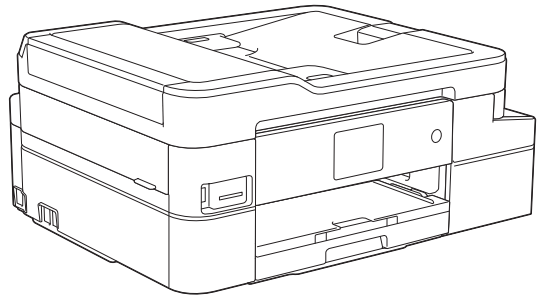**brother**

# Reference Guide
Brief explanations for routine operations

## DCP-J1100DW
## MFC-J1300DW

Brother recommends keeping this guide next to your Brother machine for quick reference.

**Online User's Guide**
For more advanced instructions, information, and product specifications, see the *Online User's Guide* at support.brother.com/manuals

# User's Guides and Where to Find Them

| Which Guide? | What's in It? | Where Is It? |
|---|---|---|
| Product Safety Guide | Read this guide first. Please read the Safety Instructions before you set up your machine. See this guide for trademarks and legal limitations. | Printed / In the box |
| Quick Setup Guide | Follow the instructions for setting up your machine, and installing the **Full Driver & Software Package** for the operating system and connection type you are using. | Printed / In the box |
| Reference Guide | Learn the basic PC-Print, PhotoCapture Center, Scan, Copy and Fax operations and basic machine maintenance. See troubleshooting tips. | Printed or on Brother Installation Disc / In the Box |
| Online User's Guide | This guide includes the additional contents of the *Reference Guide*. In addition to information about the PC-Print, PhotoCapture Center, Scan, Copy, Fax, Internet services, Mobile Functions and Brother ControlCenter operations, useful information is included about using the machine on a network. | Brother Solutions Center [1] |

[1]   Visit support.brother.com/manuals.

# For the Latest Driver Updates

Go to your model's **Downloads** page on the Brother Solutions Center at support.brother.com to download drivers. To keep your machine's performance up-to-date, check there for the latest firmware upgrades.

# Questions or Problems? Take a Look at our FAQs, Solutions, and Videos Online.

Go to your model's **FAQs & Troubleshooting** page on the Brother Solutions Center at support.brother.com.

- **Provides several ways to search**
- **Displays related questions for more information**
- **Receives regular updates based on customer feedback**

# Important Note

- This documentation is for both MFC and DCP models. Where it says 'MFC' in this User's Guide, read 'MFC-xxxx' as 'DCP-xxxx'. DCP models are not equipped with a fax function.

# 1 General Information

## Control Panel Overview
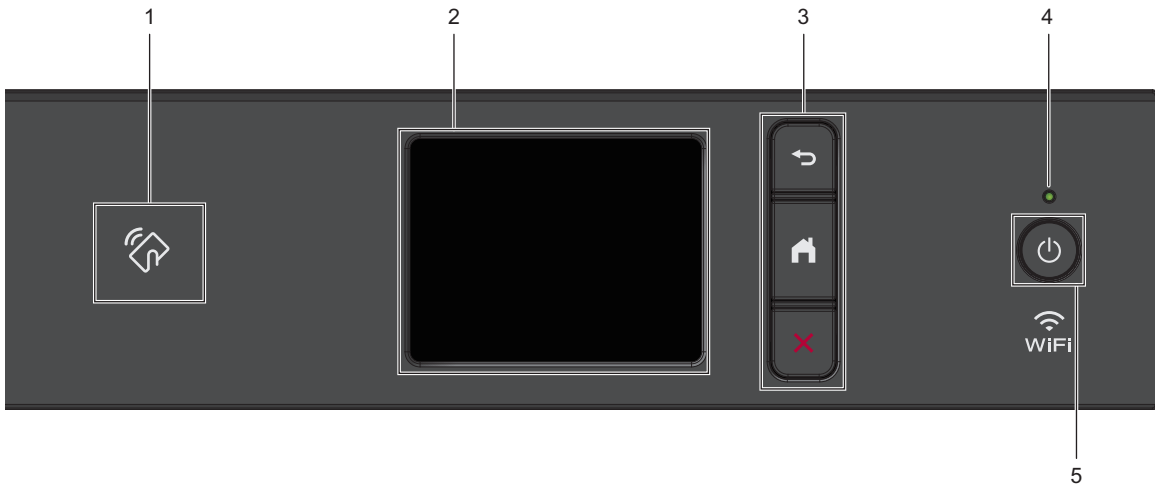


### 1. NFC (Near Field Communication) symbol

**(MFC-J1300DW)**

If your Android™ device supports the NFC feature, you can print from your device or scan documents to your device in the same way.

