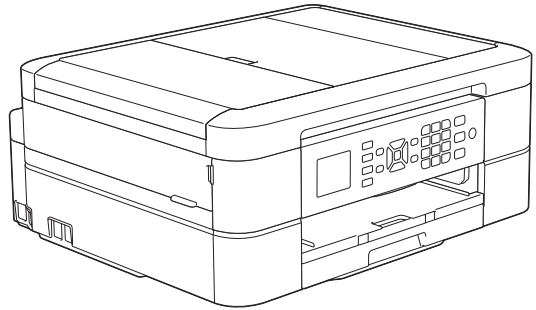




Reference Guide

Brief explanations for routine operations

DCP-J572DW
MFC-J491DW



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



Online User's Guide

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



User's Guides and Where to Find Them

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

¹ Visit support.brother.com/manuals.

For the Latest Driver Updates

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

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

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

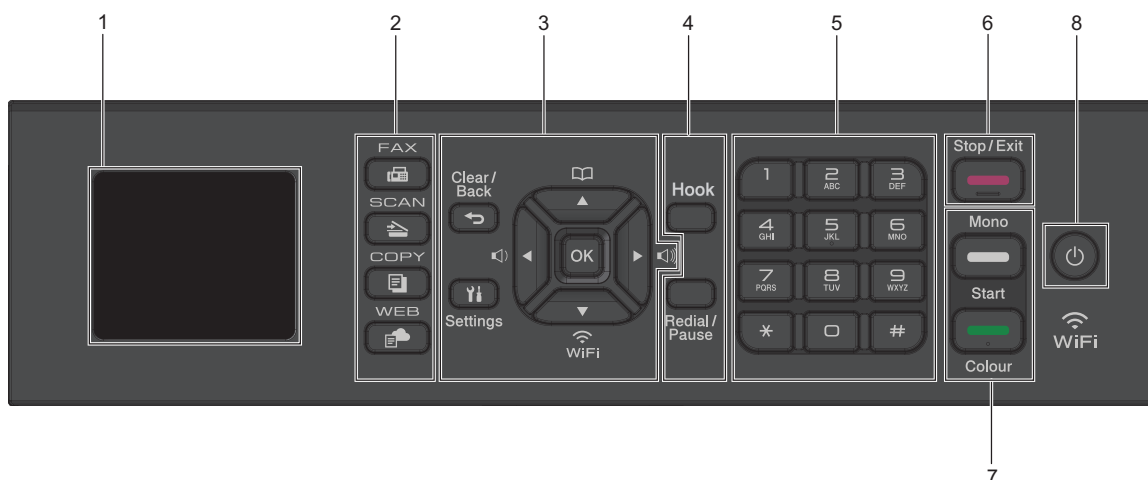
- Provides several ways to search
- Displays related questions for more information
- Receives regular updates based on customer feedback

Important Note

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

Control Panel Overview

MFC-J491DW



1. 1.8"(44.9 mm) Liquid Crystal Display (LCD)

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

2. Mode buttons



FAX

Press to switch the machine to Fax mode.



SCAN

Press to switch the machine to Scan mode.



COPY

Press to switch the machine to Copy mode.



WEB

Press to switch the machine to Web mode.

3. Settings buttons



Clear/Back

Press to go back to the previous menu level.



Settings

Press to access the main menu.

OK

Press to select a setting.



Press to adjust the ring volume while the machine is idle.



- Press to store Speed Dial and Group numbers in the machine's memory.
- Press to look up and dial numbers that are stored in the machine's memory.



Press to configure the wireless settings while the machine is idle.

▲ or ▼

Press to scroll through the menus and options.

◀ or ▶

- Press to move the cursor left or right on the LCD.
- Press to either confirm or cancel a procedure which is in progress.

4. Telephone buttons

Hook

Press before dialling to ensure a fax machine answers, and then press **Mono Start** or **Colour Start**.

If the machine is in Fax/Tel (F/T) mode and you pick up the handset of an external telephone during the F/T ring (pseudo/double-ring), press **Hook** to talk.

Redial/Pause

- Press to redial the last number you called.
- Press to select and redial the numbers from the Outgoing Call history or Caller ID history.
- Press to insert a pause when dialling numbers.

5. Dial Pad

- Use to dial fax and telephone numbers.
- Use as a keyboard to enter text or characters.

6. Stop/Exit

- Press to stop an operation.
- Press to exit from a menu.

