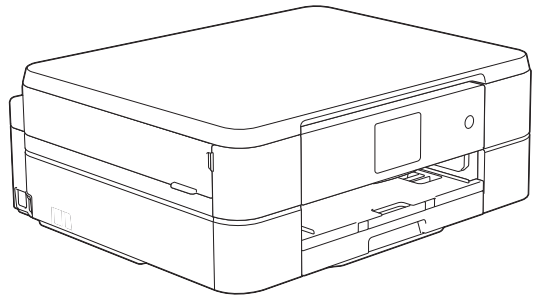




# Basic User's Guide

## DCP-J562DW



### Online User's Guide

This Basic User's Guide contains basic instructions and information for your Brother machine.

For more advanced instructions and information, see the Online User's Guide at [solutions.brother.com/manuals](http://solutions.brother.com/manuals)



## If you need to call Customer Service

Please complete this information for future reference:

**Model Number:** DCP-J562DW

**Serial Number:** <sup>1</sup> \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

**Place of Purchase:** \_\_\_\_\_

<sup>1</sup> The serial number is on the back of the machine. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.

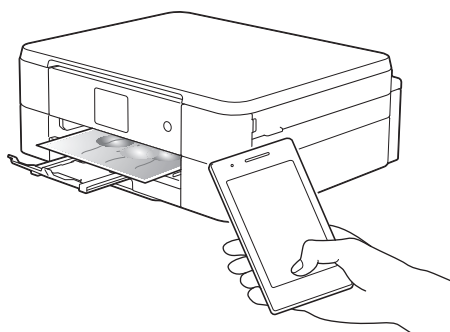
Register your product online at

<http://www.brother.com/html/registration>

# You Can Use the Following Features

## Mobile Connect

Use Brother iPrint&Scan to check the machine status and access various functions from mobile devices.



By installing Brother iPrint&Scan on your mobile device and connecting to the machine, you can use the following convenient features:

- Print

You can print photos, documents, and web pages from your mobile device. You can also print files from various web services.

- Scan

You can scan photos and documents and save them to your mobile device.

- Copy

You can use your mobile device to edit scanned images (crop and rotate images), and then print them using the machine.

- Check the Machine Status

You can check the remaining ink levels and other information, and view error solutions.

For more information, see the *Mobile Print/Scan Guide for Brother iPrint & Scan*:

[solutions.brother.com/manuals](http://solutions.brother.com/manuals)

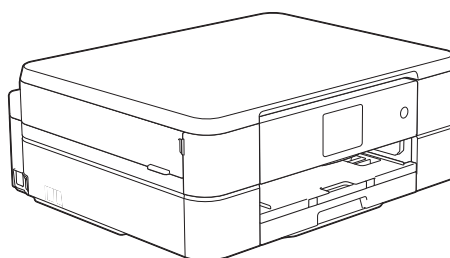


## Web Connect / Brother Apps

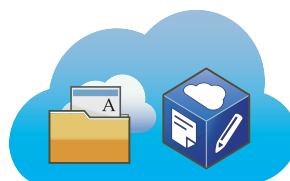
Scan and upload images and files to popular web services directly from your machine. Capture and convert information directly from your machine without your computer.

For more information, see the *Web Connect Guide*:

[solutions.brother.com/manuals](http://solutions.brother.com/manuals)



Printing ↑      ↓ Scanning



# 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 drivers and software for the operating system and connection type you are using.	Printed / In the box
Basic User's Guide	Learn the basic PC-Print, Scan, Copy and PhotoCapture Center operations and basic machine maintenance. See troubleshooting tips.	Printed / In the box
Online User's Guide	This guide includes the additional contents of the Basic User's Guide.  In addition to information about the PC-Print, Scan, Copy, PhotoCapture Center and Brother ControlCenter operations, useful information is included about using the machine on a network.	HTML and PDF file / Brother Solutions Center <sup>1</sup>
Web Connect Guide	This Guide provides useful information about accessing Internet services from the Brother machine, as well as downloading images, printing data and uploading files directly to Internet services.	PDF file / Brother Solutions Center <sup>1</sup>
AirPrint Guide	This Guide provides information for using AirPrint to print from OS X v10.8.5 or later and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.	PDF file / Brother Solutions Center <sup>1</sup>
Google Cloud Print Guide	This Guide provides details about how to use Google Cloud Print™ services for printing over the Internet.	PDF file / Brother Solutions Center <sup>1</sup>
Mobile Print/Scan Guide for Brother iPrint&Scan	This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected to a Wi-Fi® network.	PDF file / Brother Solutions Center <sup>1</sup>

<sup>1</sup> Visit [solutions.brother.com/manuals](http://solutions.brother.com/manuals).

# Basic Operations and Where to Find Instructions

The contents of the Basic User's Guide are also included in the Online User's Guide with more details.

Features	Contents	Guide
<b>Setup</b>	Load paper	Basic User's Guide
	Connect the machine to your computer	Quick Setup Guide
	Connect the machine to your mobile device	Quick Setup Guide
<b>Copy</b>	Copy a document	Basic User's Guide
	Various types of copies (2-sided copies, and so on)	Online User's Guide
<b>Print</b>	Print from your computer (Windows®/ Macintosh)	Basic User's Guide
	Print from your mobile device (Brother iPrint&Scan)	Mobile Print/Scan Guide
	Print using the AirPrint function	AirPrint Guide
	Print using the Google Cloud Print function	Google Cloud Print Guide
	Print data downloaded from a cloud service	Web Connect Guide
<b>Scan</b>	Scan from the machine	Basic User's Guide
	Scan from your computer	Basic User's Guide
	Scan from your mobile device (Brother iPrint&Scan)	Mobile Print/Scan Guide
	Save scanned data to a cloud service	Web Connect Guide
<b>Photo</b>	Print a photo	Basic User's Guide
<b>Additional information</b>	Error messages	Basic User's Guide
	Troubleshooting	Basic User's Guide
	Specifications	Online User's Guide

# The Online User's Guide Helps You Get the Most Out of Your Machine

We hope that you find this guide helpful. To learn more about your machine's features, please take a look at our Online User's Guide. It offers:

## Quicker navigation!

- ✓ Search box
- ✓ Navigation index in a separate panel

## Comprehensive!

- ✓ Every topic in one guide

## Simplified Layout!

- ✓ Provides step-by-step instructions
- ✓ Feature summary at the top of the page



1. Search Box
2. Navigation
3. Summary
4. Step-by-Step

## To View Online User's Guides

To view the Online User's Guide and other available guides, visit [solutions.brother.com/manuals](http://solutions.brother.com/manuals).

For Windows® users only: you can also access your machine's guides by using Brother Utilities. The Brother Utilities tool is included in the standard installation and, once installed, you can find it either as a shortcut on your desktop, or from the Windows® Start menu.

# Questions or Problems? Please take a look at our FAQs, solutions, and videos online.





Go to your model's FAQs & Troubleshooting page on the Brother Solutions Center at

<http://support.brother.com>

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

## FAQs & Troubleshooting

Categorized Popular Latest

-  **How To / Troubleshooting**
  - ▶ [Error Messages](#) ▶ [Paper Feed/Paper Jam](#) ▶ [Print](#) ▶ [Scan](#)
  - ▶ [Copy](#) ▶ [Telephone](#) ▶ [Fax](#) ▶ [Mobile](#) ▶ [Cloud](#)
-  **Setup / Settings**
  - ▶ [Product Setup](#) ▶ [Driver/Software](#)
-  **Consumables & Accessories / Routine Maintenance**
  - ▶ [Consumables/Paper/Accessories](#) ▶ [Cleaning](#)
-  **Others**
  - ▶ [Specification](#) ▶ [OS Support Information](#) ▶ [Video FAQs](#)

---

**Search by Keyword(s)**

▶ [Search by FAQ ID number](#)

▶

Categorized Popular Latest

Since the Brother Solutions Center is updated regularly, this screenshot is subject to change without notice.

# Definitions of Notes

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

## 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 provide helpful hints and supplementary information.

## **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.



- 
- Most of the illustrations in this User's Guide show the DCP-J562DW.
-



## For the Latest Driver Updates

Go to your model's **Downloads** page on the Brother Solutions Center at <http://support.brother.com> to download drivers.

To keep your machine's performance up-to-date, check there for the latest firmware upgrades.

## Compilation and Publication Notice

This manual has been compiled and published to provide the latest product safety information at the time of publication. The information contained in this manual may be subject to change.

For the latest manual, visit us at [solutions.brother.com/manuals](http://solutions.brother.com/manuals).

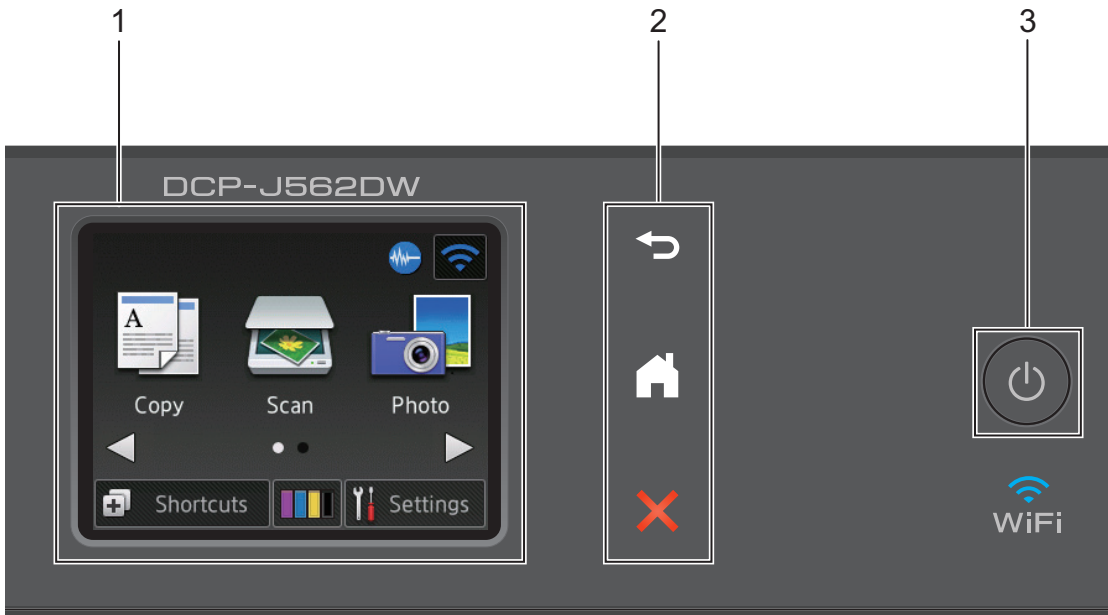
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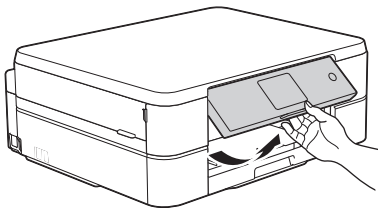
## Control Panel Overview



## 1. 2.7"(67.5 mm) Touchscreen Liquid Crystal Display (LCD)

Access menus and options by pressing them on this Touchscreen.