### 2. Touchscreen Liquid Crystal Display (LCD)

Access menus and options by pressing them on the touchscreen.

### 3. 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.

### 4. LED Power Indicator

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

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

### 5. Power On/Off

Press to turn the machine on.

Press and hold down to turn the machine off. The touchscreen displays [Shutting Down] and stays on for a few seconds before turning itself off. If you have connected an external telephone or TAD, it is always available (MFC models).

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.
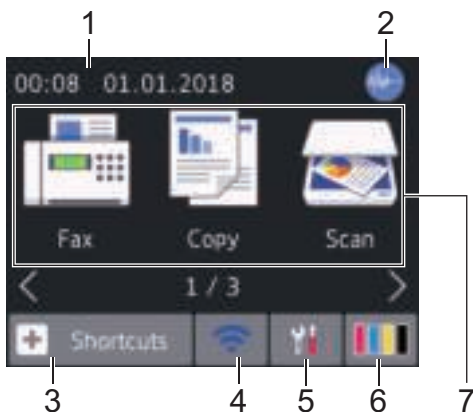
# Touchscreen LCD Overview

## MFC-J1300DW

You can switch Home screens by pressing ◀ or ▶.

From the Home screens, you can access Wi-Fi® setup, Shortcuts, Ink levels and Settings screens.

**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.

   For more detailed information, see the *Online User's Guide*.

3. **[Shortcuts]**

   Create Shortcuts for frequently-used operations, such as sending a fax, copying, scanning, Web Connect and Apps services.

   • There are three Shortcuts screens. You can program four shortcuts on each screen.

   • To display the other Shortcuts screens, press ◀ or ▶.

4. **Wireless Status**

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

   | | |
   |---|---|
   | WIFI | Your machine is not connected to the wireless access point/router. 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. |
   | | The wireless access point/router cannot be detected. |
   | | The wireless setting is disabled. |

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

5. **[Settings]**

   Press to access the [Settings] menu.

6.   **[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.
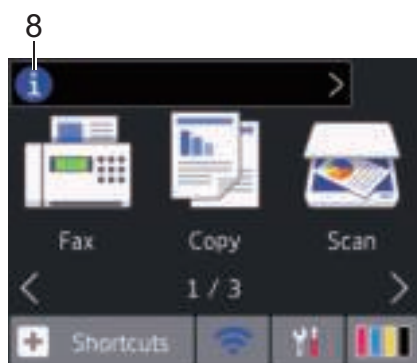
7.  **Modes:**

    Press to switch to each mode.

    [Fax] / [Copy] / [Scan] / [Photo] / [Web] / [Apps] / [Download Software]

    For more information on [Web] and [Apps], see the *Online User's Guide*.
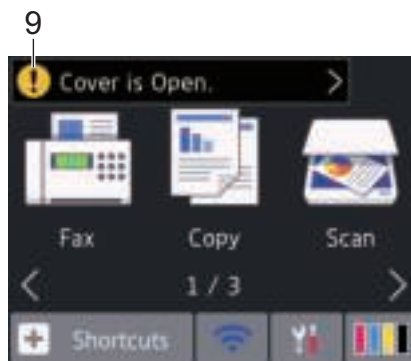
8.  **Information icon**

    8

    

    New information from Brother appears in the information bar when the notification settings such as [Message from Brother] and [Firmware Auto Check] are set to [On].

    (Internet connection is needed, and data rates may apply.)

    Press  to view the details.

9.  **Warning icon**

    9

    

    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.

## DCP-J1100DW

You can switch Home screens by pressing ◀ or ▶.

From the Home screens, you can access Wi-Fi® setup, Shortcuts, Ink levels and Setup screens.

