Online User's Guide

DCP-J1310DW
DCP-J1313DW
DCP-J1360DW
DCP-J1460DW
MFC-J4350DW
MFC-J4550DW

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Before You Use Your Machine

- Definitions of Notes
- Trademarks
- Open Source Licensing Remarks
- Copyright and License
- Important Notes

Definitions of Notes

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

WARNING	WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.
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.
	Electrical Hazard icons alert you to possible electrical shock.
Bold	Bold style identifies buttons on the machine's control panel or computer screen.
Italics	Italicised style emphasises 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

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Related Information

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To view Open Source Licensing Remarks and Copyright Information, go to your model's **Manuals** page at support.brother.com/manuals.

Related Information

- Before You Use Your Machine

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Related Information

- Before You Use Your Machine

Important Notes

- Check support.brother.com/downloads for Brother driver and software updates.
- To keep your machine performance up to date, check support.brother.com/downloads 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-J4350DW/MFC-J4550DW are used unless otherwise specified.
- In this User's Guide, the illustrations of the DCP-J1360DW/MFC-J4350DW 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

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

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

Control Panel Overview

>> MFC-J4350DW
>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW
>> MFC-J4550DW
>> DCP-J1460DW

MFC-J4350DW

1. **1.8" (4.5 cm) Liquid Crystal Display (LCD)**

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

2. **Mode Buttons**

   Fax

   Press to switch the machine to Fax mode.

   Scan

   Press to switch the machine to Scan mode.

   Copy

   Press to switch the machine to Copy mode.

   Web

   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.

▲

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**

Tel/R

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 **Tel/R** to talk.

When connected to a PBX, press to gain access to an outside line or to transfer a call to another extension.

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 dialling 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**

Mono Start

- Press to start sending faxes in monochrome.
- Press to start making copies in monochrome.
- Press to start scanning documents (in colour or monochrome, depending on the scan setting).

Colour Start

- Press to start sending faxes in full colour.
- Press to start making copies in full colour.
- Press to start scanning documents (in colour or monochrome, depending on the scan setting).

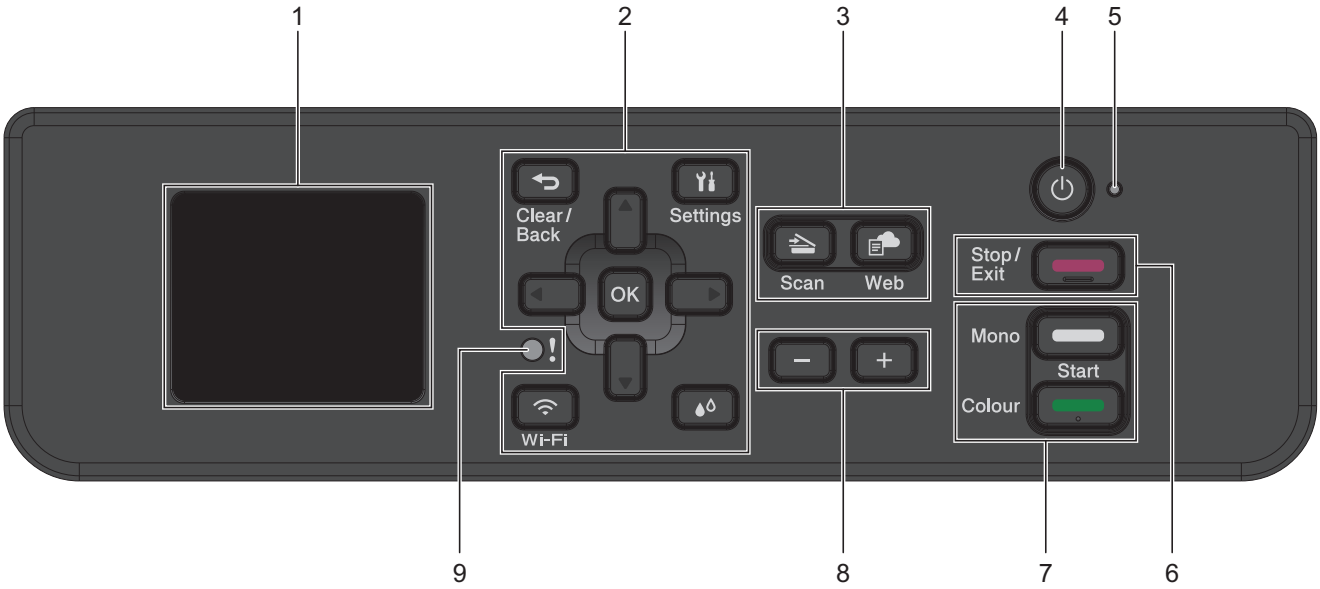
8. **Power On/Off**

Press to turn the machine on.

Press and hold to turn the machine off. 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 the machine off using , 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.

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW



1. **1.8" (4.5 cm) 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.

   Wi-Fi

   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**

   Scan

   Press to switch the machine to Scan mode.

   Web

   Press to switch the machine to Web mode.

4. **Power On/Off**

   Press to turn the machine on.

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

   If you turn the machine off using , 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**

   Mono Start

   - Press to start making copies in monochrome.
   - Press to start scanning documents (in colour or monochrome, depending on the scan setting).

   Colour Start

   - Press to start making copies in full colour.
   - Press to start scanning documents (in colour or monochrome, depending on the scan setting).

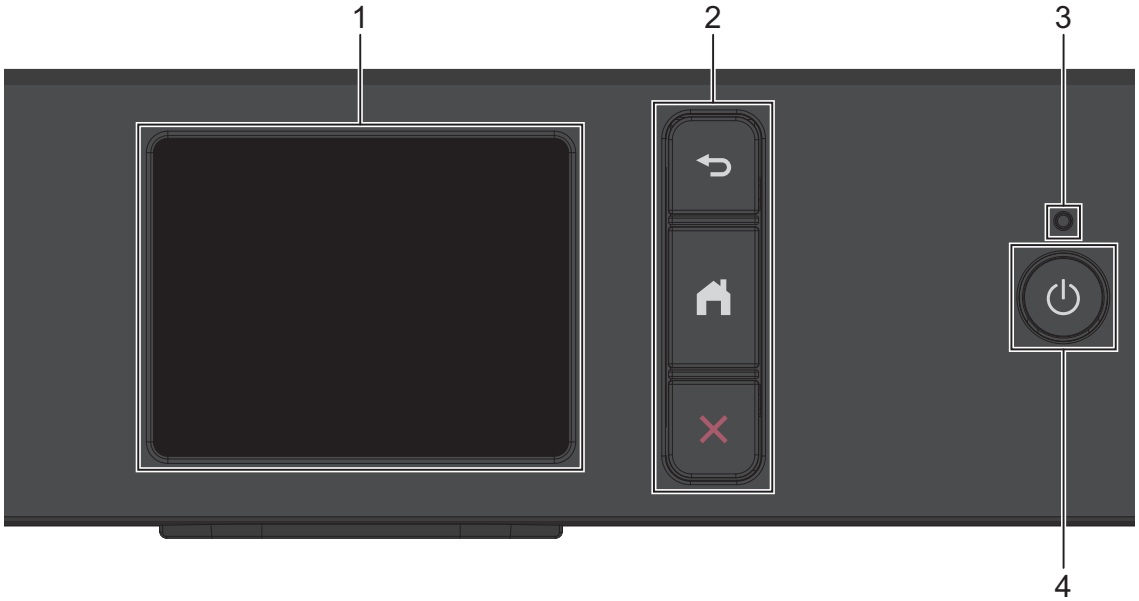
8. **Number of Copies**

   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-J4550DW



1. **Touchscreen Liquid Crystal Display (LCD)**

   Access menus and options by pressing them on the touchscreen.

2. **Menu Buttons**

   (Back)

   Press to go back to the previous menu.

   (Home)

   Press to return to the Home screen.

   (Cancel)

   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.

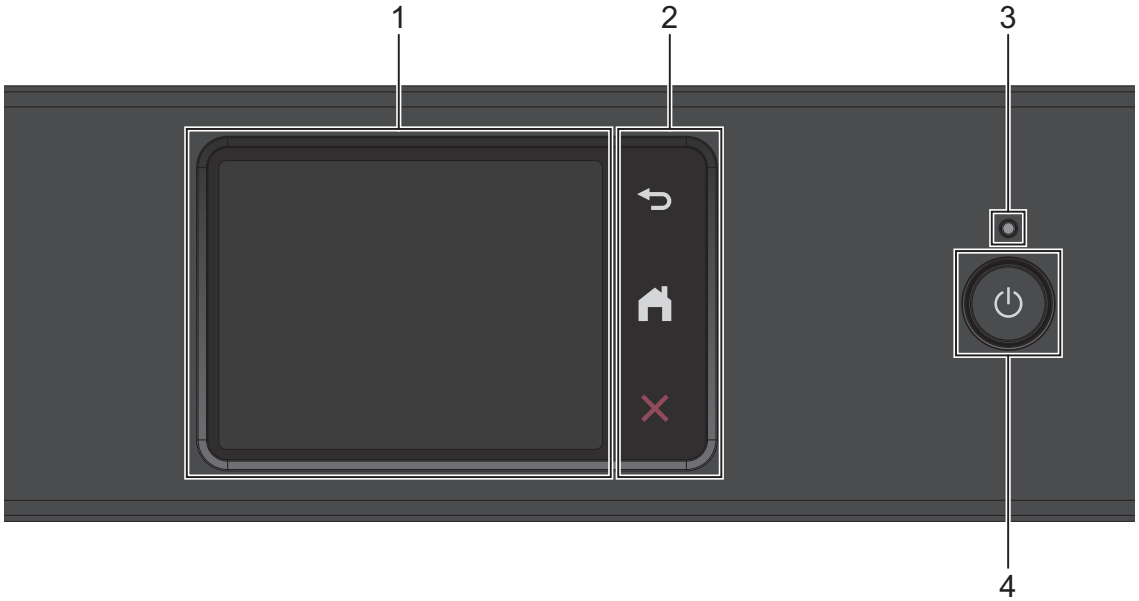
4. **Power On/Off**

   Press to turn the machine on.

   Press and hold to turn the machine off. 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 the machine off using , 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.

DCP-J1460DW



1. **Touchscreen Liquid Crystal Display (LCD)**

   Access menus and options by pressing them on the touchscreen.

2. **Menu Buttons**

   (Back)

   Press to go back to the previous menu.

   (Home)

   Press to return to the Home screen.

   (Cancel)

   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. **Power On/Off**

   Press to turn the machine on.

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

   If you turn the machine off using , 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

LCD Overview

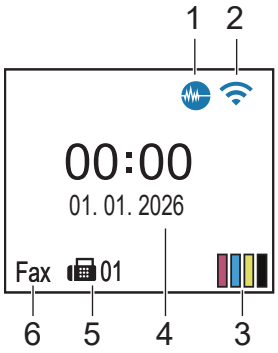
Related Models: DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

>> MFC-J4350DW
>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW

MFC-J4350DW

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. **Wireless 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.
	Cannot connect to the wireless network using the configured wireless settings.
	The WLAN setting is enabled on your machine, but wireless settings are not configured.
	The WLAN setting is disabled on your machine.

You can configure wireless settings by pressing WI-FI 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 colour 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.

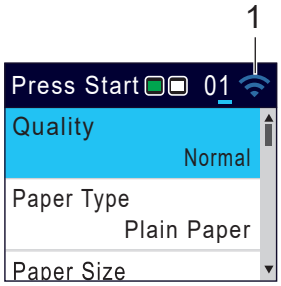
6. **Receive Mode**

   Displays the current Receive Mode.

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW

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

Home Screen



1. **Wireless 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.
	Cannot connect to the wireless network using the configured wireless settings.
	The WLAN setting is enabled on your machine, but wireless settings are not configured.
	The WLAN setting is disabled on your machine.

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

Related Information

- Introduction to Your Machine

Touchscreen LCD Overview

Related Models: DCP-J1460DW/MFC-J4550DW

>> MFC-J4550DW
>> DCP-J1460DW

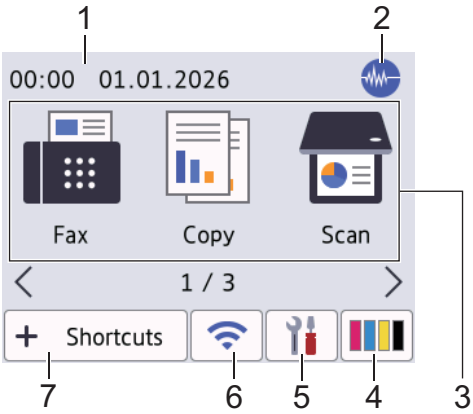
MFC-J4550DW

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 colour indicator.

5. **[Settings]**

   Press to access the [Settings] menu.

6. **Wireless Status**

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

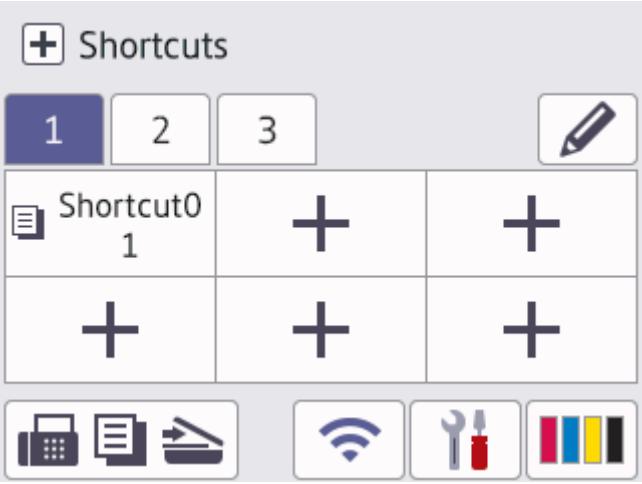
	The WLAN setting is disabled on your machine. Press this button to configure wireless settings. For more detailed information, see the *Quick Setup Guide*.
	The wireless network is connected. A three-level indicator in each of the Home screens displays the current wireless signal strength.
	Cannot connect to the wireless network using the configured wireless settings.
	The WLAN setting is enabled on your machine, but wireless settings are not configured.

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

7. **[Shortcuts]**

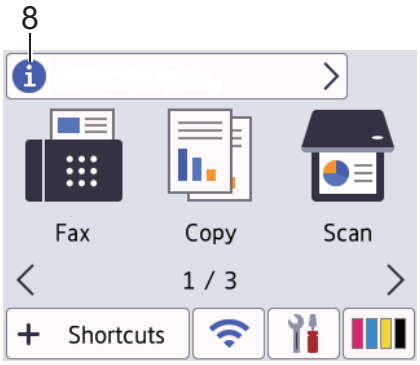
   Create Shortcuts for frequently-used operations, such as scanning or copying.

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



- Press , displayed at the bottom of the screen to access the Home Screens.

8. **Information icon**



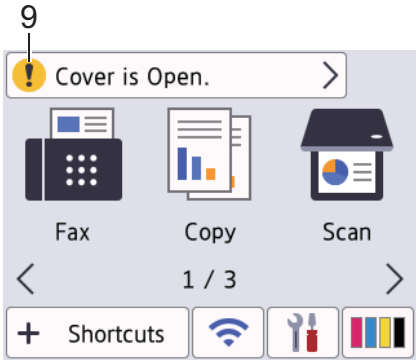
New details appear in the information bar when:

- [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 to view the details.

9. **Warning icon**



The warning icon appears 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.

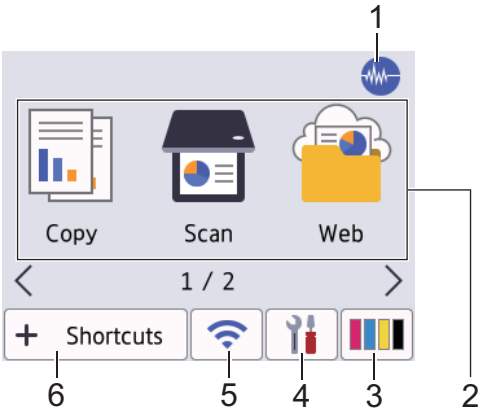
DCP-J1460DW

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 colour indicator.

4. **[Settings]**

   Press to access the [Settings] menu.

5. **Wireless Status**

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

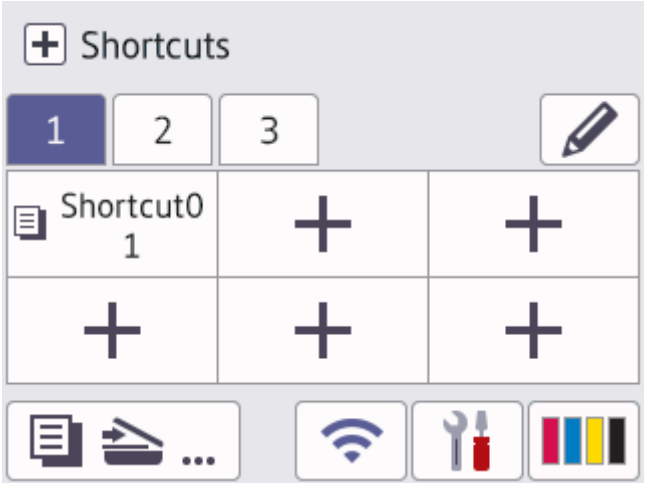
	The WLAN setting is disabled on your machine. Press this button to configure wireless settings. For more detailed information, see the *Quick Setup Guide*.
	The wireless network is connected. A three-level indicator in each of the Home screens displays the current wireless signal strength.
	Cannot connect to the wireless network using the configured wireless settings.
	The WLAN setting is enabled on your machine, but wireless settings are not configured.

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

6. **[Shortcuts]**

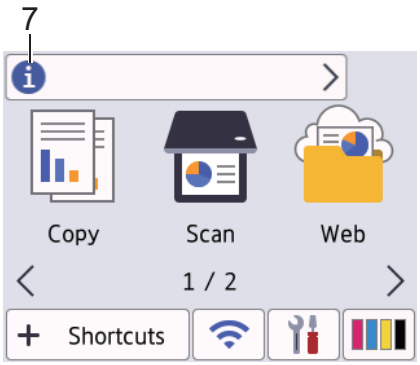
   Create Shortcuts for frequently-used operations, such as scanning or copying.

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



- Press , displayed at the bottom of the screen to access the Home Screens.

7. **Information icon**



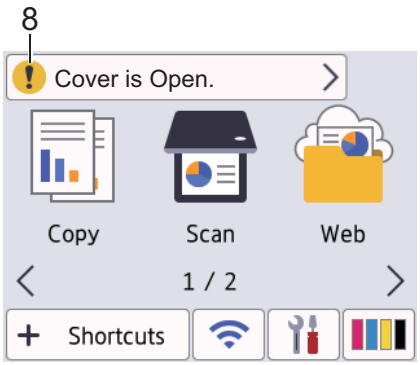
New information from Brother appears in the information bar when the following notification settings are set:

- `[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 to view the details.

8. **Warning icon**



The warning icon appears 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

Settings Screen Overview

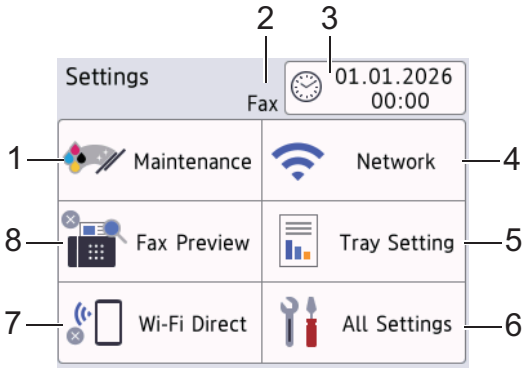
Related Models: DCP-J1460DW/MFC-J4550DW

>> MFC-J4550DW
>> DCP-J1460DW

MFC-J4550DW

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

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



1. **[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.

5. **[Tray Setting]**

   Press to access the [Tray Setting] menu.

   Use these options to change the paper size and type.

6. **[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.

8. **[Fax Preview]**

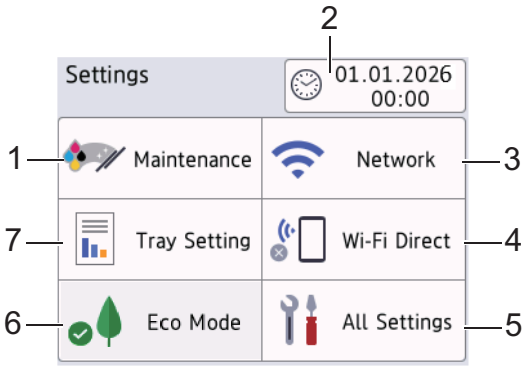
   Displays the Fax Preview setting.

   Press to access the [Fax Preview] menu.

DCP-J1460DW

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

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



1. **[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.

3. **[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.

5. **[All Settings]**

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

6. **[Eco Mode]**

   Press to access the [Eco Mode] menu.

7. **[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)

Set the Ready Screen

Related Models: DCP-J1460DW/MFC-J4550DW

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

Set Default Function Screens

Related Models: DCP-J1460DW/MFC-J4550DW

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

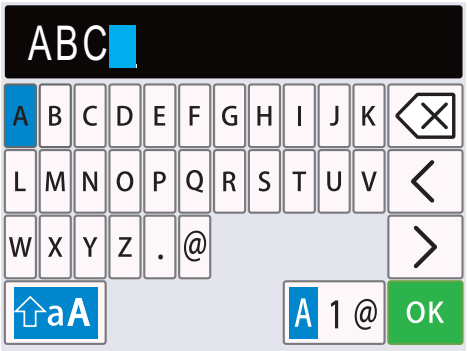
Enter Text on Your Brother Machine

- 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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW
>> MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW

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 A 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-J4350DW

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	A	B	C	a	b	c	2	A
3	3	D	E	F	d	e	f	3	D
4	4	G	H	I	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	l	5	J
6	6	M	N	O	m	n	o	6	M
7	7	P	Q	R	S	p	q	r	s
8	8	T	U	V	t	u	v	8	T
9	9	W	X	Y	Z	w	x	y	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 ▲, ▼, ◀ 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.

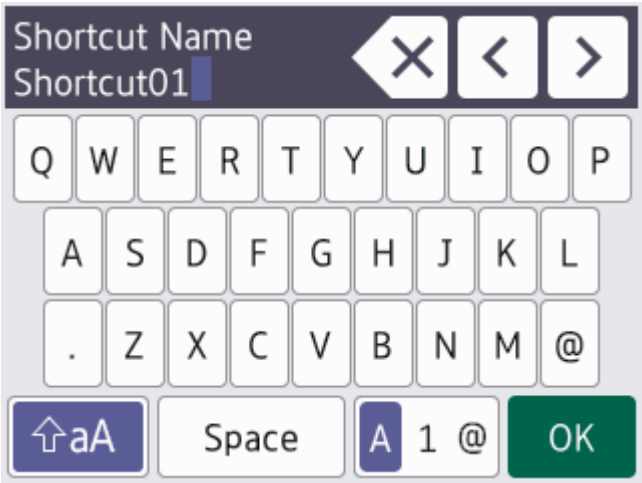
Special characters and symbols

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

Press ∗	∗ / (space) _ - + = < > . , : ; ' "
Press **#**	# ! ? @ $ & % ( ) [ ] ^ €
Press **0**	0 Ä Ë Ö Ü À Ç È É

DCP-J1460DW/MFC-J4550DW

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 ⇧aA 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 ⌫, 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 ⌫ for each character you want to erase, or press and hold ⌫ to erase all the characters.

Related Information

- Introduction to Your Machine

Related Topics:

- 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

Access Brother Utilities (Windows)

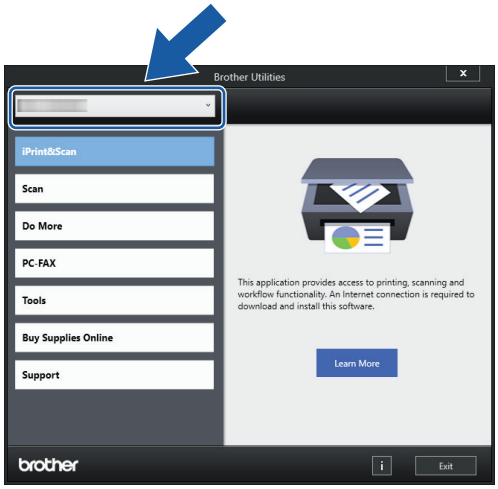
Brother Utilities is an application launcher that offers convenient access to all Brother applications installed on your computer.

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 support.brother.com/downloads.

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)

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)

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 support.brother.com/downloads, and then download and install Brother iPrint&Scan.
  - For Mac:

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

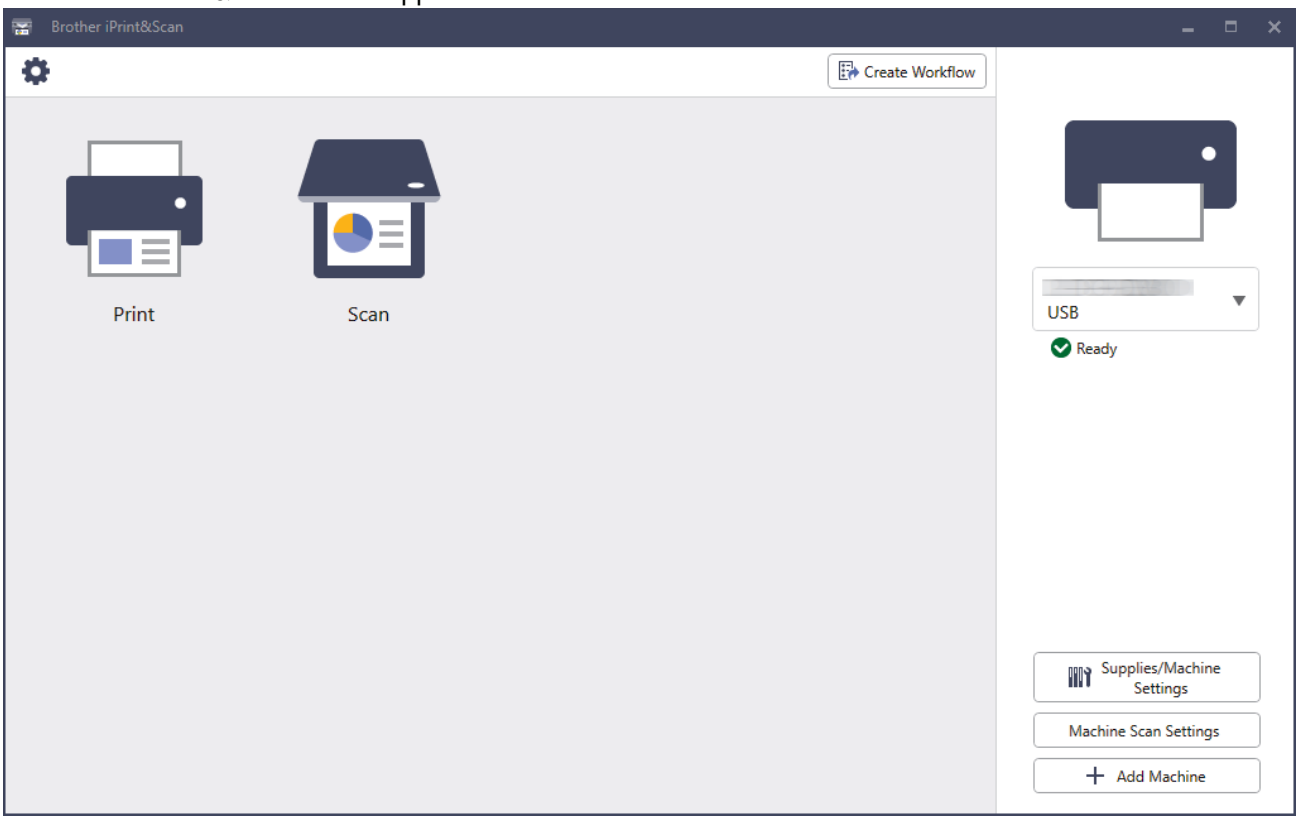
  If prompted, install the driver and software necessary to use your machine. Download your machine's latest driver and software from your model's **Downloads** page at support.brother.com/downloads.

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

Related Topics:

- 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)

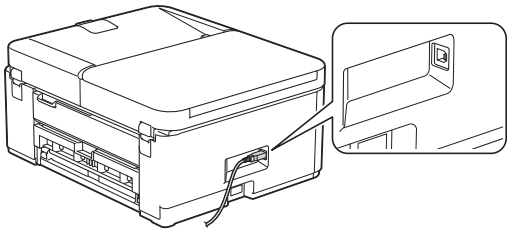
USB / Ethernet Port Locations on Your Brother Machine

- 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 support.brother.com/downloads.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW
>> MFC-J4350DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW

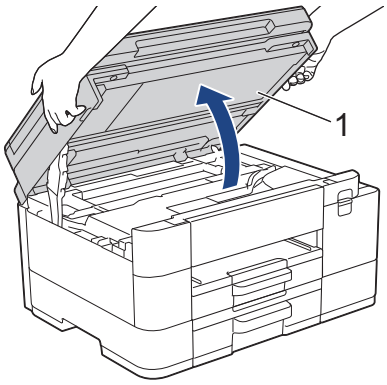
The USB port is located outside the machine as shown.



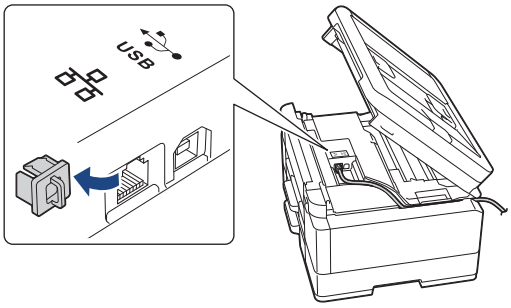
MFC-J4350DW/MFC-J4550DW

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.

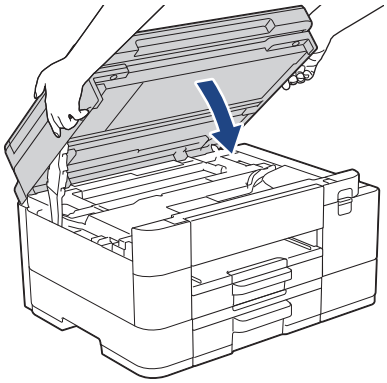


2. Locate the correct port (based on the cable you are using) inside the machine as shown.



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

3. Gently close the scanner cover using both hands.



Related Information

- Introduction to Your Machine

Paper Handling

- Load Paper
- Load Documents

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

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

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

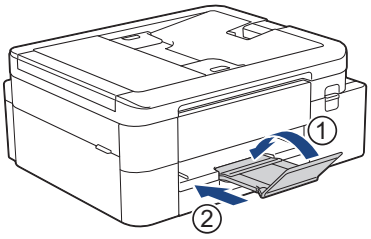
- If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
- Load only one size and type of paper in the paper tray at a time.
- When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.

  (MFC-J4550DW) 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-J4550DW)

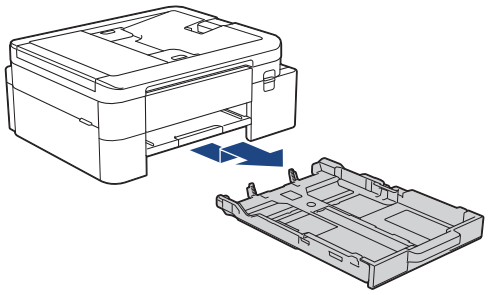
These instructions describe how to load paper in Tray #1.

(MFC-J4550DW) The steps for Tray #2 are very similar.

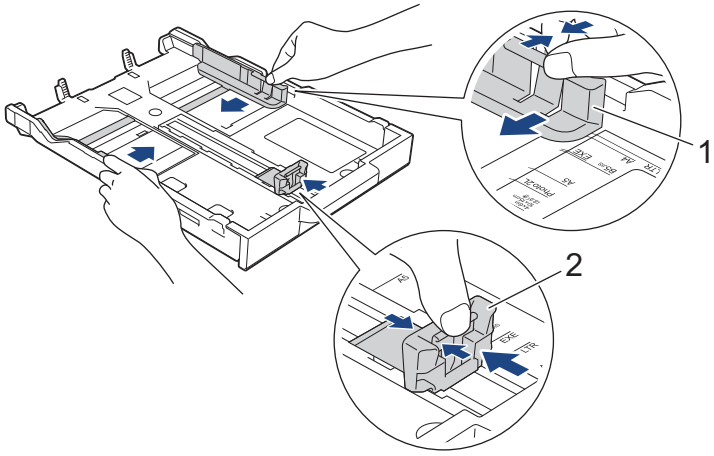
1. If the paper support flap (1) is open, close it, and then close the paper support (2).



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



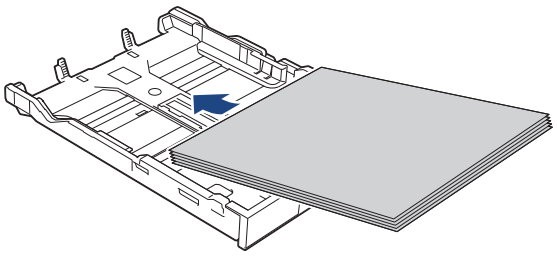
3. Gently press and slide the paper width guides (1) and then the paper length guide (2) to fit the paper size.



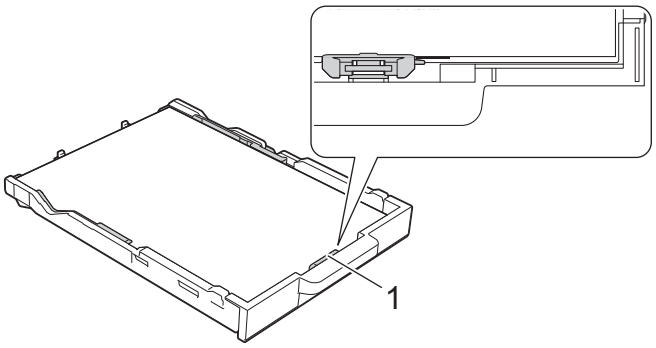
4. Fan the stack of paper well to avoid paper jams and misfeeds.

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.



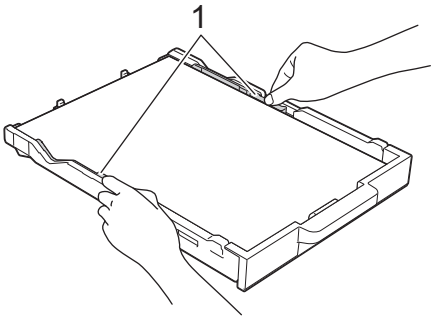
IMPORTANT

- 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.

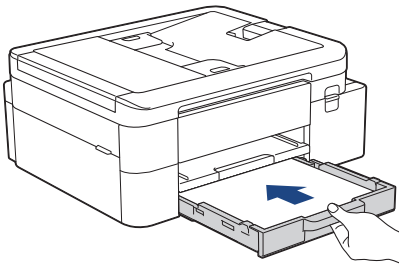
To add paper before the tray is empty, remove the paper from the tray and combine it with the paper you are adding. Always fan the stack of paper well to prevent the machine from feeding multiple pages.

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

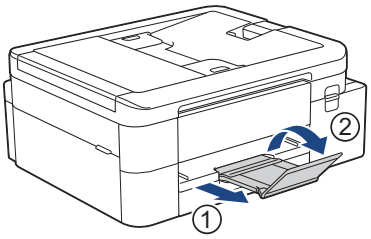
   Make sure the paper width guides touch the edges of the paper.



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

Related Topics:

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

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

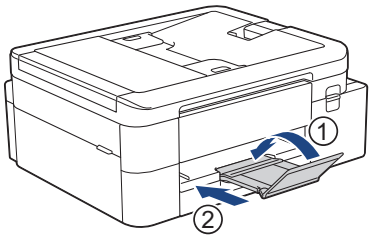
- If the `[Check Paper]` setting is set to `[On]` and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
- Load only one size and type of paper in the paper tray at a time.
- When you load a different paper size in the tray, you must change the Paper Size setting in the machine or the paper size setting on your computer.

  (MFC-J4550DW) 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-J4550DW)

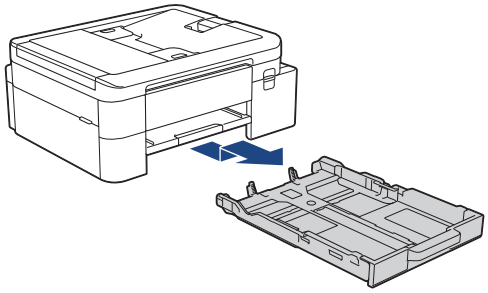
These instructions describe how to load paper in Tray #1.

(MFC-J4550DW) The steps for Tray #2 are very similar.

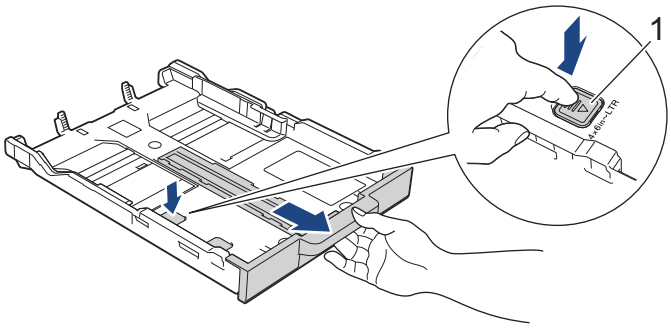
1. If the paper support flap (1) is open, close it, and then close the paper support (2).

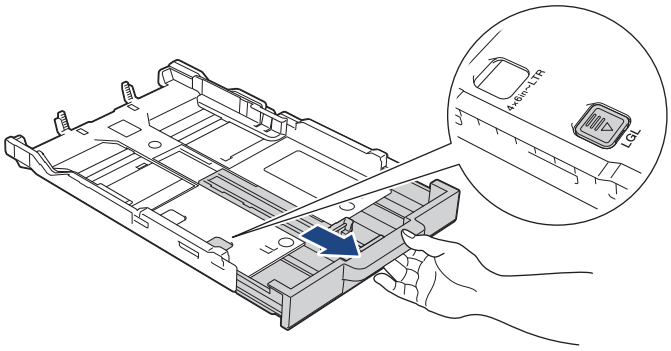


2. Pull the paper tray completely out of the machine.

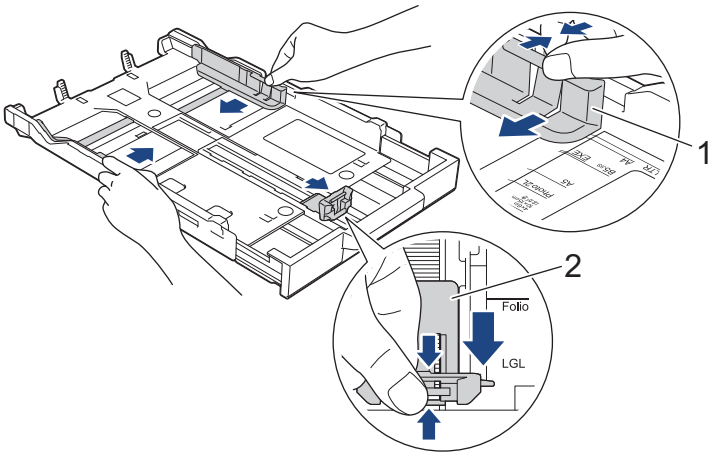


3. Press the square paper tray expansion button (1) and slide out the paper tray until the square paper tray expansion button locks into the square LGL hole.





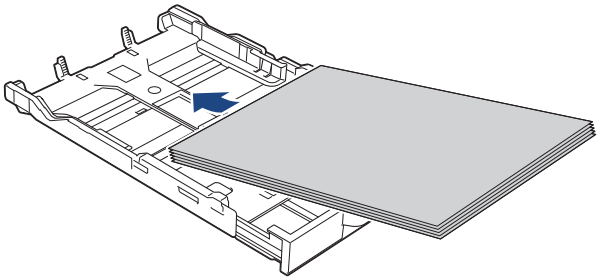
4. Gently press and slide the paper width guides (1) and the paper length guide (2) to fit the paper size.



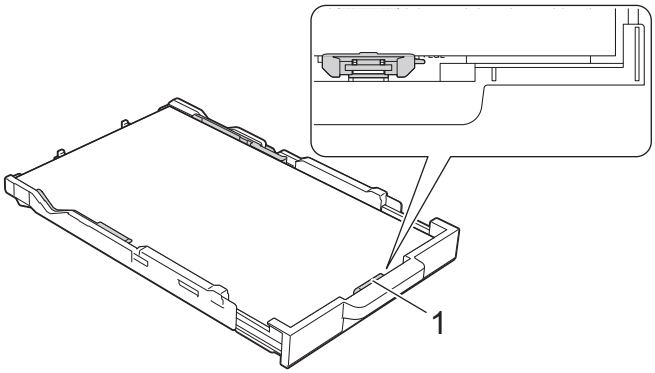
5. Fan the stack of paper well to avoid paper jams and misfeeds.

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.



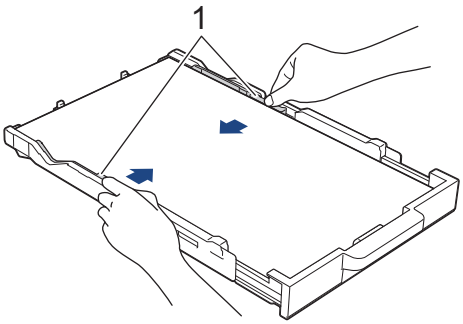
IMPORTANT

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

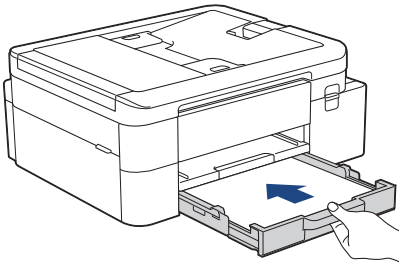
To add paper before the tray is empty, remove the paper from the tray and combine it with the paper you are adding. Always fan the stack of paper well to prevent the machine from feeding multiple pages.

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

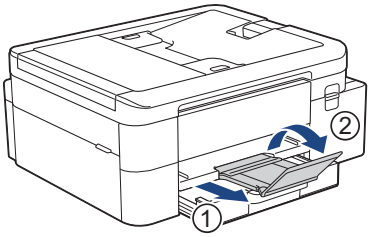
   Make sure the paper guides touch the edges of the paper.



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).



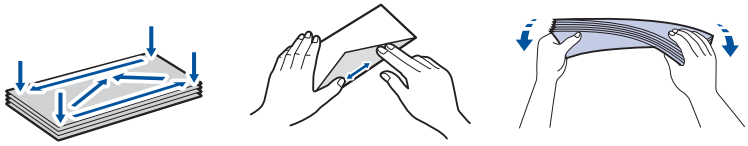
Related Information

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

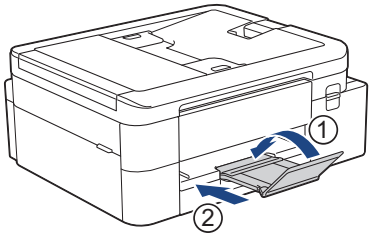
Load Envelopes in the Paper Tray #1

- 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.

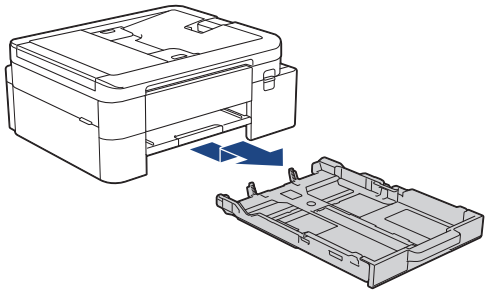
  (MFC-J4550DW) Doing this enables the machine to automatically feed paper from the appropriate tray if Auto Tray Select has been set in the printer driver (Windows) or on the machine.
- Before loading envelopes in the tray, press the corners and sides of the envelopes to make them as flat as possible.



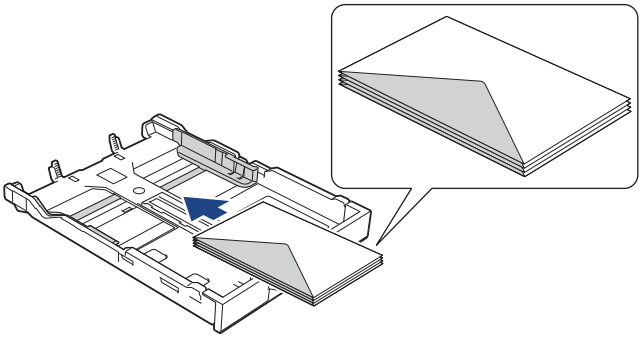
1. If the paper support flap (1) is open, close it, and then close the paper support (2).



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

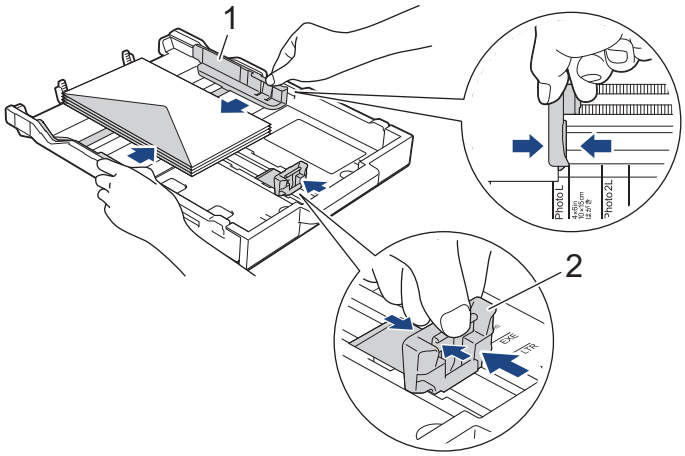


3. Load up to 10 envelopes in the paper tray with the printing surface **face down**. Loading more than 10 envelopes may cause paper jams.



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

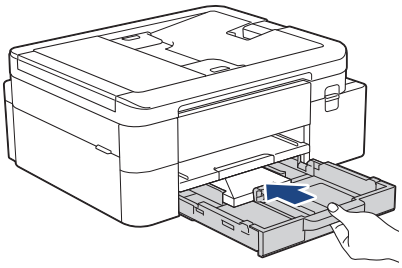
   Make sure the envelopes are flat in the tray.



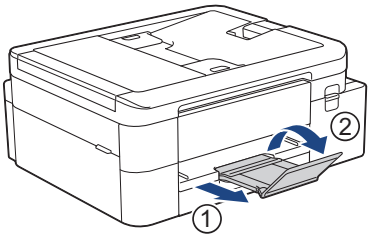
IMPORTANT

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

Related Topics:

- 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

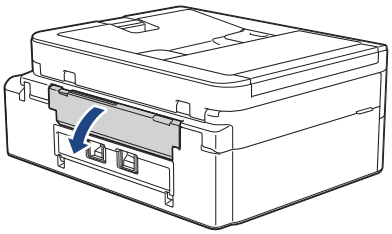
Load Paper in the Manual Feed Slot

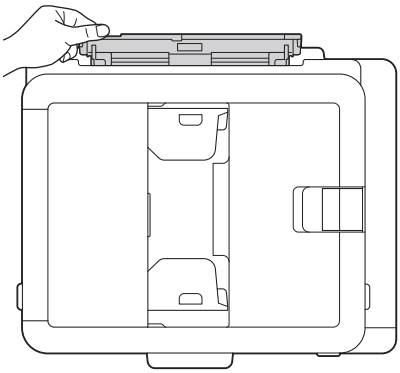
Related Models: MFC-J4350DW/MFC-J4550DW

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

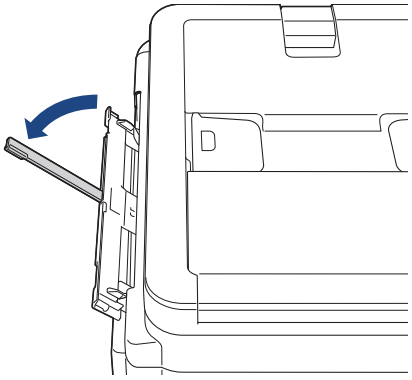
The machine automatically turns on Manual Feed mode when you put paper in the manual feed slot.

1. Open the manual feed slot cover.

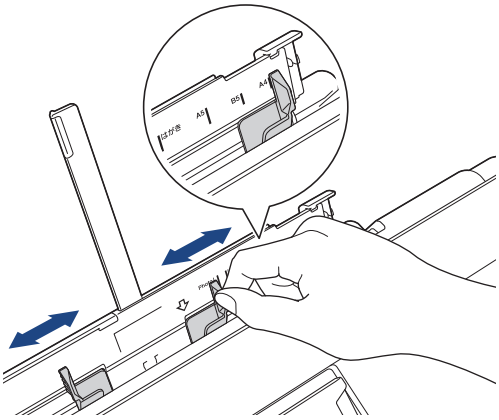




2. Lift the paper support.

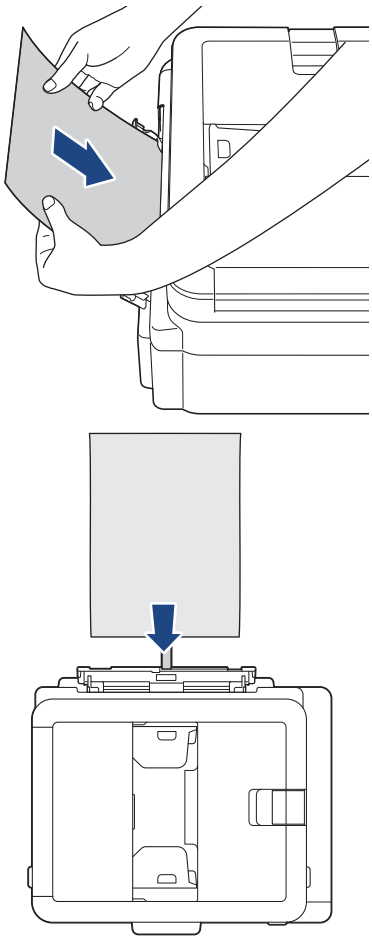


3. Slide the manual feed slot paper guides to fit the width of the paper you are using.

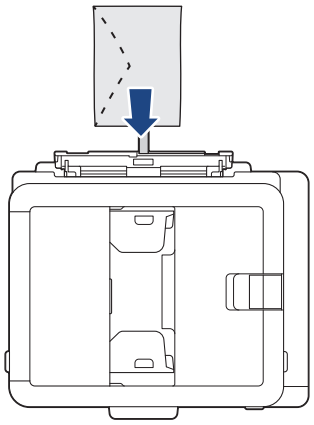


4. Load only **one sheet of paper** in the manual feed slot with the printing surface **face up**.

   Using both hands, adjust the manual feed slot paper guides to make sure there is no gap between them and the paper.



