network.

If your wireless device is connected successfully, the LCD displays [Connected].

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.

#### Related Information

· Use the Wireless Network

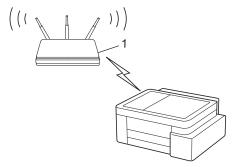
# Configure Your Machine for a Wireless Network Using the PIN Method of Wi-Fi Protected Setup<sup>™</sup> (WPS)

If your wireless LAN access point/router supports WPS, you can use the Personal Identification Number (PIN) Method to configure your wireless network settings.

The PIN Method is one of the connection methods developed by the Wi-Fi Alliance<sup>®</sup>. By submitting a PIN created by an Enrollee (your machine) to the Registrar (a device that manages the wireless LAN), you can set up the wireless network and security settings. For more information on how to access WPS mode, see the instructions provided with your wireless access point/router.

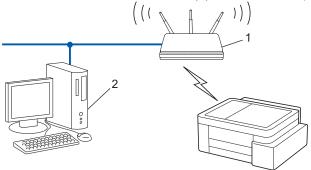
#### Type A

Connection when the wireless LAN access point/router (1) doubles as the Registrar.



#### Type B

Connection when another device (2), such as a computer, is used as the Registrar.



- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Network]. Press OK.
  - b. Select [WLAN (Wi-Fi)]. Press **OK**.
  - c. Select [WPS/PIN Code]. Press OK.
- 3. When [Enable WLAN?] appears, press ▶.

The wireless setup wizard starts. To cancel, press ◀.

- 4. The LCD displays an eight-digit PIN and the machine starts searching for a wireless LAN access point/router.
- 5. Using a computer connected to the network, in your browser's address bar, type the IP address of the device you are using as the Registrar (for example: http://192.168.1.2).
- 6. Go to the WPS settings page and type the PIN, and then follow the on-screen instructions.

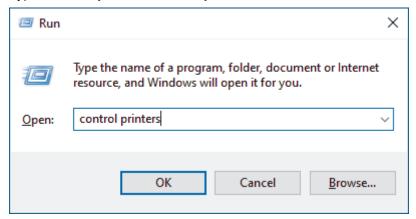


- The Registrar is usually the wireless LAN access point/router.
- The settings page may differ depending on the brand of wireless LAN access point/router. For more information, see the instructions supplied with your wireless LAN access point/router.

When your wireless device connects successfully, the machine displays [Connected].

#### If you are using a Windows 10 or Windows 11 computer as a Registrar, complete the following steps:

- 7. Hold down the 🔳 key and press the 🔞 key on the computer's keyboard to launch Run.
- 8. Type "control printers" in the Open: field and click OK.



The **Devices and Printers** window appears.



If the Devices and Printers window does not appear, click Devices > More devices and printer settings.

9. Click Add a device.



- To use a Windows 10 or Windows 11 computer as a Registrar, you must register it to your network in advance. For more information, see the instructions supplied with your wireless LAN access point/ router.
- If you use Windows 10 or Windows 11 as a Registrar, you can install the printer driver after the wireless configuration by following the on-screen instructions. To install the driver and software necessary to use your machine, go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.
- 10. Select your machine and click Next.
- 11. Type the PIN displayed on the machine's LCD, and then click Next.
- 12. Click Close.

When your wireless device connects successfully, the machine displays [Connected].

#### MFC-J1410DW/MFC-J4555DW

- 1. Press | | [Settings] > [Network] > [WLAN(Wi-Fi)] > [WPS/PIN Code].
- 2. When [Enable WLAN?] appears, press [Yes].

The wireless setup wizard starts. To cancel, press [No].

- 3. The LCD displays an eight-digit PIN and the machine starts searching for a wireless LAN access point/router.
- 4. Using a computer connected to the network, in your browser's address bar, type the IP address of the device you are using as the Registrar (for example: http://192.168.1.2).
- 5. Go to the WPS settings page and type the PIN, and then follow the on-screen instructions.

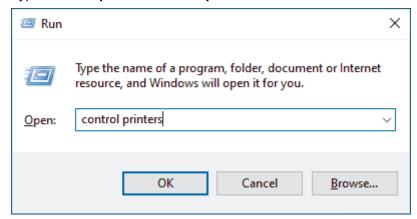


- The Registrar is usually the wireless LAN access point/router.
- The settings page may differ depending on the brand of wireless LAN access point/router. For more
  information, see the instructions supplied with your wireless LAN access point/router.

If your wireless device is connected successfully, the LCD displays [Connected].

If you are using a Windows 10 or Windows 11 computer as a Registrar, complete the following steps:

- 6. Hold down the 🔳 key and press the 🔞 key on the computer's keyboard to launch Run.
- 7. Type "control printers" in the Open: field and click OK.



The **Devices and Printers** window appears.



If the Devices and Printers window does not appear, click Devices > More devices and printer settings.

8. Click Add a device.



- To use a Windows 10 or Windows 11 computer as a Registrar, you must register it to your network in advance. For more information, see the instructions supplied with your wireless LAN access point/ router.
- If you use Windows 10 or Windows 11 as a Registrar, you can install the printer driver after the wireless configuration by following the on-screen instructions. To install the driver and software necessary to use your machine, go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.
- 9. Select your machine and click Next.
- 10. Type the PIN displayed on the machine's LCD, and then click Next.
- 11. Click Close.

If your wireless device is connected successfully, the LCD displays [Connected].



· Use the Wireless Network

▲ Home > Network > Wireless Network Settings > Use the Wireless Network > Configure Your Machine for a Wireless Network When the SSID is Not Broadcast

# **Configure Your Machine for a Wireless Network When the SSID is Not Broadcast**

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

Before configuring your machine, we recommend writing down your wireless network settings. You will need this information before you continue with the configuration.

1. Check and write down the current wireless network settings.

Network Name (SSID)	

Authentication Method	Encryption Mode	Network Key
Open System	NONE	-
	WEP	
Shared Key	WEP	
WPA-Personal	AES	
	TKIP	
WPA3-SAE	AES	

For example:

Network Name (SSID)	
HELLO	

Authentication Method	Encryption Mode	Network Key
WPA3-SAE	AES	12345678



If your router uses WEP encryption, enter the key used as the first WEP key. Your Brother machine supports the use of the first WEP key only.

- 2. Press Wi-Fi.
- 3. Press ▲ or ▼ to select the [Find Wi-Fi Network] option, and then press OK.
- 4. When [Enable WLAN?] appears, press ▶.

The wireless setup wizard starts. To cancel, press ◀.

- 5. The machine will search for your network and display a list of available SSIDs. Press ▲ or ▼ to select the [Add SSID] option, and then press OK.
- 6. Enter the SSID name, and then press **OK**.



For more information about how to enter text, see Related Information.

- 7. Select the Authentication Method, and then press OK.
- 8. Do one of the following:
  - If you selected the [Open System] option, press ▲ or ▼ to select the Encryption type [None] or [WEP], and then press OK.
    - If you selected the [WEP] option for Encryption type, enter the WEP key, and then press OK.
  - If you selected the [Shared Key] option, enter the WEP key, and then press OK.

- If you selected the [WPA-Personal] option, press ▲ or ▼ to select the Encryption type [TKIP+AES] or [AES], and then press OK.
  - Enter the WPA key, and then press **OK**.
- If you selected the [WPA3-SAE] option, select the Encryption type [AES], and then press **OK**. Enter the WPA key, and then press **OK**.



- For more information about how to enter text, see *Related Information*.
- Your Brother machine supports the use of the first WEP key only.
- 9. The machine attempts to connect to the wireless device you have selected.

If your wireless device is connected successfully, the machine's LCD displays [Connected].

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.

#### MFC-J1410DW/MFC-J4555DW

Before configuring your machine, we recommend writing down your wireless network settings. You will need this information before you continue with the configuration.

1. Check and write down the current wireless network settings.

### Network Name (SSID)

Authentication Method	Encryption Mode	Network Key (Password)
Open System	NONE	-
	WEP	
Shared Key	WEP	
WPA/WPA2-PSK/WPA3-SAE	TKIP (for WPA/WPA2-PSK)	
	AES	
WPA3-SAE	AES	

For example:

# Network Name (SSID)

**HELLO** 

Authentication Method	Encryption Mode	Network Key (Password)
WPA3-SAE	AES	12345678



If your router uses WEP encryption, enter the key used as the first WEP key. Your Brother machine supports the use of the first WEP key only.

- 2. Press 👔 [Settings] > [Network] > [WLAN(Wi-Fi)] > [Find Wi-Fi Network].
- 3. When [Enable WLAN?] appears, press [Yes].

The wireless setup wizard starts. To cancel, press [No].

- 4. The machine searches for your network and displays a list of available SSIDs. Press ▲ or ▼ to display the [Add SSID] option, and then press it.
- 5. Press [OK].
- 6. Enter the SSID name, and then press [OK].



For more information about how to enter text, see Related Information.

- 7. Press ▲ or ▼ to select the Authentication Method, and then press it.
- 8. Do one of the following:
  - If you selected the [Open System] option, press either [None] or [WEP].

    If you selected the [WEP] option for Encryption type, enter the WEP key, and then press [OK].
  - If you selected the [Shared Key] option, enter the WEP key, and then press [OK].
  - If you selected the [WPA/WPA2-PSK/WPA3-SAE] option, press either [TKIP+AES] or [AES]. Enter the WPA key, and then press [OK].
  - If you selected the [WPA3-SAE] option, press [AES].

    Enter the WPA key, and then press [OK].



- For more information about how to enter text, see Related Information.
- Your Brother machine supports the use of the first WEP key only.
- 9. The machine attempts to connect to the wireless device you have selected.

If your wireless device is connected successfully, the LCD displays [Connected].

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.



#### Related Information

• Use the Wireless Network

- · If You Are Having Difficulty with Your Machine's Network
- · Enter Text on Your Brother Machine

▲ Home > Network > Wireless Network Settings > Use the Wireless Network > Configure Your Machine for an Enterprise Wireless Network

# **Configure Your Machine for an Enterprise Wireless Network**

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

Before configuring your machine, we recommend writing down your wireless network settings. You will need this information before you continue with the configuration.

1. Check and record the current wireless network settings.

Network Name (SSID)	

<b>Authentication Method</b>	<b>Encryption Mode</b>	User ID	Password
EAP-FAST/NONE	AES		
	TKIP		
EAP-FAST/MS-CHAPv2	AES		
	TKIP		
EAP-FAST/GTC	AES		
	TKIP		
PEAP/MS-CHAPv2	AES		
	TKIP		
PEAP/GTC	AES		
	TKIP		
EAP-TTLS/CHAP	AES		
	TKIP		
EAP-TTLS/MS-CHAP	AES		
	TKIP		
EAP-TTLS/MS-CHAPv2	AES		
	TKIP		
EAP-TTLS/PAP	AES		
	TKIP		
EAP-TLS	AES		-
	TKIP		-

For example:

Network Name (SSID)	
HELLO	

<b>Authentication Method</b>	Encryption Mode	User ID	Password
EAP-FAST/MS-CHAPv2	AES	Brother	12345678



- If you configure your machine using EAP-TLS authentication, you must install the client certificate issued by a CA before you start configuration. Contact your network administrator about the client certificate. If you have installed more than one certificate, we recommend writing down the certificate name you want to use.
- If you verify your machine using the common name of the server certificate, we recommend writing down the common name before you start configuration. Contact your network administrator about the common name of the server certificate.
- 2. Press Wi-Fi.
- 3. Press ▲ or ▼ to select the [Find Wi-Fi Network] option, and then press OK.
- 4. When [Enable WLAN?] appears, press ▶.

The wireless setup wizard starts. To cancel, press ◀.

- 5. The machine will search for your network and display a list of available SSIDs. Press ▲ or ▼ to select the [Add SSID] option, and then press OK.
- 6. Enter the SSID name, and then press OK.



For more information about how to enter text, see Related Information.

- 7. Select the Authentication Method, and then press **OK**.
- 8. Do one of the following:
  - If you selected the [EAP-FAST], [PEAP] or [EAP-TTLS] option, select the Inner Authentication method [NONE], [CHAP], [MS-CHAPV2], [GTC] or [PAP], and then press OK.



Depending on your Authentication method, the Inner Authentication method selections differ.

Select the encryption type [TKIP+AES] or [AES], and then press OK.

Select the verification method [No Verification], [CA] or [CA + Server ID], and then press  $\mathbf{OK}$ .

- If you selected the [CA + Server ID] option, enter the server ID, user ID and password (if required), and then press **OK** for each option.
- For other selections, enter the user ID and Password, and then press **OK** for each option.



If you have not imported a CA certificate into your machine, the machine displays [No Verification].

If you selected the [EAP-TLS] option, select the encryption type [TKIP+AES] or [AES], and then press
 OK.

The machine will display a list of available Client Certificates, and then select the certificate.

Select the verification method [No Verification], [CA] or [CA + Server ID], and then press  $\mathbf{OK}$ .

- If you selected the [CA + Server ID] option, enter the server ID and user ID, and then press **OK** for each option.
- For other selections, enter the user ID, and then press **OK**.
- 9. The machine attempts to connect to the wireless device you have selected.

If your wireless device is connected successfully, the machine's LCD displays [Connected].

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.

#### MFC-J1410DW/MFC-J4555DW

Before configuring your machine, we recommend writing down your wireless network settings. You will need this information before you continue with the configuration.

1. Check and record the current wireless network settings.

#### **Network Name (SSID)**

Authentication Method	Encryption Mode	User ID	Password
EAP-FAST/NONE	AES		
	TKIP		
EAP-FAST/MS-CHAPv2	AES		
	TKIP		
EAP-FAST/GTC	AES		
	TKIP		
PEAP/MS-CHAPv2	AES		
	TKIP		
PEAP/GTC	AES		
	TKIP		
EAP-TTLS/CHAP	AES		
	TKIP		
EAP-TTLS/MS-CHAP	AES		
	TKIP		
EAP-TTLS/MS-CHAPv2	AES		
	TKIP		
EAP-TTLS/PAP	AES		
	TKIP		
EAP-TLS	AES		-
	TKIP		-

### For example:

Network Name (SSID)	
HELLO	

<b>Authentication Method</b>	Encryption Mode	User ID	Password
EAP-FAST/MS-CHAPv2	AES	Brother	12345678



- If you configure your machine using EAP-TLS authentication, you must install the client certificate issued by a CA before you start configuration. Contact your network administrator about the client certificate. If you have installed more than one certificate, we recommend writing down the certificate name you want to use.
- If you verify your machine using the common name of the server certificate, we recommend writing down the common name before you start configuration. Contact your network administrator about the common name of the server certificate.
- 2. Press | Settings | > [Network] > [WLAN(Wi-Fi)] > [Find Wi-Fi Network].
- When [Enable WLAN?] appears, press [Yes].
   The wireless setup wizard starts. To cancel, press [No].
- 4. The machine searches for your network and displays a list of available SSIDs. Press ▲ or ▼ to display the [Add SSID] option, and then press it.
- 5. Press [OK].
- 6. Enter the SSID name, and then press [OK].



For more information about how to enter text, see Related Information.

- 7. Press ▲ or ▼ to select the Authentication Method, and then press it.
- 8. Do one of the following:
  - If you selected the [EAP-FAST], [PEAP] or [EAP-TTLS] option, select the Inner Authentication method [NONE], [CHAP], [MS-CHAPV2], [GTC] or [PAP].



Depending on your Authentication method, the Inner Authentication method selections differ.

Select the encryption type [TKIP+AES] or [AES].

Select the verification method [No Verification], [CA] or [CA + Server ID].

- If you selected the [CA + Server ID] option, enter the server ID, user ID and password (if required), and then press [OK] for each option.
- For other selections, enter the user ID and Password, and then press [OK] for each option.



If you have not imported a CA certificate into your machine, the machine displays [No Verification].

• If you selected the [EAP-TLS] option, select the encryption type [TKIP+AES] or [AES].

The machine will display a list of available Client Certificates, and then select the certificate.

Select the verification method [No Verification], [CA] or [CA + Server ID].

- If you selected the [CA + Server ID] option, enter the server ID and user ID, and then press [OK] for each option.
- For other selections, enter the user ID, and then press [OK].
- 9. The machine attempts to connect to the wireless device you have selected.

If your wireless device is connected successfully, the LCD displays [Connected].

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a>.



#### **Related Information**

· Use the Wireless Network

#### **Related Topics:**

· Enter Text on Your Brother Machine

▲ Home > Network > Wireless Network Settings > Use Wi-Fi Direct®

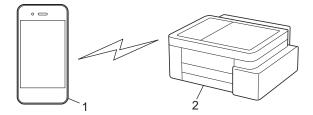
# Use Wi-Fi Direct®

- Wi-Fi Direct Overview
- Configure Your Wi-Fi Direct Network Using the Push Button Method
- Configure a Wi-Fi Direct Network Manually
- If You Are Having Difficulty with Your Machine's Network

▲ Home > Network > Wireless Network Settings > Use Wi-Fi Direct® > Wi-Fi Direct Overview

### Wi-Fi Direct Overview

Wi-Fi Direct is one of the wireless configuration methods developed by the Wi-Fi Alliance<sup>®</sup>. It allows you to securely connect your mobile device to your Brother machine without using a wireless router/access point.



- 1. Mobile device
- 2. Your Brother machine



- You can use Wi-Fi Direct with either the wired or wireless network connection at the same time.
- The Wi-Fi Direct supported device can become a Group Owner. When configuring the Wi-Fi Direct network, the Group Owner serves as an access point.

### Related Information

Use Wi-Fi Direct<sup>®</sup>

- · Configure Your Wi-Fi Direct Network Using the Push Button Method
- · Configure a Wi-Fi Direct Network Manually

▲ Home > Network > Wireless Network Settings > Use Wi-Fi Direct® > Configure Your Wi-Fi Direct Network Using the Push Button Method

# Configure Your Wi-Fi Direct Network Using the Push Button Method

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW



To use the Wi-Fi Direct network settings when using an Android<sup>™</sup> device, install Brother Mobile Connect, select Wi-Fi Direct as the method for connecting to this product, and follow the on-screen directions.

When a machine receives the Wi-Fi Direct request from your mobile device, the message [Wi-Fi Direct connection request received.] appears on the LCD. Press ▶ to connect.

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Network]. Press OK.
  - b. Select the [Wi-Fi Direct] option. Press **OK**.
  - c. If your mobile device does not support Wi-Fi Direct, do the following:
    - i. Select [Group Owner]. Press OK.
    - ii. Select [On]. Press OK.



Depending on the device, if you connect with <code>[Group Owner]</code> set to <code>[On]</code>, your mobile device may disconnect from the connected wireless network and automatically switch to mobile data. If necessary, reconnect to the original wireless network after use. If your device continues to automatically switch to the Wi-Fi Direct network, turn off the automatic connection setting to this machine on your mobile device.

- d. Select [Push Button]. Press OK.
- 3. When the [Activate Wi-Fi Direct on other device.] message appears, turn your mobile device's Wi-Fi Direct function on (for more information, see your mobile device's user's guide). Press ▶ on your Brother machine.
- 4. Do one of the following:
  - If your mobile device displays a list of machines with Wi-Fi Direct enabled, select your Brother machine.
  - If your Brother machine displays a list of mobile devices with Wi-Fi Direct enabled, select your mobile device and press **OK**. To search for available devices again, select [Rescan].
- 5. When your wireless device connects successfully, the machine displays [Connected].

#### MFC-J1410DW/MFC-J4555DW



To use the Wi-Fi Direct network settings when using an Android<sup>™</sup> device, install Brother Mobile Connect, select Wi-Fi Direct as the method for connecting to this product, and follow the on-screen directions.

When the machine receives the Wi-Fi Direct request from your mobile device, the message [Wi-Fi Direct connection request received. Press [OK] to connect.] will appear on the LCD. Press [OK] to connect.

- 1. Press [Settings] > [Network] > [Wi-Fi Direct].
- 2. If your mobile device does not support Wi-Fi Direct, press [Group Owner] > [On].



Depending on the device, if you connect with <code>[Group Owner]</code> set to <code>[On]</code>, your mobile device may disconnect from the connected wireless network and automatically switch to mobile data. If necessary, reconnect to the original wireless network after use. If your device continues to automatically switch to the Wi-Fi Direct network, turn off the automatic connection setting to this machine on your mobile device.

- 3. Press [Push Button].
- 4. When the [Activate Wi-Fi Direct on other device. Then Press [OK].] message appears, turn your mobile device's Wi-Fi Direct function on (for more information, see your mobile device's user's guide). Press [OK] on your Brother machine.
- 5. Do one of the following:
  - If your mobile device displays a list of machines with Wi-Fi Direct enabled, select your Brother machine.
  - If your Brother machine displays a list of mobile devices with Wi-Fi Direct enabled, select your mobile device. To search for available devices again, press [Rescan].

When your mobile device connects successfully, the machine displays [Connected].



### **Related Information**

Use Wi-Fi Direct<sup>®</sup>

- · Wi-Fi Direct Overview
- Configure a Wi-Fi Direct Network Manually
- Brother Mobile Connect

▲ Home > Network > Wireless Network Settings > Use Wi-Fi Direct® > Configure a Wi-Fi Direct Network Manually

### **Configure a Wi-Fi Direct Network Manually**

Configure the Wi-Fi Direct setting from the machine's control panel.

Depending on the device, if you connect to the Wi-Fi Direct network manually, your mobile device may disconnect from the connected wireless network and automatically switch to mobile data. If necessary, reconnect to the original wireless network after use. If your device continues to automatically switch to the Wi-Fi Direct network, turn off the automatic connection setting to this machine on your mobile device.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Network]. Press OK.
  - b. Select the [Wi-Fi Direct] option. Press OK.
  - c. Select the [Manual] option. Press OK.
- 3. The machine displays the SSID (Network Name) and Password (Network Key). Go to your mobile device's wireless network settings screen, and enter the SSID and password.



- You can also configure a Wi-Fi Direct network using the QR Code displayed on the LCD. Scan the QR Code, and then follow the LCD instructions.
- Scan the QR Code from the standard camera app on the iOS 11 or later, or from the Wi-Fi settings
  menu or standard camera app on Android<sup>™</sup> 10 or later. If the QR Code cannot be read, manually enter
  the Network Name (SSID) and Network Key (Password) to connect.
- 4. When your wireless device connects successfully, the machine displays [Connected].

### MFC-J1410DW/MFC-J4555DW

- 1. Press | [Settings] > [Network] > [Wi-Fi Direct] > [Manual].
- 2. The machine displays the SSID (Network Name) and Password (Network Key). Go to your mobile device's wireless network settings screen, and enter the SSID and password.



- You can also configure a Wi-Fi Direct network using the QR Code displayed on the LCD. Scan the QR Code, and then follow the LCD instructions.
- Scan the QR Code from the standard camera app on the iOS 11 or later, or from the Wi-Fi settings menu or standard camera app on Android<sup>™</sup> 10 or later. If the QR Code cannot be read, manually enter the Network Name (SSID) and Network Key (Password) to connect.

When your mobile device connects successfully, the machine displays [Connected].

# Related Information

• Use Wi-Fi Direct®

- · Wi-Fi Direct Overview
- · Configure Your Wi-Fi Direct Network Using the Push Button Method

▲ Home > Network > Wireless Network Settings > Enable/Disable Wireless LAN

### **Enable/Disable Wireless LAN**

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Network]. Press OK.
  - b. Select [WLAN(Wi-Fi)]. Press OK.
  - c. Select [WLAN Enable]. Press OK.
  - d. Select [On] or [Off]. Press OK.

### MFC-J1410DW/MFC-J4555DW

- 1. Press | | [Settings] > [Network] > [WLAN(Wi-Fi)] > [WLAN Enable].
- 2. Do one of the following:
  - To enable Wi-Fi, select [On].
  - To disable Wi-Fi, select [Off].
- 3. Press

# Related Information

• Wireless Network Settings

▲ Home > Network > Wireless Network Settings > Print the WLAN Report

### **Print the WLAN Report**

The WLAN Report shows your machine's wireless status. If the wireless connection fails, check the error code on the printed report.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the [Print Reports] option, and then press OK.
- 3. Press ▲ or ▼ to select the [WLAN Report] option, and then press OK.
- 4. Press ▶.

The machine will print the WLAN Report.

If the WLAN Report does not print, check your machine for errors. If there are no visible errors, wait for one minute and then try to print the report again.

#### MFC-J1410DW/MFC-J4555DW

1. Press 🔐 [Settings] > [All Settings] > [Print Reports] > [WLAN Report] > [Yes].

The machine will print the WLAN Report.

If the WLAN Report does not print, check your machine for errors. If there are no visible errors, wait for one minute and then try to print the report again.

# Related Information

- · Wireless Network Settings
  - · Wireless LAN Report Error Codes

#### **Related Topics:**

· If You Are Having Difficulty with Your Machine's Network

▲ Home > Network > Wireless Network Settings > Print the WLAN Report > Wireless LAN Report Error Codes

# **Wireless LAN Report Error Codes**

If the Wireless LAN Report shows that the connection failed, check the error code on the printed report and see the corresponding instructions in the table:

Error Code	Problem and Recommended Solutions
TS-01	The WLAN (Wi-Fi) is not enabled.  Check the following points and try to set up your wireless connection again:  Enable the WLAN setting on your machine.  If a network cable is connected to your machine, disconnect it.
TS-02	<ul> <li>The wireless router/access point cannot be detected.</li> <li>Check the following points and try to set up your wireless connection again:</li> <li>Make sure the wireless router/access point is on.</li> <li>Temporarily place your machine closer to the wireless router/access point when you are configuring the wireless settings.</li> <li>If your wireless router/access point is using MAC address filtering, confirm that the MAC address of the machine is allowed in the filter. You can find the MAC address by printing the Network Configuration Report.</li> <li>If you manually entered the Network Name (SSID) and security information (authentication method/encryption method), the information may be incorrect. Check the Network Name and security information again and re-enter the correct information.</li> <li>Restart your wireless router/access point. If you cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.</li> </ul>
TS-03	The wireless enterprise network and security settings you entered may be incorrect.  Check the following points and try to set up your wireless connection again:  Verify the following information:  Network Name (SSID) you selected to configure your machine.  Security information you selected to configure your machine (such as the authentication method, encryption method, or User ID).  If you still cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.
TS-04	Your machine does not support the authentication and encryption methods used by the selected wireless router/access point.  For infrastructure mode (Most common)  Change the authentication and encryption methods of the wireless router/access point. Your machine supports the following authentication and encryption methods:  WPA-Personal: TKIP / AES  WPA2-Personal: TKIP / AES  WPA3-Personal: AES  OPEN: WEP / NONE (without encryption)  Shared key: WEP  If your issue is not resolved, the Network Name (SSID) or security settings you entered may be incorrect. Check that all wireless network settings are correct for your network.

Error Code	Problem and Recommended Solutions
TS-05	The Network Name (SSID) and Network Key (Password) are incorrect.
	Check the following points and try to set up your wireless connection again:
	Confirm the Network Name (SSID) and Network Key (Password).
	<ul> <li>If your Network Key contains upper-case and lower-case letters, make sure you type them correctly.</li> </ul>
	<ul> <li>If you cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.</li> </ul>
	<ul> <li>If your wireless router/access point uses WEP encryption with multiple WEP keys, write down and use only the first WEP key.</li> </ul>
TS-06	The wireless security information (authentication method/encryption method/Network Key (Password)) is incorrect.
	Check the following points and try to set up your wireless connection again:
	<ul> <li>Confirm the Network Key. If your Network Key contains upper-case and lower-case letters, make sure you type them correctly.</li> </ul>
	<ul> <li>Confirm whether the authentication method entered and the authentication method or encryption method supported by the wireless router/access point are the same.</li> </ul>
	<ul> <li>If the Network key, authentication method, and encryption method have been confirmed, restart your wireless router/access point and the machine.</li> </ul>
	<ul> <li>If your wireless router/access point's Stealth Mode is on, you may need to disable it to connect to the wireless network.</li> </ul>
	If you cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.
TS-07	The machine cannot detect a wireless router/access point that has WPS (Wi-Fi Protected Setup) enabled.
	Check the following points and try again:
	To check if your wireless router/access point supports WPS, look for the WPS symbol displayed on the router/access point. For more information, see the documentation provided with your wireless router/access point.
	To set up your wireless connection using WPS, you must configure both your machine and the wireless router/access point. For more information, see the user's guide.
	<ul> <li>If you do not know how to set up your wireless router/access point using WPS, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.</li> </ul>
TS-08	Two or more wireless routers or access points that have WPS enabled are detected.
	Check the following points and try again:
	<ul> <li>Make sure that only one wireless router/access point within range has WPS enabled, and then try to connect again.</li> </ul>
	<ul> <li>Try to connect again after a few minutes to avoid interference from other access points/ routers.</li> </ul>



How to confirm wireless security information (SSID/authentication method/encryption method/Network Key) of your WLAN access point/router:

- The default security settings may be provided on a label attached to the WLAN access point/router. Or the manufacturer's name or model number of the WLAN access point/router may be used as the default security settings.
- 2. See the documentation provided with your WLAN access point/router for information on how to find the security settings.
- If the WLAN access point/router is set to not broadcast the SSID, the SSID will not automatically be detected. You will have to manually enter the SSID name.
- The Network Key may also be described as the Password, Security Key, or Encryption Key.

If you do not know the SSID and wireless security settings of your WLAN access point/router or how to change the configuration, see the documentation provided with your WLAN access point/router, ask the manufacturer of your access point/router or ask your Internet provider or network administrator.



### **Related Information**

· Print the WLAN Report

#### **Related Topics:**

· If You Are Having Difficulty with Your Machine's Network

#### ▲ Home > Network > Network Features

### **Network Features**

- Enable/Disable Web Based Management Using the Control Panel
- Print the Network Configuration Report
- Configure the Proxy Server Settings Using Web Based Management
- Configure and Operate LDAP Search
- Synchronize Time with the SNTP Server Using Web Based Management
- Use Global Network Detection Features
- Reset the Network Settings to Factory Default

▲ Home > Network > Network Features > Enable/Disable Web Based Management Using the Control Panel

# Enable/Disable Web Based Management Using the Control Panel

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to display [Network], and then press OK.
- 3. Press ▲ or ▼ to select the [Web Based Mgmt] option, and then press OK.
- 4. Press **△** or **▼** to select the option you want, and then press **OK**.



If you enable this function, make sure you specify the connection method to use Web Based Management.

### MFC-J1410DW/MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [Network] > [Web Based Mgmt].
- 2. Press to select the option you want.



If you enable this function, make sure you specify the connection method to use Web Based Management.



Network Features

▲ Home > Network > Network Features > Print the Network Configuration Report

# **Print the Network Configuration Report**

The Network Configuration Report lists the network configuration, including the network print server settings.



- The Node Name appears on the Network Configuration Report. The default Node Name is "BRN123456abcdef" for a wired network or "BRW123456abcdef" for a wireless network (where "123456abcdef" is your machine's MAC Address / Ethernet Address.)
- If the IP Address on the Network Configuration Report shows 0.0.0.0, wait for one minute and try printing it again.
- You can find your machine's settings, such as the IP address, subnet mask, node name, and MAC Address on the report, for example:

- IP address: 192.168.0.5

Subnet mask: 255.255.255.0
 Node name: BRN000ca0000499
 MAC Address: 00-0c-a0-00-04-99

>> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

>> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Print Reports]. Press OK.
  - b. Select [Network Config]. Press OK.
- 3. Press ▶.

The machine prints the current Network Configuration Report.

### MFC-J1410DW/MFC-J4555DW

1. Press [Settings] > [All Settings] > [Print Reports] > [Network Configuration] > [Yes].

The machine prints the current Network Configuration Report.

# Related Information

· Network Features

- If You Are Having Difficulty with Your Machine's Network
- · Error and Maintenance Messages
- Configure the Proxy Server Settings Using Web Based Management

▲ Home > Network > Network Features > Configure the Proxy Server Settings Using Web Based Management

# **Configure the Proxy Server Settings Using Web Based Management**

If your network uses a proxy server, the following proxy server information must be configured using Web Based Management:

- · Proxy server address
- Port number
- · User Name
- Password
- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click **Network > Network > Protocol**.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Make sure the **Proxy** checkbox is selected, and then click **Submit**.
- 4. In the Proxy field, click Advanced Settings.
- 5. Enter the proxy server information.
- 6. Click Submit.

# Related Information

Network Features

- Configure the Proxy Server Settings Using the Machine's Control Panel
- · Access Web Based Management

▲ Home > Network > Network Features > Configure and Operate LDAP Search

# **Configure and Operate LDAP Search**

Related Models: MFC-J4555DW

The LDAP feature allows you to search for information, such as fax numbers, on your server. When you use the Fax feature, you can use the LDAP search to find fax numbers.



- The LDAP feature does not support simplified Chinese, traditional Chinese, or Korean.
- The LDAP feature supports LDAPv3.
- You must use Simple Authentication to communicate with your LDAP server.

# Related Information

- Network Features
  - · Change LDAP Configuration Using Web Based Management
  - · Perform an LDAP Search Using Your Machine's Control Panel

### **Related Topics:**

· Configure the SNTP Protocol Using Web Based Management

▲ Home > Network > Network Features > Configure and Operate LDAP Search > Change LDAP Configuration Using Web Based Management

### **Change LDAP Configuration Using Web Based Management**

Related Models: MFC-J4555DW

Use Web Based Management to configure your LDAP settings in a web browser.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click Network > Network > Protocol.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Select the LDAP checkbox, and then click Submit.
- 4. Restart your Brother machine to activate the configuration.
- 5. On your computer, in Web Based Management, click **Address Book** > **LDAP** in the left navigation bar.
  - LDAP Search
  - LDAP Server Address
  - SSL/TLS
  - Port (The default port number is 389.)
  - Authentication
  - Username

This selection will be available depending on the authentication method used.

Password

This selection will be available depending on the authentication method used.



- If the LDAP server supports Kerberos authentication, we recommend selecting Kerberos for the Authentication settings. It provides strong authentication between the LDAP server and your machine.
- You must configure the SNTP protocol (network time server), or you must set the date, time and time zone correctly on the control panel for Kerberos authentication.
- Kerberos Server Address

This selection will be available depending on the authentication method used.

- · Search Root
- Timeout for LDAP
- · Attribute of Name (Search Key)
- Attribute of E-mail
- Attribute of Fax Number
- 6. When finished, click **Submit**. Make sure the **Status** field reads **OK**.

# Related Information

· Configure and Operate LDAP Search

- · Access Web Based Management
- · Synchronize Time with the SNTP Server Using Web Based Management

▲ Home > Network > Network Features > Configure and Operate LDAP Search > Perform an LDAP Search Using Your Machine's Control Panel

# Perform an LDAP Search Using Your Machine's Control Panel

Related Models: MFC-J4555DW

When you have configured LDAP settings, you can use the LDAP search feature to find fax numbers to use for: Sending a Fax (For models with facsimile function)



- The LDAP feature supports LDAPv3.
- You may need to use Kerberos Authentication or Simple Authentication to connect to your LDAP server, depending on the security policy set by your network administrator.
- You must configure the SNTP protocol (network time server), or you must set the date, time and time
  zone correctly on the control panel for Kerberos authentication.
- 1. Press Q to search.
- 2. Enter the initial characters for your search using the LCD.



- You can enter up to 15 characters.
- For more information about how to enter text, see Related Information.
- 3. Press [OK].

The LDAP search result will be shown on the LCD; the \_\_\_\_ icon appears before the local address book search results.

If there is no match on the server or the local address book, the LCD will show [Results cannot be found.] for about 60 seconds.

- 4. Press ▲ or ▼ to display the name you want.
- 5. Press the name.

To view the details of the name, press [Detail].

6. If the result includes more than one fax number, the machine will prompt you to select just one. Press [Apply], and then [Fax Start].

# 4

### **Related Information**

· Configure and Operate LDAP Search

- · Enter Text on Your Brother Machine
- · Synchronize Time with the SNTP Server Using Web Based Management

▲ Home > Network > Network Features > Synchronize Time with the SNTP Server Using Web Based Management

# Synchronize Time with the SNTP Server Using Web Based Management

Related Models: MFC-J4355DW/MFC-J4555DW

The Simple Network Time Protocol (SNTP) is used to synchronize the time used by the machine for authentication with the SNTP time server. (This is not the time displayed on the machine's LCD.) You can automatically or manually synchronize the machine's time with the Coordinated Universal Time (UTC) provided by the SNTP time server.

- Configure Date and Time Using Web Based Management
- Configure the SNTP Protocol Using Web Based Management
- Change LDAP Configuration Using Web Based Management
- Perform an LDAP Search Using Your Machine's Control Panel

▲ Home > Network > Network Features > Synchronize Time with the SNTP Server Using Web Based Management > Configure Date and Time Using Web Based Management

# **Configure Date and Time Using Web Based Management**

Related Models: MFC-J4355DW/MFC-J4555DW

Configure the date and time to synchronize the time used by the machine with the SNTP time server.

This feature is not available in some countries.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click **Administrator > Date&Time**.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

3. Verify the **Time Zone** settings.



Select the time difference between your location and UTC from the **Time Zone** drop-down list. For example, the time zone for Eastern Time in the USA and Canada is UTC-05:00.

- 4. Select the **Synchronize with SNTP server** checkbox.
- 5. Click Submit.



You can also configure date and time manually.

### Related Information

· Synchronize Time with the SNTP Server Using Web Based Management

#### **Related Topics:**

· Access Web Based Management

▲ Home > Network > Network Features > Synchronize Time with the SNTP Server Using Web Based Management > Configure the SNTP Protocol Using Web Based Management

# **Configure the SNTP Protocol Using Web Based Management**

Related Models: MFC-J4355DW/MFC-J4555DW

Configure the SNTP protocol to synchronize the time the machine uses for authentication with the time kept by the SNTP time server.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click **Network > Network > Protocol**.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Select the **SNTP** checkbox to activate the settings.
- 4. Click Submit.
- 5. Restart your Brother machine to activate the configuration.
- 6. Next to the SNTP checkbox, click **Advanced Settings**.
- 7. Configure the settings.

Option	Description
Status	Displays whether the SNTP protocol is enabled or disabled.
Synchronization Status	Confirm the latest synchronization status.
SNTP Server Method	Select AUTO or STATIC.
	• AUTO
	If you have a DHCP server on your network, the SNTP server will obtain the address from that server automatically.
	• STATIC
	Type the address you want to use.
Primary SNTP Server Address	Type the server's address (up to 64 characters).
Secondary SNTP Server Address	The secondary SNTP server's address is used as a backup to the primary SNTP server's address. If the primary server is unavailable, the machine will contact the secondary SNTP server.
Primary SNTP Server Port	Type the port number (1-65535).
Secondary SNTP Server Port	The secondary SNTP server port is used as a backup to the primary SNTP server port. If the primary port is unavailable, the machine will contact the secondary SNTP port.
Synchronization Interval	Type the number of hours between server synchronization attempts (1-168 hours).

8. Click Submit.



### **Related Information**

· Synchronize Time with the SNTP Server Using Web Based Management

▲ Home > Network > Network Features > Use Global Network Detection Features

### **Use Global Network Detection Features**

When you use your machine on a private network, use the Global Network Detection feature to avoid a risk from unexpected attacks from the global network.

- Enable/Disable Global IP Address Detection
- Block Communications from the Global Network

▲ Home > Network > Network Features > Use Global Network Detection Features > Enable/Disable Global IP Address Detection

### **Enable/Disable Global IP Address Detection**

Use this feature to check your machine's IP address. When your machine is assigned to a global IP address, an alert is displayed on the machine.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Network]. Press OK.
  - b. Select the [Global Detect] option. Press OK.
  - c. Select the [Allow Detect] option. Press OK.
  - d. Select [On] or [Off]. Press OK.

