

# Troubleshooting Steps

Below how to connect to network, product not Wifi enabled. Below also on loading documents via ADF.

## Load Documents in the Automatic Document Feeder (ADF)

Use the ADF when copying or scanning multiple-page, standard-sized documents.

- The ADF can hold up to 50 pages and feed each sheet individually.
- Use standard 80 g/m<sup>2</sup> (20 lb) paper.
- Make sure documents with correction fluid or written in ink are completely dry.
- DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper-clipped, pasted, or taped.
- DO NOT use cardboard, newspaper, or fabric.
- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.

## Document Sizes Supported

Length:	147.3 to 355.6 mm (5.8 to 14.0 in)
Width:	105 to 215.9 mm (4.1 to 8.5 in)
Weight:	60 to 105 g/m <sup>2</sup> (16 to 28 lb)

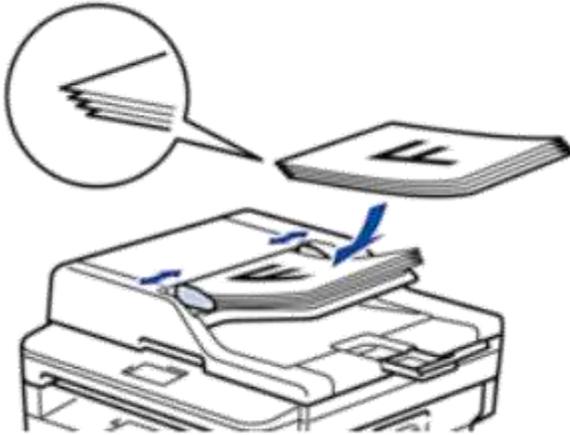
NOTE: Illustrations shown below are from a representative product and may differ from your Brother machine.

1. **Unfold the ADF document output support flap.**



2. **Fan the pages well.**

3. **Stagger the pages of your document and load it face up and top edge first, into the ADF as shown in the illustration.**



4. **Adjust the paper guides to fit the width of your document.**

If you cannot print from your PC on a wired network, follow the steps below.

If you failed to print once, verify the print jobs. If any print jobs remain, delete the print jobs.

> [Click here to see how to delete the print jobs.](#)

Follow the steps below to resolve this issue.

#### **STEP A: Verify the Brother machine is powered on and there are no errors present**

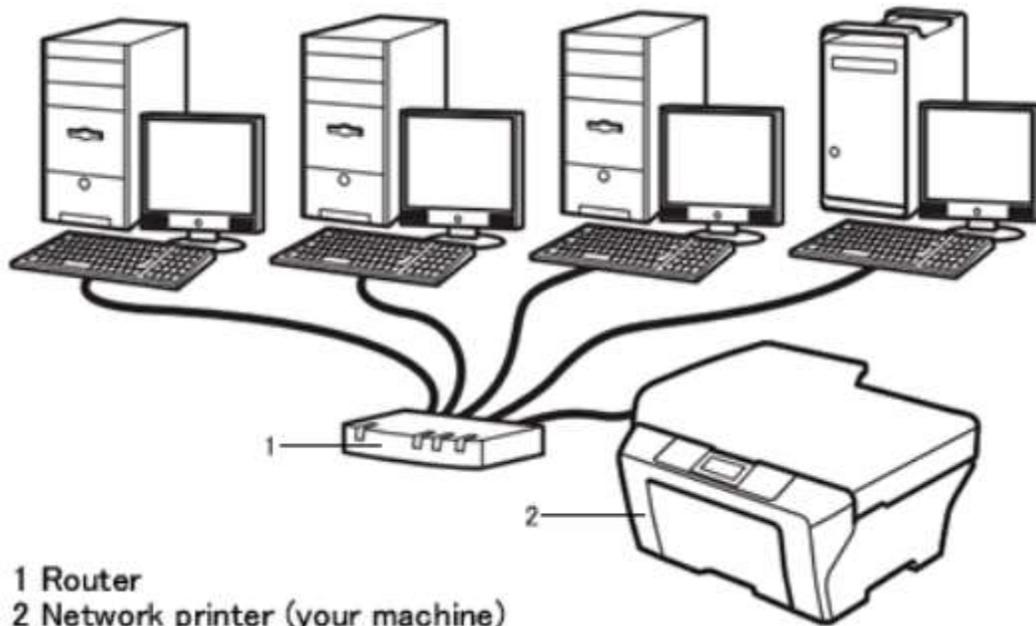
1. If the machine's display (hereinafter called LCD) is blank, then the Brother machine is not powered on or is in sleep mode. Press any button on the machine to see if it wakes from sleep mode. If it does not, then verify that it is plugged into a working power outlet and any power switches are turned to the ON position.

NOTE: If you are unable to power on the machine, then this solution does not apply. Troubleshoot this hardware issue.