7. Start buttons


Mono Start


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


Colour Start

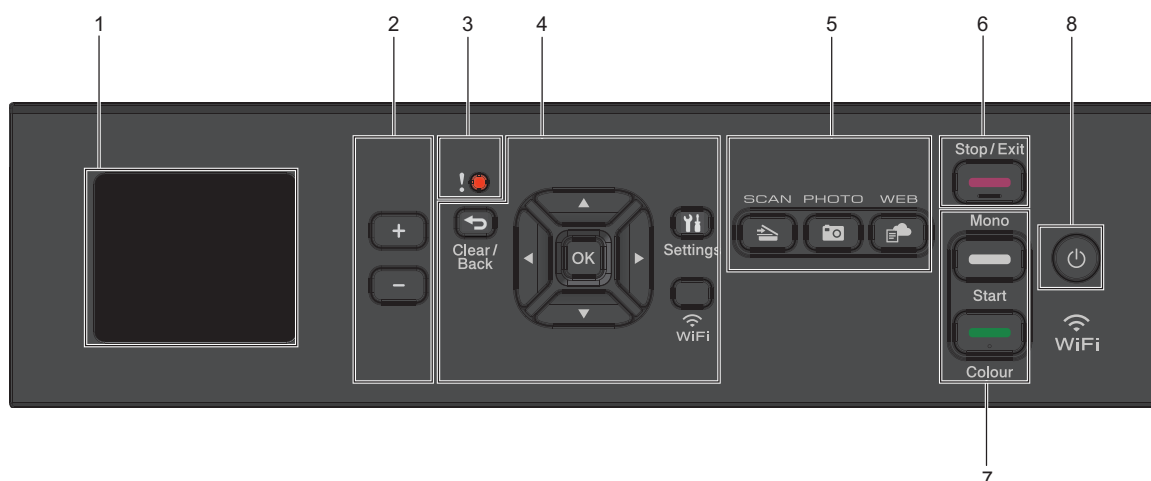
- Press to start sending faxes in full colour.
- Press to start making copies in full colour.
- Press to start scanning documents (in colour or monochrome depending on the scan setting).

8. Power On/Off

Press  to turn the machine on.

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

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.



1. 1.8"(44.9 mm) Liquid Crystal Display (LCD)

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

2. Number of Copies

Press + to increase or - to decrease the number of copies.

3. Warning icon

The warning icon lights up when there is an error or maintenance message.

4. Settings buttons

Clear/Back

Press to go back to the previous menu level.

Settings

Press to access the main menu.

OK

Press to select a setting.

WiFi

Press to configure the wireless settings while the machine is idle.

▲ or ▼

Press to scroll through the menus and options.

◀ or ▶

- Press to move the cursor left or right on the LCD.
- Press to either confirm or cancel a procedure which is in progress.

5. Mode buttons

SCAN

Press to switch the machine to Scan mode.

PHOTO

Press to switch the machine to Photo mode.

WEB

Press to switch the machine to Web mode.

6. Stop/Exit

- Press to stop an operation.
- Press to exit from a menu.

7. Start buttons

Mono Start

- Press to start making copies in monochrome.


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





Colour Start

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

8. Power On/Off

Press  to turn the machine on.

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

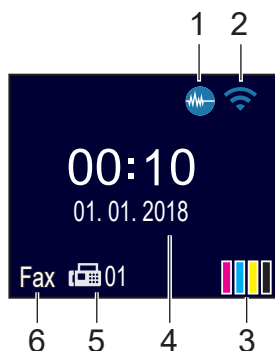
If you turn the machine off using , it will still clean the print head periodically to maintain print quality. To prolong print head life, provide better ink efficiency, and maintain print quality, keep your machine connected to a power source at all times.

LCD Overview

MFC-J491DW

This screen shows the machine's status when the machine is idle. When displayed, this indicates that your machine is ready for the next command.

Home Screen



1. Quiet Mode




This icon appears when the [Quiet Mode] setting is set to [On].

The Quiet Mode setting can reduce printing noise. When Quiet Mode is turned on, the print speed becomes slower.

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

2. Wireless Status

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

	The wireless network is connected. A three-level indicator in the Home screen displays the current wireless signal strength.
	The wireless access point cannot be detected.
	The wireless setting is disabled.

3. [Ink]

Displays the approximate available ink volume.

When an ink cartridge is near the end of its life or having a problem, an error icon is displayed on the ink colour.

4. **Date and Time**

Displays the date and time set on the machine.

5. **Faxes in Memory**

Displays how many received faxes are in the machine's memory.

6. **Receive Mode**

Displays the current Receive Mode.



(For some countries)

When the Distinctive Ring feature is turned on, the LCD displays [D/R].

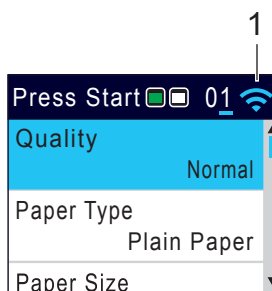
(For New Zealand)

When the FaxAbility feature is turned on, the LCD displays [D/R].

DCP-J572DW




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

Home Screen



1. Wireless Status

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

	The wireless network is connected. A three-level indicator in each of the Home screens displays the current wireless signal strength.
	The wireless access point cannot be detected.
	The wireless setting is disabled.



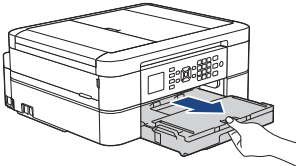

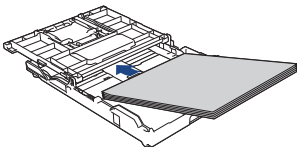
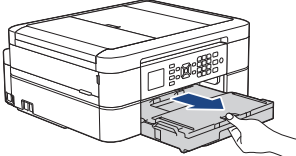

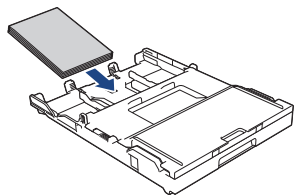
You can configure wireless settings by pressing **WiFi** on the control panel.