### MFC-J1410DW/MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [Network] > [Global Detect] > [Allow Detect] > [On].
- 2. Press
- Related Information
  - · Use Global Network Detection Features

■ Home > Network > Network Features > Use Global Network Detection Features > Block Communications from the Global Network

### **Block Communications from the Global Network**



When you enable this feature, it limits receiving jobs from devices with global IP addresses

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Network]. Press OK.
  - b. Select the [Global Detect] option. Press OK.
  - c. Select the [Reject Access] option. Press OK.
  - d. Select [On]. Press OK.

### MFC-J1410DW/MFC-J4555DW

- Press [Settings] > [All Settings] > [Network] > [Global Detect] > [Reject Access]
   [On].
- 2. Press

# Related Information

• Use Global Network Detection Features

▲ Home > Network > Network Features > Reset the Network Settings to Factory Default

# **Reset the Network Settings to Factory Default**

You can use your machine's control panel to reset the machine's network settings to its default factory settings. This resets all information except the administrator password.



- This feature restores all network settings, except the administrator password, to the factory settings. To reset the administrator password, use the Factory Reset feature.
- You can also reset the print server to its factory settings using Web Based Management.
- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Network]. Press OK.
  - b. Select [Network Reset]. Press OK.
- 3. Press ▶ for two seconds to confirm.

The machine restarts.

#### MFC-J1410DW/MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [Network] > [Network Reset].
- 2. The reset confirmation message is displayed. Press [OK] for two seconds.

The machine will restart.

# Related Information

Network Features

- Unable to Print or Scan -Transfer Your Faxes
- · Check Your Machine's Password

▲ Home > Network > Brother Management Tools

# **Brother Management Tools**

Use one of Brother's management tools to configure your Brother machine's network settings. Go to your model's **Downloads** page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a> to download the tools.



### **Related Information**

Network

### ▲ Home > Security

### **Security**

Your machine supports the security features listed below. For more information about each security feature, go to your model's *Security Features Guide* at <a href="mailto:support.brother.com/g/s/id/htmldoc/common/sfg/eng/index.html">support.brother.com/g/s/id/htmldoc/common/sfg/eng/index.html</a>.

- Network Security > Configure Certificates for Device Security
- Network Security > Use SSL/TLS
- Network Security > Use SNMPv3 (MFC-J4555DW)
- Network Security > Use IPsec (MFC-J4555DW)
- Network Security > Use IEEE 802.1x Authentication for Your Network
- User Authentication > Use Active Directory Authentication (MFC-J4555DW)
- User Authentication > Use LDAP Authentication (MFC-J4555DW)
- User Authentication > Use Secure Function Lock 3.0 (MFC-J4555DW)
- Send or Receive an Email Securely (MFC-J4555DW)

### ▲ Home > Mobile/Web Connect

### **Mobile/Web Connect**

- Brother Web Connect
- AirPrint
- Mopria<sup>™</sup> Print Service and Mopria<sup>™</sup> Scan
- Brother Mobile Connect

▲ Home > Mobile/Web Connect > Brother Web Connect

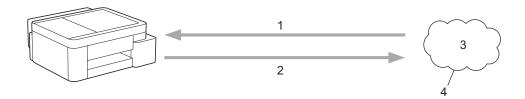
### **Brother Web Connect**

- Brother Web Connect Overview
- · Online Services Used with Brother Web Connect
- Set Up Brother Web Connect
- Scan and Upload Documents Using Brother Web Connect
- Upload a Document from an External Memory Device Using Brother Web Connect
- Download and Print Documents Using Brother Web Connect
- Download and Save a Document to an External Memory Device Using Brother Web Connect
- FaxForward to Cloud or E-mail

#### ▲ Home > Mobile/Web Connect > Brother Web Connect > Brother Web Connect Overview

### **Brother Web Connect Overview**

Certain websites provide services that allow users to upload and view images and files on the website. Your Brother machine can scan images and upload them to these services, and also download from and print images that are already uploaded to these services.



- 1. Printing
- 2. Scanning
- 3. Photos, images, documents and other files
- 4. Web Service

To use Brother Web Connect, your Brother machine must be connected to a network that has access to the Internet, through either a wired or wireless connection.

For network setups that use a proxy server, the machine must also be configured to use a proxy server. If you are unsure of your network configuration, check with your network administrator.



A proxy server is a computer that serves as an intermediary between computers without a direct Internet connection, and the Internet.

# Related Information

- Brother Web Connect
  - Configure the Proxy Server Settings Using the Machine's Control Panel

### **Related Topics:**

· Configure the Proxy Server Settings Using Web Based Management

▲ Home > Mobile/Web Connect > Brother Web Connect > Brother Web Connect Overview > Configure the Proxy Server Settings Using the Machine's Control Panel

# Configure the Proxy Server Settings Using the Machine's Control Panel

If your network uses a proxy server, the following proxy server information must be configured on the machine:

- Proxy server address
- Port number
- User Name
- Password
- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select the following:
  - a. Select [Network]. Press OK.
  - b. Select [Web Connect Settings]. Press OK.
  - c. Select [Proxy Settings]. Press OK.
  - d. Select [Proxy Connection]. Press OK.
  - e. Select [On]. Press OK.
  - f. Select the option that you want to set. Press **OK**.
  - g. Enter the proxy server information. Press OK.
- 3. Press Stop/Exit.

### MFC-J1410DW/MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [Network] > [Web Connect Settings] > [Proxy Settings] > [Proxy Connection].
- 2. Press [On].
- 3. Press the option that you want to set, and then enter the proxy server information. Press <code>[OK]</code>.
- 4. Press

# Related Information

· Brother Web Connect Overview

### **Related Topics:**

• Configure the Proxy Server Settings Using Web Based Management

### **Online Services Used with Brother Web Connect**

Use Brother Web Connect to access online services from your Brother machine. Some of these web services offer business versions.

To use Brother Web Connect, you must have an account with the online service you want to use. If you do not already have an account, use a computer to access the service's website and create an account.

### Google Drive<sup>™</sup>

An online document storage, editing, sharing and file synchronization service.

URL: drive.google.com

#### **Evernote®**

An online file storage and management service.

URL: www.evernote.com

### **Dropbox**

An online file storage, sharing and synchronization service.

URL: www.dropbox.com

#### **OneDrive**

An online file storage, sharing and management service.

URL: https://onedrive.live.com

#### Box

An online document editing and sharing service.

URL: www.box.com

#### **OneNote**

An online document editing and sharing service.

URL: www.onenote.com

### **SharePoint Online**

An online content storage, sharing, and managing service for business.

For more information about any of these services, refer to the respective service's website.

The following table describes which file types can be used with each Brother Web Connect feature:

Accessible Services	Google Drive <sup>™</sup> Evernote <sup>®</sup> Dropbox OneDrive Box SharePoint Online	OneNote
Download and print images	JPEG	JPEG
	PDF	PDF
	DOCX	DOCX
	XLSX	XLSX
	PPTX	PPTX
Download and save images to media (MFC-J4555DW)	JPEG	JPEG
	PDF	PDF
	DOCX	DOCX
	XLSX	XLSX
	PPTX	PPTX

Accessible Services	Google Drive <sup>™</sup> Evernote <sup>®</sup> Dropbox OneDrive Box SharePoint Online	OneNote
Upload scanned images	JPEG PDF	JPEG
	DOCX	PDF DOCX
	XLSX	XLSX
	PPTX	PPTX
	TIFF	TIFF
Upload images saved on media (MFC-J4555DW)	JPG	-
FaxForward to the online services (MFC-J4555DW)	PDF	JPEG
	JPEG	PDF
	TIFF	TIFF



- Not all services are available in all countries.
- For Hong Kong, Taiwan and Korea:
   Brother Web Connect supports only file names written in English. Files named in the local language will not be downloaded.

# Related Information

• Brother Web Connect

▲ Home > Mobile/Web Connect > Brother Web Connect > Set Up Brother Web Connect

# **Set Up Brother Web Connect**

- Brother Web Connect Setup Overview
- Create an Account for Each Online Service Before Using Brother Web Connect
- Apply for Brother Web Connect Access
- Register an Account on Your Brother Machine for Brother Web Connect

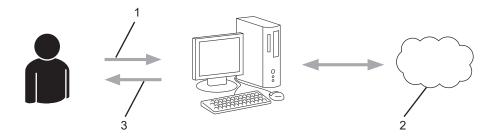
▲ Home > Mobile/Web Connect > Brother Web Connect > Set Up Brother Web Connect > Brother Web Connect Setup Overview

# **Brother Web Connect Setup Overview**

Configure the Brother Web Connect settings using the following procedure:

### Step 1: Create an account with the service you want to use.

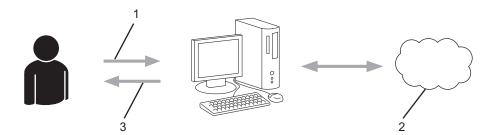
Access the service's website using a computer and create an account. (If you already have an account, there is no need to create an additional account.)



- 1. User registration
- 2. Web Service
- 3. Obtain account

### Step 2: Apply for Brother Web Connect access.

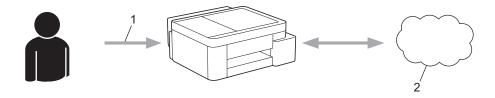
Start Brother Web Connect access using a computer and obtain a temporary ID.



- 1. Enter account information
- 2. Brother Web Connect application page
- 3. Obtain temporary ID

# Step 3: Register your account information on your machine so you can access the service you want to use.

Enter the temporary ID to enable the service on your machine. Specify the account name as you would like it to be displayed on the machine, and enter a PIN if you would like to use one.



- 1. Enter temporary ID
- 2. Web Service

Your Brother machine can now use the service.



### **Related Information**

• Set Up Brother Web Connect

▲ Home > Mobile/Web Connect > Brother Web Connect > Set Up Brother Web Connect > Create an Account for Each Online Service Before Using Brother Web Connect

# **Create an Account for Each Online Service Before Using Brother Web Connect**

To use Brother Web Connect to access an online service, you must have an account with that online service. If you do not already have an account, use a computer to access the service's website and create an account. After creating an account, log on and use the account once with a computer before using the Brother Web Connect feature. Otherwise, you may not be able to access the service using Brother Web Connect.

If you already have an account, there is no need to create an additional account.

When you have created an account with the online service you want to use, apply for Brother Web Connect access.



### **Related Information**

· Set Up Brother Web Connect

▲ Home > Mobile/Web Connect > Brother Web Connect > Set Up Brother Web Connect > Apply for Brother Web Connect Access

# Apply for Brother Web Connect Access

To use Brother Web Connect to access online services, you must first apply for Brother Web Connect access using a computer that has the Brother Software installed.

1. Access the Brother Web Connect application website:

#### **Option** Description

Windows Launch [ (Brother Utilities), and then click the drop-down list and select your model name (if not already selected).

Click **Do More** in the left navigation bar, and then click **Brother Web Connect**.



You can also access the website directly:

Type bwc.brother.com into your web browser's address bar.

Mac Type <a href="mailto:bwc.brother.com">bwc.brother.com</a> into your web browser's address bar.

The Brother Web Connect page launches.

- 2. Select the service you want to use.
- 3. Follow the on-screen instructions and apply for access.



When using SharePoint Online, follow the on-screen instructions to register a document library.

When finished, your temporary ID appears.

# Get connected with Brother Web Connect Finished the registration. Please enter the following temporary ID on the LCD screen of your machine. Temporary ID (11 digits) NOTE: The temporary ID will expire in 24 hours.

- 4. Make a note of your temporary ID as you will need it to register accounts to the machine. The temporary ID is valid for 24 hours.
- 5. Close the web browser.

Now that you have a Brother Web Connect access ID, you must register this ID on your machine, and then use your machine to access the web service you want to use.

### **Related Information**

Set Up Brother Web Connect

▲ Home > Mobile/Web Connect > Brother Web Connect > Set Up Brother Web Connect > Register an Account on Your Brother Machine for Brother Web Connect

# Register an Account on Your Brother Machine for Brother Web Connect

You must enter your Brother Web Connect account information and configure your machine so that it can use Brother Web Connect to access the service you want.

- · You must apply for Brother Web Connect access to register an account on your machine.
- Before you register an account, confirm that the correct date and time are set on the machine's control
  panel.
- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

Press Web.



- If information regarding the Internet connection appears on the machine's LCD, read the information and press ▶.
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press ▶.
- 2. Press ▲ or ▼ to select the following:
  - a. Select the service with which you want to register. Press **OK**. If information regarding Brother Web Connect appears, press ▶.
  - b. Select [Register/Delete]. Press OK.
  - c. Select [Register Account]. Press OK.
- 3. The machine will prompt you to enter the temporary ID you received when you applied for Brother Web Connect access. Press ▶.
- 4. Enter the temporary ID using the dial pad. Press **OK**.



An error message will appear on the LCD if the information you entered does not match the temporary ID you received when you applied for access, or if the temporary ID has expired. Either enter the temporary ID correctly, or apply for access again to receive a new temporary ID.

- 5. The machine will prompt you to enter the account name that you want to be displayed on the LCD. Press ▶.
- 6. Enter the name, and then press **OK**.
- 7. Do one of the following:
  - To set a PIN for the account, press ▶. (A PIN prevents unauthorized access to the account.) Enter a four-digit number, and then press OK.
  - If you do not want to set a PIN, press ◀.



When the account information you entered appears, confirm that it is correct.

- 8. Press ▶ to register your information as entered.
- 9. Press ▶.

Account registration is complete and your machine can now access the service.

10. Press Stop/Exit.

### MFC-J1410DW/MFC-J4555DW

1. Press ◀ or ▶ to display [Web].

Press [Web].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press <code>[OK]</code>.
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press <code>[OK]</code>.
- 2. Press ▲ or ▼ to display the service with which you want to register.

Press the service name.

- 3. If information regarding Brother Web Connect appears, press [OK].
- 4. Press [Register/Delete] > [Register Account].
- 5. The machine will prompt you to enter the temporary ID you received when you applied for Brother Web Connect access.

Press [OK].

6. Enter the temporary ID using the LCD, and then press [OK].



An error message will appear on the LCD if the information you entered does not match the temporary ID you received when you applied for access, or if the temporary ID has expired. Either enter the temporary ID correctly, or apply for access again and receive a new temporary ID.

- 7. The machine will prompt you to enter the account name that you want to be displayed on the LCD. Press <code>[OK]</code>.
- 8. Enter the name using the LCD, and then press <code>[OK]</code>.
- 9. Do one of the following:
  - To set a PIN for the account, press [Yes]. (A PIN prevents unauthorized access to the account.) Enter a
    four-digit number, and then press [OK].
  - If you do not want to set a PIN, press [No].



When the account information you entered appears, confirm that it is correct.

- 10. Press [Yes] to register your information as entered.
- 11. Press [OK].

Account registration is complete and your machine can now access the service.

12. Press



### **Related Information**

· Set Up Brother Web Connect

▲ Home > Mobile/Web Connect > Brother Web Connect > Scan and Upload Documents Using Brother Web Connect

# Scan and Upload Documents Using Brother Web Connect

Upload your scanned photos and documents directly to a web service without using a computer.

- When scanning and uploading JPEG files or searchable PDF, black and white scanning is not available.
- When scanning and uploading Microsoft Office files, black and white scanning and gray scanning are not available.
- When scanning and uploading JPEG files, each page is uploaded as a separate file.
- Uploaded documents are saved in an album named From\_BrotherDevice.

For information regarding restrictions, such as the size or number of documents that can be uploaded, refer to the respective service's website.

If you are a restricted Web Connect user, due to the enabled Secure Function Lock feature (available for certain models), you cannot upload the scanned data.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Load your document.
- 2. Press Web.



- If information regarding the Internet connection appears on the machine's LCD, read the information and press ▶.
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press ▶.
- 3. Press ▲ or ▼ to select the following:
  - a. Select the service that hosts the account to which you want to upload. Press OK.
  - b. Select your account name. Press OK.
- 4. If the PIN entry screen appears, enter the four-digit PIN, and then press OK.
- 5. Follow the on-screen instructions to complete this operation.

### MFC-J1410DW/MFC-J4555DW

- 1. Load your document.
- 2. Press ◀ or ▶ to display [Web].

Press [Web].



- You can also press [Scan] > [to Web].
- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].
- Press ▲ or ▼ to display the service that hosts the account to which you want to upload.

Press the service name.

- 4. Press ▲ or ▼ to display your account name, and then press it.
- 5. If the PIN entry screen appears, enter the four-digit PIN and press <code>[OK]</code>.
- 6. Press [Upload: Scanner].



If you pressed [Scan] > [to Web], this option does not appear.

7. Follow the on-screen instructions to complete this operation.



# **Related Information**

• Brother Web Connect

▲ Home > Mobile/Web Connect > Brother Web Connect > Upload a Document from an External Memory Device Using Brother Web Connect

# Upload a Document from an External Memory Device Using Brother Web Connect

Related Models: MFC-J4555DW

Documents saved on media (such as a USB flash drive) connected to the machine can be uploaded directly to a web service.

Uploaded documents are saved in an album named From\_BrotherDevice.

For information regarding restrictions, such as the size or number of documents that can be uploaded, refer to the respective service's website.

If you are a restricted Web Connect user due to the Secure Function Lock feature (available for certain models), you cannot upload documents saved on media.

### **IMPORTANT**

DO NOT remove the USB flash drive while the message appears on the LCD. Otherwise, the USB flash drive, or data stored on the USB flash drive could be damaged.



(For Hong Kong, Taiwan and Korea)

Brother Web Connect supports only file names written in English. Files named in the local language will not be uploaded.

1. Insert a USB flash drive into your machine.

The LCD automatically changes.

2. Press [Web].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press <code>[OK]</code>.
- 3. Press ▲ or ▼ to display the service that hosts the account to which you want to upload.

Press the service name.

- 4. Press ▲ or ▼ to display your account name, and then press it.
- 5. If the PIN entry screen appears, enter the four-digit PIN and press [OK].
- 6. Press ▲ or ▼ to display [Upload: Media].

Press [Upload: Media].

7. Follow the on-screen instructions to complete this operation.

# **V**

### **Related Information**

· Brother Web Connect

▲ Home > Mobile/Web Connect > Brother Web Connect > Download and Print Documents Using Brother Web Connect

# **Download and Print Documents Using Brother Web Connect**

Documents that have been uploaded to your account can be downloaded directly to your machine and printed. Documents that other users have uploaded to their own accounts for sharing can also be downloaded to your machine and printed, as long as you have viewing privileges for those documents.

If you are a restricted user for Brother Web Connect due to the enabled Secure Function Lock feature (available for certain models), you cannot download the data.

The Secure Function Lock Page Limit feature also applies to print jobs sent using Brother Web Connect.



For Hong Kong, Taiwan and Korea:

Brother Web Connect supports only file names written in English. Files named in the local language will not be downloaded.



### **Related Information**

- Brother Web Connect
  - · Download and Print Using Web Services

▲ Home > Mobile/Web Connect > Brother Web Connect > Download and Print Documents Using Brother Web Connect > Download and Print Using Web Services

# **Download and Print Using Web Services**

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

1. Press Web.



- If information regarding the Internet connection appears on the machine's LCD, read the information and press ▶.
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press ▶.
- 2. Press ▲ or ▼ to select the following:
  - a. Select the service that hosts the document you want to download and print. Press OK.
  - b. Select your account name. Press OK.
- 3. If the PIN entry screen appears, enter the four-digit PIN, and then press **OK**.
- 4. Press A or V to select the [Download: Print] option, and then press OK.
- 5. Press ▲ or ▼ to select the album you want, and then press **OK**.



- An album is a collection of documents. However, the actual term may differ depending on the service you use. When using Evernote<sup>®</sup>, you must select the notebook, and then select the note.
- Some services do not require documents to be saved in albums. For documents not saved in albums, select [See Unsorted Files] to select documents.
- 6. Press ▲ or ▼ to select the file name you want to print, and then press **OK**. Select additional documents to print (you can select up to 10 documents).
- 7. When finished, press **OK**.
- 8. Follow the on-screen instructions to complete this operation.

### MFC-J1410DW/MFC-J4555DW

1. Press ◀ or ▶ to display [Web].

Press [Web].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press <code>[OK]</code>.
- 2. Press ▲ or ▼ to display the service that hosts the document you want to download and print.

Press the service name.

- 3. Press ▲ or ▼ to display your account name, and then press it. If the PIN entry screen appears, enter the four-digit PIN and press [OK].
- 4. Press ▲ or ▼ to display [Download: Print].

Press [Download: Print].

5. Press ▲ or ▼ to display the album you want, and then press it.



- An album is a collection of documents. However, the actual term may differ depending on the service you use. When using Evernote<sup>®</sup>, you must select the notebook, and then select the note.
- Some services do not require documents to be saved in albums. For documents not saved in albums, select [See Unsorted Files] to select documents.
- 6. Press the file name you want to print. Confirm the document on the LCD and press [OK]. Select additional documents to print (you can select up to 10 documents).
- 7. When finished, press [OK].
- 8. Follow the on-screen instructions to complete this operation.

# **V**

### **Related Information**

Download and Print Documents Using Brother Web Connect

▲ Home > Mobile/Web Connect > Brother Web Connect > Download and Save a Document to an External Memory Device Using Brother Web Connect

# Download and Save a Document to an External Memory Device Using Brother Web Connect

Related Models: MFC-J4555DW

JPEG, PDF and Microsoft Office files can be downloaded from a service and saved directly on media connected to the machine. Documents that other users have uploaded to their own accounts for sharing can also be downloaded to your machine as long as you have viewing privileges for those documents.

- Make sure there is enough available space on your USB flash drive.
- To download other users' documents, you must have access privileges to view the corresponding albums or documents.
- Downloaded files are renamed based on the current date. For example, the first image saved on July 1, would be named 07010001.jpg. Note that the region setting also determines the date format of the file name.
- Images are saved in the "BROTHER" folder, which can be found on the root level of the media.

### **IMPORTANT**

DO NOT remove the USB flash drive while the message appears on the LCD. Otherwise, the USB flash drive, or data stored on the USB flash drive could be damaged.

- 1. Insert a USB flash drive into your machine.
  - The LCD automatically changes.
- 2. Press [Web].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press <code>[OK]</code>.
- 3. Press ▲ or ▼ to display the service that hosts the document you want to download.
  - Press the service name.
- 4. Press ▲ or ▼ to display your account name, and then press it. If the PIN entry screen appears, enter the four-digit PIN and press [OK].
- 5. Press ▲ or ▼ to display [Download: Media].
  - Press [Download: Media].
- 6. Follow the on-screen instructions to complete this operation.



- An album is a collection of documents. However, the actual term may differ depending on the service you use. When using Evernote<sup>®</sup>, you must select the notebook, and then select the note.
- Some services do not require documents to be saved in albums. For documents not saved in albums, select [See Unsorted Files] to select documents.

# 4

### **Related Information**

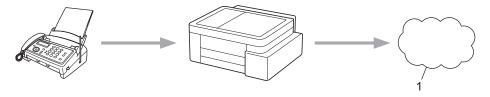
· Brother Web Connect

### ▲ Home > Mobile/Web Connect > Brother Web Connect > FaxForward to Cloud or E-mail

### **FaxForward to Cloud or E-mail**

### Related Models: MFC-J4555DW

 Use the FaxForward to Cloud feature to automatically forward incoming faxes to your accounts with the available online services.



- 1. Web Service
- Use the FaxForward to E-mail feature to automatically forward incoming faxes to an inbox as email attachments.



# Related Information

- Brother Web Connect
  - · Turn On FaxForward to Cloud or E-mail
  - · Turn Off FaxForward to Cloud or E-mail

▲ Home > Mobile/Web Connect > Brother Web Connect > FaxForward to Cloud or E-mail > Turn On FaxForward to Cloud or E-mail

### Turn On FaxForward to Cloud or E-mail

Related Models: MFC-J4555DW

Turn on the FaxForward feature to automatically forward incoming faxes to either an online service or an inbox as email attachments.

- This feature is available only for black and white faxes.
- If you turn on this feature, you cannot use the following features:
  - Memory Receive ([Fax Forward], [Fax Storage])
  - [PC Fax Receive]
- 1. Press ◀ or ▶ to display [Apps].

Press [Apps].



- If information regarding the Internet connection appears on the machine's LCD, read it, and then press <code>[OK]</code>.
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press <code>[OK]</code>.
- 2. Press ▲ or ▼ to display [FaxForward to Cloud/E-mail].

Press [FaxForward to Cloud/E-mail].



If information regarding [FaxForward to Cloud/E-mail] appears, read it, and then press [OK].

- 3. Press [On].
- 4. Press [Forward to Cloud] or [Forward to E-mail].
  - If you selected [Forward to Cloud], choose the online service you want to receive the faxes, and then specify your account name.
  - If you selected [Forward to E-mail], select the email address you want to receive the faxes as email attachments.
- 5. Follow the on-screen instructions to complete this operation.

# **4**

### **Related Information**

· FaxForward to Cloud or E-mail

### **Related Topics:**

· Memory Receive Options

▲ Home > Mobile/Web Connect > Brother Web Connect > FaxForward to Cloud or E-mail > Turn Off FaxForward to Cloud or E-mail

### Turn Off FaxForward to Cloud or E-mail

Related Models: MFC-J4555DW

Turn off FaxForward when you want to stop incoming faxes from automatically going to either an online service or an inbox as email attachments.

If there are received faxes still in your machine's memory, you cannot turn off FaxForward.

1. Press ◀ or ▶ to display [Apps].

Press [Apps].



- If information regarding the Internet connection appears on the machine's LCD, read it, and then press <code>[OK]</code>.
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press <code>[OK]</code>.
- 2. Press ▲ or ▼ to display [FaxForward to Cloud/E-mail].

Press [FaxForward to Cloud/E-mail].



If information regarding [FaxForward to Cloud/E-mail] appears, read it, and then press [OK].

- 3. Press [Off].
- 4. Press [OK].



### **Related Information**

· FaxForward to Cloud or E-mail

### ▲ Home > Mobile/Web Connect > AirPrint

# **AirPrint**

- AirPrint Overview
- Before Using AirPrint (macOS)
- Print Using AirPrint
- Scan Using AirPrint (macOS)
- Send a Fax Using AirPrint (macOS)

### **AirPrint Overview**

AirPrint is a printing solution for Apple operating systems that allows you to wirelessly print photos, email, web pages, and documents from your iPad, iPhone, iPod touch, and Mac computer without the need to install a driver.

(MFC-J4355DW/MFC-J4555DW)

AirPrint also allows you to send faxes directly from your Mac computer without having to print them and allows you to scan documents to your Mac computer.

(MFC-J1360DW/MFC-J1365DW/MFC-J1410DW)

AirPrint also allows you to scan documents to your Mac computer.

For more information, visit Apple's website.

Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards.



# lacksquare

### **Related Information**

AirPrint

▲ Home > Mobile/Web Connect > AirPrint > Before Using AirPrint (macOS)

# **Before Using AirPrint (macOS)**

Before printing using macOS, add your machine to the printer list on your Mac computer.

- 1. Select **System Settings** from the Apple menu.
- 2. Select Printers & Scanners.
- 3. Click Add Printer, Scanner, or Fax....

The Add Printer screen appears.

- 4. Select your machine, and then select your model's name from the **Use** pop-up menu.
- 5. Click Add.

# Related Information

• AirPrint

▲ Home > Mobile/Web Connect > AirPrint > Print Using AirPrint

# **Print Using AirPrint**

- Print from iPad, iPhone, or iPod touch
- Print Using AirPrint (macOS)

▲ Home > Mobile/Web Connect > AirPrint > Print Using AirPrint > Print from iPad, iPhone, or iPod touch

# Print from iPad, iPhone, or iPod touch

The procedure used to print may vary by application. Safari is used in the example below.

- 1. Make sure your machine is turned on.
- 2. Load the paper in the paper tray and change the paper tray settings on your machine.
- 3. Use Safari to open the page that you want to print.
- 4. Tap or ┌ 1 つ
- 5. Tap Print.
- 6. Make sure your machine is selected.
- 7. If a different machine (or no machine) is selected, tap **Printer**.

A list of available machines appears.

- 8. Tap your machine's name in the list.
- 9. Select the options you want, such as the number of pages to print and 2-sided printing (if supported by your machine).
- 10. Tap Print.

# ✓

### **Related Information**

· Print Using AirPrint

▲ Home > Mobile/Web Connect > AirPrint > Print Using AirPrint > Print Using AirPrint (macOS)

# **Print Using AirPrint (macOS)**

The procedure used to print may vary by application. Safari is used in the example below. Before printing, make sure your machine is in the printer list on your Mac computer.

- 1. Make sure your machine is turned on.
- 2. Load the paper in the paper tray and change the paper tray settings on your machine.
- 3. On your Mac computer, use Safari to open the page that you want to print.
- 4. Click the File menu, and then select Print.
- 5. Make sure your machine is selected. If a different machine (or no machine) is selected, click the **Printer** popup menu, and then select your machine.
- 6. Select the desired options, such as the number of pages to print and 2-sided printing (if supported by your machine).
- 7. Click Print.

# Related Information

Print Using AirPrint

### **Related Topics:**

Before Using AirPrint (macOS)

▲ Home > Mobile/Web Connect > AirPrint > Scan Using AirPrint (macOS)

# Scan Using AirPrint (macOS)

Before scanning, make sure your machine is in the scanner list on your Mac computer.

- 1. Load your document.
- 2. Select System Settings from the Apple menu.
- 3. Select Printers & Scanners.
- 4. Select your machine from the scanner list.
- 5. Click the **Open Scanner...** button.
  - The Scanner screen appears.
- 6. If you place the document in the ADF, select **Use Document Feeder** checkbox, and then select the size of your document from the scan size setting pop-up menu.
- 7. Select the destination folder or destination application from the destination setting pop-up menu.
- 8. Click **Show Details** to change the scanning settings if needed.

You can crop the image manually by dragging the mouse pointer over the portion you want to scan when scanning from the scanner glass.

9. Click Scan.



### **Related Information**

AirPrint

### **Related Topics:**

• Before Using AirPrint (macOS)

▲ Home > Mobile/Web Connect > AirPrint > Send a Fax Using AirPrint (macOS)

# Send a Fax Using AirPrint (macOS)

Related Models: MFC-J4355DW/MFC-J4555DW

Make sure your machine is in the printer list on your Mac computer. Apple TextEdit is used in the example below.



- AirPrint supports only black and white fax documents.
- (MFC-J4555DW) Your machine supports the Secure Function Lock feature. Sending faxes via AirPrint is not available if Fax Tx for each user is restricted.
- 1. Make sure your machine is turned on.
- 2. On your Mac computer, open the file that you want to send as a fax.
- 3. Click the File menu, and then select Print.
- 4. Click the **Printer** pop-up menu, and then select your model with **Fax** in the name.
- 5. Type the fax recipient information.
- 6. Click Fax.



### Related Information

AirPrint

### **Related Topics:**

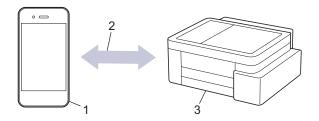
Before Using AirPrint (macOS)

■ Home > Mobile/Web Connect > Mopria<sup>™</sup> Print Service and Mopria<sup>™</sup> Scan

# Mopria<sup>™</sup> Print Service and Mopria<sup>™</sup> Scan

Mopria<sup>™</sup> Print Service is a print feature and Mopria<sup>™</sup> Scan is a scan feature on Android<sup>™</sup> mobile devices developed by the Mopria Alliance<sup>™</sup>. With this service, you can connect to the same network as your machine to print and scan without additional setup.





- Android<sup>™</sup> Mobile Device
- 2. Wi-Fi® Connection
- 3. Your Machine

You must download the Mopria<sup>™</sup> Print Service or Mopria<sup>™</sup> Scan from Google Play<sup>™</sup> and install it on your Android<sup>™</sup> device. Before using these Mopria<sup>™</sup> features, make sure you enable them on your mobile device.

For more information on Mopria<sup>™</sup> Print Service and Mopria<sup>™</sup> Scan, visit https://www.mopria.org.

# **V**

### **Related Information**

• Mobile/Web Connect

▲ Home > Mobile/Web Connect > Brother Mobile Connect

### **Brother Mobile Connect**

Use Brother Mobile Connect to print and scan from your mobile device.

For Android<sup>™</sup> devices:

Brother Mobile Connect allows you to use your Brother machine's features directly from your Android<sup>™</sup> device.

Download and install Brother Mobile Connect from Google Play™.

• For all iOS or iPadOS supported devices including iPhone, iPad, and iPod touch:

Brother Mobile Connect allows you to use your Brother machine's features directly from your iOS or iPadOS device.

Download and install Brother Mobile Connect from the App Store.

# Relate

### **Related Information**

· Mobile/Web Connect

### Home > Troubleshooting

# **Troubleshooting**

If you think there is a problem with your machine, first check each of the items below, then try to identify the problem, and follow our troubleshooting tips.

You can correct most problems yourself. If you need additional help, visit <u>support.brother.com</u> for the latest FAQs and troubleshooting tips:

- 1. Visit support.brother.com.
- 2. Click **FAQs & Troubleshooting** and search for your model name.

First, check the following:

- The machine's power cord is connected correctly and the machine's power is on.
- All of the machine's protective parts have been removed.
- The ink cartridges are installed correctly.
- The Scanner Cover and the Jam Clear Cover are fully closed. (The Scanner Cover is available only for certain models.)
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer, or the wireless connection is set up on both the machine and your computer.
- (For network models) The access point (for wireless), router, or hub is turned on and its link indicator is flashing.
- The machine's LCD is displaying messages.

If you did not solve the problem with the checks, identify the problem and then see Related Information.

# Related Information

- Error and Maintenance Messages
- Document Jams
- · Printer Jam or Paper Jam
- · Paper Handling and Printing Problems
- · Telephone and Fax Problems
- · Network Problems
- · Other Problems
- Check the Machine Information
- · Update Your Machine's Firmware
- · Reset Your Machine

### ▲ Home > Troubleshooting > Error and Maintenance Messages

# **Error and Maintenance Messages**

As with any sophisticated office product, errors may occur and supply items may have to be replaced. If this happens, your machine identifies the error or required routine maintenance and shows the appropriate message. The most common error and maintenance messages are shown in the table. Depending on the model, some error messages may not be displayed.

You can correct most errors and perform routine maintenance yourself. If you need more tips, go to your model's **FAQs & Troubleshooting** page at <a href="maintenance">support.brother.com/faqs</a>.



Related Information references are at the bottom of this page.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

Error Message	Cause	Action
Absorber NearFull	The ink absorber box is nearly full.	The ink absorber box must be replaced soon. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced.
		The ink absorber box absorbs the small amount of ink emitted during print head cleaning.
B&W Print Only	One or more of the color ink cartridges have reached the end of their lives.	Replace the ink cartridges. See Related Information: Replace the Ink
	You can use the machine in black and white mode for approximately four weeks depending on the number of pages you print.	Cartridges.  Although the Cause column lists options for using the machine after this error appears, you may not be able to use the
	While this message appears on the LCD, each operation works in the following way:	machine if you unplug the machine or remove the ink cartridge.
	<ul> <li>Printing         If the media type is set to Plain Paper and you selected Grayscale in the printer driver, you can use the machine as a black &amp; white printer.     </li> </ul>	
	Copying	
	If the paper type is set to Plain Paper, you can make copies in black and white.	
	Faxing	
	If the paper type is set to Plain Paper, the machine will receive and print the faxes in black and white.	
Cannot Clean ##	The machine has a mechanical problem.	Remove any foreign objects and paper
Cannot Start ##	-OR-	scraps from inside the machine. If the error message continues, disconnect the machine from the power for several minutes, and then reconnect it.
Cannot Print ##	A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.	
		See Related Information: Paper is Jammed Inside and in the Front of the Machine (Jam Inside/Front).
		If you cannot print documents and received faxes, transfer them to another fax machine or to your computer before

Error Message	Cause	Action
		disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and reconnect it.  See Related Information: Unable to Print
		or Scan -Transfer Your Faxes.
Cannot Detect	An ink cartridge is not installed correctly.	Take out the new ink cartridge and reinstall it slowly and firmly until it locks into place.  See Related Information: Replace the Ink Cartridges.
	The wrong Brother model ink cartridge was installed.	Check the model numbers of the ink cartridges and install the correct ink cartridges.
Cannot Scan ##	The machine has a mechanical problem.	Disconnect the machine from the power for several minutes, and then reconnect it. If you cannot print documents and received faxes, transfer them to another fax machine or to your computer before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and reconnect it.  See Related Information: Unable to Print or Scan -Transfer Your Faxes.
Comm. Error	Poor telephone line quality caused a communication error.	Send the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.
Connection Error	Other devices are trying to connect to the Wi-Fi Direct network at the same time.	Make sure there are no other devices trying to connect to the Wi-Fi Direct network, and then try to configure the Wi-Fi Direct settings again.
Connection Failed	The Brother machine and your mobile device cannot communicate during the Wi-Fi Direct network configuration.	<ul> <li>Move the mobile device closer to your Brother machine.</li> <li>Move your Brother machine and the mobile device to an obstruction-free area.</li> <li>If you are using the PIN Method of WPS, make sure you have entered the correct PIN.</li> </ul>
Cover is Open.	The scanner cover is not locked in the closed position.	Lift the scanner cover and then close it again.
		Make sure the interface cable (if used) has been guided correctly through the cable channel and out the back of the machine.
	The ink cartridge cover is not locked in the closed position.	Firmly close the ink cartridge cover until it locks into place.
Data Remaining	Print data is left in the machine's memory.	Press <b>Stop/Exit</b> . The machine will cancel the job and clear it from the memory. Try to print again.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.  If calls are stopped repeatedly and you are using a VoIP (Voice over IP) system,

Error Message	Cause	Action
		try changing the Compatibility to Basic (for VoIP).
		See Related Information: Telephone Line Interference/VoIP.
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	Remove the jammed document, and then press <b>Stop/Exit</b> . Set the document in the ADF correctly.
		See Related Information: Load Documents in the Automatic Document Feeder (ADF).
		See Related Information: Document Jams.
DR Mode in Use	The machine is in Distinctive Ring mode.	Set Distinctive Ring to Off.
(MFC-J4355DW)	You cannot change the Receive Mode from Manual to another mode.	See Related Information: Turn off Distinctive Ring.
High Temperature	The room temperature is too high.	After cooling the room, allow the machine to cool down to room temperature. Try again when the machine has cooled down.
Ink Absorber Full	The ink absorber box or flushing box needs to be replaced. These components may require periodic replacement to ensure optimum performance from your Brother machine. The replacement cycle depends on the number of purges and flushes required to clean the ink system. The more cleaning the machine requires, the faster these boxes will fill up. The replacement is not covered under the warranty.	The ink absorber box must be replaced. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced.
Ink Low	The ink level is low. If the sending machine has the ability to convert it, the color fax will be printed at your machine as a black & white fax.	Prepare a new ink cartridge. You can continue printing until the LCD displays Replace Ink. See Related Information: Replace the Ink Cartridges. You can still scan even if the ink is low or needs to be replaced.
Jam Front	The paper is jammed in the machine.	Carefully remove the jammed paper.
Repeat Jam Front		See Related Information: Paper is Jammed in the Front of the Machine (Jam Front).
		Make sure the paper guides are set to the correct paper size.
		DO NOT extend the paper tray when you load A5 or smaller paper.
Jam Inside/Front	The paper is jammed in the machine.	Carefully remove the jammed paper.
Repeat Jam		See Related Information: Paper is Jammed Inside and in the Front of the Machine (Jam Inside/Front).
		Make sure the paper guides are set to the correct paper size.
		DO NOT extend the paper tray when you load A5 or smaller paper.
	More than one sheet of paper was placed in the manual feed slot.  -OR-	Do not put more than one sheet of paper in the manual feed slot at any one time. Wait until the LCD displays Insert one

Error Message	Cause	Action
Jam Inside/Front Repeat Jam	Another sheet of paper was placed in the manual feed slot before the LCD displayed Insert one sheet at a time  (MFC-J4355DW)	sheet at a time. before you feed the next sheet of paper in the manual feed slot.  Carefully remove the jammed paper.  See Related Information: Paper is Jammed Inside and in the Front of the Machine (Jam Inside/Front).
Jam Rear	The paper is jammed in the machine.	Carefully remove the jammed paper. See Related Information: Paper is Jammed in the Back of the Machine (Jam Rear / Jam Tray2). Make sure the paper guides are set to the correct paper size. DO NOT extend the paper tray when you load A5 or smaller paper.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. See Related Information: Clean the Paper Pick-up Rollers for Paper Tray #1.
Low Temperature	The room temperature is too low.	After warming the room, allow the machine to warm up to room temperature. Try again when the machine has warmed up.
No Caller ID (MFC-J4355DW)	There is no incoming call history. You did not receive calls or you have not subscribed to the Caller ID service from your telephone company.	To use the Caller ID feature, call your telephone company. See Related Information: Caller ID.
No Device	When configuring the Wi-Fi Direct network, the Brother machine cannot find your mobile device.	<ul> <li>Make sure your machine and mobile device are in the Wi-Fi Direct mode.</li> <li>Move the mobile device closer to your Brother machine.</li> <li>Move your Brother machine and the mobile device to an obstruction-free area.</li> <li>If you are manually configuring the Wi-Fi Direct network, make sure you have entered the correct password.</li> <li>If your mobile device has a configuration page for obtaining an IP address, make sure your mobile device's IP address has been configured via DHCP.</li> </ul>
No Ink Cartridge	An ink cartridge is not installed correctly.	Remove the ink cartridge and re-install it slowly and firmly until it locks into place.  See Related Information: Replace the Ink Cartridges.
No Paper Fed	The machine is out of paper or paper is not correctly loaded in the paper tray.	<ul> <li>Do one of the following:</li> <li>Refill the paper tray, and then press ▶.</li> <li>Remove and reload the paper, and then press ▶.</li> <li>See Related Information: Load Paper.</li> </ul>
	The paper is not inserted in the center of the manual feed slot. (MFC-J4355DW)	Remove the paper and reinsert it in the center of the manual feed slot, and then follow the LCD instructions.  See Related Information: Load Paper in the Manual Feed Slot.