**Home Screen**
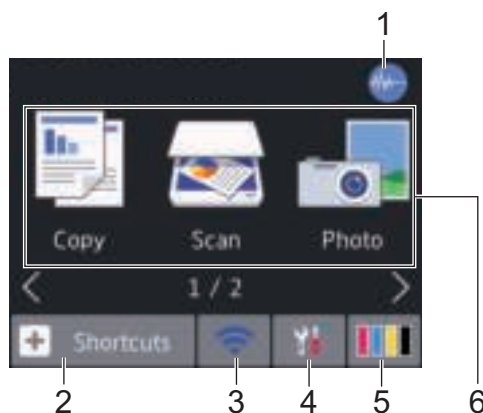
1



2      3    4    5      6

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.

   For more detailed information, see the *Online User's Guide*.

2. **[Shortcuts]**

   Create Shortcuts for frequently-used operations, such as copying, scanning, Web Connect and Apps services.

   • There are three Shortcuts screens. You can program four shortcuts on each screen.

   • To display the other Shortcuts screens, press ◀ or ▶.

3. **Wireless Status**

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

   | | |
   |---|---|
   | WiFi | Your machine is not connected to the wireless access point/router. 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. |
   | | The wireless access point/router cannot be detected. |
   | | The wireless setting is disabled. |

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

4. **[Settings]**

   Press to access the [Settings] menu.

5. **[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.

6. **Modes:**

   Press to switch to each mode.

   [Copy] / [Scan] / [Photo] / [Web] / [Apps] / [Download Software]

   For more information on [Web] and [Apps], see the *Online User's Guide*.

7. **Information icon**

   7
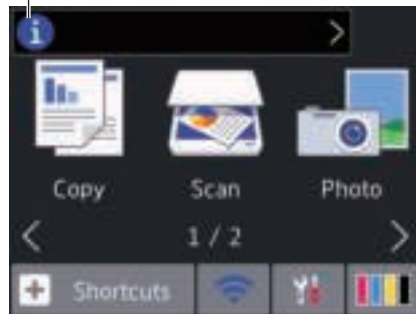
   New information from Brother appears in the information bar when the notification settings such as [Message from Brother] and [Firmware Auto Check] are set to [On].

   (Internet connection is needed, and data rates may apply.)

   Press to view the details.

8. **Warning icon**
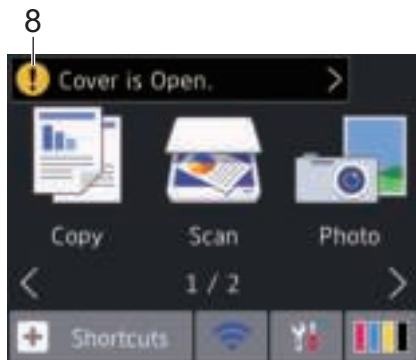
8



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.

# Navigate the Touchscreen

Press your finger on the LCD to operate it. To display and access all the options, press ◀ ▶ or ▲ ▼ on the LCD to scroll through them.

## IMPORTANT

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

## NOTE

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

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

# 2 Paper Handling

## Load Paper

**1** Load the paper in the paper tray as follows.

Fan the stack of paper well.

| Tray #1 | How to Load Paper |
|---|---|
| A4/Letter<br>Executive<br>A5/A6<br>Photo 2L<br>Index card<br>Envelopes | Adjust the paper guides.        Printing surface: Face down |
| Photo | Adjust the paper guides.        Printing surface: Face down |

| Manual Feed Slot [1] | How to Load Paper |
|---|---|
| A4/Letter<br>Executive<br>A5/A6<br>Photo<br>Photo L/2L<br>Index card<br>Envelopes | Adjust the manual feed slot paper guides.        Printing surface: Face up |

[1] You can load **only one sheet** of paper into the manual feed slot at a time.
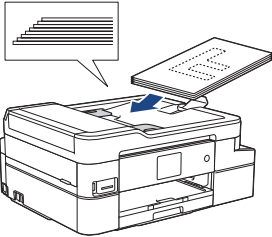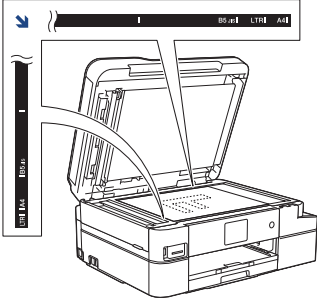
For more detailed information, see the *Online User's Guide*: *Load Paper*.