Load Paper

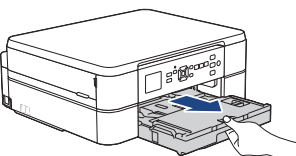
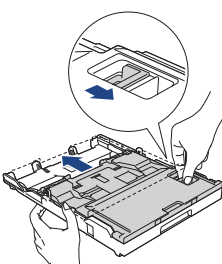
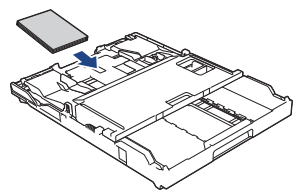
- 1** Load the paper in the paper tray as follows.



Fan the stack of paper well.

Tray #1	How to Load Paper	
A4/Letter Executive B5/B6 (JIS) ¹ A5/A6 Photo 2L Index card Envelopes		<p>Adjust the paper guides.</p>  <p>Printing surface: Face down</p> 
Photo		<p>Adjust the paper guides.</p>  <p>Printing surface: Face down</p> 

¹ Supported only in some countries.

Photo Paper Tray (DCP-J572DW)	How to Load Paper	
Photo Photo L		<p>Slide the whole output paper tray cover.</p>  <p>Printing surface: Face down</p> 

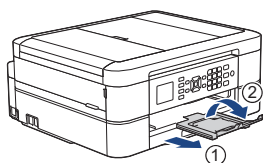
Manual Feed Slot ¹ (DCP-J572DW)	How to Load Paper
A4/Letter Executive B5/B6 (JIS) ² A5/A6 Photo Photo L/2L Index card Envelopes	<div data-bbox="1012 198 1251 256">Printing surface: Face up</div> <div data-bbox="477 305 702 459"> </div> <div data-bbox="724 305 974 363">Adjust the manual feed slot paper guides.</div> <div data-bbox="738 382 926 434"> </div> <div data-bbox="1012 270 1179 544"> </div>

¹ You can load **only one sheet** of paper into the manual feed slot at a time.

² Supported only in some countries.

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

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



Load Documents

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

Automatic Document Feeder (ADF) (MFC-J491DW)	Scanner Glass
<div data-bbox="126 1290 669 1503"> </div> <div data-bbox="359 1516 830 1549">Place your document face down in the ADF.</div>	<div data-bbox="847 1271 1166 1574"> </div> <div data-bbox="843 1593 1245 1676">Place the document face down in the upper left corner of the scanner glass.</div>

Print from Your Computer

Before attempting any printing operation, confirm the following:

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

Print a Document (Windows®)

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

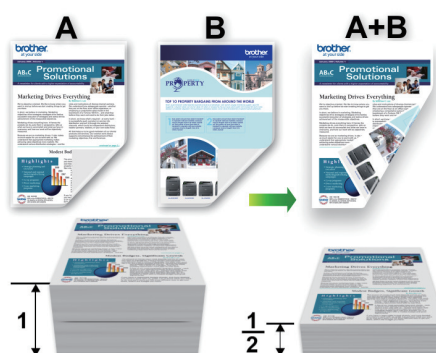
Print a Document (Mac)

- 1 From an application, such as Apple TextEdit, click the **File** menu, and then select **Print**.
- 2 Select **Brother MFC-XXXX** (where XXXX is the name of your model).
- 3 Click **Print**.
- 4 Complete your print operation.

Various Printing

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

Print on Both Sides of the Paper Automatically



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



For Windows®:

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


For Mac:

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

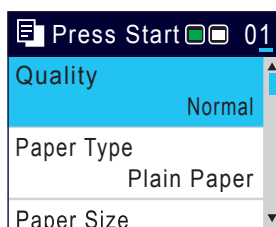
Copy a Document

1 Make sure you have loaded the correct size paper in the paper tray.

2 Load your document.

3 (MFC-J491DW) Press  (COPY).

The LCD displays:



4 Enter the number of copies in one of the following ways:

- Press - or + on the control panel.
- Enter the number of copies using the dial pad.

5 Change the copy settings, if needed.

Press ▲ or ▼ to scroll through the copy settings. When the setting you want is highlighted, press **OK**.



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

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

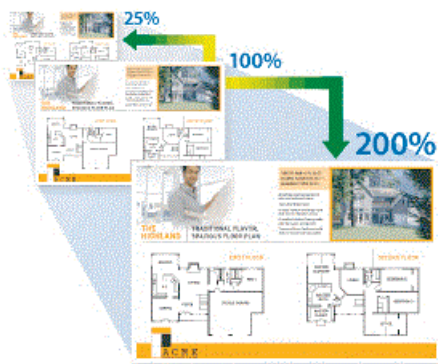


To stop copying, press **Stop/Exit**.

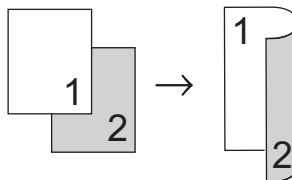
Other Copy Options

You can use various copy features by changing copy settings.

Enlarge or Reduce Copied Images



2-sided Copy



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

Before Scanning

Before attempting to scan, confirm the following:


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

Scan from Your Computer

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

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

Scan Using the Scan Button on the Machine

- 1 Load your document.
- 2 Press  (SCAN).
- 3 Press ▲ or ▼ to select the [to PC] option, and then press **OK**.
- 4 Press ▲ or ▼ to select the [to File] option, and then press **OK**.
- 5 If the machine is connected over the network, press ▲ or ▼ to select the

computer where you want to send data, and then press **OK**.