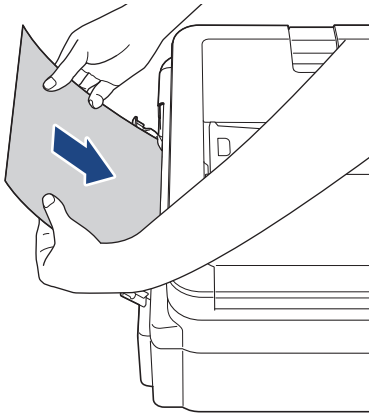
When using envelopes, load the envelopes with the printing surface **face up** and the flap on the left as shown in the illustration.



IMPORTANT

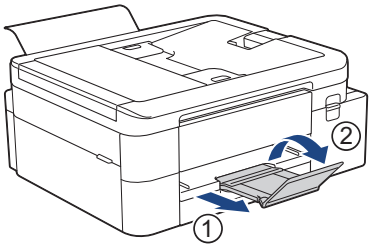
- DO NOT load more than **one sheet of paper** in the manual feed slot at any time. Doing this may cause a paper jam. When printing multiple pages, do not feed the next sheet of paper until the LCD displays a message instructing you to feed the next sheet.
- DO NOT load paper in the manual feed slot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

Related Information

- Load Paper

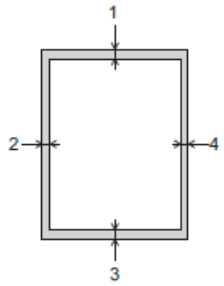
Related Topics:

- Choose the Right Print Media
- Error and Maintenance Messages

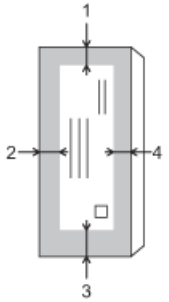
Unprintable Area

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	3 mm	3 mm	3 mm	3 mm
Envelopes	12 mm	3 mm	12 mm	3 mm

The Borderless print feature is not available for envelopes and 2-sided printing.

Related Information

- Load Paper

Related Topics:

- Printing Difficulties

Paper Settings

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

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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.

DCP-J1460DW/MFC-J4550DW

1. (MFC-J4550DW) Press [Settings] > [All Settings] > [General Setup] > [Tray Setting].
2. (DCP-J1460DW) Press [Settings] > [All Settings] > [General Setup].
3. (MFC-J4550DW) 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-J4550DW) Use plain paper only in Tray #2.

6. Press [Paper Size].
7. Press ▲ or ▼ to display the paper size options, and then press the option you want.
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

Related Topics:

- 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)

Change the Check Paper Setting

If this setting is set to [On] 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].

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

1. Press [Settings] > [All Settings] > [General Setup].
2. (MFC-J4550DW) 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

Related Topics:

- 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

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

Related Topics:

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

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.

If Brother paper is not available in your country, we recommend testing various paper types before purchasing large quantities.

Brother paper

Paper Type	Item
A4 / Plain	BP60PA
A4 / Glossy Photo	BP71GA4
A4 / Inkjet (Matte)	BP60MA
10 x 15 cm / Glossy Photo	BP71GP

Related Information

- Acceptable Print Media

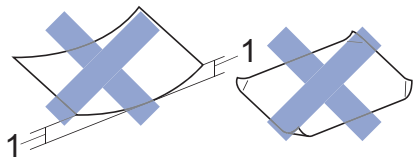
Handle and Use Print Media

- 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. **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

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

Paper Type and Paper Size for Each Operation

Paper Type	Paper Size		Usage			
			Fax [1]	Copy	Direct Print [3]	Printer
Cut-Sheet	A4	210 x 297 mm	Yes	Yes	Yes	Yes
	Letter	215.9 x 279.4 mm	Yes	Yes	Yes	Yes
	Legal	215.9 x 355.6 mm	Yes	Yes [2]	-	Yes
	Mexico Legal	215.9 x 339.85 mm	Yes	Yes [2]	-	Yes
	India Legal	215 x 345 mm	Yes	Yes [2]	-	Yes
	Folio	215.9 x 330.2 mm	Yes	Yes [2]	-	Yes
	Executive	184.1 x 266.7 mm	-	-	-	Yes
	A5	148 x 210 mm	-	Yes	-	Yes
	A6	105 x 148 mm	-	-	-	Yes
Cards	Photo	10 x 15 cm	-	Yes	Yes	Yes
	Photo L	9 x 13 cm	-	-	-	Yes
	Photo 2L	13 x 18 cm	-	-	Yes	Yes
	Index Card	13 x 20 cm	-	-	-	Yes
Envelopes	C5 Envelope	162 x 229 mm	-	-	-	Yes
	DL Envelope	110 x 220 mm	-	-	-	Yes
	Com-10	104.7 x 241.3 mm	-	-	-	Yes
	Monarch	98.4 x 190.5 mm	-	-	-	Yes

1 MFC-J4350DW/MFC-J4550DW only
2 DCP-J1360DW/DCP-J1460DW/MFC-J4350DW/MFC-J4550DW only
3 MFC-J4550DW only

Related Information

- Choose the Right Print Media

Related Topics:

- Load Envelopes in the Paper Tray #1

Paper Capacity of the Paper Tray

	Paper Size	Paper Types	No. of sheets	Weight	Thickness
Paper Tray #1	A4, Letter, Legal, Mexico Legal, India Legal, Folio, Executive, A5, A6, Envelopes (C5, Com-10, DL, Monarch), Photo (10 x 15 cm), Photo L (9 x 13 cm), Photo 2L (13 x 18 cm), Index card (13 x 20 cm)	Plain Paper, Recycled Paper	150 [1]	64 to 120 g/m²	0.08 to 0.15 mm
		Inkjet Paper	20	64 to 200 g/m²	0.08 to 0.25 mm
		Glossy Paper [2], Photo [2]	20	Up to 220 g/m²	Up to 0.25 mm
		Index Card	30	Up to 120 g/m²	Up to 0.15 mm
		Envelopes	10	80 to 95 g/m²	Up to 0.52 mm
Paper Tray #2 (MFC-J4550DW)	A4, Letter, Legal, Mexico Legal, India Legal, Folio, Executive, A5	Plain Paper, Recycled Paper	250 [1]	64 to 120 g/m²	0.08 to 0.15 mm
Manual Feed Slot (MFC-J4350DW/ MFC-J4550DW)	A4, Letter, Legal, Mexico Legal, India Legal, Folio, Executive, A5, A6, Envelopes (C5, Com-10, DL, Monarch), Photo (10 x 15 cm), Photo L (9 x 13 cm), Photo 2L (13 x 18 cm), Index card (13 x 20 cm)	Plain Paper, Recycled Paper	1	64 to 120 g/m²	0.08 to 0.15 mm
		Inkjet Paper	1	64 to 200 g/m²	0.08 to 0.25 mm
		Glossy Paper, Photo	1	Up to 300 g/m²	Up to 0.30 mm
		Index Card	1	Up to 120 g/m²	Up to 0.15 mm
		Envelopes	1	80 to 95 g/m²	Up to 0.52 mm

1 When using plain paper 80 g/m².

2 BP71 260 g/m² paper is specially designed for Brother inkjet machines.

Related Information

- Choose the Right Print Media

Related Topics:

- Paper Handling Difficulties

Load Documents

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

Load Documents in the Automatic Document Feeder (ADF)

Related Models: DCP-J1360DW/DCP-J1460DW/MFC-J4350DW/MFC-J4550DW

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

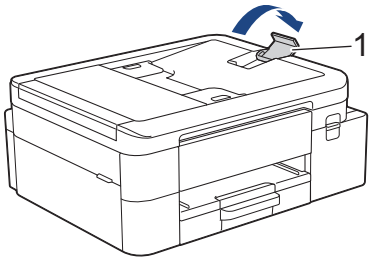
Length [1]:	• DCP-J1360DW/DCP-J1460DW 210 to 355.6 mm • MFC-J4350DW/MFC-J4550DW 148 to 355.6 mm
Width:	139.7 to 215.9 mm
Paper Weight:	64 to 90 g/m²

1 Documents that are longer than 297 mm must be fed one page at a time.

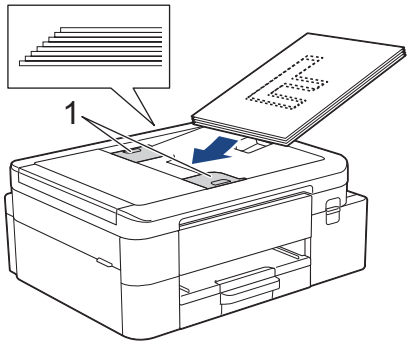
IMPORTANT

- 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

Related Topics:

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

Load Documents on the Scanner Glass

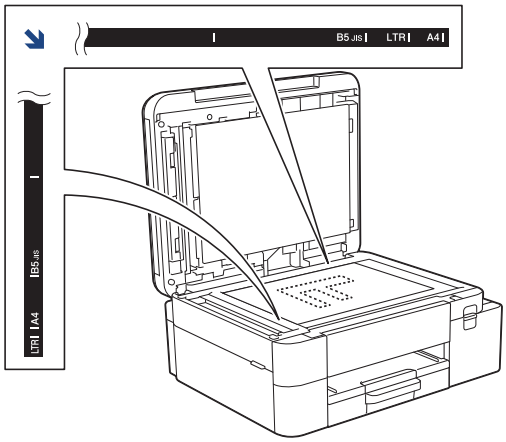
Use the scanner glass to fax, copy, or scan one page at a time.

Document Sizes Supported

Length:	Up to 297 mm
Width:	Up to 215.9 mm
Weight:	Up to 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

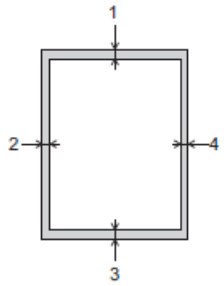
- Load Documents

Related Topics:

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

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 [1]	A4	3 mm	3 mm [2]
	Letter		4 mm
	Legal		
Copy	All paper sizes	3 mm	3 mm
Scan		1 mm	1 mm

1 MFC-J4350DW/MFC-J4550DW only

2 The unscannable area is 1 mm when using the ADF.

Related Information

- Load Documents

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

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 Colour Document in Greyscale (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)

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 **Colour / Greyscale**, select **Colour**.
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)

Related Topics:

- Printer Driver Settings (Windows)
- Paper Handling and Printing Problems
- Paper Settings
- Change the Default Print Settings (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.
2. 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 **Colour / Greyscale**, select the **Colour** or **Greyscale** 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-J4550DW) 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.

Related Information

- Print from Your Computer (Windows)

Related Topics:

- 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)

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.

Related Information

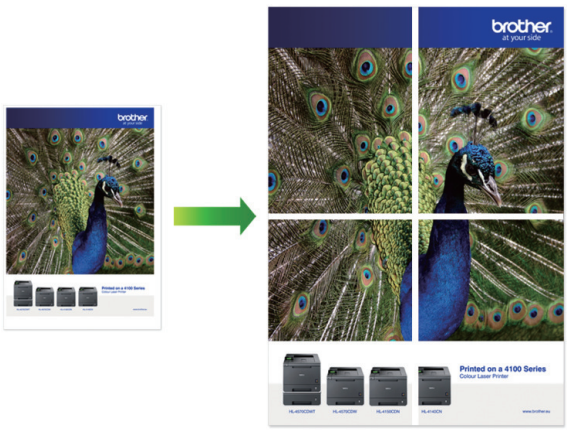
- Print from Your Computer (Windows)

Related Topics:

- Printer Driver Settings (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)

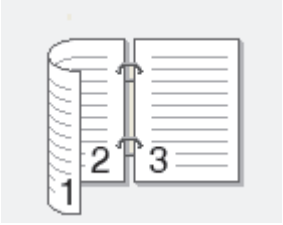
Print on Both Sides of the Paper Automatically (Automatic 2-sided Printing) (Windows)

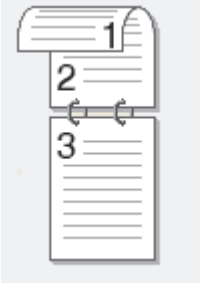
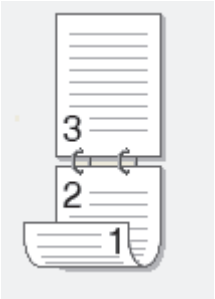
- Make sure the jam clear cover is closed.
- If paper is curled, straighten it and put it back in the paper tray.
- Use regular paper. DO NOT use bond paper.
- If the paper is thin, it may wrinkle.

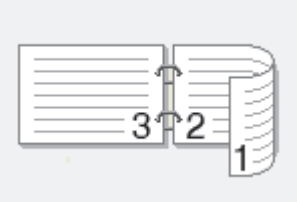
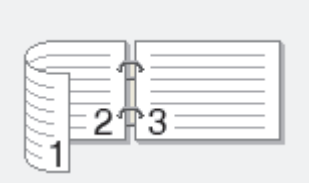
1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button.
   The printer driver window appears.
3. Click the **Basic** tab.
4. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the printout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

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 millimetres.
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

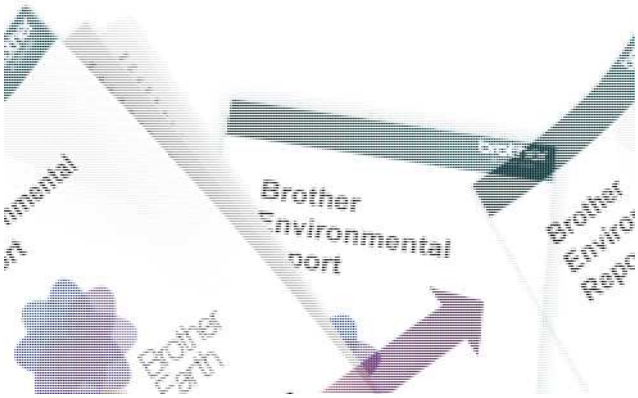
- Print from Your Computer (Windows)

Related Topics:

- Printer Driver Settings (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 centre of the print output without having to change the order of the printed pages.

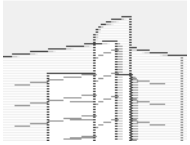
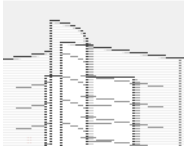


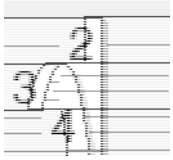
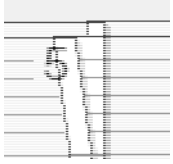
- Make sure the jam clear cover is closed.
- If paper is curled, straighten it and put it back in the paper tray.
- Use regular paper. DO NOT use bond paper.
- If the paper is thin, it may wrinkle.

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:

Option for Portrait	Description
Left Binding	
Right Binding	

Option for Landscape	Description
Top Binding	
Bottom Binding	

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 centre of the smaller individual booklet sets without having to change the order of the printed pages. You can specify the number of sheets in each smaller booklet set (from 1-15). This option can be helpful when folding a printed booklet that has a large number of pages.

9. Select the **Binding Offset** checkbox to specify the offset for binding in inches or millimetres.
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

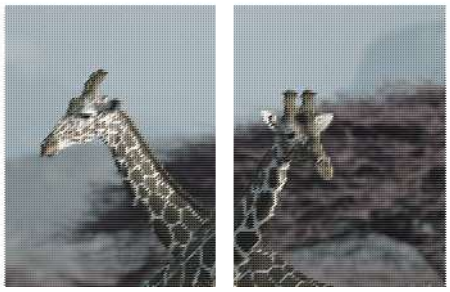
- Print from Your Computer (Windows)

Related Topics:

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

Print a Colour Document in Greyscale (Windows)

Greyscale mode makes the print processing speed faster than colour mode. If your document contains colour, selecting Greyscale mode prints your document in 256 levels of greyscale.



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 **Colour / Greyscale**, select **Greyscale**.
5. Change other printer settings, if needed.
6. Click **OK**.
7. Complete your print operation.

Related Information

- Print from Your Computer (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 **Colour / Greyscale**, select the **Colour** or **Greyscale** 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)

Related Topics:

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

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)

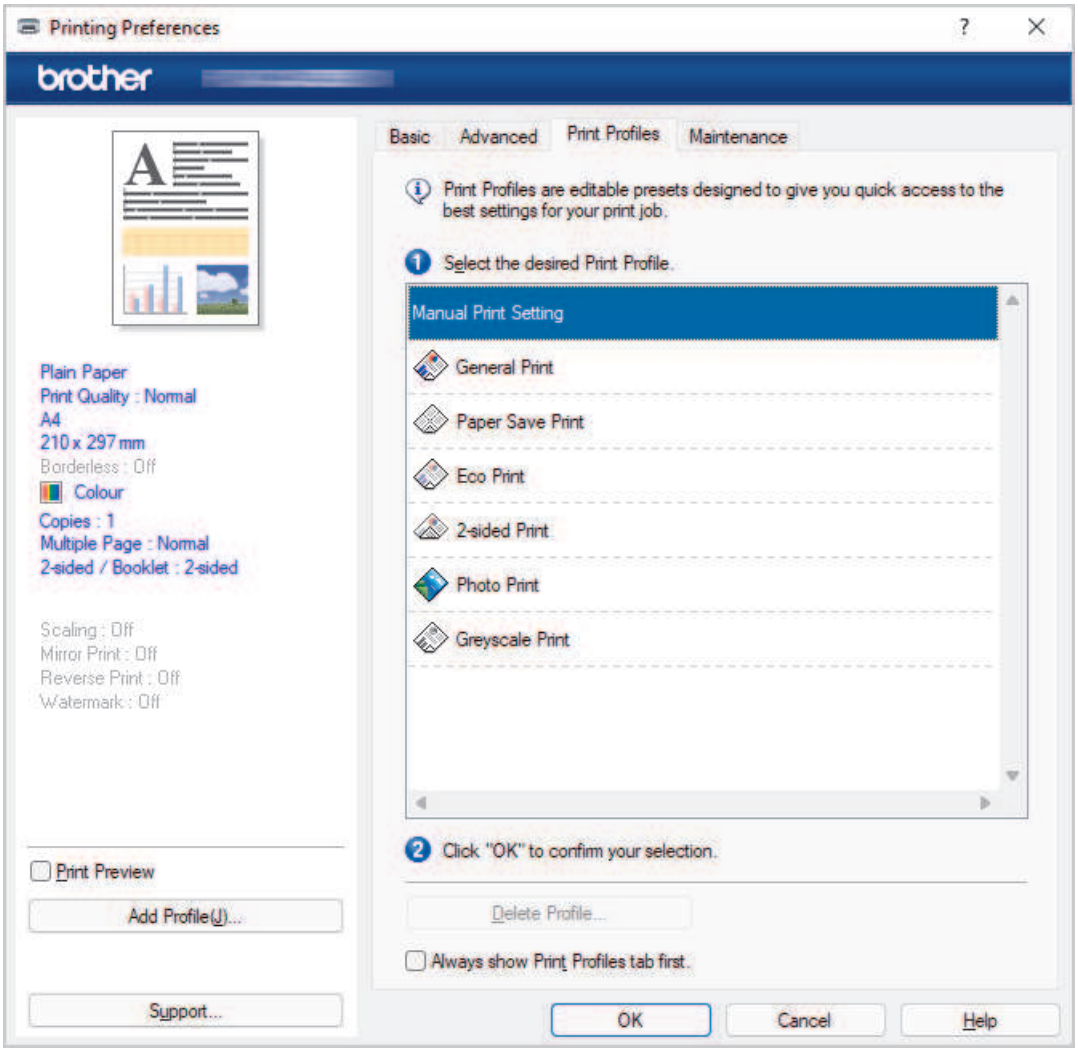
Related Topics:

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

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)

Create or Delete Your Print Profile (Windows)

Add up to 20 new print profiles with customised 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**.

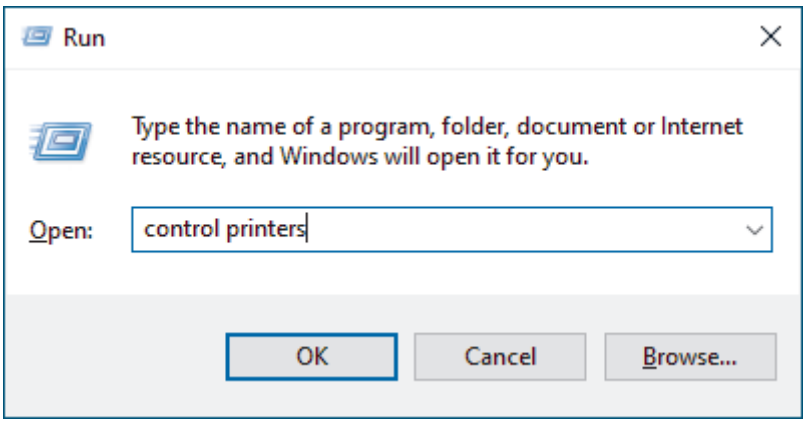
Related Information

- Use a Preset Print Profile (Windows)

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)

Related Topics:

- Printing Difficulties
- Printer Driver Settings (Windows)

Printer Driver Settings (Windows)

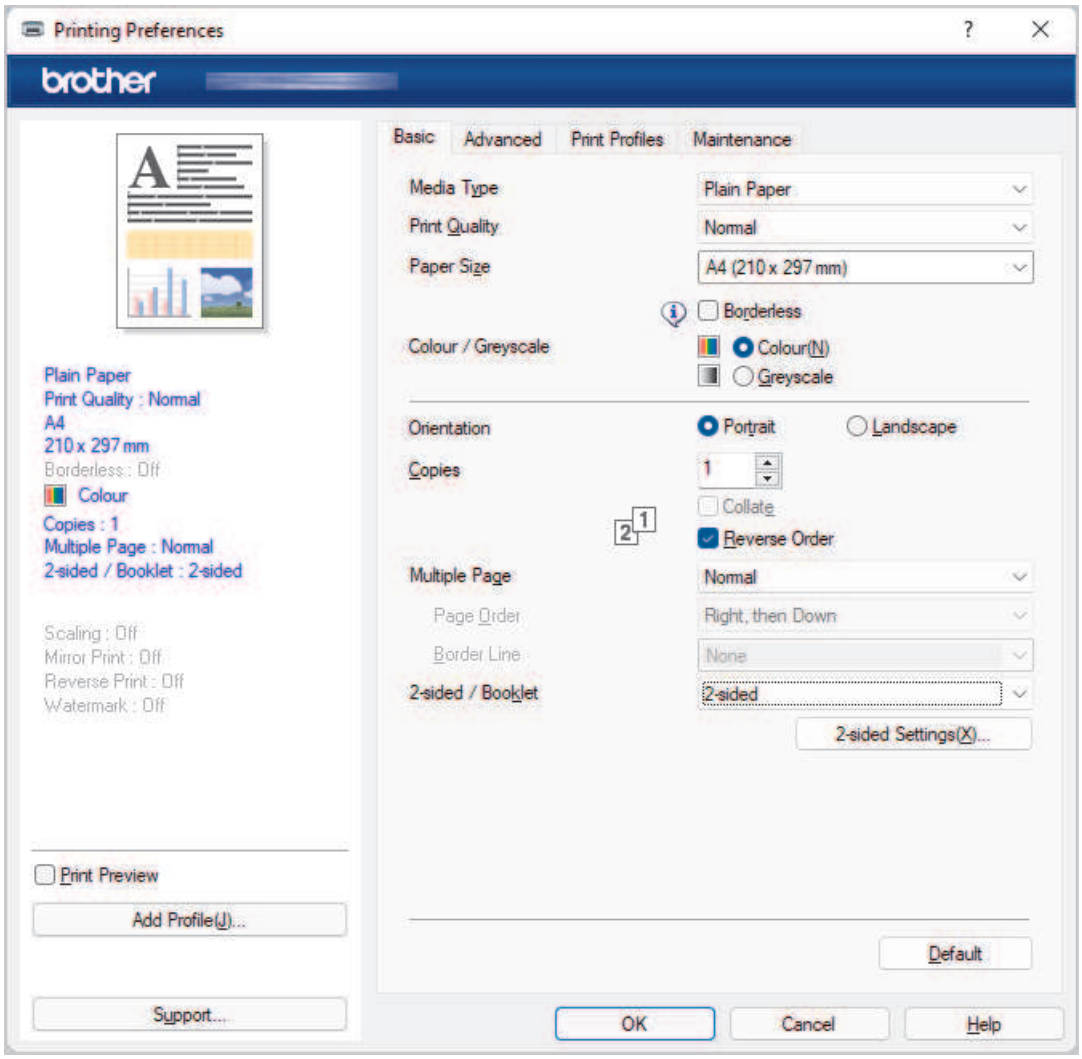
- When you change an application's print settings, the changes only apply to documents printed with that application.

  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. **Colour / Greyscale**

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

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.

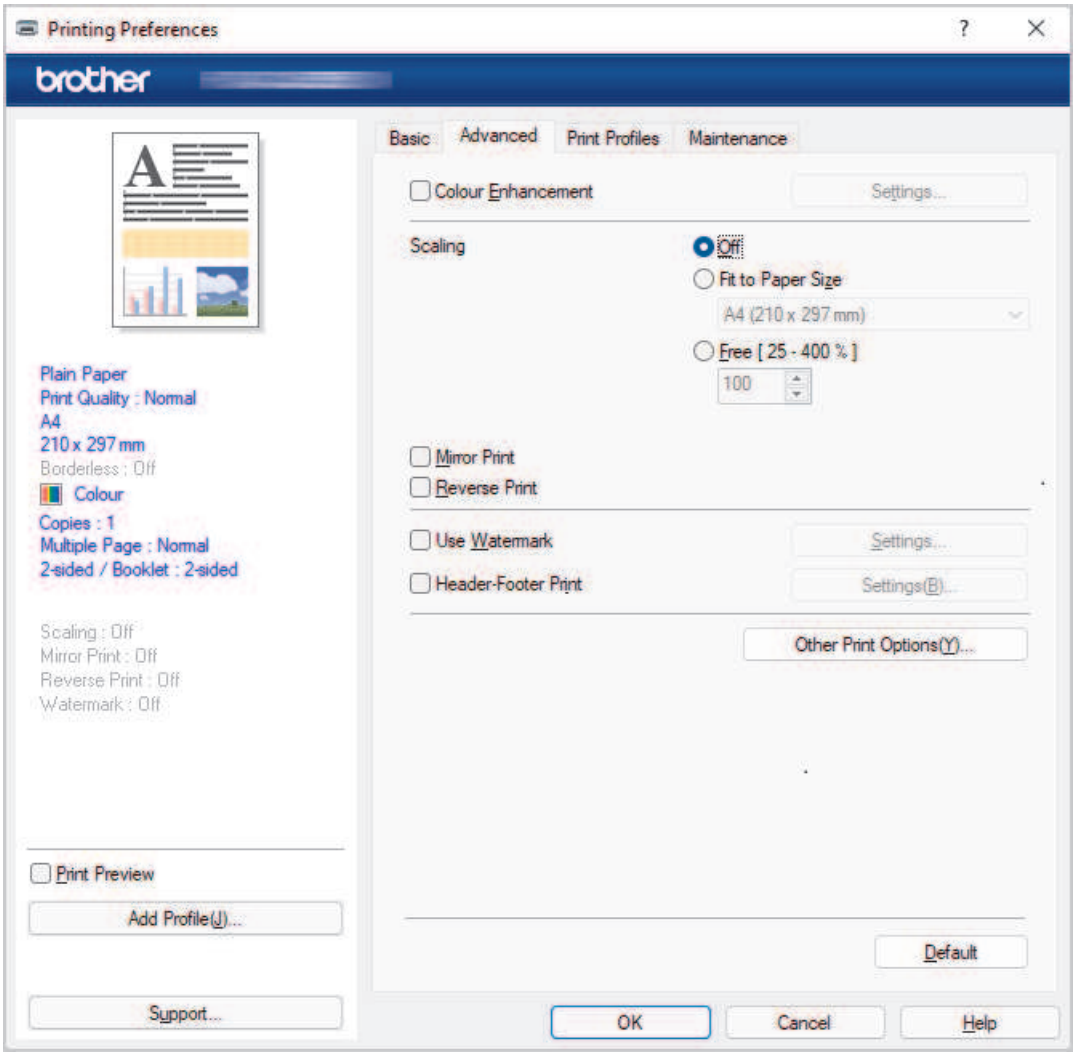
   2-sided Settings button

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

9. **(MFC-J4550DW) Paper Source**

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

Advanced Tab



1. **Colour Enhancement**

   Select this option to use the Colour Enhancement feature. This feature analyses your image to improve its sharpness, white balance and colour 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-J4550DW) User Authentication**

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

8. **Other Print Options button**

   Advanced Colour Settings

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

   (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) 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 Colour Data

   Select this option to optimise 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.

Related Information

- Print from Your Computer (Windows)

Related Topics:

- 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

Print from Your Computer (Mac)

- Print Using AirPrint

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 Colour Document in Greyscale 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

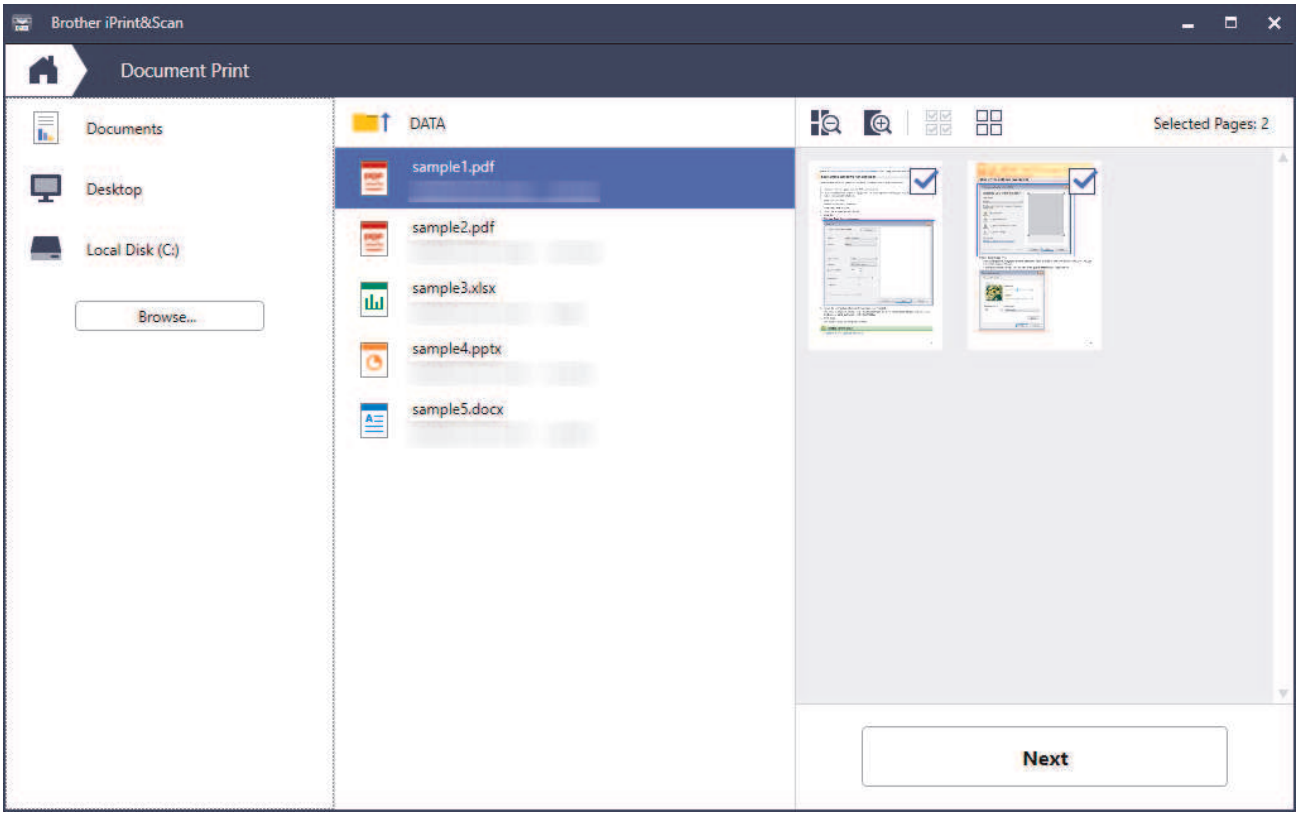
     Double-click the (**Brother iPrint&Scan**) icon.
   - Mac

     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.

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

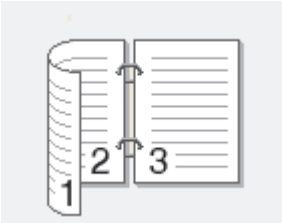
     Click **Next**.
   - Mac

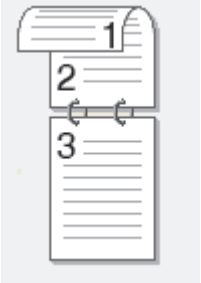
     Click **Open**, and then click **Next** if prompted.

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 long edge)	

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)

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.

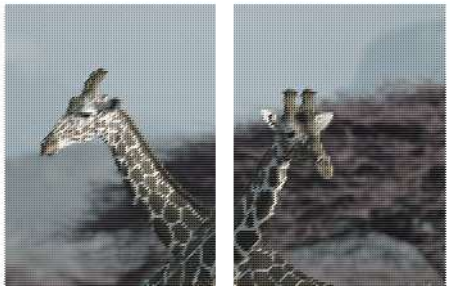
6. Click the **Layout** drop-down list, and then select the number of pages to print on each sheet.
7. Change other printer settings, if needed.
8. Click **Print**.

Related Information

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

Print a Colour Document in Greyscale Using Brother iPrint&Scan (Windows/Mac)

Greyscale mode makes the print processing speed faster than colour mode. If your document contains colour, selecting Greyscale mode prints your document in 256 levels of greyscale.



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. 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 **Colour / 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)

Print Photos Directly from a USB Flash Drive

Related Models: MFC-J4550DW

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

Compatible USB Flash Drives

Related Models: MFC-J4550DW

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

Important Information about Photo Printing

Related Models: MFC-J4550DW

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 recognised).
- 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 [1] 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

1 The folder inside USB flash drives is also counted.

Print Photos from a USB Flash Drive on the Brother Machine

Related Models: MFC-J4550DW

- 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

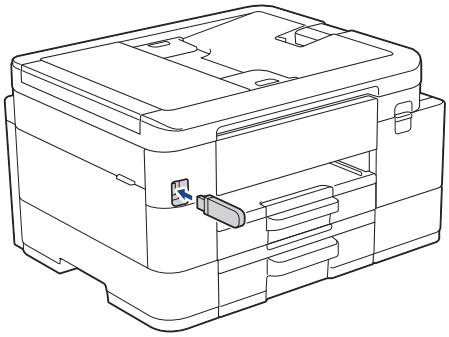
Preview and Print Photos from a USB Flash Drive

Related Models: MFC-J4550DW

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 ×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.
9. 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

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

Related Models: MFC-J4550DW

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 recognise 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].

Related Information

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

Related Topics:

- Print Photos by Image Number

Print Photos by Image Number

Related Models: MFC-J4550DW

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 [OK].

   - 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 ×01 to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
5. 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

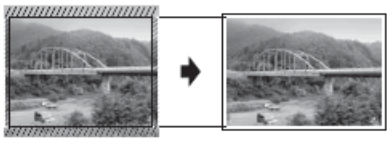
Print Photos with Auto Cropping

Related Models: MFC-J4550DW

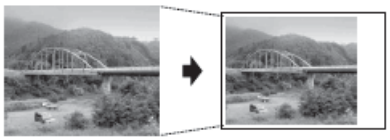
If your photo is too long or too wide to fit within the layout space, part of the image will be cropped.

- 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.
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] > [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

Print Borderless Photos from a USB Flash Drive

Related Models: MFC-J4550DW

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

Print the Date from Your Photo's Data

Related Models: MFC-J4550DW

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] > [Date Print].
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

Print Settings for Photos

Related Models: MFC-J4550DW

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.
Date Print	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

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 ≡.
   - 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

Cancel a Print Job

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

1. Press **Stop/Exit**.

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

DCP-J1460DW/MFC-J4550DW

1. Press ✕.

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

Related Information

- Print

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

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)

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 support.brother.com/downloads, 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.

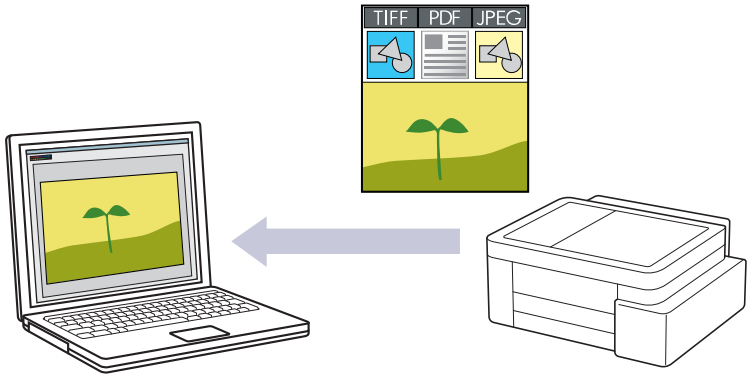
   The Brother iPrint&Scan screen appears.
3. If your Brother machine is not selected, click the **Add Machine** / **Select your Machine** button, and then follow the on-screen instructions to select your Brother machine.
4. Click the **Machine Scan Settings** button, and then follow the on-screen instructions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

Related Information

- Scan Using the Scan Button on Your Machine

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).*

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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 **OK**.
6. Do one of the following:
   - To change the settings, go to the next step.
   - To use the default settings, press **Mono Start** or **Colour Start**.

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

   The `[Colour Setting]` option depends on the default settings. Pressing **Mono Start** or **Colour Start** does not change the colour 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
Colour Setting	Select the colour 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 (DCP-J1360DW/MFC-J4350DW)	When On is selected, blank pages are skipped.
Blank Page Detection (DCP-J1360DW/MFC-J4350DW)	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 colour that is removed.

10. To start the scan, press **Mono Start** or **Colour Start**.

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

The [Colour Setting] option depends on the settings you have selected. Pressing **Mono Start** or **Colour Start** does not change the colour settings.

DCP-J1460DW/MFC-J4550DW

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
Colour Setting	Select the colour 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 Colour	Change the amount of background colour 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 starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.

Related Information

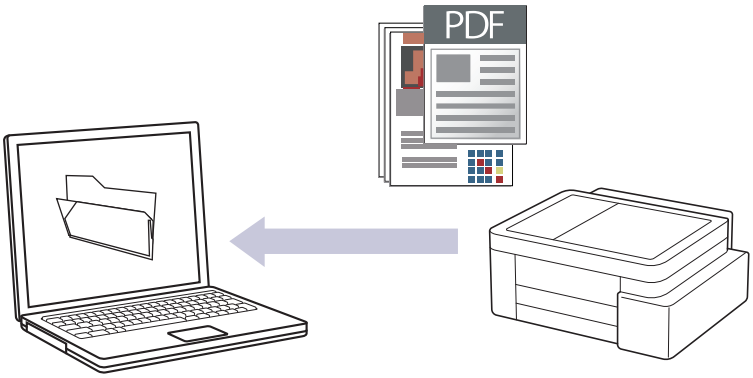
- Scan Using the Scan Button on Your Machine

Related Topics:

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

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]`.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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 **Mono Start** or **Colour Start**.

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

   The `[Colour Setting]` option depends on the default settings. Pressing **Mono Start** or **Colour Start** does not change the colour 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
Colour Setting	Select the colour 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 (DCP-J1360DW/MFC-J4350DW)	When On is selected, blank pages are skipped.
Blank Page Detection (DCP-J1360DW/MFC-J4350DW)	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 colour that is removed.

10. To start the scan, press **Mono Start** or **Colour Start**.

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

The [Colour Setting] option depends on the settings you have selected. Pressing **Mono Start** or **Colour Start** does not change the colour settings.

DCP-J1460DW/MFC-J4550DW

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
Colour Setting	Select the colour 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 Colour	Change the amount of background colour 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 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:

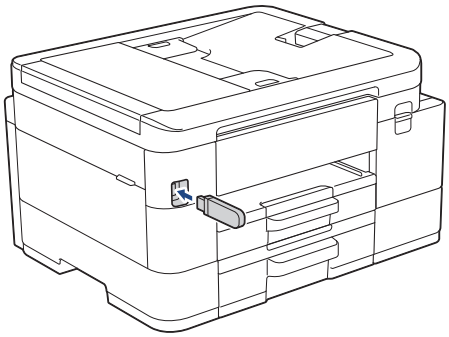
- Configure the Scan Button on Your Machine
- Scan Using Brother iPrint&Scan (Windows/Mac)

Save Scanned Data to a USB Flash Drive

Related Models: MFC-J4550DW

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
Colour Setting	Select the colour 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 Colour	Change the amount of background colour 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

Compatible USB Flash Drives

Related Models: MFC-J4550DW

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

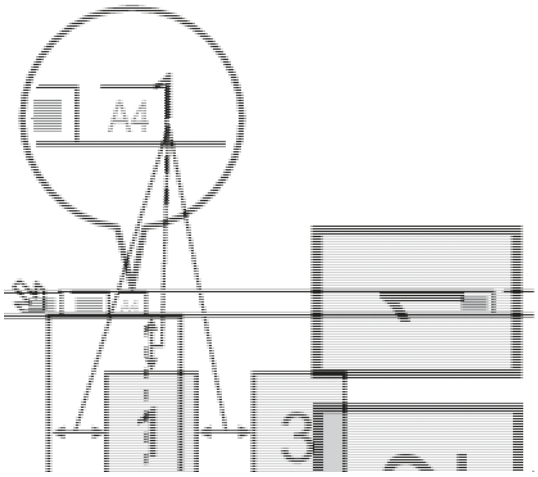
- Print Photos Directly from a USB Flash Drive
- Save Scanned Data to a USB Flash Drive

Scan Multiple Business Cards and Photos (Auto Crop)

Related Models: MFC-J4550DW

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. 10 mm or greater
2. 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 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. (ADF models only)
- 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].

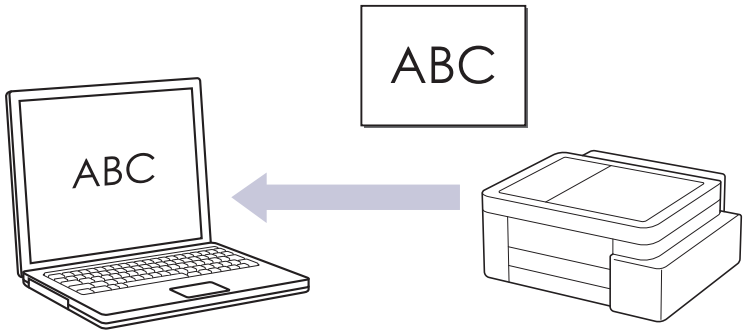
   The machine starts scanning. Follow the LCD instructions to complete the scanning job.

Related Information

- Scan Using the Scan Button on Your Machine

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).*

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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 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 **Mono Start** or **Colour Start**.

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

   The `[Colour Setting]` option depends on the default settings. Pressing **Mono Start** or **Colour Start** does not change the colour 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
Colour Setting	Select the colour 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 (DCP-J1360DW/MFC-J4350DW)	When On is selected, blank pages are skipped.
Blank Page Detection (DCP-J1360DW/MFC-J4350DW)	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 colour that is removed.

10. To start the scan, press **Mono Start** or **Colour Start**.

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

The [Colour Setting] option depends on the settings you have selected. Pressing **Mono Start** or **Colour Start** does not change the colour settings.

DCP-J1460DW/MFC-J4550DW

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
Colour Setting	Select the colour 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 Colour	Change the amount of background colour 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 starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.

Related Information

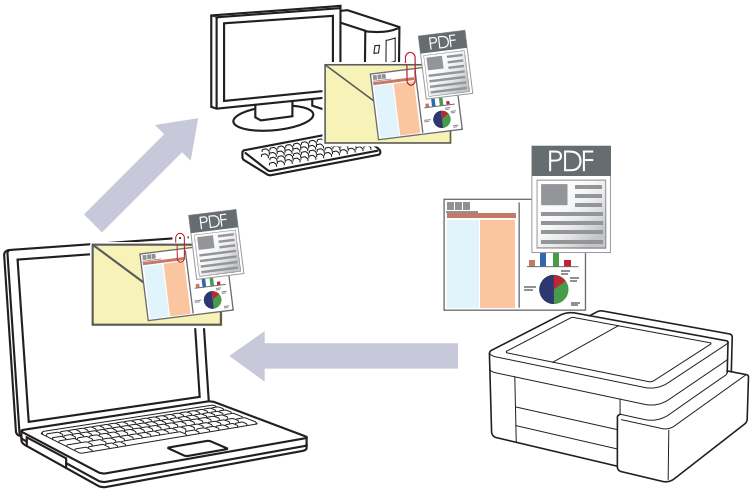
- Scan Using the Scan Button on Your Machine

Related Topics:

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

Save Scanned Data 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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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 **Mono Start** or **Colour Start**.

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

The [Colour Setting] option depends on the default settings. Pressing **Mono Start** or **Colour Start** does not change the colour 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
Colour Setting	Select the colour 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 (DCP-J1360DW/MFC-J4350DW)	When On is selected, blank pages are skipped.
Blank Page Detection (DCP-J1360DW/MFC-J4350DW)	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 colour that is removed.

10. To start the scan, press **Mono Start** or **Colour Start**.

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

The [Colour Setting] option depends on the settings you have selected. Pressing **Mono Start** or **Colour Start** does not change the colour settings.

DCP-J1460DW/MFC-J4550DW

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
Colour Setting	Select the colour 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 Colour	Change the amount of background colour 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

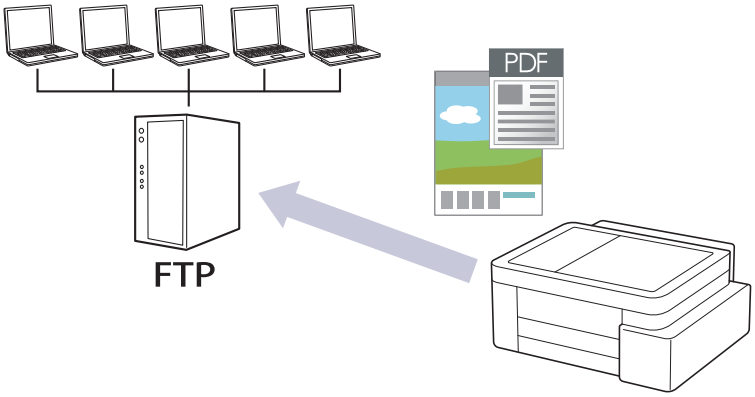
Related Topics:

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

Scan to FTP

Related Models: MFC-J4550DW

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



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

Set up a Scan to FTP Profile

Related Models: MFC-J4550DW

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 ≡.

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: ?, /, \, ", :, <, >, | 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 **Port Number** 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 **Username** field. Type the password again in the **Retype password** field.
SSL/TLS	Set the **SSL/TLS** option to scan securely using SSL/TLS communication. Change the **CA Certificate** 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 **Scan File Name** menu in the navigation bar.
Quality	Select a quality setting. If you choose the **User Select** 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 **User Select** 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 **On** to set the machine to correct document skewing automatically as the pages are scanned.
Skip Blank Page	Select the **On** 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 Colour	Change the amount of background colour that is removed.
Margin Settings	Adjust your document's margins.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Passive Mode	Set the **Passive Mode** 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

Upload Scanned Data to an FTP Server

Related Models: MFC-J4550DW

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.

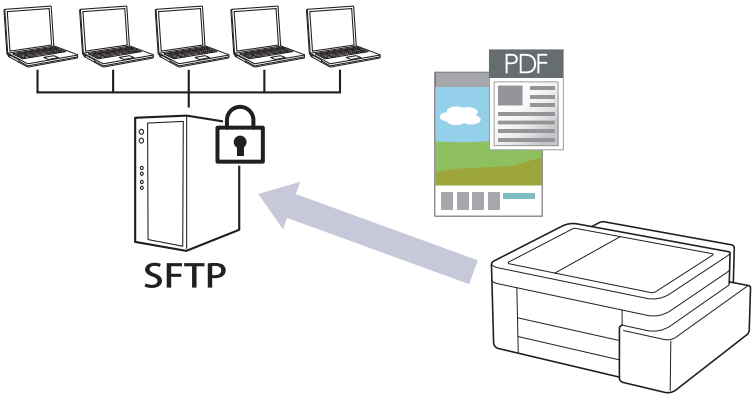
Related Information

- Scan to FTP

Scan to SSH Server (SFTP)

Related Models: MFC-J4550DW

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 favourite 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

Set up a Scan to SFTP Profile

Related Models: MFC-J4550DW

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 ≡.

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: • 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. • When you select **Public Key**, select the authentication type from the **Client Key Pair** 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 **Scan File Name** menu in the navigation bar.
Quality	Select a quality setting. If you choose the **User Select** 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 **User Select** 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 **On** to set the machine to correct document skewing automatically as the pages are scanned.
Skip Blank Page	Select the **On** 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 Colour	Change the amount of background colour that is removed.
Margin Settings	Adjust your document's margins.
Brightness	Select the brightness level.
Contrast	Select the contrast level.
Port Number	Change the **Port Number** 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

Create a Client Key Pair Using Web Based Management

Related Models: MFC-J4550DW

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 ≡.

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

Export a Client Key Pair Using Web Based Management

Related Models: MFC-J4550DW

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 ≡.

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

Import a Server Public Key Using Web Based Management

Related Models: MFC-J4550DW

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 ≡.

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.

Related Information

- Scan to SSH Server (SFTP)

Related Topics:

- Access Web Based Management

Upload Scanned Data to an SFTP Server

Related Models: MFC-J4550DW

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)

Scan to Network (Windows)

Related Models: MFC-J4550DW

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

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

Set up a Scan to Network Profile

Related Models: MFC-J4550DW

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 ≡.

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 **Scan File Name** menu in the navigation bar.
Quality	Select a quality setting. If you choose the **User Select** 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 **User Select** 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 **On** to set the machine to correct document skewing automatically as the pages are scanned.
Skip Blank Page	Select the **On** 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 Colour	Change the amount of background colour 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 **On**, and then type a four-digit PIN in the **PIN Code** 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 **Network Folder Path** 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 **Username** field. Type the password again in the **Retype password** 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

Upload Scanned Data to a CIFS Server

Related Models: MFC-J4550DW

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

Scan to SharePoint

Related Models: MFC-J4550DW

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

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

Set up a Scan to SharePoint Profile

Related Models: MFC-J4550DW

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 ≡.