Adjust the angle of the Touchscreen LCD and Touchpanel by lifting it.



## 2. Touchpanel



(Back)

Press to go back to the previous menu.



(Home)


Press to return to the Home screen.


While the machine is in Sleep Mode, the Home icon blinks.


### (Cancel)

Press to cancel an operation (available when illuminated in red).

### 3. Power On/Off

Press  to turn the machine on.

Press and hold down  to turn the machine off. The Touchscreen will display [Shutting Down] and will stay on for a few seconds before turning itself off.

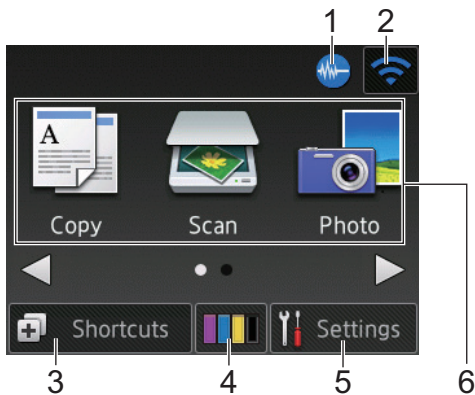
If you turn the machine off using , it will still clean the print head periodically to maintain print quality. To prolong print head life, provide better ink efficiency, and maintain print quality, keep your machine connected to a power source at all times.

# Touchscreen LCD Overview

There are two Home screens that you can access by pressing ◀ or ▶.

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

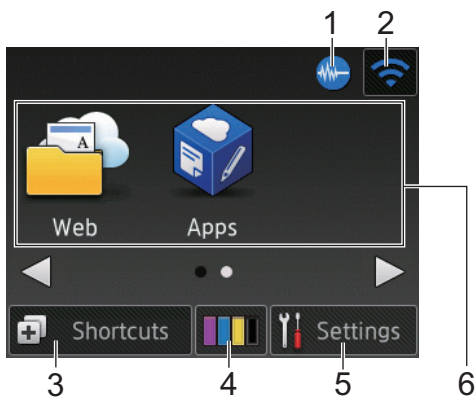
## Home Screen 1



This screen shows the machine's status when the machine is idle. This Home screen is also called the Ready Mode screen. When displayed, this indicates that your machine is Ready for the next command.

Home Screen 1 provides access to [Copy], [Scan] and [Photo] operations.

## Home Screen 2



Home Screen 2 provides access to additional features, such as [Web] and [Apps] operations.





### 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.

	Your machine has not been connected to the wireless access point.  Press this button to configure wireless settings. For more information, see the <i>Quick Setup Guide</i> .
	Wireless network is connected.  A three-level indicator in each of the Home screens displays the current wireless signal strength.
	The wireless access point cannot be detected.
	The wireless setting is disabled.



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

### 3. [Shortcuts]

Create Shortcuts for frequently-used operations such as making a copy, scanning and using Web Connect.



- There are three Shortcuts screens. You can program four shortcuts on each screen.
- To display the other Shortcuts screens, press ◀ or ▶.

4.  [Ink]

Displays the 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.

5.  [Settings]

Press to access the [Settings] menu.

6. **Modes:**

•  [Copy]

Press to access Copy mode.

•  [Scan]

Press to access Scan mode.

•  [Photo]

Press to access Photo mode.

•  [Web]

Press to connect the Brother machine to an Internet service.

For more information, see the *Web Connect Guide*: [solutions.brother.com/manuals](http://solutions.brother.com/manuals)



•  [Apps]

Press to connect the Brother machine to the Brother Apps service.

For more information, see the *Web Connect Guide*: [solutions.brother.com/manuals](http://solutions.brother.com/manuals)

7. **Warning icon**



The warning icon  appears when there is an error or maintenance message; press [Detail] to view it, and then press  to return to Ready mode.

**IMPORTANT**

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

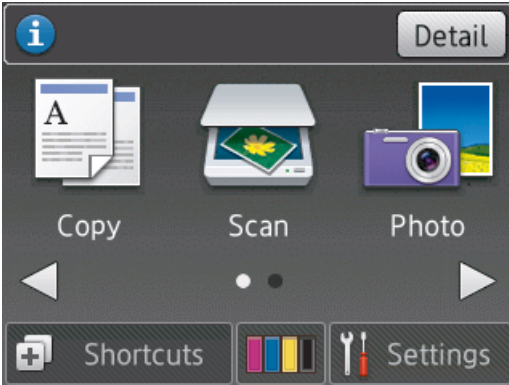


- This product adopts the font of ARPHIC TECHNOLOGY CO.,LTD.
- DO NOT touch the LCD immediately after plugging in the power cord or turning on the machine. Doing this may cause an error.

## Cloud Service Notifications

If you use Brother Web Connect and [New Function Notice] is set to [On], notifications about cloud services will appear on the Home screen.

Check for new notifications by pressing [Detail].



## Access Brother Utilities (Windows®)


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

**1** Do one of the following:


- (Windows® XP, Windows Vista® and Windows® 7)


Click  (**Start**) > **All Programs** > **Brother** > **Brother Utilities**.

- (Windows® 8)

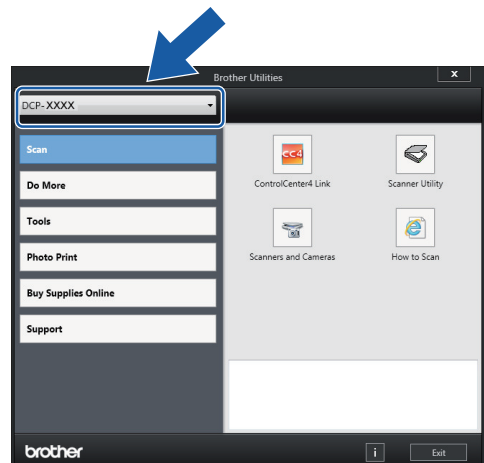
Tap or click  (**Brother Utilities**) either on the **Start** screen or the desktop.

- (Windows® 8.1)

Move your mouse to the lower left corner of the **Start** screen and click  (if you are using a touch-based device, swipe up from the bottom of the **Start** screen to bring up the **Apps** screen).

When the **Apps** screen appears, tap or click  (**Brother Utilities**).

**2** Select your machine.





**3** Choose the operation you want to use.

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

**1** Launch  (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**.

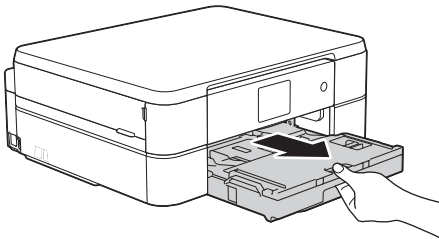
Follow the instructions in the dialog box to uninstall the software and drivers.

## Load Paper

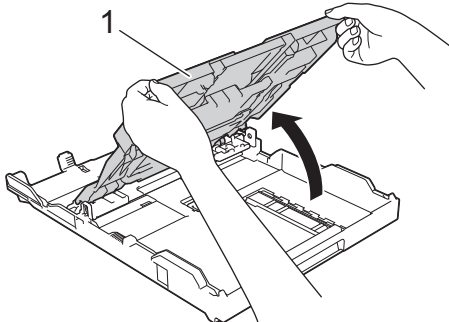
### Load paper in the paper tray

- 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 asking if you want to change the paper type and paper size. Change the Paper Size and Paper Type settings if needed, following the on-screen instructions.
- 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.

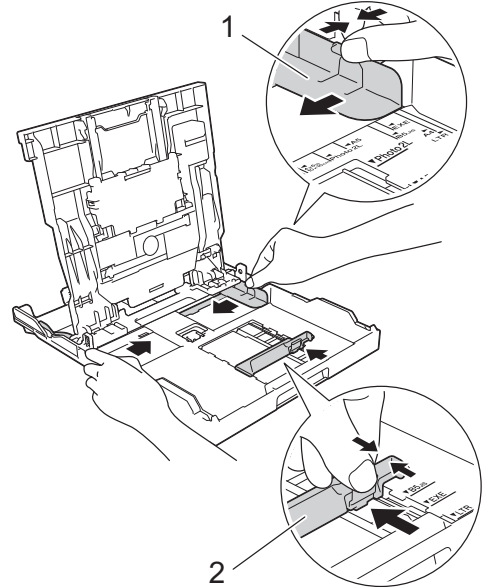
- 1 Pull the paper tray completely out of the machine.



- 2 Open the output paper tray cover (1).

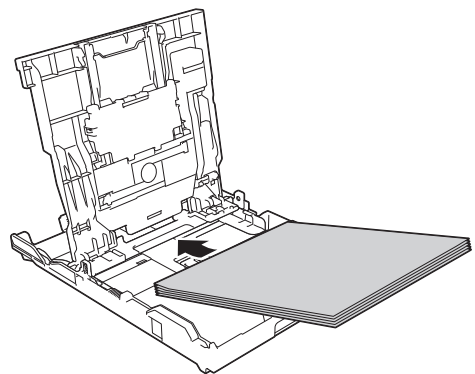


- 3 Gently press and slide the paper width guides (1) and then the paper length guide (2) to fit the paper size.

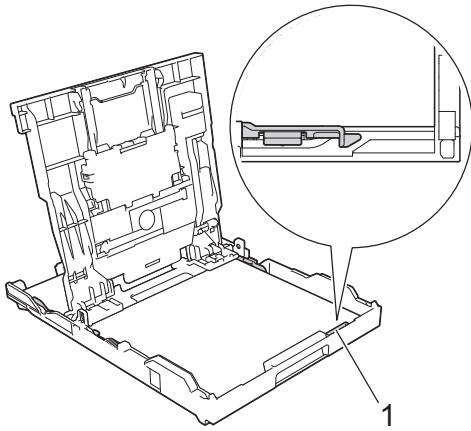


- 4 Fan the stack of paper well.

- 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.