If the LCD prompts you to enter a PIN, use the control panel to enter the four-digit PIN for the computer, and then press **OK**.

6

Do one of the following:

- To change the settings, go to the next step.
- To use the default settings, press **Mono Start** or **Colour Start**.



[Scan Type] depends on the default settings. Pressing **Mono Start** or **Colour Start** does not allow you to change the settings.

7

Press ▲ or ▼ to select the [Scan Settings] setting, and then press **OK**.



To use the [Scan Settings] option, a computer with either ControlCenter4 (Windows®) or Brother iPrint&Scan (Mac) software installed must be connected to the machine.

8

Press ▲ or ▼ to select the [Set at Device] setting, and then press **OK**.

9

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

10

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

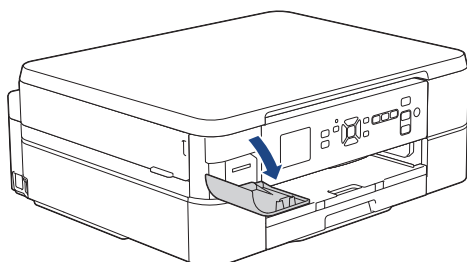
Print Photos Directly from Media

Preview and Print Photos from Media

Related Models:
DCP-J572DW

Preview your photos on the LCD before you print them.

- 1 Open the media slot cover.



- 2 Put the memory card in the card slot.
- 3 Press ▲ or ▼ to select [JPEG Print]. Press **OK**.
- 4 Press ▲ or ▼ to select [Select Files]. Press **OK**.



To print all photos, press ▲ or ▼ to select [Print All], and then press **OK**.

- 5 Press ◀ or ▶ to display the photo you want to print.
- 6 Press + or - on the control panel repeatedly to enter the number of copies you want.

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



Press **Clear/Back** to go back to the previous level.

- 8 Press **OK**.

- 9 To change the print settings, press ▲ or ▼ to select the setting you want to change, and then press **OK**. Press ▲ or ▼ to select the option you want, and then press **OK**.

- 10 Press **Colour Start**.

Print Settings Overview

Related Models:
DCP-J572DW

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



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

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

Before Faxing

Telephone Line Interference/ VoIP

Related Models:
MFC-J491DW

If you are having problems sending or receiving a fax due to possible interference on the telephone line or if you are using a VoIP system, we recommend changing the modem speed to minimise errors in fax operations.

- 1 Press **Settings**.
- 2 Press **▲** or **▼** to select the following:
 - a. Select `[Initial Setup]`. Press **OK**.
 - b. Select `[Compatibility]`. Press **OK**.
 - c. Select `[Normal]` or `[Basic(for VoIP)]`. Press **OK**.
 - `[Basic(for VoIP)]` reduces the modem speed to 9,600 bps and turns off colour fax receiving and Error Correction Mode (ECM), except for colour fax-sending. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.

To improve compatibility with most VoIP services, Brother recommends changing the compatibility setting to `[Basic(for VoIP)]`.

 - `[Normal]` sets the modem speed at 14,400 bps.
- 3 Press **Stop/Exit**.



- VoIP (Voice over IP) is a type of phone system that uses an Internet connection, rather than a traditional phone line.
- Brother does not recommend the use of a VoIP line. VoIP limitations in general can cause some functions of the fax machine not to work correctly.

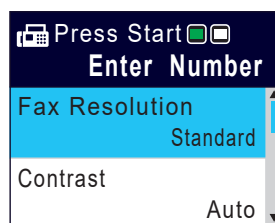
Send a Fax

Related Models:
MFC-J491DW

- 1 Load your document in the ADF or place it on the scanner glass.

- 2 Press  (**FAX**).

The LCD displays:



- 3 Enter the fax number in one of the following ways:
 - Dial Pad (Enter the fax number manually.)
Press all digits of the number using the dial pad.
 - Redial (Redial the last number you dialled.)
Press **Redial/Pause**.
 - Outgoing call (Select a number from the Outgoing Call history.)
Press **▲** or **▼** to select the following:
 - a. Select `[Call History]`. Press **OK**.

- b. Select [Outgoing Call]. Press **OK**.
- c. Select the number you want, and then press **OK**.
- d. Press ► to select [Apply].
- Caller ID (Select a number from the Caller ID history.)
(Not available for Taiwan and some countries)
Press ▲ or ▼ to select the following:
 - a. Select [Call History]. Press **OK**.
 - b. Select [Caller ID History]. Press **OK**.
 - c. Select the number you want, and then press **OK**.
 - d. Press ► to select [Apply].
- [Address Book] (Select a number from the Address Book.)
Press ▲ or ▼ to select the following:
 - a. Select [Address Book]. Press **OK**.
 - b. Select [Search]. Press **OK**.
 - c. Do one of the following:
 - Enter the two-digit Speed Dial number using the dial pad.
 - Select a number from the list in the following ways:
 - i. Select [Alphabetical Order] or [Numerical Order]. Press **OK**.
 - ii. Select the number you want. Press **OK**.
 - iii. Press ► to select [Apply].