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 **SharePoint Site Address** field starts with "https://", you can verify the server certificate by selecting the **Verify Server Certificate** 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 **Scan File Name** menu in the navigation bar.
Quality	Select a quality setting. If you choose the **User Select** 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 **User Select** 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 **On** to set the machine to correct document skewing automatically as the pages are scanned.
Skip Blank Page	Select the **On** 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 Colour	Change the amount of background colour 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 **On**, and then type a four-digit PIN in the **PIN Code** field.

Option	Description
Auth. Method	Select the authentication method. If you select **Auto**, 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 **SharePoint Site Address** 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 **Username** field. Type the password again in the **Retype password** 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

Upload Scanned Data to a SharePoint Server

Related Models: MFC-J4550DW

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.

Related Information

- Scan to SharePoint

Web Services for Scanning on Your Network (Windows)

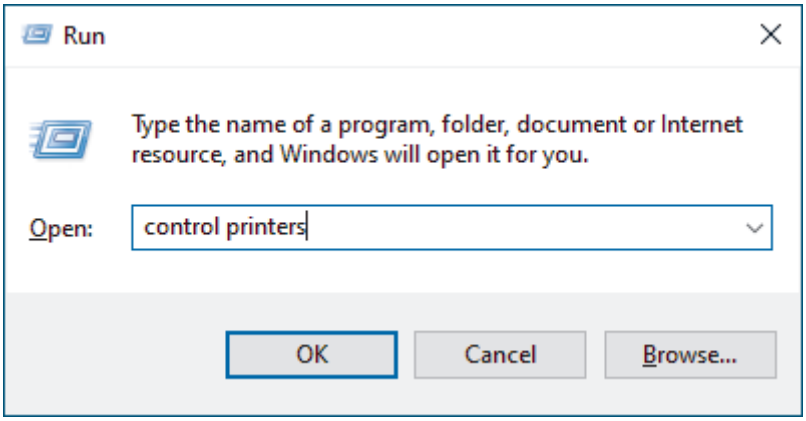
The Web Services protocol enables Windows 10 and Windows 11 users to scan using a Brother machine on the network. You must install the driver via Web Services.

- 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

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)

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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 **Mono Start** or **Colour Start**.
   The machine starts scanning.

DCP-J1460DW/MFC-J4550DW

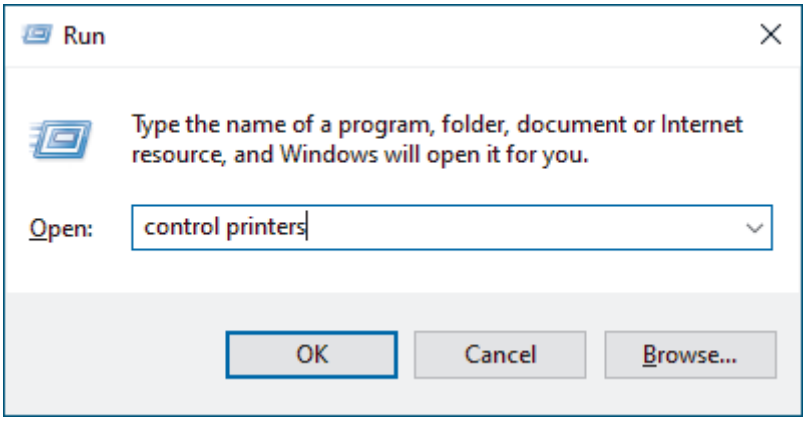
1. Load your document.
2. Press [Scan] > [WS Scan].
3. Press ▲ or ▼ to select the type of scan you want, and then press it.
4. Press ▲ or ▼ to display the computer where you want to send data, and then select the computer name.
5. Press [Start].
   The machine starts scanning.

Related Information

- Web Services for Scanning on Your Network (Windows)

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**, **Colour 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)

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 support.brother.com/downloads, 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)

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 favourite scanning application.

- Scan Using Kofax PaperPort™ 14SE or Other Windows Applications
- Scan Using Windows Fax and Scan

Scan Using Kofax PaperPort™ 14SE or Other Windows Applications

You can use the Kofax PaperPort™ 14SE application for scanning.

To download the Kofax PaperPort™ 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™ 14SE. For other Windows applications, the steps will be similar. PaperPort™ 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™ 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™ 14SE.

   Do one of the following:

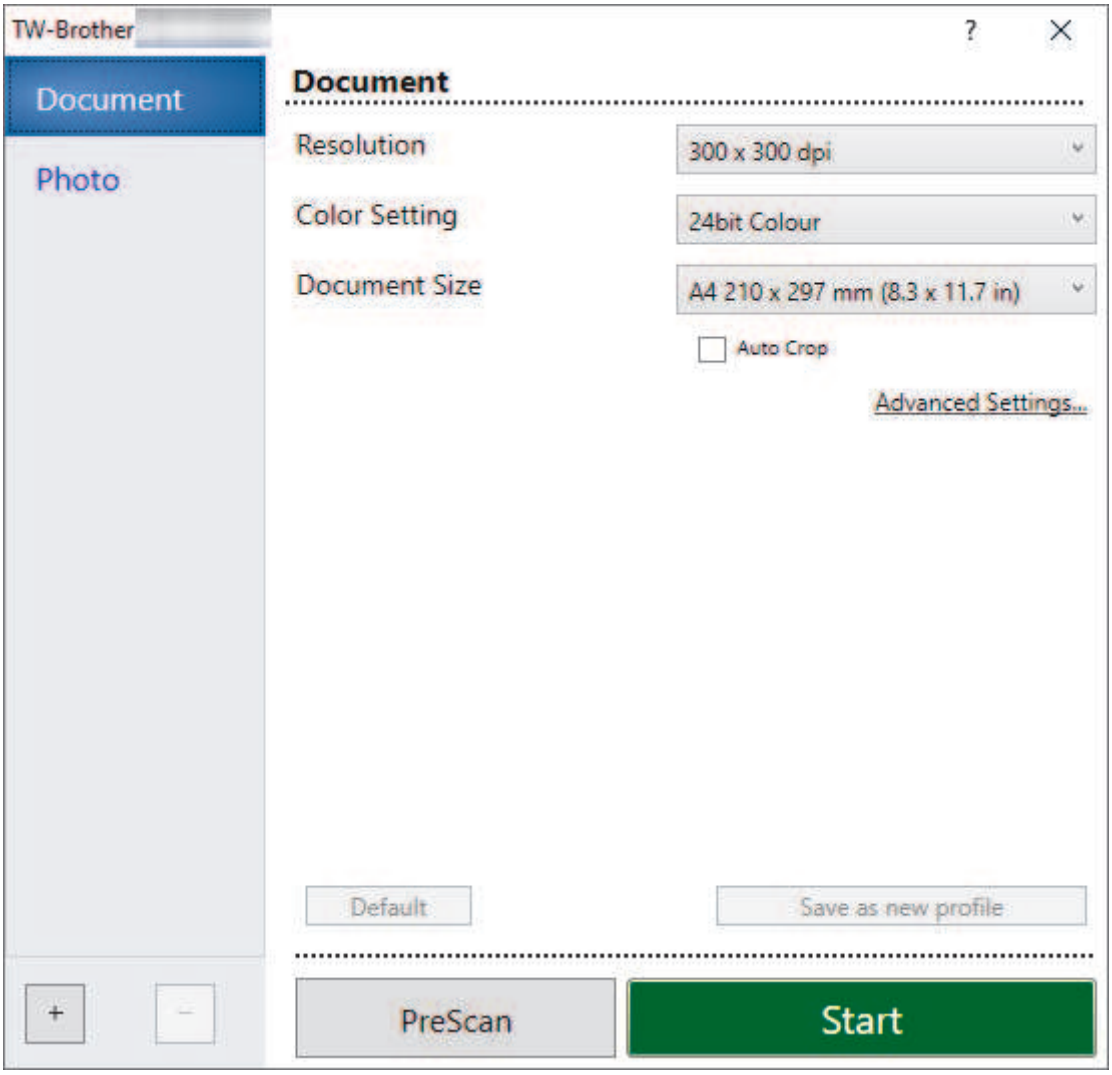
   - Windows 11

     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.



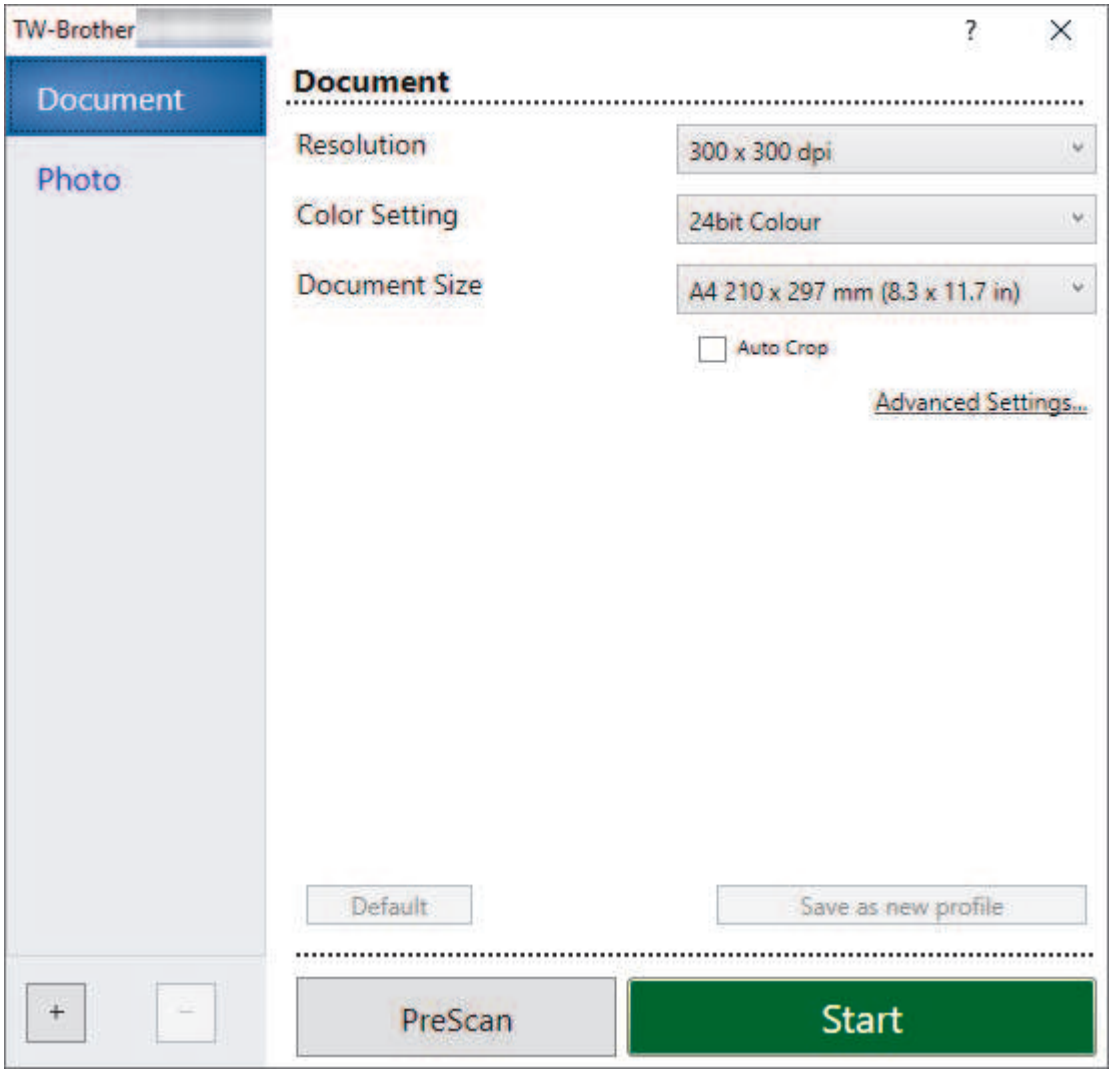
9. Adjust the settings in the Scanner Setup dialog box, if needed.
10. Click the **Document Size** drop-down list, and then select your document size.
11. Click **PreScan** to preview your image and crop unwanted portions before scanning.
12. Click **Start**.

    The machine starts scanning.

Related Information

- Scan from Your Computer (Windows)
  - TWAIN Driver Settings (Windows)

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	Colour Setting
Photo	Use for scanning photo images.	300 x 300 dpi	**24bit Colour**
Document	Use for scanning text documents.	300 x 300 dpi	**24bit Colour**

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 colour depths.

   - **Black & White**

     Use for text or line art images.

- **True Grey**

  Use for photographic images or graphics. This mode is more accurate because it uses up to 256 shades of grey.

- **24bit Colour**

  Use to create an image with the most accurate colour reproduction. This mode uses up to 16.8 million colours 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 colour and range.
     - (DCP-J1360DW/DCP-J1460DW/MFC-J4350DW/MFC-J4550DW) **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** drop-down list.
   - **Image Quality**
     - **Colour Tone Adjustment**

       Adjust the colour tone.
     - **Background Processing**
       - **Remove Bleed-through / Pattern**

         Prevent bleed-through.
       - **Remove Background Colour**

         Remove the base colour of documents to make the scanned data more legible.
     - **Colour Drop**

       Select a colour 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 Colour** 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 monochrome 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 monochrome image.

- **Feed Control**
  - (DCP-J1360DW/DCP-J1460DW/MFC-J4350DW/MFC-J4550DW) **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.

Related Information

- Scan Using Kofax PaperPort™ 14SE or Other Windows Applications

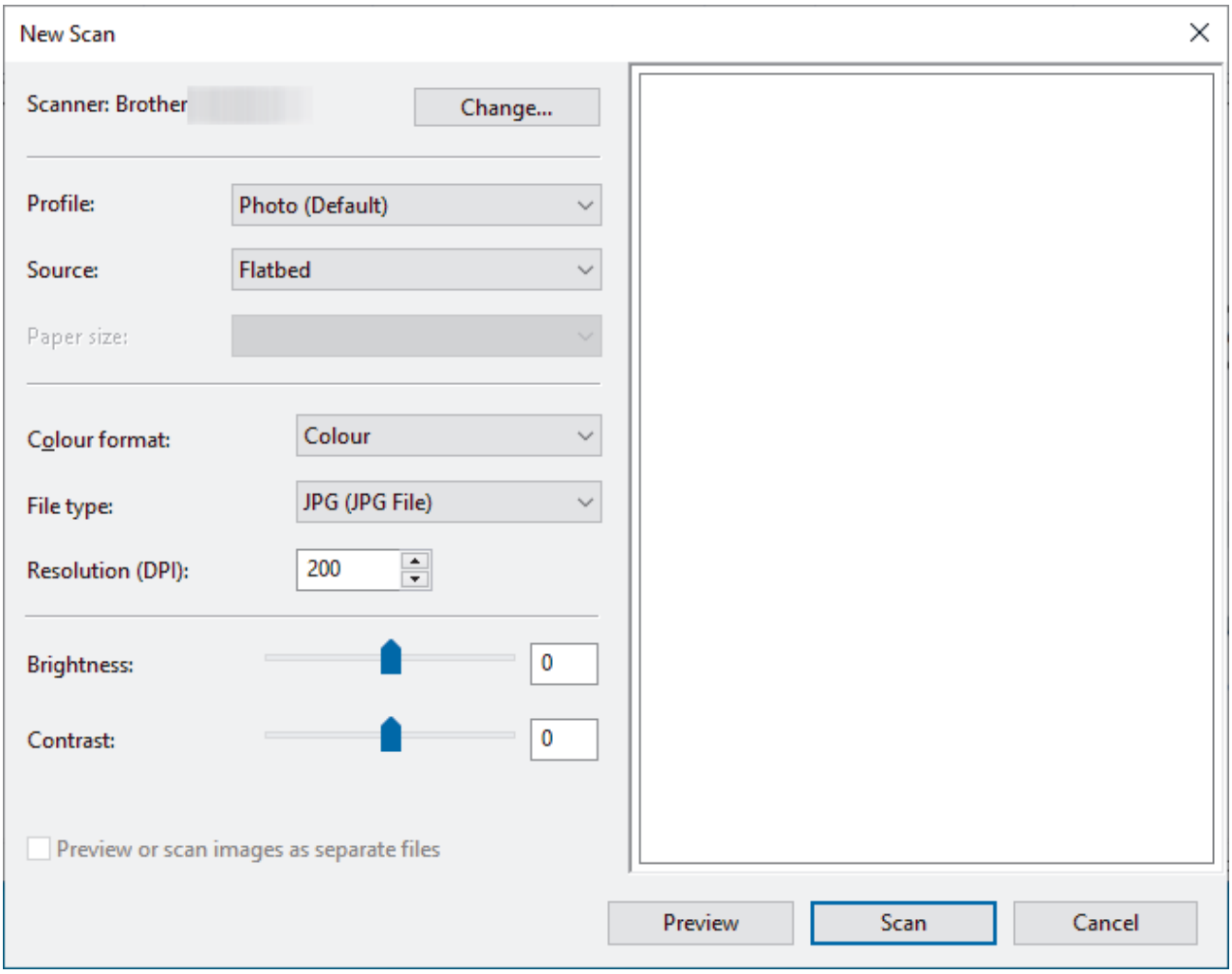
Scan Using Windows Fax and Scan

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.



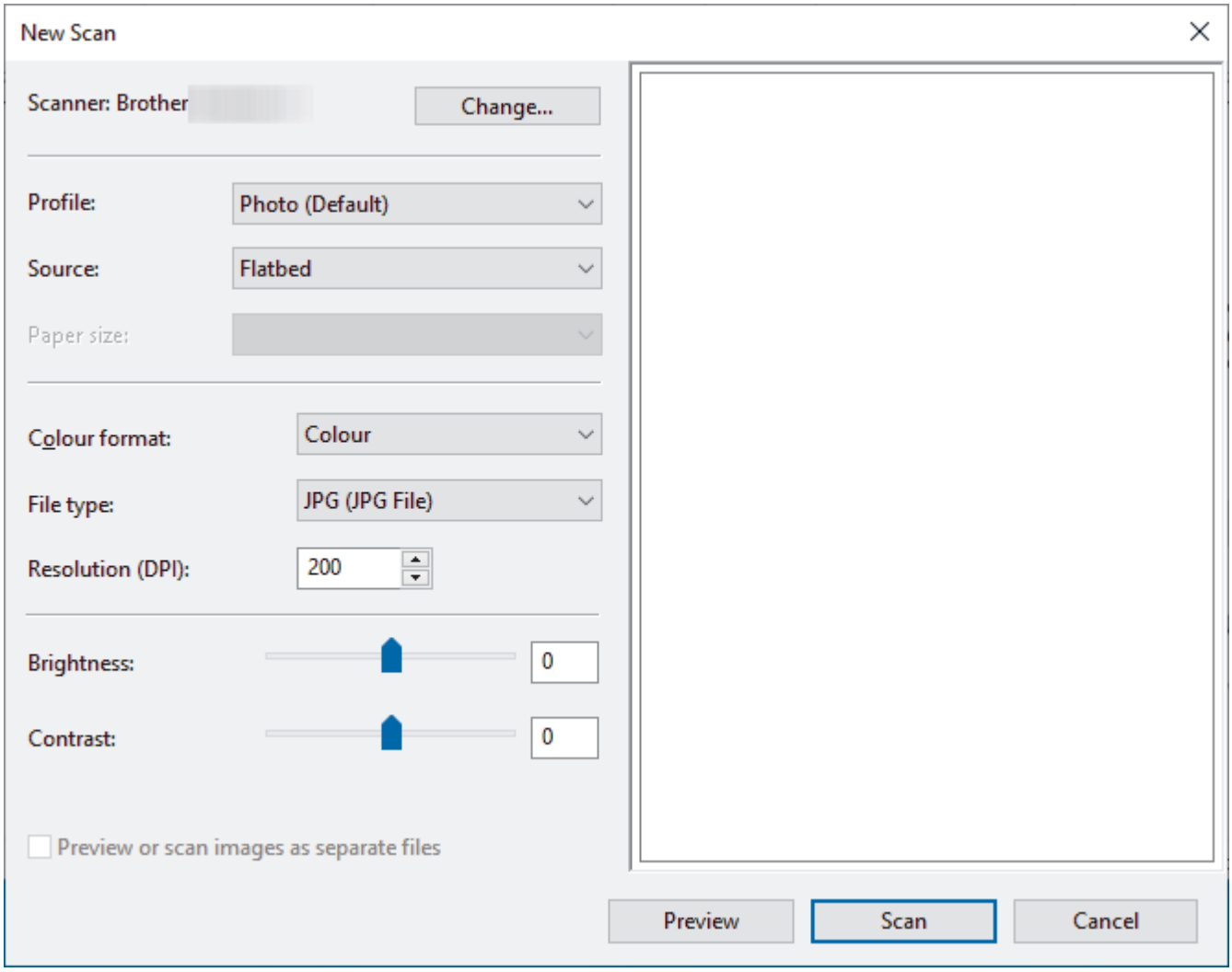
6. Adjust the settings in the dialog box, if needed.
7. Click **Scan**.

   The machine starts scanning the document.

Related Information

- Scan from Your Computer (Windows)
  - WIA Driver Settings (Windows)

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** drop-down list.

Colour format

Select a scan colour format from the **Colour 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 emphasises dark and light areas of the image, while a decrease reveals more details in grey areas. You can also type a value in the field to set the contrast level.

Related Information

- Scan Using Windows Fax and Scan

Scan from Your Computer (Mac)

- Scan Using AirPrint (macOS)

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW/MFC-J4350DW
>> MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW/MFC-J4350DW

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 ≡.

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-J4550DW

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 ≡.

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

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

Set the Scan File Name Using Web Based Management

Related Models: MFC-J4550DW

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 ≡.

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

Set the Scan Job Email Report Using Web Based Management

Related Models: MFC-J4550DW

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 ≡.

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

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

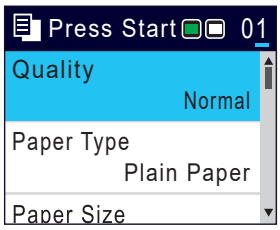
Copy a Document

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

1. Make sure you have loaded the correct size paper in the paper tray.
2. Load your document.
3. (MFC-J4350DW) Press (**Copy**).

   The LCD displays:

4. (MFC-J4350DW) Enter the number of copies using the dial pad.
5. (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) 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 A4 size plain paper, you must change the `[Paper Size]` and `[Paper Type]` settings.

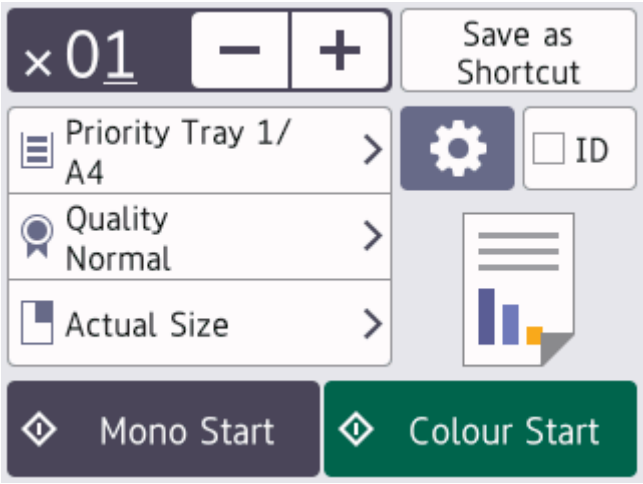
7. When finished, press **Mono Start** or **Colour Start**.

To cancel copying, press **Stop/Exit**.

DCP-J1460DW/MFC-J4550DW

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 A4 size plain paper, you must change the [Paper Size] and [Paper Type] settings by pressing [Options].

Option	Description
×01 (No. of Copies)	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.
(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 (DCP-J1460DW) • Paper Type (DCP-J1460DW) • Select Tray (MFC-J4550DW) • Quality • Enlarge/Reduce (MFC-J4550DW)

After you have finished selecting new options, you can save them by pressing [Save as Shortcut]. To make this a One Touch Shortcut, you must select the [Colour Copy] or [Mono Copy] option in the shortcut. Press [Options] > [One Touch Shortcut], select [Colour Copy] or [Mono Copy], change other settings, and then press [Save as Shortcut].

5. Press [Mono Start] or [Colour Start].

To interrupt copying, press .

Related Information

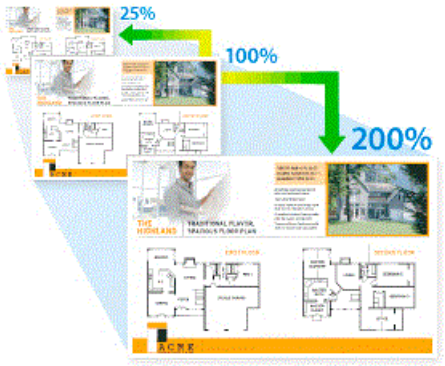
- Copy

Related Topics:

- Load Documents in the Automatic Document Feeder (ADF)
- Load Documents on the Scanner Glass
- Copy Settings

Enlarge or Reduce Copied Images

Select an enlargement or reduction ratio to resize your copied data.



>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

1. Load your document.
2. (MFC-J4350DW) Press (**Copy**).
3. (MFC-J4350DW) Enter the number of copies using the dial pad.
4. (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) 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 **Mono Start** or **Colour 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.

DCP-J1460DW/MFC-J4550DW

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 [Mono Start] or [Colour 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 upper-left corner of the scanner glass.
- The [Fit to Page] option is not available for Legal size documents.

Related Information

- Copy

Sort Copies

Sort multiple copies. Pages will be stacked in the order they are fed, that is: 1, 2, 3, and so on.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

1. Load your document.
2. (MFC-J4350DW) Press (**Copy**).
3. (MFC-J4350DW) Enter the number of copies using the dial pad.
4. (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) 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 **Mono Start** or **Colour Start**. If you placed the document in the ADF (ADF models only), 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.
   - After scanning all the pages, press ◀ to start printing.

DCP-J1460DW/MFC-J4550DW

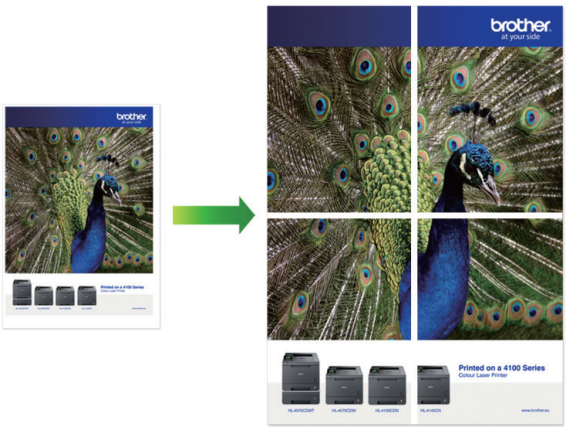
1. Load your document.
2. Press [Copy].
3. Enter the number of copies in one of the following ways:
   - Press [-] or [+] on the touchscreen.
   - Press ×01 to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].
4. Press [Options] > [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 [Mono Start] or [Colour Start]. If you placed the document in the ADF (ADF models only), 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

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.



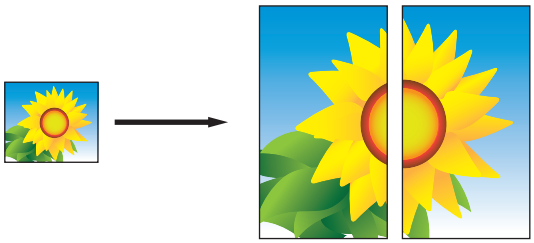
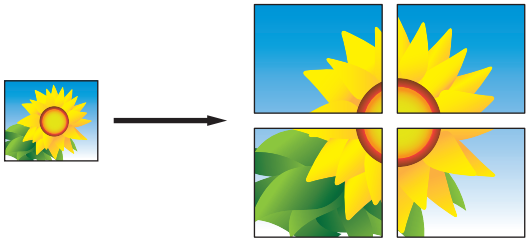
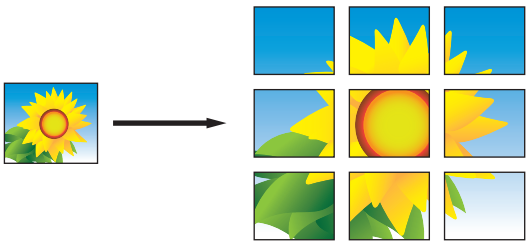
- Make sure the paper size is set to A4, or Letter.
- You can make only one Poster copy at a time.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

1. Load your document.
2. (MFC-J4350DW) Press (**Copy**).
3. (MFC-J4350DW) Enter the number of copies using the dial pad.
4. (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) 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(1in1)`	-
`2in1(Portrait)`	
`2in1(Landscape)`	

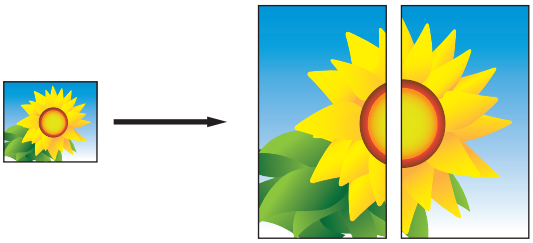
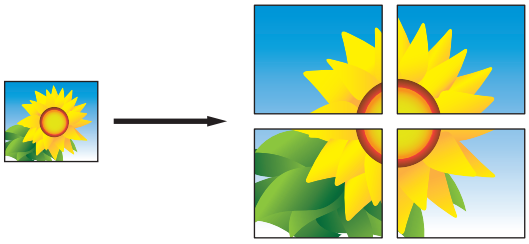
Option	Description
2in1 ID Vertical (Using the scanner glass)	
2in1 ID Horizontal (Using the scanner glass)	
4in1(Portrait)	
4in1(Landscape)	
Poster(2x1) (Using the scanner glass)	
Poster(2x2) (Using the scanner glass)	
Poster(3x3) (Using the scanner glass)	

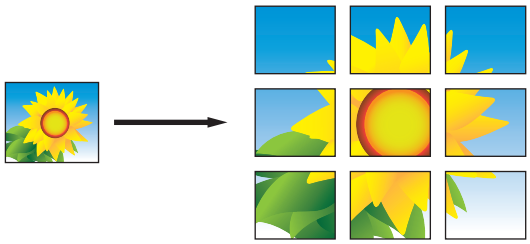
7. Press **Mono Start** or **Colour Start**. If you placed the document in the ADF or are making a poster, the machine scans the pages and starts printing.
8. If using the scanner glass, repeat the following steps for each page of the document:
   - Place the next page on the scanner glass, and then press ▶ to scan the page.
   - After scanning all the pages, press ◀ to start printing.

DCP-J1460DW/MFC-J4550DW

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] > [Page Layout].
5. Press ▲ or ▼ to display the options, and then press the option you want.

Option	Description
Off(1in1)	-
2in1(Portrait)	
2in1(Landscape)	
2in1 ID Vertical (Using the scanner glass)	
2in1 ID Horizontal (Using the scanner glass)	
4in1(Portrait)	
4in1(Landscape)	
Poster(2x1) (Using the scanner glass)	
Poster(2x2) (Using the scanner glass)	

Option	Description
`Poster(3x3)` (Using the scanner glass)	

6. Read and confirm the displayed list of settings you have selected, and then press `[OK]`.
7. When you have finished changing settings, press `[Mono Start]` or `[Colour 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

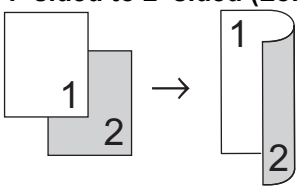
Copy on Both Sides of the Paper (2-sided Copy)

Reduce the amount of paper you use by copying onto both sides of the paper.

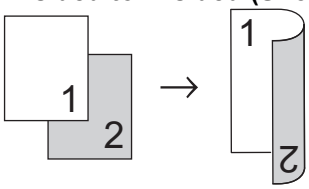
- You must choose a 2-sided copy layout from the options listed below before you start 2-sided copying.
- The layout of your original document determines which 2-sided copy layout you should choose.
- Use the scanner glass to manually make 2-sided copies from a 2-sided document.
- You can use only A4, A5, or Letter size plain paper.

Portrait

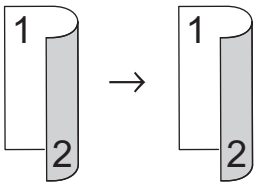
1–sided to 2–sided (Long Edge Flip)



1–sided to 2–sided (Short Edge Flip)

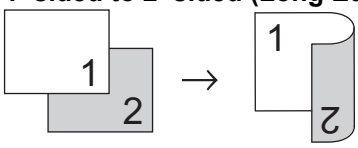


2–sided to 2–sided

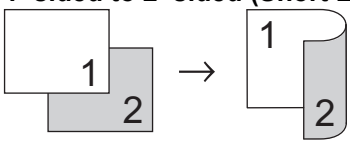


Landscape

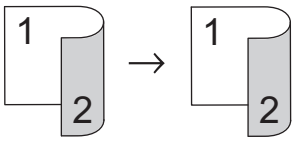
1–sided to 2–sided (Long Edge Flip)



1–sided to 2–sided (Short Edge Flip)



2–sided to 2–sided



>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

1. Load your document.
2. (MFC-J4350DW) Press (**Copy**).
3. (MFC-J4350DW) Enter the number of copies using the dial pad.

4. (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) 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:
   - To make 2-sided copies from a 1-sided document, press ▲ or ▼ to select 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 **Mono Start** or **Colour Start**. If you placed the document in the ADF (ADF models only), 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:

1. (MFC-J4350DW) Press (Ink).

   (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) Press (Ink).
2. Select `[Print Options]`. Press **OK**.
3. Select the `[Reduce Smudging]` option. Press **OK**.
4. Change settings. Press **OK**.

   See *Related Information*: *Change the Print Options to Improve Your Print Results*.

DCP-J1460DW/MFC-J4550DW

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. 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 [Mono Start] or [Colour Start]. If you placed the document in the ADF (ADF models only), 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

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.

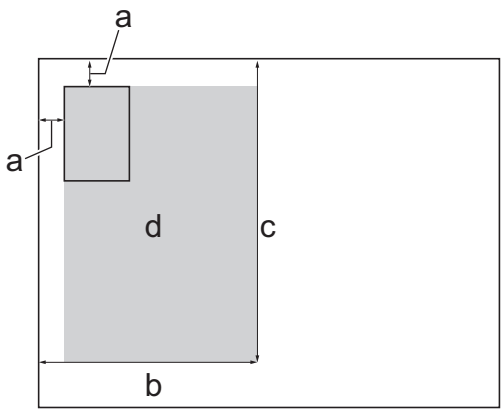
- Make sure the paper size is set to A4 or Letter.
- You may copy an identification card to the extent permitted under applicable laws. For more detailed information, see the *Product Safety Guide*.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

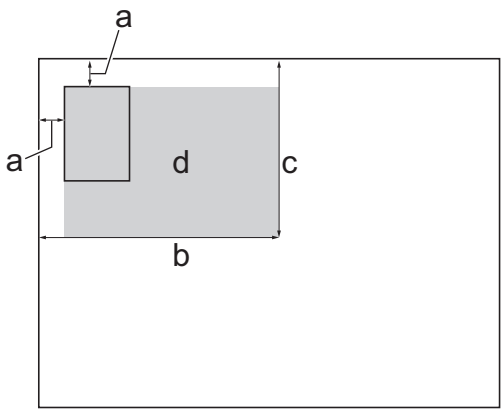
DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

1. Place your identification card face down near the upper-left corner of the scanner glass.

2 in 1 ID (Vertical)



2 in 1 ID (Horizontal)



   a. 3 mm or greater (top, left)
   b. 145 mm
   c. 2 in 1 ID (Vertical): 207 mm
      2 in 1 ID (Horizontal): 102 mm
   d. Scannable area

2. (MFC-J4350DW) Press (**Copy**).
3. (MFC-J4350DW) Enter the number of copies using the dial pad.
4. (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) 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 **Mono Start** or **Colour Start**.

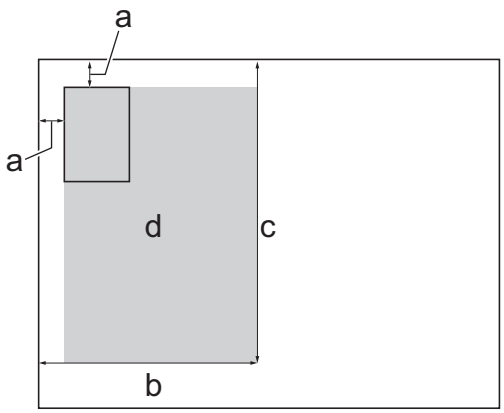
The machine starts scanning one side of the identification card.

7. After the machine has scanned the first side, turn over the identification card and press ▶ to scan the other side.

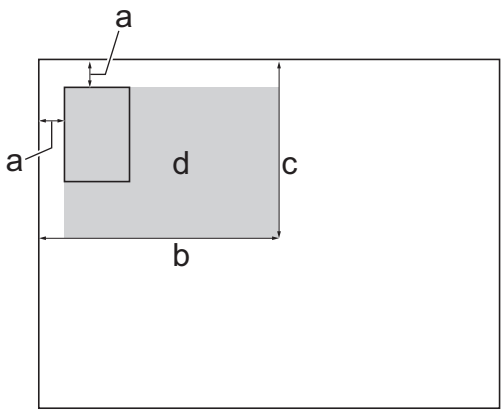
DCP-J1460DW/MFC-J4550DW

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. 3 mm or greater (top, left)
b. 145 mm
c. 2 in 1 ID (Vertical): 207 mm
   2 in 1 ID (Horizontal): 102 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 ×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] > [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 [OK].
6. Press [Mono Start] or [Colour 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

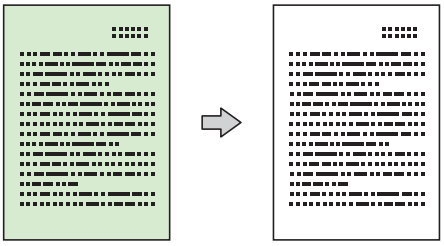
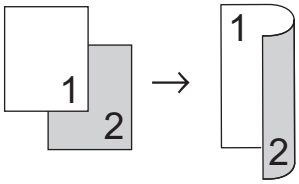
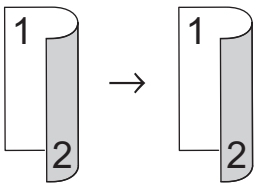
- Copy

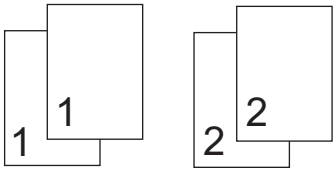
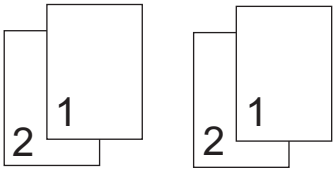
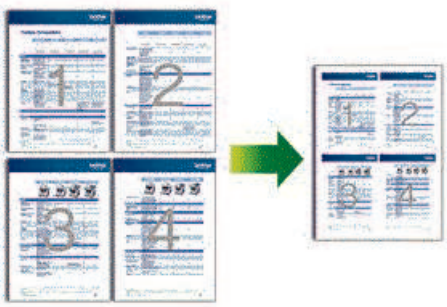
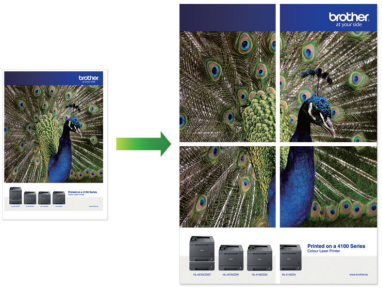
Copy Settings

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

(MFC-J4350DW) To change copy settings, press (**Copy**).

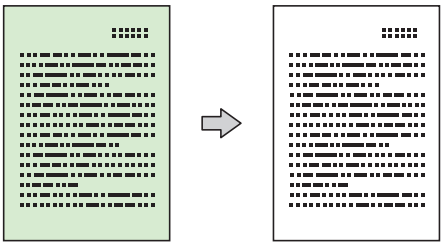
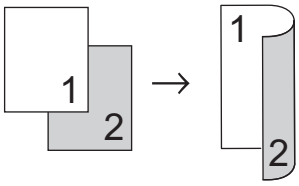
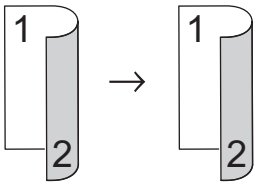
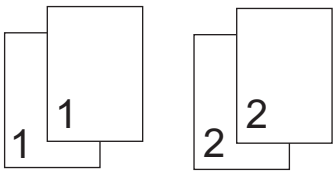
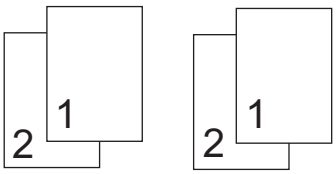
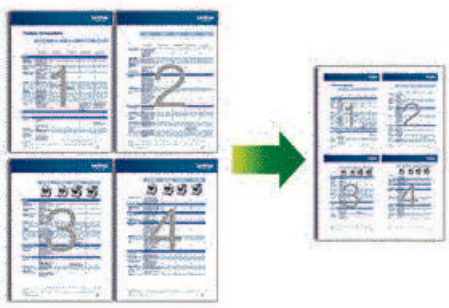
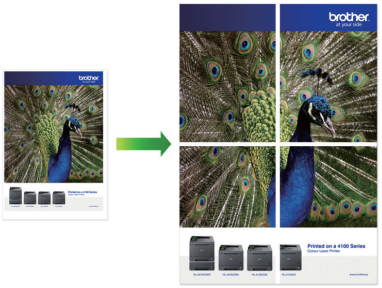
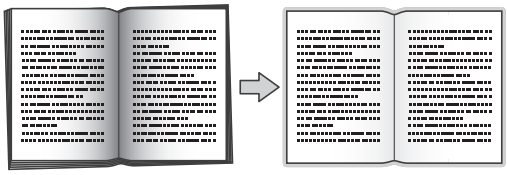
Option	Description	
Quality	Select the Copy resolution for your type of document.	
Paper Type	Select a paper type. If copying on special paper, set the machine for the type of paper you are using to get the best print quality.	
Paper Size	Select a paper size. If copying on paper other than A4 size, you 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 lighter.	
Remove Background	Removes the document's background colour in copies. The white becomes more apparent. This saves some ink and may make certain copies easier to read. 	
2-sided Copy	Select to copy on both sides of the paper. **1-sided→2-sided**  **2-sided→2-sided** 	

Option	Description	
Stack/Sort	Select to stack or sort multiple copies.	
	Stack 	**Sort** 
Page Layout	Make N in 1, 2 in 1 ID, or Poster copies.	
	4 in1 	**Poster** 
Auto Deskew	Select to correct a skewed copy. It is only available if the document is skewed by less than 3 degrees.	
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.	

DCP-J1460DW/MFC-J4550DW

To change copy settings, press [Options].

Option	Description	
Quality	Select the Copy resolution for your type of document.	
One Touch Shortcut	Select the Colour Copy or Mono Copy option when registering a One Touch Shortcut.	
Select Tray (MFC-J4550DW)	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 A4 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 lighter.	

Option	Description
Remove Background Colour	Removes the document's background colour in copies. The white becomes more apparent. This saves some ink and may make certain copies easier to read. 
2-sided Copy	Select to copy on both sides of the paper. **1-sided→2-sided**  **2-sided→2-sided** 
Stack/Sort	Select to stack or sort multiple copies. **Stack**  **Sort** 
Page Layout	Make N in 1, 2 in 1 ID, or Poster copies. **4 in 1**  **Poster** 
Auto Deskew	Select to correct a skewed copy. It is only available if the document is skewed by less than 3 degrees.
Advanced Settings	Book Copy Corrects dark borders and skew when copying from the scanner glass. 

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 [Colour Copy] or [Mono Copy] option in the shortcut. Press [Options] > [One Touch Shortcut], select [Colour Copy] or [Mono Copy], change other settings, and then press [Save as Shortcut].

Related Information

- Copy

Related Topics:

- Copy a Document

Fax

Related Models: MFC-J4350DW/MFC-J4550DW

- Send a Fax
- Receive a Fax
- Fax Numbers
- Initial Fax Setup and Telephone Services
- Fax Reports
- PC-FAX

Send a Fax

Related Models: MFC-J4350DW/MFC-J4550DW

- 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

Send a Fax from Your Brother Machine

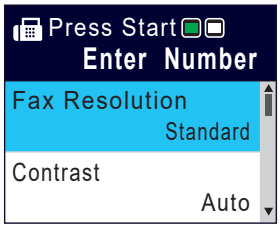
Related Models: MFC-J4350DW/MFC-J4550DW

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 dialled.)

     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 **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 **Mono Start** or **Colour 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 **Mono Start**, the machine starts scanning the first page.

     Go to the next step.
   - If you are using the scanner glass and pressed **Colour Start**, the LCD asks if you want to send a colour fax.

     Press ▶ to confirm. The machine starts dialling 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.

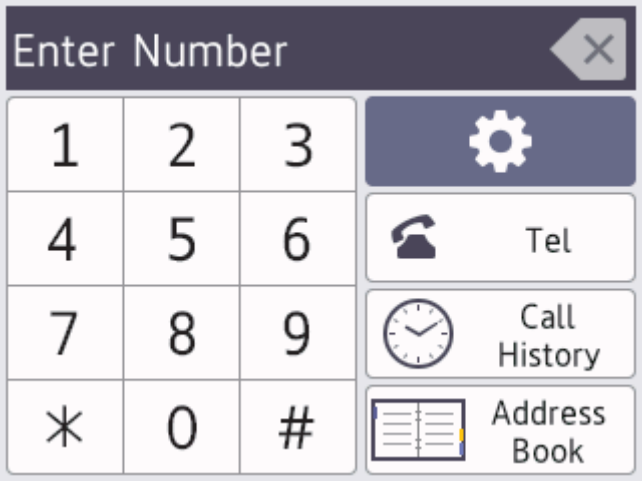
     Repeat this step for each additional page.
   - Press ◀ to send the fax when finished scanning pages. The machine starts sending the document.

MFC-J4550DW

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 , and then enter the first letter of the name and press [OK]. Press the name you want to dial. If the name has two numbers, press the number you want. Press [Apply].

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 [Mono] in [Colour Setting], the machine starts scanning the first page.

     Go to the next step.
   - If you are using the scanner glass and selected [Colour] in [Colour Setting], the touchscreen asks if you want to send a colour fax.

     Press [Yes (Colour fax)] to confirm. The machine starts dialling 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.

Related Information

- Send a Fax

Related Topics:

- Fax Options

Send a Fax Manually

Related Models: MFC-J4350DW/MFC-J4550DW

Manual fax transmission lets you hear the dialling, ringing and fax-receiving tones while sending a fax.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

1. Load your document.
2. To listen for a dial tone, pick up the handset of the external telephone.
3. Dial the fax number using the external telephone.
4. When you hear fax tones, press **Mono Start** or **Colour Start**.

   If you are using the scanner glass, press ▶ to send a fax.
5. Replace the handset of the external phone.

MFC-J4550DW

1. Load your document.
2. To listen for a dial tone, pick up the handset of the external telephone.
3. Dial the fax number using the external telephone.
4. When you hear fax tones, press ⮌ and then press [Fax Start].

   If using the scanner glass, press [Send].
5. Replace the handset of the external phone.

Related Information

- Send a Fax

Send a Fax at the End of a Conversation

Related Models: MFC-J4350DW/MFC-J4550DW

At the end of a conversation, you can send a fax to the other party before you both hang up.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 **Mono Start** or **Colour Start**.
   If you are using the scanner glass, press ▶ to send a fax.
4. Replace the handset of the external telephone.

MFC-J4550DW

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

Send the Same Fax to More than One Recipient (Broadcasting)

Related Models: MFC-J4350DW/MFC-J4550DW

Use the Broadcasting feature to send the same fax to multiple fax numbers at the same time.

- This feature is available only for monochrome 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 dialling.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

You can include Groups, Address Book numbers, and up to 50 manually-dialled 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 labelled 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 **Mono 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.

- Press ◀ to send a fax when finished scanning pages. The machine starts sending the document.

If the [Out of Memory] message appears, press **Stop/Exit** to cancel.

MFC-J4550DW

You can include Groups, Address Book numbers, and up to 50 manually-dialled 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

Cancel a Broadcast in Progress

Related Models: MFC-J4350DW/MFC-J4550DW

While broadcasting multiple faxes, you can cancel just the fax currently being transmitted or cancel the whole broadcast job.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 dialled 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 cancelling.
   - To cancel the current number being dialled, select the name or number on the LCD and then press **OK**.
     Press ▶ to confirm or press ◀ to exit without cancelling.
   - To exit without cancelling, press **Stop/Exit**.
4. Press **Stop/Exit**.

MFC-J4550DW

1. Press to return to the Home screen.
2. Press .
3. Do one of the following:
   - To cancel the entire broadcast, press [Entire Broadcast]. Press [Yes] to confirm or press [No] to exit without cancelling.
   - To cancel the current number being dialled, press the name or number on the touchscreen. Press [Yes] to confirm or press [No] to exit without cancelling.
   - To exit without cancelling, press .

Related Information

- Send the Same Fax to More than One Recipient (Broadcasting)

Send a Fax in Real Time

Related Models: MFC-J4350DW/MFC-J4550DW

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 dialling and sending. If you want to send an important document immediately without waiting for the machine to retrieve the scan from its memory, turn [Real Time TX] on.

- If you are sending a colour fax or if the machine's memory is full and you are sending a monochrome 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-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 **Mono Start** or **Colour Start**.

MFC-J4550DW

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

Send a Fax at a Specified Time (Delayed Fax)

Related Models: MFC-J4550DW

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 monochrome 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.

Related Information

- Send a Fax

Change the Fax Auto Redial Setting

Related Models: MFC-J4350DW/MFC-J4550DW

If the line is busy when you are sending a fax automatically, and the Fax Auto Redial is set to [On], the machine redials up to three times at five-minute intervals.

The default setting for Fax Auto Redial is [On].