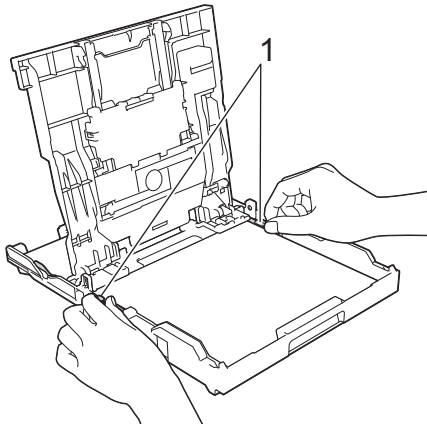


## IMPORTANT

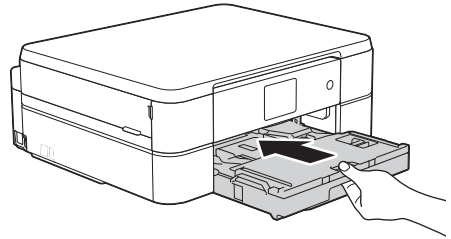
- Be careful not to push the paper in too far; it may lift at the back of the tray and cause paper feed problems.
- Loading more than 20 sheets of Photo 2L (13 x 18 cm) paper may cause paper jams.

 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.

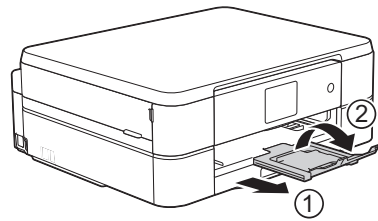
- 6** Gently adjust the paper width guides (1) to fit the paper.  
Make sure the paper guides touch the edges of the paper.



- 7** Close the output paper tray cover.  
Slowly push the paper tray completely into the machine.



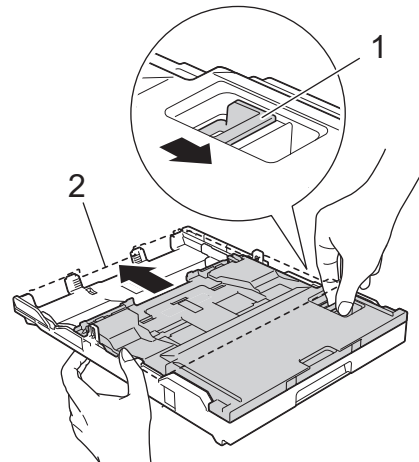
- 8** While holding the paper tray in the machine, pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



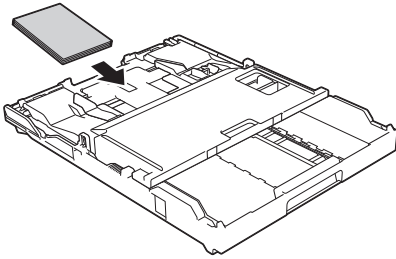
## Load Photo Paper

Use the photo paper tray which is located on the top of the output paper tray cover, to print on Photo (10 x 15 cm) or Photo L (89 x 127 mm) size paper.

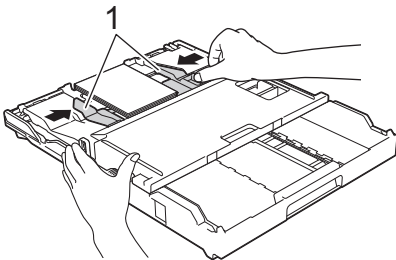
- 1** Press the blue photo paper tray release button (1) and slide the output paper tray cover forward until it locks into the photo printing position (2).



- 2** Load up to 20 sheets of photo paper in the photo paper tray with the printing surface **face down**.



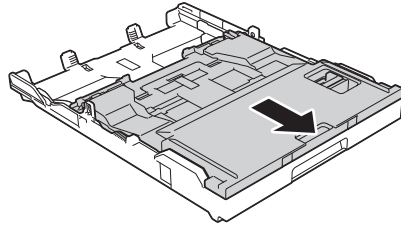
- 3** Gently adjust the paper width guides to fit the paper. Make sure the paper width guides (1) touch the edges of the paper and the paper is flat in the tray.



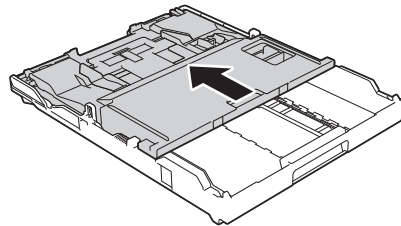
## IMPORTANT

When you have finished printing photos, return the photo paper tray to the Normal printing position. If you do not, you will get a [No Paper Fed] error when you use cut sheet paper.

### Photo Paper Tray in the Normal printing position



### Photo Paper Tray in the Photo printing position



## Related Information

- Print Photos from ControlCenter4 (Windows®) on page 15

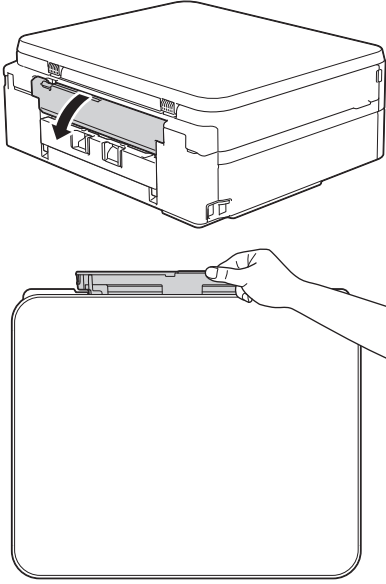
## Load Paper in the Manual Feed Slot

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

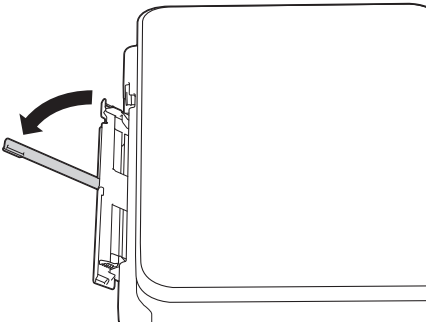
## IMPORTANT

- DO NOT load more than one sheet of paper in the manual feed slot at any one time. Doing this may cause a paper jam.
- DO NOT load paper in the manual feed slot when you are printing from the paper tray. Doing this may cause a paper jam.

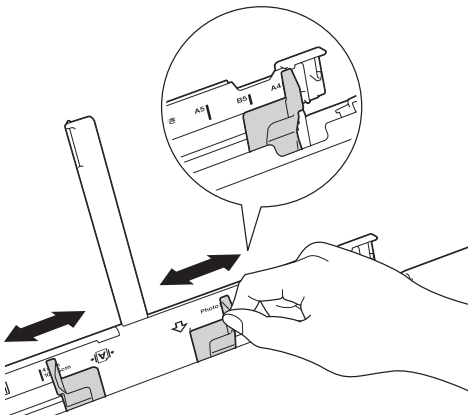
- 1** Open the manual feed slot cover.



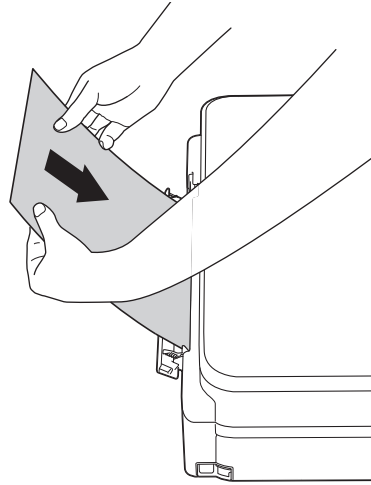
- 2** Lift up the paper support.



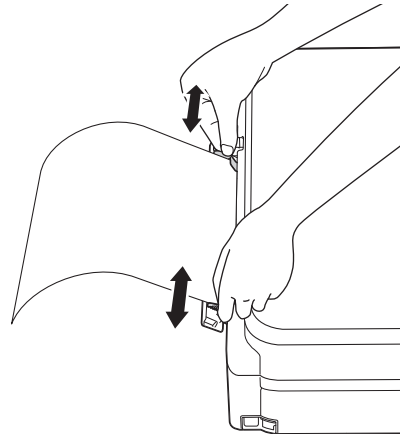
- 3** Slide the manual feed slot paper guides to fit the width of the paper you are using.



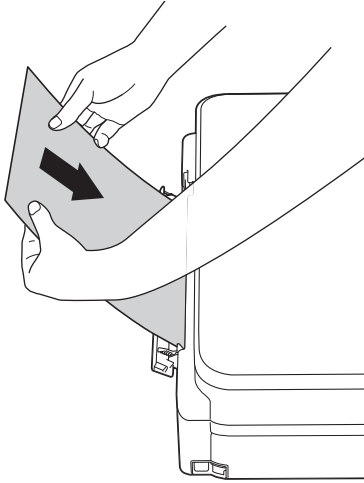
- 4** Load only one sheet of paper in the manual feed slot with the printing surface **face up**.



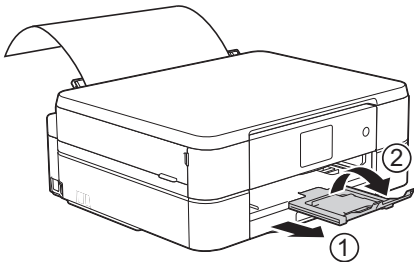
- 5** Using both hands, gently adjust the manual feed slot paper guides to fit the paper.



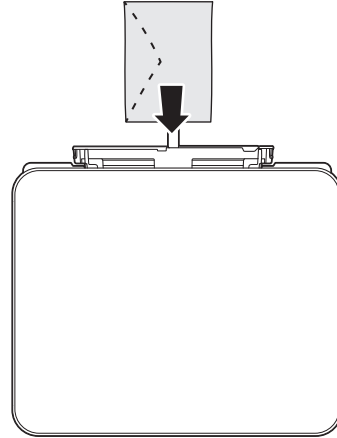
- 6** Using both hands, push one sheet of paper into the manual feed slot until the front edge touches the paper feed rollers. Let go of the paper when you hear the machine pull it. The LCD displays [Manual Feed Slot ready.]. Read the instruction displayed on the LCD, and then press [OK].



- 7** While holding the paper tray in the machine, 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 Touchscreen will prompt you to load another sheet of paper. Place another sheet of paper in the manual feed slot, and then press [OK] on the Touchscreen.
- When you are using envelopes, load the envelopes with the printing surface **face up** and the flap on the left as shown in the illustration.



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



## Related Information

- Error and Maintenance Messages on page 28

## Change the Check Paper Size Setting

If the Check Paper setting is set to [On] and you pull the paper tray out of the machine, the LCD displays a message asking if you want to change the Paper Size and Paper Type settings.