**2** Unfold the paper support flap. Change the paper size setting in the machine's menu, if needed.
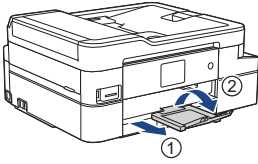


# Load Documents

Place the document in the ADF or on the scanner glass as shown in the illustration.

| **Automatic Document Feeder (ADF)** | **Scanner Glass** |
|---|---|
|  |  |
| Place your document face down in the ADF. | Place the document face down in the upper left corner of the scanner glass. |

# 3 Print

## Print from Your Computer

Before attempting any printing operation, confirm the following:

- Make sure you have installed the Brother software and drivers.
- Make sure the USB or network cable is connected correctly, or that you are connected to the network using your wireless access point/router.

### Print a Document (Windows®)

**1** Select the print command in your application.

**2** Select **Brother MFC-XXXX Printer** (where XXXX is the name of your model).

**3** Click **Print**.

**4** Complete your print operation.

### Print a Document (Mac)

**1** From an application, such as Apple TextEdit, click the **File** menu, and then select **Print**.

**2** Select **Brother MFC-XXXX** (where XXXX is the name of your model).

**3** Click **Print**.

**4** Complete your print operation.

## Various Printing

To use the various printing features, click the printing properties or preferences button to change the printer setting.

**Print on Both Sides of the Paper Automatically**



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



For Windows®:

For more detailed information, see the *Online User's Guide*: *Print from Your Computer (Windows®)*.

For Mac:

For more detailed information, see the *Online User's Guide*: *Print from Your Computer (Mac)*.

# 5 Scan

## Before Scanning

Before attempting to scan, confirm the following:

- Make sure you have installed the Brother software and drivers.
- Make sure the USB or network cable is connected correctly, or that you are connected to the network using your wireless access point/router.

## Scan from Your Computer

There are several ways you can use your computer to scan photos and documents on your Brother machine. Use the software applications provided by Brother, or use your favourite scanning application.

For more detailed information, see the *Online User's Guide*: *Scan from Your Computer (Windows®)* or *Scan from Your Computer (Mac)*.

## Scan Using the Scan Button on the Machine

**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 press the computer name.

If the LCD 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] or [Set at Device], and then go to the next step.
- 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 the [Options] or [Set at Device] settings, a computer with ControlCenter4 (Windows®) or Brother iPrint&Scan (Mac) installed must be connected to the machine.

**5** Change the scan settings you want to change, such as scan type, resolution, file type and document size, if needed. When finished press [OK].

**6** Press [Start].

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

# 6    PhotoCapture Center

## Print Photos Directly from Media

### Preview and Print Photos from Media

Preview your photos on the LCD before you print them.

**1** Put the memory card or USB flash drive in the correct slot.
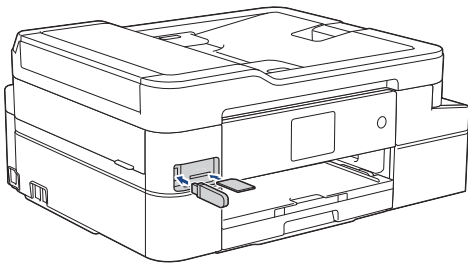
**2** Press [Photo] > [Select Files].

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

You can also press [-] or [+] on the touchscreen.

**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].

### Print Settings Overview

The Print Settings you change are temporary for your current printout. The machine returns to its default settings after printing is complete.

✎ You can save the print settings you use most often by setting them as the default.

For more detailed information, see the *Online User's Guide*.

Press [Address Book].

Do one of the following:

- Select the number you want, and then press [Apply].

- Press $\boxed{Q}$, 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].

For more detailed information on how to store address book numbers, see the *Online User's Guide*.

---

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 the [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 the [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.

# Choose the Correct Receive Mode

**Related Models:**
MFC-J1300DW

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.