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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-J4550DW

1. Press [Settings] > [All Settings] > [Initial Setup] > [Fax Auto Redial].
2. Press [On] or [Off].
3. Press .

Related Information

- Send a Fax

Cancel a Fax in Progress

Related Models: MFC-J4350DW/MFC-J4550DW

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

1. Press **Stop/Exit** to cancel a fax that is already in progress.
2. When you press **Stop/Exit** while the machine is dialling or sending, the LCD displays `[Cancel Job?]`. Press ▶ to confirm.

MFC-J4550DW

1. Press to return to the Home screen.
2. Press to cancel a fax that is already in progress.
3. When you press while the machine is dialling or sending, the touchscreen displays `[Cancel Job?]`. Press `[Yes]`.

Related Information

- Send a Fax

Related Topics:

- Telephone and Fax Problems

Check and Cancel a Pending Fax

Related Models: MFC-J4350DW/MFC-J4550DW

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-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 cancelling.
4. When finished, press **Stop/Exit**.

MFC-J4550DW

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 cancelling.
3. When finished, press .

Related Information

- Send a Fax

Related Topics:

- Telephone and Fax Problems

Fax Options

Related Models: MFC-J4350DW/MFC-J4550DW

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 (monochrome only)	Send the same fax message to more than one fax number at the 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-J4550DW

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 (monochrome only)	Send the same fax message to more than one fax number at the same time.
Preview	Preview a fax message before you send it.

Option	Description
(monochrome only)	
Colour Setting	Set whether faxes are sent in monochrome or colour. • Colour faxes cannot be stored in the machine's memory and the machine sends them immediately. • Use the ADF to send colour faxes with multiple pages. • You cannot send a colour fax when Preview is set to On.
Delayed Fax (monochrome only)	Set the time of day the delayed faxes will be sent.
Batch TX (monochrome only)	Economise by sending all delayed faxes scheduled for the same 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

Receive a Fax

Related Models: MFC-J4350DW/MFC-J4550DW

- Receive Mode Settings
- Set Fax Detect
- 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

Receive Mode Settings

Related Models: MFC-J4350DW/MFC-J4550DW

- 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)

Receive Modes Overview

Related Models: MFC-J4350DW/MFC-J4550DW

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 recognising 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 BT Call Sign feature).

To receive a fax in `[Manual]` mode, lift the handset of the external telephone. 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 Fax Detect 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:

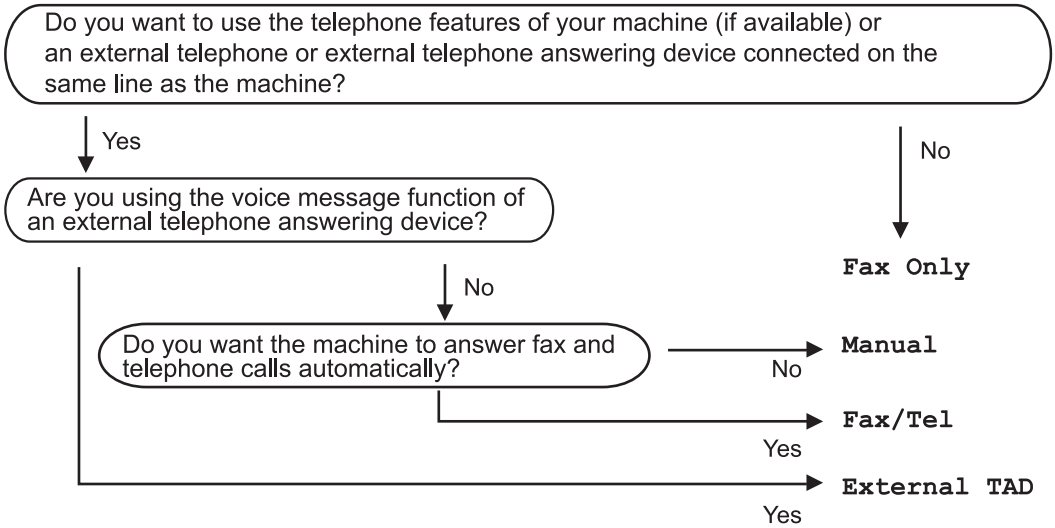
- Set the Number of Rings Before the Machine Answers (Ring Delay)
- Set the F/T Ring Time (Pseudo/Double-ring)
- Set Fax Detect
- Connect an External TAD

Choose the Correct Receive Mode

Related Models: MFC-J4350DW/MFC-J4550DW

You must choose a Receive Mode depending on the external devices and telephone services you have on your line.

By default, your machine automatically will receive any faxes that are sent to it. The diagram below will help you select the correct mode.



>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 **OK**.

If the option to change the Receive Mode is unavailable, make sure the BT Call Sign 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-J4550DW

1. Press [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Receive Mode].

If the option to change the Receive Mode is unavailable, make sure the BT Call Sign feature is set to [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

Related Topics:

- Remote Retrieval Commands
- Enable the Machine to Work with BT Call Sign (with Your External Telephone only)
- Connect an External TAD
- Telephone and Fax Problems

Set the Number of Rings Before the Machine Answers (Ring Delay)

Related Models: MFC-J4350DW/MFC-J4550DW

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, select the maximum number of rings.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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. 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-J4550DW

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.

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

Related Topics:

- Receive Modes Overview
- Operation from External and Extension Telephones
- Set Fax Detect
- Telephone and Fax Problems

Set the F/T Ring Time (Pseudo/Double-ring)

Related Models: MFC-J4350DW/MFC-J4550DW

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-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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. 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-J4550DW

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.
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

Related Topics:

- Receive Modes Overview
- Operation from External and Extension Telephones

Set Fax Detect

Related Models: MFC-J4350DW/MFC-J4550DW

If Fax Detect is On: The machine receives a fax call 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 “chirps” through the handset you are using, just replace the handset. Your machine will do the rest.

If Fax Detect is Off: If you are at the machine and answer a fax call by lifting the handset, press the Start button, and then select [Receive] to receive the fax. If you answered at an extension or external telephone, press ***51**.

- If Fax Detect is set to [On], but your machine does not connect a fax call when you lift an extension or external telephone handset, press the remote activation code ***51**.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Fax Detect to [Off].

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

1. Press **Settings**.
2. Press ▲ or ▼ to select the following:
   a. Select [Fax]. Press **OK**.
   b. Select [Setup Receive]. Press **OK**.
   c. Select [Fax Detect]. Press **OK**.
   d. Select [On] (or [Off]). Press **OK**.
3. Press **Stop/Exit**.

MFC-J4550DW

1. Press [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Fax Detect].
2. Press [On] (or [Off]).
3. Press .

Related Information

- Receive a Fax

Related Topics:

- 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

Fax Preview

Related Models: MFC-J4550DW

Use the Fax Preview feature to view received faxes on the LCD.

- Set Fax Preview to On
- Preview New Faxes

Set Fax Preview to On

Related Models: MFC-J4550DW

- This feature is available only for monochrome 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].
2. Press [Fax Preview].
3. 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

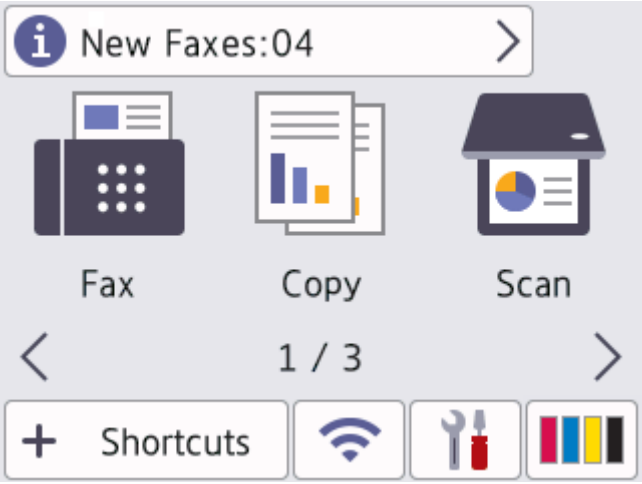
Preview New Faxes

Related Models: MFC-J4550DW

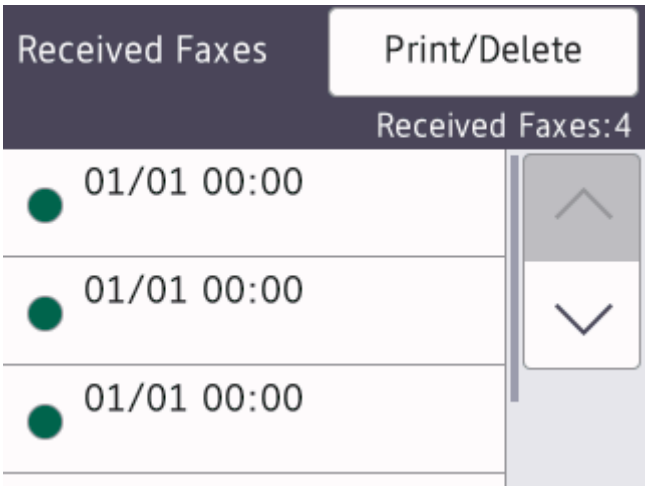
When a fax is received, a message appears on the LCD.

- This feature is available only for monochrome faxes.
- To see a fax you already previewed, press [Fax] and [Received Faxes].

1. 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 [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
	Enlarge the fax.
	Reduce the fax.
or	Scroll vertically.
or	Scroll horizontally.
	Rotate the fax clockwise.
	Delete the fax. Press `Yes` to confirm.
	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: • 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`. • 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

Shrink Page Size of an Oversized Incoming Fax

Related Models: MFC-J4350DW/MFC-J4550DW

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-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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-J4550DW

1. Press [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Auto Reduction].
2. Press [On] (or [Off]).
3. Press .

Related Information

- Receive a Fax

Related Topics:

- Paper Settings
- Printing Received Faxes (For models with facsimile function)

Set the Fax Receive Stamp

Related Models: MFC-J4350DW/MFC-J4550DW

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 monochrome faxes.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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-J4550DW

1. Press [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Fax Rx Stamp].
2. Press [On] (or [Off]).
3. Press .

Related Information

- Receive a Fax

Receive a Fax at the End of a Telephone Conversation

Related Models: MFC-J4350DW/MFC-J4550DW

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-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 **Mono Start** or **Colour Start**.
3. Press ◀ to receive the fax.
4. Replace the external handset.

MFC-J4550DW

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

Memory Receive Options

Related Models: MFC-J4350DW/MFC-J4550DW

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-J4550DW)
- Fax Storage (MFC-J4550DW)
- Forward to Cloud (MFC-J4550DW) (The machine forwards your received faxes to the online services.)
- Off

This feature is available only for monochrome 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

Use PC-Fax Receive to Transfer Received Faxes to Your Computer (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

Turn the PC-Fax Receive feature on 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 monochrome faxes. When you receive a colour fax, your machine prints the colour 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-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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-J4550DW

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

Related Topics:

- Unable to Print or Scan -Transfer Your Faxes
- Transfer Faxes to Your Computer
- Receive Faxes Using PC-FAX Receive (Windows)

Forward Incoming Faxes to Another Machine

Related Models: MFC-J4550DW

Use the Fax Forwarding feature to automatically forward your incoming faxes to another machine.

This feature is available only for monochrome 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 [OK].
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 colour fax, your machine only prints the colour fax and does not forward it to the Fax Forwarding number you programmed.

5. Press .

Related Information

- Memory Receive Options

Store Incoming Faxes in the Machine's Memory

Related Models: MFC-J4550DW

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 monochrome 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

Related Topics:

- Remote Retrieval Commands
- Forward Faxes Remotely
- Print a Fax Stored in the Machine's Memory

Change Memory Receive Options

Related Models: MFC-J4550DW

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 documents?]`**
  - 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 `[PC Fax Receive]` from another option (`[Fax Forward]`, `[Forward to Cloud]`, or `[Fax Storage]`), press `[<USB>]` or the name of the computer if you are on a network, and then press `[OK]`. 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

Turn Off Memory Receive

Related Models: MFC-J4550DW

Turn Memory Receive off 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 documents?] if received faxes are in your machine's memory.

3. Press .

Related Information

- Memory Receive Options

Related Topics:

- Change Memory Receive Options
- Error and Maintenance Messages
- Telephone and Fax Problems

Print a Fax Stored in the Machine's Memory

Related Models: MFC-J4350DW/MFC-J4550DW

- This feature is available only for monochrome faxes.
- After you print the fax, it is erased from the machine's memory.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

If you turn on [PC Fax Receive], 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 Document]. Press **OK**.
3. Press ▶.

MFC-J4550DW

If you select [Fax Storage], you can print all faxes from the memory.

1. Press [Settings] > [All Settings] > [Fax] > [Print Document].

You can also print the faxes from the memory by pressing [Stored Faxes] on the touchscreen.

2. Press [Yes].

Related Information

- Memory Receive Options

Related Topics:

- Store Incoming Faxes in the Machine's Memory
- Error and Maintenance Messages
- Telephone and Fax Problems

Remote Fax Retrieval

Related Models: MFC-J4550DW

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

Set a Remote Access Code

Related Models: MFC-J4550DW

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 your Remote Activation Code (*51) or Remote Deactivation Code (#51).
   - To delete your code, press and hold to restore the inactive setting (- - - *), and then press [OK].

3. Press .

Related Information

- Remote Fax Retrieval

Related Topics:

- Use Your Remote Access Code
- Operation from External and Extension Telephones
- Use the Remote Codes

Use Your Remote Access Code

Related Models: MFC-J4550DW

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

Remote Retrieval Commands

Related Models: MFC-J4550DW

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 *Off* after you retrieve or erase all your messages.
	2 Fax Forwarding	One long beep means the change is accepted. If 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.
	4 Fax Forwarding number	
	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 accepted.
	2 Fax/Tel	
	3 Fax Only	
90	**Exit**	Press **9 0** to stop remote retrieval. Wait for the long beep, then hang up.

Related Information

- Remote Fax Retrieval

Related Topics:

- Change the Fax Forwarding Number
- Store Incoming Faxes in the Machine's Memory
- Forward Faxes Remotely
- Choose the Correct Receive Mode

Forward Faxes Remotely

Related Models: MFC-J4550DW

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

Related Topics:

- Remote Retrieval Commands
- Store Incoming Faxes in the Machine's Memory

Change the Fax Forwarding Number

Related Models: MFC-J4550DW

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.

Related Information

- Remote Fax Retrieval

Related Topics:

- Remote Retrieval Commands

Fax Numbers

Related Models: MFC-J4350DW/MFC-J4550DW

- Voice Operations
- Store Fax Numbers
- Set up Broadcasting Groups

Voice Operations

Related Models: MFC-J4350DW/MFC-J4550DW

- Pick up a Voice Call in Fax/Tel Receive Mode

Pick up a Voice Call in Fax/Tel Receive Mode

Related Models: MFC-J4350DW/MFC-J4550DW

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 **Tel/R** button or `[Pickup]` 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

Store Fax Numbers

Related Models: MFC-J4350DW/MFC-J4550DW

- 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

Store Address Book Numbers

Related Models: MFC-J4350DW/MFC-J4550DW

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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.
   - Be sure to include the area code when entering a fax or telephone number. Depending on the country, the Caller ID names and history may not be displayed correctly if the area code is not registered with the fax or telephone number.

   f. Select [OK] and then press **OK**.

   To store another Speed Dial number, repeat these steps.
4. Press **Stop/Exit**.

MFC-J4550DW

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.
   - Be sure to include the area code when entering a fax or telephone number. Depending on the country, the Caller ID names and history may not be displayed correctly if the area code is not registered with the fax or telephone number.

   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

Save Outgoing Call Numbers to the Address Book

Related Models: MFC-J4350DW/MFC-J4550DW

You can copy numbers from your Outgoing Call history and save them in your Address Book.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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-J4550DW

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

Save Caller ID History Numbers to the Address Book

Related Models: MFC-J4350DW/MFC-J4550DW

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-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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-J4550DW

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

Related Topics:

- Caller ID
- Enter Text on Your Brother Machine

Change or Delete Address Book Names or Numbers

Related Models: MFC-J4350DW/MFC-J4550DW

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

1. Press ▶ 📖 (Address Book).
2. Do one of the following:
   - To change the number, press ▲ or ▼ 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 labelled with the Speed Dial name. Press **OK**.
3. Press **Stop/Exit**.

MFC-J4550DW

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 ⌫. 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

Set up Broadcasting Groups

Related Models: MFC-J4350DW/MFC-J4550DW

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-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 labelled with the Speed Dial number. Press **OK**.
3. Select [OK] and then press **OK**.
4. Press **Stop/Exit**.

MFC-J4550DW

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 [OK] to save your Group.

   To store another Group for broadcasting, repeat these steps.
3. Press .

Related Information

- Fax Numbers
  - Change a Broadcasting Group Name
  - Delete a Broadcasting Group
  - Add or Delete a Broadcasting Group Member

Related Topics:

- Send the Same Fax to More than One Recipient (Broadcasting)
- Store Address Book Numbers

Change a Broadcasting Group Name

Related Models: MFC-J4350DW/MFC-J4550DW

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 ▲, ▼, ◀ 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.

3. Select [OK] and then press **OK**.
4. Press **Stop/Exit**.

MFC-J4550DW

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

Delete a Broadcasting Group

Related Models: MFC-J4350DW/MFC-J4550DW

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 labelled with the Group name. Press **OK**.
4. Press **Stop/Exit**.

MFC-J4550DW

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

Add or Delete a Broadcasting Group Member

Related Models: MFC-J4350DW/MFC-J4550DW

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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.
   - To delete a member using his Speed Dial number, press ▲ or ▼ to select the Speed Dial number, and then press ◀ or ▶ to remove 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-J4550DW

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

Initial Fax Setup and Telephone Services

Related Models: MFC-J4350DW/MFC-J4550DW

- Use BT Call Sign
- Caller ID
- Set the Telephone Line Type
- Voice Over Internet Protocol (VoIP/Telephone Line Interference)
- External TAD (Telephone Answering Device)
- External and Extension Telephones

Use BT Call Sign

Related Models: MFC-J4350DW/MFC-J4550DW

This feature of the machine lets you use the BT Call Sign subscriber service which allows you to have at least two separate telephone numbers on one telephone line. Each telephone number has its own distinctive ringing pattern, so you know which telephone number is ringing. This is one way you can have a separate telephone number for your machine.

Your machine has a BT Call Sign compatible distinctive ringing function, allowing you to dedicate a second telephone number (on the same telephone line) just for receiving faxes.

- This feature is available only in the U.K.
- You can switch BT Call Sign Off temporarily, then turn it back on. When you get a new fax number, make sure you reset this function. This machine will automatically answer incoming calls that use your new fax number.
- When you set the BT Call Sign feature to On, the receive mode is set to `[Manual]` automatically. `[Manual]` mode will not respond to incoming telephone calls, since the number you use for telephone calls will use the normal ring pattern.

Related Information

- Initial Fax Setup and Telephone Services
  - Enable the Machine to Work with BT Call Sign (with Your External Telephone only)

Enable the Machine to Work with BT Call Sign (with Your External Telephone only)

Related Models: MFC-J4350DW/MFC-J4550DW

This feature is available only in the U.K.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

1. Press **Settings**.
2. Press ▲ or ▼ to select the following:
   a. Select [Fax]. Press **OK**.
   b. Select [Miscellaneous]. Press **OK**.
   c. Select [BT Call Sign]. Press **OK**.
   d. Select [On] (or [Off]). Press **OK**.
3. Press **Stop/Exit**.

When you turn off BT Call Sign, the receive mode stays in [Manual]. You must set the receive mode again.

MFC-J4550DW

1. Press [Settings] > [All Settings] > [Fax] > [Miscellaneous] > [BT Call Sign].
2. Press [On] (or [Off]).
3. Press .

When you turn off BT Call Sign, the receive mode stays in [Manual]. You must set the receive mode again.

Related Information

- Use BT Call Sign

Related Topics:

- Choose the Correct Receive Mode
- Error and Maintenance Messages

Caller ID

Related Models: MFC-J4350DW/MFC-J4550DW

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 `[ID Unknown]` message means the call originated outside your Caller ID service area.
- The `[ID Withheld]` 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.
- The Caller ID service varies with different carriers. Contact your local telephone company to learn about the service available in your area.

Related Information

- Initial Fax Setup and Telephone Services
  - Set Caller ID to On

Related Topics:

- Save Caller ID History Numbers to the Address Book
- Print a Report
- Error and Maintenance Messages

Set Caller ID to On

Related Models: MFC-J4350DW/MFC-J4550DW

This feature is available only in the U.K. and Ireland.

If you subscribe to the Caller ID service on your phone line, set Caller ID to On to display the caller's telephone number on the LCD as the telephone rings.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

1. Press **Settings**.
2. Press ▲ or ▼ to select the following:
   a. Select [Fax]. Press **OK**.
   b. Select [Miscellaneous]. Press **OK**.
   c. Select [Caller ID]. Press **OK**.
   d. Select [On]. Press **OK**.
3. Press **Stop/Exit**.

MFC-J4550DW

1. Press [Settings] > [All Settings] > [Fax] > [Miscellaneous] > [Caller ID].
2. Press [On].
3. Press .

Related Information

- Caller ID

Set the Telephone Line Type

Related Models: MFC-J4350DW/MFC-J4550DW

If you are connecting the machine to a line that features PBX or ISDN to send and receive faxes, you must select a Telephone Line Type that matches your line's features.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

1. Press **Settings**.
2. Press ▲ or ▼ to select the following:
   a. Select `[Initial Setup]`. Press **OK**.
   b. Select `[Phone Line Set]`. Press **OK**.
   c. Select `[Normal]`, `[PBX]` or `[ISDN]`. Press **OK**.
3. Press **Stop/Exit**.

MFC-J4550DW

1. Press `[Settings]` > `[All Settings]` > `[Initial Setup]` > `[Phone Line Set]`.
2. Press `[Normal]`, `[PBX]`, or `[ISDN]`.
3. Press .

Related Information

- Initial Fax Setup and Telephone Services
  - PBX and TRANSFER

Related Topics:

- Telephone and Fax Problems

PBX and TRANSFER

Related Models: MFC-J4350DW/MFC-J4550DW

The machine's [Phone Line Set] default setting is [Normal], which lets the machine connect to a standard Public Switched Telephone Network (PSTN) line. However, many offices use a central telephone system or Private Branch Exchange (PBX). Your machine can be connected to most types of PBX. The machine's recall feature supports timed break recall only (TBR). TBR will work with most PBX systems allowing you to gain access to an outside line, or transfer calls to another extension. Press [R] or the **Tel/R** button to use this feature.

Program a press of the [R] button (or the **Tel/R** button) as part of a number stored in the Address Book. When programming the Address Book number, press [R] (or the **Tel/R** button) first (the LCD displays '!'), then enter the telephone number. This avoids having to press [R] (or the **Tel/R** button) each time before you dial from the Address Book. However, your Telephone Line Type must be set to PBX on the machine for you to use this feature.

Related Information

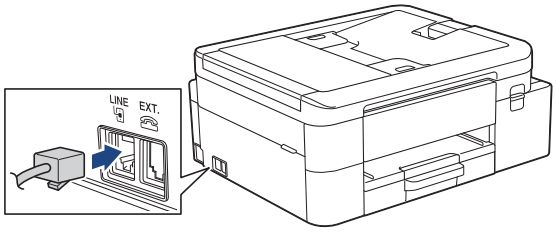
- Set the Telephone Line Type

Voice Over Internet Protocol (VoIP/Telephone Line Interference)

Related Models: MFC-J4350DW/MFC-J4550DW

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. If you want to use your machine to send and receive faxes on a VoIP system, make sure one end of your telephone cord is connected to the socket labelled LINE on your machine. The other end of the telephone cord may be connected to a modem, phone adapter, splitter, or other such device.



If you have questions about how to connect your machine to the VoIP system, please contact your VoIP provider.

After you have connected your machine to the VoIP system, check for a dial tone. Lift the external telephone's handset and listen for a dial tone. If there is no dial tone, please contact 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.

Related Information

- Initial Fax Setup and Telephone Services

Related Topics:

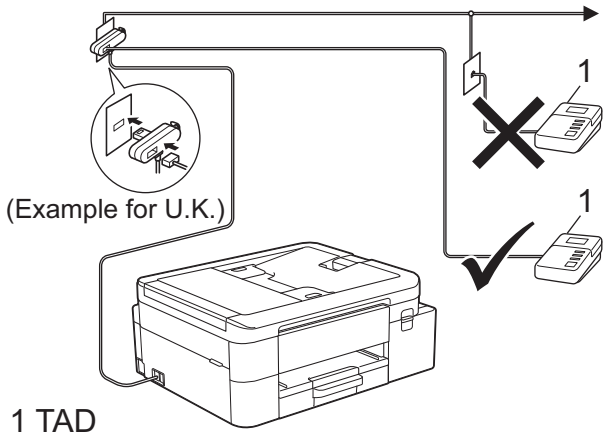
- Telephone Line Interference/VoIP

External TAD (Telephone Answering Device)

Related Models: MFC-J4350DW/MFC-J4550DW

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.



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.

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)

Related Topics:

- Telephone and Fax Problems

Connect an External TAD

Related Models: MFC-J4350DW/MFC-J4550DW

1. 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.)
2. Record the outgoing message on your external TAD.
3. Set the TAD to answer calls.
4. Set the Receive Mode on your machine to `[External TAD]`.

Related Information

- External TAD (Telephone Answering Device)

Related Topics:

- Receive Modes Overview
- Choose the Correct Receive Mode
- Telephone and Fax Problems

Record an Outgoing Message (OGM) on the External TAD

Related Models: MFC-J4350DW/MFC-J4550DW

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 Remote Activation 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)

Multi-line Connections (PBX)

Related Models: MFC-J4350DW/MFC-J4550DW

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)

External and Extension Telephones

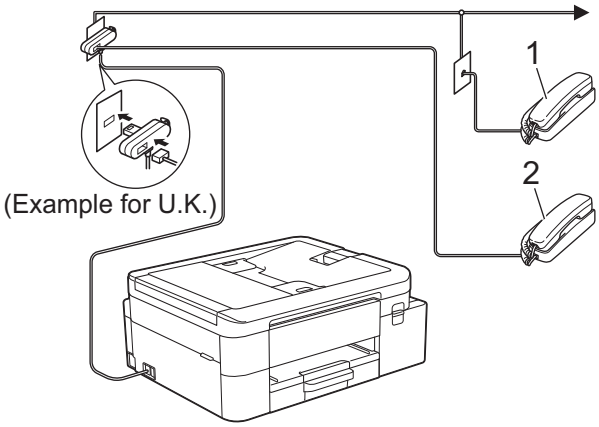
Related Models: MFC-J4350DW/MFC-J4550DW

- Connect an External or Extension Telephone
- Operation from External and Extension Telephones
- Use Extension Telephones
- Use the Remote Codes

Connect an External or Extension Telephone

Related Models: MFC-J4350DW/MFC-J4550DW

You can connect a separate telephone to your machine as shown in the diagram below.



1 Extension telephone
2 External telephone

Make sure you use an external telephone with a cable no more than three metres long.

Related Information

- External and Extension Telephones

Operation from External and Extension Telephones

Related Models: MFC-J4350DW/MFC-J4550DW

If you answer a fax call at an extension or an external telephone, you can make your machine take the call by using the Remote Activation Code. When you press the Remote Activation Code ***51**, the machine starts to receive the fax.

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 Remote Deactivation Code **#51**.

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 Fax Detect feature to make your machine automatically take the call.

Related Information

- External and Extension Telephones

Related Topics:

- Set the Number of Rings Before the Machine Answers (Ring Delay)
- Set Fax Detect
- Set a Remote Access Code
- Set the F/T Ring Time (Pseudo/Double-ring)

Use Extension Telephones

Related Models: MFC-J4350DW/MFC-J4550DW

Your premises may already be wired with parallel extension telephones, or you may plan to add extension telephones to your line, as well as your machine. While the simplest arrangement is a straightforward parallel connection, there are some problems with this. The most obvious is inadvertent interruption of a fax transmission caused by someone picking up an extension telephone to make an outgoing call. Also, the remote activation code feature may not operate reliably in such a simple configuration.

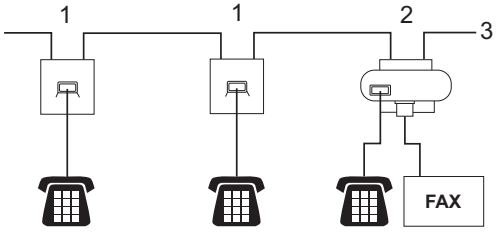
This machine also may be set to make a delayed transmission (i.e. a transmission at a pre-set time). This pre-set job may coincide with someone picking up an extension handset.

These problems can easily be eliminated, if you arrange modification of your extension wiring circuit, such that extension devices are connected “downstream” of your machine in a master/slave configuration (see fig. 2). In this configuration the machine can always detect whether a telephone is in use. Thus it will not attempt to seize the line during that time. This is known as “telephone off-hook detection.”

The inadvisable configuration is shown in figure 1, and the recommended master/slave configuration is shown in figure 2.

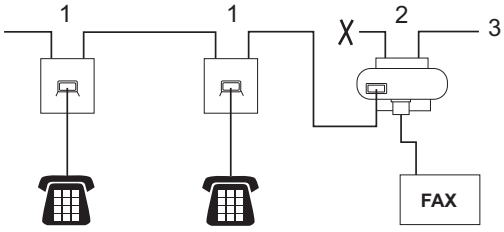
This new connection configuration can be arranged by contacting BT, Kingston upon Hull Telecommunications, your PBX maintainer or a qualified telephone installation company as appropriate. Simply explained, the extension telephone circuit should be terminated on a normal modular plug (BT 431A style), which in turn should be put into the modular socket of the white “T”-shaped connector provided as part of the line cord assembly.

Inadvisable connection of extension sockets (Fig. 1.)



1. Extension socket
2. Master socket
3. Incoming line

Recommended connection of extension sockets (Fig. 2.)



1. Extension socket
2. Master socket
3. Incoming line

The fax machine must be plugged into the master socket.

These telephones are now connected as external devices, because they are connected to the fax machine via the T-connector.

Related Information

- External and Extension Telephones

Use the Remote Codes

Related Models: MFC-J4350DW/MFC-J4550DW

Remote Activation Code

If you answer a fax call on an extension or external telephone, you can tell your machine to receive it by pressing the Remote Activation 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.

Remote Deactivation 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 **Tel/R**.

Related Information

- External and Extension Telephones
  - Change the Remote Codes

Related Topics:

- Set a Remote Access Code
- Set Fax Detect

Change the Remote Codes

Related Models: MFC-J4350DW/MFC-J4550DW

The preset Remote Activation Code is ***51**. The preset Remote Deactivation Code is **#51**. If you are always disconnected when accessing your External TAD remotely, try changing the three-digit remote codes using the numbers 0-9, *, #.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 Remote Activation Code, press ▲ or ▼ to select [Act.Code] and then press **OK**. Enter the new code. Press **OK**.
   - To change the Remote Deactivation Code, press ▲ or ▼ to select [Deact.Code] and then press **OK**. Enter the new code. Press **OK**.
4. Press **Stop/Exit**.

MFC-J4550DW

1. Press [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Remote Codes].
2. Do one of the following:
   - To change the Remote Activation Code, press [Act.Code]. Enter the new code, and then press [OK].
   - To change the Remote Deactivation Code, press [Deact.Code]. 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

Fax Reports

Related Models: MFC-J4350DW/MFC-J4550DW

- Set the Transmission Verification Report's Style
- Set the Fax Journal's Interval Period
- Print Reports

Set the Transmission Verification Report's Style

Related Models: MFC-J4350DW/MFC-J4550DW

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.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

1. Press **Settings**.
2. Press ▲ or ▼ to select the following:
   a. Select `[Fax]`. Press **OK**.
   b. Select `[Report Setting]`. Press **OK**.
   c. Select `[XMIT Report]`. 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 colour fax.
3. Press **Stop/Exit**.
   If the transmission is successful, `[OK]` appears next to `[RESULT]` on the Transmission Verification Report. If the transmission is not successful, `[ERROR]` appears next to `[RESULT]`.

MFC-J4550DW

1. Press `[Settings]` > `[All Settings]` > `[Fax]` > `[Report Setting]` > `[XMIT Report]`.
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 colour fax.
3. Press .
   If the transmission is successful, `[OK]` appears next to `[RESULT]` on the Transmission Verification Report. If the transmission is not successful, `[ERROR]` appears next to `[RESULT]`.

Related Information

- Fax Reports

Set the Fax Journal's Interval Period

Related Models: MFC-J4350DW/MFC-J4550DW

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-J4350DW)

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-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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**.
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-J4550DW

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

PC-FAX

Related Models: MFC-J4350DW/MFC-J4550DW

- PC-FAX for Windows
- PC-FAX for Mac

PC-FAX for Windows

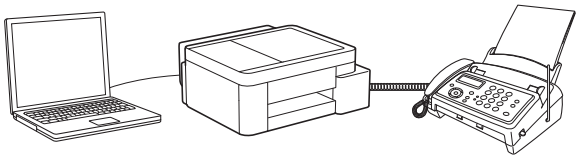
Related Models: MFC-J4350DW/MFC-J4550DW

- PC-FAX Overview (Windows)
- Send a Fax Using PC-FAX (Windows)
- Receive Faxes on Your Computer (Windows)

PC-FAX Overview (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

Reduce paper consumption and save time by using the Brother PC-FAX software to send faxes directly from your computer.



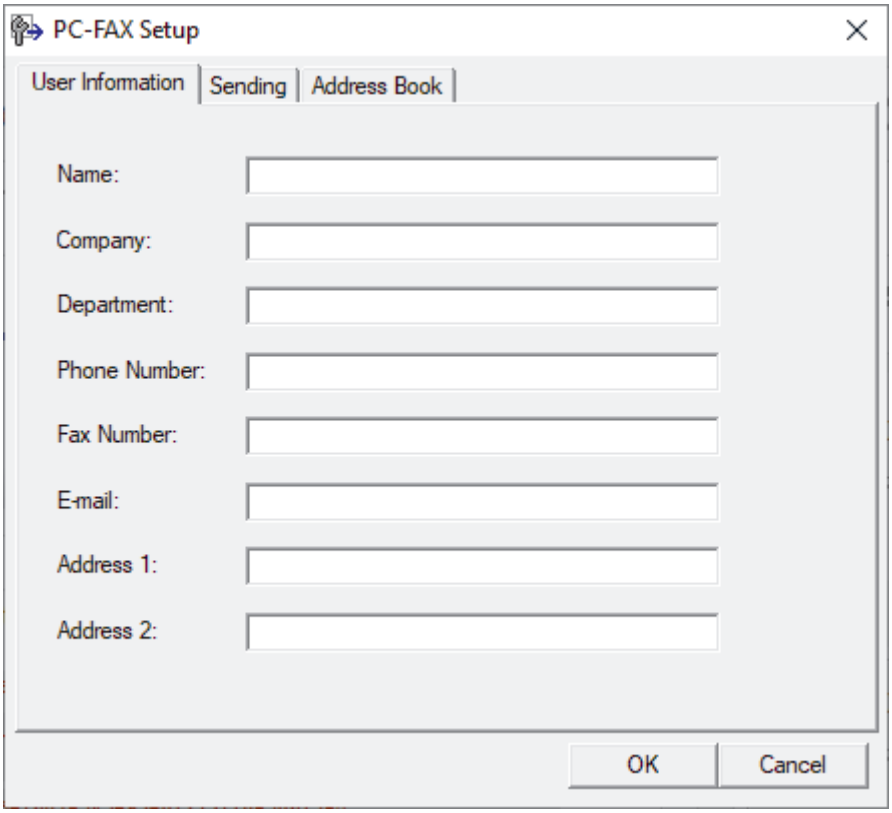
- Configure PC-FAX (Windows)
- Configure your PC-Fax Address Book (Windows)

Configure PC-FAX (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

Before sending faxes using PC-FAX, personalise 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).
2. 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 customised **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)

Configure your PC-Fax Address Book (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

Add, edit, and delete members and groups to personalise 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)

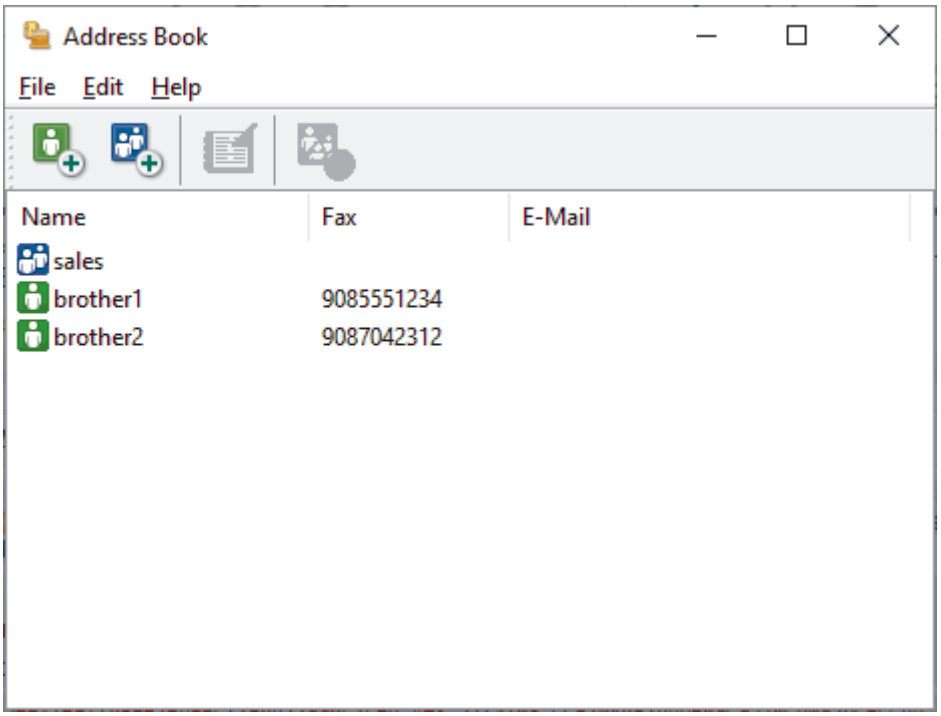
Add a Member to your PC-FAX Address Book (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

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).
2. 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

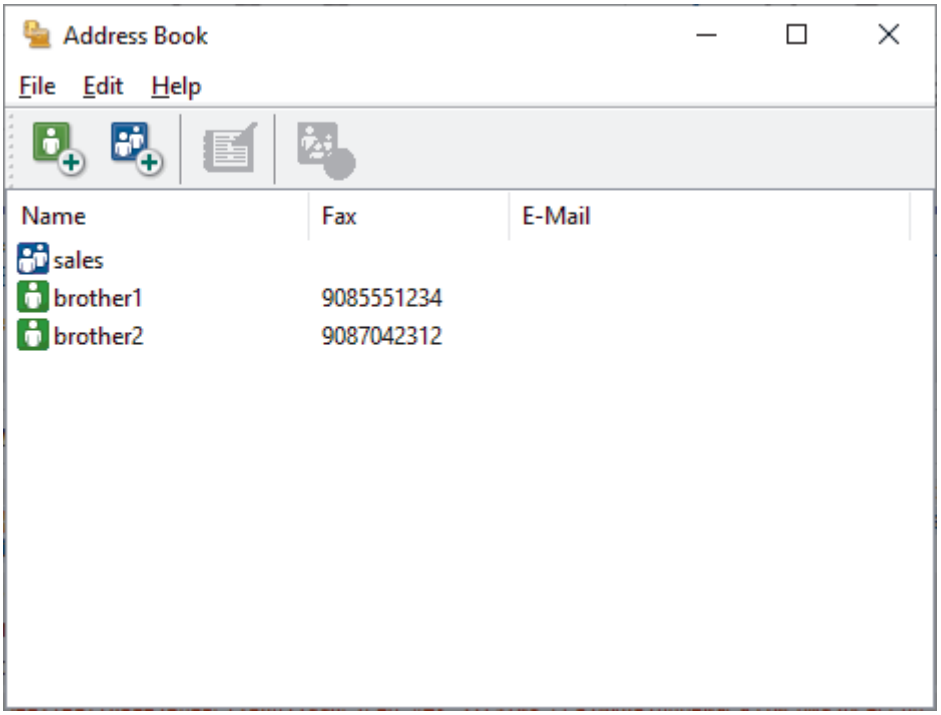
- Configure your PC-Fax Address Book (Windows)

Create a Group in your PC-FAX Address Book (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

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).
2. 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**.

Each group can contain up to 50 members.

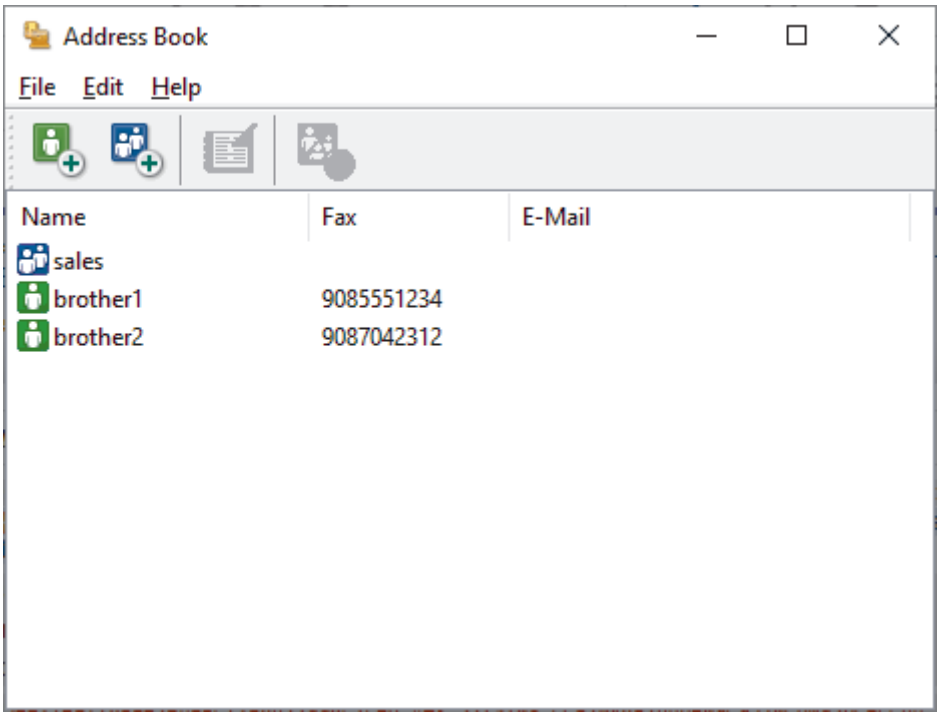
Related Information

- Configure your PC-Fax Address Book (Windows)

Edit Member or Group Information in your PC-FAX Address Book (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

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 **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**.

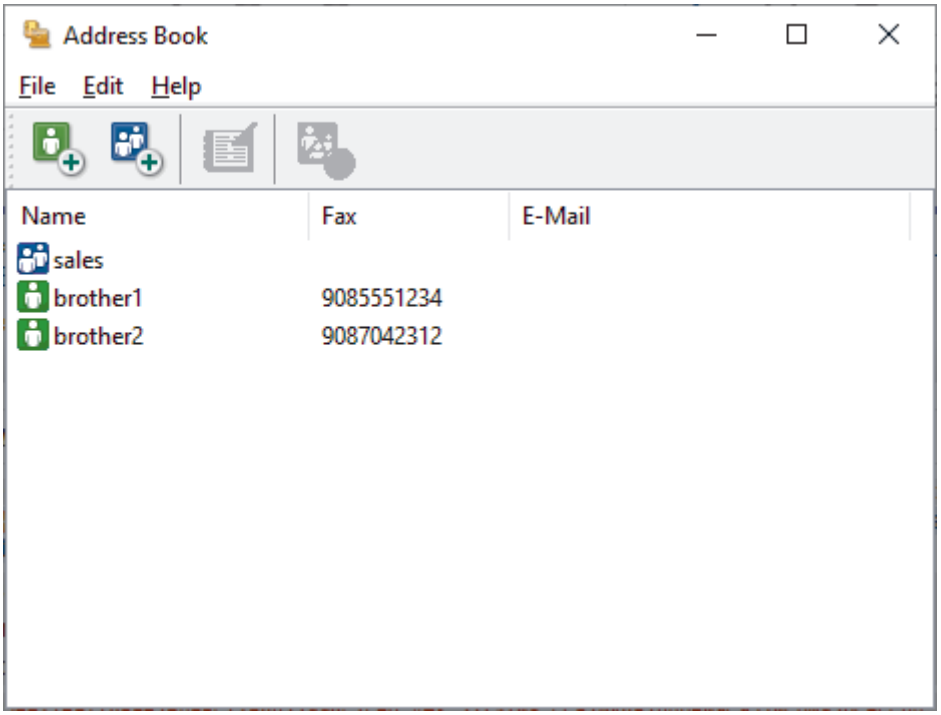
Related Information

- Configure your PC-Fax Address Book (Windows)

Delete a Member or Group in your PC-FAX Address Book (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

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 **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

- Configure your PC-Fax Address Book (Windows)

Export your PC-FAX Address Book (Windows)

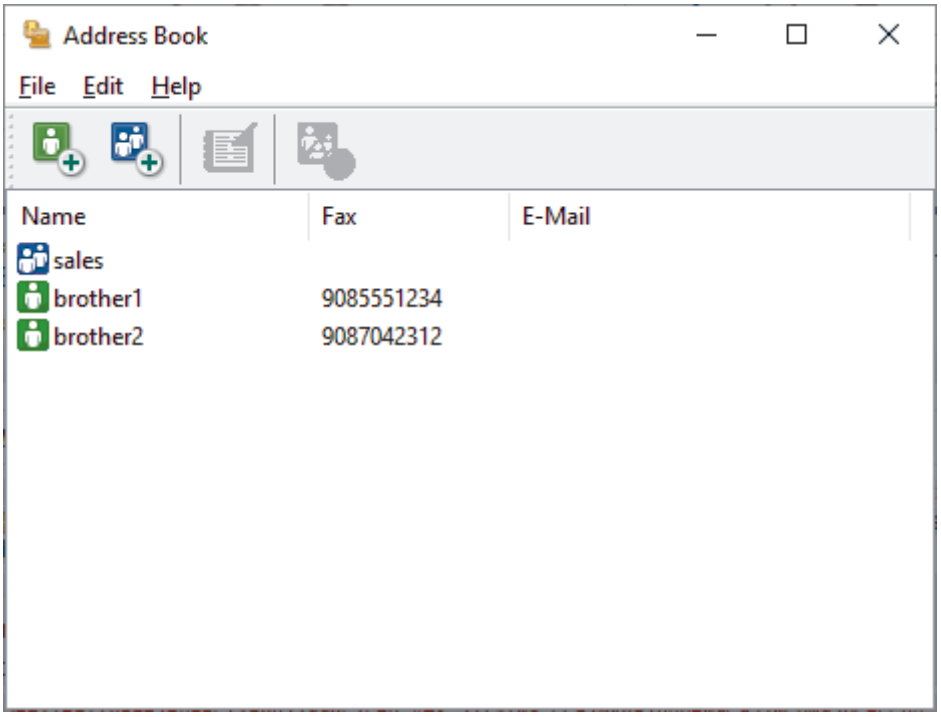
Related Models: MFC-J4350DW/MFC-J4550DW

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 (**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 **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

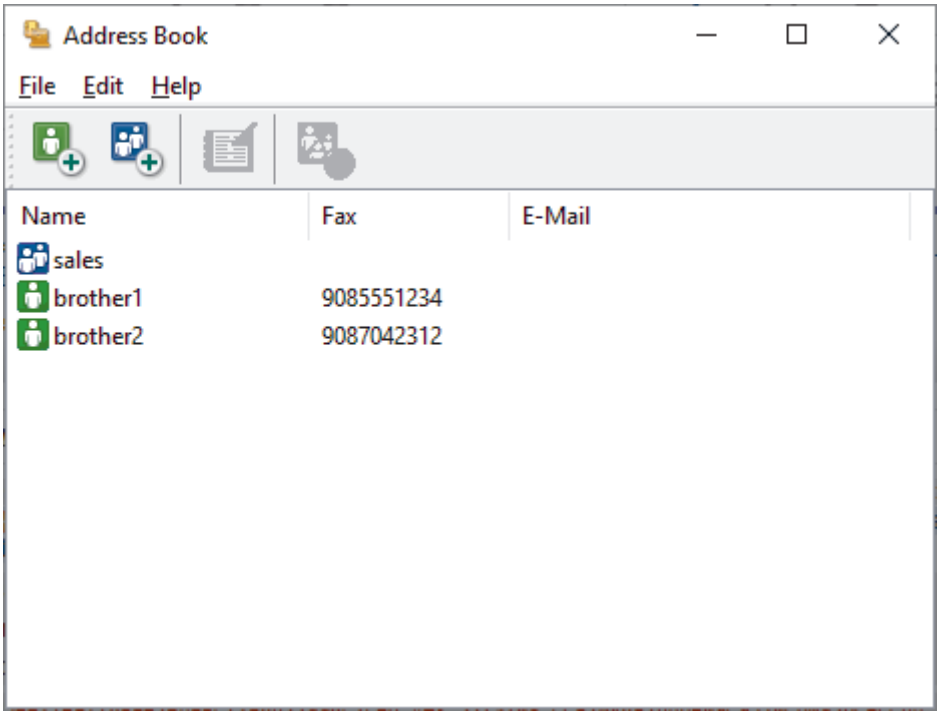
- Configure your PC-Fax Address Book (Windows)

Import Information to your PC-FAX Address Book (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

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).
2. 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

- Configure your PC-Fax Address Book (Windows)

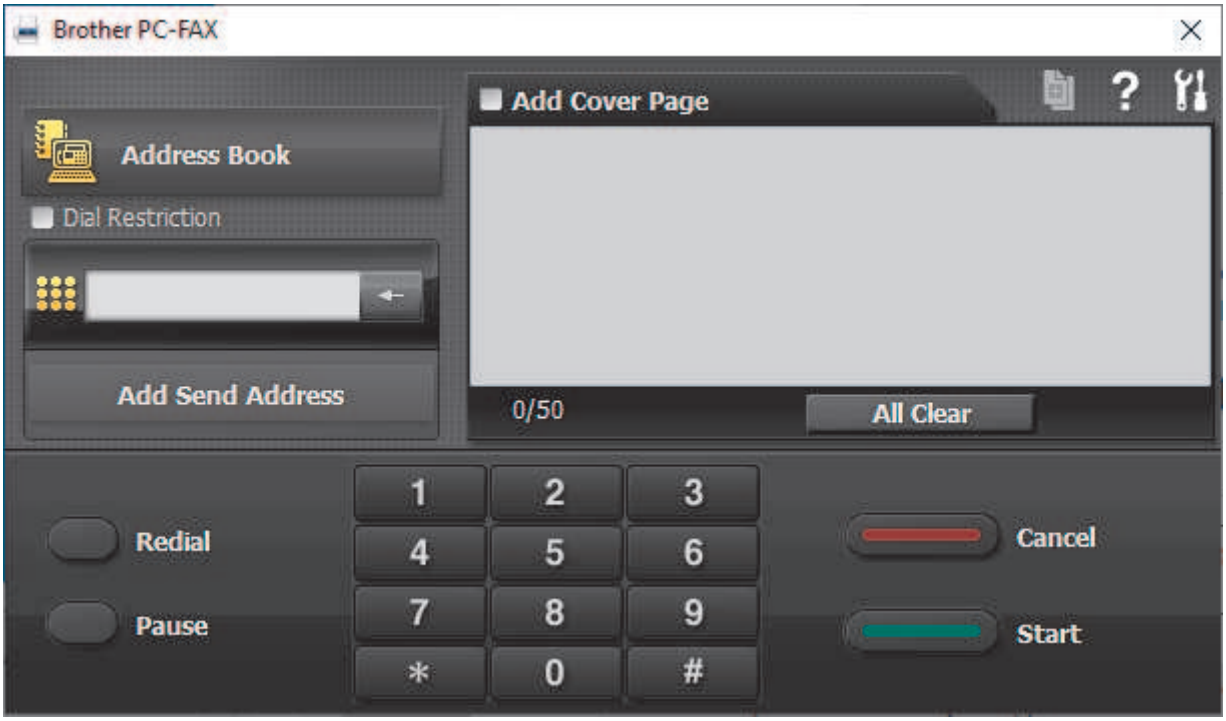
Send a Fax Using PC-FAX (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

PC-FAX supports only monochrome faxes. A monochrome fax will be sent even if the original data is in colour and the receiving fax machine supports colour 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**.