The default setting is [On].

- 1 Press  [Settings] > [All Settings] > [General Setup] > [Check Paper].
- 2 Press [On] or [Off].
- 3 Press .

### Related Information



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- Error and Maintenance Messages on page 28
- 


## 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.

- 1 Press  [Settings] > [Paper Type].
- 2 Press **▲** or **▼** to display the [Plain Paper], [Inkjet Paper], [Brother BP71] or [Other Glossy] option, and then press the option you want.
- 3 Press [Paper Size].
- 4 Press **▲** or **▼** to display the paper size options, and then press the option you want.
- 5 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.

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### Related Information

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- Error and Maintenance Messages on page 28
-

## Recommended Print Media

For the best print quality, we recommend using the Brother paper listed in the table.

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

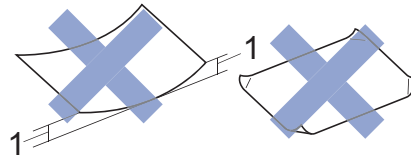
## Handle and Use Print Media

- 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.

### IMPORTANT

DO NOT use the following kinds 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 made with a short grain

### Paper capacity of the output paper tray cover

Up to 50 sheets of A4 80 g/m<sup>2</sup> paper.

- Photo paper must be picked up from the output paper tray cover one page at a time to avoid smudging.



## Print from Your Computer

### Print a Document (Macintosh)

For printing instructions, see the *Online User's Guide: Print from Your Computer (Macintosh)*.

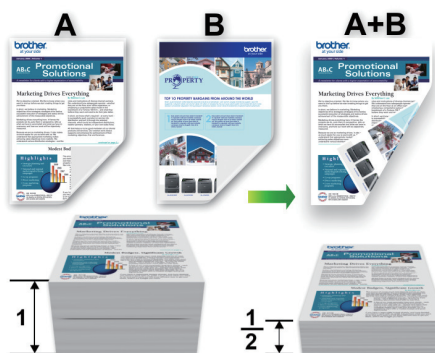
### Print a Document (Windows®)

- 1 Select the print command in your application.
- 2 Select **Brother DCP-XXXX** (where XXXX is the name of your model).
- 3 Click **Print**.
- 4 Complete your print operation.



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


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




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

- 1 Select the print command in your application.
- 2 Select **Brother DCP-XXXX** (where XXXX is the name of your model), and then click the printing properties or preferences button.  
The printer driver window appears.

- 3 In the **Orientation** field, select either the **Portrait** or **Landscape** option to set the orientation of your printout.

 If your application software contains a similar layout feature, we recommend using the one in the application.

- 4 Click the **2-sided / Booklet** drop-down list, and then select **2-sided**.
- 5 Click the **2-sided Settings** button.
- 6 Select one of the options from the **2-sided Type** menu.
- 7 Select the **Binding Offset** check box if you want to specify the offset for binding in inches or millimetres.
- 8 Click **OK** to return to the printer driver window.
- 9 Change other printer settings if needed.


 The Borderless feature is not available when using this option.

- 10 Click **OK** again, and then complete your print operation.

## 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 **Brother DCP-XXXX** (where XXXX is the name of your model), and then click the printing properties or preferences button.  
The printer driver window appears.
- 3 In the **Orientation** field, select either the **Portrait** or **Landscape** option to set the orientation of your printout.


 If your application software contains a similar layout feature, we recommend using the one in the application.

- 4 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.
- 5 Click the **Page Order** drop-down list, and then select your page order.
- 6 Click the **Border Line** drop-down list, and then select your border line type.
- 7 Change other printer settings if needed.
- 8 Click **OK**, and then complete your print operation.

## Print Photos from ControlCenter4 (Windows®)

You can print and edit photos using various ControlCenter features.

In the following steps, the ControlCenter Home mode is used as an example.

- 1 Make sure you have loaded the correct media in the paper tray.
- 2 Click the  (**ControlCenter4**) icon in the task tray, and then click **Open**.

### 3 Click the **Photo** tab.



### 4 Select the folder that contains the image you want to print.

### 5 Select images you want to print by clicking the image in the image viewer and selecting the check box under the image.

### 6 Specify the number of copies you want to print (1-99) by clicking .

### 7 Click **Print**. The print settings window appears.

### 8 Configure the settings for the **Paper Size**, **Media Type**, and **Layout** options.

### 9 Click the **Start Printing** button.

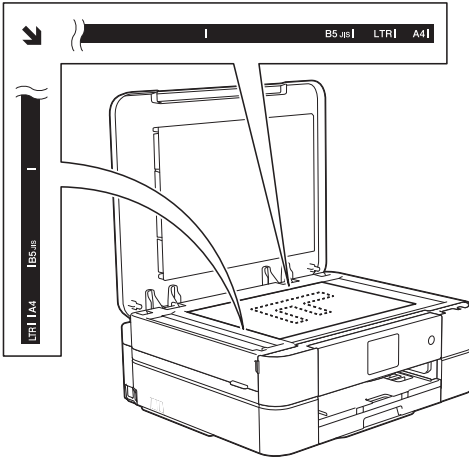
## Related Information

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- Load Photo Paper on page 8
-

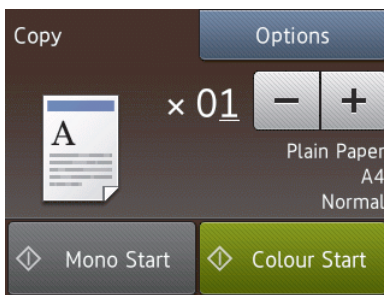
## Copy a Document

- 1 Make sure you have loaded the correct size paper in the paper tray.
- 2 Place the document *face down* on the scanner glass.




- 3 Press  [Copy].


The Touchscreen displays:



- 4 Change the copy settings, if needed.

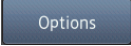
- When you load paper other than A4 size Plain Paper, you must change the [Paper Size] and [Paper Type] settings by pressing the [Options] button.

-  (No. of Copies )

Press  to display the keyboard on the Touchscreen, and then enter the number of copies using the Touchscreen keyboard. Press [OK].

You can also use [-] or [+].


- [Options]

Press  to change the copy settings for the next copy only.

- When finished, press [OK].
- After you have finished choosing new options, you can save them by pressing the [Save as Shortcut] button.

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

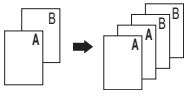
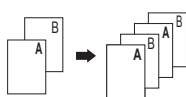
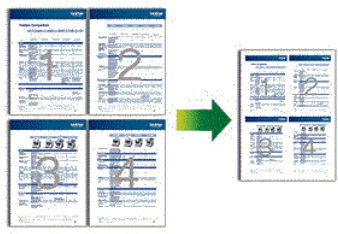
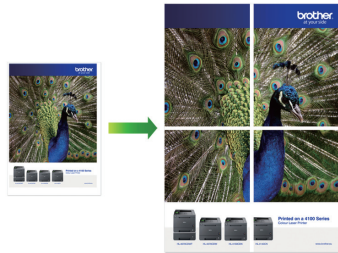


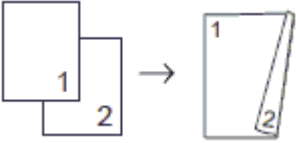
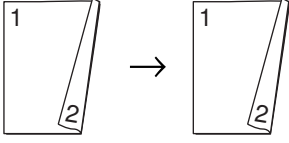
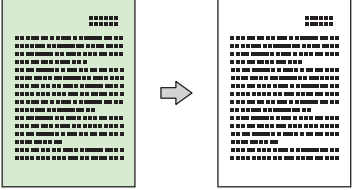
To stop copying, press .

# Copy Settings

## Copy Options

To change copy settings, press the [Options] button.

Option	Description	
<b>Quality</b>	Select the Copy resolution for your type of document. <ul style="list-style-type: none"> <li>When you select the <b>Normal</b> option, <b>Plain Paper</b> is the only <b>Paper Type</b> option.</li> </ul>	
<b>Paper Type</b>	Select a paper type. If you are copying on special paper, set the machine for the type of paper you are using to get the best print quality.	
<b>Paper Size</b>	Select a paper size. If you are copying on paper other than A4 size, you must change the <b>Paper Size</b> setting.	
<b>Enlarge/Reduce</b>	100%	-
	Enlarge	Select an enlargement ratio for the next copy.
	Reduce	Select a reduction ratio for the next copy.
	Fit to Page	Adjusts the copy size to fit on the paper size you have set.
	Custom (25-400%)	Enter an enlargement or reduction ratio.
<b>Density</b>	Increase the density to make the text darker. Decrease the density to make the text lighter.	
<b>Stack/Sort</b>	Select to stack or sort multiple copies.	
	<b>Stack</b> 	<b>Sort</b> 
<b>Page Layout</b>	Make N in 1, 2 in 1 ID, or Poster copies.	
	<b>4 in 1</b> 	<b>Poster</b> 


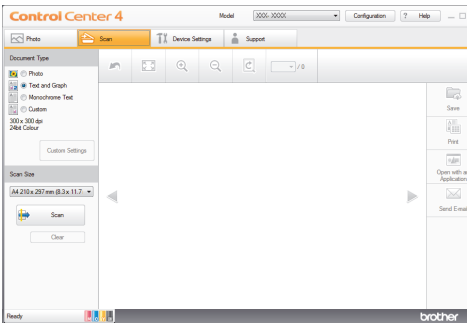
Option	Description
2-sided Copy	<p>Select to copy on both sides of the paper.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p><b>1-sided→2-sided</b></p>  </div> <div style="text-align: center;"> <p><b>2-sided→2-sided</b></p>  </div> </div>
Advanced Settings	<p>Remove Background Colour</p> <p>Removes the document's background colour in copies. The white background becomes more apparent. This saves some ink and may make certain copies easier to read.</p> <div style="text-align: center;">  </div>
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.
Save as Shortcut	Add the current settings as a shortcut.

## Scan from Your Computer (Windows®)

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.

### Scan Using ControlCenter4 Home Mode (Windows®)

Select **Home Mode** as the mode setting for ControlCenter4.





- 1 Load your document.
  - 2 Click the  (**ControlCenter4**) icon in the task tray, and then click **Open**.
  - 3 Click the **Scan** tab.
- 
- 4 Select the **Document Type**.
  - 5 Change the document's **Scan Size**, if needed.

- 6 Click  (**Scan**).

The machine starts scanning, and the scanned image appears in the image viewer.

- 7 Crop the scanned image, if needed.