2. Check the LCD screen for any error messages. An example would be "Paper Jam" or "Ink/Toner Empty". If the LCD screen shows an error this can prevent printing, troubleshoot to clear the particular issue before you continue troubleshooting the PC printing.

#### **STEP B: Verify the connection between your Brother machine and your computer**

1. Turn off your Brother machine. Wait a few seconds, then turn it on again.  
Wait at least three minutes for the machine to join the network.  
If the issue continues, go to **STEP 2**.
2. Check the following points:
  - Verify that the network cable and the power cord of the Brother machine are securely connected. If the power cord is connected to a surge protector or power switch, remove the cord from the device and connect it directly to the power outlet.
  - Verify that the Brother machine and your computer are connected in a Peer-to-Peer environment. There is no central server controlling file access or printer sharing.



- Verify that the Link light of the router or the hub is ON.  
If you make any adjustments to the configuration, try restarting your computer. And then make sure that you can print.  
If you can print correctly, the issue is resolved.

If the issue continues, go to **STEP C**.

> [STEP C \(Windows\): Use the \*\*Network Connection Repair Tool\*\*](#)

> [STEP C \(Mac\): Verify the IP Address](#)

### **STEP C (Windows): Use the Network Connection Repair Tool**

Use the **Network Connection Repair Tool**, which can automatically locate and update your Brother machine's IP address within your printer driver.

The instructions on the **Network Connection Repair Tool** are available on the download page.

> [Click here to download the \*\*Network Connection Repair Tool\*\* in the \*\*Downloads\*\* section.](#)

If you can print correctly using the **Print Test Page** button, the issue is resolved.

If the **Network Connection Repair Tool** could not resolve the issue, go to **STEP D (Windows)**.

### **STEP D (Windows): Uninstall and reinstall the Brother drivers**

1. Uninstall the Brother driver. ([Click here to see how to uninstall the driver.](#))
2. Download the latest **Full Driver & Software Package** and re-install it. The installation instructions are available on the download page.  
> [Click here to download the \*\*Full Driver & Software Package\*\* in the \*\*Downloads\*\* section.](#)

If a firewall is detected, select **Change the Firewall port settings to enable network connection and continue with the installation (Recommended)**. You may have to click **Next** to continue.

(For AntiVirus Software Users)

If you are using AntiVirus Software, a warning dialogue window might appear during the installation, then select allow to continue.

If you did not accept the security alert dialogue box, the firewall function of your security software may be rejecting access.

Some security software might block access without showing a security alert dialogue box. To allow access, see the instructions for your security software or ask the manufacturer.

If the firewall blocks network communication, we recommend allowing the following Internal/External ports in your firewall:

- For network scanning, add UDP port 54925.
- For network printing/scanning, add UDP port 137 and 161.

### STEP C (macOS): Verify the IP Address

Verify that both the IP addresses of your computer and the Brother machine are correct and located in the same segmentation following the instructions below:

#### I: How to check the IP address of your computer

1. Click the **Apple Menu** and select **System Preferences...**



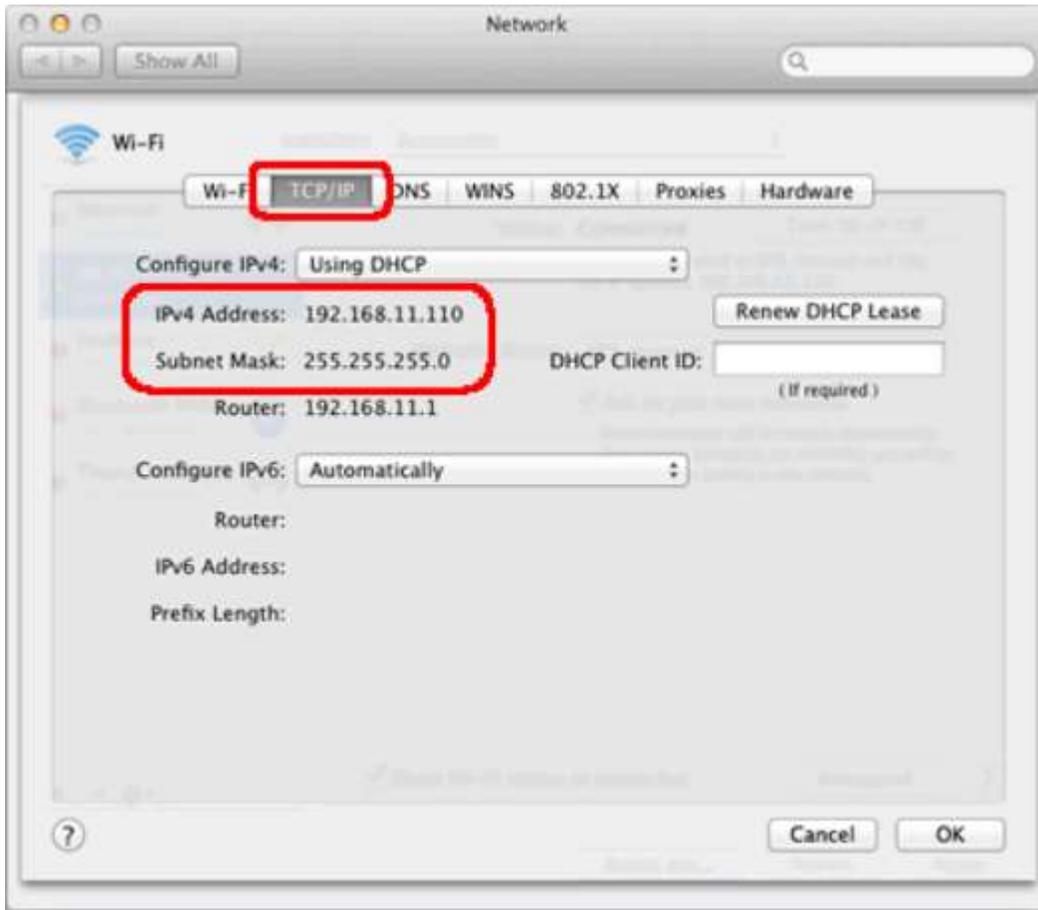
2. Click **Network**.