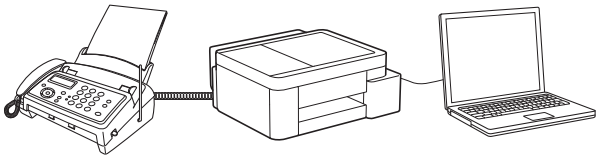
Related Information

- PC-FAX for Windows

Receive Faxes on Your Computer (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

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)

Receive Faxes Using PC-FAX Receive (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

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 monochrome faxes. When you receive a colour fax, your machine prints the colour fax at your machine but does not send the fax to your computer.

When you turn your computer off, 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)

Configure PC-FAX Receive Using Web Based Management

Related Models: MFC-J4350DW/MFC-J4550DW

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 ≡.

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

Run the Brother PC-FAX Receive on Your Computer (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

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 your computer on.

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

Set Up PC-FAX Receive on Your Computer (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

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

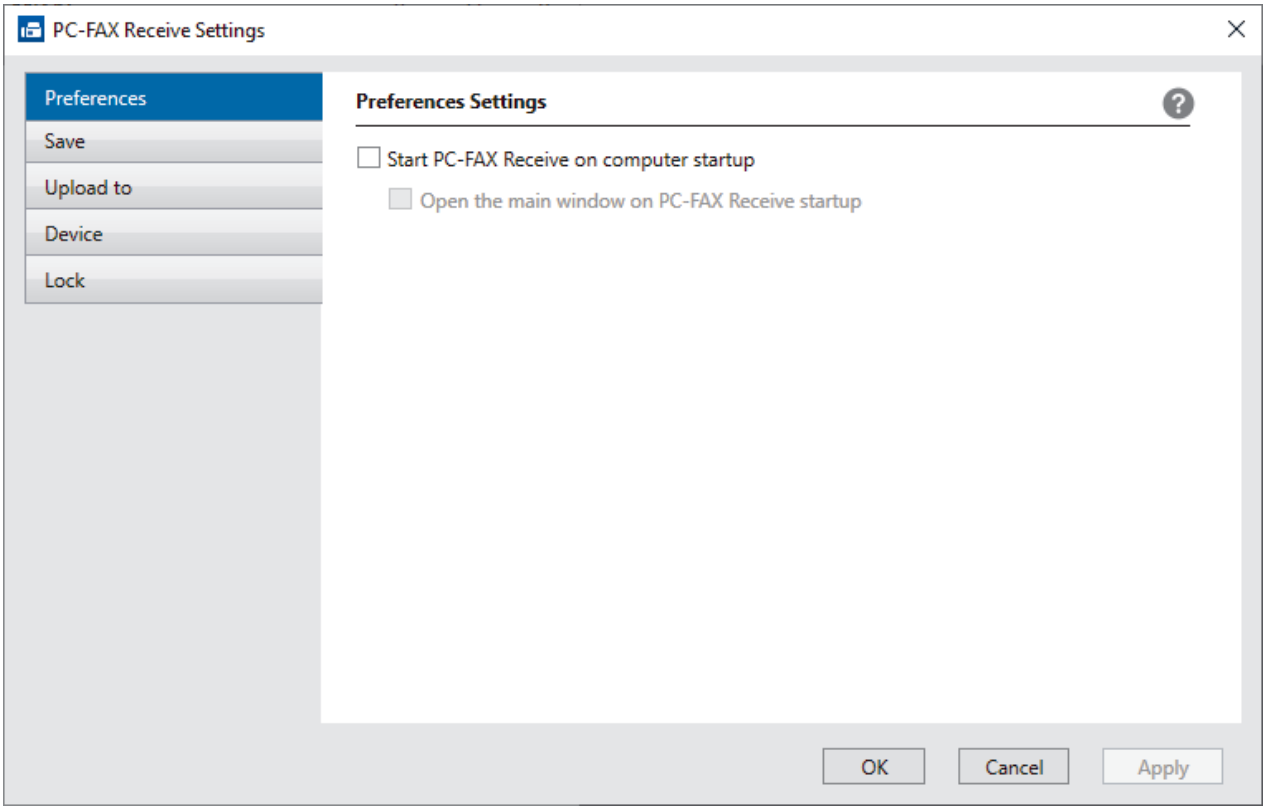
   Configure the path to the server and select the option to upload automatically or manually (available only for administrators).

   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)

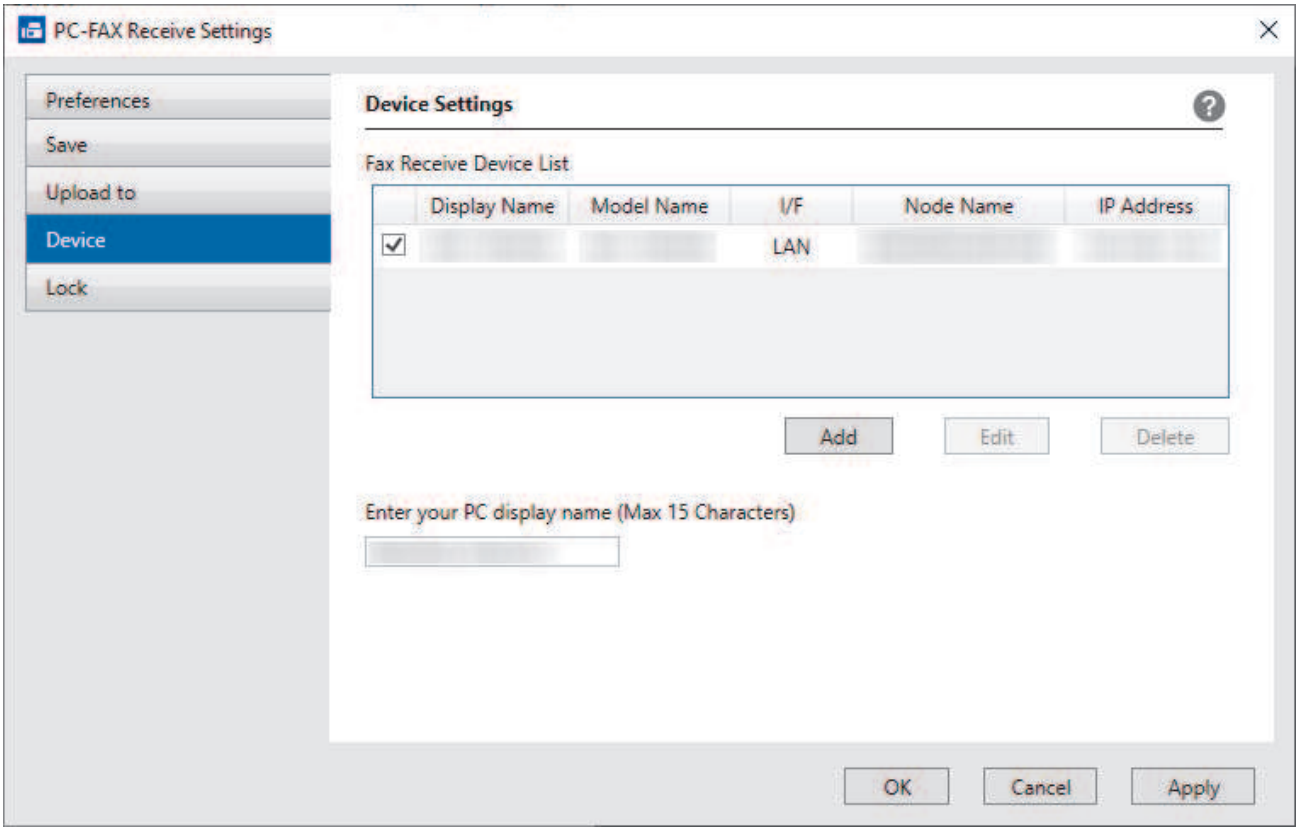
Add Your Machine to PC-FAX Receive Devices (Windows)

Related Models: MFC-J4350DW/MFC-J4550DW

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.
2. 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)

View Received PC-FAX Messages (Windows)

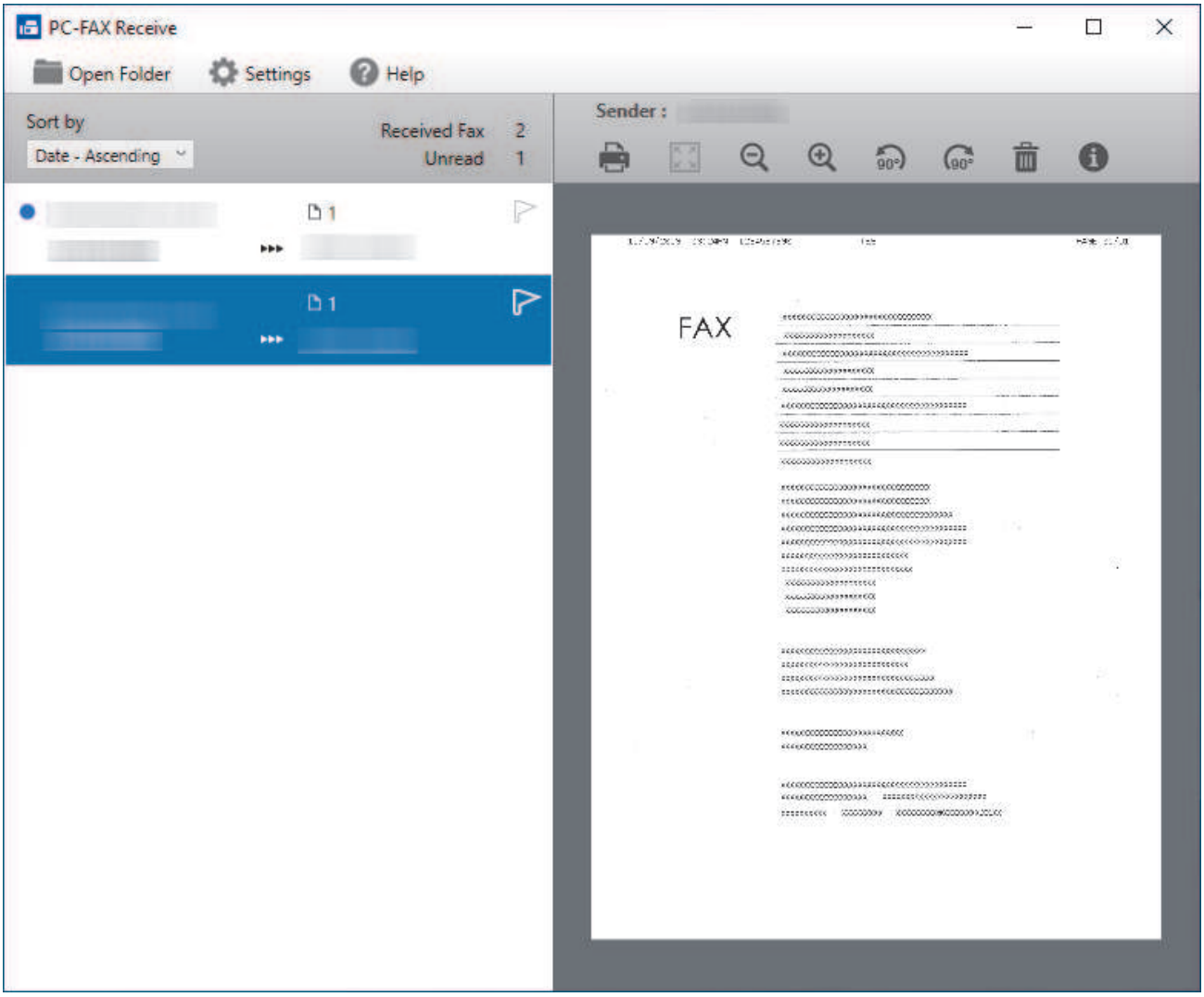
Related Models: MFC-J4350DW/MFC-J4550DW

Receiving Status

Icon	Status
	Standby mode No unread messages
	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)

PC-FAX for Mac

Related Models: MFC-J4350DW/MFC-J4550DW

- Send a Fax Using AirPrint (macOS)

Network

- Supported Basic Network Features
- Configure Network Settings
- Wireless Network Settings
- Network Features
- Brother Management Tools

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 (MFC-J4350DW/ MFC-J4550DW)	Yes	No	Yes
PC Fax Receive (MFC-J4350DW/ MFC-J4550DW)	Yes	No	No
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 unauthorised 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.

Related Information

- Network

Related Topics:

- Change the Login Password Using Web Based Management
- Access Web Based Management

Configure Network Settings

- Configure Network Settings Using the Control Panel
- Change Machine Settings Using Web Based Management

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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.

DCP-J1460DW/MFC-J4550DW

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" (4.5 cm) Colour LCD)
- Settings Tables (2.7" (6.8 cm) Touchscreen models)

Wireless Network Settings

- Use the Wireless Network
- Use Wi-Fi Direct®
- Enable/Disable Wireless LAN
- Print the WLAN Report

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™ (WPS)
- Configure Your Machine for a Wireless Network Using the PIN Method of Wi-Fi Protected Setup™ (WPS)
- Configure Your Machine for a Wireless Network When the SSID is Not Broadcast
- Configure Your Machine for an Enterprise 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

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 support.brother.com/downloads.
   - 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

Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Mobile Device

1. Do one of the following:
   - Android™ devices

     Download and install Brother Mobile Connect from Google Play™.
   - 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

Configure Your Machine for a Wireless Network Using the Machine's Control Panel Setup Wizard

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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 support.brother.com/downloads.

DCP-J1460DW/MFC-J4550DW

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 support.brother.com/downloads.

Related Information

- Use the Wireless Network

Configure Your Machine for a Wireless Network Using the One Push Method of Wi-Fi Protected Setup™ (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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

1. Press **Wi-Fi**.
2. Press ▲ or ▼ 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 support.brother.com/downloads.

DCP-J1460DW/MFC-J4550DW

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 `[OK]` 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 support.brother.com/downloads.

Related Information

- Use the Wireless Network

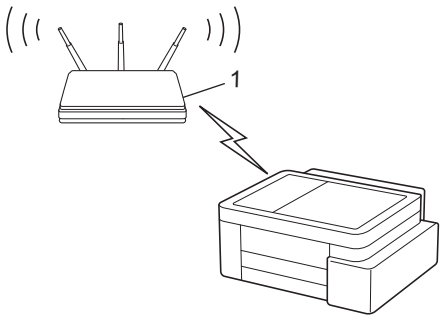
Configure Your Machine for a Wireless Network Using the PIN Method of Wi-Fi Protected Setup™ (WPS)

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®. 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.

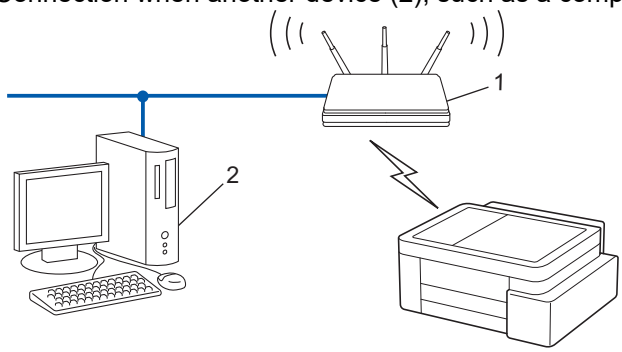
Type A

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.



>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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 ▶.

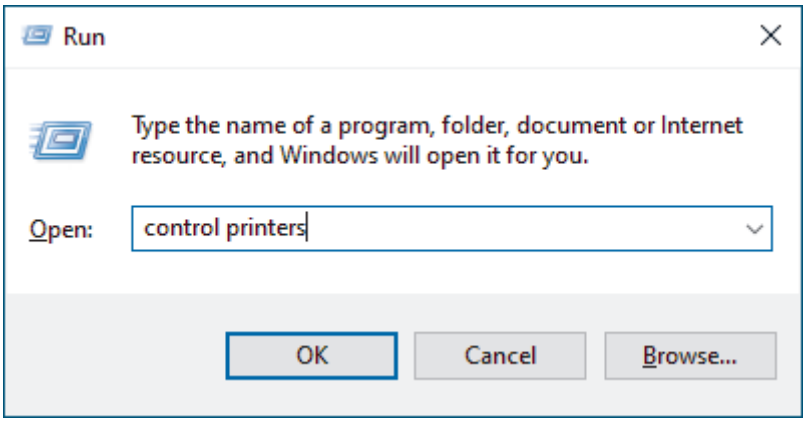
   The wireless setup wizard starts. To cancel, press ◀.
4. The LCD displays an eight-digit PIN and the machine starts searching for a wireless LAN access point/router.
5. Using a computer connected to the network, in your browser's address bar, type the IP address of the device you are using as the Registrar (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 [R] 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 support.brother.com/downloads.

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]`.

DCP-J1460DW/MFC-J4550DW

1. Press [⚙] `[Settings]` > `[Network]` > `[WLAN(Wi-Fi)]` > `[WPS/PIN Code]`.
2. When `[Enable WLAN?]` appears, press `[Yes]`.

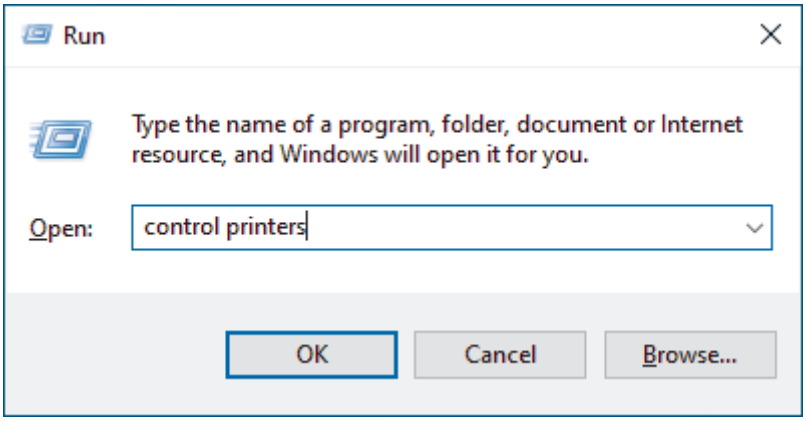
   The wireless setup wizard starts. To cancel, press `[No]`.
3. The LCD displays an eight-digit PIN and the machine starts searching for a wireless LAN access point/router.
4. Using a computer connected to the network, in your browser's address bar, type the IP address of the device you are using as the 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 R 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 support.brother.com/downloads.

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]`.

Related Information

- Use the Wireless Network

Configure Your Machine for a Wireless Network When the SSID is Not Broadcast

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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 support.brother.com/downloads.

DCP-J1460DW/MFC-J4550DW

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 support.brother.com/downloads.

Related Information

- Use the Wireless Network

Related Topics:

- If You Are Having Difficulty with Your Machine's Network
- Enter Text on Your Brother Machine

Configure Your Machine for an Enterprise Wireless Network

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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

Authentication Method	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-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 **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 **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 support.brother.com/downloads.

DCP-J1460DW/MFC-J4550DW

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

Authentication Method	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].
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 [EAP-FAST], [PEAP] or [EAP-TTLS] option, select the Inner Authentication method [NONE], [CHAP], [MS-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 support.brother.com/downloads.

Related Information

- Use the Wireless Network

Related Topics:

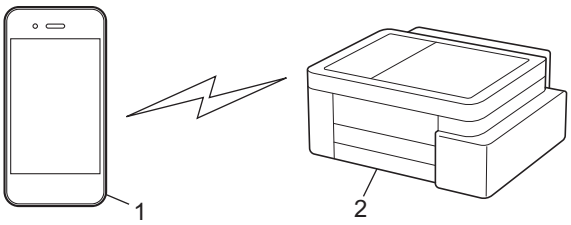
- Enter Text on Your Brother Machine

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

Wi-Fi Direct Overview

Wi-Fi Direct is one of the wireless configuration methods developed by the Wi-Fi Alliance®. 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®

Related Topics:

- Configure Your Wi-Fi Direct Network Using the Push Button Method
- Configure a Wi-Fi Direct Network Manually

Configure Your Wi-Fi Direct Network Using the Push Button Method

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

To use the Wi-Fi Direct network settings when using an Android™ 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 `[Group Owner]` set to `[On]`, 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]`.

DCP-J1460DW/MFC-J4550DW

To use the Wi-Fi Direct network settings when using an Android™ 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 `[Group Owner]` set to `[On]`, 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®

Related Topics:

- Wi-Fi Direct Overview
- Configure a Wi-Fi Direct Network Manually
- Brother Mobile Connect

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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™ 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].

DCP-J1460DW/MFC-J4550DW

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™ 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®

Related Topics:

- Wi-Fi Direct Overview
- Configure Your Wi-Fi Direct Network Using the Push Button Method

Enable/Disable Wireless LAN

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

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

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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.

DCP-J1460DW/MFC-J4550DW

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

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	The wireless router/access point cannot be detected. Check the following points and try to set up your wireless connection again: • Make sure the wireless router/access point is on. • Temporarily place your machine closer to the wireless router/access point when you are configuring the wireless settings. • 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. • 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. • 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.
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). • If your Network Key contains upper-case and lower-case letters, make sure you type them correctly. • 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. • If your wireless router/access point uses WEP encryption with multiple WEP keys, write down and use only the first WEP key.
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: • Confirm the Network Key. If your Network Key contains upper-case and lower-case letters, make sure you type them correctly. • Confirm whether the authentication method entered and the authentication method or encryption method supported by the wireless router/access point are the same. • If the Network key, authentication method, and encryption method have been confirmed, restart your wireless router/access point and the machine. • If your wireless router/access point's Stealth Mode is on, you may need to disable it to connect to the wireless network. 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. • 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.
TS-08	Two or more wireless routers or access points that have WPS enabled are detected. Check the following points and try again: • Make sure that only one wireless router/access point within range has WPS enabled, and then try to connect again. • Try to connect again after a few minutes to avoid interference from other access points/ routers.

How to confirm wireless security information (SSID/authentication method/encryption method/Network Key) of your WLAN access point/router:

1. 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

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
- Synchronise Time with the SNTP Server Using Web Based Management
- Use Global Network Detection Features
- Reset the Network Settings to Factory Default

Enable/Disable Web Based Management Using the Control Panel

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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.

DCP-J1460DW/MFC-J4550DW

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.

Related Information

- Network Features

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

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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.

DCP-J1460DW/MFC-J4550DW

1. Press [Settings] > [All Settings] > [Print Reports] > [Network Configuration] > [Yes].
   The machine prints the current Network Configuration Report.

Related Information

- Network Features

Related Topics:

- If You Are Having Difficulty with Your Machine's Network
- Error and Maintenance Messages
- 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 ≡.

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

Related Topics:

- Configure the Proxy Server Settings Using the Machine's Control Panel
- Access Web Based Management

Configure and Operate LDAP Search

Related Models: MFC-J4550DW

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

Change LDAP Configuration Using Web Based Management

Related Models: MFC-J4550DW

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 ≡.

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

Related Topics:

- Access Web Based Management
- Synchronise Time with the SNTP Server Using Web Based Management

Perform an LDAP Search Using Your Machine's Control Panel

Related Models: MFC-J4550DW

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 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].

Related Information

- Configure and Operate LDAP Search

Related Topics:

- Enter Text on Your Brother Machine
- Synchronise Time with the SNTP Server Using Web Based Management

Synchronise Time with the SNTP Server Using Web Based Management

Related Models: MFC-J4350DW/MFC-J4550DW

The Simple Network Time Protocol (SNTP) is used to synchronise 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 synchronise 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

Configure Date and Time Using Web Based Management

Related Models: MFC-J4350DW/MFC-J4550DW

Configure the date and time to synchronise 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 ≡.

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

- Synchronise Time with the SNTP Server Using Web Based Management

Related Topics:

- Access Web Based Management

Configure the SNTP Protocol Using Web Based Management

Related Models: MFC-J4350DW/MFC-J4550DW

Configure the SNTP protocol to synchronise 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 ≡.

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 synchronisation 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 **Secondary SNTP Server Address**	Type the server's address (up to 64 characters). 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 **Secondary SNTP Server Port**	Type the port number (1-65535). 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 synchronisation attempts (1-168 hours).

8. Click **Submit**.

Related Information

- Synchronise Time with the SNTP Server Using Web Based Management

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

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

1. Press [Settings] > [All Settings] > [Network] > [Global Detect] > [Allow Detect] > [On].
2. Press .

Related Information

- Use Global Network Detection Features

Block Communications from the Global Network

When you enable this feature, it limits receiving jobs from devices with global IP addresses

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

1. Press [Settings] > [All Settings] > [Network] > [Global Detect] > [Reject Access] > [On].
2. Press .

Related Information

- Use Global Network Detection Features

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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.

DCP-J1460DW/MFC-J4550DW

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

Related Topics:

- Unable to Print or Scan -Transfer Your Faxes
- Check Your Machine's Password

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 support.brother.com/downloads to download the tools.

Related Information

- Network

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 support.brother.com/g/s/id/htmldoc/common/sfg/eng/index.html.

- Network Security > Configure Certificates for Device Security
- Network Security > Use SSL/TLS
- Network Security > Use SNMPv3 （MFC-J4550DW）
- Network Security > Use IPsec （MFC-J4550DW）
- Network Security > Use IEEE 802.1x Authentication for Your Network
- User Authentication > Use Active Directory Authentication （MFC-J4550DW）
- User Authentication > Use LDAP Authentication （MFC-J4550DW）
- User Authentication > Use Secure Function Lock 3.0 （MFC-J4550DW）
- Send or Receive an Email Securely （MFC-J4550DW）

Mobile/Web Connect

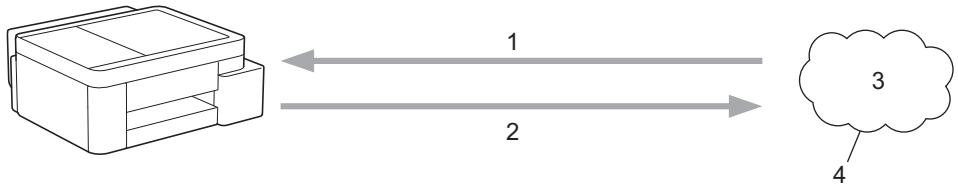
- Brother Web Connect
- AirPrint
- Mopria™ Print Service and Mopria™ Scan
- Brother Mobile Connect

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

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

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

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

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 [OK].
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™

An online document storage, editing, sharing and file synchronisation service.

URL: drive.google.com

Evernote®

An online file storage and management service.

URL: www.evernote.com

Dropbox

An online file storage, sharing and synchronisation 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™ Evernote® Dropbox OneDrive Box SharePoint Online	OneNote
Download and print images	JPEG PDF DOCX XLSX PPTX	JPEG PDF DOCX XLSX PPTX
Download and save images to media (MFC-J4550DW)	JPEG PDF DOCX XLSX PPTX	JPEG PDF DOCX XLSX PPTX

Accessible Services	Google Drive™ Evernote® Dropbox OneDrive Box SharePoint Online	OneNote
Upload scanned images	JPEG PDF DOCX XLSX PPTX TIFF	JPEG PDF DOCX XLSX PPTX TIFF
Upload images saved on media (MFC-J4550DW)	JPG	-
FaxForward to the online services (MFC-J4550DW)	PDF JPEG TIFF	JPEG PDF 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

Set Up Brother Web Connect

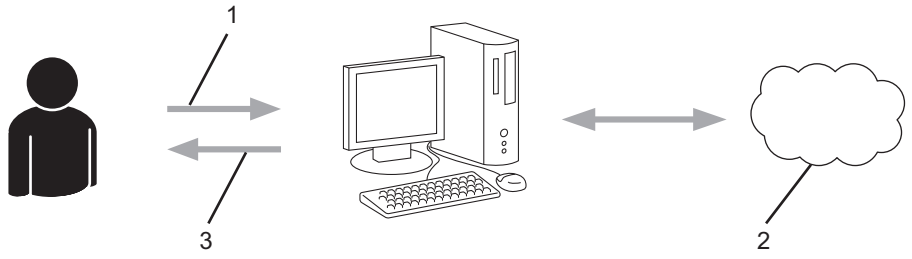
- Brother Web Connect Setup Overview
- Create an Account for Each Online Service Before Using Brother Web Connect
- Apply for Brother Web Connect Access
- Register an Account on Your Brother Machine for Brother Web Connect

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.

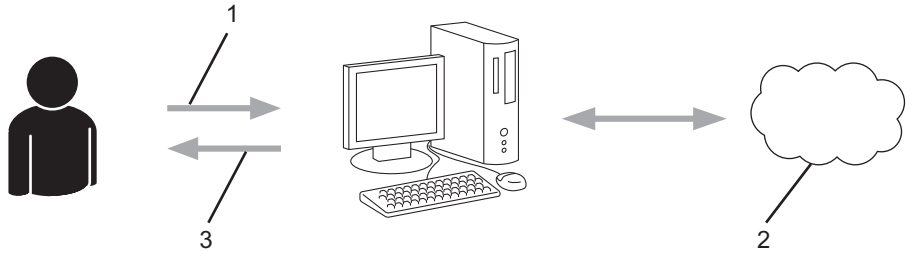
Access the service's website using a computer and create an account. (If you already have an account, there is no need to create an additional account.)



1. User registration
2. Web Service
3. Obtain account

Step 2: Apply for Brother Web Connect access.

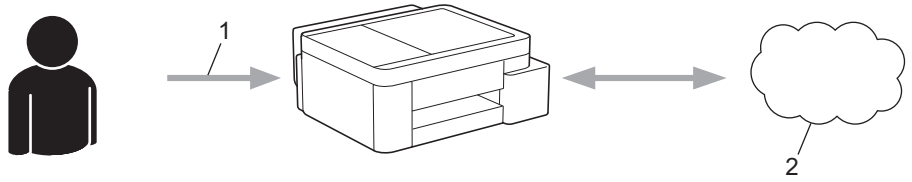
Start Brother Web Connect access using a computer and obtain a temporary ID.



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

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

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.

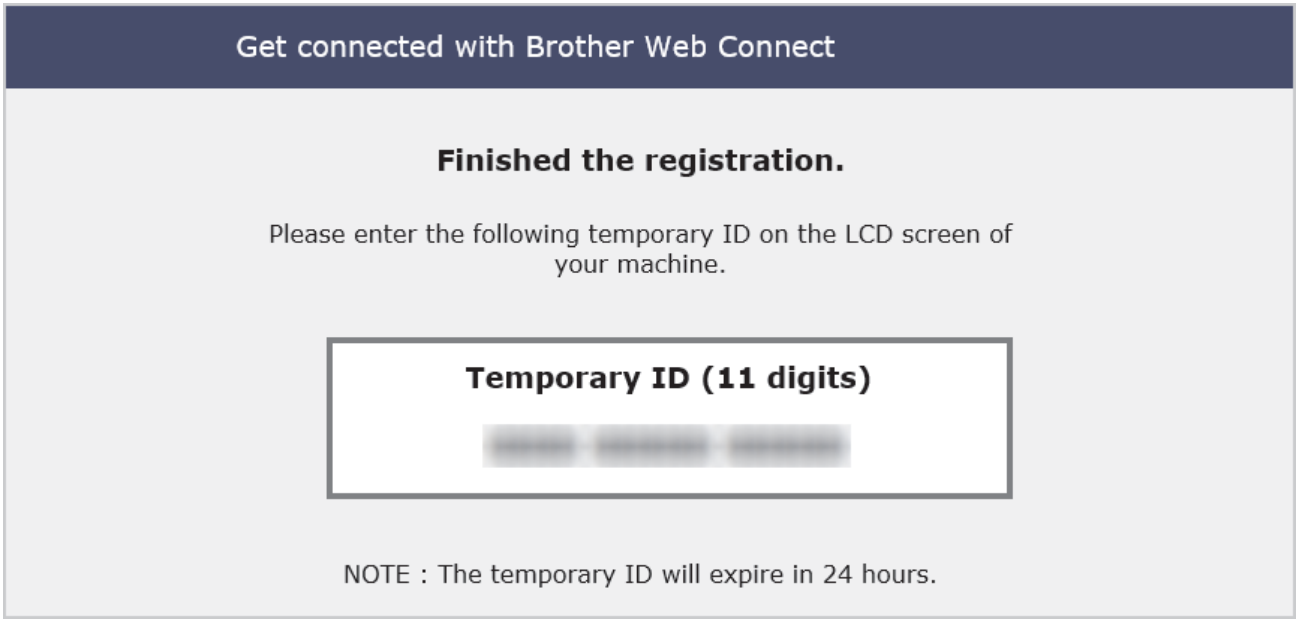
1. Access the Brother Web Connect application website:

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 bwc.brother.com 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.



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

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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 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 unauthorised 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**.

DCP-J1460DW/MFC-J4550DW

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 [OK].

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 [OK].
8. Enter the name using the LCD, and then press [OK].
9. Do one of the following:
   - To set a PIN for the account, press [Yes]. (A PIN prevents unauthorised 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

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, monochrome scanning is not available.
- When scanning and uploading Microsoft Office files, monochrome scanning and grey 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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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.

DCP-J1460DW/MFC-J4550DW

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].

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 [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

Upload a Document from an External Memory Device Using Brother Web Connect

Related Models: MFC-J4550DW

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 [OK].
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.

Related Information

- 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

Download and Print Using Web Services

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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 ▲ or ▼ 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®, 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.

DCP-J1460DW/MFC-J4550DW

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 `[OK]`.

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®, 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.

Related Information

- Download and Print Documents Using Brother Web Connect

Download and Save a Document to an External Memory Device Using Brother Web Connect

Related Models: MFC-J4550DW

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 [OK].
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®, 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.

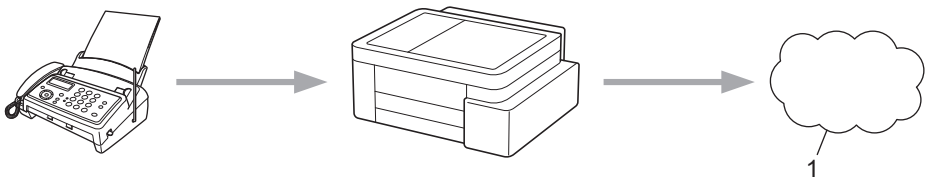
Related Information

- Brother Web Connect

FaxForward to Cloud or E-mail

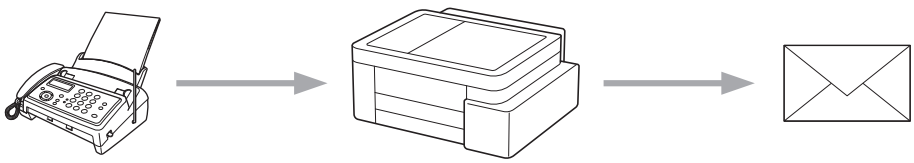
Related Models: MFC-J4550DW

- 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

Turn On FaxForward to Cloud or E-mail

Related Models: MFC-J4550DW

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 monochrome 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 [OK].
   - Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

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.

Related Information

- FaxForward to Cloud or E-mail

Related Topics:

- Memory Receive Options

Turn Off FaxForward to Cloud or E-mail

Related Models: MFC-J4550DW

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 [OK].
   - Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

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

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-J4350DW/MFC-J4550DW)

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.

(DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW)

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.

Related Information

- AirPrint

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

Print Using AirPrint

- Print from iPad, iPhone, or iPod touch
- Print Using AirPrint (macOS)

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 .
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

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** pop-up 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)

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)

Send a Fax Using AirPrint (macOS)

Related Models: MFC-J4350DW/MFC-J4550DW

Make sure your machine is in the printer list on your Mac computer. Apple TextEdit is used in the example below.

- AirPrint supports only monochrome fax documents.
- (MFC-J4550DW) 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

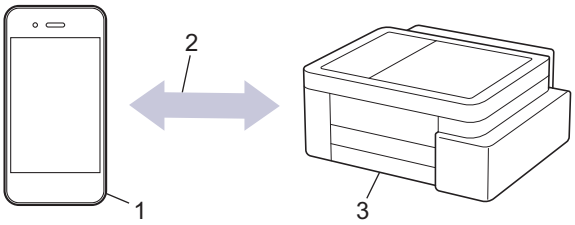
- AirPrint

Related Topics:

- Before Using AirPrint (macOS)

Mopria™ Print Service and Mopria™ Scan

Mopria™ Print Service is a print feature and Mopria™ Scan is a scan feature on Android™ mobile devices developed by the Mopria Alliance™. With this service, you can connect to the same network as your machine to print and scan without additional setup.



1. Android™ Mobile Device
2. Wi-Fi® Connection
3. Your Machine

You must download the Mopria™ Print Service or Mopria™ Scan from Google Play™ and install it on your Android™ device. Before using these Mopria™ features, make sure you enable them on your mobile device.

For more information on Mopria™ Print Service and Mopria™ Scan, visit https://www.mopria.org.

Related Information

- Mobile/Web Connect

Brother Mobile Connect

Use Brother Mobile Connect to print and scan from your mobile device.

- For Android™ devices:

  Brother Mobile Connect allows you to use your Brother machine's features directly from your Android™ 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.

Related Information

- Mobile/Web Connect

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 support.brother.com 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

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 support.brother.com/faqs.

Related Information references are at the bottom of this page.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

Error Message	Cause	Action
`Absorber NearFull`	The ink absorber box is nearly full.	The ink absorber box must be replaced soon. Contact Brother customer service or your local Brother dealer. The ink absorber box absorbs the small amount of ink emitted during print head cleaning.
`B&W Print Only`	One or more of the colour ink cartridges have reached the end of their lives. You can use the machine in monochrome mode for approximately four weeks depending on the number of pages you print. While this message appears on the LCD, each operation works in the following way: • Printing If the media type is set to **Plain Paper** and you selected **Greyscale** in the printer driver, you can use the machine as a monochrome printer. • Copying If the paper type is set to `Plain Paper`, you can make copies in monochrome. • Faxing If the paper type is set to `Plain Paper`, the machine will receive and print the faxes in monochrome.	Replace the ink cartridges. See *Related Information*: *Replace the Ink Cartridges*. Although the Cause column lists options for using the machine after this error appears, you may not be able to use the machine if you unplug the machine or remove the ink cartridge.
`BT Call Sign On` (MFC-J4350DW)	BT Call Sign is set to On. You cannot change the Receive Mode from Manual to another mode.	Set BT Call Sign to Off. See *Related Information*: *Enable the Machine to Work with BT Call Sign (with Your External Telephone only)*.

`Cannot Clean ##`
`Cannot Start ##`
`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)*.

Error Message	Cause	Action
		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*.
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, contact 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.	• Move the mobile device closer to your Brother machine. • Move your Brother machine and the mobile device to an obstruction-free area. • If you are using the PIN Method of WPS, make sure you have entered the correct PIN.
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 **Stop/Exit**. The machine will cancel the job and clear it from the memory. Try to print again.

Error Message	Cause	Action
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	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 **Stop/Exit**. Set the document in the ADF correctly. See *Related Information*: *Load Documents in the Automatic Document Feeder (ADF)*. See *Related Information*: *Document Jams*.
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. Contact Brother customer service or your local Brother Authorised Service Centre to have your machine serviced.
Ink Low	The ink level is low. If the sending machine has the ability to convert it, the colour fax will be printed at your machine as a monochrome 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 Repeat Jam Front	The paper is jammed in the machine.	Carefully remove the jammed paper. 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 Repeat Jam	The paper is jammed in the machine.	Carefully remove the jammed paper. 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-J4350DW)	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-J4350DW)	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, contact 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.	• Make sure your machine and mobile device are in the Wi-Fi Direct mode. • Move the mobile device closer to your Brother machine. • Move your Brother machine and the mobile device to an obstruction-free area. • If you are manually configuring the Wi-Fi Direct network, make sure you have entered the correct password. • 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 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.	Do one of the following: • Refill the paper tray, and then press ▶. • Remove and reload the paper, and then press ▶. See *Related Information*: *Load Paper*.
	The paper is not inserted in the centre of the manual feed slot. (MFC-J4350DW)	Remove the paper and reinsert it in the centre 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-J4350DW)	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 **Mono Start** or **Colour Start**. 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 dialled 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.	If a fax-sending or copy operation is in progress: • Press **Stop/Exit** and wait until the other operations that are in progress finish, and then try again. • Press ▶ to select Partial Print to copy the pages scanned so far. • (MFC-J4350DW) Print the faxes that are in the memory. See *Related Information*: *Print a Fax Stored in the Machine's Memory*.
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.	1. Check that the paper size you selected from your machine's display matches the size of the paper in the tray. See *Related Information*: *Change the Paper Size and Paper Type*. 2. Make sure the paper you have loaded is in portrait orientation and the paper guides are correctly adjusted to match the paper size. See *Related Information*: *Load Paper*. 3. After confirming the paper size and the paper position, press ▶.
		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. See *Related Information*: *Printer Driver Settings (Windows)*.

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, monochrome faxes will be stored in the memory. If the sending machine has the ability to convert it, the colour fax will be stored in the memory as a monochrome 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 *Related Information*: *Printer Jam or Paper Jam*.
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 Colour	An ink cartridge has been installed in the wrong position.	Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions.

DCP-J1460DW/MFC-J4550DW

Error Message	Cause	Action
B&W Print Only	One or more of the colour ink cartridges have reached the end of their lives. You can use the machine in monochrome mode for approximately four weeks depending on the number of pages you print. While this message appears on the LCD, each operation works in the following way: • Printing If the media type is set to **Plain Paper** and you selected **Greyscale** in the printer driver, you can use the machine as a monochrome printer. • Copying If the paper type is set to Plain Paper, you can make copies in monochrome. • Faxing	Replace the ink cartridges. See *Related Information*: *Replace the Ink Cartridges*. Although the Cause column lists options for using the machine after this error appears, you may not be able to use the machine if you unplug the machine or remove the ink cartridge.

Error Message	Cause	Action
	If the paper type is set to `Plain Paper`, the machine will receive and print the faxes in monochrome.	
`BT Call Sign On` (MFC-J4550DW)	BT Call Sign is set to On. You cannot change the Receive Mode from Manual to another mode.	Set BT Call Sign to Off. See *Related Information*: *Enable the Machine to Work with BT Call Sign (with Your External Telephone only)*.

`Cannot Clean ##`
`Cannot Initialise ##`
`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-J4550DW) 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-J4550DW) 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-J4550DW)	Poor telephone line quality caused a communication error.	Send the fax again or connect the machine to another telephone line. If the problem continues, contact 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.	• Move the mobile device closer to your Brother machine. • Move your Brother machine and the mobile device to an obstruction-free area. • If you are using the PIN Method of WPS, make sure you have entered the correct PIN.
`Cover is Open.`	The scanner cover is not locked in the closed position.	Lift the scanner cover and then close it again.

Error Message	Cause	Action
Cover is Open.	The scanner cover is not locked in the closed position.	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 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*.
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-J4550DW)	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. Contact Brother customer service or your local Brother dealer. 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. Contact Brother customer service or your local Brother Authorised Service Centre to have your machine serviced.
Ink Low	The ink level is low. If the sending machine has the ability to convert it, the colour fax will be printed at your machine as a monochrome 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 Repeat Jam Front	The paper is jammed in the machine.	Carefully remove the jammed paper. 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 Repeat Jam Inside/ Front	The paper is jammed in the machine.	Carefully remove the jammed paper. 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 Paper. (MFC-J4550DW)	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. Gently remove the jammed paper. See *Related Information*: *Paper is Jammed Inside and in the Front of the Machine (Jam Inside/Front)*.
Jam Rear Jam Tray2	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 size 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 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. (MFC-J4550DW)	The USB flash drive you are using does not have enough free space to scan the document.	Delete unused files from your USB flash drive to free some space, and then try again.
No Caller ID (MFC-J4550DW)	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, contact your 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.	• Make sure your machine and mobile device are in the Wi-Fi Direct mode. • Move the mobile device closer to your Brother machine.

Error Message	Cause	Action
		• Move your Brother machine and the mobile device to an obstruction-free area. • If you are manually configuring the Wi-Fi Direct network, make sure you have entered the correct password. • 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-J4550DW)	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 centre of the manual feed slot. (MFC-J4550DW)	Remove the paper and reinsert it in the centre 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-J4550DW)	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-J4550DW)	The connected USB device is unresponsive.	Unplug the device from the USB direct interface.
No Response/Busy (MFC-J4550DW)	The number you dialled does not answer or is busy.	Verify the number and try again.
Out of Fax Memory (MFC-J4550DW)	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.	If a fax-sending or copy operation is in progress: • Press ✕ or `Quit` and wait until the other operations that are in progress finish, and then try again. • Press `Partial Print` to copy the pages scanned so far. • (MFC-J4550DW) Clear the data stored in the memory. To gain extra memory, you can turn Memory Receive off. See *Related Information*: *Turn Off Memory Receive*. • (MFC-J4550DW) Print the faxes stored in the memory. See *Related Information*: *Print a Fax Stored in the Machine's Memory*.

`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.
		1. Check that the paper size you selected on the machine's display matches the size of the paper in the tray.
		See *Related Information*: *Change the Paper Size and Paper Type*.
		2. Make sure you loaded the paper in the correct orientation and set the paper guides at the indicators for your paper size.
		See *Related Information*: *Load Paper*.
		3. After you have checked the paper size and the paper orientation, follow the LCD instructions.

		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. See *Related Information*: *Printer Driver Settings (Windows)*.

`Paper Tray not detected`
`Paper Tray 1 not detected`
`Paper Tray 2 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 *Related Information*: *Printer Jam or Paper Jam*.
`Repetitive No Paper Fed`	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*.

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, monochrome faxes will be stored in the memory. If the sending machine has the ability to convert it, the colour fax will be stored in the memory as a monochrome 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 initialisation 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. (MFC-J4550DW)	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.
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 Colour	An ink cartridge has been installed in the wrong position.	Check which ink cartridges are not matched by colour 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 the size of paper or type of paper in the tray you are using.	Follow the instructions on the touchscreen and try to print again.
		Configure the paper size setting or paper type setting for the tray according to the LCD instructions.

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
- Enable the Machine to Work with BT Call Sign (with Your External Telephone only)
- 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

Unable to Print or Scan -Transfer Your Faxes

Related Models: MFC-J4350DW/MFC-J4550DW

If the LCD shows:

- [Cannot Clean ##]
- [Cannot Initialise ##]
- [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

Transfer Faxes to Another Fax Machine

Related Models: MFC-J4350DW/MFC-J4550DW

You must set up your Station ID before transferring faxes to another fax machine.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 **Mono Start**.

MFC-J4550DW

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

Transfer Faxes to Your Computer

Related Models: MFC-J4350DW/MFC-J4550DW

You can transfer the faxes from your machine's memory to your computer.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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-J4550DW

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)

Transfer the Fax Journal Report to Another Fax Machine

Related Models: MFC-J4350DW/MFC-J4550DW

You must set up your Station ID before transferring the Fax Journal report to another fax machine.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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 **Mono Start**.

MFC-J4550DW

1. Press ✕ to clear the error temporarily.
2. 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

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 support.brother.com/faqs.

Connection Error

Error Messages	Cause	Action
(DCP-J1310DW/ DCP-J1313DW/ DCP-J1360DW/ MFC-J4350DW) `Connection Error 02` (DCP-J1460DW/ MFC-J4550DW) `Connection Error 02`	The machine is not connected to a network.	(DCP-J1310DW/DCP-J1313DW/ DCP-J1360DW/MFC-J4350DW) • Verify that the network connection is good. • (DCP-J1310DW/DCP-J1313DW/ DCP-J1360DW/MFC-J4350DW) If **Web** was pressed soon after the machine was turned on, the network connection may not have been established yet. Wait and try again. (DCP-J1460DW/MFC-J4550DW) • 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.
(DCP-J1310DW/ DCP-J1313DW/ DCP-J1360DW/ MFC-J4350DW) `Connection Error 03` (DCP-J1460DW/ MFC-J4550DW) `Connection Error 03`	• Network or server settings are incorrect. • There is a problem with the network or server.	(DCP-J1310DW/DCP-J1313DW/ DCP-J1360DW/MFC-J4350DW) • Confirm that network settings are correct, or wait and try again later. • (DCP-J1310DW/DCP-J1313DW/ DCP-J1360DW/MFC-J4350DW) If **Web** was pressed soon after the machine was turned on, the network connection may not have been established yet. Wait and try again. (DCP-J1460DW/MFC-J4550DW) • Confirm that network settings are correct, or wait and try again later. • 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.
(DCP-J1310DW/ DCP-J1313DW/ DCP-J1360DW/ MFC-J4350DW) `Connection Error 07` (DCP-J1460DW/ MFC-J4550DW) `Connection Error 07`	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 to factory settings.