- 8 Do one of the following:

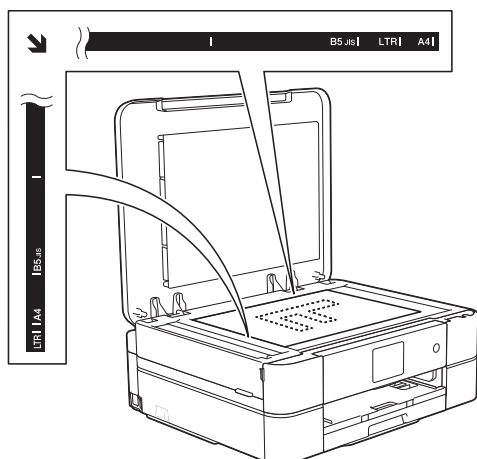
- Click  (**Save**) to save scanned data.
- Click  (**Print**) to print scanned data.
- Click  (**Open with an Application**) to open scanned data in another application.
- Click  (**Send E-mail**) to attach scanned data to an email.

# Scan Using the Scan Button on Your Brother Machine


## Scan Using the Scan Button on the Machine

Use the Scan button on the machine to make temporary changes to the scan settings. To make permanent changes, use Brother's ControlCenter software.

- 1 Place the document face down on the scanner glass.




- 2 Press [Scan] > [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], and then go to the next step.

- Press [Start] to start scanning without changing additional settings. The machine starts scanning. Follow the LCD instructions to complete the scanning job.

- 5 Press the [Scan Settings] option, and then press [Set at Device].

 To use the [Scan Settings] option, a computer with the ControlCenter software installed must be connected to the machine.

- 6 Select the scan settings you want to change, and then press [OK].
  - [Scan Type]  
Select the scan type for your document.
  - [Resolution]  
Select the scan resolution for your document.
  - [File Type]  
Select the file format for your document.
  - [Scan Size]  
Select the scan size for your document.
  - [Remove Background Colour]  
Change the amount of background colour that is removed.

- 7 Press [Start].  
The machine starts scanning. Follow the LCD instructions to complete the scanning job.

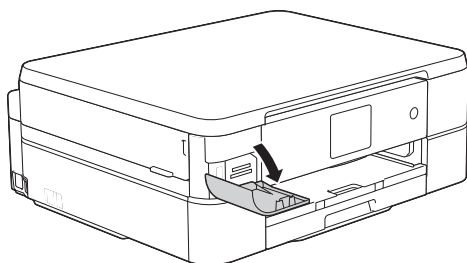


## Print Photos Directly from Media


### Preview and Print Photos and Movie Files from Media

Preview your photos on the LCD before you print them. Print images from movie files that are stored on a memory card.

- 1 Open the media slot cover.



- 2 Put the memory card in the correct slot.
- 3 Press [Photo] > [View Photos].
- 4 Press ◀ or ▶ to display the photo you want to print, and then press it.

 If you want to print all the photos, press [Print All], and then press the [Yes] button to confirm.

- 5 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 use [-] or [+].

- 6 Press [OK].

- 7 Repeat the last three steps until you have selected all the photos you want to print.

- 8 Press [OK].


- 9 Read and confirm the displayed list of options.

- 10 To change the print settings, press [Print Settings].

- 11 Press [Start].

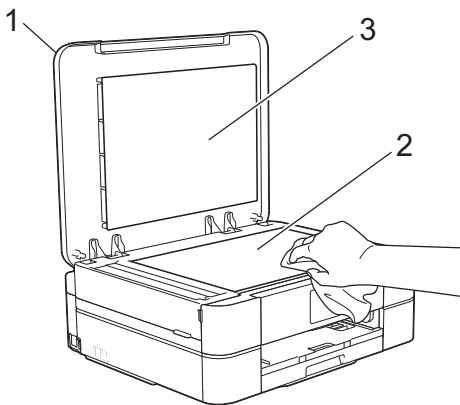
### PhotoCapture Center print settings overview

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 information, see the *Online User's Guide*.

## 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 a non-flammable glass cleaner.




### Related Information


- Troubleshooting for Other Print Problems on page 37


## 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.

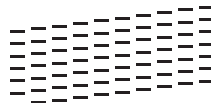
- 1 Press  [Ink] > [Improve Print Quality] > [Check Print Quality].



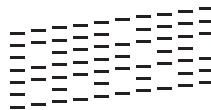
You can also press  [Settings] > [Maintenance] > [Improve Print Quality] > [Check Print Quality].


- 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**, below), 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 LCD. 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 new Genuine Brother Brand 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 horizontal lines are gone.




## Related Information

- Troubleshooting for Other Print Problems on page 37

## 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.

- 1** Press  [Ink] > [Improve Print Quality] > [Alignment].

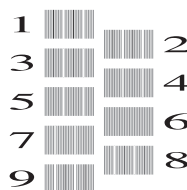


You can also press  [Settings] > [Maintenance] > [Improve Print Quality] > [Alignment].

- 2** Press [Next], and then press [Start].

The machine starts printing the Alignment Check Sheet.

(A)

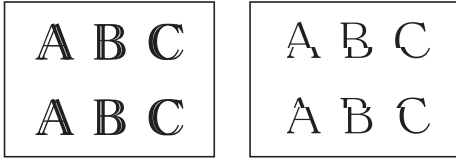


- 3** For the (A) pattern, press ▲ or ▼ to display the number of the test print with the fewest visible vertical stripes (1-9), and then press it (in the example above, row number 6 is the best choice). Press [OK].

Repeat this step for the rest of the patterns.



When the print alignment is not adjusted correctly, text looks blurry or crooked, like this.



After the print alignment is adjusted correctly, text looks like this.



**4** Press .

### Related Information

- Troubleshooting for Other Print Problems on page 37

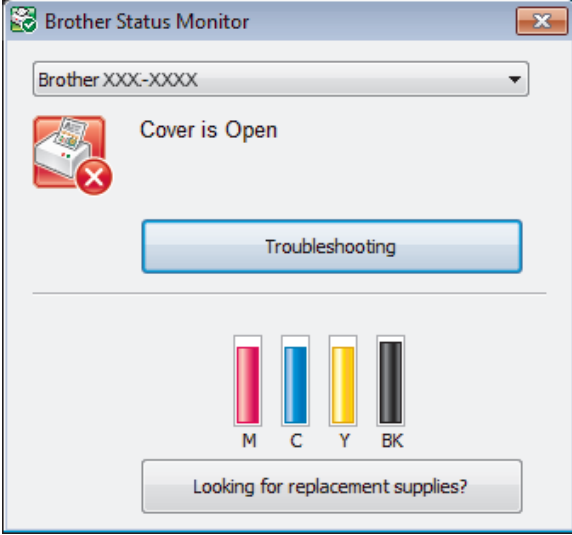





Use this section to resolve problems you may encounter when using your Brother machine.

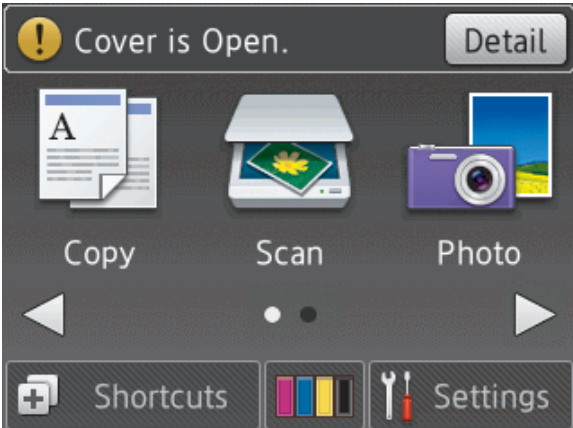
## Identify the Problem

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 orange 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.
- Check the LCD or the machine's status in **Status Monitor** on your computer.

Find the Error	Find the Solution
<p>Using the Status Monitor</p>  <ul style="list-style-type: none"> <li>• Double-click the  icon in the task tray.</li> <li>• (Windows®) If you check <b>Load Status Monitor on Startup</b>, the Status Monitor will launch automatically each time you start your computer.</li> </ul>	<ul style="list-style-type: none"> <li>• A green icon indicates the normal stand-by condition.             </li> <li>• A yellow icon indicates a warning.             </li> <li>• A red icon indicates an error has occurred.             </li> <li>• A grey icon indicates the machine is offline.             </li> <li>• Click the <b>Troubleshooting</b> button to access Brother's troubleshooting website.</li> </ul>


Find the Error	Find the Solution
<p>Using the LCD</p>  <p>! Cover is Open. Detail</p> <p>Copy Scan Photo</p> <p>Shortcuts Settings</p>	<ol style="list-style-type: none"><li>1. Follow the messages on the LCD.</li><li>2. See the instructions in the following Error and Maintenance Messages table.</li><li>3. If you cannot resolve the error, please refer to the <i>Online User's Guide: Error and Maintenance Messages</i> or see FAQs on the Brother Solutions Center at <a href="http://support.brother.com">http://support.brother.com</a></li></ol>

# Error and Maintenance Messages

The most common error and maintenance messages are shown in the table. To see more detailed information, read 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 <http://support.brother.com>.