Error Message	Cause	Action
No Paper Fed	The paper in the manual feed slot does not stay straight when fed. (MFC-J4355DW)	Using both hands, adjust the manual feed slot paper guides to make sure there is no gap between them and the paper, and then press <b>Black Start</b> or <b>Color Start</b> .  See Related Information: Load Paper in the Manual Feed Slot.
	The Jam Clear Cover is not closed correctly.	Make sure the Jam Clear Cover is completely closed.
		See Related Information: Printer Jam or Paper Jam.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. See Related Information: Clean the Paper Pick-up Rollers for Paper Tray #1.
No Paper Fed Again	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. See Related Information: Clean the Paper Pick-up Rollers for Paper Tray #1.
No Response/Busy	The number you dialed does not answer or is busy.	Verify the number and try again.
Not Registered	You tried to access a Speed Dial number that has not been stored in the machine.	Set up the Speed Dial number.
Out of Fax Memory	The fax memory is full.	Print the faxes that are in the memory.  See Related Information: Print a Fax Stored in the Machine's Memory.
Out of Memory	The machine's memory is full.	<ul> <li>If a fax-sending or copy operation is in progress:</li> <li>Press Stop/Exit and wait until the other operations that are in progress finish, and then try again.</li> <li>Press ▶ to select Partial Print to copy the pages scanned so far.</li> <li>(MFC-J4355DW) Print the faxes that are in the memory.</li> <li>See Related Information: Print a Fax Stored in the Machine's Memory.</li> </ul>
Paper Size Mismatch	The paper size setting does not match the size of paper in the tray.  OR- The paper guides in the tray are not adjusted correctly for the paper size you are using.	<ol> <li>Check that the paper size you selected from your machine's display matches the size of the paper in the tray.</li> <li>See Related Information: Change the Paper Size and Paper Type.</li> <li>Make sure the paper you have loaded is in portrait orientation and the paper guides are correctly adjusted to match the paper size.</li> <li>See Related Information: Load Paper.</li> <li>After confirming the paper size and the paper position, press ▶.</li> <li>If you are printing from your computer, make sure the paper size you selected in the printer driver or in the application you use to print matches the size of paper in the tray.</li> <li>See Related Information: Printer Driver Settings (Windows).</li> </ol>

Error Message	Cause	Action
Replace Ink	One or more of the ink cartridges have reached the end of their lives. The machine will stop all print operations. While memory is available, black and white faxes will be stored in the memory. If the sending machine has the ability to convert it, the color fax will be stored in the memory as a black and white fax.	Replace the ink cartridges.  See Related Information: Replace the Ink Cartridges.  You can still scan even if the ink is low or needs to be replaced.
The maximum number of devices are already connected using Wi-Fi Direct.	The maximum number of mobile devices are already connected to the Wi-Fi Direct network when the Brother machine is the Group Owner.	After the current connection between your Brother machine and another mobile device has shut down, try to configure the Wi-Fi Direct settings again. You can confirm the connection status by printing the Network Configuration Report.  See Related Information: Print the Network Configuration Report.
Tray 1 not detected	The paper tray is not completely inserted.	Slowly push the paper tray completely into the machine.
	Paper or a foreign object is preventing the paper tray from being inserted correctly.	Pull the paper tray out of the machine and remove the jammed paper or foreign object. If you cannot find or remove the jammed paper, see <i>Related Information</i> : <i>Printer Jam or Paper Jam</i> .
Tray Settings	This message is displayed when the setting to confirm the paper type and size is enabled.	To not display this confirmation message, change the setting to Off.  See Related Information: Change the Check Paper Setting.
Wrong Ink Cartridge	The ink cartridge model number is not compatible with your machine.	Verify whether the cartridge model number will work with your machine.
Wrong Ink Color	An ink cartridge has been installed in the wrong position.	Check which ink cartridges are not matched by color to their ink cartridge positions and move them to their correct positions.

## MFC-J1410DW/MFC-J4555DW

Error Message	Cause	Action
B&W Print Only	One or more of the color ink cartridges	Replace the ink cartridges.
	have reached the end of their lives.	See Related Information: Replace the Ink
	You can use the machine in black & white mode for approximately four weeks	Cartridges.
	depending on the number of pages you print.	Although the Cause column lists options for using the machine after this error appears, you may not be able to use the
	While this message appears on the LCD, each operation works in the following way:	machine if you unplug the machine or remove the ink cartridge.
	Printing	
	If the media type is set to <b>Plain Paper</b> and you selected <b>Grayscale</b> in the printer driver, you can use the machine as a black & white printer.	
	Copying	
	If the paper type is set to Plain Paper, you can make copies in black & white.	
	Faxing	

Error Message	Cause	Action
	If the paper type is set to Plain Paper, the machine will receive and print the faxes in black & white.	
Cannot Clean ## Cannot Initialize ## Cannot Print ##	The machine has a mechanical problem.  OR- A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.	Remove any foreign objects and paper scraps from inside the machine. If the error message continues, disconnect the machine from the power for several minutes, and then reconnect it.  See Related Information: Paper is
		Jammed Inside and in the Front of the Machine (Jam Inside/Front).  (MFC-J4555DW) If you cannot print
		documents and received faxes, transfer them to another fax machine or to your computer.
		See Related Information: Unable to Print or Scan -Transfer Your Faxes.
Cannot Detect	An ink cartridge is not installed correctly.	Take out the new ink cartridge and reinstall it slowly and firmly until it locks into place.
		See Related Information: Replace the Ink Cartridges.
	The wrong Brother model ink cartridge was installed.	Check the model numbers of the ink cartridges and install the correct ink cartridges.
Cannot Scan ##	The machine has a mechanical problem.	Disconnect the machine from the power for several minutes, and then reconnect it. (MFC-J4555DW) If you cannot print documents and received faxes, transfer them to another fax machine or to your computer.  See Related Information: Unable to Print or Scan -Transfer Your Faxes.
Comm.Error (MFC-J4555DW)	Poor telephone line quality caused a communication error.	Send the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.
Connection Error	Other devices are trying to connect to the Wi-Fi Direct network at the same time.	Make sure there are no other devices trying to connect to the Wi-Fi Direct network, and then try to configure the Wi-Fi Direct settings again.
Connection Failed	The Brother machine and your mobile device cannot communicate during the Wi-Fi Direct network configuration.	<ul> <li>Move the mobile device closer to your Brother machine.</li> <li>Move your Brother machine and the mobile device to an obstruction-free area.</li> <li>If you are using the PIN Method of WPS, make sure you have entered the correct PIN.</li> </ul>
Cover is Open.	The scanner cover is not locked in the closed position.	Lift the scanner cover and then close it again.
		Make sure the interface cable (if used) has been guided correctly through the cable channel and out the back of the machine.

Error Message	Cause	Action
Cover is Open.	The ink cartridge cover is not locked in the closed position.	Firmly close the ink cartridge cover until it locks into place.
Data Remaining in Memory	Print data is left in the machine's memory.	Press . The machine will cancel the job and clear it from the memory. Try to print again.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.  If calls are stopped repeatedly and you are using a VoIP (Voice over IP) system, try changing the Compatibility to Basic (for VoIP).  See Related Information: Telephone Line Interference/VoIP.
Document Jam/too Long	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	Remove the jammed document, and then press . Set the document in the ADF correctly.  See Related Information: Load Documents in the Automatic Document Feeder (ADF).  See Related Information: Document Jams.
DR Mode in Use (MFC-J4555DW)	The machine is in Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode.	Set Distinctive Ring to Off. See Related Information: Turn off Distinctive Ring.
High Temperature	The room temperature is too high.	After cooling the room, allow the machine to cool down to room temperature. Try again when the machine has cooled down.
Hub is Unusable. (MFC-J4555DW)	A hub or USB flash drive with hub has been connected to the USB direct interface.	Hubs, including a USB flash drive with a built-in hub, are not supported. Unplug the device from the USB direct interface.
Ink Absorber NearFull	The ink absorber box is nearly full.	The ink absorber box must be replaced soon. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced.  The ink absorber box absorbs the small amount of ink emitted during print head cleaning.
Ink Absorber Pad Full	The ink absorber box or flushing box needs to be replaced. These components may require periodic replacement to ensure optimum performance from your Brother machine. The replacement cycle depends on the number of purges and flushes required to clean the ink system. The more cleaning the machine requires, the faster these boxes will fill up. The replacement is not covered under the warranty.	The ink absorber box must be replaced. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced.
Ink Low	The ink level is low. If the sending machine has the ability to convert it, the color fax will be printed at your machine as a black & white fax.	Prepare a new ink cartridge. You can continue printing until the touchscreen displays Replace Ink.  See Related Information: Replace the Ink Cartridges.  You can still scan even if the ink is low or needs to be replaced.

Error Message	Cause	Action
Jam Front	The paper is jammed in the machine.	Carefully remove the jammed paper.
Repeat Jam Front		See Related Information: Paper is Jammed in the Front of the Machine (Jam Front).
		Make sure the paper guides are set to the correct paper size.
		DO NOT extend the paper tray when you load A5 or smaller size paper.
Jam Inside/Front	The paper is jammed in the machine.	Carefully remove the jammed paper.
Repeat Jam Inside/ Front		See Related Information: Paper is Jammed Inside and in the Front of the Machine (Jam Inside/Front).
		Make sure the paper guides are set to the correct paper size.
		DO NOT extend the paper tray when you load A5 or smaller size paper.
	More than one sheet of paper was placed in the manual feed slot.  -OR-  Another sheet of paper was placed in the manual feed slot before the touchscreen displayed Where to Place the	Do not put more than one sheet of paper in the manual feed slot at any one time. Wait until the touchscreen displays Where to Place the Paper before you feed the next sheet of paper in the manual feed slot.
	Paper.	Gently remove the jammed paper.
	(MFC-J4555DW)	See Related Information: Paper is Jammed Inside and in the Front of the Machine (Jam Inside/Front).
Jam Rear	The paper is jammed in the machine.	Carefully remove the jammed paper.
Jam Tray2		See Related Information: Paper is Jammed in the Back of the Machine (Jam Rear / Jam Tray2).
		Make sure the paper guides are set to the correct paper size.
		DO NOT extend the paper tray when you load A5 or smaller size paper.
	Paper dust has accumulated on the	Clean the paper pick-up rollers.
	surface of the paper pick-up rollers.	See Related Information: Clean the Paper Pick-up Rollers for Paper Tray #1 or Clean the Paper Pick-up Rollers for Paper Tray #2.
Low Temperature	The room temperature is too low.	After warming the room, allow the machine to warm up to room temperature. Try again when the machine has warmed up.
Media is Full.	The USB flash drive you are using does	Delete unused files from your USB flash
(MFC-J4555DW)	not have enough free space to scan the document.	drive to free some space, and then try again.
No Caller ID	There is no incoming call history. You did	To use the Caller ID feature, call your
(MFC-J4555DW)	not receive calls or you have not subscribed to the Caller ID service from your telephone company.	telephone company. See Related Information: Caller ID.
No Device No device found.	When configuring the Wi-Fi Direct network, the Brother machine cannot find your mobile device.	<ul> <li>Make sure your machine and mobile device are in the Wi-Fi Direct mode.</li> <li>Move the mobile device closer to your Brother machine.</li> </ul>

Error Message	Cause	Action
		<ul> <li>Move your Brother machine and the mobile device to an obstruction-free area.</li> <li>If you are manually configuring the Wi-Fi Direct network, make sure you have entered the correct password.</li> </ul>
		If your mobile device has a configuration page for obtaining an IP address, make sure your mobile device's IP address has been configured via DHCP.
No File (MFC-J4555DW)	The USB flash drive in the media drive does not contain a .JPG file.	Reinsert the correct USB flash drive in the slot.
No Ink Cartridge	An ink cartridge is not installed correctly.	Remove the ink cartridge and re-install it slowly and firmly until it locks into place. See Related Information: Replace the Ink
		Cartridges.
No Paper Fed No Paper Fed [Tray 1] No Paper Fed [Tray 2]	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following:  Refill the paper tray, and then follow the LCD instructions.
		Remove and reload the paper, and then follow the LCD instructions.
		See Related Information: Load Paper.
	The paper is not inserted in the center of the manual feed slot.  (MFC-J4555DW)	Remove the paper and reinsert it in the center of the manual feed slot, and then follow the LCD instructions.
		See Related Information: Load Paper in the Manual Feed Slot.
	The paper in the manual feed slot does not stay straight when fed. (MFC-J4555DW)	Using both hands, adjust the manual feed slot paper guides to make sure there is no gap between them and the paper, and then follow the LCD instructions.
		See Related Information: Load Paper in the Manual Feed Slot.
	The Jam Clear Cover is not closed correctly.	Make sure the Jam Clear Cover is completely closed.
		See Related Information: Printer Jam or Paper Jam.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. See Related Information: Clean the Paper Pick-up Rollers for Paper Tray #1 or Clean the Paper Pick-up Rollers for Paper Tray #2.
No Response Please disconnect USB device. (MFC-J4555DW)	The connected USB device is unresponsive.	Unplug the device from the USB direct interface.
No Response/Busy (MFC-J4555DW)	The number you dialed does not answer or is busy.	Verify the number and try again.
Out of Fax Memory (MFC-J4555DW)	The fax memory is full.	Do one of the following:  Clear the data from the memory. To gain extra memory, you can turn off Memory Receive.

Error Message	Cause	Action
		See Related Information: Turn Off Memory Receive.  • Print the faxes that are in the memory. See Related Information: Print a Fax Stored in the Machine's Memory.
Out of Memory	The machine's memory is full.	<ul> <li>If a fax-sending or copy operation is in progress:</li> <li>Press or Quit and wait until the other operations that are in progress finish, and then try again.</li> <li>Press Partial Print to copy the pages scanned so far.</li> <li>(MFC-J4555DW) Clear the data stored in the memory. To gain extra memory, you can turn off Memory Receive.</li> <li>See Related Information: Turn Off Memory Receive.</li> <li>(MFC-J4555DW) Print the faxes stored in the memory.</li> <li>See Related Information: Print a Fax Stored in the Machine's Memory.</li> </ul>
Paper Size Mismatch Paper Size Mismatch [Tray 1] Paper Size Mismatch [Tray 2]	The paper size setting does not match the size of paper in the tray.  -OR- You did not set the paper guides in the tray to the indicators for the paper size you are using.	<ol> <li>Check that the paper size you selected on the machine's display matches the size of the paper in the tray.</li> <li>See Related Information: Change the Paper Size and Paper Type.</li> <li>Make sure you loaded the paper in the correct orientation and set the paper guides at the indicators for your paper size.</li> <li>See Related Information: Load Paper.</li> <li>After you have checked the paper size and the paper orientation, follow the LCD instructions.</li> <li>If you are printing from your computer, make sure the paper size you selected in the printer driver or in the application you use to print matches the size of paper in the tray.</li> <li>See Related Information: Printer Driver Settings (Windows).</li> </ol>
Paper Tray not detected	The paper tray is not completely inserted.	Slowly push the paper tray completely into the machine.
Paper Tray 1 not detected Paper Tray 2 not detected	Paper or a foreign object is preventing the paper tray from being inserted correctly.	Pull the paper tray out of the machine, and remove the jammed paper or foreign object. If you cannot find or remove the jammed paper, see <i>Related Information: Printer Jam or Paper Jam.</i>
Repetitive No Paper Fed	The machine is out of paper or paper is not correctly loaded in the paper tray.	<ul> <li>Do one of the following:</li> <li>Refill the paper tray, and then follow the LCD instructions.</li> <li>Remove and reload the paper, and then follow the LCD instructions.</li> <li>See Related Information: Load Paper.</li> </ul>

Error Message	Cause	Action
Repetitive No Paper Fed	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. See Related Information: Clean the Paper Pick-up Rollers for Paper Tray #1 or Clean the Paper Pick-up Rollers for Paper Tray #2.
Replace Ink	One or more of the ink cartridges have reached the end of their lives. The machine will stop all print operations. While memory is available, black and white faxes will be stored in the memory. If the sending machine has the ability to convert it, the color fax will be stored in the memory as a black and white fax.	Replace the ink cartridges.  See Related Information: Replace the Ink Cartridges.  You can still scan even if the ink is low or needs to be replaced.
The maximum number of devices are already connected using Wi-Fi Direct.	The maximum number of mobile devices are already connected to the Wi-Fi Direct network when the Brother machine is the Group Owner.	After the current connection between your Brother machine and another mobile device has shut down, try to configure the Wi-Fi Direct settings again. You can confirm the connection status by printing the Network Configuration Report.  See Related Information: Print the Network Configuration Report.
Touchscreen Init. Failed	The touchscreen was pressed before the power on initialization was completed.	Make sure nothing is touching or resting on the touchscreen, especially when plugging the machine in.
	Debris may be stuck between the lower part of the touchscreen and its frame.	Insert a piece of stiff paper between the lower part of the touchscreen and its frame and slide it back and forth to push out the debris.
Tray Settings Tray 1 Settings Tray 2 Settings	This message is displayed when the setting to confirm the paper type and size is enabled.	To not display this confirmation message, change the setting to Off.  See Related Information: Change the Check Paper Setting.
Unusable Device Disconnect device from front connector & turn machine off & then on	A broken device is connected to the USB direct interface.	Unplug the device from the USB direct interface. Turn the machine off and then on again.
Unusable Device Please disconnect USB device.	A USB device or USB flash drive that is not supported has been connected to the USB direct interface.	Unplug the device from the USB direct interface.
(MFC-J4555DW)	The ink cortridge model number is not	Varify whather the cartridge model
Wrong Ink Cartridge	The ink cartridge model number is not compatible with your machine.	Verify whether the cartridge model number will work with your machine.
Wrong Ink Color	An ink cartridge has been installed in the wrong position.	Check which ink cartridges are not matched by color to their ink cartridge positions and move them to their correct positions.
Wrong Tray Settings	The machine's paper size or paper type settings and tray settings do not match	Follow the instructions on the touchscreen and try to print again.
	the size of paper or type of paper in the tray you are using.	Configure the paper size setting or paper type setting for the tray according to the LCD instructions.

# 1

# **Related Information**

Troubleshooting

- Unable to Print or Scan -Transfer Your Faxes
- Error Messages When Using the Brother Web Connect Feature

## **Related Topics:**

- Touchscreen LCD Overview
- Print the Network Configuration Report
- · Replace the Ink Cartridges
- · Change the Check Paper Setting
- Telephone Line Interference/VoIP
- Load Documents in the Automatic Document Feeder (ADF)
- Document Jams
- · Turn off Distinctive Ring
- · Caller ID
- Load Paper
- · Load Paper in the Manual Feed Slot
- Printer Jam or Paper Jam
- · Clean the Paper Pick-up Rollers for Paper Tray #1
- Turn Off Memory Receive
- · Print a Fax Stored in the Machine's Memory
- · Change the Paper Size and Paper Type
- Printer Driver Settings (Windows)
- Paper is Jammed Inside and in the Front of the Machine (Jam Inside/Front)
- Paper is Jammed in the Front of the Machine (Jam Front)
- Paper is Jammed in the Back of the Machine (Jam Rear / Jam Tray2)
- · Printing Difficulties
- · Paper Handling Difficulties
- Clean the Paper Pick-up Rollers for Paper Tray #2

▲ Home > Troubleshooting > Error and Maintenance Messages > Unable to Print or Scan -Transfer Your Faxes

## **Unable to Print or Scan -Transfer Your Faxes**

#### Related Models: MFC-J4355DW/MFC-J4555DW

#### If the LCD shows:

- [Cannot Clean ##]
- [Cannot Initialize ##]
- [Cannot Start ##]
- [Cannot Print ##]
- [Cannot Scan ##]

We recommend transferring your faxes to another fax machine or to your computer.

See Related Information: Transfer Faxes to Another Fax Machine.

See Related Information: Transfer Faxes to Your Computer.

You can also transfer the Fax Journal report to see if there are any faxes you must transfer.

See Related Information: Transfer the Fax Journal Report to Another Fax Machine.

# Related Information

- · Error and Maintenance Messages
  - · Transfer Faxes to Another Fax Machine
  - · Transfer Faxes to Your Computer
  - Transfer the Fax Journal Report to Another Fax Machine

## **Related Topics:**

- Use PC-Fax Receive to Transfer Received Faxes to Your Computer (Windows)
- Reset the Network Settings to Factory Default
- · Reset Your Machine
- · Reset Functions Overview

▲ Home > Troubleshooting > Error and Maintenance Messages > Unable to Print or Scan -Transfer Your Faxes > Transfer Faxes to Another Fax Machine

## **Transfer Faxes to Another Fax Machine**

Related Models: MFC-J4355DW/MFC-J4555DW

You must set up your Station ID before transferring faxes to another fax machine.

- >> MFC-J4355DW
- >> MFC-J4555DW

## MFC-J4355DW

- 1. Press Stop/Exit to clear the error temporarily.
- 2. Press Settings.
- 3. Press ▲ or ▼ to make your selections:
  - a. Select [Service]. Press OK.
  - b. Select [Data Transfer]. Press OK.
  - c. Select [Fax Transfer]. Press OK.
- 4. Do one of the following:
  - If the LCD displays [No Data], there are no faxes left in the machine's memory.
     Press ▶, and then press Stop/Exit.
  - Enter the fax number where faxes will be forwarded.
- 5. Press Black Start.

#### MFC-J4555DW

- 1. Press to clear the error temporarily.
- 2. Press [Settings] > [All Settings] > [Service] > [Data Transfer] > [Fax Transfer].
- 3. Do one of the following:
  - If the touchscreen displays [No Data], there are no faxes left in the machine's memory.
    - Press [Close], and then press .
  - Enter the fax number where faxes will be forwarded.
- 4. Press [Fax Start].

# Related Information

Unable to Print or Scan -Transfer Your Faxes

#### **Related Topics:**

· Set Your Station ID

▲ Home > Troubleshooting > Error and Maintenance Messages > Unable to Print or Scan -Transfer Your Faxes > Transfer Faxes to Your Computer

## **Transfer Faxes to Your Computer**

Related Models: MFC-J4355DW/MFC-J4555DW

You can transfer the faxes from your machine's memory to your computer.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press **Stop/Exit** to clear the error temporarily.
- 2. Make sure you have installed the Brother software and drivers on your computer, and then turn on **PC-FAX Receive** on the computer.
- 3. Launch (Brother Utilities), and then click the drop-down list and select your model name (if not already selected).
- 4. Click **PC-FAX** in the left navigation bar, and then click **Receive**.
- 5. Read and confirm the instructions on your computer.

Faxes in the machine's memory will be sent to your computer automatically.



## When faxes in the machine's memory are not sent to your computer:

Make sure you have set [PC Fax Receive] on the machine.

Press ▲ or ▼ to select [Backup Print: On] or [Backup Print: Off]. Press OK.

If faxes are in the machine's memory when you set up PC-Fax Receive, an LCD message prompts you to transfer the faxes to your computer.

Press ▶ to transfer all faxes in the memory to your computer.

#### MFC-J4555DW

- 1. Press to clear the error temporarily.
- 2. Make sure you have installed the Brother software and drivers on your computer, and then turn on **PC-FAX Receive** on the computer.
- 3. Launch (Brother Utilities), and then click the drop-down list and select your model name (if not already selected).
- 4. Click **PC-FAX** in the left navigation bar, and then click **Receive**.
- 5. Read and confirm the instructions on your computer.

Faxes in the machine's memory will be sent to your computer automatically.



#### When faxes in the machine's memory are not sent to your computer:

Make sure you have set [PC Fax Receive] on the machine.

If Fax Preview is set to Off, you will be asked if you want to print backup copies.

If faxes are in the machine's memory when you set up PC-Fax Receive, the touchscreen prompts you to transfer the faxes to your computer.

Press [Yes] to transfer all faxes in the memory to your computer.

# Related Information

Unable to Print or Scan -Transfer Your Faxes

## **Related Topics:**

• Use PC-Fax Receive to Transfer Received Faxes to Your Computer (Windows)

▲ Home > Troubleshooting > Error and Maintenance Messages > Unable to Print or Scan -Transfer Your Faxes > Transfer the Fax Journal Report to Another Fax Machine

## Transfer the Fax Journal Report to Another Fax Machine

#### Related Models: MFC-J4355DW/MFC-J4555DW

You must set up your Station ID before transferring the Fax Journal report to another fax machine.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press Stop/Exit to clear the error temporarily.
- 2. Press Settings.
- 3. Press ▲ or ▼ to make your selections:
  - a. Select [Service]. Press OK.
  - b. Select [Data Transfer]. Press OK.
  - c. Select [Report Transfer]. Press OK.
- 4. Enter the fax number where Fax Journal report will be forwarded.
- 5. Press Black Start.

#### MFC-J4555DW

- 1. Press to clear the error temporarily.
- Press [Settings] > [All Settings] > [Service] > [Data Transfer] > [Report Transfer].
- 3. Enter the fax number where the Fax Journal report will be forwarded.
- 4. Press [Fax Start].

# Related Information

· Unable to Print or Scan -Transfer Your Faxes

#### **Related Topics:**

· Set Your Station ID

▲ Home > Troubleshooting > Error and Maintenance Messages > Error Messages When Using the Brother Web Connect Feature

# **Error Messages When Using the Brother Web Connect Feature**

Your Brother machine displays an error message if an error occurs. The most common error messages are shown in the chart.

You can correct most errors yourself. If you need more tips, go to your model's **FAQs & Troubleshooting** page at <a href="mailto:support.brother.com/faqs">support.brother.com/faqs</a>.

## **Connection Error**

Error Messages	Cause	Action
(MFC-J1360DW/ MFC-J1365DW/	The machine is not connected to a network.	(MFC-J1360DW/MFC-J1365DW/ MFC-J4355DW)
MFC-J4355DW) Connection		Verify that the network connection is good.
(MFC-J1410DW/ MFC-J4555DW) Connection Error 02		(MFC-J1360DW/MFC-J1365DW/MFC-J4355DW) If <b>Web</b> was pressed soon after the machine was turned on, the network connection may not have been established yet. Wait and try again.
		(MFC-J1410DW/MFC-J4555DW)
		Verify that the network connection is good.
		If the Web or Apps option was pressed soon after the machine was turned on, the network connection may not have been established yet. Wait and try again.
(MFC-J1360DW/ MFC-J1365DW/	<ul><li>Network or server settings are incorrect.</li><li>There is a problem with the network or server.</li></ul>	(MFC-J1360DW/MFC-J1365DW/ MFC-J4355DW)
MFC-J4355DW) Connection	·	Confirm that network settings are correct, or wait and try again later.
(MFC-J1410DW/ MFC-J4555DW) Connection Error 03		(MFC-J1360DW/MFC-J1365DW/ MFC-J4355DW) If <b>Web</b> was pressed soon after the machine was turned on, the network connection may not have been established yet. Wait and try
		again.
		<ul> <li>(MFC-J1410DW/MFC-J4555DW)</li> <li>Confirm that network settings are correct, or wait and try again later.</li> </ul>
		If the Web or Apps option was pressed soon after the machine was turned on, the network connection may not have been established yet. Wait and try again.
(MFC-J1360DW/ MFC-J1365DW/ MFC-J4355DW)	Date and time settings are incorrect.	Set the date and time correctly. Note that if the machine's power cord is disconnected, the date and time settings may have reset
Connection Error 07		to factory settings.
(MFC-J1410DW/ MFC-J4555DW)		
Connection Error 07		

## **Authentication Error**

Error Messages	Cause	Action
Authentication Error 01	The PIN you entered to access the account is incorrect. The PIN is the four-digit number that was entered when registering the account to the machine.	Enter the correct PIN.
Authentication	The temporary ID that was entered is incorrect.	Enter the correct temporary ID.
Error 02	The temporary ID that was entered has expired. A temporary ID is valid for 24 hours.	Apply for Brother Web Connect access again and receive a new temporary ID, and then use the new ID to register the account to the machine.
Authentication Error 03	The name you entered as the display name has already been registered to another service user.	Enter a different display name.

## **Server Error**

Error Messages	Cause	Action
Server Error 01	The machine's authentication information (needed to access the service) has expired or is invalid.	Apply for Brother Web Connect access again to receive a new temporary ID, and then use the new ID to register the account to the machine.
Server Error 03	<ul> <li>The file you are trying to upload may have one of the following problems:</li> <li>The file exceeds the service's limit on number of pixels, file size, etc.</li> <li>The file type is not supported.</li> <li>The file is corrupted.</li> </ul>	<ul> <li>The file cannot be used:</li> <li>Check the service's size or format restrictions.</li> <li>Save the file as a different type.</li> <li>If possible, get a new, uncorrupted version of the file.</li> </ul>
Server Error 13	There is a problem with the service and it cannot be used now.	Wait and try again. If you get the message again, access the service from a computer to confirm if it is unavailable.

## **Shortcut Error**

Error Messages	Cause	Action
Shortcut Error 02		Delete the shortcut, and then register the account and shortcut again.



## **Related Information**

• Error and Maintenance Messages

▲ Home > Troubleshooting > Document Jams

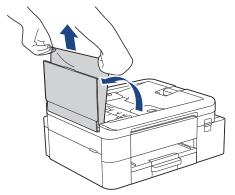
## **Document Jams**

- Document is Jammed in the Top of the ADF Unit
- Document is Jammed inside the ADF Unit
- Remove Paper Scraps Jammed in the ADF
- Error and Maintenance Messages

▲ Home > Troubleshooting > Document Jams > Document is Jammed in the Top of the ADF Unit

# **Document is Jammed in the Top of the ADF Unit**

- 1. Remove any paper from the ADF that is not jammed.
- 2. Open the ADF cover.
- 3. Remove the jammed document by pulling it upward.



- 4. Close the ADF cover.
- 5. Press **Stop/Exit** or

## **IMPORTANT**

To avoid future document jams, close the ADF cover correctly by pressing it down in the center.

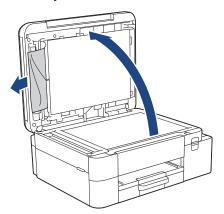
# Related Information

Document Jams

▲ Home > Troubleshooting > Document Jams > Document is Jammed inside the ADF Unit

# **Document is Jammed inside the ADF Unit**

- 1. Remove any paper from the ADF that is not jammed.
- 2. Lift the document cover.
- 3. Pull the jammed document out to the left.



- 4. Close the document cover.
- 5. Press **Stop/Exit** or **X**.

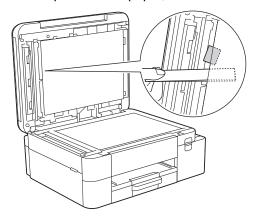


Document Jams

▲ Home > Troubleshooting > Document Jams > Remove Paper Scraps Jammed in the ADF

# **Remove Paper Scraps Jammed in the ADF**

- 1. Lift the document cover.
- 2. Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



- 3. Close the document cover.
- 4. Press **Stop/Exit** or X.
- Related Information
  - Document Jams

▲ Home > Troubleshooting > Printer Jam or Paper Jam

## **Printer Jam or Paper Jam**

Locate and remove the jammed paper.

- Paper is Jammed Inside and in the Front of the Machine (Jam Inside/Front)
- Paper is Jammed in the Front of the Machine (Jam Front)
- Paper is Jammed in the Back of the Machine (Jam Rear / Jam Tray2)
- Error and Maintenance Messages
- · Paper Handling Difficulties

▲ Home > Troubleshooting > Printer Jam or Paper Jam > Paper is Jammed Inside and in the Front of the Machine (Jam Inside/Front)

# Paper is Jammed Inside and in the Front of the Machine (Jam Inside/Front)

If the LCD displays [Jam Inside/Front], [Repeat Jam Inside/Front] or [Repeat Jam], follow these steps:

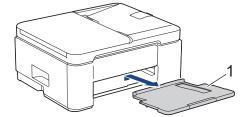
- >> MFC-J1360DW/MFC-J1365DW/MFC-J1410DW
- >> MFC-J4355DW/MFC-J4555DW

## MFC-J1360DW/MFC-J1365DW/MFC-J1410DW

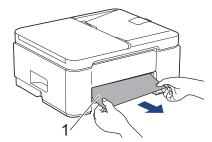
- 1. Unplug the machine from the AC power outlet.
- 2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



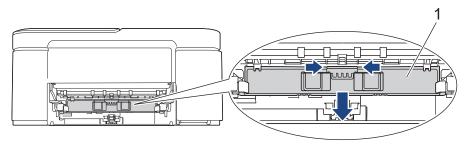
3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



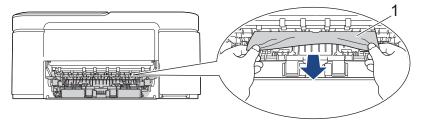
4. Slowly pull the jammed paper (1) out of the machine.



5. Squeeze both green levers together, and then lower the maintenance unit (1).



6. Slowly pull the jammed paper (1) out of the machine.

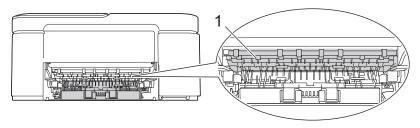


## **IMPORTANT**

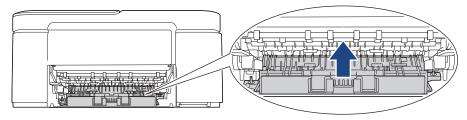
Be careful, as ink can easily get on your hands. If ink gets on your skin or clothing, immediately wash it off with soap or detergent.



If your LCD error message was [Repeat Jam Inside/Front] or [Repeat Jam], make sure you look carefully inside (1) for any scraps of paper.



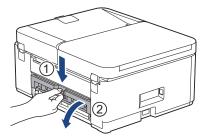
7. Raise the maintenance unit.



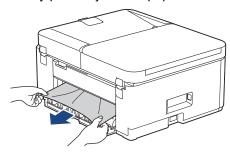


If your LCD error message was [Repeat Jam Inside/Front] or [Repeat Jam], do the following:

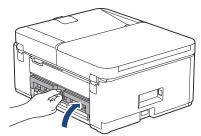
a. Push down on the Jam Clear Cover (1) on the back of the machine, and then open it (2).



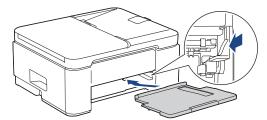
b. Slowly pull the jammed paper out of the machine.



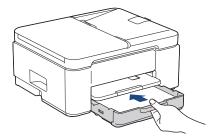
c. Close the Jam Clear Cover. Make sure the cover is closed completely.



8. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



9. Push the paper tray firmly back in the machine.



10. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



11. Reconnect the power cord.

#### MFC-J4355DW/MFC-J4555DW

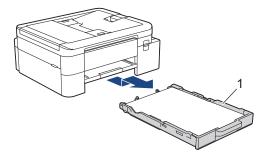
1. Unplug the machine from the AC power outlet.

## **IMPORTANT**

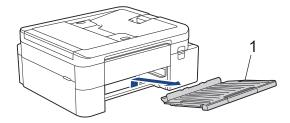
(MFC-J4355DW)

Before you unplug the machine from the power source, you can transfer your faxes that are stored in the machine's memory to your computer or another fax machine so you will not lose any important messages.

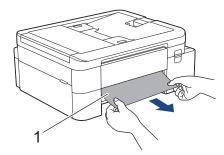
2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



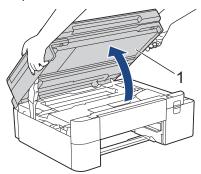
3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



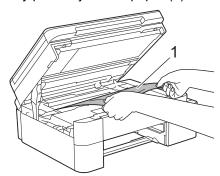
4. Slowly pull the jammed paper (1) out of the machine.



5. Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover (1) into the open position.

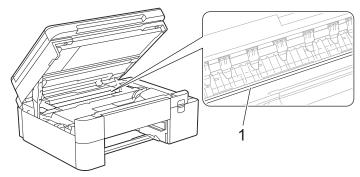


6. Slowly pull the jammed paper (1) out of the machine.

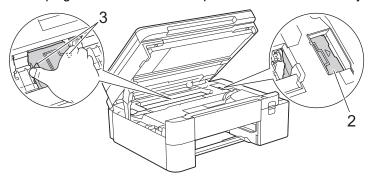


## **IMPORTANT**

• DO NOT touch the encoder strip, a thin strip of plastic that stretches across the width of the machine (1). Doing this may cause damage to the machine.



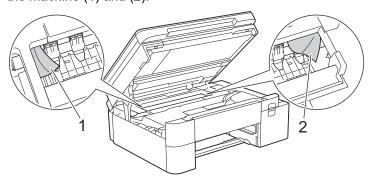
- If the print head is in the right corner as shown in the illustration (2), you cannot move it. Follow these steps:
  - a. Close the scanner cover, and then reconnect the power cord.
  - b. Open the scanner cover again, and then press and hold **Stop/Exit** or until the print head moves to the center.
  - c. Unplug the machine from the power source and carefully remove the jammed paper.



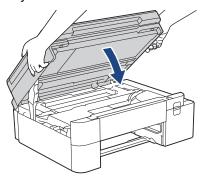
- If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to remove the paper.
  - Hold the concave areas with the triangle marks as shown in the illustration (3) to move the print head.
- If ink gets on your skin or clothing, immediately wash it off with soap or detergent.



If your LCD error message was [Repeat Jam Inside/Front] or [Repeat Jam], move the print head, and then remove any paper remaining in this area. Make sure scraps of paper are not left in the corners of the machine (1) and (2).



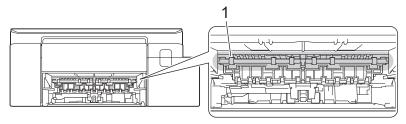
7. Gently close the scanner cover using both hands.





If your LCD error message was [Repeat Jam Inside/Front] or [Repeat Jam], do the following:

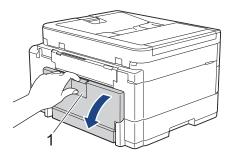
a. Make sure you look carefully inside (1) for any scraps of paper.