3. Click **Advanced**.



4. Click **TCP/IP** and check the **IPv4 Address** and **Subnet Mask**.



**Make sure that the Subnet Mask is "255.255.255.0".**

If your Subnet Mask is different, consult a network administrator to resolve the issue. (This FAQ is not applicable for your network environment.)

If your Subnet Mask is 255.255.255.0, continue to the following instructions below.

## II: How to check the IP address of your Brother machine

If your Brother machine was purchased Network Ready, then the IP address can be determined via the control panel of the Brother machine or by printing a Report Page which is called **Network Configuration Report**. For more information on how to find the IP address on the control panel of the machine or print a Report Page, refer to the **Online User's Guide** or **Software and Network User's Guide** or **Network User's Guide** for your machine.

> The latest **Online User's Guide** or **Software and Network User's Guide** or **Network User's Guide** are available in the **Manuals** section.

## III: How to verify that both the IP addresses of your computer and the Brother machine are correct and located in the same segmentation.

**III-1: Make sure all the following points from a to c are applicable for both the IP addresses of your computer and your Brother machine.**

- The addresses (bold texts) are same as below:  
**PC IP address: 192.168.1.2**  
**Brother machine IP address: 192.168.1.199**
- The end addresses are different and the address is within **2-254**.
- The addresses are unique among all connected devices on your network environment.

**III-2: Check the chart listed below.**

If both IP addresses are following all the above points, check **Case A**.

If either IP address is not following one of the above points, check **Case B**.

You can check the **Boot Method** or **IP Config** listed in the **User Settings** or **Network Configuration Report**.

Case A: IP addresses are correct		Case B: IP addresses are incorrect	
Boot Method or IP Config: Auto	Boot Method or IP Config: Static	Boot Method or IP Config: Auto	Boot Method or IP Config: Static
Reset all network settings of your Brother machine.	Reset all network settings of your Brother machine and reset the IP address manually.	Reset all network settings of your Brother machine. If the IP address is still incorrect, set the IP address manually. (This changes the Boot Method or IP Config to "Static".)	Reset the IP address manually.

- [□□□□□□□□](#) > Click here to see how to reset the network setting of the Brother machine.
- [□□□□□□□□](#) Before resetting, make sure the machine is not operating, then disconnect all the cables from the machine (except power cable).

#### STEP D (macOS): Make sure your router allows communication on the network via Bonjour.

Does the router support Bonjour communication?

The router may be set to block Bonjour communication. Refer to the support documentation for your router and check the router settings.

If you don't know whether the router supports Bonjour or the method for changing the settings, contact the router manufacturer.

#### STEP E (macOS): Restart the router or hub.

Try restarting the router or hub.

If the issue continues, go to **STEP F**.

#### STEP F (macOS): Uninstall and reinstall the Brother drivers.

1. Uninstall the Brother driver. ([Click here to see how to uninstall the driver.](#))
2. Download the latest **Full Software Package** and re-install it. The installation instructions are available on the download page.  
> [Click here to download the Full Software Package in the Downloads section.](#)  
If the **Full Software Package** is not available for your model, re-install the latest **Printer Driver**. The installation instructions are available on the download page.  
> [Click here to download the Printer Driver in the Downloads section.](#)

(For macOS 11 or later)

We recommend using AirPrint.

If you want to see how to add your Brother machine with AirPrint, [see the Related FAQs at the end of the page.](#)

If your machine does not support AirPrint, you will not find any AirPrint FAQ in the **Related FAQs**. Download **Brother iPrint&Scan** from the App Store.