Error Message	Action
<p>B&amp;W 1-sided Print Only</p> <p>Replace ink.</p>	<p>One or more of the colour ink cartridges have reached the end of their lives.</p> <p>Replace the ink cartridges.</p> <p>For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <p>The machine will stop all print operations and you will not be able to use the machine until you change to a new ink cartridge in the following cases:</p> <ul style="list-style-type: none"> <li>• If you unplug the machine or take out the ink cartridge.</li> <li>• (Windows®) If you select <b>Slow Drying Paper</b> in the <b>Basic</b> tab of the printer driver.</li> </ul> <p>(Macintosh) If you select <b>Slow Drying Paper</b> in the <b>Print Settings</b> drop-down list of the printer driver.</p>
<p>Cannot Detect</p>	<p>Take out the new ink cartridge and reinstall it slowly and firmly until it latches.</p> <p>For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <p>Remove the used ink cartridge and install a new one.</p> <p>Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.</p> <p>Slowly turn the ink cartridge so that the ink supply port is pointing downward, and then reinstall the cartridge.</p> <p>Check the model numbers of the ink cartridges and install the correct ink cartridges.</p> <p>See <i>Related Information: Supply Specifications</i> at the end of this section.</p>
<p>Cannot Detect Ink Volume</p>	<p>Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.</p>

Error Message	Action
Cannot Print Replace ink.	<p>One or more of the ink cartridges have reached the end of their lives. Replace the ink cartridges.</p> <p>For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <ul style="list-style-type: none"> <li>• <b>You can still scan even if the ink is low or needs to be replaced.</b></li> </ul>
Data Remaining in Memory	<p>Press . The machine will cancel the job and clear it from the memory. Try to print again.</p>
High Temperature	<p>After cooling the room, allow the machine to cool down to room temperature. Try again when the machine has cooled down.</p>
Ink Absorber Pad Full	<p>The ink absorber box or flushing box must be replaced. Contact Brother customer service or your local Brother Authorised Service Centre to have your machine serviced.</p> <p>Reasons for cleaning are:</p> <ol style="list-style-type: none"> <li>1. The machine automatically cleans itself after you remove the power cord and plug it back in.</li> <li>2. After a paper jam has been cleared, the machine automatically cleans itself before the next received page is printed.</li> <li>3. The machine automatically cleans itself after sitting idle for more than 30 days (infrequent use).</li> <li>4. The machine automatically cleans itself after ink cartridges of the same colour have been replaced 12 times.</li> </ol>
Ink Absorber Pad NearFull	<p>The ink absorber box or flushing box must be replaced soon. Contact Brother customer service or your local Brother dealer.</p>
Ink Low	<p>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 <code>Cannot Print</code>.</p> <p>For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <ul style="list-style-type: none"> <li>• <b>You can still scan even if the ink is low or needs to be replaced.</b></li> </ul>
Jam A Inside/ Front	<p>Remove the jammed paper.</p> <p>See <i>Related Information: Printer Jam or Paper Jam</i> at the end of this section.</p>
Repeat Jam A Inside/Front	<p>Make sure the paper length guide is set to the correct paper size.</p> <p>Do not put more than one sheet of paper in the manual feed slot at any one time. Wait until the Touchscreen displays <code>Where to Place the Paper</code> before you feed the next sheet of paper in the manual feed slot.</p>



Error Message	Action
Jam B Front Repeat Jam B Front	Remove the jammed paper.  See <i>Related Information: Printer Jam or Paper Jam</i> at the end of this section.
	Make sure the paper length guide is set to the correct paper size.
Jam C Rear	Remove the jammed paper.  See <i>Related Information: Printer Jam or Paper Jam</i> at the end of this section.
	Make sure the paper length guide is set to the correct paper size.
	Clean the paper pick-up rollers.  For more information, see the <i>Online User's Guide: Clean the Paper Pick-up Rollers</i> .
Low Temperature	After warming the room, allow the machine to warm up to room temperature. Try again when the machine has warmed up.
Media card error	Multiple data storage devices were in the machine when it was turned on.  Remove the memory card that you are not using.
Media Error	Remove the memory card from the media drive (slot) of the machine and format it correctly.
	Put the card firmly into the slot again to make sure it is in the correct position. If the error remains, check the media drive (slot) of the machine by putting in another memory card that you know is working.
Media is Full.	Your machine can only save to your memory card if it contains fewer than 999 files. Delete unused files and try again.
	Delete unused files from your memory card to make some free space, and then try again.
No Ink Cartridge	Take out the new ink cartridge and re-install it slowly and firmly until it latches.  For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i> .

Error Message	Action
No Paper Fed	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Refill the paper tray, and then follow the on-screen instructions.</li> <li>• Remove and reload the paper, and then follow the on-screen instructions.</li> </ul>
	<p>The photo paper tray is in the wrong position. Return the photo paper tray to the Normal printing position when you use cut sheet paper.</p>
	<p>The paper was not inserted in the centre position of the manual feed slot. Remove the paper and reinsert it in the centre of the manual feed slot, and then follow the on-screen instructions. See <i>Related Information: Load Paper in the Manual Feed Slot</i> at the end of this section.</p>
	<p>The Jam Clear Cover is not closed correctly.</p>
Out of Memory	<p><b>If a copy operation is in progress:</b></p> <ul style="list-style-type: none"> <li>• Press  or <code>Quit</code> or <code>Close</code> and wait until the other operations that are in progress finish, and then try again.</li> <li>• Press <code>Partial Print</code> to copy the pages scanned so far.</li> </ul>
Paper Size Mismatch	<ol style="list-style-type: none"> <li>1. Check that the paper size you chose on the machine's display matches the size of the paper in the tray. See <i>Related Information: Change the Paper Size and Paper Type</i> at the end of this section.</li> <li>2. Make sure you loaded the paper in a Portrait position, by setting the paper guides at the indicators for your paper size.</li> <li>3. After you have checked the paper size and the paper position, follow the on-screen instructions.</li> </ol>
	<p>If you are printing from your computer, make sure the paper size you chose in the printer driver matches the size of paper in the tray. For more information, see the <i>Online User's Guide: Print Settings (Windows®)</i> or <i>Print Options (Macintosh)</i>.</p>
Paper Tray not detected	<p>Slowly push the paper tray completely into the machine.</p>
	<p>Paper or a foreign object has prevented the paper tray from being inserted properly. Pull the paper tray out of the machine, and remove the jammed paper or foreign object. If you cannot find or remove the jammed paper, see <i>Related Information: Printer Jam or Paper Jam</i> at the end of this section.</p>
Repetitive No Paper Fed	<p>Clean the paper pick-up rollers. For more information, see the <i>Online User's Guide: Clean the Paper Pick-up Rollers</i>.</p>

Error Message	Action
Touchscreen Init. Failed	<p>The Touchscreen was pressed before the power on initialisation was completed.</p> <p>Make sure nothing is touching or resting on the Touchscreen, especially when plugging the machine in.</p> <p>Debris may be stuck between the lower part of the Touchscreen and its frame.</p> <p>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.</p>
Tray removed	<p>This message is displayed when the setting to confirm the paper type and size is enabled.</p> <p>To not display this confirmation message, change the setting to Off.</p> <p>See <i>Related Information: Change the Check Paper Size Setting</i> at the end of this section.</p>
Unable to Clean XX Unable to Initialize XX Unable to Print XX	<p>A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.</p> <p>Open the scanner cover and remove any foreign objects and paper scraps from inside the machine.</p> <p>If the error message continues, disconnect the machine from the power for several minutes, and then reconnect it.</p>
Wrong Ink Cartridge	<p>The ink cartridge model number is not compatible with your machine.</p> <p>Verify the cartridge model number will work with your machine.</p> <p>See <i>Related Information: Supply Specifications</i> at the end of this section.</p>
Wrong Ink Colour	<p>Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions.</p>

## Related Information

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- Load Paper in the Manual Feed Slot on page 9
  - Change the Check Paper Size Setting on page 12
  - Change the Paper Size and Paper Type on page 12
  - Printer Jam or Paper Jam on page 38
  - Supply Specifications on page 45
-

# Troubleshooting for Wireless LAN setup

## 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 wireless setting is not activated, change the wireless setting to ON.
TS-02	<p>The wireless access point/router cannot be detected.</p> <ol style="list-style-type: none"><li>1. Check the following two points:<ul style="list-style-type: none"><li>• Unplug the power to your wireless access point/router, wait for 10 seconds, and then plug it back in.</li><li>• If your WLAN access point/router is using MAC address filtering, confirm that the MAC address of the Brother machine is allowed in the filter.</li></ul></li><li>2. If you manually entered the SSID and security information (SSID/authentication method/encryption method/Network Key), the information may be incorrect. Reconfirm the SSID and security information and re-enter the correct information if needed.</li></ol>
TS-04	<p>The Authentication/Encryption methods used by the selected wireless access point/router are not supported by your machine.</p> <p>For infrastructure mode, change the authentication and encryption methods of the wireless access point/router. Your machine supports the following authentication methods:</p> <ul style="list-style-type: none"><li>• WPA-Personal TKIP or AES</li><li>• WPA2-Personal AES</li><li>• Open WEP or None (without encryption)</li><li>• Shared key WEP</li></ul> <p>If your problem is not solved, the SSID or network settings you entered may be incorrect. Confirm the wireless network settings.</p> <p>For Ad-Hoc Mode, change the authentication and encryption methods of your computer for the wireless setting. Your machine supports Open authentication only, with optional WEP encryption.</p>
TS-05	<p>The security information (SSID/Network Key) is incorrect.</p> <p>Confirm the SSID and Network Key. 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.</p>

Error Code	Problem and Recommended Solutions
TS-06	<p>The wireless security information (Authentication method/Encryption method/Network Key) is incorrect.</p> <p>Confirm the wireless security information (Authentication method/Encryption method/Network Key) listed in TS-04. 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.</p>
TS-07	<p>The machine cannot detect a wireless access point/router that has WPS or AOSS™ enabled.</p> <p>If you would like to configure your wireless settings using WPS or AOSS™, you must operate both your machine and the wireless access point/router. Confirm that your wireless access point/router supports WPS or AOSS™ and try starting again.</p> <p>If you do not know how to operate your wireless access point/router using WPS or AOSS™, see the documentation provided with your wireless access point/router, ask the manufacturer of your wireless access point/router, or ask your network administrator.</p>
TS-08	<p>Two or more wireless access points that have WPS or AOSS™ enabled are detected.</p> <ul style="list-style-type: none"> <li>• Confirm that only one wireless access point/router within range has the WPS or AOSS™ method active and try again.</li> <li>• Try starting again after a few minutes to avoid interference from other access points.</li> </ul>

# Print or Scan Problems

## IMPORTANT

Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

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If you cannot print or scan a document, check the following:

- 1 All of the machine's protective parts have been removed.
- 2 The interface cables are securely connected to the machine and the computer.
- 3 The printer or scanner driver has been installed correctly.

### 4 (Scan problem only)

Confirm the machine is assigned with an available IP address. (Windows®)


- a. Do one of the following:

(Windows® XP, Windows Vista® and Windows® 7)

Click  (**Start**) > **All Programs** > **Brother** > **Brother Utilities**.

Click the drop-down list and select your model name (if not already selected). Click **Scan** in the left navigation bar, and then click **Scanners and Cameras**.

(Windows® 8)

Click  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **Scan** in the left navigation bar, and then click **Scanners and Cameras**.

- b. Do one of the following:

(Windows® XP)

Right-click a scanner device, and then select **Properties**. The Network Scanner Properties dialog box appears.

(Windows Vista®, Windows® 7 and Windows® 8)

Click the **Properties** button.

- c. Click the **Network Setting** tab to confirm the machine's IP address.

**Try printing with your machine. If the problem still remains, uninstall and reinstall the printer driver.**

**5** If the problem still remains after trying all the above, try the following:

For a USB interface connection

- Change the USB cable for a new one.
- Use a different USB port.