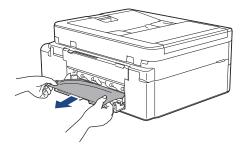
b. (MFC-J4355DW) Squeeze both levers (1), and then open the Jam Clear Cover at the back of the machine.



(MFC-J4555DW) Open the Jam Clear Cover (1) on the back of the machine.



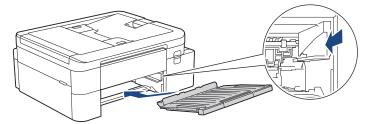
c. Slowly pull the jammed paper out of the machine.



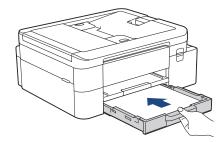
d. Close the Jam Clear Cover. Make sure the cover is closed completely.



8. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



9. Slowly push the paper tray completely into the machine.



10. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



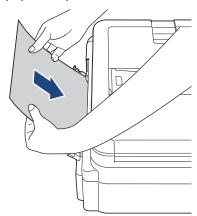
11. Reconnect the power cord.



## Additional paper jam clear operations

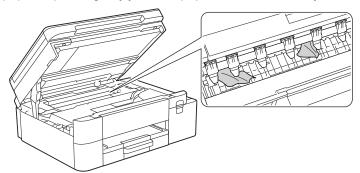
If the LCD error message continues to appear and you repeatedly experience paper jams, do the following:

- 1. Unplug the machine from the AC power outlet and open the manual feed slot cover.
- 2. Load one sheet of thick A4 or Letter sized paper, such as glossy paper, in the manual feed slot. Insert the paper deep into the manual feed slot.



3. Re-connect the power cord.

The paper you placed in the manual feed slot will be fed through the machine and ejected. If the thick paper is pushing any jammed paper out, remove the jammed paper.



# **V**

## **Related Information**

· Printer Jam or Paper Jam

## **Related Topics:**

· Error and Maintenance Messages

▲ Home > Troubleshooting > Printer Jam or Paper Jam > Paper is Jammed in the Front of the Machine (Jam Front)

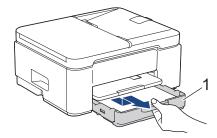
# Paper is Jammed in the Front of the Machine (Jam Front)

If the LCD displays [Jam Front] or [Repeat Jam Front], follow these steps:

- >> MFC-J1360DW/MFC-J1365DW/MFC-J1410DW
- >> MFC-J4355DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J1410DW

- 1. Unplug the machine from the AC power outlet.
- 2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



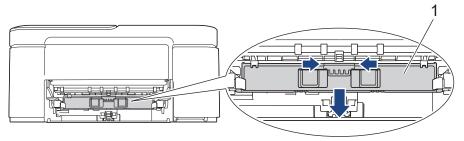
3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



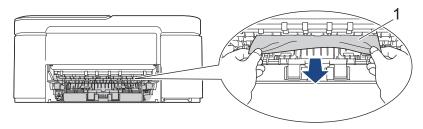
4. Slowly pull the jammed paper (1) out of the machine.



5. Squeeze both green levers together, and then lower the maintenance unit (1).



6. Slowly pull the jammed paper (1) out of the machine.

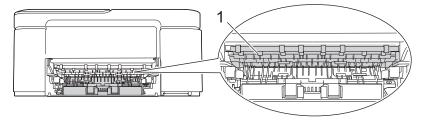


## **IMPORTANT**

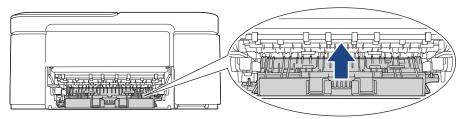
Be careful, as ink can easily get on your hands. If ink gets on your skin or clothing, immediately wash it off with soap or detergent.



If your LCD error message was [Repeat Jam Front], make sure you look carefully inside (1) for any scraps of paper.



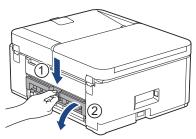
7. Raise the maintenance unit.



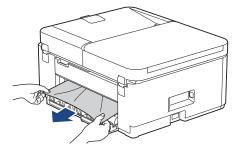


If your LCD error message was [Repeat Jam Front], do the following:

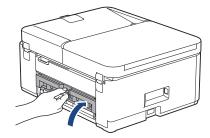
a. Push down on the Jam Clear Cover (1) on the back of the machine, and then open it (2).



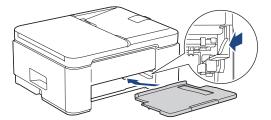
b. Slowly pull the jammed paper out of the machine.



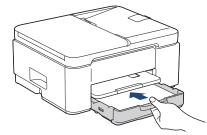
c. Close the Jam Clear Cover. Make sure the cover is closed completely.



8. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



9. Push the paper tray firmly back in the machine.



10. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



11. Reconnect the power cord.

## MFC-J4355DW/MFC-J4555DW

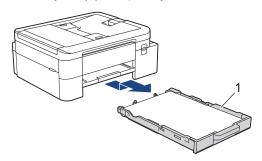
1. Unplug the machine from the AC power outlet.

## **IMPORTANT**

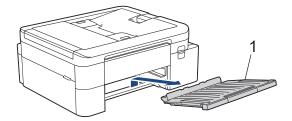
(MFC-J4355DW)

Before you unplug the machine from the power source, you can transfer your faxes that are stored in the machine's memory to your computer or another fax machine so you will not lose any important messages.

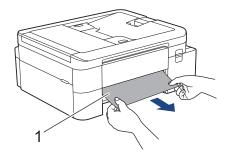
2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



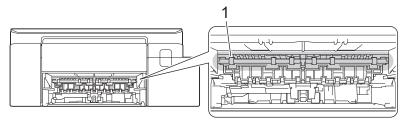
4. Slowly pull out the jammed paper (1).





If your LCD error message was [Repeat Jam Front], do the following:

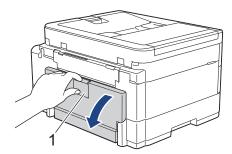
a. Make sure you look carefully inside (1) for any scraps of paper.



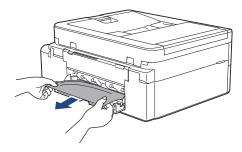
b. (MFC-J4355DW) Squeeze both levers (1), and then open the Jam Clear Cover at the back of the machine.



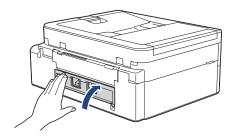
(MFC-J4555DW) Open the Jam Clear Cover (1) on the back of the machine.



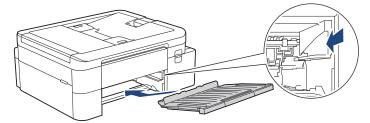
c. Slowly pull the jammed paper out of the machine.



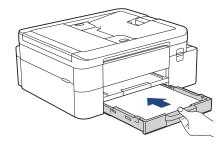
d. Close the Jam Clear Cover. Make sure the cover is closed completely.



5. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



6. Slowly push the paper tray completely into the machine.



7. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



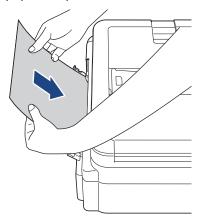
8. Reconnect the power cord.



#### Additional paper jam clear operations

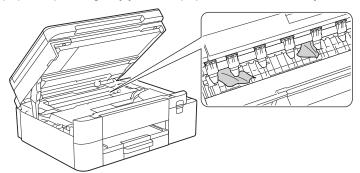
If the LCD error message continues to appear and you repeatedly experience paper jams, do the following:

- 1. Unplug the machine from the AC power outlet and open the manual feed slot cover.
- 2. Load one sheet of thick A4 or Letter sized paper, such as glossy paper, in the manual feed slot. Insert the paper deep into the manual feed slot.



3. Re-connect the power cord.

The paper you placed in the manual feed slot will be fed through the machine and ejected. If the thick paper is pushing any jammed paper out, remove the jammed paper.



# **4**

### **Related Information**

· Printer Jam or Paper Jam

#### **Related Topics:**

· Error and Maintenance Messages

▲ Home > Troubleshooting > Printer Jam or Paper Jam > Paper is Jammed in the Back of the Machine (Jam Rear / Jam Tray2)

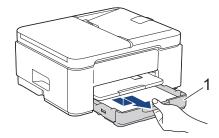
# Paper is Jammed in the Back of the Machine (Jam Rear / Jam Tray2)

If the LCD displays [Jam Rear] or [Jam Tray2], follow these steps:

- >> MFC-J1360DW/MFC-J1365DW/MFC-J1410DW
- >> MFC-J4355DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J1410DW

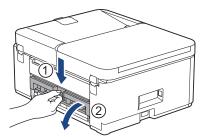
- 1. Unplug the machine from the AC power outlet.
- 2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



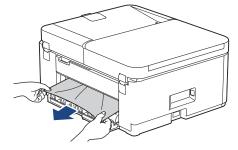
3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



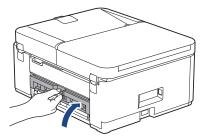
4. Push down on the Jam Clear Cover (1) on the back of the machine, and then open it (2).



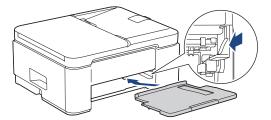
5. Slowly pull the jammed paper out of the machine.



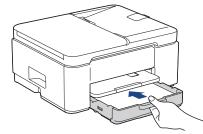
6. Close the Jam Clear Cover. Make sure the cover is closed completely.



7. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



8. Push the paper tray firmly back in the machine.



9. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



10. Reconnect the power cord.

### MFC-J4355DW/MFC-J4555DW

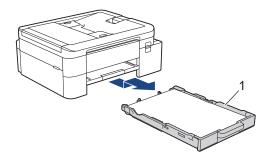
1. Unplug the machine from the AC power outlet.

#### **IMPORTANT**

(MFC-J4355DW)

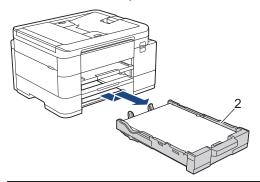
Before you unplug the machine from the power source, you can transfer your faxes that are stored in the machine's memory to your computer or another fax machine so you will not lose any important messages.

2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.





(MFC-J4555DW) If your LCD error message was  $[Jam\ Tray2]$ , also pull Tray #2 (2) completely out of the machine as shown by the arrow.



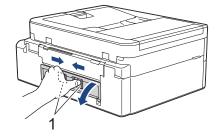
3. If your LCD error message was [Jam Rear], lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



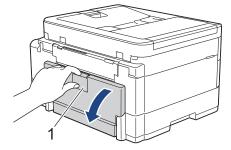


Depending on the paper size, it is easier to remove the jammed paper from the front of the machine rather than from the back of the machine.

4. (MFC-J4355DW) Squeeze both levers (1), and then open the Jam Clear Cover at the back of the machine.



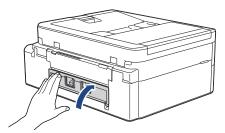
5. (MFC-J4555DW) Open the Jam Clear Cover (1) on the back of the machine.



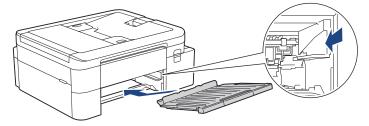
6. Slowly pull the jammed paper out of the machine.



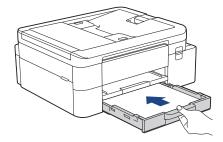
7. Close the Jam Clear Cover. Make sure the cover is closed completely.



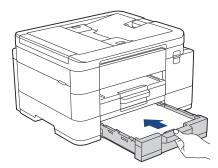
8. If your LCD error message was [Jam Rear], put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



9. Slowly push the paper tray completely into the machine.



(MFC-J4555DW) If your LCD error message was  $[Jam\ Tray2]$ , also slowly push Tray #2 completely into the machine.



10. Pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



11. Reconnect the power cord.



### **Related Information**

• Printer Jam or Paper Jam

### **Related Topics:**

• Error and Maintenance Messages

▲ Home > Troubleshooting > Paper Handling and Printing Problems

# **Paper Handling and Printing Problems**

- Paper Handling Difficulties
- Printing Difficulties
- · Print Quality Difficulties
- Printing Received Faxes (For models with facsimile function)

#### ▲ Home > Troubleshooting > Paper Handling and Printing Problems > Paper Handling Difficulties

# **Paper Handling Difficulties**

If, after reading the information in this table, you still need help, see the latest troubleshooting tips at <a href="mailto:support.brother.com/faqs">support.brother.com/faqs</a>.

Difficulties	Suggestions
The machine does not feed paper.	Make sure the paper tray is pushed in all the way until it locks into place.
	Make sure the Jam Clear Cover at the back of the machine is closed.
	If the machine's LCD displays a Paper Jam message and you still have a problem, see <i>Related Information: Error and Maintenance Messages</i> .
	If the paper tray is empty, load a new stack of paper into the paper tray.
	If there is paper in the paper tray, make sure it is straight. If the paper is curled, straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back in the paper tray.
	Reduce the amount of paper in the paper tray, and then try again.
	Clean the paper pick-up rollers.
	See Related Information: Clean the Paper Pick-up Rollers for Paper Tray #1 or Clean the Paper Pick-up Rollers for Paper Tray #2.
	Make sure that the paper is within specifications for the machine.
	See Related Information: Paper Capacity of the Paper Tray.
Photo paper does not feed correctly.	When you print on photo paper, load one extra sheet of the same photo paper in the paper tray.
Machine feeds multiple pages.	Make sure the paper is loaded correctly in the paper tray.
	Remove all the paper from the tray and fan the stack of paper well, then put it back in the tray.
	Make sure you do not push the paper in too far.
	See Related Information: Load Paper.
	Make sure the Jam Clear Cover is closed correctly.
	See Related Information: Printer Jam or Paper Jam.
	Make sure the Base Pad in the paper tray is not dirty.
	See Related Information: Clean the Base Pad.
There is a paper jam.	See Related Information: Printer Jam or Paper Jam.
	Make sure the paper guides are set to the correct paper size.
	Use the jam prevention settings.
	For copying:
	See Related Information: Change the Print Options to Improve Your Print Results.
	For printing:
	See Related Information: Prevent Smudged Printouts and Paper Jams (Windows).
The paper jams when you use 2-sided print.	If paper jams occur frequently during 2-sided printing, the paper feed rollers may be stained with ink. Clean the paper feed rollers.
	See Related Information: Clean the Paper Feed Rollers.

# Related Information

• Paper Handling and Printing Problems

### **Related Topics:**

• Error and Maintenance Messages

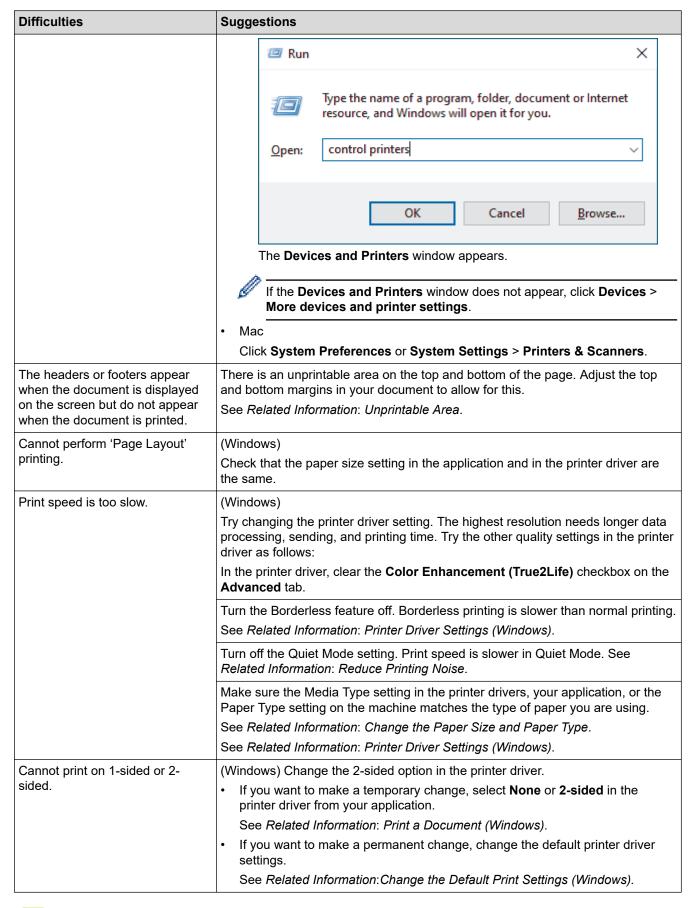
- Clean the Paper Pick-up Rollers for Paper Tray #1
- Clean the Paper Pick-up Rollers for Paper Tray #2
- Paper Capacity of the Paper Tray
- Load Paper
- Printer Jam or Paper Jam
- Clean the Base Pad
- Change the Print Options to Improve Your Print Results
- Prevent Smudged Printouts and Paper Jams (Windows)
- Clean the Paper Feed Rollers

▲ Home > Troubleshooting > Paper Handling and Printing Problems > Printing Difficulties

# **Printing Difficulties**

If, after reading the information in this table, you still need help, see the latest troubleshooting tips at <a href="mailto:support.brother.com/faqs">support.brother.com/faqs</a>.

Difficulties	Suggestions
No printout	(Windows)
	Check that the correct printer driver has been installed and selected.
	Check to see if the machine's display is showing an error message.
	See Related Information: Error and Maintenance Messages.
	Check that the machine is online:
	Windows
	1. Hold down the key and press the R key on the computer's keyboard to launch <b>Run</b> .
	2. Type <b>"control printers"</b> in the <b>Open:</b> field and click <b>OK</b> .
	Type the name of a program, folder, document or Internet resource, and Windows will open it for you.
	Open: control printers ~
	OK Cancel <u>B</u> rowse
	The <b>Devices and Printers</b> window appears.
	If the Devices and Printers window does not appear, click Devices > More devices and printer settings.
	Right-click your model's icon, and then click See what's printing.
	4. If printer driver options appear, select your printer driver.
	<ol><li>Click <b>Printer</b> in the menu bar and make sure <b>Use Printer Offline</b> is not selected.</li></ol>
	• Mac
	Click the <b>System Preferences</b> or <b>System Settings</b> menu, and then select the <b>Printers &amp; Scanners</b> option. When the machine is offline, delete it, and then add it.
	One or more ink cartridges have reached the end of their life.
	See Related Information: Replace the Ink Cartridges.
	If old, unprinted data remains in the printer driver spooler, it will prevent new print jobs from printing. Open the printer icon and delete all data as follows:
	• Windows
	<ol> <li>Hold down the key and press the R key on the computer's keyboard to launch Run.</li> </ol>
	2. Type "control printers" in the Open: field and click OK.



# Related Information

Paper Handling and Printing Problems

#### **Related Topics:**

· Error and Maintenance Messages

- Replace the Ink Cartridges
- Unprintable Area
- Printer Driver Settings (Windows)
- Reduce Printing Noise
- Change the Paper Size and Paper Type
- Print a Document (Windows)
- Change the Default Print Settings (Windows)

# **Print Quality Difficulties**

If, after reading the information in this table, you still need help, see the latest troubleshooting tips at <a href="mailto:support.brother.com/faqs">support.brother.com/faqs</a>.

Difficulties	Suggestions
Poor print quality	Check the print quality.
	See Related Information: Check the Print Quality.
	Make sure the Media Type setting in the printer drivers, your application, or the Paper Type setting on the machine matches the type of paper you are using.
	See Related Information: Change the Paper Size and Paper Type.
	See Related Information: Printer Driver Settings (Windows).
	Make sure your ink cartridges are fresh. The following may cause ink to clog:
	The expiration date written on the cartridge package has passed.
	The ink cartridge may not have been stored correctly before use.
	Make sure you are using one of the recommended types of paper.
	See Related Information: Acceptable Print Media.
	The recommended environment for your machine is between 68 °F to 91.4 °F (20°C to 33°C).
White lines appear in text or	Clean the print head.
graphics.	See Related Information: Clean the Print Head from Your Brother Machine.
	See Related Information: Clean the Print Head Using Web Based Management.
	See Related Information: Clean the Print Head from Your Computer (Windows).
	Check and adjust the paper feed.
	See Related Information: Correct the Paper Feed to Clear Vertical Lines.
	Try using the recommended types of paper.
	See Related Information: Acceptable Print Media.
	To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend using to power down the machine. Using allows minimal power to the machine, resulting in periodic, but less frequent, cleaning of the print head.
Dark lines appear at regular	Check and adjust the paper feed.
intervals.	See Related Information: Correct the Paper Feed to Clear Vertical Lines.
The machine prints blank pages.	Check the print quality.
	See Related Information: Check the Print Quality.
	To prolong print head life, provide the best ink cartridge economy and maintain print quality, we do not recommend frequently unplugging the machine and/or leaving the machine unplugged for extended periods of time. We recommend

Difficulties	Suggestions
	using to power down the machine. Using allows minimal power to the machine, resulting in periodic, but less frequent, cleaning of the print head.
Characters and lines are blurred.  ABC ABC	Check the printing alignment.  See Related Information: Check the Print Alignment from Your Brother Machine.  Change the print options.  See Related Information: Change the Print Options to Improve Your Print Results.
Printed text or images are skewed.	Make sure the paper is loaded correctly in the paper tray and the paper guides are adjusted correctly.  See Related Information: Load Paper.
	Make sure the Jam Clear Cover is closed correctly.
There are smudges or stains at the top center of the printed page.	Make sure the paper is not too thick or curled. See Related Information: Acceptable Print Media.
Printing appears dirty or ink seems to run.	Make sure you are using the recommended types of paper. Do not handle the paper until the ink is dry.  See Related Information: Acceptable Print Media.
	Make sure the printing surface is face down in the paper tray.
	If you are using photo paper, make sure the glossy side of the photo paper is face down in the tray and you have set the correct paper type. If you are printing a photo from your computer, set the Media Type in the printer driver or in the application you use to print.
Ink is smudged or wet when using glossy photo paper.	Be sure to check the front and back of the paper. Place the glossy surface (printing surface) face down.
	See Related Information: Change the Paper Size and Paper Type.
	If you use glossy photo paper, make sure the paper type setting is correct.
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink. See Related Information: Clean the Machine's Printer Platen.
	Make sure you are using the paper support flap. See Related Information: Load Paper.
	Make sure the paper feed rollers are not dirty with ink.  See Related Information: Clean the Paper Feed Rollers.
The printouts are wrinkled.	Windows: In the printer driver, select the <b>Advanced</b> tab, click <b>Other Print Options</b> , and then click <b>Advanced Color Settings</b> . Clear the <b>Bi-Directional Printing</b> checkbox.
Smudge or stain on the reverse side of the page when using the automatic 2-sided printing feature.	Windows: Change the Reduce Smudge option in your printer driver properties or preferences. See Related Information: Prevent Smudged Printouts and Paper Jams (Windows).

# Related Information

• Paper Handling and Printing Problems

- Check the Print Quality
- Change the Paper Size and Paper Type
- Printer Driver Settings (Windows)

- Acceptable Print Media
- Clean the Print Head from Your Brother Machine
- Clean the Print Head Using Web Based Management
- Clean the Print Head from Your Computer (Windows)
- Correct the Paper Feed to Clear Vertical Lines
- Check the Print Alignment from Your Brother Machine
- Change the Print Options to Improve Your Print Results
- Load Paper
- · Clean the Machine's Printer Platen
- · Clean the Paper Feed Rollers
- Prevent Smudged Printouts and Paper Jams (Windows)

▲ Home > Troubleshooting > Paper Handling and Printing Problems > Printing Received Faxes (For models with facsimile function)

# **Printing Received Faxes (For models with facsimile function)**

If, after reading the information in this table, you still need help, see the latest troubleshooting tips at <a href="mailto:support.brother.com/faqs">support.brother.com/faqs</a>.

Difficulties	Suggestions
Condensed print	This is usually caused by a poor telephone connection. Do a test copy; if your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Horizontal streaks	
Top and bottom sentences are cut off	
Missing lines	
Black lines when receiving.	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
Left and right margins are cut off or a single page is printed on two pages.	If the received faxes are divided and printed on two pages or if you get an extra blank page, your paper size setting may not be correct for the paper you are using.
	See Related Information: Change the Paper Size and Paper Type.
	Turn on Auto Reduction.
	See Related Information: Shrink Page Size of an Oversized Incoming Fax.
Received color fax prints only in black and white.	Replace the color ink cartridges that have reached the end of their life, and then ask the other person to send the color fax again.
	See Related Information: Replace the Ink Cartridges.

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### **Related Information**

• Paper Handling and Printing Problems

- Change the Paper Size and Paper Type
- · Shrink Page Size of an Oversized Incoming Fax
- · Replace the Ink Cartridges

▲ Home > Troubleshooting > Telephone and Fax Problems

# **Telephone and Fax Problems**

Related Models: MFC-J4355DW/MFC-J4555DW

- >> Telephone Line or Connections
- >> Handling Incoming Calls
- >> Receiving Faxes
- >> Sending Faxes

### **Telephone Line or Connections**

Difficulties	Suggestions
Dialing does not work. (No dial tone)	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. Make sure your machine has a dial tone by pressing the Hook button in Fax mode. If you subscribe to DSL, VoIP or magicJack services, call your service provider for connection instructions.
	If you are using a VoIP system, try changing the VoIP setting to <i>Basic (for VoIP)</i> . This will lower modem speed and turn off Error Correction Mode (ECM).
	See Related Information: Telephone Line Interference/VoIP.
	(Available only for some countries.)
	Change the Tone/Pulse setting.
	See Related Information: Set Tone or Pulse Dialing Mode.
	Send a manual fax by pressing the Hook button, and dialing the number. Wait to hear fax-receiving tones before pressing the Start button.
	If there is no dial tone, connect a known working telephone and telephone line cord to the jack. Then lift the external telephone's handset and listen for a dial tone. If there is still no dial tone, ask your telephone company to check the line and/or wall jack.
The machine does not answer	Make sure the machine is in the correct receive mode for your setup.
when called.	See Related Information: Choose the Correct Receive Mode.
	Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check that the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. Make sure your machine has a dial tone by pressing the Hook button in Fax mode. If there is no ringing when you call your machine, ask your telephone company to check the line.

### **Handling Incoming Calls**

Difficulties	Suggestions
The machine 'Hears' a voice as a CNG Tone.	If Easy Receive is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing <b>Stop/Exit</b> or . Try avoiding this problem by turning Easy Receive Off.  See <i>Related Information</i> : <i>Set Easy Receive</i> .
Sending a Fax Call to the machine.	If you answered on an extension telephone, press your Fax Receive Code (the factory setting is *51). If you answered on the external telephone (connected to the EXT. jack), press the Start button to receive the fax.  When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Caller ID, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes.

Difficulties	Suggestions
	For Example: If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM (Error Correction Mode) feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, we recommend using a separate telephone line with no custom features.

# **Receiving Faxes**

Difficulties	Suggestions
Cannot receive a fax.	Make sure your machine has a dial tone by pressing the Hook button in Fax mode. If you hear static or interference on your fax line, contact your local telephone provider.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. If you subscribe to DSL, VoIP, or magicJack services, call your service provider for connection instructions. If you are using a VoIP system, try changing the VoIP setting to <i>Basic (for VoIP)</i> . This will lower modem speed and turn off Error Correction Mode (ECM).
	See Related Information: Telephone Line Interference/VoIP.
	Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine.
	See Related Information: Choose the Correct Receive Mode.
	If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select Fax Only mode.
	If your Brother machine shares a line with an external answering machine, you should select the External TAD mode. In External TAD mode, your Brother machine will receive incoming faxes automatically and voice callers will be able to leave a message on your answering machine.
	• If your Brother machine shares the line with a Voice Mail subscriber service, see <i>Related Information: Voice Mail</i> .
	• If your Brother machine is on a line with the Distinctive Ring subscriber service, see <i>Related Information: Distinctive Ring</i> .
	If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the Fax/Tel mode. In Fax/Tel mode, your Brother machine will receive faxes automatically and produce a pseudo/double-ring to alert you to answer voice calls.
	<ul> <li>If you do not want your Brother machine to answer any incoming faxes automatically, you should select the Manual mode. In Manual mode, you must answer every incoming call and activate the machine to receive faxes.</li> </ul>
	Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the Ring Delay setting:
	If the Receive Mode is set to Fax Only or Fax/Tel, reduce the Ring Delay to the lowest ring greater than 0.
	See Related Information: Set the Number of Rings Before the Machine Answers (Ring Delay).
	If the Receive Mode is set to External TAD, reduce the number of rings programmed on your answering machine to two.
	If the Receive Mode is set to Manual, DO NOT adjust the Ring Delay setting.
	Have someone send you a test fax:
	<ul> <li>If you received the test fax successfully, your machine is operating correctly.</li> <li>Remember to reset your Ring Delay or answering machine setting back to your original setting. If receiving problems recur after resetting the Ring Delay,</li> </ul>

Difficulties	Suggestions
	then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer.
	If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.
	If you are using a telephone answering machine (External TAD mode) on the same line as the Brother machine, make sure your answering machine is set up correctly.
	See Related Information: Connect an External TAD.
	Plug the telephone line cord directly from the telephone wall jack to your     Brother machine's LINE jack.
	2. Remove the protective cap from your Brother machine's EXT jack, and then plug the telephone line cord from your answering machine into the EXT jack.
	3. Set your answering machine to answer within four rings.
	If you are having problems receiving faxes or voice messages, set your answering machine to answer within two or three rings.
	4. Record the outgoing message on your answering machine.
	Record five seconds of silence at the beginning of your outgoing message.
	Limit your speaking to 20 seconds.
	<ul> <li>End your outgoing message with your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press *51 and Start to send a fax."</li> </ul>
	5. Set your answering machine to answer calls.
	6. Set your Brother machine's Receive Mode to External TAD.
	See Related Information: Choose the Correct Receive Mode.
	Make sure your Brother machine's Easy Receive feature is turned On. Easy Receive is a feature that allows you to receive a fax even if you answered the call on an external or extension telephone.
	See Related Information: Set Easy Receive.
	If you often get transmission errors due to possible interference on the telephone line or if you are using a VoIP system, try changing the Compatibility setting to Basic (for VoIP).
	See Related Information: Telephone Line Interference/VoIP.

# **Sending Faxes**

Difficulties	Suggestions
Cannot send a fax.	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. Make sure your machine has a dial tone by pressing the Hook button in Fax mode. If you subscribe to DSL, VoIP, or magicJack services, call your service provider for connection instructions.
	If you are using a VoIP system, try changing the VoIP setting to <i>Basic (for VoIP)</i> . This will lower modem speed and turn off Error Correction Mode (ECM).
	See Related Information: Telephone Line Interference/VoIP.
	Print the Transmission Verification Report and check for an error.
	See Related Information: Print Reports.
	(MFC-J4555DW)
	Contact your administrator to check your Secure Function Lock settings.
	Ask the other party to check that the receiving machine has paper.
Poor quality of sent faxes.	Try changing your resolution to Fine or S.Fine. Make a copy to check your machine's scanner operation. If the copy quality is poor, clean the scanner.
	See Related Information: Clean the Scanner.

Difficulties	Suggestions
Transmission Verification Report says RESULT:NG.	There is probably temporary noise or static on the line. Try sending the fax again. If you are sending a PC-Fax message and get RESULT:NG on the Transmission Verification Report, your machine may be out of memory.
	(MFC-J4555DW) To free up extra memory, you can turn off Fax Storage, print fax messages in memory or cancel a delayed fax.
	If the problem continues, ask the telephone company to check your telephone line.
	(MFC-J4555DW)See Related Information: Turn Off Memory Receive.
	See Related Information: Print a Fax Stored in the Machine's Memory.
	See Related Information: Cancel a Fax in Progress.
	See Related Information: Check and Cancel a Pending Fax.
	If you often get transmission errors due to possible interference on the telephone line or if you are using a VoIP system, try changing the Compatibility setting to Basic (for VoIP).
	See Related Information: Telephone Line Interference/VoIP.
Sent faxes are blank.	Make sure you are loading the document correctly.
	See Related Information: Load Documents in the Automatic Document Feeder (ADF).
	See Related Information: Load Documents on the Scanner Glass.
Vertical black lines when sending a fax.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip.
	See Related Information: Clean the Scanner.

# **4**

### **Related Information**

- Troubleshooting
  - · Set Dial Tone Detection
  - Telephone Line Interference/VoIP

- · Set Tone or Pulse Dialing Mode
- Choose the Correct Receive Mode
- · Set Easy Receive
- · Voice Mail
- · Distinctive Ring
- Set the Number of Rings Before the Machine Answers (Ring Delay)
- Connect an External TAD
- · Print Reports
- · Clean the Scanner
- Turn Off Memory Receive
- Print a Fax Stored in the Machine's Memory
- Cancel a Fax in Progress
- Check and Cancel a Pending Fax
- Load Documents in the Automatic Document Feeder (ADF)
- Load Documents on the Scanner Glass

▲ Home > Troubleshooting > Telephone and Fax Problems > Set Dial Tone Detection

### **Set Dial Tone Detection**

#### Related Models: MFC-J4355DW/MFC-J4555DW

Setting the Dial Tone to [Detection] will shorten the Dial Tone detect pause.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Initial Setup]. Press OK.
  - b. Select [Dial Tone]. Press OK.
  - c. Select [Detection] or [No Detection]. Press OK.
- 3. Press Stop/Exit.

#### MFC-J4555DW

- 1. Press | [Settings] > [All Settings] > [Initial Setup] > [Dial Tone].
- 2. Press [Detection] or [No Detection].
- 3. Press

# Related Information

· Telephone and Fax Problems

▲ Home > Troubleshooting > Telephone and Fax Problems > Telephone Line Interference/VoIP

## **Telephone Line Interference/VolP**

Related Models: MFC-J4355DW/MFC-J4555DW

If you are having problems sending or receiving a fax due to possible interference on the telephone line or if you are using a VoIP system, we recommend changing the modem speed to minimize errors in fax operations.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press Settings.
- Press ▲ or ▼ to make your selections:
  - a. Select [Initial Setup]. Press OK.
  - b. Select [Compatibility]. Press OK.
  - c. Select [Normal] or [Basic (for VoIP)]. Press OK.
    - [Basic (for VoIP)] reduces the modem speed to 9,600 bps and turns off color fax receiving and Error Correction Mode (ECM), except for color fax-sending. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.
      - To improve compatibility with most VoIP services, Brother recommends changing the compatibility setting to [Basic (for VoIP)].
    - [Normal] sets the modem speed at 14,400 bps.
- 3. Press Stop/Exit.



VoIP (Voice over IP) is a type of phone system that uses an Internet connection, rather than a traditional phone line.

#### MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [Initial Setup] > [Compatibility].
- 2. Press the option you want.
  - [Basic (for VoIP)] reduces the modem speed to 9,600 bps and turns off color fax receiving and Error Correction Mode (ECM), except for color fax-sending. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.

To improve compatibility with most VoIP services, Brother recommends changing the compatibility setting to [Basic(for VoIP)].

[Normal] sets the modem speed at 14,400 bps.

# 3. Press



VoIP (Voice over IP) is a type of phone system that uses an Internet connection, rather than a traditional phone line.

## Related Information

· Telephone and Fax Problems

- Voice Over Internet Protocol (VoIP/Telephone Line Interference)
- · Error and Maintenance Messages

▲ Home > Troubleshooting > Network Problems

### **Network Problems**

- Check Your Machine's Network Settings
- If You Are Having Difficulty with Your Machine's Network
- Troubleshooting
- Wireless LAN Report Error Codes

▲ Home > Troubleshooting > Network Problems > Check Your Machine's Network Settings

### **Check Your Machine's Network Settings**

- Print the Network Configuration Report
- Change Machine Settings Using Web Based Management

▲ Home > Troubleshooting > Network Problems > If You Are Having Difficulty with Your Machine's Network

# If You Are Having Difficulty with Your Machine's Network



For technical help, you must call the country where you bought the machine. Calls must be made from within that country.

If you think there is a problem with your machine, check the following topics. You can correct most problems yourself.

If you need additional help, go to your model's FAQs & Troubleshooting page at support.brother.com/faqs.

- >> I Cannot Complete the Wireless Network Setup Configuration
- >> My Brother Machine Cannot Print, Scan, or PC-FAX Receive over the Network
- >> I Want to Check that My Network Devices are Working Correctly

### I Cannot Complete the Wireless Network Setup Configuration

Turn your wireless router off and back on. Then, try to configure the wireless settings again. If you are unable to resolve the problem, follow the instructions below:

Investigate the problem using the WLAN Report.

Cause	Action	Interface
Your security settings (SSID/ Network Key) are not correct.	Confirm the security settings using Wireless Setup Helper. For more information and to download the utility, go to your model's Downloads page at <a href="mailto:support.brother.com/downloads">support.brother.com/downloads</a> .	Wireless
	Select and confirm that you are using the correct security settings.	
	<ul> <li>See the instructions supplied with your wireless LAN access point/router for information on how to find the security settings.</li> </ul>	
	<ul> <li>The manufacturer's name or model number of the wireless LAN access point/router may be used as the default security settings.</li> </ul>	
	<ul> <li>Consult with the access point/router manufacturer, your</li> <li>Internet provider, or network administrator.</li> </ul>	
Your Brother machine's MAC address is not allowed.	Confirm that the Brother machine's MAC Address is allowed in the filter. You can find the MAC Address on your Brother machine's control panel.	Wireless
Your wireless LAN access	Enter the correct SSID name or Network Key manually.	Wireless
point/router is in stealth mode (not broadcasting the SSID).	Check the SSID name or the Network Key in the instructions supplied with your wireless LAN access point/router and reconfigure the wireless network setup.	
The current channel of your wireless LAN access point/ router is not supported by your machine when you are trying to connect your machine to a 5 GHz Wi-Fi network.	Change the channel on your wireless LAN access point/router to the channel supported by your machine.	Wireless
	Confirm the channels supported by your machine. See the     Channels Supported by Brother Machines for 5 GHz Wi-Fi     Networks document at <a href="mailto:support.brother.com/manuals">support.brother.com/manuals</a> .	
	2. Check your wireless LAN access point/router's channel setting.  Make sure it is set to one of the channels supported by your machine and is not set to "Auto" or "Automatic". For more information about changing the channel setting, see the instructions supplied with your wireless LAN access point/router.	
	3. Try to connect your machine to your Wi-Fi network again.	
Your security settings (SSID/	Confirm the SSID and password.	Wi-Fi Direct
password) are not correct.	When you are configuring the network manually, the SSID and password are displayed on your Brother machine. If your mobile device supports manual configuration, the SSID and password will be displayed on your mobile device's screen.	

Cause	Action	Interface
You are using Android <sup>™</sup> 4.0.	If your mobile device disconnects (approximately six minutes after using Wi-Fi Direct), try the one-push configuration using WPS (recommended) and set the Brother machine as a Group Owner.	Wi-Fi Direct
Your Brother machine is placed too far from your mobile device.	Move your Brother machine within about 3.3 feet (1 meter) of the mobile device when you configure the Wi-Fi Direct network settings.	Wi-Fi Direct
There are some obstructions (walls or furniture, for example) between your machine and the mobile device.	Move your Brother machine to an obstruction-free area.	Wi-Fi Direct
There is a wireless computer, Bluetooth®-supported device, microwave oven, or digital cordless phone near the Brother machine or the mobile device.	Move other devices away from the Brother machine or the mobile device.	Wi-Fi Direct
You have checked and tried all of the above, but your Brother machine still cannot complete the Wi-Fi Direct configuration.	<ul> <li>Turn your Brother machine off and back on. Then, try to configure the Wi-Fi Direct settings again.</li> <li>If you are using your Brother machine as a client, confirm how many devices are allowed in the current Wi-Fi Direct network, and then check how many devices are connected.</li> </ul>	Wi-Fi Direct

#### **For Windows**

If your wireless connection has been interrupted, and you have checked and tried all of the above, we recommend using the Network Connection Repair Tool.

To install the Network Connection Repair Tool, go to your model's **Downloads** page at <u>support.brother.com/downloads</u>.

