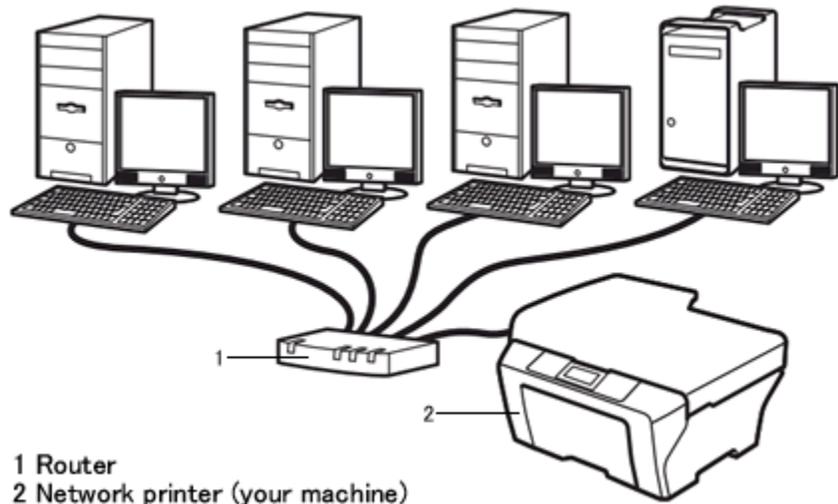


Troubleshooting steps

STEP : 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.

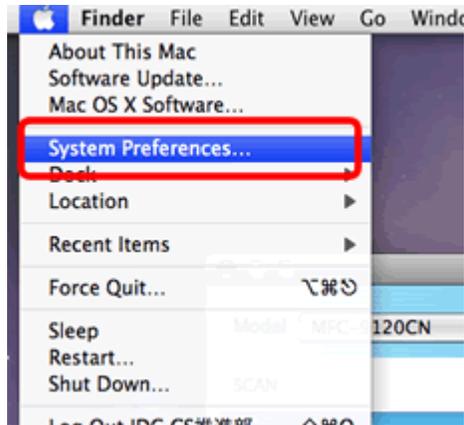
If you can print correctly, the issue is resolved.

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

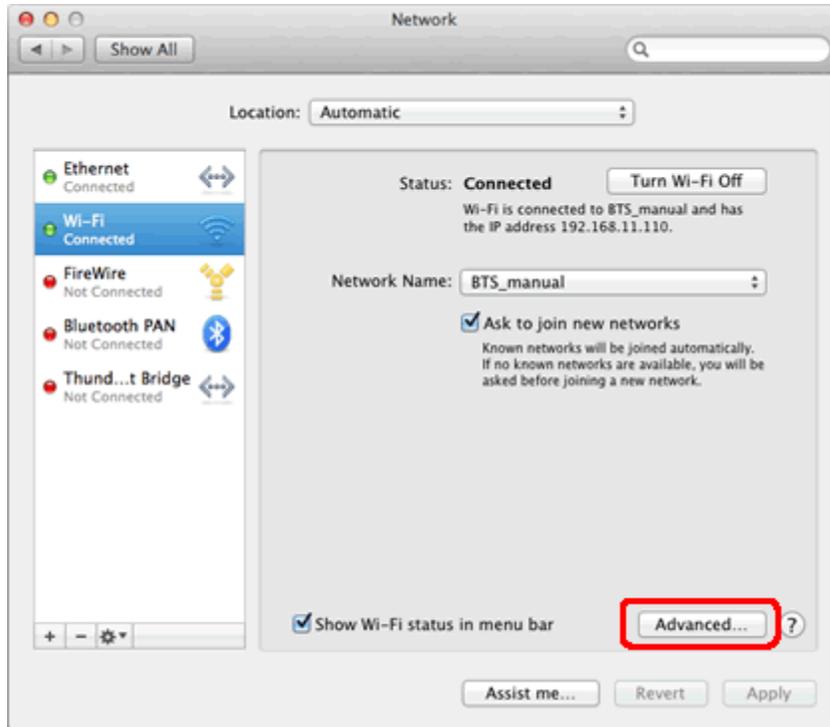
1. Click the **Apple Menu** and select **System Preferences....**



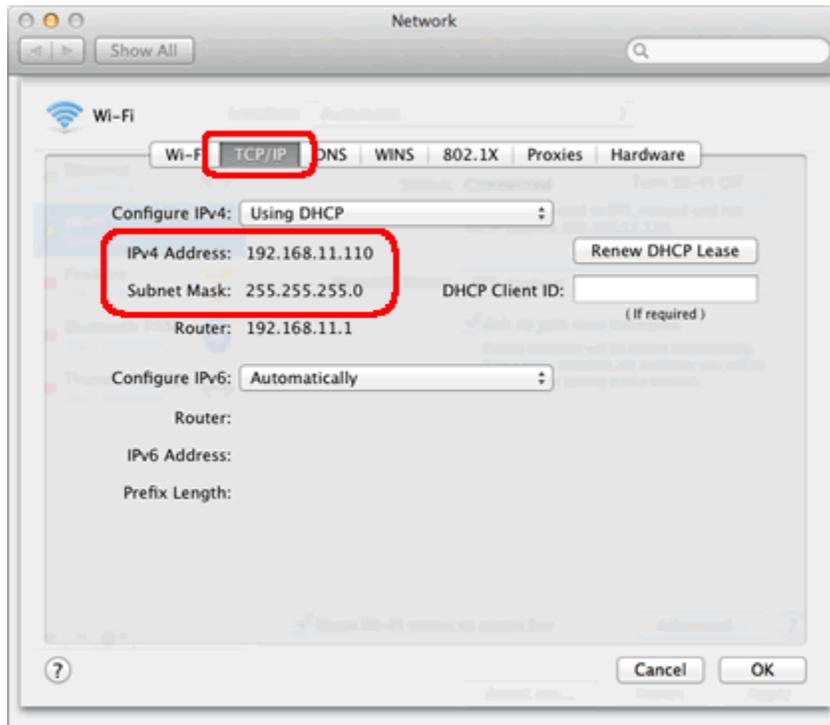
2. Click **Network**.



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.

- a. The addresses (bold texts) are same as below:
PC IP address: 192.168.1.2
Brother machine IP address: 192.168.1.199
- b. The end addresses are different and the address is within **2-254**.
- c. 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.

Add your Brother machine with AirPrint (macOS)

Before printing using macOS, add your Brother machine to the printer list on your Mac computer.

NOTE: The steps may differ depending on your operating system.

Select System Preferences from the Apple menu.

Click Printers & Scanners.

Click the + icon below the Printers pane on the left.

The Add screen appears.

Select your Brother machine, and then select AirPrint from the Use pop-up menu.

Click Add.