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 Error 02	The temporary ID that was entered is incorrect.	Enter the correct temporary ID.
	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	The file you are trying to upload may have one of the following problems: • The file exceeds the service's limit on number of pixels, file size, etc. • The file type is not supported. • The file is corrupted.	The file cannot be used: • Check the service's size or format restrictions. • Save the file as a different type. • If possible, get a new, uncorrupted version of the file.
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	The shortcut cannot be used because the account was deleted after the shortcut was registered.	Delete the shortcut, and then register the account and shortcut again.

Related Information

- Error and Maintenance Messages

Document Jams

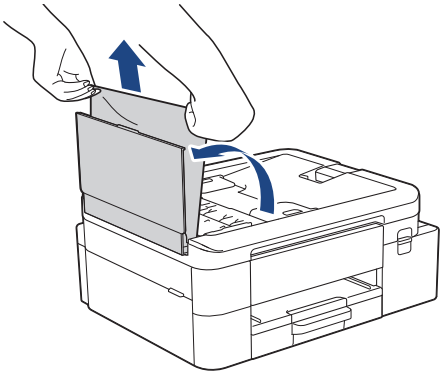
Related Models: DCP-J1360DW/DCP-J1460DW/MFC-J4350DW/MFC-J4550DW

- 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

Document is Jammed in the Top of the ADF Unit

Related Models: DCP-J1360DW/DCP-J1460DW/MFC-J4350DW/MFC-J4550DW

1. Remove any paper from the ADF that is not jammed.
2. Open the ADF cover.
3. Remove the jammed document by pulling it upwards.



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 centre.

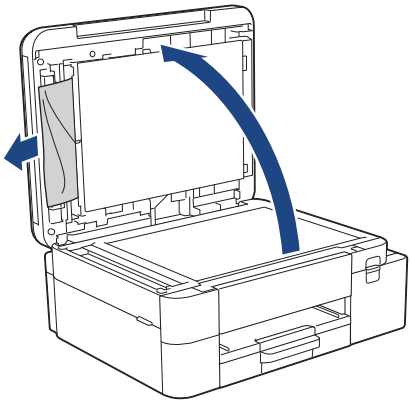
Related Information

- Document Jams

Document is Jammed inside the ADF Unit

Related Models: DCP-J1360DW/DCP-J1460DW/MFC-J4350DW/MFC-J4550DW

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 .

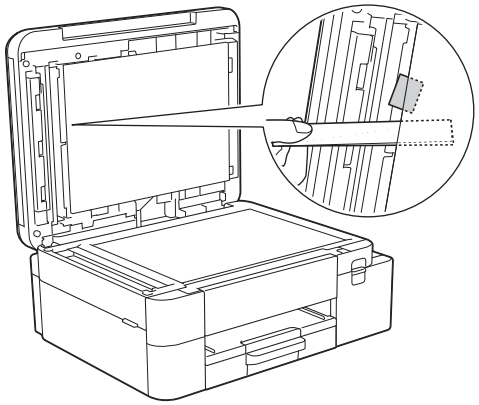
Related Information

- Document Jams

Remove Paper Scraps Jammed in the ADF

Related Models: DCP-J1360DW/DCP-J1460DW/MFC-J4350DW/MFC-J4550DW

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 .

Related Information

- Document Jams

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

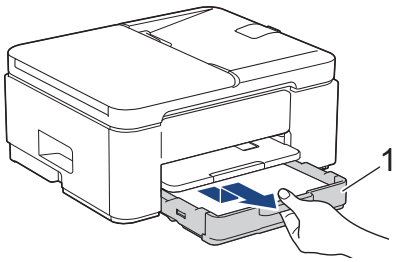
Paper is Jammed Inside and in the Front of the Machine (Jam Inside/Front)

If the LCD displays [Jam Inside/Front], [Repeat Jam Inside/Front] or [Repeat Jam], follow these steps:

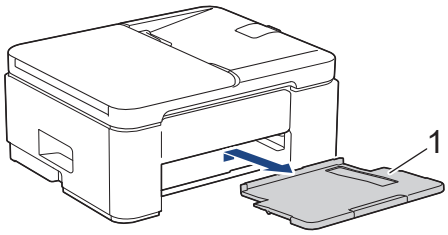
>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW
>> MFC-J4350DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW

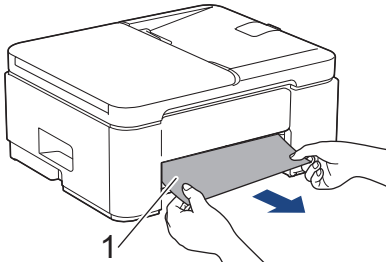
1. Unplug the machine from the electrical socket.
2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



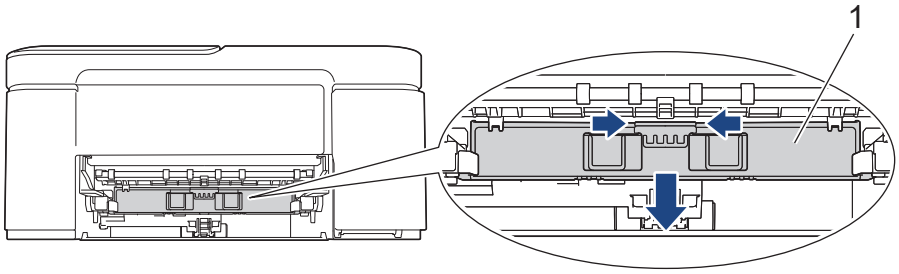
3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



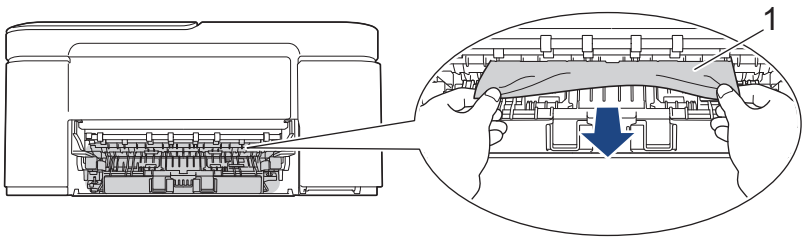
4. Slowly pull the jammed paper (1) out of the machine.



5. Squeeze both green levers together, and then lower the maintenance unit (1).



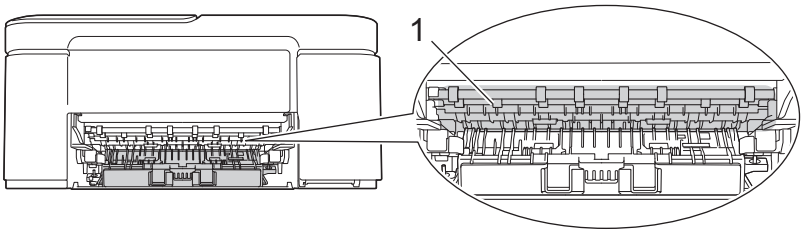
6. Slowly pull the jammed paper (1) out of the machine.



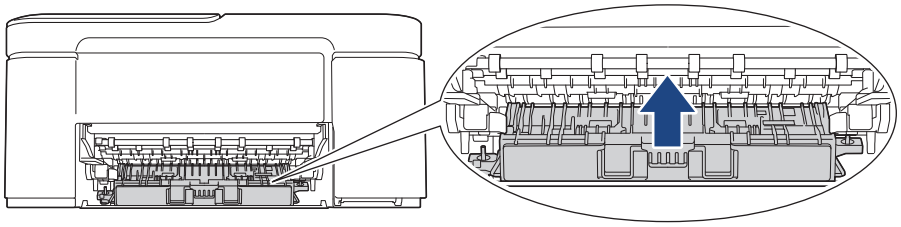
IMPORTANT

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.

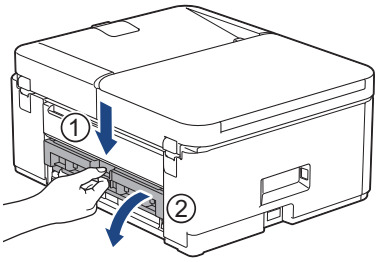


7. Raise the maintenance unit.

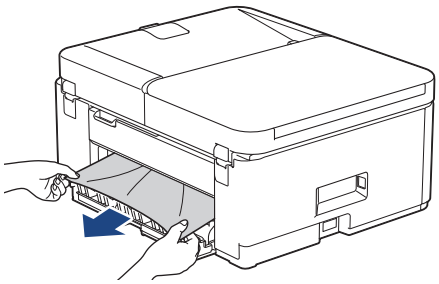


If your LCD error message was `[Repeat Jam Inside/Front]` or `[Repeat Jam]`, do the following:

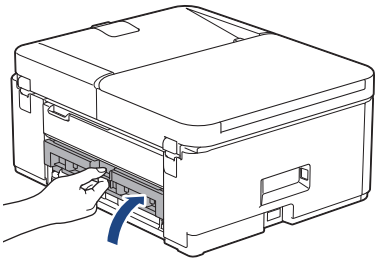
a. Push down on the Jam Clear Cover (1) on the back of the machine, and then open it (2).



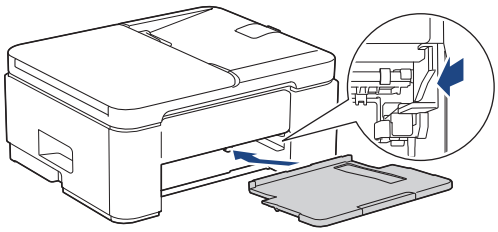
b. Slowly pull the jammed paper out of the machine.



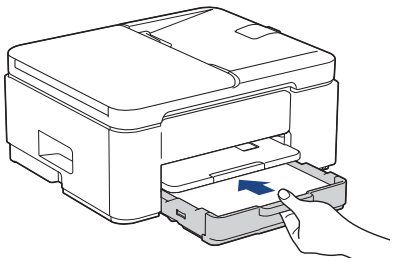
c. Close the Jam Clear Cover. Make sure the cover is closed completely.



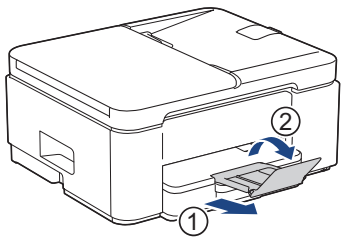
8. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



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-J4350DW/MFC-J4550DW

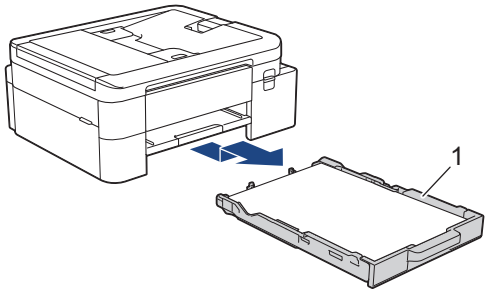
1. Unplug the machine from the electrical socket.

IMPORTANT

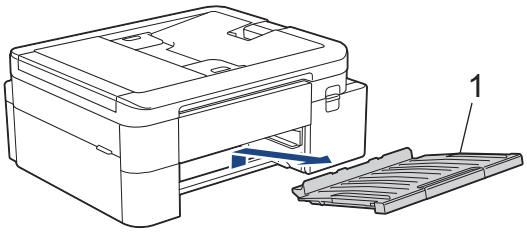
(MFC-J4350DW)

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.

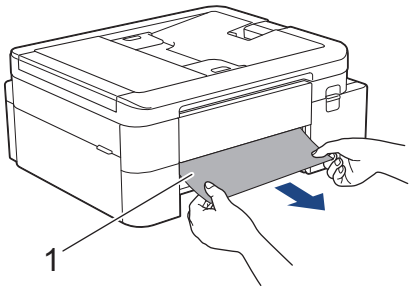
2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



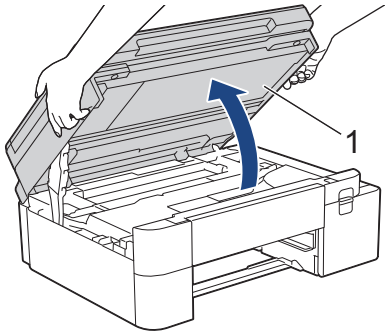
3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



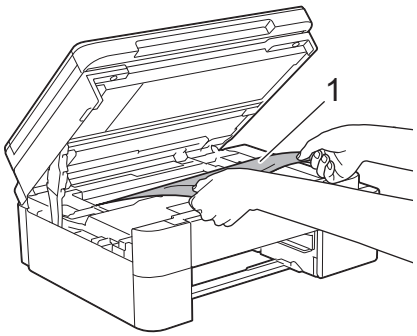
4. Slowly pull the jammed paper (1) out of the machine.



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

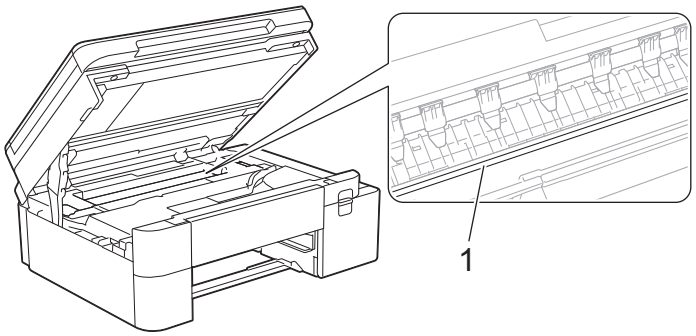


6. Slowly pull the jammed paper (1) out of the machine.

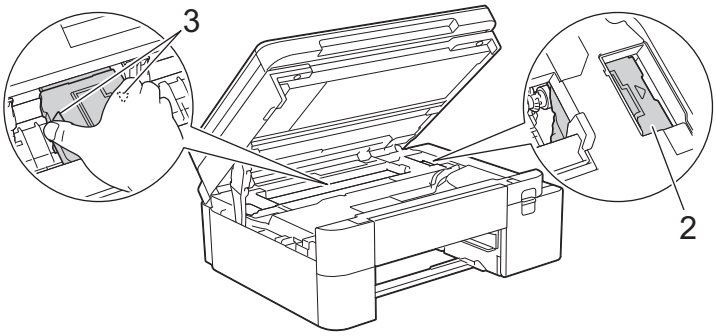


IMPORTANT

- 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.



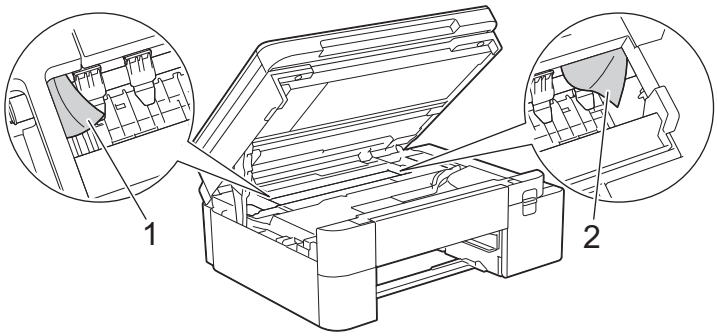
- If the print head is in the right corner as shown in the illustration (2), you cannot move it. Follow these steps:
  a. Close the scanner cover, and then reconnect the power cord.
  b. Open the scanner cover again, and then press and hold **Stop/Exit** or ✕ until the print head moves to the centre.
  c. Unplug the machine from the power source and carefully remove the jammed paper.



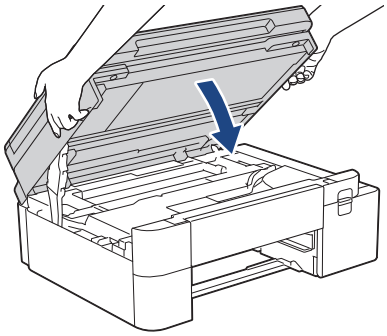
- If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to remove the paper.

  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).

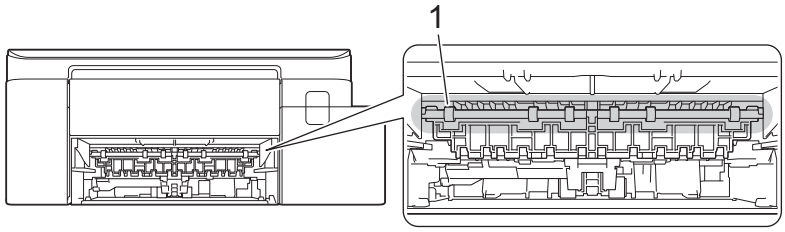


7. Gently close the scanner cover using both hands.

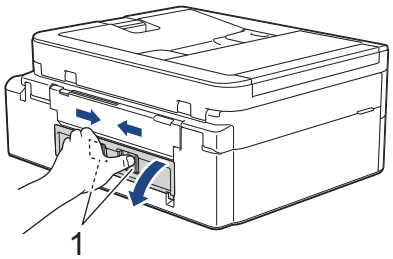


If your LCD error message was `[Repeat Jam Inside/Front]` or `[Repeat Jam]`, do the following:

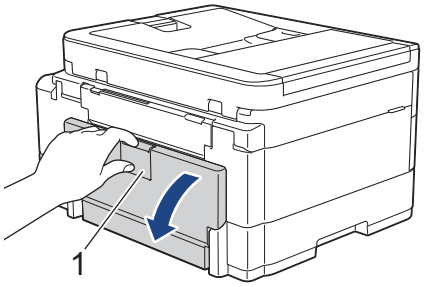
a. Make sure you look carefully inside (1) for any scraps of paper.



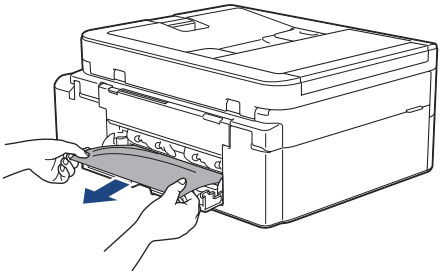
b. (MFC-J4350DW) Squeeze both levers (1), and then open the Jam Clear Cover at the back of the machine.



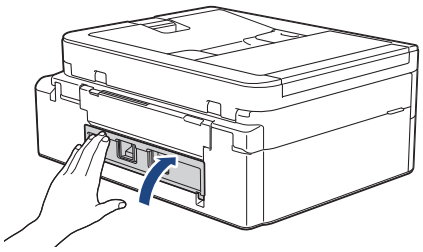
(MFC-J4550DW) Open the Jam Clear Cover (1) on the back of the machine.



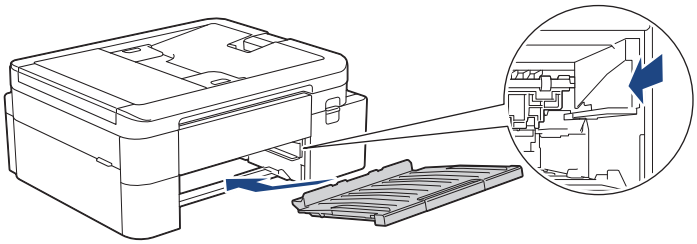
c. Slowly pull the jammed paper out of the machine.



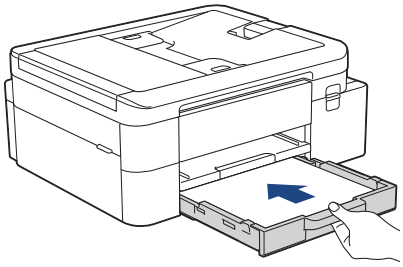
d. Close the Jam Clear Cover. Make sure the cover is closed completely.



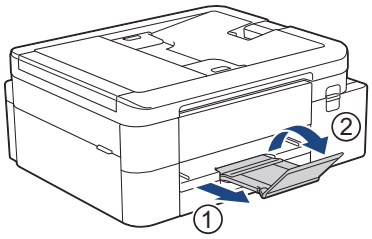
8. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



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).

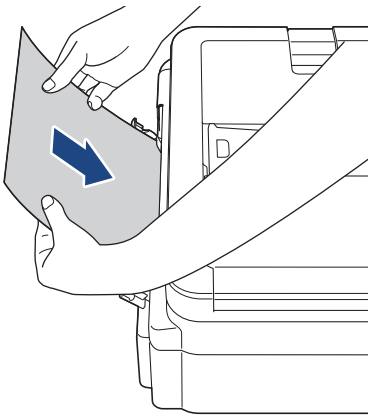


11. Reconnect the power cord.

Additional paper jam clear operations

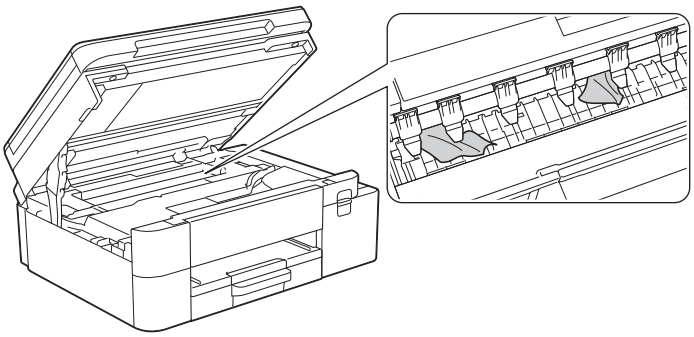
If the LCD error message continues to appear and you repeatedly experience paper jams, do the following:

1. Unplug the machine from the electrical socket 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.



Related Information

- Printer Jam or Paper Jam

Related Topics:

- Error and Maintenance Messages

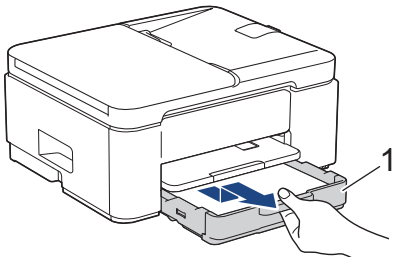
Paper is Jammed in the Front of the Machine (Jam Front)

If the LCD displays [Jam Front] or [Repeat Jam Front], follow these steps:

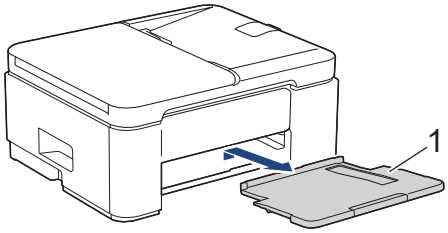
>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW
>> MFC-J4350DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW

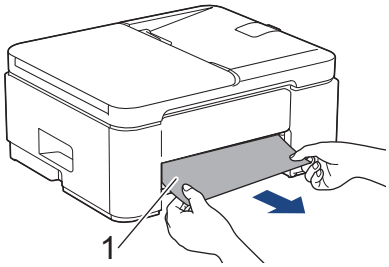
1. Unplug the machine from the electrical socket.
2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



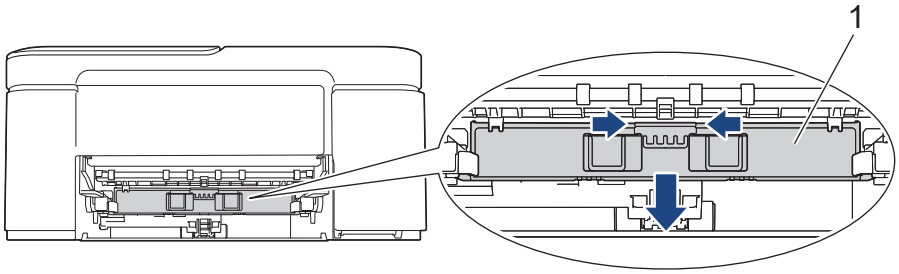
3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



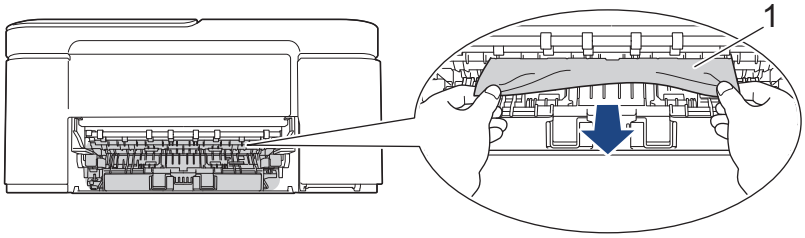
4. Slowly pull the jammed paper (1) out of the machine.



5. Squeeze both green levers together, and then lower the maintenance unit (1).



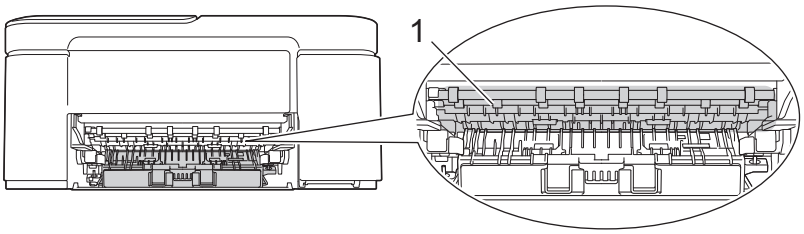
6. Slowly pull the jammed paper (1) out of the machine.



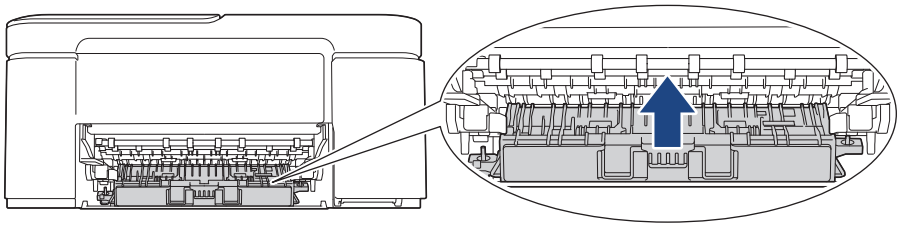
IMPORTANT

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.

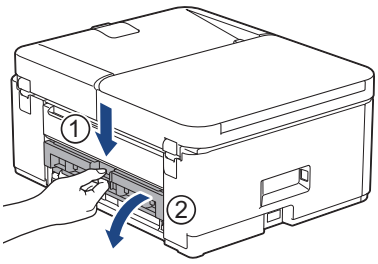


7. Raise the maintenance unit.

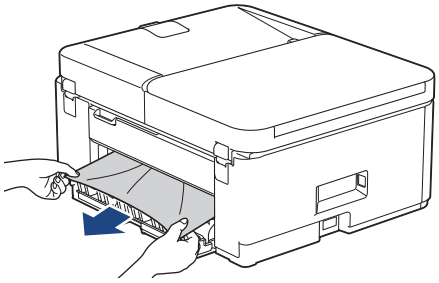


If your LCD error message was `[Repeat Jam Front]`, do the following:

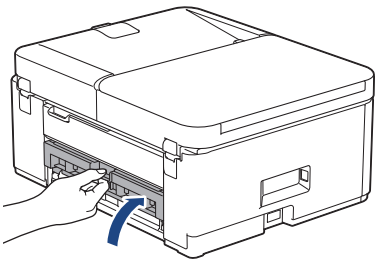
a. Push down on the Jam Clear Cover (1) on the back of the machine, and then open it (2).



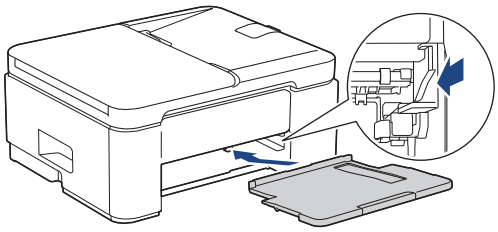
b. Slowly pull the jammed paper out of the machine.



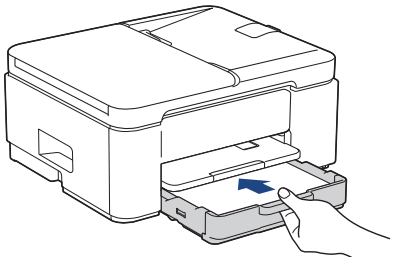
c. Close the Jam Clear Cover. Make sure the cover is closed completely.



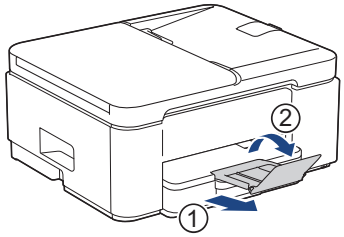
8. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



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-J4350DW/MFC-J4550DW

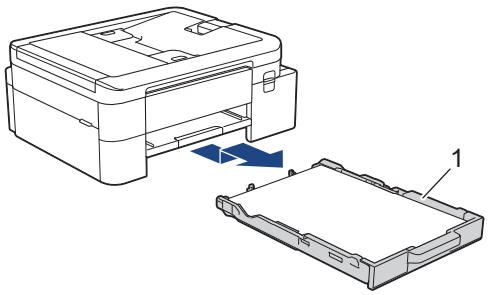
1. Unplug the machine from the electrical socket.

IMPORTANT

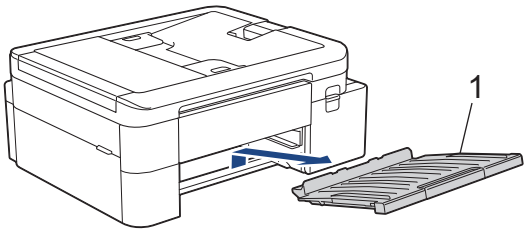
(MFC-J4350DW)

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.

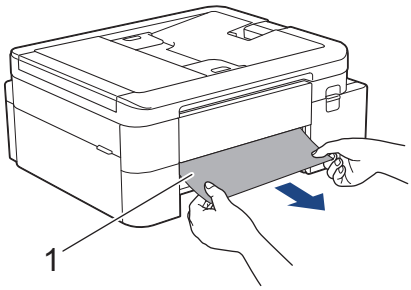
2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.

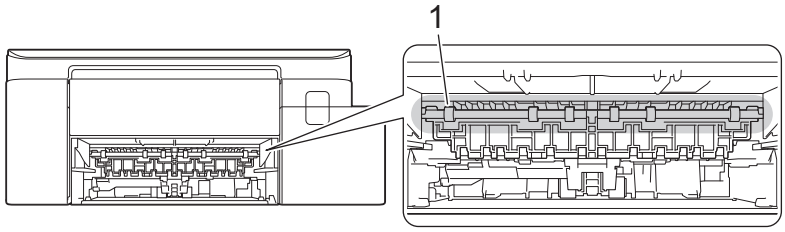


4. Slowly pull out the jammed paper (1).

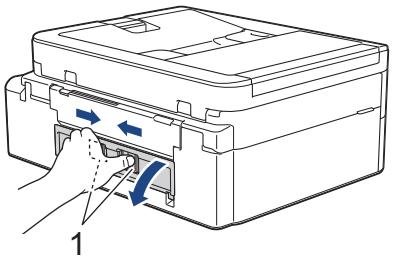


If your LCD error message was `[Repeat Jam Front]`, do the following:

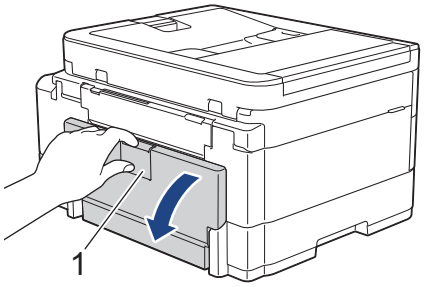
a. Make sure you look carefully inside (1) for any scraps of paper.



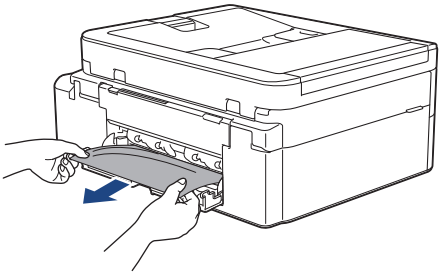
b. (MFC-J4350DW) Squeeze both levers (1), and then open the Jam Clear Cover at the back of the machine.



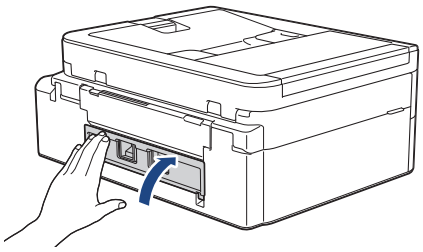
(MFC-J4550DW) Open the Jam Clear Cover (1) on the back of the machine.



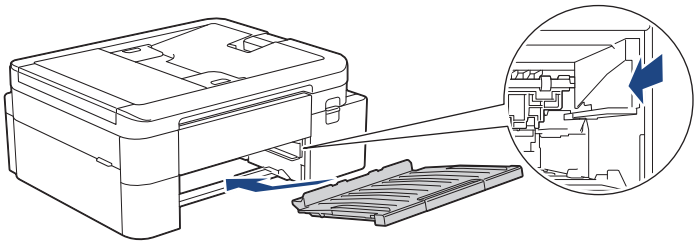
c. Slowly pull the jammed paper out of the machine.



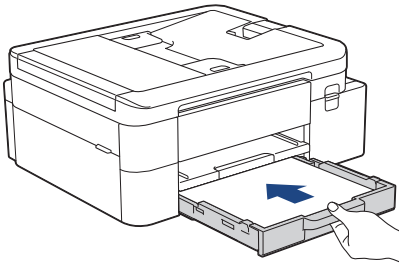
d. Close the Jam Clear Cover. Make sure the cover is closed completely.



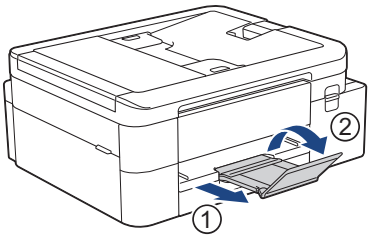
5. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



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).

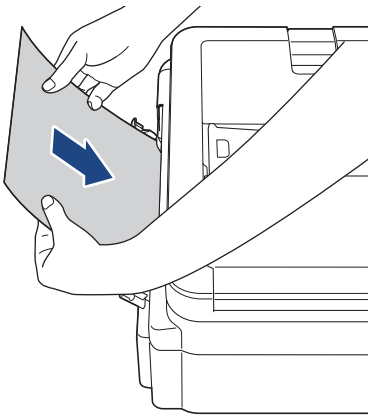


8. Reconnect the power cord.

Additional paper jam clear operations

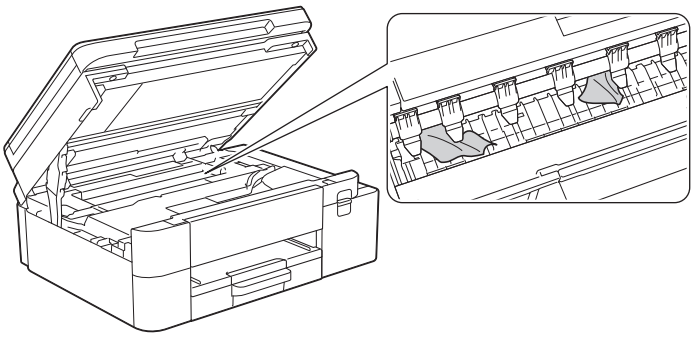
If the LCD error message continues to appear and you repeatedly experience paper jams, do the following:

1. Unplug the machine from the electrical socket 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.



Related Information

- Printer Jam or Paper Jam

Related Topics:

- Error and Maintenance Messages

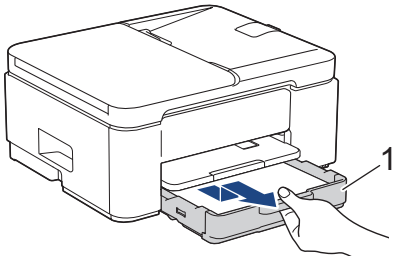
Paper is Jammed in the Back of the Machine (Jam Rear / Jam Tray2)

If the LCD displays `[Jam Rear]` or `[Jam Tray2]`, follow these steps:

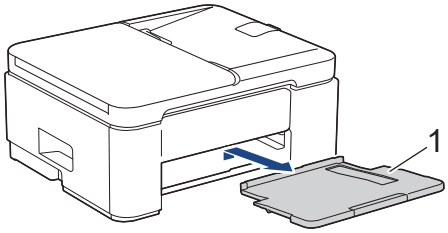
>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW
>> MFC-J4350DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW

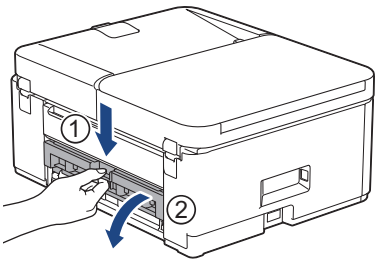
1. Unplug the machine from the electrical socket.
2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



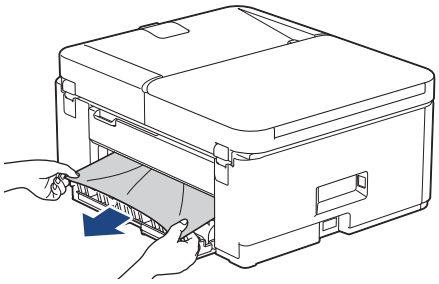
3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



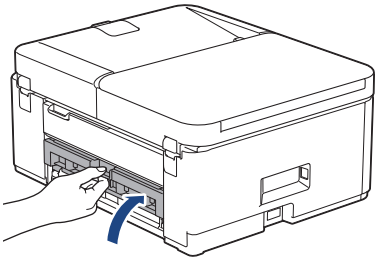
4. Push down on the Jam Clear Cover (1) on the back of the machine, and then open it (2).



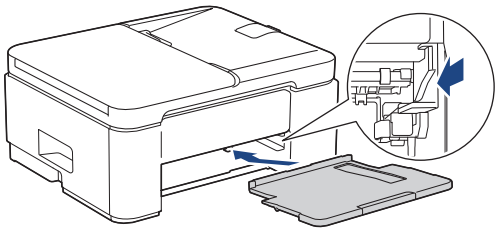
5. Slowly pull the jammed paper out of the machine.



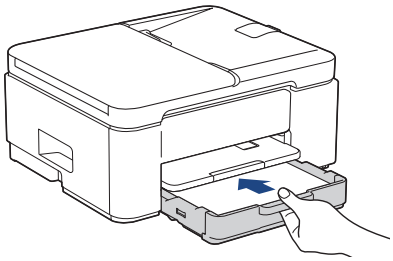
6. Close the Jam Clear Cover. Make sure the cover is closed completely.



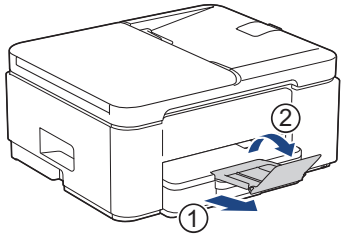
7. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



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-J4350DW/MFC-J4550DW

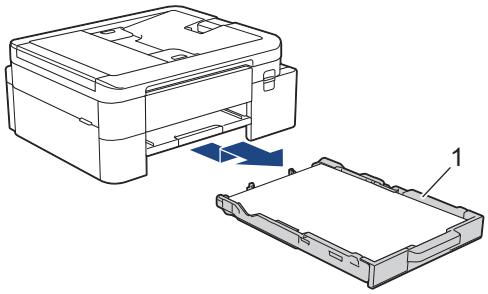
1. Unplug the machine from the electrical socket.

IMPORTANT

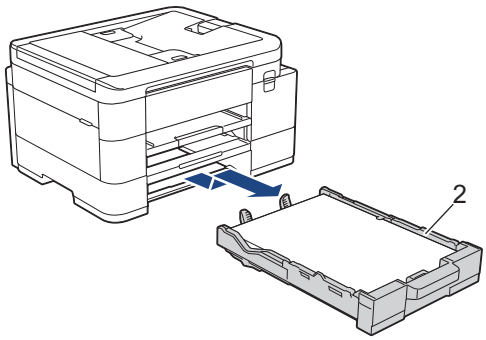
(MFC-J4350DW)

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.

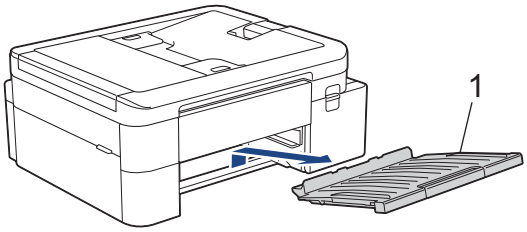
2. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



(MFC-J4550DW) If your LCD error message was `[Jam Tray2]`, also pull Tray #2 (2) completely out of the machine as shown by the arrow.

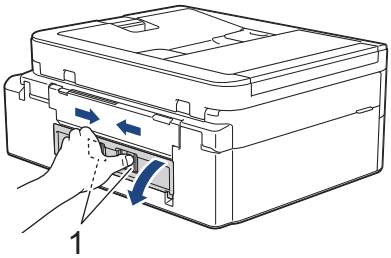


3. If your LCD error message was `[Jam Rear]`, lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.

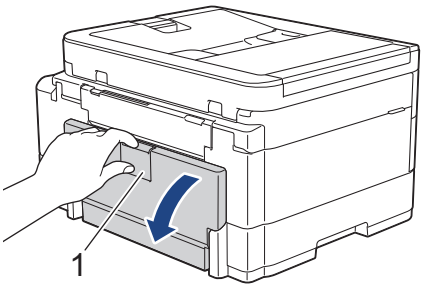


Depending on the paper size, it is easier to remove the jammed paper from the front of the machine rather than from the back of the machine.

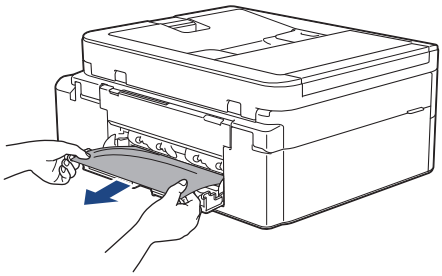
4. (MFC-J4350DW) Squeeze both levers (1), and then open the Jam Clear Cover at the back of the machine.



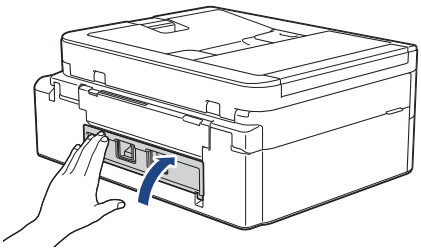
5. (MFC-J4550DW) Open the Jam Clear Cover (1) on the back of the machine.



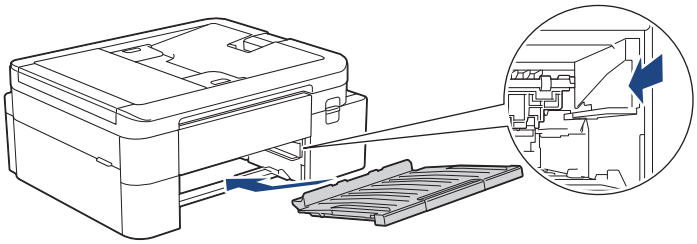
6. Slowly pull the jammed paper out of the machine.



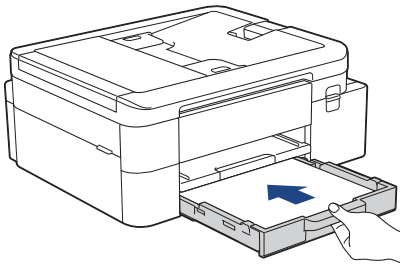
7. Close the Jam Clear Cover. Make sure the cover is closed completely.



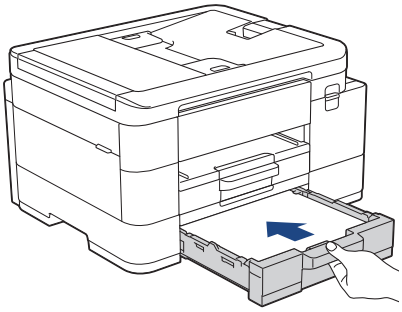
8. If your LCD error message was `[Jam Rear]`, put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



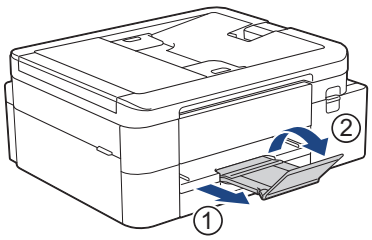
9. Slowly push the paper tray completely into the machine.



(MFC-J4550DW) 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

Paper Handling and Printing Problems

- Paper Handling Difficulties
- Printing Difficulties
- Print Quality Difficulties
- Printing Received Faxes (For models with facsimile function)

Paper Handling Difficulties

If, after reading the information in this table, you still need help, see the latest troubleshooting tips at support.brother.com/faqs.

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 *Related Information*: *Error and Maintenance Messages*.
	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

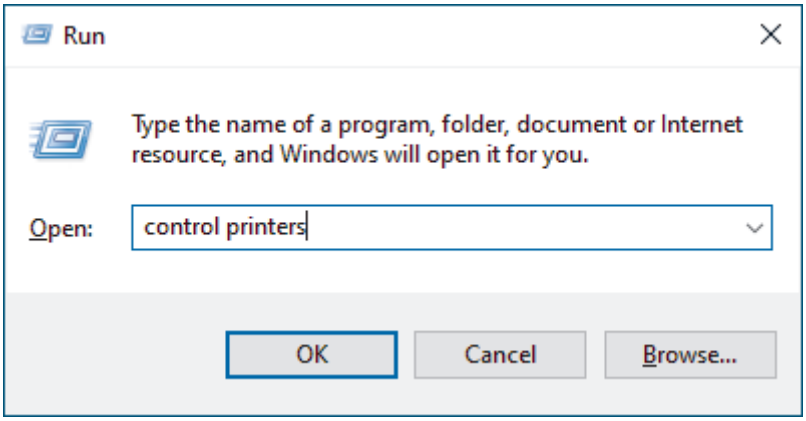
Related Topics:

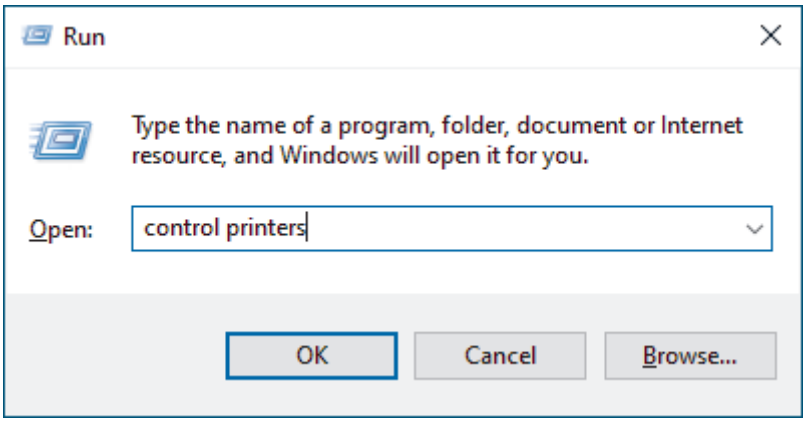
- Error and Maintenance Messages

- 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

Printing Difficulties

If, after reading the information in this table, you still need help, see the latest troubleshooting tips at support.brother.com/faqs.

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 **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 click **See what's printing**. 4. If printer driver options appear, select your printer driver. 5. Click **Printer** in the menu bar and make sure **Use Printer Offline** is not selected. • Mac Click the **System Preferences** or **System Settings** menu, and then select the **Printers & Scanners** 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 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**.

Difficulties	Suggestions
	 The **Devices and Printers** window appears. If the **Devices and Printers** window does not appear, click **Devices** > **More devices and printer settings**. • Mac Click **System Preferences** or **System Settings** > **Printers & Scanners**.
The headers or footers appear when the document is displayed on the screen but do not appear when the document is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. See *Related Information*: *Unprintable Area*.
Cannot perform 'Page Layout' printing.	(Windows) Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	(Windows) Try changing the printer driver setting. The highest resolution needs longer data processing, sending, and printing time. Try the other quality settings in the printer driver as follows: In the printer driver, clear the **Colour Enhancement** checkbox on the **Advanced** tab.
	Turn the Borderless feature off. Borderless printing is slower than normal printing. See *Related Information*: *Printer Driver Settings (Windows)*.
	Turn the Quiet Mode setting off. Print speed is slower in Quiet Mode. See *Related Information*: *Reduce Printing Noise*.
	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)*.
Cannot print on 1-sided or 2-sided.	(Windows) Change the 2-sided option in the printer driver. • If you want to make a temporary change, select **None** or **2-sided** in the printer driver from your application. See *Related Information*: *Print a Document (Windows)*. • If you want to make a permanent change, change the default printer driver settings. See *Related Information*:*Change the Default Print Settings (Windows)*.

Related Information

- Paper Handling and Printing Problems

Related Topics:

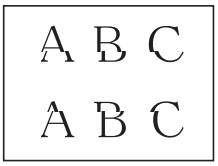
- Error and Maintenance Messages

- 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 support.brother.com/faqs.

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 20°C to 33°C.
White lines appear in text or graphics. 	Clean the print head. 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 intervals. 	Check and adjust the paper feed. 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. 	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 centre 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 **Advanced** tab, click **Other Print Options**, and then click **Advanced Colour Settings**. Clear the **Bi-Directional Printing** 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

Related Topics:

- 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)

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 support.brother.com/faqs.

Difficulties	Suggestions
• Condensed print • Horizontal streaks • Top and bottom sentences are cut off • Missing lines	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.
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 Auto Reduction on. See *Related Information*: *Shrink Page Size of an Oversized Incoming Fax*.
Received colour fax prints only in monocrome.	Replace the colour ink cartridges that have reached the end of their life, and then ask the other person to send the colour fax again. See *Related Information*: *Replace the Ink Cartridges*.

Related Information

- Paper Handling and Printing Problems

Related Topics:

- Change the Paper Size and Paper Type
- Shrink Page Size of an Oversized Incoming Fax
- Replace the Ink Cartridges

Telephone and Fax Problems

Related Models: MFC-J4350DW/MFC-J4550DW

>> Telephone Line or Connections
>> Handling Incoming Calls
>> Receiving Faxes
>> Sending Faxes

Telephone Line or Connections

Difficulties	Suggestions
Dialling does not work. (No dial tone)	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall socket and the LINE socket of the machine. If you subscribe to DSL or VoIP services, contact your service provider for connection instructions. If you are using a VoIP system, try changing the VoIP setting to *Basic (for VoIP)*. 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 Dialling Mode*.
	If there is no dial tone, connect a known working telephone and telephone line cord to the socket. 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 socket.
The machine does not answer when called.	Make sure the machine is in the correct receive mode for your setup. 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 socket and the LINE socket of the machine. 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 Fax Detect 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 **Stop/Exit** or ✕. Try avoiding this problem by turning Fax Detect Off. See *Related Information*: *Set Fax Detect*.
Sending a Fax Call to the machine.	If you answered on an extension or external telephone, press your Remote Activation Code (the factory setting is *51). If you answered on the external telephone, 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. **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

Difficulties	Suggestions
	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.	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall socket and the LINE socket of the machine. If you subscribe to DSL or VoIP services, contact your service provider for connection instructions. If you are using a VoIP system, try changing the VoIP setting to *Basic (for VoIP)*. 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 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. • 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.
	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: • If you received the test fax successfully, your machine is operating correctly. Remember to reset your Ring Delay or answering machine setting back to your original setting. If receiving problems recur after resetting the Ring Delay, 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*. 1. Connect the external TAD. See *Related Information*: *External TAD (Telephone Answering Device)*.