4 To change the fax settings, press ▲ or ▼ to select the setting you want to change, and then press **OK**.

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

6 Do one of the following:

- If you are using the ADF, the machine starts scanning and sending the document.
- If you are using the scanner glass and pressed **Mono Start**, the machine starts scanning the first page.
Go to the next step.
- If you are using the scanner glass and pressed **Colour Start**, the LCD asks if you want to send a colour fax.
Press ► to confirm. The machine starts dialling and sending the document.

7 When the LCD displays [Next page?], do one of the following:

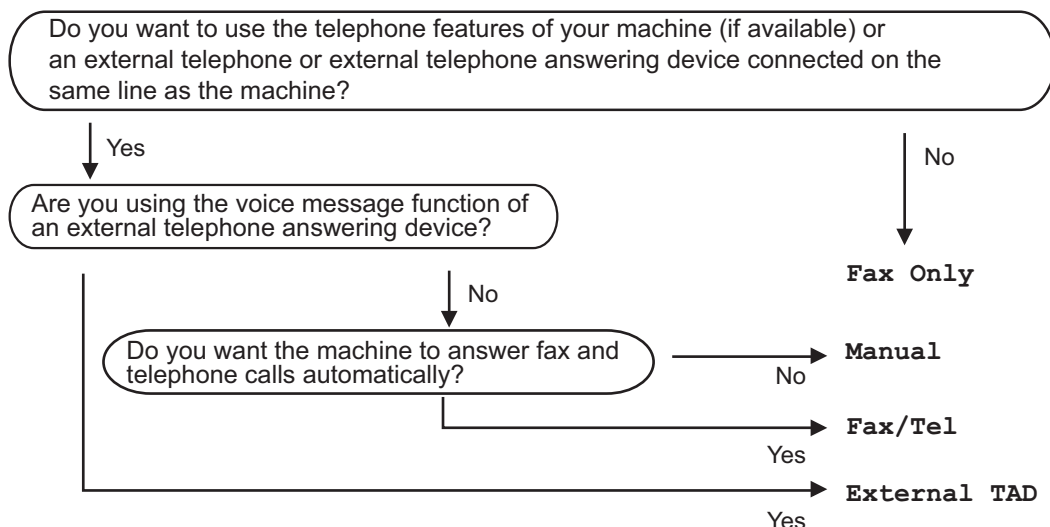
- Press ► to scan another page. Place the next page on the scanner glass, and then press ►. The machine starts scanning the page.
Repeat this step for each additional page.
- Press ◀ to send the fax when finished scanning pages. The machine starts sending the document.

Choose the Correct Receive Mode

Related Models:
MFC-J491DW

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

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



1 Press **Settings**.

2 Press **▲** or **▼** to select the following:

- Select [Fax]. Press **OK**.
- Select [Setup Receive]. Press **OK**.
- Select [Receive Mode]. Press **OK**.



(For some countries)

If you cannot change the [Receive Mode] option, make sure the Distinctive Ring feature is set to [Off].

(For New Zealand)

If you cannot change the [Receive Mode] option, make sure the FaxAbility feature is set to [Off].

3 Press **▲** or **▼** to select the [Fax Only], [Fax/Tel], [External TAD], or [Manual] option, and then press **OK**.

4 Press **Stop/Exit**.

Check the Print Quality

If faded or streaked colours and text appear or if text is missing on your printouts, the print head nozzles may be clogged. Print the Print Quality Check Sheet and look at the nozzle check pattern.

- 1 Press **Settings**.
- 2 Press **▲** or **▼** to select the following:
 - a. Select [General Setup]. Press **OK**.
 - b. Select [Maintenance]. Press **OK**.
 - c. Select [Impr. PrintQuality]. Press **OK**.
 - d. Select [Impr. PrintQuality] again. Press **OK**.

- 3 Press **▶**.
The machine prints the Print Quality Check Sheet.

- 4 Check the quality of the four colour blocks on the sheet.

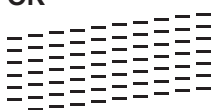
- 5 The LCD asks about the print quality. Do one of the following:

- If all lines are clear and visible, press **◀** to select [No].

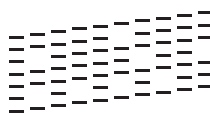
The Print Quality check finishes.

- If lines are missing (see **Poor**, below), press **▶** to select [Yes].

OK



Poor



- 6 The LCD asks you to check the print quality of each colour. Press **◀** or **▶** to select the pattern (1–4) that most closely matches the printing result, and then press **OK**.

- 7 Do one of the following:
 - If print head cleaning is needed, press **▶** to start the cleaning procedure.
 - If print head cleaning is not needed, the Ink or Maintenance screen reappears on the LCD.

- 8 After the cleaning procedure is finished, the LCD asks if you want to check the print quality again.

Press **▶** [Yes] to start the print quality check.

- 9 Press **▶** again.
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.



For more detailed information, see the *Online User's Guide: If You Are Having Difficulty with Your Machine*.

Check the Print Alignment from Your Brother Machine

If your printed text becomes blurred or images become faded after transporting the machine, adjust the print alignment.