### My Brother Machine Cannot Print, Scan, or PC-FAX Receive over the Network

Cause	Action
(Your Brother machine suddenly	(MFC-J1360DW/MFC-J1365DW/MFC-J4355DW)
stopped printing or scanning.)	1. Press Wi-Fi.
	2. Press ▶.
	3. Press ▲ or ▼ to select the Recover WLAN option, and then press OK.
	<ol> <li>When your wireless device connects successfully, the machine displays Connected. Press ▶.</li> </ol>
	(MFC-J1410DW/MFC-J4555DW)
	1. Press > Recover WLAN.
	<ol><li>When your wireless device connects successfully, the machine displays Connected. Press OK.</li></ol>
Your security software blocks	Windows
your machine's access to the network. (The Network	Configure the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, type the information below:
scanning feature does not work.)	- In Name:
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Type any description, for example Brother NetScan.
	- In Port number:
	Type 54925.
	Type 137.
	Type 161.
	- In <b>Protocol</b> :

Cause	Action
	UDP is selected.
	See the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.  • Mac
	(Brother iPrint&Scan)
	In the <b>Finder</b> menu bar, click <b>Go &gt; Applications</b> , and then double-click the Brother iPrint&Scan icon. The Brother iPrint&Scan window appears. Click the <b>Select your Machine</b> button, and then follow the on-screen instructions to reselect your network machine.
Your security software blocks your machine's access to the	Set the third-party Security/Firewall Software to allow PC-FAX Rx. To add port 54926 for Network PC-FAX Rx, type the information below:
network. (The network PC-Fax Receive feature does not work.)	• In Name:
(Windows)	Type any description, for example Brother PC-FAX Rx.
,	• In Port number:
	Type 54926.
	• In Protocol:
	UDP is selected.  See the instruction manual that came with your third-party Security/Firewall
	Software or contact the software manufacturer.
Your security software blocks your machine's access to the	Some security software might block access without showing a security alert dialog box even after successful installation.
network.	To allow access, see the instructions for your security software or ask the software manufacturer.
Your Brother machine was not assigned an available IP address.	Confirm the IP address and the Subnet Mask.  Verify that both the IP addresses and Subnet Masks of your computer and the Brother machine are correct and located on the same network.
	For more information about how to verify the IP address and the Subnet Mask, ask your network administrator.
	Windows
	Confirm the IP address and the Subnet Mask using the Network Connection
	Repair Tool.
The failed print job is still in your	If the failed print job is still in your computer's print queue, delete it.
computer's print queue.	Otherwise, double-click the printer icon in the following folder and cancel all documents:
	- Windows
	<ol> <li>Hold down the key and press the R key on the computer's keyboard to launch Run.</li> </ol>
	Type "control printers" in the Open: field and click OK.
	☑ Run  X
	Type the name of a program, folder, document or Internet
	resource, and Windows will open it for you.  Open: control printers
	OK Cancel <u>B</u> rowse
	The <b>Devices and Printers</b> window appears.
	If the <b>Devices and Printers</b> window does not appear, click <b>Devices</b> > <b>More devices and printer settings</b> .
	- Mac

Cause	Action
	Click System Preferences or System Settings > Printers & Scanners.
Your Brother machine is not connected to the wireless network.	Print the WLAN Report to check the error code on the printed report.

If you have checked and tried all of the above, but your Brother machine still cannot print and scan, uninstall the drivers (Windows) and the Brother software and reinstall the latest version of both.

### I Want to Check that My Network Devices are Working Correctly

Check	Action
Check that your Brother machine, access point/router, or network hub is turned on.	<ul> <li>Check the following:</li> <li>The power cord is connected correctly and the Brother machine is turned on.</li> <li>The access point/router or hub is turned on and its link indicator is flashing.</li> <li>All protective packaging has been removed from the machine.</li> <li>The ink cartridges are installed correctly.</li> <li>The Scanner Cover and the Jam Clear Cover are fully closed. (The Scanner Cover is available only for certain models.)</li> <li>Paper is inserted correctly in the paper tray.</li> <li>(For wired networks) A network cable is securely connected to the Brother machine and to the router or hub.</li> </ul>
Check that you can "ping" the Brother machine from your computer.	Ping the Brother machine from your computer using the IP address or the node name in the Windows command prompt or Mac Terminal application:  ping <ipaddress> or <nodename>.  Successful: Your Brother machine is working correctly and connected to the same network as your computer.  Unsuccessful: Your Brother machine is not connected to the same network as your computer.  Windows:  Ask your administrator about the IP address and the subnet mask, and then use the Network Connection Repair Tool.  Mac:  Confirm that the IP address and the Subnet Mask are set correctly.</nodename></ipaddress>
Check that your Brother machine is connected to the wireless network.	Print the WLAN Report to check the error code on the printed report.

If you have checked and tried all of the above but you are still having problems, see the instructions supplied with your wireless LAN access point/router to find the SSID (Network Name) and the Network Key (Password) information and set them correctly.



#### **Related Information**

Network Problems

- Print the WLAN Report
- · Wireless LAN Report Error Codes
- · Configure Your Machine for a Wireless Network When the SSID is Not Broadcast
- Use Wi-Fi Direct<sup>®</sup>
- · Print the Network Configuration Report

#### ▲ Home > Troubleshooting > Other Problems

# **Other Problems**

- >> Copying Difficulties
- >> Scanning Difficulties
- >> Direct Photo Printing Difficulties (MFC-J4555DW)
- >> Software Difficulties

# **Copying Difficulties**

Difficulties	Suggestions
(MFC-J4555DW)	Contact your administrator to check your Secure Function Lock settings.
Cannot make a copy.	
Black lines or streaks appear in copies.	Black lines on copies are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip, scanner glass, and the white bar and white plastic above them.
A	See Related Information: Clean the Scanner.
Black marks or spots appear in copies.	Black marks or spots on copies are typically caused by dirt or correction fluid on the scanner glass. Clean the scanner glass and white plastic above it.
	See Related Information: Clean the Scanner.
Copies are blank.	Make sure you are loading the document correctly.
	See Related Information: Load Documents in the Automatic Document Feeder (ADF).
	See Related Information: Load Documents on the Scanner Glass.
Poor copy results when using the	Try using the scanner glass.
ADF.	See Related Information: Load Documents on the Scanner Glass.
Fit to Page does not work correctly.	Make sure the document is not skewed on the scanner glass. Reposition the document and try again.
Smudge or stain on the reverse	Change the print options.
side of the page when using the 2- sided copy feature.	See Related Information: Change the Print Options to Improve Your Print Results.

# **Scanning Difficulties**

Difficulties	Suggestions
A password is required.	Contact your administrator to check your scan settings.
	See Related Information: Secure Scan.
TWAIN or WIA errors appear when starting to scan. (Windows)	Make sure the Brother TWAIN or WIA driver is selected as the primary source in your scanning application.
OCR does not work.	Try increasing the scanning resolution.
Poor scanning results when using the ADF. (Black lines appear in the scanned data.)	Clean the white bar and the glass strip underneath it.
	See Related Information: Clean the Scanner.
	Try using the scanner glass.
	See Related Information: Load Documents on the Scanner Glass.

### **Direct Photo Printing Difficulties (MFC-J4555DW)**

Difficulties	Suggestions
Part of my photo is missing when	Make sure Borderless printing and Cropping are turned off.
printed.	See Related Information: Print Borderless Photos from a USB Flash Drive.
	See Related Information: Print Photos with Auto Cropping.

### **Software Difficulties**

Difficulties	Suggestions
Cannot print.	Uninstall the drivers (Windows) and the Brother software and reinstall the latest version of both.
"The device is busy." appears on the computer screen.	Make sure there is no error message on the machine's display.

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#### **Related Information**

Troubleshooting

- · Clean the Scanner
- Correct the Paper Feed to Clear Vertical Lines
- Load Documents in the Automatic Document Feeder (ADF)
- · Load Documents on the Scanner Glass
- Print Borderless Photos from a USB Flash Drive
- Print Photos with Auto Cropping
- Change the Print Options to Improve Your Print Results
- Secure Scan

▲ Home > Troubleshooting > Check the Machine Information

### **Check the Machine Information**

Follow these instructions to check your machine's information, such as the serial number or the firmware version.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select [Machine Info.]. Press OK.
- 3. Press ▲ or ▼ to select one of the following options:

Option	Description
Serial No.	Check your machine's serial number.
Firmware Version	Check your machine's firmware version.
Firmware Update	Update your machine to the latest firmware.
Firmware Update Setup	Set the days and times for automatic firmware updates.
Page Counter	Check the number of total pages the machine has printed.

- 4. Press OK.
- 5. Press Stop/Exit.

#### MFC-J1410DW/MFC-J4555DW

- Press | | [Settings] > [All Settings] > [Machine Info.].
- 2. Press one of the following options:

Option	Description
Serial No.	Check your machine's serial number.
Firmware Version	Check your machine's firmware version.
Firmware Update	Update your machine to the latest firmware.
Firmware Update Setup	Set the days and times for automatic firmware updates.
Page Counter	Check the total number of pages the machine has printed.

3. Press

# Related Information

Troubleshooting

▲ Home > Troubleshooting > Update Your Machine's Firmware

## **Update Your Machine's Firmware**

- An Internet connection is required to update the firmware.
- · Do not unplug the power cord during the firmware update.

To keep your machine up to date, check <u>support.brother.com/downloads</u> periodically for the latest firmware. Without the most current firmware, some of your machine's functions may become unavailable.

You can also manually update the firmware directly from your machine or set it to update periodically, by following these steps:

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to select [Machine Info.]. Press OK.
- 3. Do one of the following:

Option	Description
Update the firmware manually.	Press ▲ or ▼ to select Firmware Update. Press OK.
	Follow the LCD instructions.
Set your machine to automatically update firmware.	Press ▲ or ▼ to make your selections:
	a. Select Firmware Update Setup. Press OK.
	b. Select Update Method. Press OK.
	c. Select Auto Install. Press OK.
	d. Select the days and enter the time for the firmware update.
	e. Press Stop/Exit.

#### MFC-J1410DW/MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [Machine Info.].
- 2. Do one of the following:

Option	Description
Update the firmware manually.	Press Firmware Update. Follow the LCD instructions.
Set your machine to automatically update firmware.	Press Firmware Update Setup > Update Method > Auto Install, then select the days and enter the time for the firmware update.  Press

## Related Information

Troubleshooting

#### **Related Topics:**

· Check Your Machine's Password

▲ Home > Troubleshooting > Reset Your Machine

# **Reset Your Machine**

- Reset Functions Overview
- Reset Your Machine

#### **Reset Functions Overview**

#### **IMPORTANT**

(MFC-J4355DW)

When you reset the machine, your faxes that are stored in the machine's memory may be deleted. Before you reset the machine, you can transfer your faxes to your computer or another fax machine so you will not lose any important messages.

The following reset functions are available:

1. [Machine Reset]

You can reset all the machine's settings that you have changed, such as Date and Time.

The following will remain:

- The Address Book, Fax data, and Call History (For models with facsimile function)
- · The administrator password
- Network settings
- Secure Function Lock settings (For models with Secure Function Lock function)
- [Network]

Reset the print server to its default factory settings (including all IP Address information except the administrator password).



You can reset the administrator password using the [All Settings] reset option.

3. [Address Book & Fax] (For models with facsimile function)

Address Book & Fax resets the following:

- · Address Book and Setup Groups
- Programmed fax jobs in the memory (MFC-J4555DW)

Delayed Fax and Delayed Batch Transmission

Station ID

Name and Number

Memory Receive Options (MFC-J4555DW)

Fax Forwarding

Report

Transmission Verification Report, Address Book and Fax Journal

History

Caller ID History and Outgoing Call

- Faxes in memory
- 4. [Stored Fax Data] (For models with facsimile function)

Stored Fax Data resets the following:

History

Caller ID History and Outgoing Call

- · Faxes in memory
- 5. [All Settings]

Use this reset function to reset all of the machine's settings to the settings originally set at the factory.

We strongly recommend you perform this operation when you dispose of the machine.



### (MFC-J4555DW)

Unplug the interface cable before you select [Network] or [All Settings].



### **Related Information**

• Reset Your Machine

- Unable to Print or Scan -Transfer Your Faxes
- Reset Your Machine

▲ Home > Troubleshooting > Reset Your Machine > Reset Your Machine

### **Reset Your Machine**

#### **IMPORTANT**

(MFC-J4355DW)

When you reset the machine, your faxes that are stored in the machine's memory may be deleted. Before you reset the machine, you can transfer your faxes to your computer or another fax machine so you will not lose any important messages.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Initial Setup]. Press OK.
  - b. Select [Reset]. Press OK.
  - c. Select the reset option you want to use. Press **OK**.

For more information about resetting your machine's password, see *Related Information*: *Reset Functions Overview*.

3. Press ▶ for two seconds to confirm.

The machine restarts.

#### MFC-J1410DW/MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [Initial Setup] > [Reset].
- 2. Press the reset option you want to use.
- 3. Press [OK] for two seconds to reboot the machine.
- 4. Wait until the machine restarts and the Power LED indicator lights up before disconnecting the machine from the power source.

## Related Information

· Reset Your Machine

- · Unable to Print or Scan -Transfer Your Faxes
- Reset Functions Overview

### ▲ Home > Routine Maintenance

# **Routine Maintenance**

- Replace the Ink Cartridges
- Improve the Print Quality
- · Check Your Brother Machine
- · Clean Your Brother Machine
- Pack and Ship Your Machine

▲ Home > Routine Maintenance > Replace the Ink Cartridges

# Replace the Ink Cartridges

Your Brother machine is equipped with an ink dot counter. The ink dot counter automatically monitors the level of ink in each of the four ink cartridges. When the machine detects that an ink cartridge is running out of ink, the machine will display a message.

The LCD displays which ink cartridge needs replacing. Be sure to follow the LCD prompts to replace the ink cartridges in the correct order.

Even though the machine tells you to replace an ink cartridge, there will be a small amount of ink left in the ink cartridge.

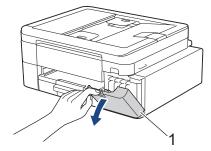
# **A** CAUTION

If the ink gets into your eye, rinse it with water immediately. If left as is, it may cause redness or mild inflammation of the eye. In case of any abnormality, consult with your doctor.

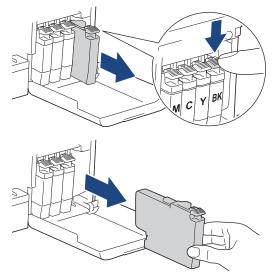
### **IMPORTANT**

We recommend using genuine Brother supplies to ensure stable print quality and performance. Although not all non-genuine supplies may cause quality issues, it is possible that some may adversely affect print quality or cause machine malfunction. Brother may charge for repairing your machine if it is proven that non-genuine supplies caused the damage, even if the machine is still covered by the warranty.

1. Open the ink cartridge cover (1).



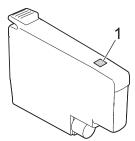
2. Press the lock release lever to release the ink cartridge color indicated on the LCD and remove the ink cartridge from the machine, as shown in the illustration.



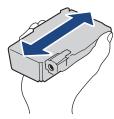
3. Open the new ink cartridge bag for the color indicated on the LCD, and take out the ink cartridge.

### **IMPORTANT**

 DO NOT touch the ink cartridge in the area indicated (1); this can prevent the machine from detecting the cartridge.

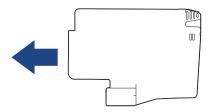


 (MFC-J4355DW/MFC-J4555DW) Quickly shake just the black ink cartridge horizontally 15 times as shown, before inserting it into the machine.

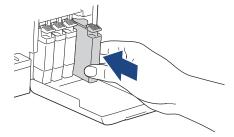


4. Insert the ink cartridge in the direction of the arrow on the label.

Each color has its own correct position.



5. Gently push the area marked "PUSH" until the ink cartridge locks into place, and then close the ink cartridge cover.



The machine resets the ink dot counter.



If the machine does not detect the ink cartridge after you install it, check that the ink cartridge is installed correctly. Remove the ink cartridge and reinstall it slowly until it locks into place.

### **IMPORTANT**

- DO NOT shake the ink cartridges, once installed into the machine. If ink stains your skin or clothing, wash
  with soap or detergent at once.
- DO NOT remove ink cartridges if you do not need to replace them; otherwise, the machine will not know the ink quantity left in the cartridge.
- DO NOT touch the ink cartridge insertion slots; the ink may stain your skin.

- If you mix the colors by installing an ink cartridge in the wrong position, the LCD shows [Wrong Ink Color].
  - Check which ink cartridges are not matched by color to their ink cartridge positions and move them to their correct positions.
- Use unopened ink cartridges by the expiration date written on the ink cartridge package.
- DO NOT dismantle or tamper with the ink cartridge; this can cause the ink to leak out of the ink cartridge.

# Related Information

• Routine Maintenance

- Error and Maintenance Messages
- Pack and Ship Your Machine
- Printing Difficulties
- Printing Received Faxes (For models with facsimile function)

▲ Home > Routine Maintenance > Improve the Print Quality

# **Improve the Print Quality**

- Clean the Print Head from Your Brother Machine
- · Clean the Print Head Using Web Based Management
- Clean the Print Head from Your Computer (Windows)
- Correct the Paper Feed to Clear Vertical Lines
- Change the Print Options to Improve Your Print Results

▲ Home > Routine Maintenance > Improve the Print Quality > Clean the Print Head from Your Brother Machine

### **Clean the Print Head from Your Brother Machine**

To maintain good print quality, the machine automatically cleans the print head when needed. If there is a print quality problem, start the cleaning process manually.

- Clean the print head if there is a horizontal line or a blank space in the text or graphics on printed pages.
   Depending on the problem color, select to clean Black only, three colors at a time (Yellow/Cyan/Magenta), or all four colors at once.
- · Cleaning the print head consumes ink.
- · Cleaning too often uses ink unnecessarily.

#### **IMPORTANT**

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. (MFC-J4355DW) Press (Ink).
  - (MFC-J1360DW/MFC-J1365DW) Press
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Print Head Cleaning]. Press OK.
  - b. Select [Black only], [Color only], or [All]. Press OK.
  - c. Select [Normal], [Strong], or [Strongest]. Press OK.
- 3. Press ▶.

The machine cleans the print head.

### NOTE

(MFC-J4355DW)

If you clean the print head several times and the print has not improved, try the Special cleaning method. The Special cleaning method uses the most power in cleaning the print head, but also consumes the most ink.

- Press <sup>60</sup> (Ink).
- 2. Press ▲ or ▼ to select [Print Head Cleaning]. Press OK.
- Press Settings and OK simultaneously.

The machine starts cleaning.



- (MFC-J4355DW) The Special cleaning method requires a large amount of ink to clean the print head.
- (MFC-J4355DW) Use the Special cleaning method only if you previously cleaned the print head several times and the print quality did not improve.
- (MFC-J1360DW/MFC-J1365DW) If the print quality has not improved, repeat the cleaning process. If the print quality does not improve after repeating the cleaning process several times, contact Brother Customer Service.
- You can also clean the print head from your computer.

### MFC-J1410DW/MFC-J4555DW

- 1. Press [Ink] > [Print Head Cleaning].
- 2. Press [Black only], [Color only], or [All].
- 3. Press [Normal], [Strong], or [Strongest].
- 4. Press [Start].

The machine cleans the print head.

### NOTE

(MFC-J4555DW)

If you clean the print head several times and the print has not improved, try the Special cleaning method. The Special cleaning method uses the most power in cleaning the print head, but also consumes the most ink.

- 1. Press [Ink] > [Print Head Cleaning].
- 2. Press for five seconds.

The machine starts cleaning.



- (MFC-J4555DW) The Special cleaning method requires a large amount of ink to clean the print head.
- (MFC-J4555DW) Use the Special cleaning method only if you previously cleaned the print head several times and the print quality did not improve.
- (MFC-J1410DW) If the print quality has not improved, repeat the cleaning process. If the print quality
  does not improve after repeating the cleaning process several times, contact Brother Customer Service.
- · You can also clean the print head from your computer.

# Related Information

· Improve the Print Quality

- Clean the Print Head from Your Computer (Windows)
- Clean the Print Head Using Web Based Management
- · Print Quality Difficulties

▲ Home > Routine Maintenance > Improve the Print Quality > Clean the Print Head Using Web Based Management

# **Clean the Print Head Using Web Based Management**

To maintain good print quality, the machine automatically cleans the print head when needed. If there is a print quality problem, start the cleaning process manually.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click **General > Print Head Cleaning**.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- Select the Normal, Strong, or Strongest option for the cleaning strength you want. (MFC-J4355DW/ MFC-J4555DW) The Special option uses the most power in cleaning the print head, but also consumes the most ink.
- 4. Click Start.



(MFC-J4355DW/MFC-J4555DW)

- The **Special** option requires a large amount of ink to clean the print head.
- Use the Special option only if you previously used the Strongest option and the print quality did not improve.
- 5. Click Yes.

The machine starts cleaning.



(Windows) You can also clean the print head using the printer driver.

# Related Information

· Improve the Print Quality

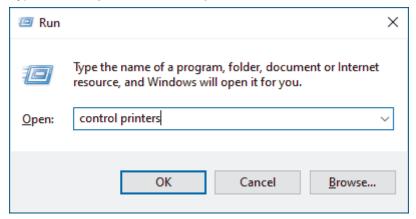
- · Clean the Print Head from Your Brother Machine
- · Clean the Print Head from Your Computer (Windows)
- · Print Quality Difficulties
- · Access Web Based Management

▲ Home > Routine Maintenance > Improve the Print Quality > Clean the Print Head from Your Computer (Windows)

# **Clean the Print Head from Your Computer (Windows)**

To maintain good print quality, the machine automatically cleans the print head when needed. If there is a print quality problem, start the cleaning process manually.

- 1. Hold down the 🔳 key and press the 🔳 key on the computer's keyboard to launch Run.
- 2. Type "control printers" in the Open: field and click OK.



The **Devices and Printers** window appears.



If the Devices and Printers window does not appear, click Devices > More devices and printer settings.

3. Right-click your model's icon, and then select **Printing preferences**. (If printer driver options appear, select your printer driver.)

The printer driver dialog box appears.

- 4. Click the Maintenance tab.
- 5. Select one of the following options:

Option	Description	
Check Print Quality	Use to print the test page and check the print quality.	
Print Head Cleaning	Use to start the cleaning process manually. Select if a line or blank spaces appear in text or graphics on the test page.	

- 6. Do one of the following:
  - If you selected the Check Print Quality... option, click Start.
     The machine prints the test page.
  - If you selected the Print Head Cleaning... option, select the Black only, Color only, or All option for the cleaning type, and then click Next.
- 7. Select the Normal, Strong, or Strongest option for the cleaning strength, and then click Next.
- Click Start.

# Related Information

· Improve the Print Quality

- · Clean the Print Head from Your Brother Machine
- Clean the Print Head Using Web Based Management
- · Print Quality Difficulties

▲ Home > Routine Maintenance > Improve the Print Quality > Correct the Paper Feed to Clear Vertical Lines

# Correct the Paper Feed to Clear Vertical Lines

Adjust the paper feed to reduce vertical lines.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- (MFC-J4355DW) Before adjusting the print alignment, complete a print quality check first by pressing (Ink), ▲ or ▼ to select [Impr. PrintQuality] > [Impr. PrintQuality] again, and then OK.
- (MFC-J1360DW/MFC-J1365DW) Before adjusting the print alignment, complete a print quality check first by pressing (Ink), ▲ or ▼ to select [Impr. PrintQuality] > [Impr. PrintQuality] again, and then OK.
- (MFC-J4355DW) Press (Ink).
   (MFC-J1360DW/MFC-J1365DW) Press (Ink).
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Impr. PrintQuality]. Press OK.
  - b. Select [Correct Paper Feed]. Press OK.
- 3. Press ▶.
- 4. Press ▶ after a confirmation message if a print quality check has been completed appears on the LCD.
- 5. Select the paper size you want to adjust.
- 6. Select the paper type you want to adjust. (Supported models only)
- Follow the LCD instruction to load paper in the tray, and then press ▶.
   The machine prints the check sheet.
- 8. Follow the LCD instructions to complete the adjustment.
- 9. Press Stop/Exit.

### MFC-J1410DW/MFC-J4555DW

Before adjusting the paper feed, complete a print quality check first by pressing [Ink] > [Improve Print Quality] > [Check Print Quality].

- 1. Press [Ink] > [Improve Print Quality] > [Correct Paper Feed].
- 2. Press [Next].
- 3. Press [Yes] after a confirmation message if a print quality check has been completed appears on the LCD.
- 4. Select the paper size you want to adjust.
- 5. Select the paper type you want to adjust. (Supported models only)
- 6. Follow the LCD instruction to load paper in the tray, and then press [Start]. The machine prints the check sheet.
- 7. Follow the LCD instructions to complete the adjustment.

# Related Information

· Improve the Print Quality

### **Related Topics:**

Other Problems

• Print Quality Difficulties

▲ Home > Routine Maintenance > Improve the Print Quality > Change the Print Options to Improve Your Print Results

# **Change the Print Options to Improve Your Print Results**

If your printouts do not look the way you expect, change the print settings on your Brother machine to improve printout quality. Print speed may be slower when using these settings.



- These instructions allow you to improve your print results when you are using your machine for copying or printing from media, or a mobile device.
- If you are experiencing poor print quality when printing from your computer, change the settings in the printer driver or in the application you use to print.
- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- (MFC-J4355DW) Press <sup>6</sup> (Ink).
   (MFC-J1360DW/MFC-J1365DW) Press (Ink).
- 2. Press ▲ or ▼ to select [Print Options]. Press OK.
- 3. Press ▲ or ▼ to select one of the following options:

Option	Description
Reduce Smudging	Select this option if you have problems with smudged printouts or paper jams.
Enhance Print	Select this option if you have problems with blurred printouts.

- 4. Press OK.
- 5. Press ▲ or ▼ to select the option you want. Press OK.
- 6. Press Stop/Exit.

### MFC-J1410DW/MFC-J4555DW

- 1. Press [Ink] > [Print Options].
- 2. Press one of the following options:

Option	Description
Reduce Smudging	Select this option if you have problems with smudged printouts or paper jams.
Enhance Print	Select this option if you have problems with blurred printouts.

- 3. Follow the LCD menus.
- 4. Press

# Related Information

· Improve the Print Quality

- Copy on Both Sides of the Paper (2-sided Copy)
- · Other Problems
- · Print Quality Difficulties

- Paper Handling Difficulties
- Prevent Smudged Printouts and Paper Jams (Windows)
- Printer Driver Settings (Windows)

▲ Home > Routine Maintenance > Check Your Brother Machine

# **Check Your Brother Machine**

- · Check the Print Quality
- Check the Print Alignment from Your Brother Machine
- Check the Ink Volume (Page Gauge)
- Monitor Machine Status Using Brother iPrint&Scan (Windows/Mac)

▲ Home > Routine Maintenance > Check Your Brother Machine > Check the Print Quality

# **Check the Print Quality**

If faded or streaked colors and text appear or if text is missing on your printouts, the print head nozzles may be clogged. Print the check sheet and look at the nozzle check pattern.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- (MFC-J4355DW) Press <sup>60</sup> (Ink).
   (MFC-J1360DW/MFC-J1365DW) Press (Ink).
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Impr. PrintQuality]. Press OK.
  - b. Select [Impr. PrintQuality] again. Press OK.
- 3. Press ▶.

The machine prints the check sheet.

- 4. Check the quality of the four color blocks on the sheet.
- 5. When an LCD message prompts you to check the print quality, do one of the following:

Press Stop/Exit to finish the Print Quality check.

• If lines are missing (see **Poor**, below), press ▶ to select [Yes].

# 

- 6. When the LCD message prompts you to check the print quality of each color, press ◀ or ▶ to select the pattern (1–4) that most closely matches the printing result. Press **OK**.
- 7. Do one of the following:
  - If print head cleaning is needed, press ▶ to start the cleaning procedure.
  - If print head cleaning is not needed, press Stop/Exit to finish the Print Quality check.
- 8. After the cleaning procedure is finished, the LCD message prompts you to check the print quality again.

Press ► [Yes] to start the print quality check.

9. Press ▶ again.

The machine prints the check sheet again. Check the quality of the four color blocks on the sheet again.

(MFC-J4355DW) If you clean the print head several times and the print has not improved, try the Special cleaning method. See *Related Information*.

#### **IMPORTANT**

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.



When a print head nozzle is clogged, the printed sample looks like this:



After the print head nozzle is cleaned, the horizontal lines are gone:

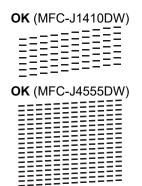


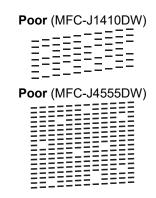
### MFC-J1410DW/MFC-J4555DW

- 1. Press [Ink] > [Improve Print Quality] > [Check Print Quality].
- 2. Press [Start].

The machine prints the check sheet.

- 3. Check the quality of the four color blocks on the sheet.
- 4. When an LCD message prompts you to check the print quality, do one of the following:
  - If all lines are clear and visible, press [No], and then press to finish the Print Quality check.
  - If lines are missing (see **Poor**, as follows), press [Yes].





- 5. When the LCD message prompts you to check the print quality of each color, press the number of the pattern (1–4) that most closely matches the printing result.
- 6. Do one of the following:
  - If print head cleaning is needed, press [Start] to start the cleaning procedure.
  - If print head cleaning is not needed, the menu screen reappears on the touchscreen. Press
- 7. After the cleaning procedure is finished, the LCD message prompts you to print the check sheet again. Press [Yes], and then press [Start].

The machine prints the check sheet again. Check the quality of the four color blocks on the sheet again.

(MFC-J4555DW) If you clean the print head several times and the print has not improved, try the Special cleaning method. See *Related Information*.

### **IMPORTANT**

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.



When a print head nozzle is clogged, the printed sample looks like this:



After the print head nozzle is cleaned, the lines are gone:



# 1

### **Related Information**

· Check Your Brother Machine

- · Print Quality Difficulties
- · Clean the Print Head from Your Brother Machine

▲ Home > Routine Maintenance > Check Your Brother Machine > Check the Print Alignment from Your **Brother Machine** 

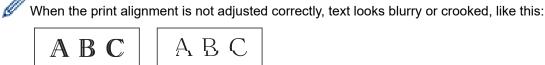
# **Check the Print Alignment from Your Brother Machine**

If your printed text becomes blurred or images become faded after transporting the machine, adjust the print alignment.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- (MFC-J4355DW) Before adjusting the print alignment, complete a print quality check first by pressing (Ink), ▲ or ▼ to select [Impr. PrintQuality] > [Impr. PrintQuality] again, and then OK.
- (MFC-J1360DW/MFC-J1365DW) Before adjusting the print alignment, complete a print quality check first by pressing (Ink), A or V to select [Impr. PrintQuality] > [Impr. PrintQuality] again, and then OK.
- 1. (MFC-J4355DW) Press <sup>♠</sup> (Ink). (MFC-J1360DW/MFC-J1365DW) Press
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Impr. PrintQuality]. Press OK.
  - b. Select [Alignment]. Press OK.
- 3. Press ▶.
- 4. Press ▶ after a confirmation message if a print quality check has been completed appears on the LCD.
- 5. Select the paper size you want to adjust.
- 6. Select the paper type you want to adjust. (Supported models only)
- 7. Follow the LCD instruction to load paper in the tray, and then press ▶. The machine prints the check sheet.
- 8. Follow the LCD instructions to complete the adjustment.





After the print alignment is adjusted correctly, text looks like this:

A B C АВС

9. Press Stop/Exit.

### MFC-J1410DW/MFC-J4555DW

Print Quality] > [Check Print Quality].

- 1. Press | [Ink] > [Improve Print Quality] > [Alignment].
- 2. Press [Next].
- 3. Press [Yes] after a confirmation message if a print quality check has been completed appears on the LCD.
- 4. Select the paper size you want to adjust.
- 5. Select the paper type you want to adjust. (Supported models only)
- 6. Follow the LCD instruction to load paper in the tray, and then press [Start]. The machine prints the check sheet.
- 7. Follow the LCD instructions to complete the adjustment.



When the print alignment is not adjusted correctly, text looks blurry or crooked, like this:





After the print alignment is adjusted correctly, text looks like this:



# **4**

### **Related Information**

· Check Your Brother Machine

### **Related Topics:**

· Print Quality Difficulties

▲ Home > Routine Maintenance > Check Your Brother Machine > Check the Ink Volume (Page Gauge)

# Check the Ink Volume (Page Gauge)

Although an ink volume icon appears on the machine's LCD, you can view a larger graph that displays the approximate ink remaining in each cartridge.

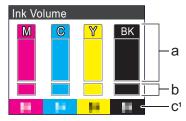
- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

(MFC-J4355DW) Press <sup>6</sup> (Ink).
 (MFC-J1360DW/MFC-J1365DW) Press (Ink).

2. Press ▲ or ▼ to select [Ink Volume]. Press OK.

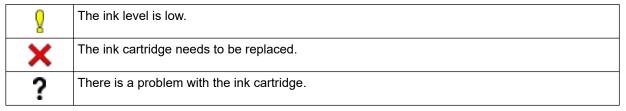
The LCD displays the ink volume. <sup>1</sup>



- a. Displays the cartridge ink level.
- b. Displays the ink level remaining in the internal ink reservoir.
- c. The page gauge <sup>1</sup> shows the approximate number of remaining pages that can be printed with the cartridges.



• When the ink cartridge is near the end of its life or having a problem, one of the following icons appears:



• To change the display settings for the approximate page yield, press **Stop/Exit** to return to the Home screen, press **Settings**, select [Ink], and then select [Remaining Pages].

Press **OK** and follow the instructions on the LCD.

• To check or print the model numbers of the ink cartridges, press **Clear/Back** to go back to the [Ink] menu screen, and then select [Ink Cartridge Model].

Press **OK** and follow the instructions on the LCD.

### 3. Press Stop/Exit.



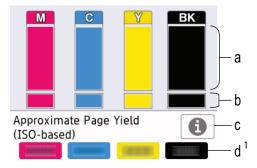
- You can also check the ink volume from your computer.
- For detailed information about the measuring methods used for the approximate yields, visit support.brother.com/yield.

### MFC-J1410DW/MFC-J4555DW

1. Press [Ink] > [Ink Volume].

The touchscreen displays the ink volume and the page gauge <sup>2</sup>.

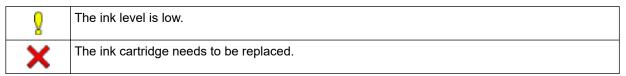
Page Gauge is an estimate for informational purposes only and does not display the actual remaining page yield. For actual cartridge yield information, visit support.brother.com/yield.



- a. Displays the cartridge ink level.
- b. Displays the ink level remaining in the internal ink reservoir.
- c. Press to change the display settings for the approximate page yield.
- d. The page gauge <sup>2</sup> shows the approximate number of remaining pages that can be printed with the cartridges.



When the ink cartridge is near the end of its life or having a problem, one of the following icons appears:



To check or print the ink cartridge model numbers, press (Back) to return to the [Ink] menuscreen

Press [Ink Cartridge Model], and follow the instructions on the touchscreen.

# 2. Press



- You can also check the ink volume from your computer.
- For detailed information about the measuring methods used for the approximate yields, visit support.brother.com/yield.

# Related Information

· Check Your Brother Machine

- Touchscreen LCD Overview
- Settings Screen Overview
- Monitor Machine Status Using Brother iPrint&Scan (Windows/Mac)

<sup>2</sup> Page Gauge is an estimate for informational purposes only and does not display the actual remaining page yield. For actual cartridge yield information, visit support.brother.com/yield.

▲ Home > Routine Maintenance > Check Your Brother Machine > Monitor Machine Status Using Brother iPrint&Scan (Windows/Mac)

# Monitor Machine Status Using Brother iPrint&Scan (Windows/Mac)

Brother iPrint&Scan allows you to monitor your Brother machine's status.

- 1. Start Brother iPrint&Scan.
  - Windows

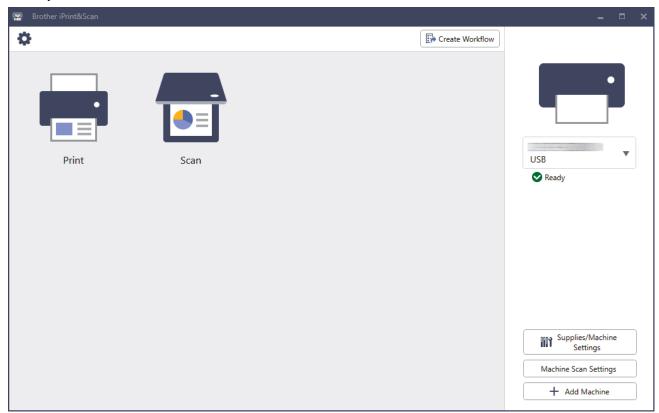
Double-click the (Brother iPrint&Scan) icon.

Mac

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.

2. If your Brother machine is not selected, click the **Add Machine** / **Select your Machine** button, and then select your model's name from the list. Click **OK**.



#### Status icons

Icon	Description
	A green icon indicates the normal stand-by condition.
	A yellow icon indicates a warning.
×	A red icon indicates an error has occurred.

Icon	Description
44	A gray icon indicates the machine is offline.

### **Error icons**

Icon	Description
	The ink level is low.
×	The ink cartridge needs to be replaced.



- The actual screen may differ depending on the version of the application.
- The remaining ink amount is approximate and may differ from the actual amount of remaining ink.
- You can also check the remaining ink amount using Web Based Management.

# Related Information

· Check Your Brother Machine

### **Related Topics:**

• Check the Ink Volume (Page Gauge)

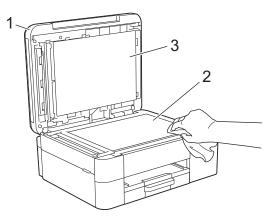
# **Clean Your Brother Machine**

- Clean the Scanner
- Clean the Machine's LCD
- · Clean the Outside of the Machine
- Clean the Machine's Printer Platen
- · Clean the Paper Feed Rollers
- · Clean the Base Pad
- Clean the Paper Pick-up Rollers for Paper Tray #1
- Clean the Paper Pick-up Rollers for Paper Tray #2

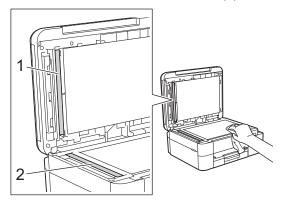
▲ Home > Routine Maintenance > Clean Your Brother Machine > Clean the Scanner

### Clean the Scanner

- 1. Unplug the machine from the AC power outlet.
- 2. Lift the document cover (1). Clean the scanner glass (2) and the white plastic (3) with a soft lint-free cloth moistened with water.



3. In the ADF unit, clean the white bar (1) and the glass strip (2) with a lint-free cloth moistened with water.



4. Reconnect the power cord.



If you feel dirt or debris, clean the glass again. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning attempt.

When there is a spot of dirt or correction fluid on the glass strip, the printed sample shows a vertical line.



After the glass strip is cleaned, the vertical line is gone.



# Related Information

· Clean Your Brother Machine

- Telephone and Fax Problems
- Other Problems

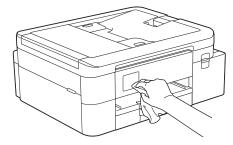
▲ Home > Routine Maintenance > Clean Your Brother Machine > Clean the Machine's LCD

### Clean the Machine's LCD

### **IMPORTANT**

DO NOT use liquid cleaners (including ethanol).

- 1. Press and hold down to turn off the machine. The LCD displays [Shutting Down] for a few seconds before the power goes off.
- 2. Clean the LCD with a dry, soft lint-free cloth.