Difficulties	Suggestions
	2. Set your answering machine to answer in one or two rings. 3. 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. • End your outgoing message with your Remote Activation Code for people sending manual faxes. For example: “After the beep, leave a message or press *51 and Start to send a fax.” 4. Set your answering machine to answer calls. 5. Set your Brother machine’s Receive Mode to External TAD. See *Related Information*: *Choose the Correct Receive Mode*.
	Make sure your Brother machine’s Fax Detect feature is turned On. Fax Detect 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 Fax Detect*.
	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*.
	If you connect your machine to a PBX or ISDN line, set the menu setting of Telephone Line Type to your telephone line type. See *Related Information*: *Set the Telephone Line Type*.

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 socket and the LINE socket of the machine. If you subscribe to DSL or VoIP services, contact your service provider for connection instructions. If you are using a VoIP system, try changing the VoIP setting to *Basic (for VoIP)*. 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-J4550DW) 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*.
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-J4550DW) 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-J4550DW)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*.

Difficulties	Suggestions
	If you connect your machine to a PBX or ISDN line, set the menu setting of Telephone Line Type to your telephone line type. See *Related Information*: *Set the Telephone Line Type*.
	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*.

Related Information

- Troubleshooting
  - Set Dial Tone Detection
  - Telephone Line Interference/VoIP

Related Topics:

- Set Tone or Pulse Dialling Mode
- Choose the Correct Receive Mode
- Set Fax Detect
- Set the Number of Rings Before the Machine Answers (Ring Delay)
- Connect an External TAD
- External TAD (Telephone Answering Device)
- Set the Telephone Line Type
- 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

Set Dial Tone Detection

Related Models: MFC-J4350DW/MFC-J4550DW

Setting the Dial Tone to [Detection] will shorten the Dial Tone detect pause.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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-J4550DW

1. Press [Settings] > [All Settings] > [Initial Setup] > [Dial Tone].
2. Press [Detection] or [No Detection].
3. Press .

Related Information

- Telephone and Fax Problems

Telephone Line Interference/VoIP

Related Models: MFC-J4350DW/MFC-J4550DW

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 minimise errors in fax operations.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

1. Press **Settings**.
2. 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 colour fax receiving and Error Correction Mode (ECM), except for colour 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-J4550DW

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 colour fax receiving and Error Correction Mode (ECM), except for colour 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

Related Topics:

- Voice Over Internet Protocol (VoIP/Telephone Line Interference)
- Error and Maintenance Messages

Network Problems

- Check Your Machine's Network Settings
- If You Are Having Difficulty with Your Machine's Network
- Troubleshooting
- Wireless LAN Report Error Codes

Check Your Machine's Network Settings

- Print the Network Configuration Report
- Change Machine Settings Using Web Based Management

If You Are Having Difficulty with Your Machine's Network

For technical help, you must contact Brother customer support.

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 support.brother.com/downloads. • Select and confirm that you are using the correct security settings. - See the instructions supplied with your wireless LAN access point/router for information on how to find the security settings. - The manufacturer's name or model number of the wireless LAN access point/router may be used as the default security settings. - Consult with the access point/router manufacturer, your Internet provider, or network administrator.	Wireless
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 point/router is in stealth mode (not broadcasting the SSID).	• Enter the correct SSID name or Network Key manually. • 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.	Wireless
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. 1. Confirm the channels supported by your machine. See the **Channels Supported by Brother Machines for 5 GHz Wi-Fi Networks** document at support.brother.com/manuals. 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.	Wireless
Your security settings (SSID/ password) are not correct.	Confirm the SSID and password. 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.	Wi-Fi Direct

Cause	Action	Interface
You are using Android™ 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 metre) 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.	• Turn your Brother machine off and back on. Then, try to configure the Wi-Fi Direct settings again. • 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.	Wi-Fi Direct

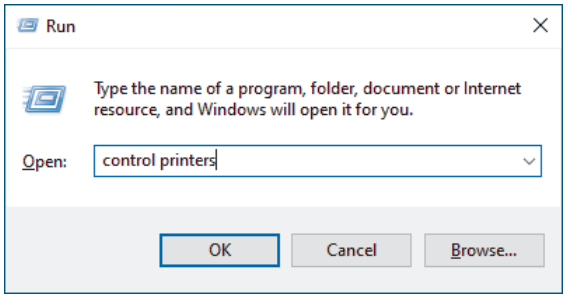
For Windows

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 support.brother.com/downloads.

My Brother Machine Cannot Print, Scan, or PC-FAX Receive over the Network

Cause	Action
(Your Brother machine suddenly stopped printing or scanning.)	(DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW) 1. Press **Wi-Fi**. 2. Press ▶. 3. Press ▲ or ▼ to select the `Recover WLAN` option, and then press **OK**. 4. When your wireless device connects successfully, the machine displays `Connected`. Press ▶. (DCP-J1460DW/MFC-J4550DW) 1. Press > `Recover WLAN`. 2. When your wireless device connects successfully, the machine displays `Connected`. Press `OK`.
Your security software blocks your machine's access to the network. (The Network scanning feature does not work.)	• Windows Configure the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, type the information below: - In **Name**: Type any description, for example Brother NetScan. - In **Port number**: Type 54925. Type 137. Type 161. - In **Protocol**:

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 **Finder** menu bar, click **Go** > **Applications**, and then double-click the Brother iPrint&Scan icon. The Brother iPrint&Scan window appears. Click the **Select your Machine** button, and then follow the on-screen instructions to reselect your network machine.
Your security software blocks your machine's access to the network. (The network PC-Fax Receive feature does not work.) (Windows)	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: • In **Name**: 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 network.	Some security software might block access without showing a security alert dialog box even after successful installation. 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 computer's print queue.	• If the failed print job is still in your computer's print queue, delete it. • Otherwise, double-click the printer icon in the following folder and cancel all documents: - Windows 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**. - 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.	**Check the following:** • The power cord is connected correctly and the Brother machine is turned on. • The access point/router or hub is turned on and its link indicator is flashing. • All protective packaging has been removed from the machine. • 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. • (For wired networks) A network cable is securely connected to the Brother machine and to the router or hub.
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.
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

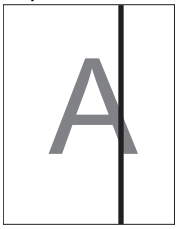
Related Topics:

- 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®
- Print the Network Configuration Report

Other Problems

>> Copying Difficulties
>> Scanning Difficulties
>> Direct Photo Printing Difficulties (MFC-J4550DW)
>> Software Difficulties

Copying Difficulties

Difficulties	Suggestions
(MFC-J4550DW) Cannot make a copy.	Contact your administrator to check your Secure Function Lock settings.
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. 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 ADF. (ADF models)	Try using the scanner glass. 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 side of the page when using the 2-sided copy feature.	Change the print options. 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.) (ADF models)	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-J4550DW)

Difficulties	Suggestions
Part of my photo is missing when printed.	Make sure Borderless printing and Cropping are turned off. 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.

Related Information

- Troubleshooting

Related Topics:

- 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

Check the Machine Information

Follow these instructions to check your machine's information, such as the serial number or the firmware version.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

1. 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

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 support.brother.com/downloads 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:

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

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

Reset Your Machine

- Reset Functions Overview
- Reset Your Machine

Reset Functions Overview

IMPORTANT

(MFC-J4350DW)

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)

2. `[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-J4550DW)

     Delayed Fax and Delayed Batch Transmission
   - Station ID

     Name and Number
   - Memory Receive Options (MFC-J4550DW)

     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-J4550DW)

Unplug the interface cable before you select [Network] or [All Settings].

Related Information

- Reset Your Machine

Related Topics:

- Unable to Print or Scan -Transfer Your Faxes
- Reset Your Machine

Reset Your Machine

IMPORTANT

(MFC-J4350DW)

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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.

DCP-J1460DW/MFC-J4550DW

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

Related Topics:

- Unable to Print or Scan -Transfer Your Faxes
- Reset Functions Overview

Routine Maintenance

- Replace the Ink Cartridges
- Improve the Print Quality
- Check Your Brother Machine
- Clean Your Brother Machine
- Pack and Ship Your Machine

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.

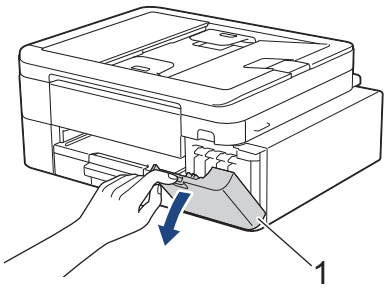
CAUTION

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.

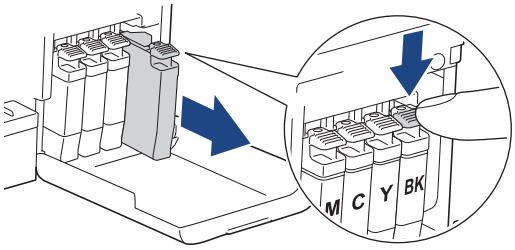
IMPORTANT

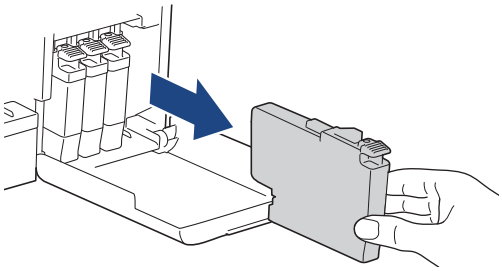
We recommend using genuine Brother supplies to ensure stable print quality and performance. Although not all non-genuine supplies may cause quality issues, it is possible that some may adversely affect print quality or cause machine malfunction. Brother may charge for repairing your machine if it is 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 colour indicated on the LCD and remove the ink cartridge from the machine, as shown in the illustration.

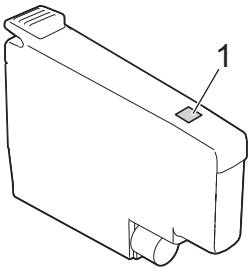




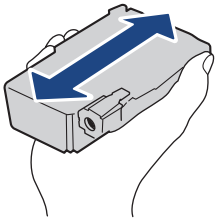
3. Open the new ink cartridge bag for the colour indicated on the LCD, and take out the ink cartridge.

IMPORTANT

- DO NOT touch the ink cartridge in the area indicated (1); this can prevent the machine from detecting the cartridge.

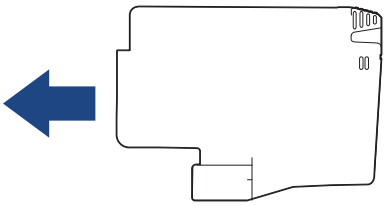


- (MFC-J4350DW/MFC-J4550DW) Quickly shake just the **black** ink cartridge horizontally 15 times as shown, before inserting it into the machine.

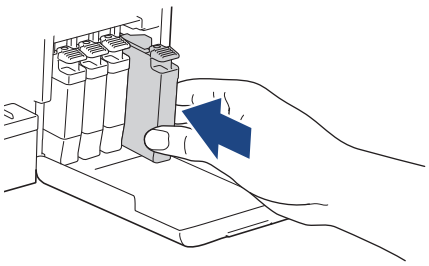


4. Insert the ink cartridge in the direction of the arrow on the label.

   Each colour 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 colours by installing an ink cartridge in the wrong position, the LCD shows `[Wrong Ink Colour]`.

  Check which ink cartridges are not matched by colour 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

Related Topics:

- Error and Maintenance Messages
- Pack and Ship Your Machine
- Printing Difficulties
- Printing Received Faxes (For models with facsimile function)

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

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 colour, select to clean Black only, three colours at a time (Yellow/Cyan/Magenta), or all four colours 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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

1. (MFC-J4350DW) Press (Ink).

   (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) Press (Ink).
2. Press ▲ or ▼ to make your selections:
   a. Select [Print Head Cleaning]. Press **OK**.
   b. Select [Black only], [Colour only], or [All]. Press **OK**.
   c. Select [Normal], [Strong], or [Strongest]. Press **OK**.
3. Press ▶.

   The machine cleans the print head.

NOTE

(MFC-J4350DW)

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).
2. Press ▲ or ▼ to select [Print Head Cleaning]. Press **OK**.
3. Press **Settings** and **OK** simultaneously.

   The machine starts cleaning.

- (MFC-J4350DW) The Special cleaning method requires a large amount of ink to clean the print head.
- (MFC-J4350DW) Use the Special cleaning method only if you previously cleaned the print head several times and the print quality did not improve.
- (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) 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 or your local Brother dealer.
- You can also clean the print head from your computer.

DCP-J1460DW/MFC-J4550DW

1. Press [Ink] > [Print Head Cleaning].
2. Press [Black only], [Colour only], or [All].
3. Press [Normal], [Strong], or [Strongest].
4. Press [Start].

   The machine cleans the print head.

NOTE

(MFC-J4550DW)

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-J4550DW) The Special cleaning method requires a large amount of ink to clean the print head.
- (MFC-J4550DW) Use the Special cleaning method only if you previously cleaned the print head several times and the print quality did not improve.
- (DCP-J1460DW) 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 or your local Brother dealer.
- You can also clean the print head from your computer.

Related Information

- Improve the Print Quality

Related Topics:

- Clean the Print Head from Your Computer (Windows)
- Clean the Print Head Using Web Based Management
- Print Quality Difficulties

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 ≡.

3. Select the **Normal**, **Strong**, or **Strongest** option for the cleaning strength you want. (MFC-J4350DW/MFC-J4550DW) The **Special** option uses the most power in cleaning the print head, but also consumes the most ink.
4. Click **Start**.

(MFC-J4350DW/MFC-J4550DW)

- 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

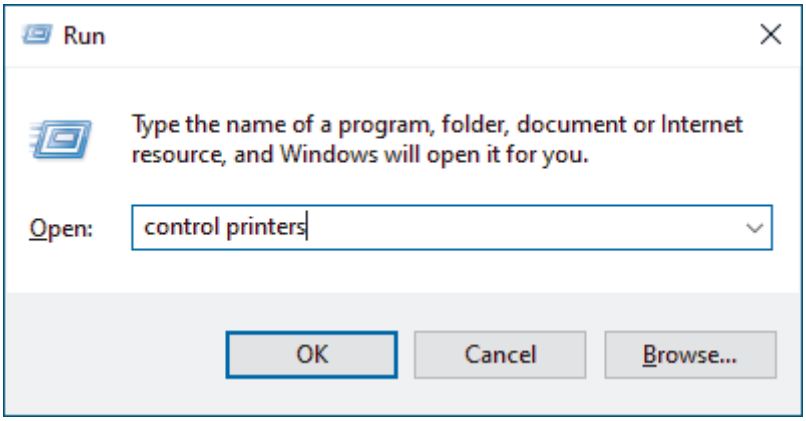
Related Topics:

- Clean the Print Head from Your Brother Machine
- Clean the Print Head from Your Computer (Windows)
- Print Quality Difficulties
- Access Web Based Management

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 [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 **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**, **Colour 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**.
8. Click **Start**.

Related Information

- Improve the Print Quality

Related Topics:

- Clean the Print Head from Your Brother Machine
- Clean the Print Head Using Web Based Management
- Print Quality Difficulties

Correct the Paper Feed to Clear Vertical Lines

Adjust the paper feed to reduce vertical lines.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

- (MFC-J4350DW) 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**.
- (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) 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**.

1. (MFC-J4350DW) Press (Ink).

   (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) 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)
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.
9. Press **Stop/Exit**.

DCP-J1460DW/MFC-J4550DW

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

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

1. (MFC-J4350DW) Press (Ink).

   (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) 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**.

DCP-J1460DW/MFC-J4550DW

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

Related Topics:

- 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)

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)

Check the Print Quality

If faded or streaked colours 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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

1. (MFC-J4350DW) Press (Ink).

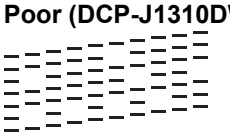
   (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) Press (Ink).
2. Press ▲ or ▼ to make your selections:
   a. Select `[Impr. PrintQuality]`. Press **OK**.
   b. Select `[Impr. PrintQuality]` again. Press **OK**.
3. Press ▶.

   The machine prints the check sheet.
4. Check the quality of the four colour blocks on the sheet.
5. When an LCD message prompts you to check the print quality, do one of the following:
   - If all lines are clear and visible, press ◀ to select `[No]`.

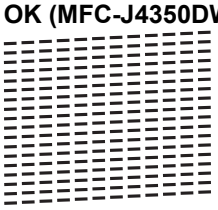
     Press **Stop/Exit** to finish the Print Quality check.
   - If lines are missing (see **Poor**, below), press ▶ to select `[Yes]`.

     OK (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW)

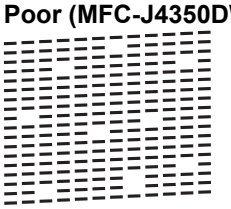
     Poor (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW)

     OK (MFC-J4350DW)

     Poor (MFC-J4350DW)

     
6. When the LCD message prompts you to check the print quality of each colour, 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 colour blocks on the sheet again.

(MFC-J4350DW) 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.

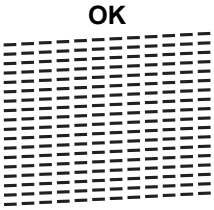
When a print head nozzle is clogged, the printed sample looks like this:

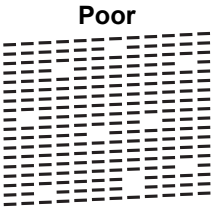
After the print head nozzle is cleaned, the horizontal lines are gone:

DCP-J1460DW/MFC-J4550DW

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 colour 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 colour, 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 colour blocks on the sheet again.

(MFC-J4550DW) 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:

Related Information

- Check Your Brother Machine

Related Topics:

- Print Quality Difficulties
- Clean the Print Head 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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

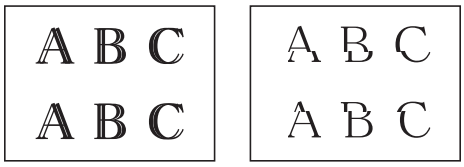
- (MFC-J4350DW) Before adjusting the print alignment, complete a print quality check first by pressing (Ink), ▲ or ▼ to select [Impr. PrintQuality] > [Impr. PrintQuality] again, and then **OK**.
- (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) Before adjusting the print alignment, complete a print quality check first by pressing (Ink), ▲ or ▼ to select [Impr. PrintQuality] > [Impr. PrintQuality] again, and then **OK**.

1. (MFC-J4350DW) Press (Ink).

   (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) Press (Ink).
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.

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:

9. Press **Stop/Exit**.

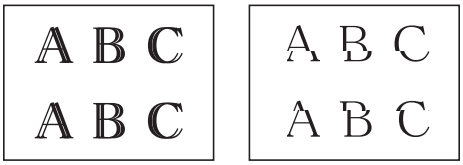
DCP-J1460DW/MFC-J4550DW

Before adjusting the print alignment, complete a print quality check first by pressing [Ink] > [Improve 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:

Related Information

- Check Your Brother Machine

Related Topics:

- Print Quality Difficulties

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

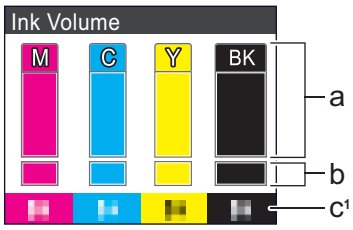
DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

1. (MFC-J4350DW) Press (Ink).

   (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) Press (Ink).

2. Press ▲ or ▼ to select [Ink Volume]. Press **OK**.

   The LCD displays the ink volume. [1]



   a. Displays the cartridge ink level.

   b. Displays the ink level remaining in the internal ink reservoir.

   c. The page gauge [1] 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:

	The ink level is low.
	The ink cartridge needs to be replaced.
	There is a problem with the ink cartridge.

- 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**.

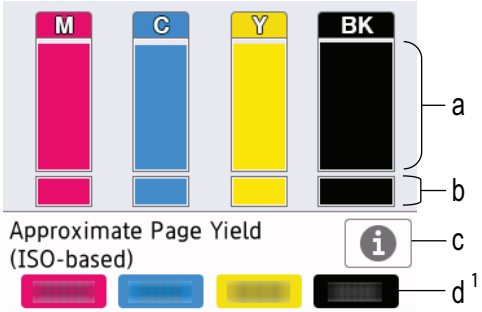
- You can also check the ink volume from your computer.
- For detailed information about the measuring methods used for the approximate yields, visit support.brother.com/yield.

DCP-J1460DW/MFC-J4550DW

1. Press [Ink] > [Ink Volume].

   The touchscreen displays the ink volume and the page gauge [2].

1 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 [2] 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:

	The ink level is low.
	The ink cartridge needs to be replaced.

- To check or print the ink cartridge model numbers, press (Back) to return to the `[Ink]` menu screen.

  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

Related Topics:

- Touchscreen LCD Overview
- Settings Screen Overview
- Monitor Machine Status Using Brother iPrint&Scan (Windows/Mac)

2 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.

Monitor Machine Status Using Brother iPrint&Scan (Windows/Mac)

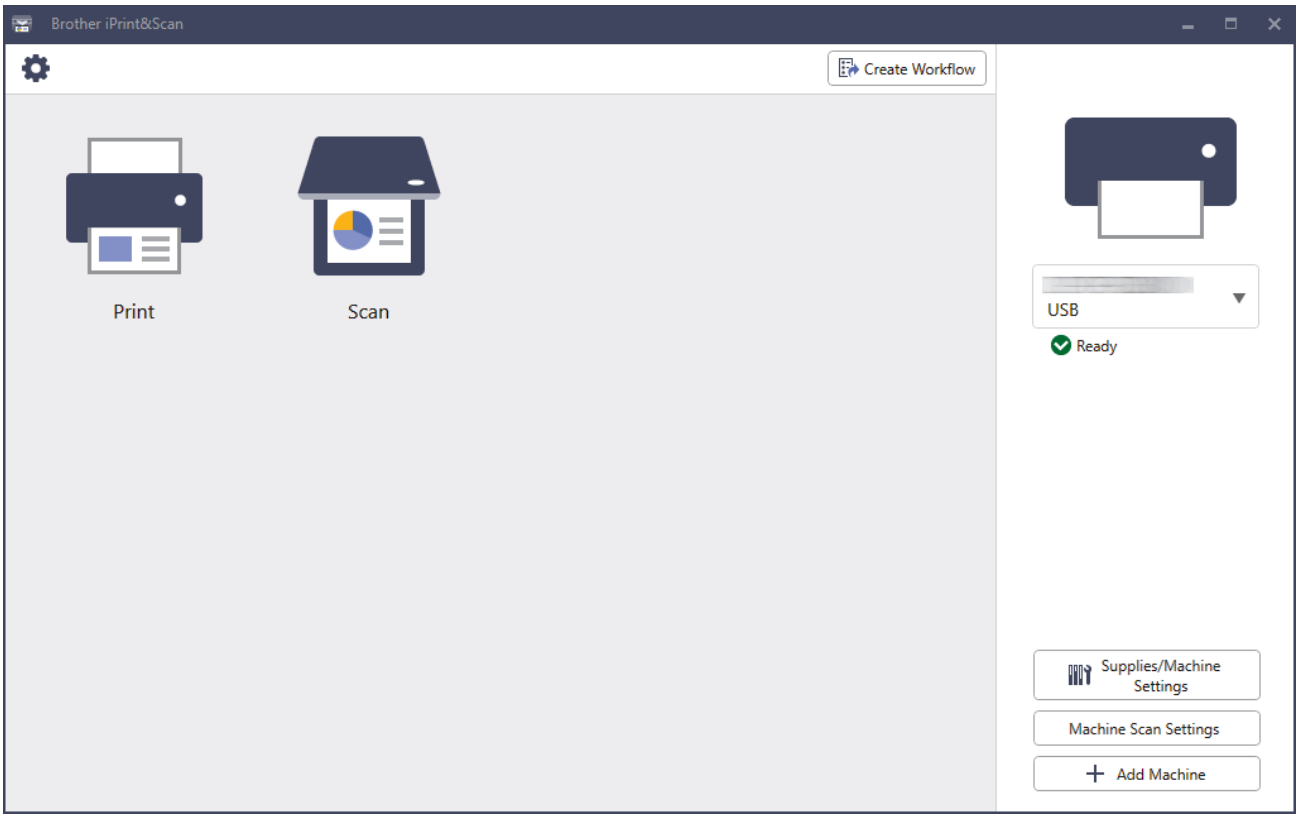
Brother iPrint&Scan allows you to monitor your Brother machine's status.

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
	A grey 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:

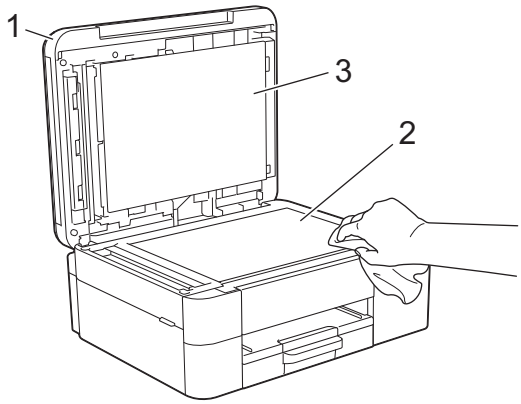
- Check the Ink Volume (Page Gauge)

Clean Your Brother Machine

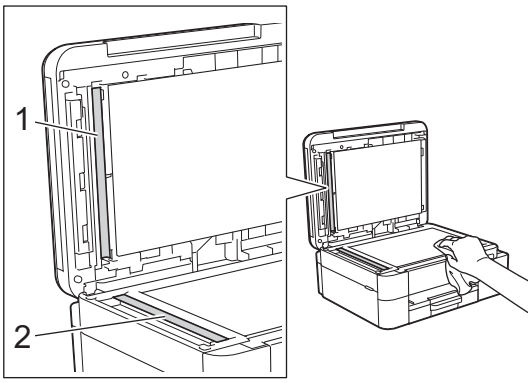
- Clean the Scanner
- Clean the Machine's LCD
- Clean the Outside of the Machine
- Clean the Machine's Printer Platen
- Clean the Paper Feed Rollers
- Clean the Base Pad
- Clean the Paper Pick-up Rollers for Paper Tray #1
- Clean the Paper Pick-up Rollers for Paper Tray #2

Clean the Scanner

1. Unplug the machine from the electrical socket.
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. (ADF models only)



4. Reconnect the power cord.

(ADF models only)

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

Related Topics:

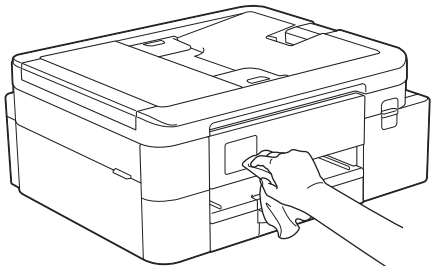
- Telephone and Fax Problems
- Other Problems

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

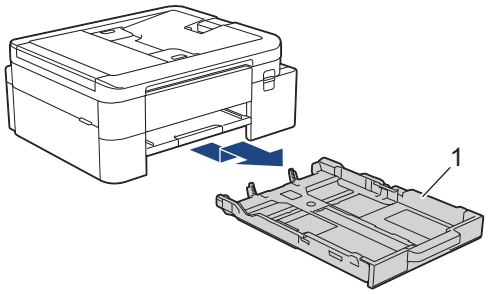
- Clean Your Brother Machine

Clean the Outside of the Machine

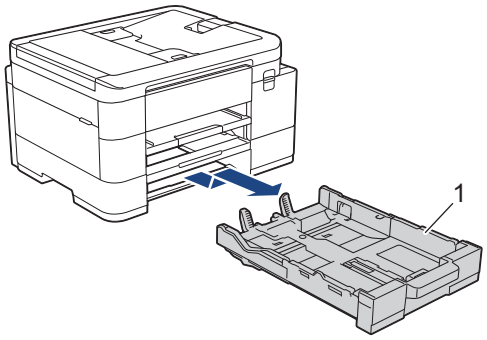
IMPORTANT

- 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.

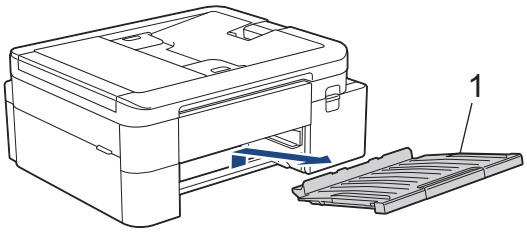
1. If the paper support flap is open, close it, and then close the paper support.
2. Pull the paper trays (1) completely out of the machine as shown by the arrow.
   - Tray #1



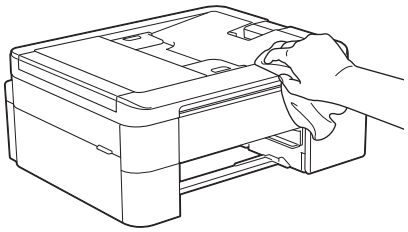
   - Tray #2 (MFC-J4550DW)



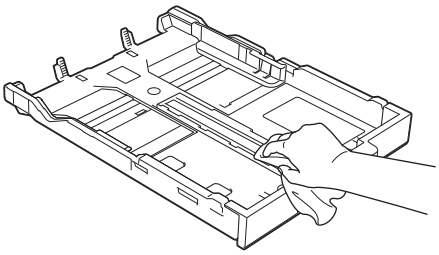
3. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



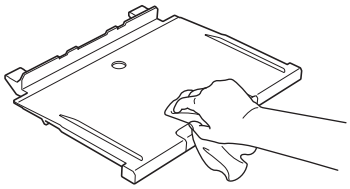
4. Wipe the outside of the machine with a dry, lint-free cloth to remove dust.



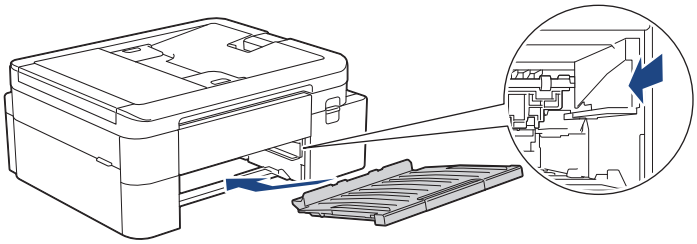
5. Wipe the inside and the outside of the paper tray with a dry, lint-free cloth to remove dust.



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

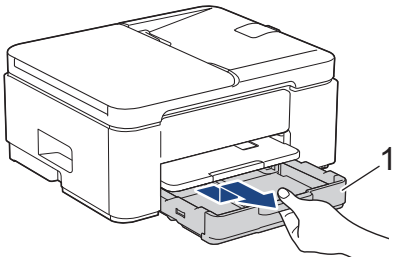
WARNING

Be sure to unplug the machine from the electrical socket before cleaning the printer platen to avoid an electrical shock.

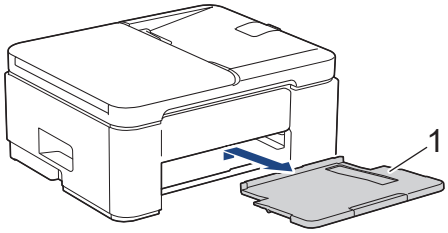
>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW
>> MFC-J4350DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW

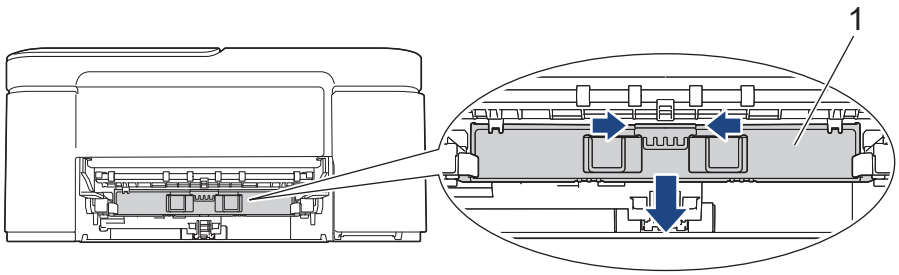
1. Unplug the machine from the electrical socket.
2. If the paper support flap is open, close it, and then close the paper support.
3. Pull the paper tray (1) completely out of the machine.



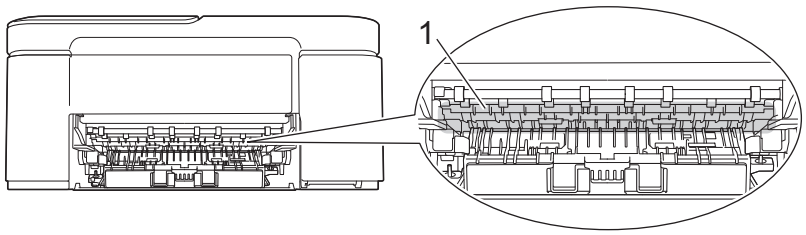
4. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



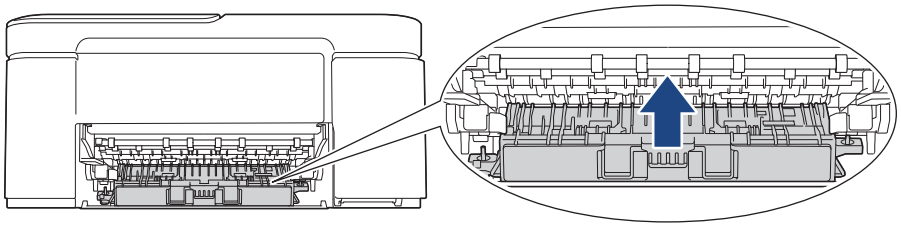
5. Squeeze both green levers together, and then lower the maintenance unit (1).



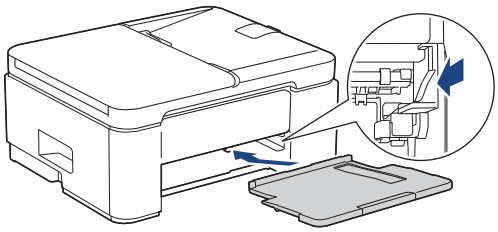
6. Clean the machine’s printer platen (1) and the area around it, wiping off scattered ink with a dry, soft lint-free cloth.



7. Raise the maintenance unit.



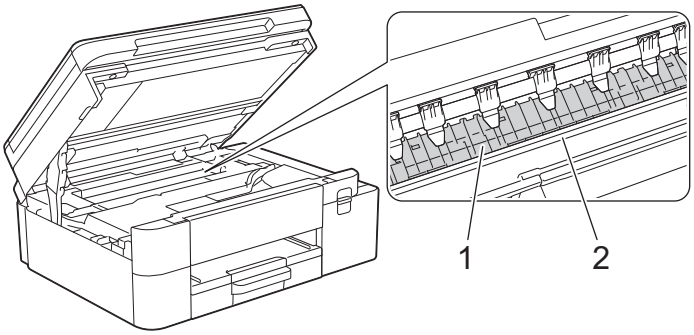
8. Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



9. Slowly push the paper tray completely into the machine.
10. Reconnect the power cord.

MFC-J4350DW/MFC-J4550DW

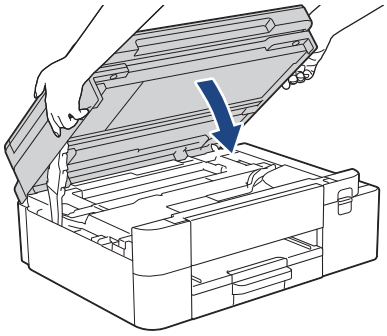
1. Unplug the machine from the electrical socket.
2. Using both hands, use the finger holds on each side of the machine to lift the scanner cover into the open position.
3. Clean the machine's printer platen (1) and the area around it, wiping off scattered ink with a dry, soft lint-free cloth.



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

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.

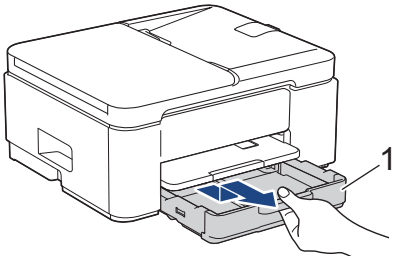
>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW
>> MFC-J4350DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW

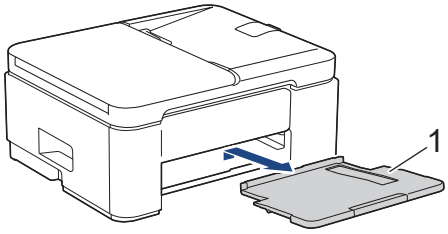
WARNING

Be sure to unplug the machine from the electrical socket before cleaning the paper feed rollers to avoid an electrical shock.

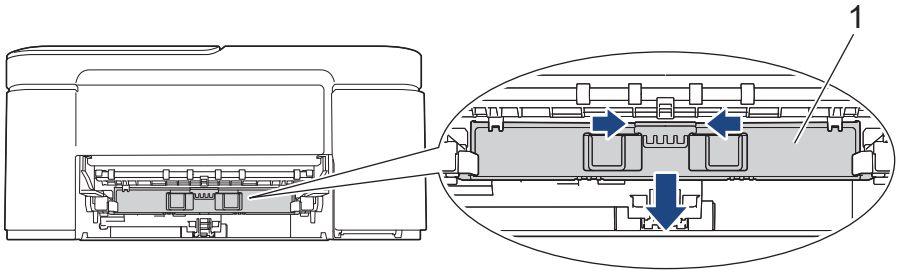
1. Unplug the machine from the electrical socket.
2. If the paper support flap is open, close it, and then close the paper support.
3. Pull the paper tray (1) completely out of the machine as shown by the arrow.



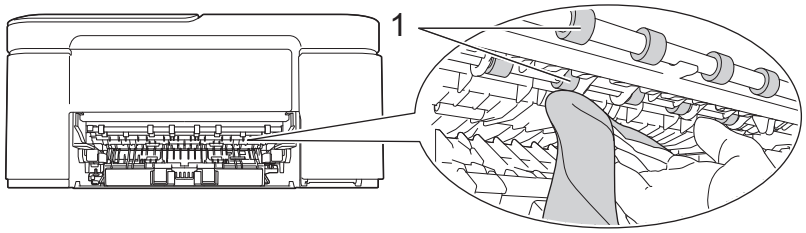
4. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



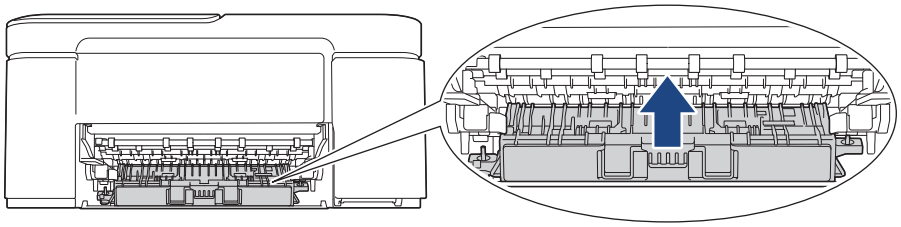
5. Squeeze both green levers together, and then lower the maintenance unit (1).



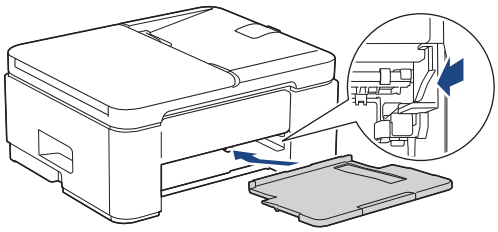
6. Clean the front and back sides of the Paper Feed Rollers (1) with a soft lint-free cloth moistened with water, using a side-to-side motion. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.



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.

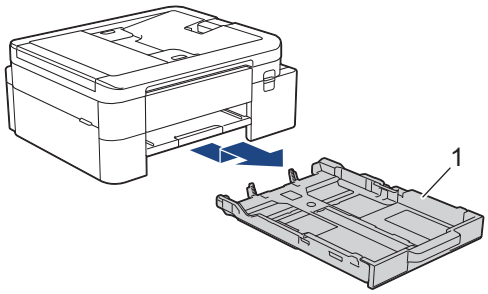


9. Slowly push the paper tray completely into the machine.
10. Reconnect the power cord.

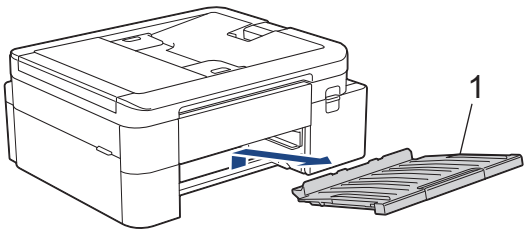
Do not use the machine again until the rollers are dry. Using the machine before the rollers are dry may cause paper feed problems.

MFC-J4350DW/MFC-J4550DW

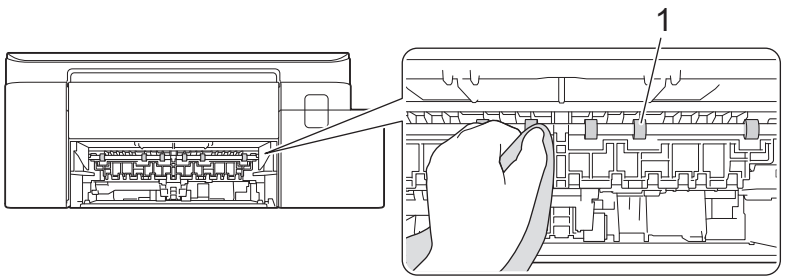
1. Unplug the machine from the electrical socket.
2. If the paper support flap is open, close it, and then close the paper support.
3. Pull Tray #1 (1) completely out of the machine as shown by the arrow.



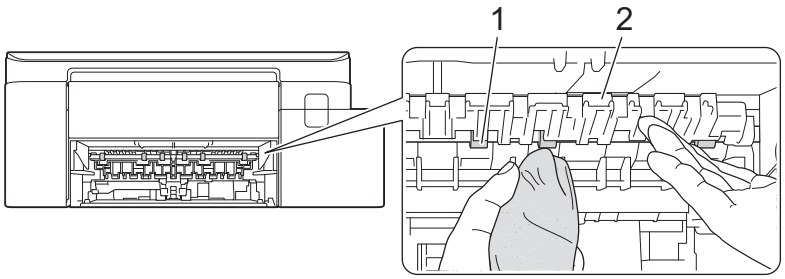
4. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.



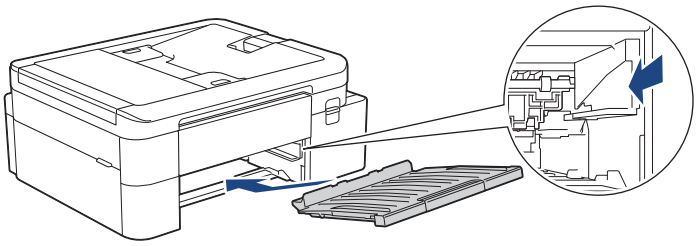
5. Clean the front side of the Paper Feed Rollers (1) with a soft lint-free cloth moistened with water, using a side-to-side motion. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.



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

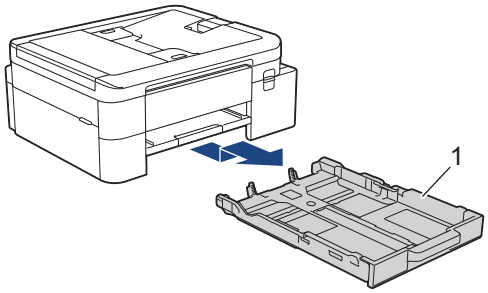
Related Topics:

- Print Quality Difficulties
- Paper Handling Difficulties

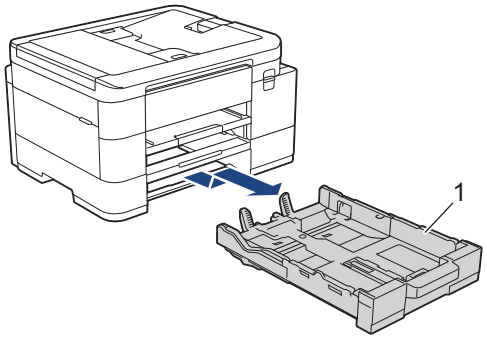
Clean the Base Pad

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.

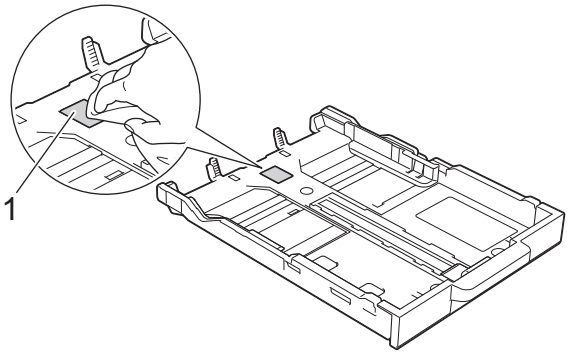
1. If the paper support flap is open, close it, and then close the paper support.
2. Pull the paper trays (1) completely out of the machine as shown by the arrow.
   - Tray #1



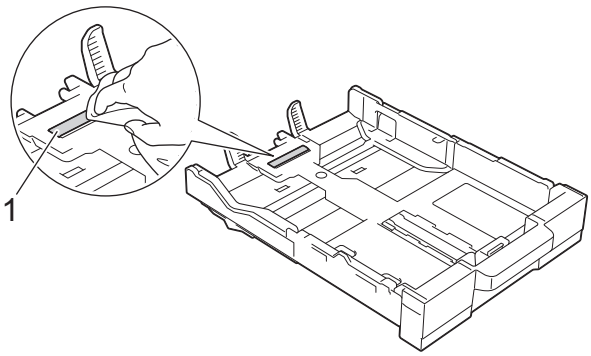
   - Tray #2 (MFC-J4550DW)



3. 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-J4550DW)



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

Related Information

- Clean Your Brother Machine

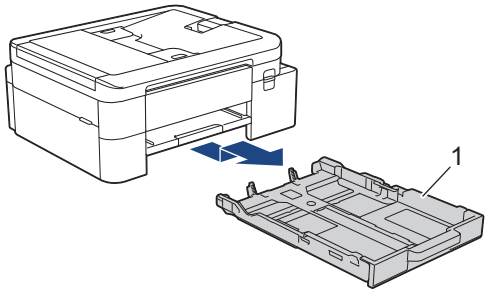
Related Topics:

- Paper Handling Difficulties

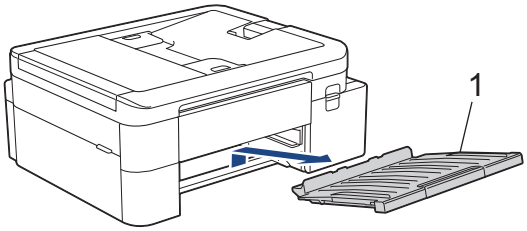
Clean the Paper Pick-up Rollers for Paper Tray #1

Cleaning the paper pick-up rollers periodically may prevent paper jams by ensuring that paper feeds correctly.

1. Unplug the machine from the electrical socket.
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.

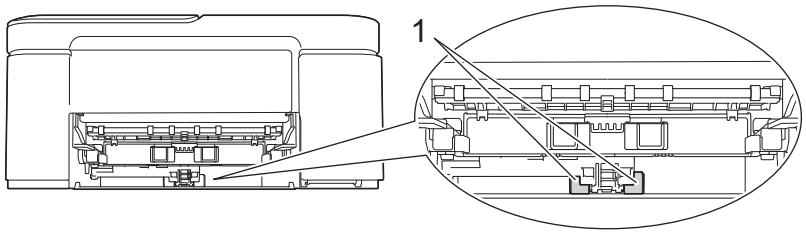


4. Lift the paper support (1), and then pull it at an angle completely out of the machine as shown by the arrow.

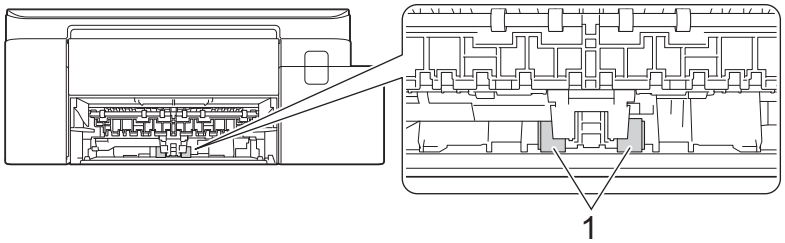


5. Clean the Paper Pick-up Rollers (1) with a soft lint-free cloth moistened with water. Slowly turn the rollers so that the whole surface is cleaned. After cleaning, wipe the rollers with a dry, soft lint-free cloth to remove all moisture.

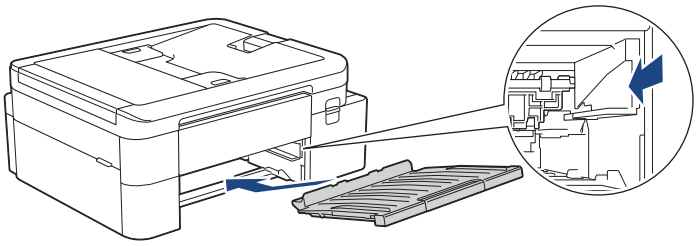
   (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW)



   (MFC-J4350DW/MFC-J4550DW)



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.