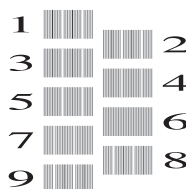
- 1 Press **Settings**.
- 2 Press **▲** or **▼** to select the following:
 - a. Select [General Setup]. Press **OK**.
 - b. Select [Maintenance]. Press **OK**.
 - c. Select [Impr. PrintQuality]. Press **OK**.
 - d. Select [Alignment]. Press **OK**.

- 3 Press **►**.

- 4 Press **►** again.

The machine starts printing the Alignment Check Sheet.

(A)



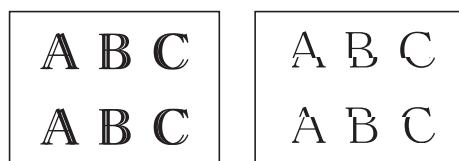
- 5 For pattern (A), press **◀** or **►** to select the number of the test print that has the fewest visible vertical stripes (1-9), and then press **OK**.

In the example above, row number 6 is the best choice.

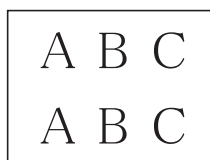
Repeat this step for the rest of the patterns.



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.



- 6 Press **Stop/Exit**.

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


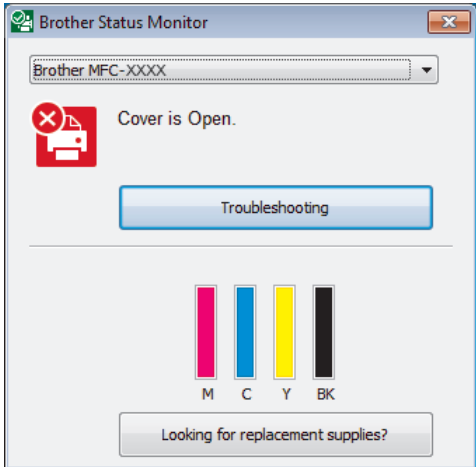
Identify the Problem

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.

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

Using the LCD	Using the Status Monitor
<ol style="list-style-type: none"> 1. Follow the messages on the LCD. 2. See the instructions in the following Error and Maintenance Messages table. 3. If you cannot resolve the error, see the <i>Online User's Guide: Error and Maintenance Messages</i>. 	<ul style="list-style-type: none"> • Double-click the  icon in the task tray. • Each colour of the icon indicates the machine's status. • Click the Troubleshooting button to access Brother's troubleshooting website. 

Error and Maintenance Messages

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

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

Error Message	Action
Absorber NearFull	<p>The ink absorber box must be replaced soon. Contact Brother customer service or your local Brother dealer.</p> <ul style="list-style-type: none"> The ink absorber box absorbs the small amount of ink emitted during print head cleaning.
B&W Print Only Replace Ink	<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 detailed 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"> If you unplug the machine or take out the ink cartridge. If you select the Slow Drying Paper option on the machine or in the printer driver.
Cannot Detect	Remove the used ink cartridge and install a new one.
	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.
	Take out the new ink cartridge and reinstall it slowly and firmly until it locks into place.
	For more detailed information, see the <i>Online User's Guide: Replace the Ink Cartridges</i> .
	Slowly turn the ink cartridge so that the ink supply port is pointing downwards, and then reinstall the cartridge.
Cannot Detect Ink	Check the model numbers of the ink cartridges and install the correct ink cartridges.
	See <i>Related Information: Supply Specifications</i> at the end of this section.
Cannot Detect Ink	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.
Data Remaining	Press Stop/Exit . The machine will cancel the job and clear it from the memory. Try to print again.

Error Message	Action
Disconnected	<p>Try to send or receive again.</p> <p>If calls are stopped repeatedly and you are using a VoIP (Voice over IP) system, try changing the Compatibility to Basic (for VoIP).</p> <p>See <i>Related Information: Telephone Line Interference/VoIP</i> at the end of this section.</p>
Document Jam	<p>The document was not inserted or fed correctly, or the document scanned from the ADF was too long.</p> <p>For more detailed information, see the <i>Online User's Guide: Document Jams</i>.</p>
DR Mode in Use	<p>(For some countries)</p> <p>The machine is in Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode.</p> <p>Set Distinctive Ring to Off.</p> <p>For more detailed information, see the <i>Online User's Guide: Turn off Distinctive Ring</i>.</p>
FaxAbility On	<p>The machine is in FaxAbility mode. You cannot change the Receive Mode from Manual to another mode.</p> <p>Set FaxAbility to Off.</p> <p>For more detailed information, see the <i>Online User's Guide: Turn FaxAbility Off or On</i>.</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 Full	<p>The ink absorber box must be replaced. Contact Brother customer service or your local Brother Authorised Service Centre to have your machine serviced.</p>
Ink Low	<p>One or more of the ink cartridges are near the end of their lives.</p> <p>Order a new ink cartridge. You can continue printing until the LCD displays Replace Ink.</p> <p>For more detailed information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <ul style="list-style-type: none"> You can still scan even if the ink is low or needs to be replaced.
Jam A Inside/ Front	<p>Remove the jammed paper.</p> <p>For more detailed information, see the <i>Online User's Guide: Printer Jam or Paper Jam</i>.</p>
Repeat Jam A	<p>Make sure the paper guides are 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 LCD prompts you to load another sheet of paper 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. For more detailed information, see the <i>Online User's Guide: Printer Jam or Paper Jam</i> .
	Make sure the paper guides are set to the correct paper size.
Jam C Rear	Remove the jammed paper. For more detailed information, see the <i>Online User's Guide: Printer Jam or Paper Jam</i> .
	Make sure the paper guides are set to the correct paper size.
	Clean the paper pick-up rollers. For more detailed 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 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 Caller ID	There is no incoming call history. You did not receive calls or you have not subscribed to the Caller ID service from your telephone company. To use the Caller ID feature, contact your telephone company. For more detailed information, see the <i>Online User's Guide: Caller ID</i> .
No Ink Cartridge	Remove the new ink cartridge and re-install it slowly and firmly until it locks into place. For more detailed information, see the <i>Online User's Guide: Replace the Ink Cartridges</i> .
No Paper Fed	Do one of the following: <ul style="list-style-type: none"> • Refill the paper tray, and then press ►. • Remove and reload the paper, and then press ►.
	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 LCD instructions. For more detailed information, see the <i>Online User's Guide: Load Paper in the Manual Feed Slot</i> . The Jam Clear Cover is not closed correctly.