# Related Information

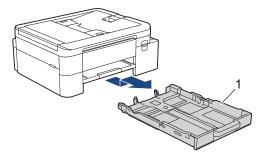
• Clean Your Brother Machine

▲ Home > Routine Maintenance > Clean Your Brother Machine > Clean the Outside of the Machine

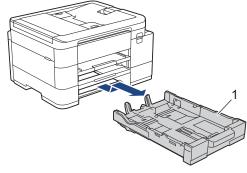
### Clean the Outside of the Machine

### **IMPORTANT**

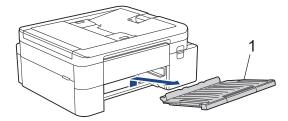
- Cleaning with volatile liquids such as thinner or benzine will damage the outside surface of the machine.
- DO NOT use cleaning materials that contain ammonia.
- DO NOT use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.
- 1. If the paper support flap is open, close it, and then close the paper support.
- 2. Pull the paper trays (1) completely out of the machine as shown by the arrow.
  - Tray #1



• Tray #2 (MFC-J4555DW)



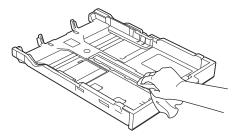
3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



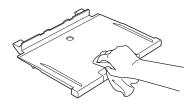
4. Wipe the outside of the machine with a dry, lint-free cloth to remove dust.



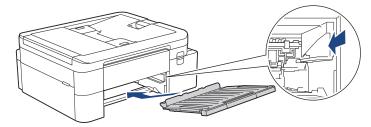
5. Wipe the inside and the outside of the paper tray with a dry, lint-free cloth to remove dust.



6. Wipe the outside of the paper support with a dry, lint-free cloth to remove dust.



7. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



8. Slowly push the paper tray completely into the machine.

# Related Information

· Clean Your Brother Machine

### **Clean the Machine's Printer Platen**

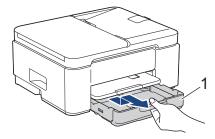
# **WARNING**

Be sure to unplug the machine from the AC power outlet before cleaning the printer platen to avoid an electrical shock.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J1410DW
- >> MFC-J4355DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J1410DW

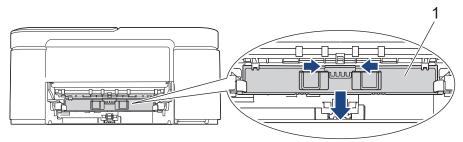
- 1. Unplug the machine from the AC power outlet.
- 2. If the paper support flap is open, close it, and then close the paper support.
- 3. Pull the paper tray (1) completely out of the machine.



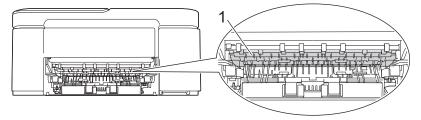
4. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



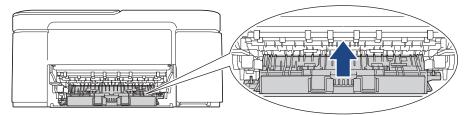
5. Squeeze both green levers together, and then lower the maintenance unit (1).



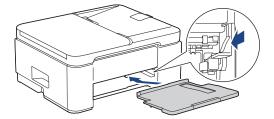
6. Clean the machine's printer platen (1) and the area around it, wiping off scattered ink with a dry, soft lint-free cloth.



7. Raise the maintenance unit.



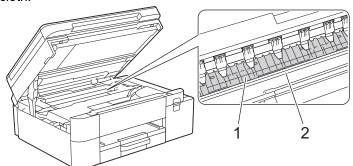
8. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



- 9. Slowly push the paper tray completely into the machine.
- 10. Reconnect the power cord.

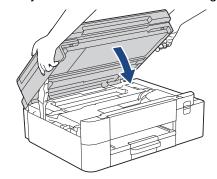
### MFC-J4355DW/MFC-J4555DW

- 1. Unplug the machine from the AC power outlet.
- 2. Using both hands, use the finger holds on each side of the machine to lift the scanner cover into the open position.
- 3. Clean the machine's printer platen (1) and the area around it, wiping off scattered ink with a dry, soft lint-free cloth.



### **IMPORTANT**

- DO NOT touch the encoder strip, the thin strip of plastic that stretches across the width of the machine (2). Doing this may cause damage to the machine.
- 4. Gently close the scanner cover using the finger holds on each side.



5. Reconnect the power cord.



# **Related Information**

• Clean Your Brother Machine

### **Related Topics:**

• Print Quality Difficulties

▲ Home > Routine Maintenance > Clean Your Brother Machine > Clean the Paper Feed Rollers

# Clean the Paper Feed Rollers

If the paper feed rollers are stained with ink or have a buildup of paper dust, it may cause paper feed problems.

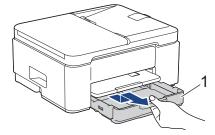
- >> MFC-J1360DW/MFC-J1365DW/MFC-J1410DW
- >> MFC-J4355DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J1410DW

### WARNING

Be sure to unplug the machine from the AC power outlet before cleaning the paper feed rollers to avoid an electrical shock.

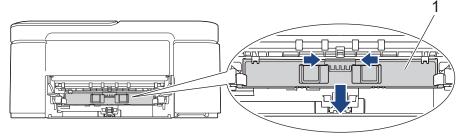
- 1. Unplug the machine from the AC power outlet.
- 2. If the paper support flap is open, close it, and then close the paper support.
- 3. Pull the paper tray (1) completely out of the machine as shown by the arrow.



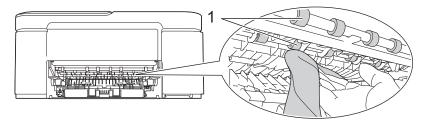
4. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



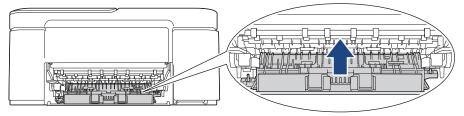
5. Squeeze both green levers together, and then lower the maintenance unit (1).



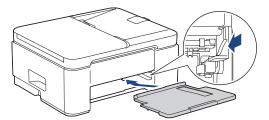
6. Clean the front and back sides of the Paper Feed Rollers (1) with a soft lint-free cloth moistened with water, using a side-to-side motion. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.



7. Raise the maintenance unit.



8. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



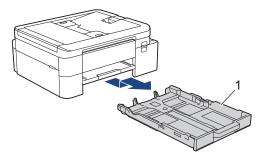
- 9. Slowly push the paper tray completely into the machine.
- 10. Reconnect the power cord.



Do not use the machine again until the rollers are dry. Using the machine before the rollers are dry may cause paper feed problems.

### MFC-J4355DW/MFC-J4555DW

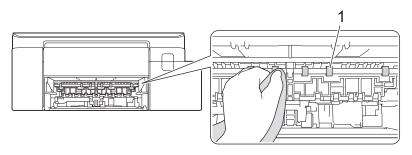
- 1. Unplug the machine from the AC power outlet.
- 2. If the paper support flap is open, close it, and then close the paper support.
- 3. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



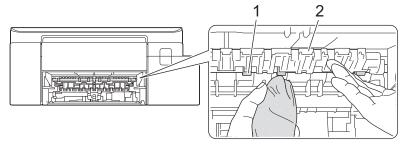
4. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



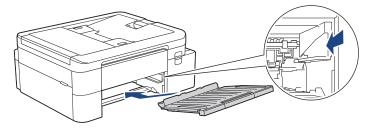
5. Clean the front side of the Paper Feed Rollers (1) with a soft lint-free cloth moistened with water, using a side-to-side motion. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.



6. Lift the flap (2), and then clean the back side of the Paper Feed Rollers (1) with a soft lint-free cloth moistened with water. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.



7. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



- 8. Slowly push the paper tray completely into the machine.
- 9. Reconnect the power cord.



Do not use the machine again until the rollers are dry. Using the machine before the rollers are dry may cause paper feed problems.

# Related Information

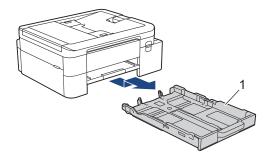
· Clean Your Brother Machine

- · Print Quality Difficulties
- · Paper Handling Difficulties

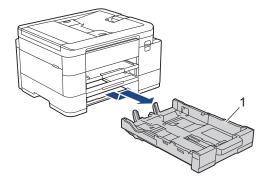
### Clean the Base Pad

Cleaning the Base Pad periodically may prevent the machine from feeding multiple sheets of paper when there are only a few sheets of paper left in the tray.

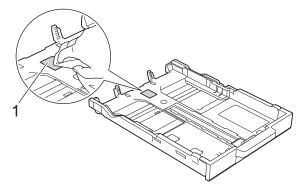
- 1. If the paper support flap is open, close it, and then close the paper support.
- 2. Pull the paper trays (1) completely out of the machine as shown by the arrow.
  - Tray #1



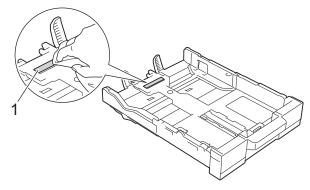
Tray #2 (MFC-J4555DW)



- Clean the Base Pad (1) with a soft lint-free cloth moistened with water.
   After cleaning, wipe the pad with a dry, soft lint-free cloth to remove all moisture.
  - Tray #1



• Tray #2 (MFC-J4555DW)



4. Slowly push the paper tray completely into the machine.



## **Related Information**

• Clean Your Brother Machine

### **Related Topics:**

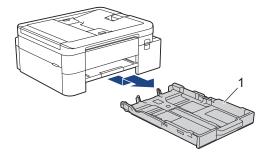
• Paper Handling Difficulties

▲ Home > Routine Maintenance > Clean Your Brother Machine > Clean the Paper Pick-up Rollers for Paper Tray #1

## Clean the Paper Pick-up Rollers for Paper Tray #1

Cleaning the paper pick-up rollers periodically may prevent paper jams by ensuring that paper feeds correctly.

- 1. Unplug the machine from the AC power outlet.
- 2. If the paper support flap is open, close it, and then close the paper support.
- 3. Pull Tray #1 (1) completely out of the machine as shown by the arrow.

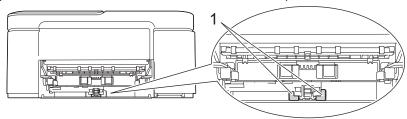


4. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.

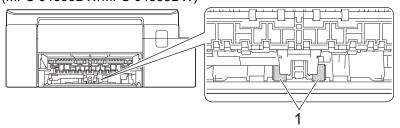


5. Clean the Paper Pick-up Rollers (1) with a soft lint-free cloth moistened with water. Slowly turn the rollers so that the whole surface is cleaned. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.

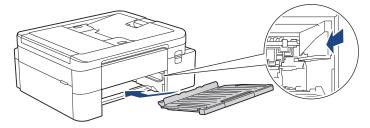
(MFC-J1360DW/MFC-J1365DW/MFC-J1410DW)



(MFC-J4355DW/MFC-J4555DW)



6. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



- 7. Slowly push the paper tray completely into the machine.
- 8. Reconnect the power cord.

# $\checkmark$

### **Related Information**

• Clean Your Brother Machine

## **Related Topics:**

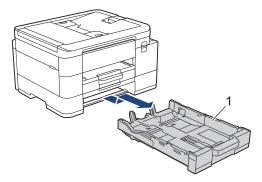
- Error and Maintenance Messages
- Paper Handling Difficulties

▲ Home > Routine Maintenance > Clean Your Brother Machine > Clean the Paper Pick-up Rollers for Paper Tray #2

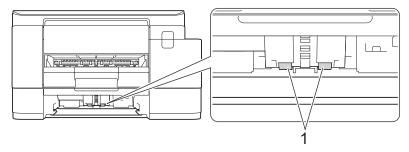
# Clean the Paper Pick-up Rollers for Paper Tray #2

#### Related Models: MFC-J4555DW

- 1. Unplug the machine from the AC power outlet.
- 2. If the paper support flap is open, close it, and then close the paper support.
- 3. Pull Tray #2 (1) completely out of the machine as shown by the arrow.



4. Clean the paper pick-up rollers for Tray #2 (1) with a soft lint-free cloth moistened with water. Slowly turn the rollers so that the whole surface is cleaned. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.



- 5. Slowly push Tray #2 completely into the machine.
- 6. Reconnect the power cord.

# Related Information

· Clean Your Brother Machine

### **Related Topics:**

· Paper Handling Difficulties

#### ▲ Home > Routine Maintenance > Pack and Ship Your Machine

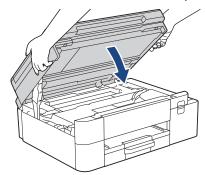
### **Pack and Ship Your Machine**

- When you transport the machine, use the packing materials that came with your machine. Do not tip or turn
  the product upside down. If you do not pack the machine correctly, any damage that may occur in transit may
  not be covered by your warranty.
- The machine should be adequately insured with the carrier.

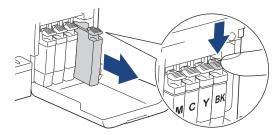
#### **IMPORTANT**

It is important to allow the machine to "park" the print head after a print job. Listen carefully to the machine before unplugging it to make sure that all mechanical noises have stopped. Not allowing the machine to finish this parking process may lead to print problems and possible damage to the print head.

- 1. Unplug the machine from the AC power outlet.
- 2. (MFC-J4355DW/MFC-J4555DW) Unplug the machine from the telephone wall jack and take the telephone line cord out of the machine.
- 3. (MFC-J4355DW/MFC-J4555DW) Using both hands, use the finger holds on each side of the machine to lift the scanner cover into the open position.
- 4. Unplug the interface cable from the machine, if it is connected.
- 5. (MFC-J4355DW/MFC-J4555DW) Gently close the scanner cover using the finger holds on each side.



- 6. Open the ink cartridge cover.
- 7. Press the ink release levers to release the ink cartridges and then take out the ink cartridges.



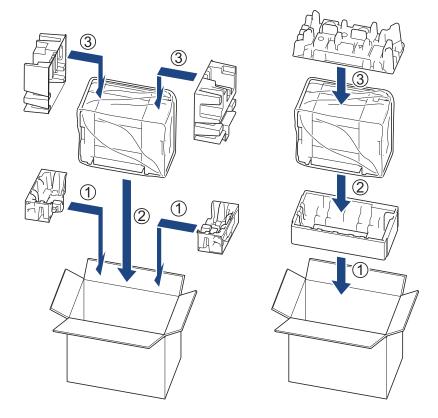
- 8. Close the ink cartridge cover.
- 9. Wrap the machine in the bag.



10. Pack the machine in the original carton with the original packing material as shown below.

(The original packing material may differ depending on your country.)

Do not pack the used ink cartridge in the carton.





If you are returning your machine to Brother as part of the Exchange Service, pack only the machine. Keep all separate parts and printed materials to use with your "Exchange" machine.

11. Close the carton and tape it shut.

# Related Information

• Routine Maintenance

### **Related Topics:**

• Replace the Ink Cartridges

▲ Home > Machine Settings

## **Machine Settings**

Customize settings and features to make your machine a more efficient work tool.

- Check Your Machine's Password
- Change Machine Settings from the Control Panel
- Change Machine Settings Using Web Based Management

▲ Home > Machine Settings > Check Your Machine's Password

### **Check Your Machine's Password**

If prompted to enter a password, check the following information:

- >> Find the Default Password
- >> Change the Password
- >> Reset the Password

#### **Find the Default Password**

The default password to manage this machine's settings is located on the back of the machine and marked "Pwd".

### **Change the Password**

We recommend immediately changing the default password to protect your machine from unauthorized access.

Use Web Based Management to change the password.

For more information, see Related Information.

### **Reset the Password**

If you forget your password, reset your machine to its factory default settings. The password will also be reset to the default password.

For more information, see Related Information.



### **Related Information**

· Machine Settings

### **Related Topics:**

- · Reset Your Machine
- Change the Login Password Using Web Based Management
- · Update Your Machine's Firmware

▲ Home > Machine Settings > Change Machine Settings from the Control Panel

## **Change Machine Settings from the Control Panel**

- In the Event of Power Failure (Memory Storage)
- General Settings
- Save Your Favorite Settings as a Shortcut
- Print Reports
- Settings and Features Tables

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > In the Event of Power Failure (Memory Storage)

## In the Event of Power Failure (Memory Storage)

- Your menu settings are stored permanently and will not be lost.
- Temporary settings (for example: Contrast and Overseas Mode) are lost.
- (MFC-J1360DW/MFC-J1365DW/MFC-J1410DW) The date and time must be re-entered.
- (MFC-J4355DW) The date and time is retained for approximately 24 hours.
- (MFC-J4555DW) The date and time and programmed fax timer jobs (for example: Delayed Fax) are retained for approximately 24 hours.
- (MFC-J4555DW) Other fax jobs in the machine's memory will not be lost.

# $\checkmark$

### **Related Information**

· Change Machine Settings from the Control Panel

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings

### **General Settings**

- Adjust the Machine Volume
- Change for Daylight Saving Time Automatically
- Set Sleep Mode Countdown
- Set the Machine to Power Off Automatically
- · Set the Date and Time
- Set the Time Zone
- Adjust the LCD Backlight Brightness
- Change How Long the LCD Backlight Stays On
- Set Your Station ID
- Set Tone or Pulse Dialing Mode
- Prevent Dialing a Wrong Number (Dial Restriction)
- Reduce Printing Noise
- Lock the Machine Settings
- Change the Language Displayed on the LCD
- Change the Keyboard Setting

■ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Adjust the Machine Volume

# **Adjust the Machine Volume**

Related Models: MFC-J4355DW/MFC-J4555DW

- >> MFC-J4355DW
- >> MFC-J4555DW

### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [General Setup]. Press OK.
  - b. Select [Volume]. Press OK.
- 3. Press ▲ or ▼ to select one of the following options:

Option	Description
Ring	Adjust the ring volume.
Веер	Adjust the volume when you press a button, make a mistake, or after you send or receive a fax.
Speaker	Adjust the speaker volume.

- 4. Press OK.
- 5. Press ▲ or ▼ to select the [Off], [Low], [Med], or [High] option. Press OK.
- 6. Press Stop/Exit.

### MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [General Setup] > [Volume].
- 2. Press one of the following options:

Option	Description
Ring	Adjust the ring volume.
Веер	Adjust the volume when you press a button, make a mistake, or after you send or receive a fax.
Speaker	Adjust the speaker volume.

- 3. Press ▲ or ▼ to display the [Off], [Low], [Med], or [High] option, and then press the option you want.
- 4. Press

# Related Information

· General Settings

■ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Change for Daylight Saving Time Automatically

## **Change for Daylight Saving Time Automatically**

Related Models: MFC-J4355DW/MFC-J4555DW

You can program the machine to change automatically to Daylight Saving Time.

It will reset itself forward one hour in the spring, and backward one hour in the fall. Make sure you have set the correct date and time in the <code>[Date & Time]</code> setting.

This feature is available only in the USA and Canada.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Initial Setup]. Press OK.
  - b. Select [Date & Time]. Press OK.
  - c. Select [Auto Daylight]. Press OK.
  - d. Select [On] or [Off]. Press OK.
- 3. Press Stop/Exit.

### MFC-J4555DW

- 1. Press [Settings].
- 2. Press ( Date & Time > [Auto Daylight].
- 3. Press [On] or [Off].
- 4. Press

# Related Information

General Settings

■ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Set Sleep Mode Countdown

### **Set Sleep Mode Countdown**

The Sleep Mode (or Power Save Mode) setting can reduce power consumption. When the machine is in Sleep Mode, it acts as though it is turned off. The machine will wake up and start printing when it receives a print job or a fax. Use these instructions to set a time delay (countdown) before the machine enters Sleep Mode.

- The timer will restart if any operation is carried out on the machine, such as receiving a fax or a print job.
- · The factory setting is one minute.
- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [General Setup]. Press OK.
  - b. Select [Ecology]. Press OK.
  - c. Select [Sleep Time]. Press OK.
  - d. Enter the number of minutes (1-60) you want to set using the dial pad. Press **OK**.
- 3. Press Stop/Exit.



When the machine goes into Sleep Mode, the LCD backlight turns off.

#### MFC-J1410DW/MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [General Setup] > [Ecology] > [Sleep Time].
- 2. Enter the number of minutes (1-60) you want to set on the touchscreen, and then press [OK].
- 3. Press



When the machine goes into Sleep Mode, the LCD backlight turns off.

# Related Information

· General Settings

#### **Related Topics:**

· Set the Machine to Power Off Automatically

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Set the Machine to Power Off Automatically

### Set the Machine to Power Off Automatically

The Auto Power Off feature can reduce power consumption. If the machine does not receive any jobs for a certain length of time, based on your model and settings, the machine will automatically enter Power Off Mode. The machine will not go into Power Off Mode if it is connected to a network, a USB cable, NFC, Wi-Fi Direct, or a telephone line, or if there is any secure print data stored in its memory. The available features and interfaces vary depending on the model.

To turn on the machine after the Auto Power Off feature has turned it Off, press



- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [General Setup]. Press OK.
  - b. Select [Ecology]. Press OK.
  - c. Select [Auto Power Off]. Press OK.
  - d. Select [Off], [20 minutes], [1 hour], [2 hours], [4 hours], or [8 hours]. Press OK.
- 3. Press Stop/Exit.

#### MFC-J1410DW/MFC-J4555DW

- | [Settings] > [All Settings] > [General Setup] > [Ecology] > [Auto Power 1. Press
- 2. Press ▲ or ▼ to display the [Off], [20 minutes], [1 hour], [2 hours], [4 hours], or [8 hours] option, and then press the option you want.
- 3. Press

## **Related Information**

General Settings

#### **Related Topics:**

- · Set the Fax Journal's Interval Period
- Set Sleep Mode Countdown

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Set the Date and Time

### Set the Date and Time

(For models with facsimile function)

The LCD displays the date and time. If they are not current, re-enter them. You can add the date and time to each fax you send by setting your Station ID.

(For models without facsimile function)

If the machine's power has been off, the machine's date and time may not be current. Re-enter them.

- >> MFC-J1360DW/MFC-J1365DW
- >> MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Initial Setup]. Press OK.
  - b. Select [Date & Time]. Press OK.
  - c. Select [Date]. Press OK.
- 3. Press **△**, **▼**, **◄** or **▶** to select the following:
  - a. To enter the last two digits of the year, select the numbers and then press **OK**. To save the year, select [OK] and then press **OK**.
  - b. To enter the two digits for the month, select the numbers and then press **OK**. To save the month, select [OK] and then press **OK**.
  - c. To enter the two digits for the day, select the numbers and then press **OK**. To save the day, select <code>[OK]</code> and then press **OK**.
- 4. Press ▲ or ▼ to select [Clock Type], and then press OK.
- 5. Press ▲ or ▼ to select [12h Clock] or [24h Clock], and then press OK.
- 6. Press ▲ or ▼ to select [Time], and then press OK.
- 7. Press **△**, **▼**, **◄** or **▶** to select the following:
  - If you selected [12h Clock]:

To enter the four digits of the time (in 12-hour format), select the numbers and then press **OK**. Repeat these steps for setting the hour and minute. Select [AM] or [PM], and then press **OK**. To save the time, select [OK] and then press **OK**.

• If you selected [24h Clock]:

To enter the four digits of the time (in 24-hour format), select the numbers and then press **OK**. Repeat these steps for setting the hour and minute. To save the time, select <code>[OK]</code> and then press **OK**.

8. Press Stop/Exit.

#### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Initial Setup]. Press OK.
  - b. Select [Date & Time]. Press OK.
  - c. Select [Date]. Press OK.
- 3. Enter the last two digits of the year using the dial pad, and then press **OK**.
- 4. Enter the two digits for the month using the dial pad, and then press OK.
- 5. Enter the two digits for the day using the dial pad, and then press OK.

- 6. Press ▲ or ▼ to select [Clock Type], and then press OK.
- 7. Press ▲ or ▼ to select [12h Clock] or [24h Clock], and then press OK.
- 8. Press ▲ or ▼ to select [Time], and then press OK.
- 9. To enter the time, do one of the following:
  - If you selected [12h Clock]:
    - a. Press ▲ or ▼ to select [AM] or [PM], and then press OK.
    - b. Enter the four digits of the time (in 12-hour format) using the dial pad, and then press OK.
  - If you selected [24h Clock]:

Enter the four digits of the time (in 24-hour format) using the dial pad, and then press OK.

10. Press Stop/Exit.

### MFC-J1410DW/MFC-J4555DW

- 1. Press [Settings].
- 2. Press ( Date & Time].
- 3. Press [Date].
- 4. Enter the last two digits of the year on the touchscreen, and then press [OK].
- 5. Enter two digits for the month on the touchscreen, and then press [OK].
- 6. Enter two digits for the day on the touchscreen, and then press [OK].
- 7. Press [Clock Type].
- 8. Press [12h Clock] or [24h Clock].
- 9. Press [Time].
- 10. To enter the time, do one of the following:
  - If you selected [12h Clock], enter the time (in 12-hour format) using the touchscreen, and then press [AM] or [PM].

Press [OK].

• If you selected [24h Clock], enter the time (in 24-hour format) using the touchscreen.

Press [OK].

(For example, enter 19:45 for 7:45 PM.)

11. Press



#### **Related Information**

General Settings

### **Related Topics:**

· Set Your Station ID

■ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Set the Time Zone

## **Set the Time Zone**

Set the time zone for your location on the machine.

For example, the time zone for Eastern Time in the USA and Canada is UTC-05:00. Pacific Time in the USA and Canada is UTC-08:00.

Time Zone	Standard Time
Hawaii-Aleutian Time Zone	UTC - 10:00
Alaska Time Zone	UTC - 9:00
Pacific Time Zone	UTC - 8:00
Mountain Time Zone	UTC - 7:00
Central Time Zone	UTC - 6:00
Eastern Time Zone	UTC - 5:00
Atlantic Time Zone	UTC - 4:00

<sup>&</sup>gt;> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Initial Setup]. Press OK.
  - b. Select [Date & Time]. Press OK.
  - c. Select [Time Zone]. Press OK.
- 3. Enter your time zone, select [OK] and then press OK.
- 4. Press Stop/Exit.

### MFC-J1410DW/MFC-J4555DW

- Press [Settings].
- 2. Press ( Date & Time] > [Time Zone].
- 3. Enter your time zone.
- 4. Press [OK].
- 5. Press

# Related Information

· General Settings

<sup>&</sup>gt;> MFC-J1410DW/MFC-J4555DW

■ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Adjust the LCD Backlight Brightness

## **Adjust the LCD Backlight Brightness**

If you are having difficulty reading the LCD, changing the brightness setting may help.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [General Setup]. Press OK.
  - b. Select [LCD Settings]. Press OK.
  - c. Select [Backlight]. Press OK.
  - d. Select [Light], [Med], or [Dark]. Press OK.
- 3. Press Stop/Exit.

### MFC-J1410DW/MFC-J4555DW

- Press [Settings] > [All Settings] > [General Setup] > [LCD Settings] > [Backlight].
- 2. Press the [Light], [Med], or [Dark] option.
- 3. Press

## Related Information

General Settings

■ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Change How Long the LCD Backlight Stays On

## **Change How Long the LCD Backlight Stays On**

Set how long the LCD backlight stays on.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [General Setup]. Press OK.
  - b. Select [LCD Settings]. Press OK.
  - c. Select [Dim Timer]. Press OK.
  - d. Select [10 Secs], [30 Secs], [1 Min], [2 Mins], [3 Mins], or [5 Mins]. Press OK.
- 3. Press Stop/Exit.

### MFC-J1410DW/MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [General Setup] > [LCD Settings] > [Dim Timer].
- 2. Press ▲ or ▼ to display the [10 Secs], [30 Secs], [1 Min], [2 Mins], [3 Mins], or [5 Mins] option, and then press the option you want.
- 3. Press

## Related Information

General Settings

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Set Your Station ID

### **Set Your Station ID**

Related Models: MFC-J4355DW/MFC-J4555DW

Set the machine's Station ID if you want the date and time to appear on each fax you send.

### NOTE

(USA only)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or electronic device to send any message via a telephone fax machine unless such messages clearly contain, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity or other individual sending the message and the telephone number of the sending machines or such business, other entity or individual. To program this information into the fax machine, see *Set the date and time* and *Set your Station ID*.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Initial Setup]. Press OK.
  - b. Select [Station ID]. Press OK.
- 3. Press ▲ or ▼ to select [Fax], and then press OK.
- 4. Enter your fax number (up to 20 digits) using the dial pad, and then press **OK**.
- 5. Press ▲ or ▼ to select [Name], and then press OK.
- 6. Enter your name (up to 20 characters) using the dial pad, and then press OK.



For more information about how to enter text, see Related Information.

7. Press Stop/Exit.

#### MFC-J4555DW

- 1. Press | | [Settings] > [All Settings] > [Initial Setup] > [Station ID].
- 2. Press [Fax].
- 3. Enter your fax number (up to 20 digits) on the touchscreen, and then press [OK].
- 4. Press [Name].
- 5. Enter your name (up to 20 characters) using the touchscreen, and then press [OK].



- Press A 1 @ to cycle between letters, numbers and special symbols. (The available characters may
  differ depending on your country.)
- If you entered an incorrect character and want to change it, press ◀ or ▶ to move the cursor to it. Press and then enter the correct character.
- To enter a space, press [Space].
- 6. Press



### **Related Information**

• General Settings

### **Related Topics:**

- Transfer Faxes to Another Fax Machine
- Transfer the Fax Journal Report to Another Fax Machine
- Enter Text on Your Brother Machine
- Set the Date and Time

■ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Set Tone or Pulse Dialing Mode

## **Set Tone or Pulse Dialing Mode**

#### Related Models: MFC-J4355DW/MFC-J4555DW

Your machine is set for a Tone dialing service. If you have a Pulse dialing (rotary) service, you must change the dialing mode.

This feature is not available in some countries.

- >> MFC-J4355DW
- >> MFC-J4555DW

#### **MFC-J4355DW**

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Initial Setup]. Press OK.
  - b. Select [Tone/Pulse]. Press OK.
  - c. Select [Tone] or [Pulse]. Press OK.
- 3. Press Stop/Exit.

### MFC-J4555DW

- 1. Press | | [Settings] > [All Settings] > [Initial Setup] > [Tone/Pulse].
- 2. Press [Tone] or [Pulse].
- 3. Press

## Related Information

· General Settings

### **Related Topics:**

· Telephone and Fax Problems

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Prevent Dialing a Wrong Number (Dial Restriction)

## **Prevent Dialing a Wrong Number (Dial Restriction)**

Related Models: MFC-J4555DW

This feature is to prevent users from sending a fax or call to a wrong number by mistake. You can set the machine to restrict Dialing when you use the dial pad, Address Book, Shortcuts and LDAP search.

- 1. Press [Settings] > [All Settings] > [Fax] > [Dial Restriction].
- 2. Press one of the following options:
  - [Dial Pad]
  - [Address Book]



If you combine Address Book numbers when dialing, the address will be recognized as dial pad input and will not be restricted.

- [Shortcuts]
- [LDAP Server]
- 3. Press one of the following options:

Option	Description
Enter # Twice	The machine will prompt you to re-enter the number. If you re-enter the same number correctly, the machine will start dialing. If you re-enter the wrong number, the touchscreen will show an error message.
On	The machine will restrict all fax sending and outbound calls for that dialing method.
Off	The machine does not restrict the dialing method.



- The [Enter # Twice] setting will not work if you use an external phone or press [Hook] before entering the number. You will not be asked to re-enter the number.
- If you selected [On] or [Enter # Twice], you cannot use the Broadcasting feature.
- 4. Press



### **Related Information**

General Settings

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Reduce Printing Noise

## **Reduce Printing Noise**

The Quiet Mode setting can reduce printing noise. When Quiet Mode is turned on, the print speed becomes slower.

The factory setting is [Off].



When the Quiet Mode setting is turned on, appears on the Home screen. (MFC-J1410DW/MFC-J4355DW/MFC-J4555DW)

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [General Setup]. Press OK.
  - b. Select [Ecology]. Press OK.
  - c. Select [Quiet Mode]. Press OK.
  - d. Select [On] or [Off]. Press OK.
- 3. Press Stop/Exit.

### MFC-J1410DW/MFC-J4555DW

- 1. Press | [Settings] > [All Settings] > [General Setup] > [Ecology] > [Quiet Mode].
- 2. Press [On] or [Off].
- 3. Press

# Related Information

· General Settings

#### **Related Topics:**

- Touchscreen LCD Overview
- · Printing Difficulties

■ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Lock the Machine Settings

## **Lock the Machine Settings**

Related Models: MFC-J4355DW

Use the Setting Lock feature to block unauthorized access to machine settings. When Setting Lock is set to On, you cannot access the machine settings without entering the password.

Before turning on the machine's Setting Lock, write down and save your password. If you forget the password, you must reset all passwords stored in the machine by contacting your administrator or Brother Customer Service.

- Set the Setting Lock Password
- Change the Setting Lock Password
- Turn On Setting Lock

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Lock the Machine Settings > Set the Setting Lock Password

## **Set the Setting Lock Password**

### Related Models: MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [General Setup]. Press OK.
  - b. Select [Setting Lock]. Press OK.
- 3. Enter a four-digit number for the password.
- 4. Press OK.
- 5. When the LCD displays [Verify], re-enter the password.
- 6. Press OK.
- 7. Press Stop/Exit.

## Related Information

· Lock the Machine Settings

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Lock the Machine Settings > Change the Setting Lock Password

### **Change the Setting Lock Password**

### Related Models: MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [General Setup]. Press OK.
  - b. Select [Setting Lock]. Press OK.
  - c. Select [Set Password]. Press OK.
- 3. Enter the current four-digit password.
- 4. Press OK.
- 5. Enter a new four-digit password.
- 6. Press OK.
- 7. When the LCD displays [Verify], re-enter the password.
- 8. Press OK.
- 9. Press Stop/Exit.

### Related Information

• Lock the Machine Settings

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Lock the Machine Settings > Turn On Setting Lock

# **Turn On Setting Lock**

### Related Models: MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [General Setup]. Press OK.
  - b. Select [Setting Lock]. Press OK.
  - c. Select [Lock Off $\Rightarrow$ On]. Press **OK**.
- 3. Enter the current four-digit password.
- 4. Press OK.



To turn off Setting Lock, press **Settings**, enter the current four-digit password, and then press **OK**.

## Related Information

· Lock the Machine Settings

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Change the Language Displayed on the LCD

## Change the Language Displayed on the LCD

Change the LCD language if needed.

This feature is not available in some countries.

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Initial Setup]. Press OK.
  - b. Select [Local Language]. Press OK.
  - c. Select your language. Press OK.
- 3. Press Stop/Exit.

### MFC-J1410DW/MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [Initial Setup] > [Local Language].
- 2. Press your language.
- 3. Press

# Related Information

General Settings

■ Home > Machine Settings > Change Machine Settings from the Control Panel > General Settings > Change the Keyboard Setting

# **Change the Keyboard Setting**

### Related Models: MFC-J1410DW/MFC-J4555DW

You can choose the type of keyboard for the LCD.

- 1. Press | | [Settings] > [All Settings] > [General Setup] > [Keyboard Settings].
- 2. Press [QWERTY] or [ABC].
- 3. Press

# Related Information

General Settings

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Save Your Favorite Settings as a Shortcut

# Save Your Favorite Settings as a Shortcut

Related Models: MFC-J1410DW/MFC-J4555DW

- Add Shortcuts
- Change or Delete Shortcuts
- · Assign a Shortcut to an IC Card

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Save Your Favorite Settings as a Shortcut > Add Shortcuts

### **Add Shortcuts**

#### Related Models: MFC-J1410DW/MFC-J4555DW

You can add the settings you use most frequently for functions such as Copy and Scan by saving them as your Shortcuts. Later you can press the Shortcut to apply these settings instead of manually re-entering them.



Some Shortcut menus are not available depending on your model.

These instructions describe how to add a Copy Shortcut. The steps for adding Shortcuts for other functions are very similar.

- 1. If the Home screen appears, press + [Shortcuts].
- 2. Press a tab from [1] to [3].
- 3. Press + where you have not added a Shortcut.
- 4. Press **\( \)** or **\( \)** to display [Copy].
- 5. Press [Copy].
- 6. Press (Options).
- 7. Press ▲ or ▼ to display the available settings, and then press the setting you want to change.
- 8. Press ▲ or ▼ to display the available options for the setting, and then press the option you want.
  Repeat the previous and this steps until you have selected all the settings for this Shortcut. When finished, press [OK].
- 9. Press [OK].
- 10. Read and confirm the displayed list of settings you have selected, and then press [OK].
- 11. Enter a name for the Shortcut using the LCD, and then press [OK].



- When adding Fax or Scan to Shortcuts, you will be asked if you want to make this a One Touch Shortcut. Follow the LCD instructions.
- When adding Copy to a One Touch Shortcut, you must select the [Color Copy] or [Mono Copy] option in the shortcut.

Press [Options] > [One Touch Shortcut], select [Color Copy] or [Mono Copy], and then change other settings. Follow the LCD instructions.

## Related Information

Save Your Favorite Settings as a Shortcut

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Save Your Favorite Settings as a Shortcut > Change or Delete Shortcuts

### **Change or Delete Shortcuts**

Related Models: MFC-J1410DW/MFC-J4555DW

You can change the settings in a Shortcut.

You cannot change a Web Connect Shortcut or Apps Shortcut. If you need to change them, delete them, and then add a new Shortcut.

- 1. If the Home screen appears, press + [Shortcuts].
- 2. Press a tab from [1] to [3] to display the Shortcut you want to change.
- 3. Press and hold the Shortcut you want to change.
- 4. Press [Edit].



To delete the Shortcut, press [Delete]. To edit the name of the Shortcut, press [Rename] and follow the LCD menus.

- 5. Press [Options].
- 6. Press ▲ or ▼ to display the available settings, and then press the setting you want to change.
- 7. Change the settings for the Shortcut you selected. Press [OK].
- 8. Press [OK] when you have finished changing the settings.
- 9. Press [OK] to confirm.

# Related Information

· Save Your Favorite Settings as a Shortcut

#### **Related Topics:**

- · Enter Text on Your Brother Machine
- Add Shortcuts

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Save Your Favorite Settings as a Shortcut > Assign a Shortcut to an IC Card

# Assign a Shortcut to an IC Card

Related Models: MFC-J4555DW

· Assign a Shortcut to an IC Card with IC Card Reader

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Save Your Favorite Settings as a Shortcut > Assign a Shortcut to an IC Card > Assign a Shortcut to an IC Card with IC Card Reader

### Assign a Shortcut to an IC Card with IC Card Reader

Related Models: MFC-J4555DW

You can assign one Shortcut to your IC card. When you touch your IC card to the IC card reader connected to your machine, your personal Shortcut automatically appears on the touchscreen.



- You cannot use the same IC card for different Shortcuts.
- To use the IC card for another Shortcut, unregister the card first, and then register it with the new Shortcut.

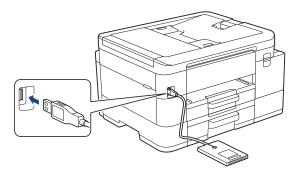
Before you assign a shortcut to an IC card, register an external IC card reader. Use Web Based Management to register the card reader. Your machine supports external IC card readers supporting HID-class drivers.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click **Administrator** > **External Card Reader**.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Enter the necessary information, and then click Submit.
- 4. Restart your Brother machine to activate the configuration.
- 5. Connect the card reader to your machine.



- 6. If the Home screen appears, press + [Shortcuts] on the LCD.
- 7. Press a tab from [1] to [3] to select the Shortcut screens that contains the Shortcut you want to assign to your IC card.
- 8. Press and hold the Shortcut until the options appear.
- 9. Press ▲ or ▼ to display the [Register Card/NFC] option, and then press it.
- 10. Touch the IC card to the IC card reader connected to your machine.
- 11. Press [Register].

The Shortcut is assigned to the IC Card.