Related Information

- Clean Your Brother Machine

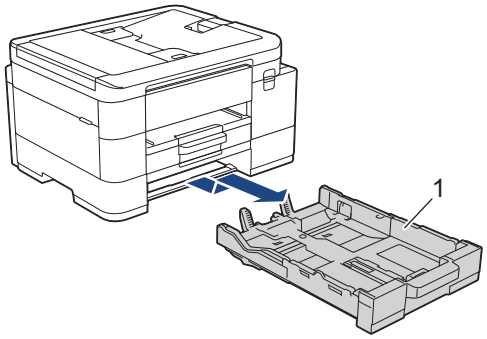
Related Topics:

- Error and Maintenance Messages
- Paper Handling Difficulties

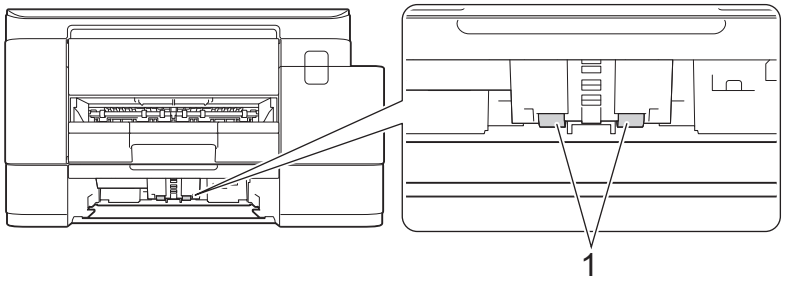
Clean the Paper Pick-up Rollers for Paper Tray #2

Related Models: MFC-J4550DW

1. Unplug the machine from the electrical socket.
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

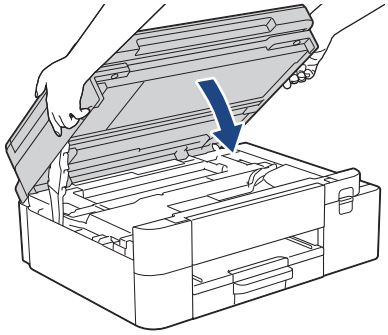
Pack and Ship Your Machine

- 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.

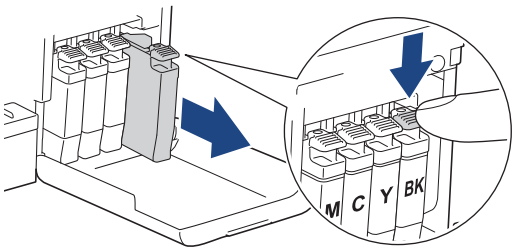
IMPORTANT

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.

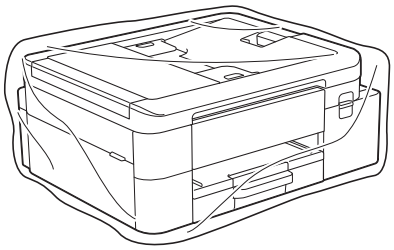
1. Unplug the machine from the electrical socket.
2. (MFC-J4350DW/MFC-J4550DW) Unplug the machine from the telephone wall socket and take the telephone line cord out of the machine.
3. (MFC-J4350DW/MFC-J4550DW) Using both hands, use the finger holds on each side of the machine to lift the scanner cover into the open position.
4. Unplug the interface cable from the machine, if it is connected.
5. (MFC-J4350DW/MFC-J4550DW) 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.



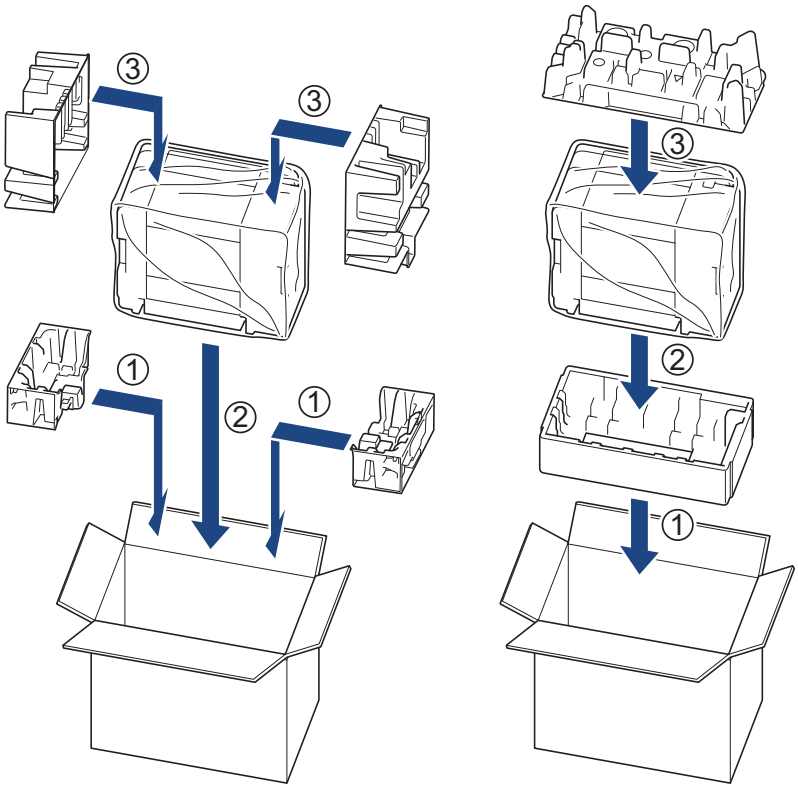
8. Close the ink cartridge cover.
9. Wrap the machine in the bag.



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.



11. Close the carton and tape it shut.

Related Information

- Routine Maintenance

Related Topics:

- Replace the Ink Cartridges

Machine Settings

Customise 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

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 unauthorised 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

Change Machine Settings from the Control Panel

- In the Event of Power Failure (Memory Storage)
- General Settings
- Save Your Favourite Settings as a Shortcut
- Print Reports
- Settings and Features Tables

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.
- (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW) The date and time must be re-entered.
- (MFC-J4350DW) The date and time is retained for approximately 24 hours.
- (MFC-J4550DW) The date and time and programmed fax timer jobs (for example: Delayed Fax) are retained for approximately 24 hours.
- (MFC-J4550DW) Other fax jobs in the machine's memory will not be lost.

Related Information

- Change Machine Settings from the Control Panel

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 Dialling Mode
- Prevent Dialling a Wrong Number (Dial Restriction)
- Reduce Printing Noise
- Lock the Machine Settings
- Change the Language Displayed on the LCD
- Change the Keyboard Setting

Adjust the Machine Volume

Related Models: MFC-J4350DW/MFC-J4550DW

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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.
Beep	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-J4550DW

1. Press [Settings] > [All Settings] > [General Setup] > [Volume].
2. Press one of the following options:

Option	Description
Ring	Adjust the ring volume.
Beep	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

Change for Daylight Saving Time Automatically

Related Models: MFC-J4350DW/MFC-J4550DW

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 autumn. Make sure you have set the correct date and time in the `[Date & Time]` setting.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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-J4550DW

1. Press `[Settings]`.
2. Press `[Date & Time]` > `[Auto Daylight]`.
3. Press `[On]` or `[Off]`.
4. Press .

Related Information

- General Settings

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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.

DCP-J1460DW/MFC-J4550DW

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

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 .

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

1. Press [Settings] > [All Settings] > [General Setup] > [Ecology] > [Auto Power Off].
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

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.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW
>> MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW

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 `[OK]` and then press **OK**.
4. Press ▲ or ▼ to select `[Time]`, and then press **OK**.
5. To enter the four digits of the time (in 24-hour format), press ▲, ▼, ◀ or ▶ to select the numbers, and then select `[OK]`. Press **OK**.
6. Press **Stop/Exit**.

MFC-J4350DW

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 `[Time]`, and then press **OK**.
7. Enter the time (in 24-hour format) using the dial pad, and then press **OK**.
8. Press **Stop/Exit**.

DCP-J1460DW/MFC-J4550DW

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 [Time].
8. Enter the time (in 24-hour format) using the touchscreen.
   Press [OK].
   (For example, enter 19:45 for 7:45 PM.)
9. Press .

Related Information

- General Settings

Related Topics:

- Set Your Station ID

Set the Time Zone

Set the time zone for your location on the machine.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

1. Press [Settings].
2. Press [Date & Time] > [Time Zone].
3. Enter your time zone.
4. Press [OK].
5. Press .

Related Information

- General Settings

Adjust the LCD Backlight Brightness

If you are having difficulty reading the LCD, changing the brightness setting may help.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

1. Press [Settings] > [All Settings] > [General Setup] > [LCD Settings] > [Backlight].
2. Press the [Light], [Med], or [Dark] option.
3. Press .

Related Information

- General Settings

Change How Long the LCD Backlight Stays On

Set how long the LCD backlight stays on.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

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

Set Your Station ID

Related Models: MFC-J4350DW/MFC-J4550DW

Set the machine's Station ID if you want the date and time to appear on each fax you send.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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-J4550DW

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

Set Tone or Pulse Dialling Mode

Related Models: MFC-J4350DW/MFC-J4550DW

Your machine is set for a Tone dialling service. If you have a Pulse dialling (rotary) service, you must change the dialling mode.

This feature is not available in some countries.

>> MFC-J4350DW
>> MFC-J4550DW

MFC-J4350DW

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-J4550DW

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

Prevent Dialling a Wrong Number (Dial Restriction)

Related Models: MFC-J4550DW

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 Dialling 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 dialling, the address will be recognised 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 dialling. 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 dialling method.
Off	The machine does not restrict the dialling method.

   - The [Enter # Twice] setting will not work if you use an external phone 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

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. (DCP-J1460DW/MFC-J4350DW/MFC-J4550DW)

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

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

Lock the Machine Settings

Related Models: MFC-J4350DW

Use the Setting Lock feature to block unauthorised access to machine settings. When Setting Lock is set to On, you cannot access the machine settings without entering the password.

Before turning the machine's Setting Lock on, 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 Setting Lock On

Set the Setting Lock Password

Related Models: MFC-J4350DW

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

Change the Setting Lock Password

Related Models: MFC-J4350DW

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

Turn Setting Lock On

Related Models: MFC-J4350DW

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⇒On]`. Press **OK**.
3. Enter the current four-digit password.
4. Press **OK**.

To turn Setting Lock off, press **Settings**, enter the current four-digit password, and then press **OK**.

Related Information

- Lock the Machine Settings

Change the Language Displayed on the LCD

Change the LCD language if needed.

This feature is not available in some countries.

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

1. Press `[Settings]` > `[All Settings]` > `[Initial Setup]` > `[Local Language]`.
2. Press your language.
3. Press .

Related Information

- General Settings

Change the Keyboard Setting

Related Models: DCP-J1460DW/MFC-J4550DW

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

Save Your Favourite Settings as a Shortcut

Related Models: DCP-J1460DW/MFC-J4550DW

- Add Shortcuts
- Change or Delete Shortcuts
- Assign a Shortcut to an IC Card

Add Shortcuts

Related Models: DCP-J1460DW/MFC-J4550DW

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 [Colour Copy] or [Mono Copy] option in the shortcut.

  Press [Options] > [One Touch Shortcut], select [Colour Copy] or [Mono Copy], and then change other settings. Follow the LCD instructions.

Related Information

- Save Your Favourite Settings as a Shortcut

Change or Delete Shortcuts

Related Models: DCP-J1460DW/MFC-J4550DW

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 Favourite Settings as a Shortcut

Related Topics:

- Enter Text on Your Brother Machine
- Add Shortcuts

Assign a Shortcut to an IC Card

Related Models: MFC-J4550DW

- 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-J4550DW

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.

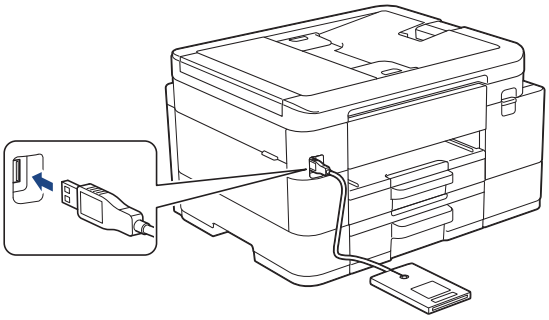
- You cannot use the same IC card for different Shortcuts.
- To use the IC card for another Shortcut, unregister the card first, and then register it with the new Shortcut.

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 ≡.

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

Print Reports

- Reports
- Print a Report
- Fax Reports
- Telephone and Fax Problems

Reports

The following reports are available:

Transmission Verify (For models with facsimile function)

The Transmission Verify prints a Transmission Verification Report for your last transmission.

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-J4550DW) The Caller ID History report prints a list of the available Caller ID information for the last 30 received faxes and telephone calls.

(MFC-J4350DW) 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

Print a Report

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW
>> DCP-J1460DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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**.

DCP-J1460DW/MFC-J4550DW

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

Settings and Features Tables

- Settings Tables (1.8" (4.5 cm) Colour LCD)
- Features Tables (1.8" (4.5 cm) Colour LCD)
- Settings Tables (2.7" (6.8 cm) Touchscreen models)
- Features Tables (2.7" (6.8 cm) Touchscreen models)

Settings Tables (1.8" (4.5 cm) Colour LCD)

Related Models: DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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 Cleaning	Black only	Clean the print head according to the LCD instructions.
		Colour only	
		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 (MFC-J4350DW)	Ring	-	Adjust the ring volume.
	Beep (MFC-J4350DW)	-	Adjust the beeper volume.
	Speaker (MFC-J4350DW)	-	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 returning to the Home screen.
Ecology	Eco Mode	-	Turn the following machine settings on: • Sleep Time: 1 Min • Dim Timer: 10 Secs • 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.

Level 3	Level 4	Level 5	Descriptions
Ecology			When set to Off, the machine does not power off automatically.
Setting Lock (MFC-J4350DW)	-	-	Restrict unauthorised users from changing the machine's settings.

[1] 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.
	Fax Detect	-	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 use codes to turn the Remote Codes on or off. You can personalise the codes.
		Act.Code	
		Deact.Code	
	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	XMIT Report	-	Select the initial setup for the Transmission Verification Report.
	Journal Period	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.
		Time	
		Day	
Print Document	-	-	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.
	BT Call Sign (U.K. only)	-	Use with BT Call Sign.

Level 3	Level 4	Level 5	Descriptions
Miscellaneous	Caller ID (U.K. and Ireland only)	-	View or print a list of the last 20 Caller IDs stored in the memory.

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.
	Device Information	Device Name	View your machine's device name.
		SSID	View the Group Owner's SSID.

Level 3	Level 4	Level 5	Descriptions
Wi-Fi Direct	Device Information		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.
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.
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
XMIT Verify (For models with facsimile function)	Print a Transmission Verification Report for your last transmission.
Address Book (For models with facsimile function)	Print a list of destination details stored in the Address Book.
Fax Journal (For models with facsimile function)	Print a list of information about your last 200 incoming and outgoing faxes. (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.

Level 3	Descriptions
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) 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.
	Time	
	Auto Daylight (For models with facsimile function)	Set the machine to change automatically for Daylight Saving Time.
	Time Zone	Set your time zone.
Station ID (For models with facsimile function)	Fax	Enter your name and fax number so it appears on each page you fax.
	Name	
Tone/Pulse (For models with facsimile function) (Available only for some countries.)	-	Select the dialling 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.
Phone Line Set (For models with facsimile function)	-	Select the telephone line type.
Compatibility (For models with facsimile function)	-	Adjust the equalisation for transmission difficulties. 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 (For models with facsimile function)	Erase all stored fax data and history.

Level 3	Level 4	Descriptions
Reset	**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

Features Tables (1.8" (4.5 cm) Colour LCD)

Related Models: DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/MFC-J4350DW

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 (Appears when you install a Web Services Scanner.)	Scan	Scan data using the Web Service protocol.
	Scan for E-mail	
	Scan for Fax	
	Scan for Print	

Copy (MFC-J4350DW) / Copy (Home screen) (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW)

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 colour that is removed.
	Colour 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.

Web

Level 1	Level 2	Level 3	Descriptions
Web	-	-	Connect the Brother machine to an Internet service.

(Ink) (MFC-J4350DW) / (Ink) (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW)

Level 2	Level 3	Descriptions
Ink Volume	-	Check the available ink volume.
Ink Cartridge Model	-	Check your ink cartridge numbers.
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 Cleaning	Black only	Clean the print head according to the LCD instructions.
	Colour 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.

Wi-Fi (MFC-J4350DW)/ Wi-Fi (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW)

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

Settings Tables (2.7" (6.8 cm) Touchscreen models)

Related Models: DCP-J1460DW/MFC-J4550DW

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
(Date & Time)	-	-	Access the Date and Time setting menus.
Maintenance	-	-	Access the Maintenance settings menus.
Network	Wired LAN (MFC-J4550DW)	-	Access the Wired LAN setting menus.
	WLAN(Wi-Fi)	-	Access the WLAN setting menus.
	Wi-Fi Direct	-	Access the Wi-Fi Direct setting menus.
Fax Preview (MFC-J4550DW)	-	-	View received faxes on the LCD.
Tray Setting	-	-	Access the tray setting menus.
Wi-Fi Direct	-	-	Access the Wi-Fi Direct setting menus.
Eco Mode (DCP-J1460DW)	-	-	Turn the following machine settings on: • Sleep Time: 1 Min • Dim Timer: 10 Secs • Quiet Mode: On [1]
All Settings	-	-	Configure the detailed settings.

1 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	Check Print Quality	Check and correct the print quality, alignment and paper feeding according to the LCD instructions.
		Alignment	

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 Cleaning	**Black only**	Clean the print head according to the LCD instructions.
		Colour only	
		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 (MFC-J4550DW)	**Tray 1**	**Paper Type**	Set the type of paper in the paper tray.
		Paper Size (MFC-J4550DW)	Set the paper size in the paper tray.
	Tray 2 (MFC-J4550DW)	**Paper Size**	Set the paper size in the paper tray.
	Copy (MFC-J4550DW)	-	Select the tray to be used for copying.
	Fax (MFC-J4550DW)	-	Select the tray to be used for faxing.
	Check Paper (MFC-J4550DW)	-	Check the paper type and paper size when you pull the tray out of the machine.
Paper Type (DCP-J1460DW)	-	-	Set the type of paper in the paper tray.
Paper Size (DCP-J1460DW)	-	-	Set the paper size in the paper tray.
Check Paper (DCP-J1460DW)	-	-	Check the paper type and paper size when you pull the tray out of the machine.
Volume (MFC-J4550DW)	**Ring**	-	Adjust the ring volume.
	Beep (MFC-J4550DW)	-	Adjust the beeper volume.
	Speaker (MFC-J4550DW)	-	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-J4550DW)	**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 the following machine settings on: • 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.

[1] 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 (MFC-J4550DW)	Assign a Shortcut to an IC card.
	Delete Card/NFC (MFC-J4550DW)	Remove a Shortcut from an IC card.

[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-J4550DW)	-	View received faxes on the LCD.
	Fax Detect	-	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 the Remote Codes on or off. You can personalise 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. 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,

Level 3	Level 4	Level 5	Descriptions
Setup Receive			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	XMIT Report	-	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 Document	-	-	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 (MFC-J4550DW)	Dial Pad	-	Restrict dialling when using the dial pad.
	Address Book (MFC-J4550DW)	-	Restrict the dialling when using the Address Book.
	Shortcuts (MFC-J4550DW)	-	Restrict the dialling when using a Shortcut.
	LDAP Server (MFC-J4550DW)	-	Restrict the dialling when using LDAP search.
Remaining Jobs	-	-	Check which scheduled jobs are in the machine's memory and cancel selected jobs.
Miscellaneous(MFC-J4550DW)	BT Call Sign (U.K. only)	-	Use with BT Call Sign.
	Caller ID (U.K. and Ireland only)	-	View or print a list of the last 30 Caller IDs stored in the memory.

[Network]

[All Settings] > [Network]

Level 3	Level 4	Level 5	Level 6	Descriptions
Wired LAN (MFC-J4550DW)	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.

Level 3	Level 4	Level 5	Level 6	Descriptions
Wired LAN (MFC-J4550DW)	TCP/IP	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.
		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-J4550DW)	-	-	Restore the wireless network settings to the factory settings.

Level 3	Level 4	Level 5	Level 6	Descriptions
WLAN(Wi-Fi)	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 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 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.
IPsec (MFC-J4550DW)	-	-	-	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

Level 3	Level 4	Level 5	Level 6	Descriptions
Global Detect				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]

Level 3	Descriptions
XMIT Verify (For models with facsimile function)	Print a Transmission Verification Report for your last transmission.
Address Book (For models with facsimile function)	Print a list of destination details stored in the Address Book.
Fax Journal (For models with facsimile function)	Print a list of information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)
User Settings	Print a list of your User settings.
Network Configuration	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 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) 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.
	Time	
	Auto Daylight	Set the machine to change automatically for Daylight Saving Time.

Level 3	Level 4	Descriptions
Date & Time	(For models with facsimile function)	
	Time Zone	Set your time zone.
Station ID (For models with facsimile function)	**Fax**	Enter your name and fax number so it appears on each page you fax.
	Name	
Tone/Pulse (For models with facsimile function) (Available only for some countries.)	-	Select the dialling 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.
Phone Line Set (For models with facsimile function)	-	Select the telephone line type.
Compatibility (For models with facsimile function)	-	Adjust the equalisation for transmission difficulties. 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 (For models with facsimile function)	Erase all stored fax data and history.
	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

Features Tables (2.7" (6.8 cm) Touchscreen models)

Related Models: DCP-J1460DW/MFC-J4550DW

>> [Fax](For models with facsimile function)
>> [Copy]
>> [Scan]
>> [Web]
>> [Apps]
>> [USB] (MFC-J4550DW)
>> [Download Software]
>> [Print Head Cleaning]
>> [Shortcuts]
>> [Ink]
>> Wi-Fi Setup
>> When you have put a USB Flash drive in the USB slot (MFC-J4550DW)

[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 dialling numbers, such as access codes and credit card numbers. You can also store a pause when you set up addresses.
Tel / R	-	-	Tel changes to R when PBX is selected as the telephone line type. You can use R to gain access to an outside line or to transfer a call to another extension when connected to a PBX.
Call History	Redial	-	Redial the last number you dialled.
	Outgoing Call	Apply (MFC-J4550DW)	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	
	Caller ID History	Apply (MFC-J4550DW)	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	
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 Address Book and LDAP Server.
		Detail	View detailed information about the selected address.

Level 3	Level 4	Level 5	Descriptions
Address Book	(Search:)	(Appears only when LDAP is on.)	
	Edit	-	Store Address Book numbers, set up Group numbers for Broadcasting, and change and delete Address Book numbers.
	(Select Address Book)	Apply (MFC-J4550DW)	Start sending a fax using the Address Book.
(Options)	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	Add Number	Send the same fax message to more than one fax number.
	Preview	-	Preview a fax message before you send it.
	Colour Setting	-	Set whether faxes are sent in monochrome or colour.
	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 dialled.
		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 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.

(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 dialling numbers, such as access codes

Level 3	Level 4	Level 5	Level 6	Descriptions
Sending Faxes				and credit card numbers. You can also store a pause when you set up addresses.
	Tel / R	-	-	Tel changes to R when PBX is selected as the telephone line type. You can use R to gain access to an outside line or to transfer a call to another extension when connected to a PBX.
	Call History	Redial	-	Redial the last number you dialled.
		Outgoing Call	Apply (MFC-J4550DW)	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	
		Caller ID History	Apply (MFC-J4550DW)	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	
	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 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-J4550DW)	Start sending a fax using the Address Book.
	(Options)	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	Add Number	Send the same fax message to more than one fax number.
		Preview	-	Preview a fax message before you send it.
		Colour Setting	-	Set whether faxes are sent in monochrome or colour.
		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 dialled.

Level 3	Level 4	Level 5	Level 6	Descriptions
Sending Faxes	(Options)	Call History	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 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	(Search:)	-	-	When LDAP is off, the search is within the Local Address Book. 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-J4550DW)	-	Start sending a fax using the Address Book.
Call History	Redial	-	-	Redial the last number you dialled.
	Outgoing Call	Apply (MFC-J4550DW)	-	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	-	
	Caller ID History	Apply (MFC-J4550DW)	-	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	-	

[Copy]

Level 3	Level 4	Level 5	Descriptions
Save as Shortcut	-	-	Save the current settings as a shortcut.
ID	-	-	Make an ID card copy.
(Options)	Quality	-	Select the Copy resolution for your document type.
	One Touch Shortcut	-	Select the Colour Copy or Mono Copy option when registering a One Touch Shortcut.
	Select Tray (MFC-J4550DW)	-	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 Colour	Black Copy Settings	Change the amount of background colour that is removed.
		Colour 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-J4550DW) (When a USB Flash drive is inserted)	Other Scan to Actions	-	-	Scan documents and save them directly to a USB flash drive without using a computer.
	(Options)	-	-	

Level 3	Level 4	Level 5	Level 6	Descriptions
to Media (MFC-J4550DW) (When a USB Flash drive is inserted)	Save as Shortcut	-	-	Scan documents and save them directly to a USB flash drive without using a computer.
to My Folder (MFC-J4550DW)	-	-	-	Send scanned data to your folder in the CIFS server on your local network or on the Internet.
to PC	to File	Other Scan to Actions	-	Scan documents and save them to a folder on your computer.
		(Select USB or PC)	(Options)	
			Save as Shortcut	
	to OCR	Other Scan to Actions	-	Convert your scanned document to an editable text file.
		(Select USB or PC)	(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-J4550DW)	Other Scan to Actions	-	-	Scan documents directly to an FTP/SFTP server.
	(Select Profile name)	(Options)	-	
		Save as Shortcut	-	
to Network (MFC-J4550DW)	Other Scan to Actions	-	-	Scan documents directly to a CIFS server on your local network or on the Internet.
	(Select Profile name)	(Options)	-	
		Save as Shortcut	-	
to SharePoint (MFC-J4550DW)	Other Scan to Actions	-	-	Scan documents directly to a SharePoint server.

Level 3	Level 4	Level 5	Level 6	Descriptions
to SharePoint (MFC-J4550DW)	(Select Profile name) (MFC-J4550DW)	(Options)	-	Scan documents directly to a SharePoint server.
		Save as Shortcut (MFC-J4550DW)	-	
to Web	-	-	-	Upload the scanned data to an Internet service.
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	-	-	

[Web]

Level 1	Descriptions
Web	Connect the Brother machine to an Internet service.

[Apps]

Level 1	Descriptions
Apps	Connect the Brother machine to the Brother Apps service.

[USB] (MFC-J4550DW)

Level 3	Level 4	Level 5	Level 6	Descriptions
JPEG Print	Select Files	OK	(Print Settings)	Adjust your photos with the options.
		Print All	-	Print all photos in your USB flash drive.
	Index Print	Print Index Sheet	(Print Settings)	Print a thumbnail page.
		Print Photos	(Print Settings)	Print photos by choosing the index numbers.
Scan to Media	-	-	-	Scan documents into a USB flash drive.
Web	-	-	-	Connect the Brother machine to an Internet service.

[Download Software]

Level 1	Descriptions
Download Software	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
(Add Shortcut)	Copy	-	Change the settings in the Copy options.
	Fax (For models with facsimile function)	-	Change the settings in the Fax options.
	Scan	to Media (MFC-J4550DW)	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 (MFC-J4550DW)	Send scanned data via FTP/SFTP.
		to Network (MFC-J4550DW)	Send scanned data to a CIFS server on your local network or on the Internet.
		to SharePoint (MFC-J4550DW)	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 Shortcut icon is pressed for 2 seconds.	Rename	-	Change the shortcut name.
	Edit	-	Change the shortcut settings.
	Delete	-	Delete the shortcut.
	Register Card/NFC (MFC-J4550DW)	-	Assign a Shortcut to an IC card.
	Delete Card/NFC (MFC-J4550DW)	-	Remove a Shortcut from an IC card.
(Edit/Delete)	(Select a shortcut button.)	Rename	Change the shortcut name.
		Edit	Change the shortcut settings.
		Delete	Delete the shortcut.
		Register Card/NFC (MFC-J4550DW)	Assign a Shortcut to an IC card.
		Delete Card/NFC	Remove a Shortcut from an IC card.

Level 2	Level 3	Level 4	Descriptions
(Edit/Delete)	(Select a shortcut button.)	(MFC-J4550DW)	

[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.
	Colour 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.

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-J4550DW)

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.

Related Information

- Settings and Features Tables

Change Machine Settings Using Web Based Management

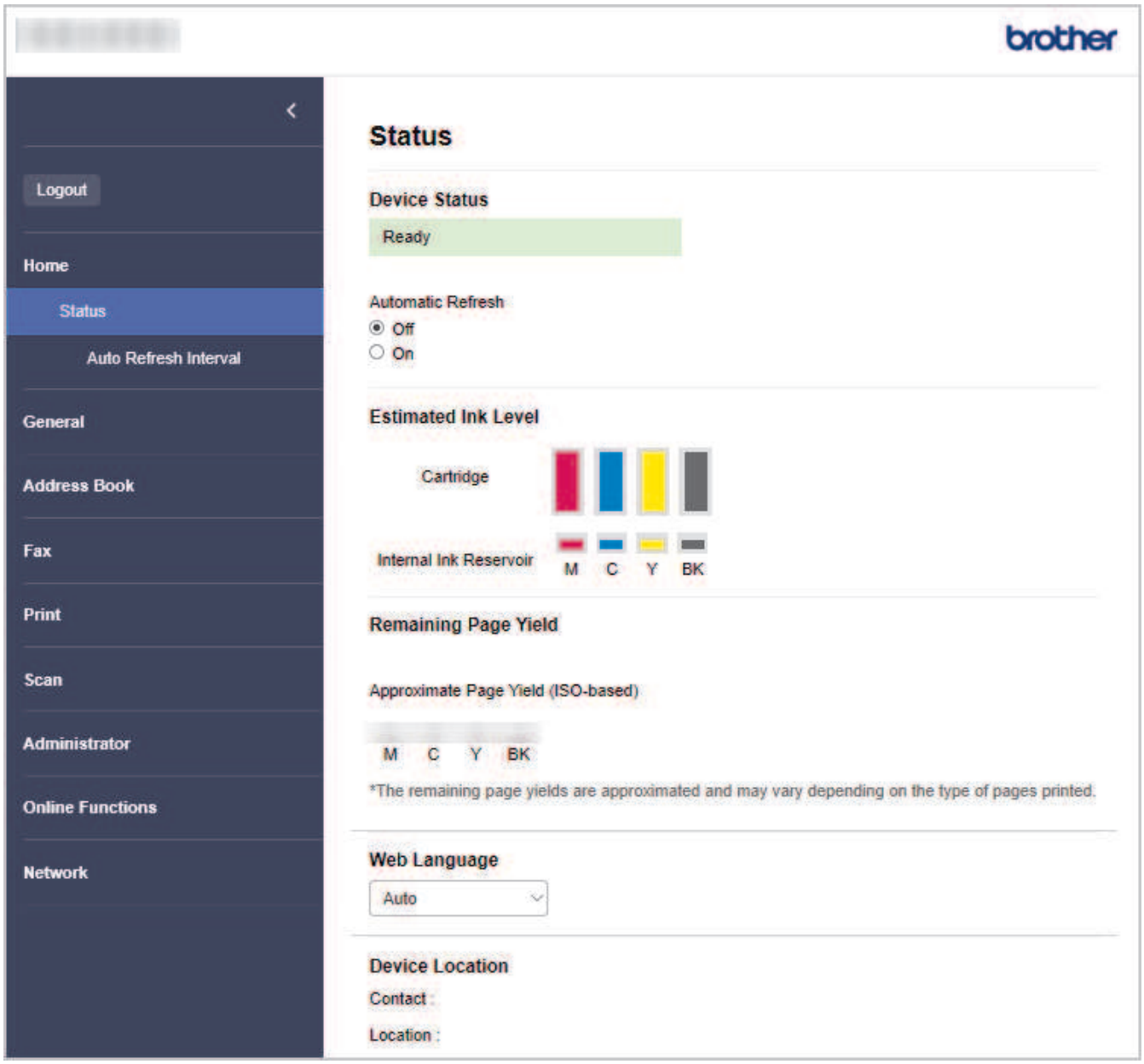
Web Based Management is a utility that uses a standard web browser to manage your machine using the Hyper Text Transfer Protocol (HTTP) or Hyper Text Transfer Protocol over Secure Socket Layer (HTTPS).

- 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

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™ for Windows
  - Safari, Firefox, and Google Chrome™ for Mac
  - Google Chrome™ for Android™
  - Safari and Google Chrome™ 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

Access Web Based Management

- We recommend using the latest version of the following web browsers:
  - Microsoft Edge, Firefox, and Google Chrome™ for Windows
  - Safari, Firefox, and Google Chrome™ for Mac
  - Google Chrome™ for Android™
  - Safari and Google Chrome™ 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 unauthorised 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 ≡ 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 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 ≡ and then tap .

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

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 unauthorised 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

Set Up Your Machine's Address Book Using Web Based Management

Related Models: MFC-J4350DW/MFC-J4550DW

- 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 ≡.

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

Appendix

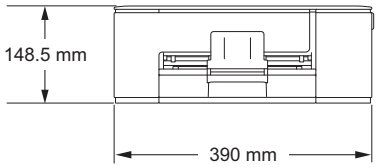
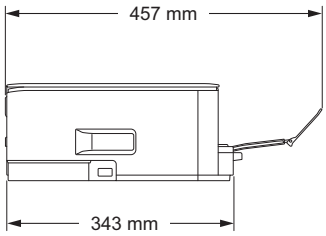
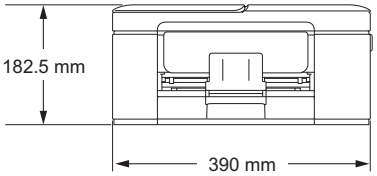
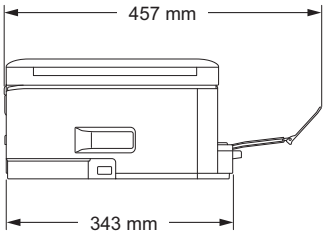
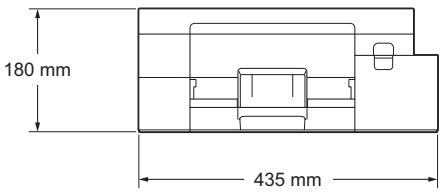
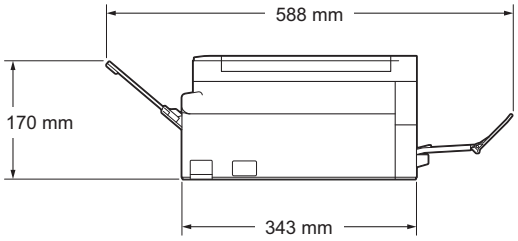
- Specifications
- Supply Specifications
- Environmental and Compliance Information
- Brother Help and Customer Support

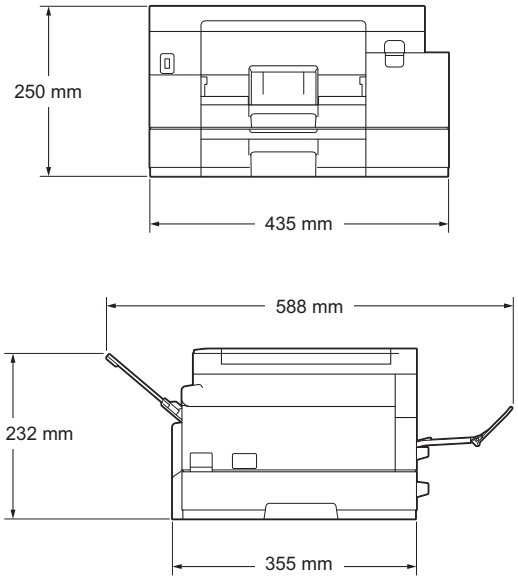
Specifications

>> 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	**Mono**	Piezo with 210 nozzles x 1
	Colour	Piezo with 70 nozzles x 3 (DCP-J1310DW/DCP-J1313DW/ DCP-J1360DW) Piezo with 210 nozzles x 3 (DCP-J1460DW/MFC-J4350DW/ MFC-J4550DW)
Memory Capacity		256 MB
Liquid Crystal Display (LCD)		• DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/ MFC-J4350DW [1] 1.8 in. (4.5 cm) TFT Colour LCD • DCP-J1460DW/MFC-J4550DW [1] 2.7 in. (6.8 cm) TFT Colour Touchscreen LCD
Power Source		AC 220 to 240 V 50/60 Hz
Power Consumption [2]		• DCP-J1310DW/DCP-J1313DW/DCP-J1360DW **Copying** [3]: Approx. 21 W **Ready** [4]: Approx. 2.5 W **Sleep** [4]: Approx. 0.6 W **Power Off** [4 5]: Approx. 0.15 W • DCP-J1460DW **Copying** [3]: Approx. 21 W **Ready** [4]: Approx. 2.5 W **Sleep** [4]: Approx. 0.6 W **Power Off** [4 5]: Approx. 0.15 W • MFC-J4350DW **Copying** [3]: Approx. 21 W **Ready** [4]: Approx. 3.5 W **Sleep** [4]: Approx. 0.8 W **Power Off** [4 5]: Approx. 0.10 W • MFC-J4550DW **Copying** [3]: Approx. 22 W **Ready** [4]: Approx. 3.5 W **Sleep** [4]: Approx. 0.9 W **Power Off** [4 5]: Approx. 0.10 W

Dimensions	• DCP-J1310DW/DCP-J1313DW   • DCP-J1360DW/DCP-J1460DW   • MFC-J4350DW  

			• MFC-J4550DW 
Weights			• DCP-J1310DW/DCP-J1313DW 6.3 kg • DCP-J1360DW/DCP-J1460DW 7.6 kg • MFC-J4350DW 8.9 kg • MFC-J4550DW 10.4 kg
Noise Level	**Sound Pressure** [6]	**Operating**	• DCP-J1310DW/DCP-J1313DW - Printing 55.0 dB (A) (Approx.) - Copying (using the scanner glass) 53.0 dB (A) (Approx.) • DCP-J1360DW/DCP-J1460DW - Printing 55.0 dB (A) (Approx.) - Copying (using the scanner glass) 53.0 dB (A) (Approx.) • MFC-J4350DW/MFC-J4550DW - Printing 54.0 dB (A) (Approx.) - Copying (using the scanner glass) 51.0 dB (A) (Approx.)
	Sound Power [7]	**Printing** [8]	• MFC-J4350DW LWAc = 6.66 B(A) (Mono) • MFC-J4550DW LWAc = 6.66 B(A) (Mono)
			• MFC-J4350DW LWAc = 6.58 B(A) (Colour) • MFC-J4550DW LWAc = 6.58 B(A) (Colour)
Temperature	**Operating**		10 to 35°C

Temperature	**Best Print Quality**	20 to 33°C
Humidity	**Operating**	20 to 80% (without condensation)
	Best Print Quality	20 to 80% (without condensation)
Automatic Document Feeder (ADF) (DCP-J1360DW/DCP-J1460DW/MFC-J4350DW/ MFC-J4550DW)		Up to 20 pages Paper: 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.

3 (DCP-J1310DW/DCP-J1313DW) When single-sided printing, resolution: standard / document: ISO/IEC 24712 printed pattern.
(DCP-J1360DW/DCP-J1460DW/MFC-J4350DW/MFC-J4550DW) 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.

6 Noise depends on printing conditions.

7 Measured in accordance with the method described in ISO 7779.

8 <Print speed>
MFC-J4350DW: 20.0 ipm (Mono) / 19.0 ipm (Colour)
MFC-J4550DW: 20.0 ipm (Mono) / 19.0 ipm (Colour)
These print speeds are for 1-sided printing and measured in accordance with the ISO/IEC 24734 standard.

Document Size Specifications

Document Size	**ADF Width** (DCP-J1360DW/DCP-J1460DW/MFC-J4350DW/ MFC-J4550DW)	139.7 to 215.9 mm
	ADF Length [1] (DCP-J1360DW/DCP-J1460DW/MFC-J4350DW/ MFC-J4550DW)	• DCP-J1360DW/DCP-J1460DW 210 to 355.6 mm • MFC-J4350DW/MFC-J4550DW 148 to 355.6 mm
	Scanner Glass Width	Max. 215.9 mm
	Scanner Glass Length	Max. 297 mm

1 Documents that are longer than 297 mm must be fed one page at a time.

Print Media Specifications

Paper Input	**Paper Tray #1**	**Paper Type** [1]	Plain Paper, Inkjet Paper (coated paper), Glossy Paper, Recycled Paper
		Paper Size	A4, Letter, Legal, Mexico Legal, India Legal, Folio, Executive, A5, A6, Envelopes (C5, Com-10, DL, Monarch), Photo (10 x 15 cm), Photo L (9 x 13 cm), Photo 2L (13 x 18 cm), Index card (13 x 20 cm)
		Maximum Paper Capacity	Up to 150 sheets of 80 g/m² plain paper
	Paper Tray #2 (MFC-J4550DW)	**Paper Type**	Plain Paper, Recycled Paper
		Paper Size	A4, Letter, Legal, Mexico Legal, India Legal, Folio, Executive, A5
		Maximum Paper Capacity	Up to 250 sheets of 80 g/m² plain paper
	Manual Feed Slot (MFC-J4350DW/ MFC-J4550DW)	**Paper Type** [1]	Plain Paper, Inkjet Paper (coated paper), Glossy Paper, Recycled Paper
		Paper Size	A4, Letter, Legal, Mexico Legal, India Legal, Folio, Executive, A5, A6, Envelopes (C5, Com-10, DL,

Paper Input	**Manual Feed Slot** (MFC-J4350DW/ MFC-J4550DW)		Monarch), Photo (10 x 15 cm), Photo L (9 x 13 cm), Photo 2L (13 x 18 cm), Index card (13 x 20 cm)
		Maximum Paper Capacity	Up to 1 sheet
Paper Output [1] [2]			• DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/ DCP-J1460DW Up to 50 sheets of 80 g/m² Plain Paper (face up print delivery to the output paper tray) • MFC-J4350DW/MFC-J4550DW Up to 100 sheets of 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.

2 Actual output tray capacity may vary depending on environmental conditions.

Fax Specifications

This feature is available for MFC-J4350DW/MFC-J4550DW.

Compatibility	ITU-T Group 3
Modem Speed	Automatic Fallback: 14,400 bps
Scanning Width (Single-sided document)	ADF: 208 mm (A4) Scanner Glass: 204 mm (A4)
Printing Width	204 mm (A4)
Greyscale	Monochrome: 8 bit (256 levels) Colour: 24 bit (8 bit per colour/256 levels)
Resolution (Horizontal)	203 dpi
Resolution (Vertical)	Standard: 98 dpi (Mono) 196 dpi (Colour)
	Fine: 196 dpi (Mono) 196 dpi (Colour)
	Superfine: 392 dpi (Mono)
	Photo: 196 dpi (Mono)
Address Book	40 numbers (MFC-J4350DW) 100 names x 2 numbers (MFC-J4550DW)
Groups	Up to 6
Broadcasting	90 (40 Address Book/50 Manual Dial) (MFC-J4350DW) 250 (200 Address Book/50 Manual Dial) (MFC-J4550DW)
Automatic Redial	3 times at 5 minute intervals
Memory Transmission	MFC-J4350DW: Up to 170 pages [1] MFC-J4550DW: Up to 180 pages [1]
Out of Paper Reception	MFC-J4350DW: Up to 170 pages [1] MFC-J4550DW: Up to 180 pages [1]

[1] 'Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, MMR code).

Copy Specifications

Colour/Monochrome	Yes/Yes
Copy Width	204 mm [1]
Multiple Copies	Stacks/Sorts up to 99 pages
Enlarge/Reduce	25% to 400% (in increments of 1%)
Resolution	Prints up to 1200 × 1800 dpi (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW) Prints up to 1200 × 2400 dpi (DCP-J1460DW/MFC-J4350DW/MFC-J4550DW)

[1] When copying on A4 size paper.

USB Flash Drive Specifications

This function is available for MFC-J4550DW.

Compatible Media [1]		USB Flash drive [2]
JPEG Print	**Resolution**	Up to 1200 x 4800 dpi
	Paper Type	Plain Paper, Inkjet Paper (coated paper), Glossy Paper
	Paper Size	A4, Letter, Photo (10 x 15 cm), Photo 2L (13 x 18 cm)
	File Format	JPEG (Progressive JPEG format is not supported)
Scan to Media	**File Format**	JPEG, PDF (Colour, Grey) TIFF, PDF (Monochrome)

[1] USB Flash drives are not supplied with product.

[2] Hi-Speed USB 2.0. USB Mass Storage standard. Supported formats: FAT12/FAT16/FAT32/exFAT

Scanner Specifications

Colour/Monochrome	Yes/Yes
TWAIN Compliant	Yes (Windows 10 / Windows 11)
WIA Compliant	Yes (Windows 10 / Windows 11)
Colour Depth	30 bit colour processing (Input) 24 bit colour processing (Output)
Greyscale	10 bit colour processing (Input) 8 bit colour processing (Output)
Resolution	Up to 19200 × 19200 dpi (interpolated) [1] [2] (from Scanner Glass) Up to 1200 × 2400 dpi (optical) (from ADF) [3] Up to 1200 × 600 dpi (optical)

Scanning Width and Length (Single-sided document)	(Scanner Glass) Width: Up to 213.9 mm Length: Up to 295 mm (ADF) [3] Width: Up to 213.9 mm Length: Up to 353.6 mm

1 The TWAIN driver only (Maximum 1200 × 1200 dpi scanning with the WIA driver in Windows 10 and Windows 11.)
2 The scanning range may decrease as the scanning resolution increases.
3 ADF models only

Printer Specifications

Resolution		• DCP-J1310DW/DCP-J1313DW/DCP-J1360DW Up to 1200 × 6000 dpi (Windows only) • DCP-J1460DW Up to 1200 × 6000 dpi • MFC-J4350DW/MFC-J4550DW Up to 1200 × 4800 dpi
Printing Width [1]		204 mm Borderless [2]: 210 mm
Borderless		A4, Letter, A6, Photo (10 x 15 cm), Photo L (9 x 13 cm), Photo 2L (13 x 18 cm), Index card (13 x 20 cm)
Automatic 2-sided Printing	**Paper Type**	Plain Paper, Recycled Paper
	Paper Size	A4, Letter, Executive, A5
Print Speed		See your model's page on your local Brother website.

1 When printing on A4 size paper.
2 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 2 m.
LAN (MFC-J4550DW)	Use an Ethernet UTP cable category 5 or greater.
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.
2 Third party USB ports are not supported.

Network Specifications

- (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW)
  You can connect your machine to a network for Network Printing and Network Scanning.
- (MFC-J4350DW/MFC-J4550DW)
  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-J4550DW)	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) (DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW/ MFC-J4350DW)		SSL/TLS (IPPS, HTTPS), 802.1x (EAP-FAST, PEAP, EAP-TLS, EAP-TTLS)
Network Security (Wireless) (MFC-J4550DW)		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 [1]		WEP 64/128 bit, WPA-PSK (TKIP/ AES), WPA2-PSK (TKIP/AES), WPA3-SAE (AES)
Wireless Setup Support Utility	**WPS**	Yes

[1] 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** [1]	
	USB [2]	**Wired LAN** [3]	**Wireless LAN**		**For Drivers**	**For Applications (Including Drivers)**
Windows 10 Home [4] [5] Windows 10 Pro [4] [5] Windows 10 Education [4] [5] Windows 10 Enterprise [4] [5]	Printing PC Fax [6] Scanning			32 bit (x86) or 64 bit (x64) processor	80 MB	2.0 GB
Windows 11 Home [4] [5] Windows 11 Pro [4] [5] Windows 11 Education [4] [5] Windows 11 Enterprise [4] [5]				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 [7] macOS v14 [7] macOS v15 [7]	Printing PC Fax (Send) [6] Scanning			64 bit processor	N/A	500 MB
ChromeOS™	Printing Scanning			N/A	N/A	N/A
Linux (Supported Package Management System: dpkg, rpm) [8]	Printing PC Fax (Send) [6] Scanning			32 bit (x86) or 64 bit (x64) processor	20 MB	20 MB

1 An Internet connection is required to install the software.

2 Third party USB ports are not supported.

3 MFC-J4550DW only.

4 For WIA, 1200 x 1200 resolution.

5 PaperPort™ 14SE supports Windows 10 and Windows 11.

6 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 support.brother.com/downloads.

For the latest supported OS, go to your model's **Supported OS** page at support.brother.com/os.

All trademarks, brand and product names are the property of their respective companies.

Related Information

- Appendix

Supply Specifications

>> DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW
>> MFC-J4350DW/MFC-J4550DW

DCP-J1310DW/DCP-J1313DW/DCP-J1360DW/DCP-J1460DW

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 initialisation.
Replacement Supplies	<Black> LC521BK <Yellow> LC521Y <Cyan> LC521C <Magenta> LC521M Black - Approximately 500 pages [1] Yellow, Cyan and Magenta - Approximately 500 pages [1]

[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-J4350DW/MFC-J4550DW

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 initialisation.
Replacement Supplies	<Black> LC527XLBK <Yellow> LC527XLY <Cyan> LC527XLC <Magenta> LC527XLM Black - Approximately 3000 pages [1] Yellow, Cyan and Magenta - Approximately 2000 pages [1]
	<Black> LC527BK <Yellow> LC527Y <Cyan> LC527C <Magenta> LC527M Black - Approximately 1300 pages [1] Yellow, Cyan and Magenta - Approximately 900 pages [1]

[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.

Related Information

- Appendix

Environmental and Compliance Information

- Information Regarding Recycled Paper
- Availability of Service Parts
- Chemical Substances (EU REACH)

Information Regarding Recycled Paper

- Recycled paper is of the same quality as paper made from original forest sources. Standards governing modern recycled paper ensure that it meets the highest quality requirements for different printing processes. The imaging equipment supplied by Brother is suitable for using with recycled paper meeting the EN 12281:2002 standard.
- Purchasing recycled paper saves natural resources and promotes the circular economy. Paper is made using cellulose fibres from wood. Collecting and recycling paper extends the life of fibres over multiple life cycles, making the best use of the resources.
- The recycled paper production process is shorter. The fibres have already been processed, so less water and energy, and fewer chemicals are used.
- Paper recycling has the benefit of saving carbon by diverting paper products from alternative disposal routes such as landfill and incineration. Landfill waste emits methane gas, which has a powerful greenhouse effect.

Related Information

- Environmental and Compliance Information

Availability of Service Parts

We warrant that service parts will be available for at least seven years after the last date we place models on the market.*

To obtain service parts, contact your supplier or dealer.

*(For Spain) without prejudice to other rights you may have as a consumer

Related Information

- Environmental and Compliance Information

Chemical Substances (EU REACH)

Information concerning chemical substances within our products required for the REACH Regulation can be found at https://www.brother.eu/reach.

Related Information

- Environmental and Compliance Information

Brother Help and Customer Support

If you need help with using your Brother product, visit support.brother.com for FAQs and troubleshooting tips. You can also download the latest software, drivers and firmware, to improve the performance of your machine, and user documentation, to learn how to get the most from your Brother product.

Further product and support information is available from your local Brother office website. Visit global.brother/en/gateway to find the contact details for your local Brother office and to register your new product.

Related Information

- Appendix

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Earth

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Version 0