Error Message	Action
No Paper Fed Again	<p>Clean the paper pick-up rollers.</p> <p>For more detailed information, see the <i>Online User's Guide: Clean the Paper Pick-up Rollers</i>.</p> <p>The photo paper tray is in the wrong position.</p> <p>Return the photo paper tray to the Normal printing position when you use cut sheet paper.</p>
Not Registered	<p>You tried to access a Speed Dial number that has not been stored in the machine.</p> <p>Set up the Speed Dial number.</p>
Out of Fax Memory	<p>Print the faxes stored in the memory. For more detailed information, see the <i>Online User's Guide: Print a Fax Stored in the Machine's Memory</i>.</p>
Out of Memory	<p>If a fax-sending or copy operation is in progress:</p> <ul style="list-style-type: none"> • Press Stop/Exit and wait until the other operations that are in progress finish, and then try again. • Press ► to select Partial Print to copy the pages scanned so far. • Print the faxes stored in the memory. <p>For more detailed information, see the <i>Online User's Guide: Print a Fax Stored in the Machine's Memory</i>.</p>
Paper Size Mismatch	<ol style="list-style-type: none"> 1. Check that the paper size you selected on the machine's display matches the size of the paper in the tray. For more detailed information, see the <i>Online User's Guide: Change the Paper Size and Paper Type</i>. 2. Make sure you loaded the paper in a Portrait position, by setting the paper guides at the indicators for your paper size. For more detailed information, see the <i>Online User's Guide: Load Paper</i>. 3. After you have checked the paper size and the paper position, follow the LCD instructions. <p>If printing from your computer, make sure the paper size you selected in the printer driver matches the size of paper in the tray.</p> <p>For more detailed information, see the <i>Online User's Guide: Print Settings (Windows®) or Print Options (Mac)</i>.</p>
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 detailed information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <ul style="list-style-type: none"> • You can still scan even if the ink is low or needs to be replaced.

Error Message	Action
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 correctly.</p> <p>Pull the paper tray out of the machine, and remove the jammed paper or foreign object. If you cannot find or remove the jammed paper, see the <i>Online User's Guide: Printer Jam or Paper Jam</i>.</p>
Tray Settings	<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>For more detailed information, see the <i>Online User's Guide: Change the Check Paper Size Setting</i>.</p>
<p>Unable to Clean XX</p> <p>Unable to Init. XX</p> <p>Unable to Print XX</p>	<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:</p> <ul style="list-style-type: none"> • (MFC-J491DW) <p>Transfer your faxes to another fax machine or your computer before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and reconnect it.</p> <p>For more detailed information, see the <i>Online User's Guide: Transfer Your Faxes or Fax Journal Report</i>.</p> • (DCP-J572DW) <p>Disconnect the machine from the power for several minutes, and then reconnect it.</p>
Unable to Scan XX	<ul style="list-style-type: none"> • (MFC-J491DW) <p>Transfer your faxes to another fax machine or your computer before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and reconnect it.</p> <p>For more detailed information, see the <i>Online User's Guide: Transfer Your Faxes or Fax Journal Report</i>.</p> • (DCP-J572DW) <p>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 whether 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>

Error Message	Action
Wrong Ink Colour	Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions.

Related Information

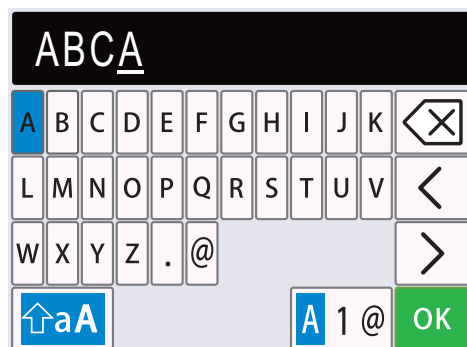
- Telephone Line Interference/VoIP on page 15
 - Supply Specifications on page 29
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Enter Text on Your Brother Machine

- The characters that are available may differ depending on your country.

DCP-J572DW

You may need to enter text into the machine, for example, when you set the time and date.