# **✓**

### **Related Information**

Assign a Shortcut to an IC Card

#### **Related Topics:**

· Access Web Based Management

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Print Reports

# **Print Reports**

- Reports
- Print a Report
- Fax Reports
- Telephone and Fax Problems

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Print Reports > Reports

# Reports

The following reports are available:

#### Transmission Verification Report (For models with facsimile function)

The Transmission Verification Report prints the details of the last fax sent from your machine.

#### Address Book (For models with facsimile function)

The Address Book report prints a list of names and numbers stored in the Address Book memory.

#### Fax Journal (For models with facsimile function)

The Fax Journal prints a list of information about your last 200 incoming and outgoing faxes. (TX means Transmit, RX means Receive.)

#### **User Settings**

The User Settings report prints a list of your current settings.

#### **Network Configuration (network models)**

The Network Configuration report prints a list of your current network settings.

#### WLAN Report (wireless models)

The WLAN Report prints the wireless LAN connectivity diagnosis.

#### Caller ID History (For models with facsimile function)

(MFC-J4555DW) The Caller ID History report prints a list of the available Caller ID information for the last 30 received faxes and telephone calls.

(MFC-J4355DW) The Caller ID History report prints a list of the available Caller ID information for the last 20 received faxes and telephone calls.

# Related Information

Print Reports

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Print Reports > Print a Report

## **Print a Report**

- >> MFC-J1360DW/MFC-J1365DW/MFC-J4355DW
- >> MFC-J1410DW/MFC-J4555DW

### MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

- 1. Press Settings.
- 2. Press ▲ or ▼ to make your selections:
  - a. Select [Print Reports]. Press OK.
  - b. Select the report you want to print. Press OK.
- 3. Press ▶.
- 4. Press Stop/Exit.

### MFC-J1410DW/MFC-J4555DW

- 1. Press [Settings] > [All Settings] > [Print Reports].
- 2. Press ▲ or ▼ to display the report options, and then press the option you want.
- 3. Press [Yes].
- 4. Press

## Related Information

Print Reports

#### **Related Topics:**

Caller ID

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Settings and Features Tables

# **Settings and Features Tables**

- Settings Tables (1.8" Color LCD)
- Features Tables (1.8" Color LCD)
- Settings Tables (2.7" Touchscreen models)
- Features Tables (2.7" Touchscreen models)

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Settings and Features Tables > Settings Tables (1.8" Color LCD)

# **Settings Tables (1.8" Color LCD)**

Related Models: MFC-J1360DW/MFC-J1365DW/MFC-J4355DW

These tables will help you understand your machine's menu selections and options.

### Settings > [General Setup]

Level 3	Level 4	Level 5	Descriptions
Maintenance	Impr. PrintQuality	Impr. PrintQuality	Check and correct the print quality, alignment and paper feeding according to the LCD instructions.
		Alignment	
		Correct Paper Feed	
	Print Head	Black only	Clean the print head according to the LCD
	Cleaning	Color only	instructions.
		All	
	Ink Volume	-	Check the available ink volume.
	Ink Cartridge Model	-	Check your ink cartridge numbers.
	Print Options	Reduce Smudging	Reduce smudging on the paper or paper jams during printing.
		Enhance Print	Improve print quality and reduce blurriness.
	Ink Cartridge Check	-	View your ink cartridge information.
Paper Type	-	-	Set the type of paper in the paper tray.
Paper Size	-	-	Set the paper size in the paper tray.
Check Paper	-	-	Check the paper type and paper size when you pull the tray out of the machine.
Volume	Ring	-	Adjust the ring volume.
(MFC-J4355DW)	Beep (MFC-J4355DW)	-	Adjust the beeper volume.
	Speaker	-	Adjust the speaker volume.
	(MFC-J4355DW)		
LCD Settings	Backlight	-	Adjust the brightness of the LCD backlight.
	Dim Timer	-	Set how long the LCD backlight stays on after returning to the Home screen.
Ecology	Eco Mode	-	Turn on the following machine settings:
			Sleep Time: 1 Min
			• Dim Timer: 10 Secs
			• Quiet Mode: On <sup>1</sup>
	Sleep Time	-	Set how long the machine must be idle before it goes into Sleep Mode.
	Quiet Mode	-	Decrease printing noise.
	Auto Power Off	-	Select how long the machine must wait before it automatically enters Power off mode.

Level 3	Level 4	Level 5	Descriptions
Ecology			When set to Off, the machine does not power off automatically.
Setting Lock (MFC-J4355DW)		-	Restrict unauthorized users from changing the machine's settings.

<sup>1</sup> Changing this setting is possible only after you change certain machine settings in Web Based Management.

# Settings > [Ink]

Level 3	Level 4	Descriptions
Ink Volume	-	Check the available ink volume.
Remaining Pages	-	Check the approximate number of remaining pages that can be printed with the currently installed cartridges.
Ink Cartridge Model	-	Check your ink cartridge numbers.
Ink Cartridge Check	-	View your ink cartridge information.

# Settings > [Fax] (For models with facsimile function)

Level 3	Level 4	Level 5	Descriptions
Setup Receive	Ring Delay	-	Set the number of rings before the machine answers in Fax Only or Fax/Tel mode.
	Receive Mode	-	Select the Receive Mode that best suits your needs.
	F/T Ring Time	-	Set the length of the pseudo/double-ring time in Fax/Tel mode.
	Easy Receive	-	Receive fax messages automatically when you answer a call and hear fax tones.
	Remote Codes	Remote Codes	Answer calls at an extension or external telephone and
		Fax Receive Code	use codes to turn on or off the Remote Codes. You can personalize the codes.
		Tel Answer	
	Auto Reduction	-	Reduce each page of an incoming fax to fit on your paper.
	PC Fax Receive	-	Set the machine to send faxes to your computer.
			You can turn on the Backup Print safety feature.
	Fax Rx Stamp	-	Print the received time and date on the top of incoming faxes.
Report Setting	Transmission	-	Select the initial setup for the Transmission Verification Report.
	Journal Period	Journal Period	Set the interval for automatic printing of the Fax Journal.
		Time	If you select an option other than Off and Every 50 Faxes, you can set the time for the option.
		Day	If you select Every 7 Days, you can set the day of the week.
Print Fax	-	-	Print incoming faxes stored in the machine's memory. All faxes are erased from the machine's memory after printing.
Remaining Jobs	-	-	Check which scheduled jobs are in the machine's memory and cancel selected jobs.
Miscellaneous	TX Lock	-	Prohibit most functions except receiving faxes.

Level 3	Level 4	Level 5	Descriptions
Miscellaneous	Distinctive	Distinctive	Turn on the telephone company's Distinctive Ring
	(USA and Canada only)  Ring Pattern subscriber service to register you the machine.	subscriber service to register your new ring pattern on the machine.	
	Area Code	-	Set your 3-digit area code only if you do not dial it
	(USA only)		within your own area code.

# Settings > [Network]

Level 3	Level 4	Level 5	Descriptions
WLAN (Wi-Fi)	Find Wi-Fi Network	-	Configure your wireless network settings manually.
	Setup Support	-	Configure your wireless network settings according to the information displayed on the LCD.
	WPS/Push Button	-	Configure your wireless network settings using the one-button push method.
	WPS/PIN Code	-	Configure your wireless network settings using WPS with a PIN.
	Recover WLAN	-	Reset and restart your wireless network.
	WLAN Status	Status	View the current wireless network status.
		Signal	View the current wireless network signal strength.
		SSID	View the current SSID.
		Comm. Mode	View the current Communication mode.
	TCP/IP	BOOT Method	Select the Boot method that best suits your needs.
		IP Address	Enter the IP address.
		Subnet Mask	Enter the Subnet mask.
		Gateway	Enter the Gateway address.
		Node Name	Enter the Node name.
		WINS Configuration	Select the WINS configuration mode.
		WINS Server	Specify the IP address of the primary or secondary WINS server.
		DNS Server	Specify the IP address of the primary or secondary DNS server.
		APIPA	Set the machine to allocate the IP address from the link-local address range automatically.
		IPv6	Turn the IPv6 protocol on or off.
	MAC Address	-	View the machine's MAC address.
	WLAN Enable	-	Turn the wireless network connection On or Off.
Wi-Fi Direct	Manual	-	Configure your Wi-Fi Direct network settings manually.
	Group Owner	-	Set your machine as the Group Owner.
	Push Button	-	Configure your Wi-Fi Direct network settings using the one-button push method.
	PIN Code	-	Configure your Wi-Fi Direct network settings using WPS with a PIN code.

Level 3	Level 4	Level 5	Descriptions
Wi-Fi Direct	Device Information	Device Name	View your machine's device name.
		SSID	View the Group Owner's SSID.
			When the machine is not connected, the LCD displays Not Connected.
		IP Address	View your machine's current IP Address.
	Status	Status	View the current Wi-Fi Direct network status.
	Information	Signal	View the current Wi-Fi Direct network signal strength.
			When your machine acts as Group Owner, the LCD always indicates a strong signal.
	I/F Enable	-	Turn the Wi-Fi Direct connection on or off.
Web Connect	Proxy Settings	Proxy Connection	Change the Web connection settings.
Settings		Address	
		Port	
		User Name	
		Password	
Web Based Mgmt	-	-	Enable or disable Web Based Management.
			If you enable this function, make sure you specify the connection method to use Web Based Management.
IP Filter	-	-	Restrict access to your machine by enabling the IP filter.
Global Detect	Allow Detect	-	Enable or disable Global Detect, a function that detects and notifies the user when the user unintentionally connects to a global network.
	Reject Access	-	Disable connections to the global network.
Network Reset	-	-	Restore the machine's network settings back to the factory settings, except the administrator password.

# Settings > [Print Reports]

Level 3	Descriptions
Transmission	Print a Transmission Verification Report for your last transmission.
(For models with facsimile function)	
Address Book	Print a list of destination details stored in the Address Book.
(For models with facsimile function)	
Fax Journal	Print a list of information about your last 200 incoming and outgoing faxes.
(For models with facsimile function)	(TX means Transmit. RX means Receive.)
User Settings	Print a list of your User settings.
Network Config	Print a list of your Network settings.
WLAN Report	Print the wireless LAN connection results.
Caller ID History (For models with facsimile function)	Print a list of the available Caller ID information about the last 20 received faxes and telephone calls.

## Settings > [Machine Info.]

Level 3	Descriptions
Serial No.	Check your machine's serial number.
Firmware Version	Check your machine's firmware version.
Firmware Update	Update your machine to the latest firmware.
Firmware Update Setup	Set the days and times for automatic firmware updates.
Page Counter	Check the total number of pages the machine has printed.

## Settings > [Initial Setup]

Level 3	Level 4	Descriptions
Date & Time	Date	(For models with facsimile function)
	Time	Add the date and time on the screen and in the headings of the faxes you send.
		(For models without facsimile function)
		Set the date and time on your machine.
	Clock Type	Select the time format (12-hour or 24-hour).
	Auto Daylight (For models with facsimile function) (USA and Canada only)	Set the machine to change automatically for Daylight Saving Time.
	Time Zone	Set your time zone.
Station ID	Fax	Enter your name and fax number so it appears on each page
(For models with facsimile function)	Name	you fax.
Tone/Pulse (For models with facsimile function) (Available only for some countries.)	-	Select the dialing mode.
Fax Auto Redial (For models with facsimile function)	-	Set the machine to redial the last fax number if the fax did not go through because the line was busy.
Dial Tone (For models with facsimile function)	-	Shorten the dial tone detection pause.
Compatibility	-	Adjust the equalization for transmission difficulties.
(For models with facsimile function)		VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, select Basic (for VoIP).
Reset	Machine Reset	Restore all the machine's settings that you have changed, such as Date and Time.
	Network	Restore the machine's network settings back to the factory settings, except the administrator password.
	Address Book & Fax (For models with facsimile function)	Erase all stored phone numbers, fax data, and fax settings.
	Stored Fax Data	Erase all stored fax data and history.

Level 3	Level 4	Descriptions
Reset	(For models with facsimile function)	
	All Settings	Restore all the machine's settings back to the factory settings.
Local Language (Available only for some countries.)	-	Change your LCD language.

# **✓**

## **Related Information**

• Settings and Features Tables

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Settings and Features Tables > Features Tables (1.8" Color LCD)

# Features Tables (1.8" Color LCD)

Related Models: MFC-J1360DW/MFC-J1365DW/MFC-J4355DW



# Fax (For models with facsimile function)

Level 3	Level 4	Descriptions
Fax Resolution	-	Set the resolution for outgoing faxes.
Contrast	-	Adjust the contrast.
Glass Scan Size	-	Adjust the scan area of the scanner glass to the size of the document.
Broadcasting	-	Send the same fax message to more than one fax number.
Real Time TX	-	Send a fax without using the memory.
Overseas Mode	-	Set to On if you have difficulty sending faxes overseas.
Call History	Redial	Send a fax to the last number you called.
	Outgoing Call	Select a number from the Outgoing Call history, and then send a fax to it, add it to the Address Book, or delete it.
	Caller ID History	Select a number from the Caller ID History and then send a fax to it, add it to the Address Book, or delete it.
Address Book	Search	Dial by pressing only a few buttons.
	Set Speed Dial	Store Speed Dial numbers, so you can dial by pressing only a few buttons.
	Setup Groups	Set up Group numbers for broadcasting.
	Change	Change Address Book numbers.
	Delete	Delete Address Book numbers.
Set New Default	-	Save your settings as the default.
Factory Reset	-	Restore all settings back to the factory settings.



## Scan

Level 3	Level 4	Descriptions
to PC	to File	Scan documents and save them to a folder on your computer.
	to OCR	Convert your scanned document to an editable text file.
	to Image	Scan photos or graphics into your graphics applications.
	to E-mail	Send a scanned document as an email attachment.
to Web	-	Upload the scanned data to an Internet service.
WS Scan	Scan	Scan data using the Web Service protocol.
(Appears when you install a Web Services Scanner.)	Scan for E-mail	
	Scan for Fax	
	Scan for Print	



# Copy (MFC-J4355DW) / Copy (Home screen) (MFC-J1360DW/MFC-J1365DW)

Level 3	Level 4	Descriptions
Quality	-	Select the Copy resolution for your document type.
Paper Type	-	Select the paper type that matches the paper in the tray.
Paper Size	-	Select the paper size that matches the paper in the tray.
Enlarge/Reduce	100%	-
	Fit to Page	Adjust the copy size to fit on the paper size you have set.
	Enlarge	Select an enlargement ratio for the next copy.
	Reduce	Select a reduction ratio for the next copy.
	Custom(25-400%)	Enter an enlargement or reduction ratio.
Density	-	Adjust the density.
Remove Background	Black Copy Settings	Change the amount of background color that is removed.
	Color Copy Settings	
2-sided Copy	-	Turn off or turn on 2-sided copying and select flip on long edge or flip on short edge.
Stack/Sort	-	Select to stack or sort multiple copies.
Page Layout	-	Make N in 1, 2 in 1 ID, or Poster copies.
Auto Deskew	-	Correct a skewed copy.
Set New Default	-	Save your settings as the default.
Factory Reset	-	Restore all settings back to the factory settings.



Level 1	Level 2	Level 3	Descriptions	
Web	-	-	Connect the Brother machine to an Internet service.	



# (Ink) (MFC-J4355DW) / (Ink) (MFC-J1360DW/MFC-J1365DW)

Level 2	Level 3	Descriptions		
Ink Volume	-	Check the available ink volume.		
Ink Cartridge Model	-	Check your ink cartridge numbers.		
Impr. PrintQuality	Impr. PrintQuality			
	Alignment	according to the LCD instructions.		
	Correct Paper Feed			
Print Head Cleaning	Black only	Clean the print head according to the LCD instructions.		
	Color only			
	All			
Print Options	Reduce Smudging	Reduce smudging on the paper or paper jams during printing.		
	Enhance Print	Improve print quality and reduce blurriness.		
Ink Cartridge Check	-	View your ink cartridge information.		

## ▶ □ (Address Book) (For models with facsimile function)

Level 2	Descriptions
Search	Dial by pressing only a few buttons.
Set Speed Dial	Store Speed Dial numbers, so you can dial by pressing only a few buttons.
Setup Groups	Set up Group numbers for broadcasting.
Change	Change Address Book numbers.
Delete	Delete Address Book numbers.

## Redial/Pause (For models with facsimile function)

Level 2	Descriptions
Redial	Send a fax to the last number you called.
Outgoing Call	Select a number from the Outgoing Call history, and then send a fax to it, add it to the Address Book, or delete it.
Caller ID History	Select a number from the Caller ID History and then send a fax to it, add it to the Address Book, or delete it.



# 

Level 2	Descriptions	
Find Wi-Fi Network	Configure your wireless network settings manually.	
Setup Support	Configure your wireless network settings according to the information displayed on the LCD.	
WPS/Push Button	Configure your wireless network settings using the one-button push method.	
Recover WLAN	Reset and restart your wireless network.	

## **Related Information**

Settings and Features Tables

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Settings and Features Tables > Settings Tables (2.7" Touchscreen models)

# **Settings Tables (2.7" Touchscreen models)**

Related Models: MFC-J1410DW/MFC-J4555DW

These tables will help you understand your machine's menu selections and options.

- >> [Settings]
- >> [General Setup]
- >> [Shortcut Settings]
- >> [Fax]
- >> [Network]
- >> [Print Reports]
- >> [Machine Info.]
- >> [Initial Setup]

#### [Settings]



### [Settings]

Level 1	Level 2	Level 3	Descriptions
$\odot$	-	-	Access the Date and Time setting menus.
(Date & Time)			
Maintenance	-	-	Access the Maintenance settings menus.
Network	Wired LAN	-	Access the Wired LAN setting menus.
	(MFC-J4555DW)		
	WLAN (Wi-Fi)	-	Access the WLAN setting menus.
	Wi-Fi Direct	-	Access the Wi-Fi Direct setting menus.
Fax Preview	-	-	View received faxes on the LCD.
(MFC-J4555DW)			
Tray Setting	-	-	Access the tray setting menus.
Wi-Fi Direct	-	-	Access the Wi-Fi Direct setting menus.
Eco Mode	-	-	Turn on the following machine settings:
(MFC-J1410DW)			• Sleep Time: 1 Min
			Dim Timer: 10 Secs
			• Quiet Mode: On <sup>1</sup>
All Settings	-	-	Configure the detailed settings.

<sup>1</sup> Changing this setting is possible only after you change certain machine settings in Web Based Management.

#### [General Setup]



### [All Settings] > [General Setup]

Level 3	Level 4	Level 5	Descriptions
Maintenance	Improve Print Quality	Quality	Check and correct the print quality, alignment and paper feeding according to
		Alignment	the LCD instructions.

Level 3	Level 4	Level 5	Descriptions
Maintenance	Improve Print Quality	Correct Paper Feed	Check and correct the print quality, alignment and paper feeding according to the LCD instructions.
	Print Head	Black only	Clean the print head according to the LCD
	Cleaning	Color only	instructions.
		All	
	Ink Volume	-	Check the available ink volume.
	Ink Cartridge Model	-	Check your ink cartridge numbers.
	Print Options	Reduce Smudging	Reduce smudging on the paper or paper jams during printing.
		Enhance Print	Improve print quality and reduce blurriness.
	Ink Cartridge Check	-	View your ink cartridge information.
Tray Setting	Tray 1	Paper Type	Set the type of paper in the paper tray.
(MFC-J4555DW)		Paper Size (MFC-J4555DW)	Set the paper size in the paper tray.
	Tray 2 (MFC-J4555DW)	Paper Size	Set the paper size in the paper tray.
	Copy (MFC-J4555DW)	-	Select the tray to be used for copying.
	Fax (MFC-J4555DW)	-	Select the tray to be used for faxing.
	Check Paper (MFC-J4555DW)	-	Check the paper type and paper size when you pull the tray out of the machine.
Paper Type (MFC-J1410DW)	-	-	Set the type of paper in the paper tray.
Paper Size (MFC-J1410DW)	-	-	Set the paper size in the paper tray.
Check Paper (MFC-J1410DW)	-	-	Check the paper type and paper size when you pull the tray out of the machine.
Volume	Ring	-	Adjust the ring volume.
(MFC-J4555DW)	Beep (MFC-J4555DW)	-	Adjust the beeper volume.
	Speaker (MFC-J4555DW)	-	Adjust the speaker volume.
LCD Settings	Backlight	-	Adjust the brightness of the LCD backlight.
	Dim Timer	-	Set how long the LCD backlight stays on after the last finger press.
Screen Settings	Home Screen	-	Set the screen that is displayed when you press .
	Scan Screen	-	Set the default Scan screen settings.
Notice Settings (MFC-J4555DW)	Scan Result(Skip Blank Page)	-	Displays the Skip Blank Page scan results when finished.
Keyboard Settings	-	-	Select the type of keyboard for the LCD.
Ecology	Eco Mode	-	Turn on the following machine settings:  • Sleep Time: 1 Min  • Dim Timer: 10 Secs

Level 3	Level 4	Level 5	Descriptions
Ecology			• Quiet Mode: On 1
	Sleep Time	-	Set how long the machine must be idle before it goes into Sleep Mode.
	Quiet Mode	-	Decrease printing noise.
	Auto Power Off	-	Select how long the machine must wait before it automatically enters Power off mode.
			When set to Off, the machine does not power off automatically.

<sup>1</sup> Changing this setting is possible only after you change certain machine settings in Web Based Management.

### [Shortcut Settings]



## [All Settings] > [Shortcut Settings]

Level 3	Level 4	Descriptions
(Select a shortcut button.)	Rename	Change the shortcut name.
	Edit	Change the shortcut settings.
	Delete	Delete the shortcut.
	Register Card/NFC	Assign a Shortcut to an IC card.
	(MFC-J4555DW)	
	Delete Card/NFC	Remove a Shortcut from an IC card.
	(MFC-J4555DW)	

### [Fax]



# [All Settings] > [Fax] (For models with facsimile function)

Level 3	Level 4	Level 5	Descriptions
Setup Receive	Ring Delay	-	Set the number of rings before the machine answers in Fax Only or Fax/Tel mode.
	Receive Mode	-	Select the Receive Mode that best suits your needs.
	F/T Ring Time	-	Set the length of the pseudo/double-ring time in Fax/Tel mode.
	Fax Preview (MFC-J4555DW)	-	View received faxes on the LCD.
	Easy Receive	-	Receive fax messages automatically when you answer a call and hear fax tones.
	Remote Codes	-	Answer calls at an extension or external telephone and use codes to turn on or off the Remote Codes. You can personalize the codes.
	Auto Reduction	-	Reduce each page of an incoming fax to fit on your paper.
	PC Fax Receive	-	Set the machine to send faxes to your computer.

Level 3	Level 4	Level 5	Descriptions
Setup Receive			You can turn on the Backup Print safety feature.
	Memory Receive	-	Set the machine to forward fax messages or to store incoming faxes in the machine's memory, or cloud service, so you can retrieve them while you are away from your machine.
			If you select Fax Forward, or Forward to Cloud, you can turn on the Backup Print safety feature.
	Fax Rx Stamp	-	Print the received time and date on the top of incoming faxes.
Report Setting	Transmission	-	Select the initial setup for the Transmission Verification Report.
	Journal Period	-	Set the interval for automatic printing of the Fax Journal.
			If you select an option other than Off and Every 50 Faxes, you can set the time for the option.
			If you select Every 7 Days, you can set the day of the week.
Print Fax	-	-	Print incoming faxes stored in the machine's memory. All faxes are erased from the machine's memory after printing.
Remote Access	-	-	Set your own code for Remote Retrieval.
Dial Restriction	Dial Pad	-	Restrict dialing when using the dial pad.
(MFC-J4555DW)	Address Book (MFC-J4555DW)	-	Restrict the dialing when using the Address Book.
	Shortcuts (MFC-J4555DW)	-	Restrict the dialing when using a Shortcut.
	LDAP Server (MFC-J4555DW)	-	Restrict the dialing when using LDAP search.
Remaining Jobs	-	-	Check which scheduled jobs are in the machine's memory and cancel selected jobs.
Miscellaneous(MFC-J4555DW)	Distinctive	Distinctive	Turn on the telephone company's
	(USA and Canada only)	Ring Pattern	Distinctive Ring subscriber service to register your new ring pattern on the machine.
	Area Code (USA only)	-	Set your 3-digit area code only if you do not dial it within your own area code.

## [Network]



# | [All Settings] > [Network]

Level 3	Level 4	Level 5	Level 6	Descriptions
Wired LAN (MFC-J4555DW)	TCP/IP	BOOT Method	-	Select the Boot method that best suits your needs.
		IP Address	-	Enter the IP address.

Level 3	Level 4	Level 5	Level 6	Descriptions
Wired LAN	TCP/IP	Subnet Mask	-	Enter the Subnet mask.
(MFC-J4555DW)		Gateway	-	Enter the Gateway address.
		Node Name	-	Enter the Node name.
		WINS Configuration	-	Select the WINS configuration mode.
		WINS Server	-	Specify the IP address of the primary or secondary WINS server.
		DNS Server	-	Specify the IP address of the primary or secondary DNS server.
		APIPA	-	Set the machine to allocate the IP address from the link-local address range automatically.
		IPv6	-	Turn the IPv6 protocol on or off.
	Ethernet	-	-	Select the Ethernet link mode.
	Wired Status	-	-	View the current wired status.
	MAC Address	-	-	View the machine's MAC address.
	Set to Default	-	-	Restore the wired network settings to the factory settings.
	Wired Enable	-	-	Turn the Wired LAN interface on or off manually.
WLAN (Wi-Fi)	Find Wi-Fi Network	-	-	Configure your wireless network settings manually.
	Setup Support	-	-	Configure your wireless network settings according to the information displayed on the LCD.
	WPS/Push Button	-	-	Configure your wireless network settings using the one-button push method.
	WPS/PIN Code	-	-	Configure your wireless network settings using WPS with a PIN.
	Recover WLAN	-	-	Reset and restart your wireless network.
	WLAN Status	Status	-	View the current wireless network status.
		Signal	-	View the current wireless network signal strength.
		SSID	-	View the current SSID.
		Comm. Mode	-	View the current Communication mode.
	TCP/IP	BOOT Method	-	Select the Boot method that best suits your needs.
		IP Address	-	Enter the IP address.
		Subnet Mask	-	Enter the Subnet mask.
		Gateway	-	Enter the Gateway address.
		Node Name	-	Enter the Node name.
		WINS Configuration	-	Select the WINS configuration mode.
		WINS Server	-	Specify the IP address of the primary or secondary WINS server.

Level 3	Level 4	Level 5	Level 6	Descriptions
WLAN (Wi-Fi)	TCP/IP	DNS Server	-	Specify the IP address of the primary or secondary DNS server.
		APIPA	-	Set the machine to allocate the IP address from the link-local address range automatically.
		IPv6	-	Turn the IPv6 protocol on or off.
	MAC Address	-	-	View the machine's MAC address.
	Set to Default (MFC-J4555DW)	-	-	Restore the wireless network settings to the factory settings.
	WLAN Enable	-	-	Turn the wireless network connection On or Off.
Wi-Fi Direct	Manual	-	-	Configure your Wi-Fi Direct network settings manually.
	Group Owner	-	-	Set your machine as the Group Owner.
	Push Button	-	-	Configure your Wi-Fi Direct network settings using the one-button push method.
	PIN Code	-	-	Configure your Wi-Fi Direct network settings using WPS with a PIN code.
	Device	Device Name	-	View your machine's device name.
	Information	SSID	-	View the Group Owner's SSID.  When the machine is not connected, the LCD displays Not Connected.
		IP Address	-	View your machine's current IP Address.
	Status Information	Status	-	View the current Wi-Fi Direct network status.
		Signal	-	View the current Wi-Fi Direct network signal strength. When your machine acts as Group Owner, the LCD always indicates a strong signal.
	I/F Enable	-	-	Turn the Wi-Fi Direct connection on or off.
Message from Brother	Message from Brother	-	-	Display messages and notifications from Brother.
	Status	-	-	
Web Connect Settings	Proxy Settings	Proxy Connection	-	Change the Web connection settings.
		Address	-	
		Port	-	
		User Name	-	
		Password	-	
Web Based Mgmt	-	-	-	Enable or disable Web Based Management.
				If you enable this function, make sure you specify the connection method to use Web Based Management.

Level 3	Level 4	Level 5	Level 6	Descriptions
IPsec (MFC-J4555DW)	-	-	-	IPsec is an optional security feature of the IP protocol that provides authentication and encryption services. We recommend contacting your network administrator before changing this setting.
IP Filter	-	-	-	Restrict access to your machine by enabling the IP filter.
Global Detect	Allow Detect	-	-	Enable or disable Global Detect, a function that detects and notifies the user when the user unintentionally connects to a global network.
	Reject Access	-	-	Disable connections to the global network.
Network Reset	-	-	-	Restore the machine's network settings back to the factory settings, except the administrator password.

## [Print Reports]



# [All Settings] > [Print Reports]

Descriptions
Print a Transmission Verification Report for your last transmission.
Print a list of destination details stored in the Address Book.
Print a list of information about your last 200 incoming and outgoing faxes.
(TX means Transmit. RX means Receive.)
Print a list of your User settings.
Print a list of your Network settings.
Print the wireless LAN connection results.
Print a list of the available Caller ID information of the last 30 received faxes and telephone calls.

### [Machine Info.]



# [All Settings] > [Machine Info.]

Level 3	Descriptions
Serial No.	Check your machine's serial number.
Firmware Version	Check your machine's firmware version.
Firmware Update	Update your machine to the latest firmware.
Firmware Update Setup	Set the days and times for automatic firmware updates.
Page Counter	Check the total number of pages the machine has printed.

## [Initial Setup]



# [All Settings] > [Initial Setup]

Level 3	Level 4	Descriptions		
Date & Time	Date	(For models with facsimile function)		
	Time	Add the date and time on the screen and in the headings of the faxes you send.		
		(For models without facsimile function)		
		Set the date and time on your machine.		
	Clock Type	Select the time format (12-hour or 24-hour).		
	Auto Daylight (For models with facsimile function) (USA and Canada	Set the machine to change automatically for Daylight Saving Time.		
	only) Time Zone	Set your time zone.		
Station ID	Fax	Enter your name and fax number so it appears on each page		
(For models with facsimile	Name	you fax.		
function)	Name			
Tone/Pulse (For models with facsimile function) (Available only for some countries.)	-	Select the dialing mode.		
Fax Auto Redial (For models with facsimile function)	-	Set the machine to redial the last fax number if the fax did not go through because the line was busy.		
Dial Tone	-	Shorten the dial tone detection pause.		
(For models with facsimile function)				
Compatibility	-	Adjust the equalization for transmission difficulties.		
(For models with facsimile function)		VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, select Basic (for VoIP).		
Reset	Machine Reset	Restore all the machine's settings that you have changed, such as Date and Time.		
	Network	Restore the machine's network settings back to the factory settings, except the administrator password.		
	Address Book & Fax	Erase all stored phone numbers, fax data, and fax settings.		
	(For models with facsimile function)			
	Stored Fax Data	Erase all stored fax data and history.		
	(For models with facsimile function)			
	All Settings	Restore all the machine's settings back to the factory settings.		
Local Language (Available only for some countries.)	-	Change your LCD language.		



## **Related Information**

• Settings and Features Tables

▲ Home > Machine Settings > Change Machine Settings from the Control Panel > Settings and Features Tables > Features Tables (2.7" Touchscreen models)

# Features Tables (2.7" Touchscreen models)

#### Related Models: MFC-J1410DW/MFC-J4555DW

- >> [Fax] (For models with facsimile function)
- >> [Copy]
- >> [Scan]
- >> 🍑 [Web]
- >> [USB] (MFC-J4555DW)
- >> [Download Software]
- >> + [Shortcuts]
- >> [Ink]
- >> Wi-Fi Setup
- >> When you have put a USB Flash drive in the USB slot (MFC-J4555DW)

## [Fax] (For models with facsimile function)

### (When [Fax Preview] is [Off])

Level 3	Level 4	Level 5	Descriptions
Pause	-	-	When you are entering a fax or telephone number on the control panel, Pause appears on the LCD. Press Pause when you need a delay while dialing numbers, such as access codes and credit card numbers. You can also store a pause when you set up addresses.
Hook	-	-	Press before dialing if you want to listen to make sure a fax machine has answered, and then press Fax Start.
Call History	Redial	-	Redial the last number you dialed.
	Outgoing Call	Apply (MFC-J4555DW)	Select a number from the Outgoing Call history, and then send a fax to it, add it to the Address Book, or delete it.
	Caller ID History	Apply (MFC-J4555DW)	Select a number from the Caller ID History and then send a fax to it, add it to the Address Book, or delete it.
		Edit	1
Address Book	Q	-	When LDAP is off, the search is within the Local Address Book.
	(Search:)		When LDAP is on, the search is within the Local Address Book and LDAP Server.
		Detail (Appears only when LDAP is on.)	View detailed information about the selected address.

Level 3	Level 4	Level 5	Descriptions
Address Book	Edit	-	Store Address Book numbers, set up Group numbers for Broadcasting, and change and delete Address Book numbers.
	(Select Address Book)	Apply (MFC-J4555DW)	Start sending a fax using the Address Book.
Ď.	Fax Resolution	-	Set the resolution for outgoing faxes.
(Options)	Contrast	-	Adjust the contrast.
,	Glass Scan Size	-	Adjust the scan area of the scanner glass to the size of the document.
	Broadcasting	Add Number	Send the same fax message to more than one fax number.
	Preview	-	Preview a fax message before you send it.
	Color Setting	-	Set whether faxes are sent in black and white or color.
	Delayed Fax	Delayed Fax	Set the time of day the delayed faxes will be sent.
		Set Time	
	Batch TX	-	Combine delayed faxes to the same fax number at the same time of day into one transmission.
	Real Time TX	-	Send a fax without using the memory.
	Overseas Mode	-	Set to On if you have difficulty sending faxes overseas.
	Call History	Redial	Redial the last number you dialed.
		Outgoing Call	Select a number from the Outgoing Call history, and then send a fax to it, add it to the Address Book, or delete it.
		Caller ID History	Select a number from the Caller ID History and then send a fax to it, add it to the Address Book, or delete it.
	Address Book	(Search:)	When LDAP is off, the search is within the Local Address Book.  When LDAP is on, the search is within the Local
		Edit	Address Book and LDAP Server.  Store Address Book numbers, set up Group numbers for Broadcasting, and change and delete Address Book numbers.
	Set New Default	-	Save your settings as the default.
	Factory Reset	-	Restore all settings back to the factory settings.
Save as Shortcut	-	-	Save the current settings as a shortcut.

# (When [Fax Preview] is [On])

Level 3	Level 4	Level 5	Level 6	Descriptions
Sending Faxes	Pause	-	-	When you are entering a fax or telephone number on the control panel, Pause appears on the LCD. Press Pause when you need a delay while dialing numbers, such as access codes and credit card numbers. You can also store a pause when you set up addresses.

Level 3	Level 4	Level 5	Level 6	Descriptions
Sending Faxes	Hook	-	-	Press before dialing if you want to listen to make sure a fax machine has answered, and then press Fax Start.
	Call	Redial	-	Redial the last number you dialed.
	History	Outgoing Call	Apply (MFC-J4555DW) Edit	Select a number from the Outgoing Call history, and then send a fax to it, add it to the Address Book, or delete it.
		Caller ID History	Apply (MFC-J4555DW)	Select a number from the Caller ID History and then send a fax to it, add it to the Address Book, or delete it.
	Address Book	Q	-	When LDAP is off, the search is within the Local Address Book.
		(Search:)		When LDAP is on, the search is within the Local Address Book and LDAP Server.
			Detail (Appears only when LDAP is on.)	View detailed information about the selected address.
		Edit	-	Store Address Book numbers, set up Group numbers for Broadcasting, and change and delete Address Book numbers.
		(Select Address Book)	Apply (MFC-J4555DW)	Start sending a fax using the Address Book.
	<b>*</b>	Fax Resolution	-	Set the resolution for outgoing faxes.
	(Options)	Contrast	-	Adjust the contrast.
	,	Glass Scan Size	-	Adjust the scan area of the scanner glass to the size of the document.
		Broadcasting	Add Number	Send the same fax message to more than one fax number.
		Preview	-	Preview a fax message before you send it.
		Color Setting	-	Set whether faxes are sent in black and white or color.
		Delayed Fax	Delayed Fax	Set the time of day the delayed faxes
			Set Time	will be sent.
		Batch TX	-	Combine delayed faxes to the same fax number at the same time of day into one transmission.
		Real Time TX	-	Send a fax without using the memory.
		Overseas Mode	-	Set to On if you have difficulty sending faxes overseas.
		Call History	Redial	Redial the last number you dialed.
			Outgoing Call	Select a number from the Outgoing Call history, and then send a fax to it, add it to the Address Book, or delete it.
			Caller ID History	Select a number from the Caller ID History and then send a fax to it, add it to the Address Book, or delete it.

Level 3	Level 4	Level 5	Level 6	Descriptions
Sending Faxes	₩.	Address Book	Q	When LDAP is off, the search is within the Local Address Book.
	(Options)		(Search:)	When LDAP is on, the search is within the Local Address Book and LDAP Server.
			Edit	Store Address Book numbers, set up Group numbers for Broadcasting, and change and delete Address Book numbers.
		Set New Default	-	Save your settings as the default.
		Factory Reset	-	Restore all settings back to the factory settings.
	Save as Shortcut	-	-	Save the current settings as a shortcut.
Received Faxes	Print/ Delete	Print All(New Faxes)	-	Print the new received faxes.
		Print All(Old Faxes)	-	Print the old received faxes.
		Delete All(New Faxes)	-	Delete the new received faxes.
		Delete All(Old Faxes)	-	Delete the old received faxes.
Address Book	Q	-	-	When LDAP is off, the search is within the Local Address Book.
	(Search:)			When LDAP is on, the search is within the Local Address Book and LDAP Server.
		Detail (Appears only when LDAP is on.)	-	View detailed information about the selected address.
	Edit	-	-	Store Address Book numbers, set up Group numbers for Broadcasting, and change and delete Address Book numbers.
	(Select Address Book)	Apply (MFC-J4555DW)	-	Start sending a fax using the Address Book.
Call	Redial	-	-	Redial the last number you dialed.
History	Outgoing Call	Apply (MFC-J4555DW)	-	Select a number from the Outgoing Call history, and then send a fax to it, add it to the Address Book, or delete it.
		Edit	-	and Address Book, or delete it.
	Caller ID History	Apply (MFC-J4555DW)	-	Select a number from the Caller ID History and then send a fax to it, add it
		Edit	-	to the Address Book, or delete it.

# [Copy]

Level 3	Level 4	Level 5	Descriptions
Save as Shortcut	-	-	Save the current settings as a shortcut.
ID	-	-	Make an ID card copy.

Level 3	Level 4	Level 5	Descriptions
*	Quality	-	Select the Copy resolution for your document type.
(Options)	One Touch Shortcut	-	Select the Color Copy or Mono Copy option when registering a One Touch Shortcut.
	Select Tray (MFC-J4555DW)	-	Select the tray to be used for Copy mode.
	Paper Type	-	Select the paper type that matches the paper in the tray.
	Paper Size	-	Select the paper size that matches the paper in the tray.
	Enlarge/Reduce	100%	-
		Fit to Page	Adjust the copy size to fit on the paper size you have set.
		Enlarge	Select an enlargement ratio for the next copy.
		Reduce	Select a reduction ratio for the next copy.
		Custom (25-400%)	Enter an enlargement or reduction ratio.
	Density	-	Adjust the density.
	Remove Background Color	Black Copy Settings	Change the amount of background color that is removed.
		Color Copy Settings	
	2-sided Copy	-	Turn off or turn on 2-sided copying and select flip on long edge or flip on short edge.
	Stack/Sort	-	Select to stack or sort multiple copies.
	Page Layout	-	Make N in 1, 2 in 1 ID, or Poster copies.
	Auto Deskew	-	Correct a skewed copy.
	Advanced Settings	-	Select advanced copy settings.
	Set New Default	-	Save your settings as the default.
	Factory Reset	-	Restore all settings back to the factory settings.