Do you want to use the telephone features of your machine (if available) or an external telephone or external telephone answering device connected on the same line as the machine?

Yes

No

Are you using the voice message function of an external telephone answering device?

No

**Fax Only**

Do you want the machine to answer fax and telephone calls automatically?

No → **Manual**

**Fax/Tel**

Yes

**External TAD**

Yes

**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 ▮.

# A Routine Maintenance

## 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 Print Quality Check Sheet and look at the nozzle check pattern.

**1** Press 🛠 [Settings] > [Maintenance] > [Improve Print Quality] > [Check Print Quality].

**2** Press [Start].

The machine prints the Print Quality Check Sheet.

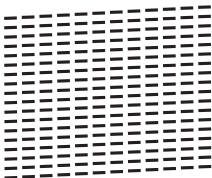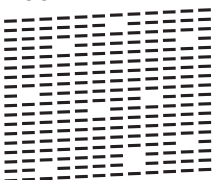**3** Check the quality of the four colour blocks on the sheet.

**4** The touchscreen asks about 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].

  **OK**

  **Poor**

**5** The touchscreen asks 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 Maintenance screen reappears on the touchscreen. Press 🏠.

**7** After the cleaning procedure is finished, the touchscreen asks if you want to print the Print Quality Check Sheet again. Press [Yes], and then press [Start].

The machine prints the Print Quality Check Sheet again. Check the quality of the four colour blocks on the sheet again.

If you clean the print head and the print has not improved, try installing a Brother Original replacement ink cartridge for each problem colour. Try cleaning the print head again. If the print has not improved, contact Brother customer service or your local Brother dealer.

### 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.



# 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.

Before adjusting the print alignment, make a print quality check first by pressing  [Settings] > [Maintenance] > [Improve Print Quality] > [Check Print Quality].

**1** Press  [Settings] > [Maintenance] > [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** Press [Auto] or [Manual].

- If you select the [Auto] mode, the print alignment is automatically adjusted by scanning the alignment check sheet.

- If you select the [Manual] mode, you need to input information printed on the alignment check sheet manually.

**5** If you selected the [Auto] mode, select the paper size to print the alignment check sheet on.

**6** Load specified size paper in the tray, and then press [Start].

The machine prints the alignment check sheet.

**7** Follow the instructions on the LCD.

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.

# 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 ink left in each cartridge.
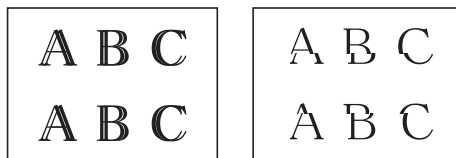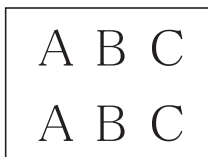
**1** Press ▋▋▋▋ [Ink] > [Ink Volume].

The touchscreen displays the ink volume and the page gauge [1].
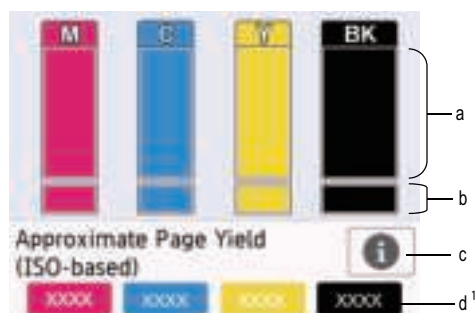


a. Displays the cartridge ink level.

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 [1] shows the approximate number of remaining pages that can be printed with the cartridges.

---

- You can also press 🔧 [Settings] > [Maintenance] > [Ink Volume].

- 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 is at the end of its life. |
| ? | There is a problem with the ink cartridge. |

- 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.

---

[1] Page Gauge is an estimate for informational purposes only and does not display actual remaining page yield. For actual cartridge yield information, refer to support.brother.com/yield.