For a Wireless Network connection

- Confirm your machine's Wireless status on the LCD.



Your machine has not been connected to the wireless access point. Set up the wireless network connection.



The wireless connection setting is disabled. Enable the WLAN connection and set up the wireless network connection.



The wireless access point cannot be detected. Set up the wireless network connection again.



The wireless network is connected. A three-level indicator in the LCD displays the current wireless signal strength.



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You can configure wireless settings by pressing each wireless status button.

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**If you cannot print on both sides of paper, check the following:**

**6** Change the paper size setting in the printer driver to A4.

## Troubleshooting for Other Print Problems

Difficulties	Suggestions
Poor print quality	<p>Check the print quality.</p> <p>See <i>Related Information: Check the Print Quality</i> at the end of this section.</p> <p>Make sure the Media Type setting in the printer driver or the Paper Type setting in the machine's menu matches the type of paper you are using.</p> <p>For more information, see the <i>Online User's Guide: Print Settings (Windows®)</i> or <i>Print Options (Macintosh)</i>.</p>
White horizontal lines appear in text or graphics.	<p>Check the print quality.</p> <p>See <i>Related Information: Check the Print Quality</i> at the end of this section.</p>
The machine prints blank pages.	<p>Check the print quality.</p> <p>See <i>Related Information: Check the Print Quality</i> at the end of this section.</p>
Characters and lines are blurred.	<p>Check the printing alignment.</p> <p>See <i>Related Information: Check the Print Alignment from Your Brother Machine</i> at the end of this section.</p>
Printing appears dirty or ink seems to run.	<p>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.</p>
Photo paper does not feed correctly.	<p>When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.</p>
Black marks or spots appear in copies.	<p>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.</p> <p>See <i>Related Information: Clean the Scanner</i> at the end of this section.</p> <p>Check that the speck of dirt has been removed.</p>

### Related Information

- Clean the Scanner on page 23
- Check the Print Quality on page 23
- Check the Print Alignment from Your Brother Machine on page 24



# Printer Jam or Paper Jam

Locate and remove the jammed paper.

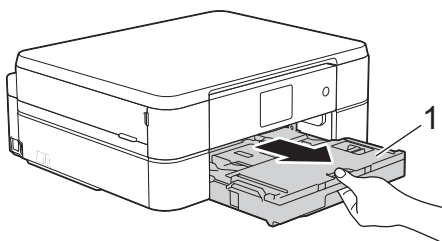
## Related Information

- Error and Maintenance Messages on page 28

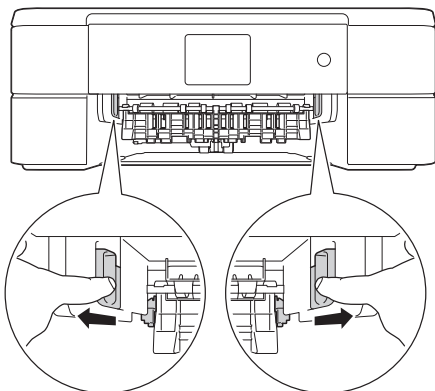
### Paper is Jammed Inside and in the Front of the Machine (Jam A Inside/Front)

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

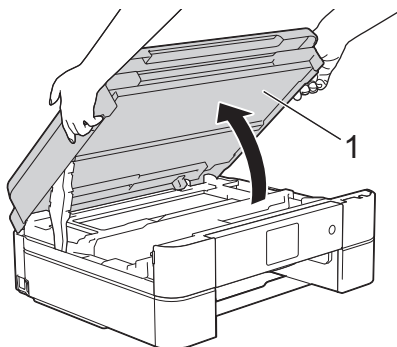
- 1 Unplug the machine from the electrical socket.
- 2 Pull the paper tray (1) completely out of the machine.



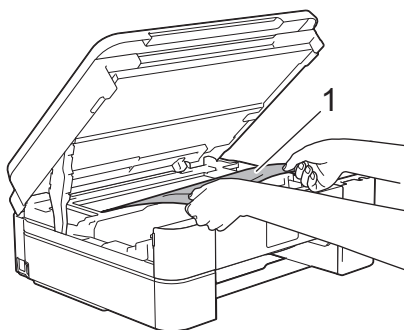
- 3 Pull the two green levers inside the machine to release the jammed paper.



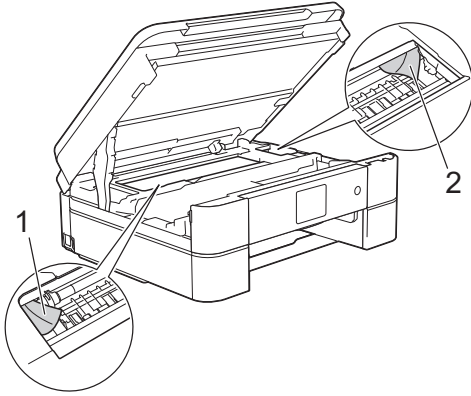
- 4 Place both hands under the plastic tabs on both sides of the machine to lift the scanner cover (1) into the open position.



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

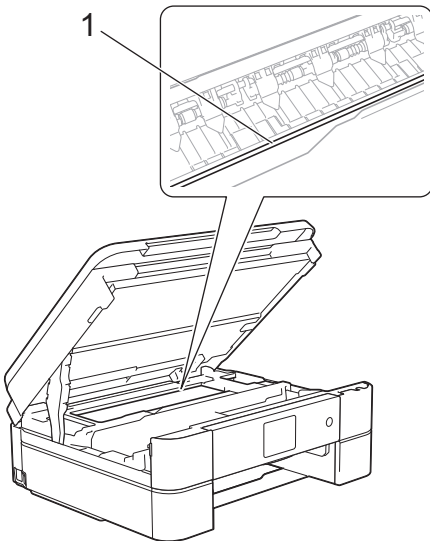



- 6** If the LCD displays [Repeat Jam A Inside/Front], move the print head (if needed) to take out any paper remaining in this area. Make sure scraps of paper are not left in the corners of the machine (1) and (2).



## 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.

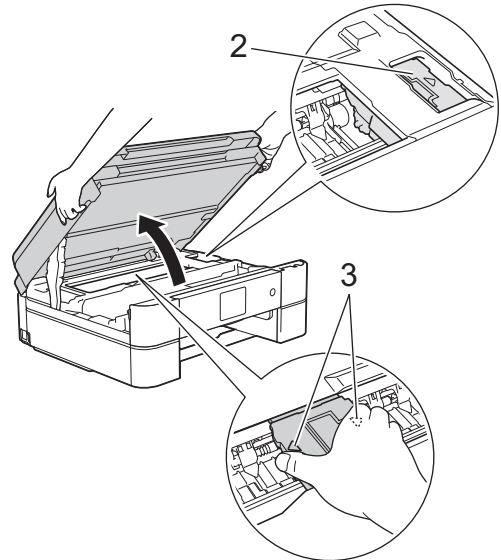


- If the print head is in the right corner as shown in the illustration (2), you cannot move the print head. Close the scanner cover, and then reconnect the power cord. Open the scanner cover again, and then hold down  until the print head moves to the centre. Then unplug the machine

from the power source and take out the paper.

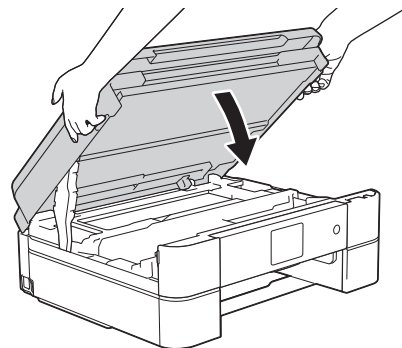
- If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the paper.

Hold the concave areas with the triangle marks shown in the illustration (3) to move the print head.

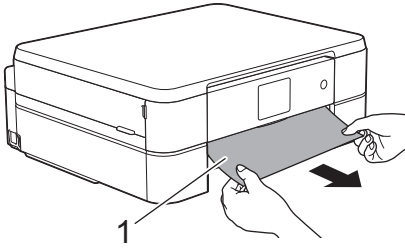


- If ink gets on your skin or clothing, immediately wash it off with soap or detergent.

- 7** Gently close the scanner cover using both hands.

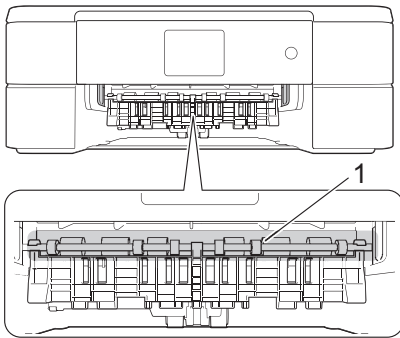


- 8** Slowly pull the jammed paper (1) out of the machine.

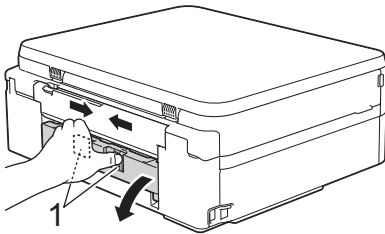


If the LCD displays [Repeat Jam A Inside/Front], do the following:

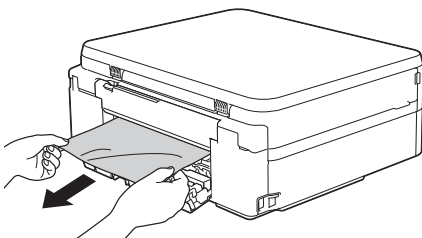
- a. Make sure you look carefully inside (1) for any scraps of paper.



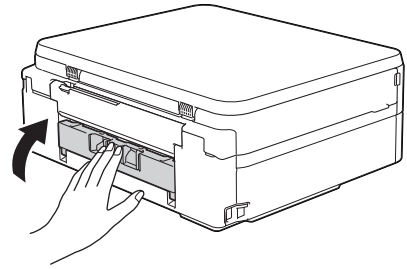
- b. Squeeze both levers (1), and then open the Jam Clear Cover at the back of the machine.



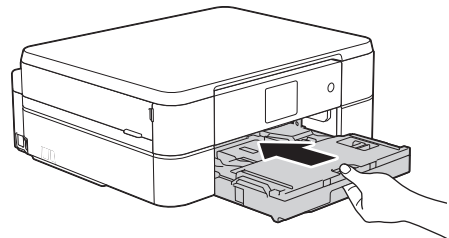
- c. Slowly pull the jammed paper out of the machine.