# [Scan]

Level 3	Level 4	Level 5	Level 6	Descriptions
to Media (MFC-J4555DW)	Other Scan to Actions	-	-	Scan documents and save them directly to a USB flash
(When a USB Flash drive is inserted)	(Options)	-	-	drive without using a computer.
	Save as Shortcut	-	-	
to My Folder (MFC-J4555DW)	-	-	-	Send scanned data to your folder in the CIFS server on your local network or on the Internet.

Level 3	Level 4	Level 5	Level 6	Descriptions
to PC	to File	Other Scan to Actions	-	Scan documents and save them to a folder on your
		(Select USB or PC)	*	computer.
			(Options)	
			Save as Shortcut	
	to OCR	Other Scan to Actions	-	Convert your scanned document to an editable text
		(Select USB or PC)	*	file.
			(Options)	
			Save as Shortcut	
	to Image	Other Scan to Actions	-	Scan photos or graphics into your graphics applications.
		(Select USB or PC)	₩.	
			(Options)	
			Save as Shortcut	
	to E-mail	Other Scan to Actions	-	Send a scanned document as an email attachment.
		(Select USB or PC)	₽	
			(Options)	
			Save as Shortcut	
to FTP/SFTP (MFC-J4555DW)	Other Scan to Actions	-	-	Scan documents directly to an FTP/SFTP server.
	(Select Profile name)	<b>‡</b>	-	
		(Options) Save as		
		Shortcut	-	
to Network (MFC-J4555DW)	Other Scan to Actions	-	-	Scan documents directly to a CIFS server on your local
	(Select Profile name)	<b>‡</b>	-	network or on the Internet.
		(Options)		
		Save as Shortcut	-	
to SharePoint (MFC-J4555DW)	Other Scan to Actions	-	-	Scan documents directly to a SharePoint server.
	(Select Profile name) (MFC-J4555DW)	(Options)	-	
		Save as Shortcut	-	
to Web	-	(MFC-J4555DW)	-	Upload the scanned data to an Internet service.

Level 3	Level 4	Level 5	Level 6	Descriptions
WS Scan (Appears when you install a Web Services Scanner, which is displayed in your computer's Network explorer.)	Other Scan to Actions	-	-	Scan data using the Web Service protocol.
	Scan	-	-	
	Scan for E-mail	-	-	
	Scan for Fax	-	-	
	Scan for Print	-	-	



Level 1	Descriptions
Web	Connect the Brother machine to an Internet service.



Level 1	Descriptions
Apps	Connect the Brother machine to the Brother Apps service.

# [USB] (MFC-J4555DW)

Level 3	Level 4	Level 5	Level 6	Descriptions
JPEG Print	Select Files	OK	<b>‡</b>	Adjust your photos with the options.
			(Print Settings)	
		Print All	-	Print all photos in your USB flash drive.
	Index Print	Print Index Sheet	<b>‡</b>	Print a thumbnail page.
			(Print Settings)	
		Print Photos	<b>‡</b>	Print photos by choosing the index numbers.
			(Print Settings)	
Scan to Media	-	-	-	Scan documents into a USB flash drive.
Web	-	-	-	Connect the Brother machine to an Internet service.

# [Download Software]

Level 1	Descriptions
	Displays information about downloading and installing software for mobile devices and computers.



# // [Print Head Cleaning]

Level 1	Descriptions
Print Head Cleaning	Clean the print head according to the LCD instructions.

# + [Shortcuts]

Level 2	Level 3	Level 4	Descriptions
+	Сору	-	Change the settings in the Copy options.
(Add Shortcut)	Fax (For models with facsimile function)	-	Change the settings in the Fax options.
	Scan	to Media (MFC-J4555DW)	Scan documents and save them directly to a USB flash drive without using a computer.
		to PC(File)	Scan documents and save them to a folder on your computer.
		to PC (OCR)	Convert your scanned document to an editable text file.
		to PC(Image)	Scan photos or graphics into your graphics applications.
		to PC(E-mail)	Send a scanned document as an email attachment.
		to FTP/SFTP	Send scanned data via FTP/SFTP.
		(MFC-J4555DW)	
		(MFC-J4555DW)	Send scanned data to a CIFS server on your local network or on the Internet.
		to SharePoint (MFC-J4555DW)	Send scanned data to a SharePoint server.
	Web	-	Connect the Brother machine to an Internet service.
	Apps	-	Connect the Brother machine to the Brother Apps service.
This list appears when each	Rename	-	Change the shortcut name.
Shortcut icon is pressed for 2 seconds.	Edit	-	Change the shortcut settings.
	Delete	-	Delete the shortcut.
	Register Card/NFC (MFC-J4555DW)	-	Assign a Shortcut to an IC card.
	Delete Card/NFC (MFC-J4555DW)	-	Remove a Shortcut from an IC card.
0	(Select a shortcut button.)	Rename	Change the shortcut name.
(Edit/Delete)		Edit	Change the shortcut settings.
		Delete	Delete the shortcut.
		Register Card/NFC (MFC-J4555DW)	Assign a Shortcut to an IC card.
		Delete Card/NFC (MFC-J4555DW)	Remove a Shortcut from an IC card.

# [Ink]

Level 2	Level 3	Descriptions	
Ink Volume	-	Check the available ink volume.	
Ink Cartridge Model	-	Check your ink cartridge numbers.	
Improve Print Quality	Check Print Quality	Check and correct the print quality, alignment and paper feeding according to the LCD instructions.	
	Alignment		
	Correct Paper Feed		
Print Head Cleaning	Black only	Clean the print head according to the LCD instructions.	
	Color only		
	All		
Print Options	Reduce Smudging	Reduce smudging on the paper or paper jams during printing.	
	Enhance Print	Improve print quality and reduce blurriness.	
Ink Cartridge Check	-	View your ink cartridge information.	

# 渔

# Wi-Fi Setup

Level 2	Descriptions
Find Wi-Fi Network	Configure your wireless network settings manually.
Setup Support	Configure your wireless network settings according to the information displayed on the LCD.
WPS/Push Button	Configure your wireless network settings using the one-button push method.
Recover WLAN	Reset and restart your wireless network.

# When you have put a USB Flash drive in the USB slot (MFC-J4555DW)

Level 1	Descriptions	
JPEG Print	Select photo menu.	
Scan to Media	Scan documents into your media.	
Web	Connect the Brother machine to an Internet service.	

# 1

## **Related Information**

Settings and Features Tables

▲ Home > Machine Settings > Change Machine Settings Using Web Based Management

# **Change Machine Settings Using Web Based Management**

Web Based Management is a utility that uses a standard web browser to manage your machine using the Hyper Text Transfer Protocol (HTTP) or Hyper Text Transfer Protocol over Secure Socket Layer (HTTPS).

- · What is Web Based Management?
- Access Web Based Management
- Change the Login Password Using Web Based Management
- Set Up Your Machine's Address Book Using Web Based Management

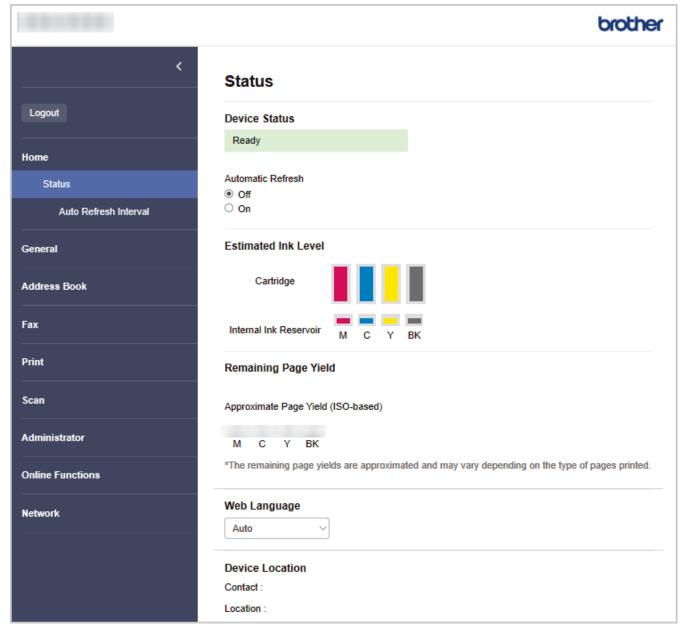
▲ Home > Machine Settings > Change Machine Settings Using Web Based Management > What is Web Based Management?

## What is Web Based Management?

Web Based Management is a utility that uses a standard web browser to manage your machine using the Hyper Text Transfer Protocol (HTTP) or Hyper Text Transfer Protocol over Secure Socket Layer (HTTPS).



- We recommend using the latest version of the following web browsers:
  - Microsoft Edge, Firefox, and Google Chrome<sup>™</sup> for Windows
  - Safari, Firefox, and Google Chrome<sup>™</sup> for Mac
  - Google Chrome<sup>™</sup> for Android<sup>™</sup>
  - Safari and Google Chrome<sup>™</sup> for iOS
- Ensure that JavaScript and Cookies are always enabled, regardless of which browser you use.
- Make sure your machine is On and connected to the same network as your computer, and that your network supports the TCP/IP protocol.



The actual screen may differ from the screen shown above.



## **Related Information**

Change Machine Settings Using Web Based Management

▲ Home > Machine Settings > Change Machine Settings Using Web Based Management > Access Web Based Management

## **Access Web Based Management**

- · We recommend using the latest version of the following web browsers:
  - Microsoft Edge, Firefox, and Google Chrome<sup>™</sup> for Windows
  - Safari, Firefox, and Google Chrome<sup>™</sup> for Mac
  - Google Chrome<sup>™</sup> for Android<sup>™</sup>
  - Safari and Google Chrome<sup>™</sup> for iOS
- Ensure that JavaScript and Cookies are always enabled, regardless of which browser you use.
- If you set a new password during initial setup, use the new password that you specified for your machine.
- If you have not set a new password, use the default password to manage this machine's settings. The default password is located on the back of the machine and marked "Pwd". You can also find the default password in the Network Configuration Report. We recommend immediately changing the default password to protect your machine from unauthorized access.
- If the password is entered incorrectly several times, you will not be able to log in for a while. The lockout settings can be changed in Web Based Management.
- Up to eight computers or mobile devices can be logged in to Web Based Management at the same time. If you log in a ninth device, the first device will be logged out.
- We recommend using the HTTPS security protocol when configuring settings using Web Based Management. If you use HTTP when configuring settings using Web Based Management, follow the screen prompts to switch to a secure HTTPS connection.
- When you use HTTPS for Web Based Management configuration, your browser will display a warning dialog box. To avoid displaying the warning dialog box, you can install a self-signed certificate to use SSL/TLS communication. For more detailed information, see the Security Features Guide.
- >> Start from Your Web Browser
- >> Start from Brother iPrint&Scan (Windows/Mac)
- >> Start from Brother Utilities (Windows)
- >> Start from Brother Mobile Connect

### **Start from Your Web Browser**

- 1. Start your web browser.
- 2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

For example:

https://192.168.1.2

Your machine's IP address can be found in the Network Configuration Report.

See Print the Network Configuration Report.



If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.

For example: https://SharedPrinter

If you enable a NetBIOS name, you can also use the node name.

For example: https://brn123456abcdef

The NetBIOS name can be found in the Network Configuration Report.

Web Based Management appears.

- 3. If required, type the password in the Login field, and then click Login.
- 4. If you want to pin the navigation bar to the left side of the screen, click ≡ and then click ✓.

You can now change the machine settings.

If you change the protocol settings, you must restart the machine after clicking **Submit** to activate the configuration.

After configuring the settings, click Logout.



If the machine is idle for a specified amount of time, the user is automatically logged out. Change the logout settings in the **Web Based Management Logout Time** menu.

### Start from Brother iPrint&Scan (Windows/Mac)

- 1. Start Brother iPrint&Scan.
  - Windows

Double-click the (Brother iPrint&Scan) icon.

Mac

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.

- 2. If your Brother machine is not selected, click the **Add Machine** / **Select your Machine** button, and then select your model's name from the list. Click **OK**.
- 3. Click the Supplies/Machine Settings button.



If the Supplies/Machine Settings window appears, click the All Settings link.

Web Based Management appears.

- 4. If required, type the password in the Login field, and then click Login.
- 5. If you want to pin the navigation bar to the left side of the screen, click  $\equiv$  and then click  $\propto$ .

You can now change the machine settings.

If you change the protocol settings, you must restart the machine after clicking **Submit** to activate the configuration.

After configuring the settings, click Logout.



If the machine is idle for a specified amount of time, the user is automatically logged out. Change the logout settings in the **Web Based Management Logout Time** menu.

### **Start from Brother Utilities (Windows)**

- 1. Launch (Brother Utilities), and then click the drop-down list and select your model name (if not already selected).
- 2. Click **Tools** in the left navigation bar, and then click **Machine Settings**.

Web Based Management appears.

- 3. If required, type the password in the **Login** field, and then click **Login**.
- 4. If you want to pin the navigation bar to the left side of the screen, click ≡ and then click ✓.

You can now change the machine settings.

If you change the protocol settings, you must restart the machine after clicking **Submit** to activate the configuration.

After configuring the settings, click Logout.



If the machine is idle for a specified amount of time, the user is automatically logged out. Change the logout settings in the **Web Based Management Logout Time** menu.

#### **Start from Brother Mobile Connect**

Install and set up Brother Mobile Connect on your mobile device.

- 1. Start Brother Mobile Connect on your mobile device.
- 2. Tap your model name on the top of the screen.



If your Brother machine is not displayed on your mobile device, swipe to select your machine's model name.

3. Tap All Machine Settings.

Web Based Management appears.

- 4. If required, type the password in the **Login** field, and then tap **Login**.
- 5. If you want to pin the navigation bar on the left side of the screen, tap  $\equiv$  and then tap  $\boxed{\mathbf{x}}$ .

You can now change the machine settings.

If you change the protocol settings, you must restart the machine after tapping **Submit** to activate the configuration.

After configuring the settings, tap Logout.



If the machine is idle for a specified amount of time, the user is automatically logged out. Change the logout settings in the **Web Based Management Logout Time** menu.

## Related Information

Change Machine Settings Using Web Based Management

#### **Related Topics:**

· Print the Network Configuration Report

▲ Home > Machine Settings > Change Machine Settings Using Web Based Management > Change the Login Password Using Web Based Management

## **Change the Login Password Using Web Based Management**

The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**". Change the default password by following the on-screen instructions when you first log in. We recommend immediately changing the default password to protect your machine from unauthorized access.

- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click Administrator > Login Password.



- The default password to manage this machine's settings is located on the back of the machine and marked "Pwd".
- If the left navigation bar is not visible, start navigating from ≡.
- 3. To change the password, type your current password in the Enter Old Password field.
- 4. Following the on-screen **Login Password** guidelines, type your new password in the **Enter New Password** field.
- 5. Retype the new password in the Confirm New Password field.
- 6. Click Submit.



You can also change the lockout settings in the Login Password menu.

## Related Information

· Change Machine Settings Using Web Based Management

#### **Related Topics:**

- · Access Web Based Management
- · Check Your Machine's Password

▲ Home > Machine Settings > Change Machine Settings Using Web Based Management > Set Up Your Machine's Address Book Using Web Based Management

## Set Up Your Machine's Address Book Using Web Based Management

Related Models: MFC-J4355DW/MFC-J4555DW

- We recommend using the HTTPS security protocol when configuring settings using Web Based Management.
- When you use HTTPS for Web Based Management configuration, your browser will display a warning dialog box.
- 1. Start Web Based Management. See Access Web Based Management.
- 2. In the left navigation bar, click Address Book.



If the left navigation bar is not visible, start navigating from  $\equiv$ .

- 3. Click the target address numbers, and then add or update the Address Book information as needed.
- 4. Click Submit.

# Related Information

· Change Machine Settings Using Web Based Management

#### **Related Topics:**

· Access Web Based Management

▲ Home > Appendix

# **Appendix**

- Specifications
- Supply Specifications
- Brother Help and Customer Support

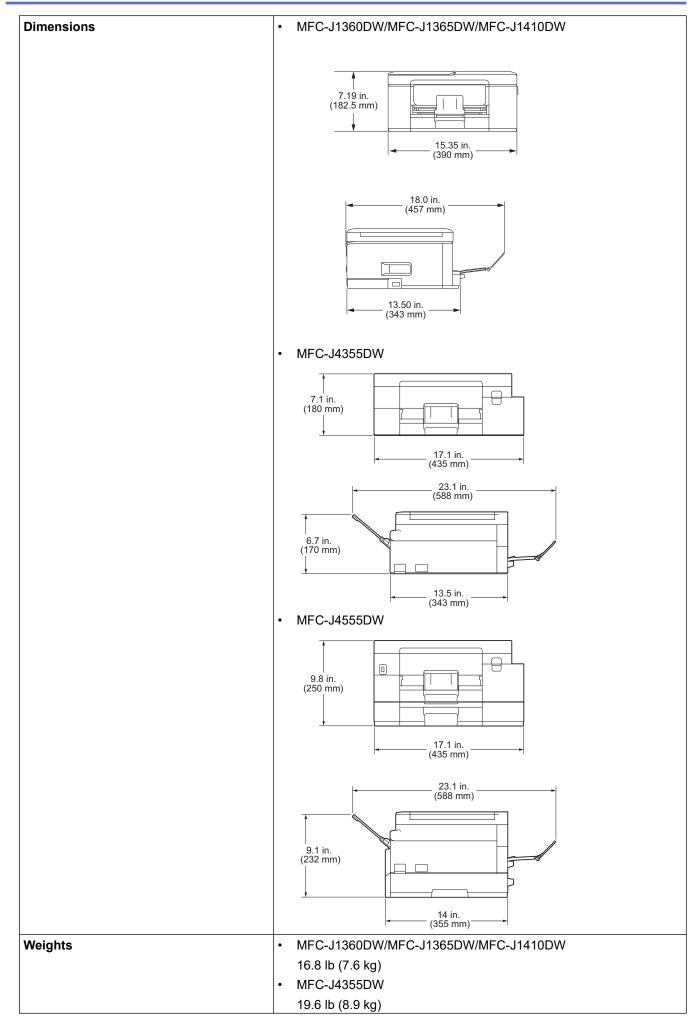
#### ▲ Home > Appendix > Specifications

## **Specifications**

- >> General Specifications
- >> Document Size Specifications
- >> Print Media Specifications
- >> Fax Specifications
- >> Copy Specifications
- >> USB Flash Drive Specifications
- >> Scanner Specifications
- >> Printer Specifications
- >> Interface Specifications
- >> Network Specifications
- >> Computer Requirements Specifications

## **General Specifications**

Printer Type		Inkjet
Print Head	Black	Piezo with 210 nozzles x 1
	Color	Piezo with 70 nozzles x 3 (MFC-J1360DW/MFC-J1365DW/MFC-J1410DW)
		Piezo with 210 nozzles x 3 (MFC-J4355DW/MFC-J4555DW)
Memory Cap	pacity	256 MB
Liquid Crys	tal Display (LCD)	<ul> <li>MFC-J1360DW/MFC-J1365DW/MFC-J4355DW<sup>1</sup></li> </ul>
		1.8 in. (4.5 cm) TFT Color LCD
		<ul> <li>MFC-J1410DW/MFC-J4555DW <sup>1</sup></li> </ul>
		2.7 in. (6.8 cm) TFT Color Touchscreen LCD
Power Sour	ce	AC 100 to 120 V 50/60 Hz
Power Cons	sumption <sup>2</sup>	• MFC-J1360DW/MFC-J1365DW
		Copying <sup>3</sup> : Approx. 21 W
		Ready <sup>4</sup> : Approx. 2.5 W
		Sleep <sup>4</sup> : Approx. 0.6 W
		Power Off <sup>4 5</sup> : Approx. 0.15 W
		• MFC-J1410DW
		Copying <sup>3</sup> : Approx. 21 W
		Ready <sup>4</sup> : Approx. 2.5 W
		Sleep <sup>4</sup> : Approx. 0.6 W
		Power Off <sup>4 5</sup> : Approx. 0.15 W
		• MFC-J4355DW
		Copying <sup>3</sup> : Approx. 21 W
		Ready <sup>4</sup> : Approx. 3.0 W
		Sleep <sup>4</sup> : Approx. 0.8 W
		Power Off <sup>4 5</sup> : Approx. 0.10 W
		MFC-J4555DW
		Copying <sup>3</sup> : Approx. 21 W
		Ready <sup>4</sup> : Approx. 3.5 W
		Sleep <sup>4</sup> : Approx. 0.8 W
		Power Off <sup>4 5</sup> : Approx. 0.10 W



			MEO MEEDIN
			• MFC-J4555DW
			22.9 lb (10.4 kg)
Noise Level	Sound	Operating	<ul> <li>MFC-J1360DW/MFC-J1365DW/MFC-J1410DW</li> </ul>
	Pressure <sup>6</sup>		- Printing
			55.0 dB (A) (Approx.)
			- Copying (using the scanner glass)
			53.0 dB (A) (Approx.)
			• MFC-J4355DW/MFC-J4555DW
			- Printing
			54.0 dB (A) (Approx.)
			- Copying (using the scanner glass)
			51.0 dB (A) (Approx.)
Temperature	Operating		50 to 95 °F (10 to 35°C)
	Best Print Qualit	ty	68 to 91.4 °F (20 to 33°C)
Humidity	nidity Operating		20 to 80% (without condensation)
	Best Print Qualit	ty	20 to 80% (without condensation)
Automatic Document Feeder (ADF)		ADF)	Up to 20 pages
			Paper: 20 lb (80 g/m²)

- 1 Measured diagonally
- 2 Measured when the machine is connected to the USB interface. Power consumption varies slightly depending on the usage environment or part wear.
- <sup>3</sup> When using ADF, single-sided printing, resolution: standard / document: ISO/IEC 24712 printed pattern.
- 4 Measured according to IEC 62301 Edition 2.0.
- 5 Even when the machine is turned off, it will automatically turn itself on periodically for print head maintenance, and then turn itself off.
- <sup>6</sup> Noise depends on printing conditions.

## **Document Size Specifications**

Document Size	ADF Width	5.5 to 8.5 in. (139.7 to 215.9 mm)
	ADF Length <sup>1</sup>	<ul> <li>MFC-J1360DW/MFC-J1365DW/MFC-J1410DW 8.3 to 14.0 in. (210 to 355.6 mm)</li> <li>MFC-J4355DW/MFC-J4555DW 5.8 to 14.0 in. (148 to 355.6 mm)</li> </ul>
	Scanner Glass Width	Max. 8.5 in. (215.9 mm)
	Scanner Glass Length	Max. 11.7 in. (297 mm)

 $<sup>^{1}\,\,</sup>$  Documents that are longer than 11.7 in. (297 mm) must be fed one page at a time.

## **Print Media Specifications**

Paper Paper Input	Paper Tray #1	Paper Type <sup>1</sup>	Plain Paper, Inkjet Paper (coated paper), Glossy Paper, Recycled Paper
		Paper Size	Letter, A4, Legal, Mexico Legal, India Legal, Folio, Executive, A5, A6, Envelopes (C5, Com-10, DL, Monarch), Photo (4" x 6")/(10 x 15 cm), Photo L (3.5" x 5")/(9 x 13 cm), Photo 2L (5" x 7")/(13 x 18 cm), Index card (5" x 8")/(13 x 20 cm)
	Maximum Paper Capacity	Up to 150 sheets of 20 lb (80 g/m²) plain paper	
	Paper Tray #2	Paper Type	Plain Paper, Recycled Paper

Paper Input	(MFC-J4555DW)	Paper Size	Letter, A4, Legal, Mexico Legal, India Legal, Folio, Executive, A5
		Maximum Paper Capacity	Up to 250 sheets of 20 lb (80 g/m²) plain paper
	Manual Feed Slot (MFC-J4355DW/	Paper Type <sup>1</sup>	Plain Paper, Inkjet Paper (coated paper), Glossy Paper, Recycled Paper
	MFC-J4555DW)	Paper Size	Letter, A4, Legal, Mexico Legal, India Legal, Folio, Executive, A5, A6, Envelopes (C5, Com-10, DL, Monarch), Photo (4" x 6")/(10 x 15 cm), Photo L (3.5" x 5")/(9 x 13 cm), Photo 2L (5" x 7")/(13 x 18 cm), Index card (5" x 8")/(13 x 20 cm)
		Maximum Paper Capacity	Up to 1 sheet
Paper Ou	itput <sup>12</sup>		MFC-J1360DW/MFC-J1365DW/MFC-J1410DW
-			Up to 50 sheets of 20 lb (80 g/m²) Plain Paper (face up print delivery to the output paper tray)
			• MFC-J4355DW/MFC-J4555DW
			Up to 100 sheets of 20 lb (80 g/m²) Plain Paper (face up print delivery to the output paper tray)

- 1 For glossy paper, remove any printed pages from the output paper tray immediately to avoid smudging.
- <sup>2</sup> Actual output tray capacity may vary depending on environmental conditions.

# **Fax Specifications**



This feature is available for MFC-J4355DW/MFC-J4555DW.

Compatibility	ITU-T Group 3
Modem Speed	Automatic Fallback: 14,400 bps
Scanning Width	8.19 in. (208 mm) (Letter)
(Single-sided document)	
Printing Width	8.26 in. (210 mm) (Letter)
Gray Scale	B&W: 8 bit (256 levels)
	Color: 24 bit (8 bit per color/256 levels)
Resolution	203 dpi
(Horizontal)	
Resolution	Standard:
(Vertical)	98 dpi (Black)
	196 dpi (Color)
	Fine:
	196 dpi (Black)
	196 dpi (Color)
	Superfine:
	392 dpi (Black)
	Photo:
	196 dpi (Black)
Address Book	40 numbers (MFC-J4355DW)
	100 names x 2 numbers (MFC-J4555DW)
Groups	Up to 6
Broadcasting	90 (40 Address Book/50 Manual Dial) (MFC-J4355DW)

	250 (200 Address Book/50 Manual Dial) (MFC-J4555DW)
Automatic Redial	1 time after 5 minutes
Memory Transmission	MFC-J4355DW: Up to 170 pages <sup>1</sup>
	MFC-J4555DW: Up to 180 pages <sup>1</sup>
Out of Paper Reception	MFC-J4355DW: Up to 170 pages <sup>1</sup>
	MFC-J4555DW: Up to 180 pages <sup>1</sup>

<sup>1 &#</sup>x27;Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, MMR code).

## **Copy Specifications**

Color/Black	Yes/Yes	
Copy Width	8.26 in. (210 mm) <sup>1</sup>	
Multiple Copies	Stacks/Sorts up to 99 pages	
Enlarge/Reduce	25% to 400% (in increments of 1%)	
Resolution	Prints up to 1200 × 1800 dpi (MFC-J1360DW/MFC-J1365DW)	
	Prints up to 1200 × 2400 dpi (MFC-J1410DW/MFC-J4355DW/MFC-J4555DW)	

<sup>&</sup>lt;sup>1</sup> When copying on Letter size paper.

## **USB Flash Drive Specifications**



This function is available for MFC-J4555DW.

Compatible Media <sup>1</sup>		USB Flash drive <sup>2</sup>
JPEG Print	Resolution Up to 1200 x 4800 dpi	
	Paper Type	Plain Paper, Inkjet Paper (coated paper), Glossy Paper
	Paper Size	Letter, A4, Photo (4" x 6")/(10 x 15 cm), Photo 2L (5" x 7")/(13 x 18 cm)
	File Format	JPEG (Progressive JPEG format is not supported)
Scan to Media	File Format	JPEG, PDF (Color, Gray)
		TIFF, PDF (Black & White)

<sup>1</sup> USB Flash drives are not supplied with product.

## **Scanner Specifications**

Color/Black	Yes/Yes
TWAIN Compliant	Yes
	(Windows 10 / Windows 11)
WIA Compliant	Yes
	(Windows 10 / Windows 11)
Color Depth	30 bit color processing (Input)
	24 bit color processing (Output)
Gray Scale	10 bit color processing (Input)
	8 bit color processing (Output)

<sup>&</sup>lt;sup>2</sup> Hi-Speed USB 2.0. USB Mass Storage standard. Supported formats: FAT12/FAT16/FAT32/exFAT

Resolution	Up to 19200 × 19200 dpi (interpolated) <sup>1 2</sup>
	(from Scanner Glass)
	Up to 1200 × 2400 dpi (optical)
	(from ADF) <sup>3</sup>
	Up to 1200 × 600 dpi (optical)
Scanning Width and Length	(Scanner Glass)
(Single-sided document)	Width: Up to 8.42 in. (213.9 mm)
	Length: Up to 11.61 in. (295 mm)
	(ADF) <sup>3</sup>
	Width: Up to 8.42 in. (213.9 mm)
	Length: Up to 13.92 in. (353.6 mm)

- 1 The TWAIN driver only (Maximum 1200 × 1200 dpi scanning with the WIA driver in Windows 10 and Windows 11.)
- <sup>2</sup> The scanning range may decrease as the scanning resolution increases.
- 3 ADF models only

## **Printer Specifications**

Resolution		• MFC-J1360DW/MFC-J1365DW	
		Up to 1200 × 6000 dpi (Windows only)	
		• MFC-J1410DW	
		Up to 1200 × 6000 dpi	
		• MFC-J4355DW/MFC-J4555DW	
		Up to 1200 × 4800 dpi	
Printing Width <sup>1</sup>		8.26 in. (210 mm)	
		Borderless <sup>2</sup> : 8.50 in. (216 mm)	
Borderless		Letter, A4, A6, Photo (4" x 6")/(10 x 15 cm), Photo L (3.5" x 5")/(9 x 13 cm), Photo 2L (5" x 7")/(13 x 18 cm), Index card (5" x 8")/(13 x 20 cm)	
Automatic 2-sided	Paper Type	Plain Paper, Recycled Paper	
Printing	Paper Size	Letter, A4, Executive, A5	
Print Speed		See your model's page on your local Brother website.	

- 1 When printing on Letter size paper.
- When the Borderless feature is set to On.

## **Interface Specifications**

USB 1 2	Use a USB 2.0 interface cable (Type A/B) that is no longer than 6 feet (2 m).
LAN	Use an Ethernet UTP cable category 5 or greater.
(MFC-J4555DW)	
Wireless LAN	IEEE 802.11a/b/g/n (Infrastructure)
	IEEE 802.11a/g/n (Wi-Fi Direct)

- 1 Your machine has a USB 2.0 Hi-Speed interface. The machine can also be connected to a computer that has a USB 1.1 interface.
- <sup>2</sup> Third party USB ports are not supported.

## **Network Specifications**



• (MFC-J1360DW/MFC-J1365DW/MFC-J1410DW)

You can connect your machine to a network for Network Printing and Network Scanning.

• (MFC-J4355DW/MFC-J4555DW)

You can connect your machine to a network for Network Printing, Network Scanning, PC-Fax Send, and PC-Fax Receive (Windows only).

Network Security (Wired) (MFC-J4555DW)		SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, FTP, LDAP), SNMP v3, 802.1x (EAP-MD5, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), OAuth (SMTP), Kerberos, IPsec
Network Security (Wireless) (MFC-J1360DW/MFC-J1365DW/MFC-	-J1410DW/MFC-J4355DW)	SSL/TLS (IPPS, HTTPS), 802.1x (EAP-FAST, PEAP, EAP-TLS, EAP- TTLS)
Network Security (Wireless) (MFC-J4555DW)	SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, FTP, LDAP), SNMP v3, 802.1x (EAP-FAST, PEAP, EAP- TLS, EAP-TTLS), OAuth (SMTP), Kerberos, IPsec	
Wireless Network Security <sup>1</sup>		WEP 64/128 bit, WPA-PSK (TKIP/ AES), WPA2-PSK (TKIP/AES), WPA3-SAE (AES)
Wireless Setup Support Utility WPS		Yes

<sup>&</sup>lt;sup>1</sup> Wi-Fi Direct supports WPA2-PSK (AES) only.

## **Computer Requirements Specifications**

## **Supported Operating Systems And Software Functions**

Computer Platform & Operating System Version	Computer Interface			Processor	Hard Disk Space to Install <sup>1</sup>	
	USB <sup>2</sup>	Wired LAN <sup>3</sup>	Wireless LAN		For Drivers	For Applicatio ns (Including Drivers)
Windows 10 Home <sup>4 5</sup> Windows 10 Pro <sup>4 5</sup> Windows 10 Education <sup>4 5</sup> Windows 10 Enterprise <sup>4 5</sup>	Printing PC Fax <sup>6</sup> Scanning			32 bit (x86) or 64 bit (x64) processor	80 MB	2.0 GB
Windows 11 Home <sup>4 5</sup> Windows 11 Pro <sup>4 5</sup> Windows 11 Education <sup>4 5</sup> Windows 11 Enterprise <sup>4 5</sup>				64 bit (x64) processor		
Windows Server 2016 Windows Server 2019 Windows Server 2022	Printing Scanning	Printing		64 bit (x64) processor	80 MB	80 MB
macOS v13 <sup>7</sup>	Printing PC Fax (Send	) 6		64 bit processor	N/A	500 MB

macOS v14 <sup>7</sup> macOS v15 <sup>7</sup>	Scanning			
ChromeOS™	Printing Scanning	N/A	N/A	N/A
Linux (Supported Package Management System: dpkg, rpm) <sup>8</sup>	Printing PC Fax (Send) <sup>6</sup> Scanning	32 bit (x86) or 64 bit (x64) processor	20 MB	20 MB

- 1 An Internet connection is required to install the software.
- <sup>2</sup> Third party USB ports are not supported.
- 3 MFC-J4555DW only.
- <sup>4</sup> For WIA, 1200 x 1200 resolution.
- <sup>5</sup> PaperPort<sup>™</sup> 14SE supports Windows 10 and Windows 11.
- <sup>6</sup> PC Fax supports black and white only. (For models with facsimile function)
- 7 macOS Disclaimer
  - AirPrint capable: Printing, scanning, or PC faxing(Send) via macOS requires the use of AirPrint. Mac drivers are not provided for this machine.
- 8 The driver is known to work on the following Linux Distributions.
  Red Hat Enterprise Linux 8.6 64bit, Red Hat Enterprise Linux 9.1 64bit, Fedora 39 64bit, Mageia 9 32bit, Mageia 9 64bit, openSUSE 15.5
  64bit, SUSE Enterprise15-SP4 64bit, Debian 12.2.0 32bit, Debian 12.2.0 64bit, Ubuntu MATE 18.04 32bit, Ubuntu 22.04 64bit, Ubuntu 23.10 64bit, Linux Mint 21.2 64bit, Ubuntu 24.04 64bit.

For the latest driver updates, go to your model's **Downloads** page at <u>support.brother.com/downloads</u>. For the latest supported OS, go to your model's **Supported OS** page at <u>support.brother.com/os</u>. All trademarks, brand and product names are the property of their respective companies.



#### **Related Information**

Appendix

#### ▲ Home > Appendix > Supply Specifications

# **Supply Specifications**

- >> MFC-J1360DW/MFC-J1410DW
- >> MFC-J1365DW
- >> MFC-J4355DW/MFC-J4555DW

#### MFC-J1360DW/MFC-J1410DW

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	The first time you install the ink cartridges, the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high-quality printing. Actual yield of initial cartridges may be lower than the replacement cartridges, due to ink system initialization.
Replacement Supplies	<black> LC501XLBK</black>
	<yellow> LC501XLY</yellow>
	<cyan> LC501XLC</cyan>
	<magenta> LC501XLM</magenta>
	Black - Approximately 500 pages <sup>1</sup>
	Yellow, Cyan and Magenta - Approximately 500 pages <sup>1</sup>
	<black> LC501BK</black>
	<yellow> LC501Y</yellow>
	<cyan> LC501C</cyan>
	<magenta> LC501M</magenta>
	Black - Approximately 250 pages <sup>1</sup>
	Yellow, Cyan and Magenta - Approximately 200 pages <sup>1</sup>

<sup>1</sup> All replacement cartridges will provide an approximate page yield stated in accordance with ISO/IEC 24711. For more page yield information, see go.brother/pageyield.

#### MFC-J1365DW

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	The first time you install the ink cartridges, the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high-quality printing. Actual yield of initial cartridges may be lower than the replacement cartridges, due to ink system initialization.
Replacement Supplies	<black> LC504XLBK</black>
	<yellow> LC504XLY</yellow>
	<cyan> LC504XLC</cyan>
	<magenta> LC504XLM</magenta>
	Black - Approximately 1500 pages <sup>1</sup>
	Yellow, Cyan and Magenta - Approximately 1000 pages <sup>1</sup>
	<black> LC504BK</black>
	<yellow> LC504Y</yellow>
	<cyan> LC504C</cyan>
	<magenta> LC504M</magenta>
	Black - Approximately 600 pages <sup>1</sup>
	Yellow, Cyan and Magenta - Approximately 500 pages <sup>1</sup>

1 All replacement cartridges will provide an approximate page yield stated in accordance with ISO/IEC 24711. For more page yield information, see go.brother/pageyield.

#### MFC-J4355DW/MFC-J4555DW

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	The first time you install the ink cartridges, the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high-quality printing. Actual yield of initial cartridges may be lower than the replacement cartridges, due to ink system initialization.
Replacement Supplies	<black> LC506XXLBK <yellow> LC506XXLY</yellow></black>
	<cyan> LC506XXLC</cyan>
	<magenta> LC506XXLM</magenta>
	Black - Approximately 5000 pages <sup>1</sup>
	Yellow, Cyan and Magenta - Approximately 2500 pages <sup>1</sup>
	<black> LC506XLBK</black>
	<yellow> LC506XLY</yellow>
	<cyan> LC506XLC</cyan>
	<magenta> LC506XLM</magenta>
	Black - Approximately 2500 pages <sup>1</sup>
	Yellow, Cyan and Magenta - Approximately 1500 pages <sup>1</sup>
	<black> LC506BK</black>
	<yellow> LC506Y</yellow>
	<cyan> LC506C</cyan>
	<magenta> LC506M</magenta>
	Black - Approximately 1000 pages <sup>1</sup>
	Yellow, Cyan and Magenta - Approximately 900 pages <sup>1</sup>

<sup>1</sup> All replacement cartridges will provide an approximate page yield stated in accordance with ISO/IEC 24711. For more page yield information, see go.brother/pageyield.



#### **Related Information**

Appendix

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## **Brother Help and Customer Support**

#### **IMPORTANT**

For technical help, you must call the country where you bought the machine. Calls must be made **from** within that country.

- >> FAQs (Frequently Asked Questions)
- >> For Customer Service
- >> Ordering Accessories and Supplies

#### **FAQs (Frequently Asked Questions)**

For more information on your Brother machine, visit the Brother support website at <u>support.brother.com</u>. For additional help and tips, go to your model's **FAQs & Troubleshooting** page; for the latest drivers and software, go to your model's **Downloads** page.

#### **For Customer Service**

#### In USA:

www.brother-usa.com/support (Self-Service/Email/Chat)

1-877-BROTHER (1-877-276-8437)

#### In Canada:

www.brother.ca/support

(Self-Service Videos, Email, Chat, Facebook and Twitter Help)

#### **Service Center Locator (USA only)**

For the location of a Brother authorized service center, call 1-877-BROTHER (1-877-276-8437) or visit <a href="https://www.brother-usa.com/support">www.brother-usa.com/support</a>.

#### Service Center Locations (Canada only)

For the location of a Brother authorized service center, visit www.brother.ca/support.

#### **Ordering Accessories and Supplies**

We recommend Genuine Brother supplies, which are available at most Brother retailers. If you cannot find the supplies you need and have a Visa, MasterCard, Discover, American Express credit card, or PayPal account, you can order directly from Brother. Visit us online for a complete selection of the Brother accessories and supplies that are available for purchase.

#### NOTE

In Canada, only Visa and MasterCard are accepted.

#### In USA:

1-877-BROTHER (1-877-276-8437)

www.brother-usa.com/support

#### In Canada:

www.brother.ca



## **Related Information**

• Appendix

# brother