**A  Routine Maintenance**

# B Troubleshooting

Use this section to resolve problems you may encounter when using your Brother machine.
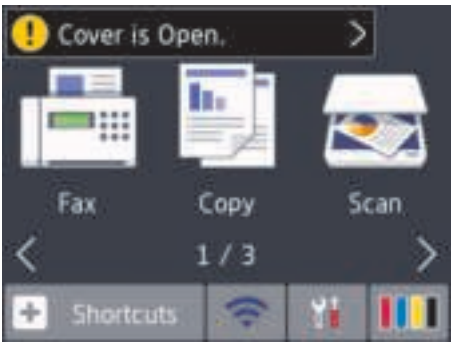
## Identify the Problem

Even if there seems to be a problem with your machine, you can correct most problems yourself.

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.
- 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 button is blinking.

To find the error and the solution, check the LCD or the machine's status in **Status Monitor** on your computer.

| Using the LCD | Using the Status Monitor |
|---|---|
| 1. Follow the messages on the LCD.<br>2. See the instructions in the following Error and Maintenance Messages table.<br>3. If you cannot resolve the error, see the *Online User's Guide*: *Error and Maintenance Messages*. | • Double-click the ⬜ icon in the task tray.<br>• Each colour of the icon indicates the machine's status.<br>• Click the **Troubleshooting** button to access Brother's troubleshooting website. |

# Error and Maintenance Messages

The most common error and maintenance messages are shown in the table. For more detailed information, see the *Online User's Guide*.

You can correct most errors and perform routine maintenance yourself. If you need more tips, go to your model's **FAQs & Troubleshooting** page on the Brother Solutions Center at support.brother.com.

> (MFC-J1300DW)
>
> If the touchscreen displays error messages and your Android™ device supports the NFC feature, touch your device to the NFC symbol on the control panel to access the Brother Solutions Center and browse the latest FAQs from your device. (Your mobile telephone provider's message and data rates may apply.)
>
> Make sure the NFC settings of both your Brother machine and your Android™ device are set to On.

| Error Message | Action |
|---|---|
| `B&W Print Only` `Replace ink.` | One or more of the colour ink cartridges have reached the end of their lives. |
| | Replace the ink cartridges. |
| | For more detailed information, see the *Online User's Guide*: *Replace the Ink Cartridges*. |
| | The machine may stop all print operations and you may not be able to use the machine until you install a new ink cartridge in the following cases: |
| | • If you unplug the machine or remove the ink cartridge. |
| | • If you select the **Slow Drying Paper** option on the machine or in the printer driver. |
| `BT Call Sign On` | BT Call Sign is set to On. You cannot change the Receive Mode from Manual to another mode. |
| | Set BT Call Sign to Off. |
| | For more detailed information, see the *Online User's Guide*: *Enable the Machine to Work with BT Call Sign (with Your External Telephone only)*. |

| Error Message | Action |
|---|---|
| Cannot Detect | Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer. |
| | Take out the new ink cartridge and reinstall it slowly and firmly until it locks into place. |
| | For more detailed information, see the *Online User's Guide*: *Replace the Ink Cartridges*. |
| | Check the model numbers of the ink cartridges and install the correct ink cartridges. |
| | See *Related Information*: *Supply Specifications* at the end of this section. |
| Cannot Detect Ink Volume | Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer. |
| Data Remaining in Memory | Press . The machine will cancel the job and clear it from the memory. Try to print again. |
| Disconnected | 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* at the end of this section. |
| Document Jam/too Long | The document was not inserted or fed correctly, or the document scanned from the ADF was too long. |
| | For more detailed information, see the *Online User's Guide*: *Document Jams*. |
| High Temperature | After cooling the room, allow the machine to cool down to room temperature. Try again when the machine has cooled down. |
| Hub is Unusable. | 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 must be replaced soon. Contact Brother customer service or your local Brother dealer.<br>• The ink absorber box absorbs the small amount of ink emitted during print head cleaning. |
| Ink Absorber Pad Full | The ink absorber box must be replaced. Contact Brother customer service or your local Brother Authorised Service Centre to have your machine serviced. |