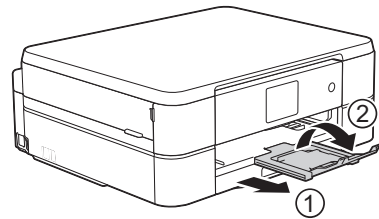
- d. Close the Jam Clear Cover. Make sure the cover is closed completely.



- 9** Put the paper tray firmly back in the machine.



- 10** While holding the paper tray in the machine, pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



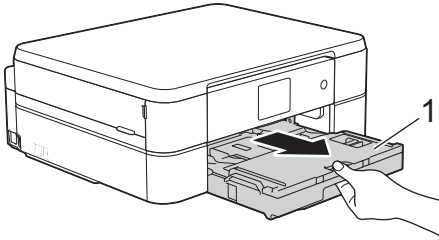
- 11** Reconnect the power cord.

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

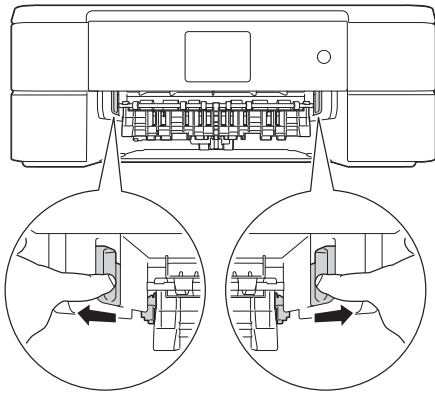
If the LCD displays [Jam B Front] or [Repeat Jam B Front], follow these steps:

- 1** Unplug the machine from the electrical socket.

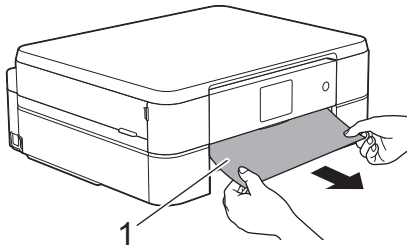
- 2** Pull the paper tray (1) completely out of the machine.



- 3** Pull the two green levers inside the machine to release the jammed paper.

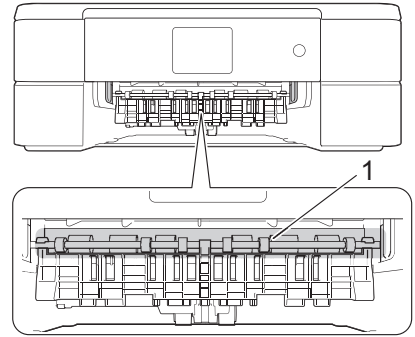


- 4** Slowly pull out the jammed paper (1).

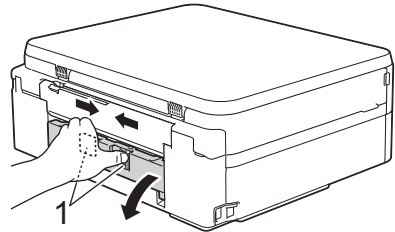


If the LCD displays [Repeat Jam B Front], do the following:

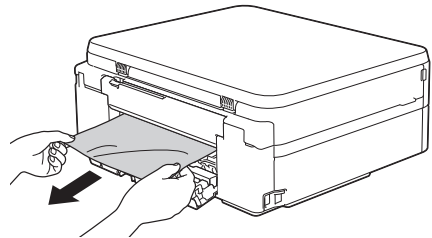
- a. Make sure you look carefully inside (1) for any scraps of paper.



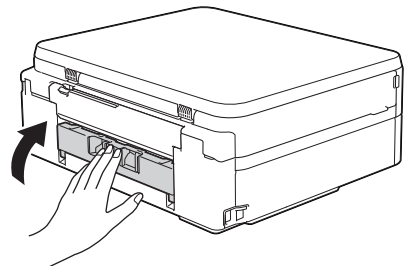
- b. Squeeze both levers (1), and then open the Jam Clear Cover at the back of the machine.



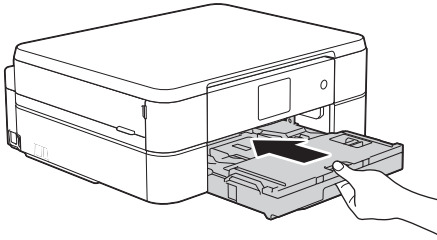
- c. Slowly pull the jammed paper out of the machine.



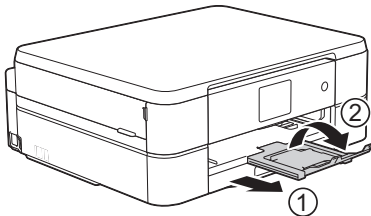
- d. Close the Jam Clear Cover. Make sure the cover is closed completely.



- 5** Put the paper tray firmly back in the machine.



- 6** While holding the paper tray in the machine, pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).

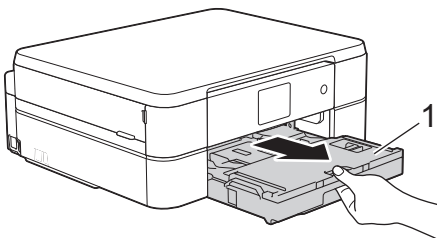


- 7** Reconnect the power cord.

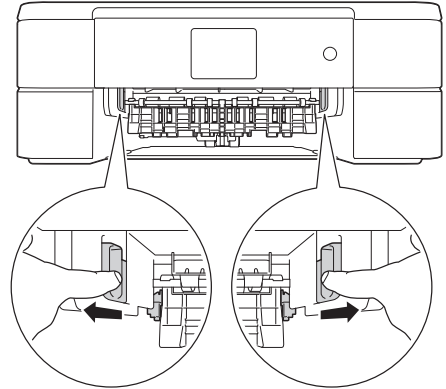
## Paper is Jammed in the Back of the Machine (Jam C Rear)

If the LCD displays [Jam C Rear], follow these steps:

- 1** Unplug the machine from the electrical socket.
- 2** Pull the paper tray (1) completely out of the machine.

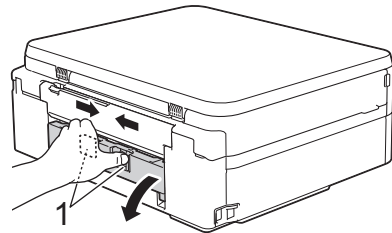


- 3** Pull the two green levers inside the machine to release the jammed paper.

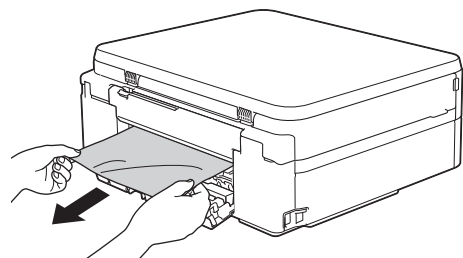


Depending on the paper size, it is easier to remove the jammed paper from the front of the machine rather than from the back of the machine.

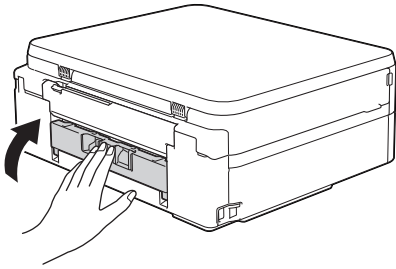
- 4** Squeeze both levers (1), and then open the Jam Clear Cover at the back of the machine.



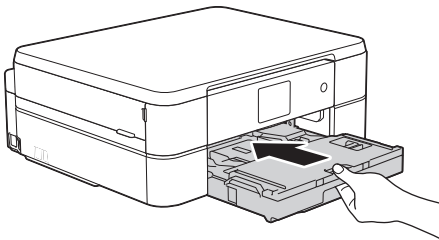
- 5** Slowly pull the jammed paper out of the machine.



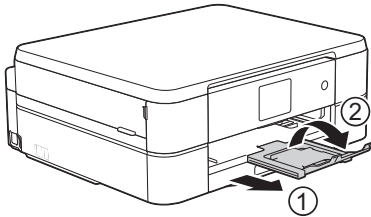
- 6** Close the Jam Clear Cover. Make sure the cover is closed completely.



- 7** Put the paper tray firmly back in the machine.



- 8** While holding the paper tray in the machine, pull out the paper support (1) until it locks into place, and then unfold the paper support flap (2).



- 9** Reconnect the power cord.

## Enter Text on Your Brother Machine

- The characters that are available may differ depending on your country.
- The keyboard layout may differ depending on the function you are setting.

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



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

### Inserting spaces

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

### Making corrections

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

## Information for compliance with Commission Regulation 801/2013


Power consumption	DCP-J562DW
Networked Standby <sup>1</sup>	Approx. 1.3 W

<sup>1</sup> All network ports activated and connected

### How to enable/disable Wireless LAN


To turn on or off the wireless network connection, press [Settings] > [All Settings] > [Network] > [WLAN Enable] > [On] or [Off].

# Supply Specifications

<b>Ink</b>	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
<b>Service Life of Ink Cartridge</b>	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 regular capacity cartridges (80%). With all following ink cartridges you can print the specified number of pages.
<b>Replacement Supplies</b>	<p>&lt;Standard Yield Black&gt; LC221BK          &lt;Standard Yield Yellow&gt; LC221Y          &lt;Standard Yield Cyan&gt; LC221C          &lt;Standard Yield Magenta&gt; LC221M</p> <p>Black, Yellow, Cyan and Magenta - Approximately 260 pages <sup>1</sup></p>
	<p>&lt;High Yield Black&gt; LC223BK          &lt;High Yield Yellow&gt; LC223Y          &lt;High Yield Cyan&gt; LC223C          &lt;High Yield Magenta&gt; LC223M</p> <p>Black, Yellow, Cyan and Magenta - Approximately 550 pages <sup>1</sup></p>
	<p>For more information about replacement supplies, visit us at <a href="http://www.brother.com/pageyield">http://www.brother.com/pageyield</a></p>
<p><b>What is Innobella?</b></p> 	<p>Innobella is a range of genuine supplies offered by Brother. The name "Innobella" derives from the words "Innovation" and "Bella" (meaning "Beautiful" in Italian) and is a representation of the "innovative" technology providing you with "beautiful" and "long lasting" print results.</p> <p>When you print photo images, Brother recommends Innobella glossy photo paper (BP71 series) for high quality. Brilliant prints are made easier with Innobella Ink and paper.</p>

<sup>1</sup> Approx. cartridge yield is declared in accordance with ISO/IEC 24711



If you are using Windows<sup>®</sup>, double-click the Brother CreativeCenter 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:

<http://www.brother.com/creativecenter>

## Related Information

- Error and Maintenance Messages on page 28



**C**


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