- Press ▲, ▼, ◀ or ▶ to select the number, letter or special character you want to select, and press **OK**. Repeat for each character until the number or name is complete and then press ▲, ▼, ◀ or ▶ to select **OK** and then press **OK**.
- Press ▲, ▼, ◀ or ▶ to select **A 1 @**, and then press **OK** to cycle between letters, numbers and special characters.
- Press ▲, ▼, ◀ or ▶ to select **↑aA**, and then press **OK** to cycle between lowercase and uppercase letters.

Inserting spaces

- To enter a space, press ▲, ▼, ◀ or ▶ to select **>**, and then press **OK**.

Making corrections



- If you entered an incorrect number or letter and want to change it, press ▲, ▼, ◀ or ▶ to select **<** or **>**. Press **OK** several times to move the cursor under the incorrect character. Then press ▲, ▼, ◀ or ▶ to select **✕**, and press **OK**. Re-enter the correct letter.

MFC-J491DW

When you are setting certain menu selections, such as the Station ID, you may need to enter text into the machine. Most dial pad buttons have three or four letters printed on the buttons. The buttons for **0**, **#** and ***** do not have printed letters because they are used for special characters.

Press the appropriate dial pad button the number of times shown in this reference table to access the character you want.




Press Button	One Time	Two Times	Three Times	Four Times	Five Times	Six Times	Seven Times	Eight Times	Nine Times
2	A	B	C	a	b	c	2	A	B
3	D	E	F	d	e	f	3	D	E
4	G	H	I	g	h	i	4	G	H
5	J	K	L	j	k	l	5	J	K
6	M	N	O	m	n	o	6	M	N
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8	T	U
9	W	X	Y	Z	w	x	y	z	9

- To move the cursor to the left or right, press ▲, ▼, ◀ or ▶ to select  or , and then press **OK**.

Inserting spaces

- To enter a space, press ▲, ▼, ◀ or ▶ to select , and then press **OK**.

Making corrections

- If you entered an incorrect number or letter and want to change it, press ▲, ▼, ◀ or ▶ to select  or . Press **OK** several times to move the cursor under the incorrect character. Then press ▲, ▼, ◀ or ▶ to select , and press **OK**. Re-enter the correct letter.

Special characters and symbols

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

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

Supply Specifications

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	The first time you install a set of ink cartridges the machine will use an amount of ink to fill the ink delivery tubes for high quality printouts. This process will only happen once. After this process is complete the page yield for the

	cartridges provided with your machine is approximately the same as that of standard cartridges.
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Replacement Supplies

	(For Australia and other Oceania countries)	(For other countries)
Standard Yield Black	LC3311BK	LC3511BK
Standard Yield Yellow	LC3311Y	LC3511Y
Standard Yield Cyan	LC3311C	LC3511C
Standard Yield Magenta	LC3311M	LC3511M

Black, Yellow, Cyan and Magenta - Approximately 200 pages ¹

	(For Australia and other Oceania countries)	(For other countries)
High Yield Black	LC3313BK	LC3513BK
High Yield Yellow	LC3313Y	LC3513Y
High Yield Cyan	LC3313C	LC3513C
High Yield Magenta	LC3313M	LC3513M

Black, Yellow, Cyan and Magenta - Approximately 400 pages ¹


For more information about the replacement supplies, visit us www.brother.com/pageyield

What is Innobella?

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.

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.



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

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

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

For Australia Only:

Support – For technical support of your Brother Product other than what you can resolve through the User's Guide, please visit our website or Solutions website (see below) to find an answer to FAQs/Troubleshooting, locating Drivers & Software.

Alternatively, please contact the Product Support Centre for any customer care/technical support enquiry.

To contact Brother International (Aust) Pty Ltd for support on a Brother product please see the details listed below:

Product Support Centre:

Australia

Brother International

(Aust) Pty Ltd

Phone: 02 8875 6000

Solutions Site: support.brother.com

Website: <http://www.brother.com.au>

Email: To submit an e-mail enquiry, visit
<http://www.brother.com.au> go to Service and Support area and follow the prompts.

Our Technical Support Consultants are available 5 days a week by phone during the hours of 8.30am to 5.00pm (AEST/AEDT) Monday to Friday.

For New Zealand Only:

For technical support for your Brother Product please refer to this user guide and the FAQ's available on our Brother Solutions website, support.brother.com.

Drivers, software, user guides and technical references are all available on our Brother Solutions website.

If you require further assistance please contact Brother International (NZ) Limited on the following numbers

Technical Brother Support	0800 329 111
Technical Support for those not using Genuine Consumables	0900 552 152
Fax Assistance	0800 837 822

Our Technical Support Consultants are available 7 days a week by phone during the hours of 8.30am to 5pm Monday to Friday and 9am to 5pm Saturday and Sunday.

Email Assistance

Please visit <http://www.brother.co.nz> and submit a helpdesk enquiry from our Service and Support page.

Web Assistance

Please visit <http://www.brother.co.nz> under Service and Support for Frequently Asked Questions, Driver downloads, Warranty information and Service Centres.



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

These machines are approved for use in the country of purchase only. Local Brother companies or their dealers will support only machines purchased in their own countries.

Made from 100% recycled paper
(excludes cover)



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OCE/ASA
Version 0