| Error Message | Action |
|---|---|
| Ink Low | One or more of the ink cartridges are near the end of their lives. |
| | Order a new ink cartridge. You can continue printing until the touchscreen displays `Replace Ink`. |
| | For more detailed information, see the *Online User's Guide*: *Replace the Ink Cartridges*. |
| | • You can still scan even if the ink is low or needs to be replaced. |
| Jam A Inside/ Front<br><br>Repeat Jam A Inside/Front | Remove the jammed paper. |
| | For more detailed information, see the *Online User's Guide*: *Printer Jam or Paper Jam*. |
| | Make sure the paper guides are set to the correct paper size. |
| | Do not put more than one sheet of paper in the manual feed slot at any one time. Wait until the touchscreen prompts you to load another sheet of paper before you feed the next sheet of paper in the manual feed slot. |
| Jam B Front<br><br>Repeat Jam B Front | Remove the jammed paper. |
| | For more detailed information, see the *Online User's Guide*: *Printer Jam or Paper Jam*. |
| | Make sure the paper guides are set to the correct paper size. |
| Jam C Rear | Remove the jammed paper. |
| | For more detailed information, see the *Online User's Guide*: *Printer Jam or Paper Jam*. |
| | Make sure the paper guides are set to the correct paper size. |
| | Clean the paper pick-up rollers. |
| | For more detailed information, see the *Online User's Guide*: *Clean the Paper Pick-up Rollers*. |
| Low Temperature | After warming the room, allow the machine to warm up to room temperature. Try again when the machine has warmed up. |
| Media is Full. | Your machine can only save to your memory card or USB flash drive if it contains fewer than 999 files. Delete unused files and try again. |
| | Delete unused files from your memory card or USB flash drive to make some free space, and then try again. |
| No Caller ID | 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. |
| | For more detailed information, see the *Online User's Guide*: *Caller ID*. |
| No Ink Cartridge | Remove the new ink cartridge and re-install it slowly and firmly until it locks into place. |
| | For more detailed information, see the *Online User's Guide*: *Replace the Ink Cartridges*. |

**B Troubleshooting**

| Error Message | Action |
|---|---|
| No Paper Fed | Do one of the following:<br><br>• Refill the paper tray, and then follow the LCD instructions.<br><br>• Remove and reload the paper, and then follow the LCD instructions. |
| | The paper was not inserted in the centre position of the manual feed slot.<br><br>Remove the paper and reinsert it in the centre of the manual feed slot, and then follow the LCD instructions.<br><br>For more detailed information, see the *Online User's Guide*: *Load Paper in the Manual Feed Slot*. |
| | The Jam Clear Cover is not closed correctly. |
| Out of Fax Memory | Do one of the following:<br><br>• Clear the data from the memory. To gain extra memory, you can turn Memory Receive off.<br><br>For more detailed information, see the *Online User's Guide*: *Turn Off Memory Receive*.<br><br>• Print the faxes stored in the memory.<br><br>For more detailed information, see the *Online User's Guide*: *Print a Fax Stored in the Machine's Memory*. |
| Out of Memory | If a fax-sending or copy operation is in progress:<br><br>• Press ✖ or Quit and wait until the other operations that are in progress finish, and then try again.<br><br>• Press Partial Print to copy the pages scanned so far.<br><br>• Clear the data in the memory. To gain extra memory, you can turn Memory Receive off.<br><br>For more detailed information, see the *Online User's Guide*: *Turn Off Memory Receive*.<br><br>• Print the faxes stored in the memory.<br><br>For more detailed information, see the *Online User's Guide*: *Print a Fax Stored in the Machine's Memory*. |

| Error Message | Action |
|---|---|
| `Paper Size Mismatch` | 1. Check that the paper size you selected on the machine's display matches the size of the paper in the tray. <br><br> For more detailed information, see the *Online User's Guide*: *Change the Paper Size and Paper Type*. <br><br> 2. Make sure you loaded the paper in the correct orientation and set the paper guides at the indicators for your paper size. <br><br> For more detailed information, see the *Online User's Guide*: *Load Paper*. <br><br> 3. After you have checked the paper size and the paper orientation, follow the LCD instructions. |
| | If printing from your computer, make sure the paper size you selected in the printer driver matches the size of paper in the tray. <br><br> For more detailed information, see the *Online User's Guide*: *Print Settings (Windows®)* or *Print Options (Mac)*. |
| `Paper Tray not detected` | Slowly push the paper tray completely into the machine. |
| | Paper or a foreign object has prevented 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 the *Online User's Guide*: *Printer Jam or Paper Jam*. |
| `Repetitive No Paper Fed` | Clean the paper pick-up rollers. |
| | For more detailed information, see the *Online User's Guide*: *Clean the Paper Pick-up Rollers*. |
| `Replace Ink` | One or more of the ink cartridges have reached the end of their lives. |
| | Replace the ink cartridges. |
| | For more detailed information, see the *Online User's Guide*: *Replace the Ink Cartridges*. |
| | • You can still scan even if the ink is low or needs to be replaced. |
| `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` | 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. |
| | For more detailed information, see the *Online User's Guide*: *Change the Check Paper Size Setting*. |

**B Troubleshooting**

| Error Message | Action |
|---|---|
| `Unable to Clean XX`<br><br>`Unable to Initialize XX`<br><br>`Unable to Print XX` | A foreign object, such as a paper clip or a piece of ripped paper, is in the machine. |
| | Open the scanner cover and 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. |
| | If you cannot print received faxes, transfer them to another fax machine or to your computer. |
| | For more detailed information, see the *Online User's Guide*: *Transfer Your Faxes or Fax Journal Report*. |
| `Unable to Scan XX` | Disconnect the machine from the power for several minutes, and then reconnect it. |
| | If you cannot print received faxes, transfer them to another fax machine or to your computer. |
| | For more detailed information, see the *Online User's Guide*: *Transfer Your Faxes or Fax Journal Report*. |
| `Unusable Device`<br><br>`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, then press ⏻ to turn the machine off and then on again. |
| `Unusable Device`<br><br>`Please disconnect USB device.` | A USB device or USB flash drive that is not supported has been connected to the USB direct interface. |
| | Unplug the device from the USB direct interface. Turn the machine off and then on again. |
| `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. |
| | See *Related Information*: *Supply Specifications* at the end of this section. |
| `Wrong Ink Colour` | Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions. |

## Related Information

- Telephone Line Interference/VoIP on page 14
- Supply Specifications on page 27

# C Appendix

## Information for compliance with Commission Regulation 801/2013

| Models | Power consumption Networked Standby [1] |
|---|---|
| DCP-J1100DW | Approx. 1.2 W |
| MFC-J1300DW | Approx. 2.1 W |

[1]   All network ports activated and connected

**How to enable/disable Wireless LAN**

- (DCP-J1100DW) To turn on or off the wireless network connection, press ▮▮▮ [Settings]
  > [All Settings] > [Network] > [WLAN Enable] > [On] or [Off].

- (MFC-J1300DW) To turn on or off the wireless network connection, press ▮▮▮ [Settings]
  > [All Settings] > [Network] > [Network I/F] > [WLAN] or [Wired LAN].

## Supply Specifications

| 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 a set of ink cartridges the machine will use an amount of ink to fill the ink delivery tubes for high quality printouts. This process will only happen once. After this process is complete the cartridges provided with your machine will have a lower yield than LC3235 cartridges (approximately 90% for Black and 80% for colour [1]). With all following ink cartridges you can print the specified number of pages. |
| Replacement Supplies | <Black> LC3235XLBK<br><Yellow> LC3235XLY<br><Cyan> LC3235XLC<br><Magenta> LC3235XLM<br>Black - Approximately 6000 pages [1]<br>Yellow, Cyan and Magenta - Approximately 5000 pages [1] |
|  | <Black> LC3233BK<br><Yellow> LC3233Y<br><Cyan> LC3233C<br><Magenta> LC3233M<br>Black - Approximately 3000 pages [1] |

| Replacement Supplies | Yellow, Cyan and Magenta - Approximately 1500 pages [1] |
|---|---|

[1] All replacement cartridges will provide approximate page yield stated in accordance with ISO/IEC 24711. For more page yield information, see www.brother.com/pageyield.

---

**BROTHER CREATIVECENTER**

If using Windows®, double-click the **Brother Creative Center** icon  on your desktop to access our **FREE** website designed as a resource to help you easily create and print customised materials for business and home use with photos, text and creativity.

Mac users can access Brother CreativeCenter at this web address: www.brother.com/creativecenter

# brother

**Visit us on the World Wide Web**
**www.brother.com**

Brother
Earth