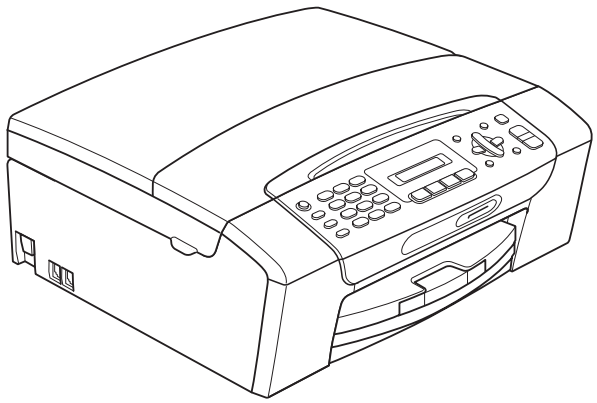
USER'S GUIDE



MFC-255CW
MFC-295CN

Version 0

USA/CAN

If you need to call Customer Service

Please complete the following information for future reference:

Model Number: MFC-255CW and MFC-295CN
(Circle your model number)

Serial Number: [1] _____

Date of Purchase: _____

Place of Purchase: _____

[1] The serial number is on the back of the unit. 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 on-line at

http://www.brother.com/registration/

By registering your product with Brother, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

The most convenient and efficient way to register your new product is on-line at http://www.brother.com/registration/.

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Brother numbers

IMPORTANT

For technical help, you must call the country where you bought the machine. Calls must be made ***from within*** that country.

Register your product

By registering your product with Brother International Corporation, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

Please complete and fax the Brother Warranty Registration And Test Sheet or, for your convenience and most efficient way to register your new product, register on-line at

http://www.brother.com/registration/

FAQs (frequently asked questions)

The Brother Solutions Center is our one-stop resource for all your Fax Machine/Multi-Function Center needs. You can download the latest software documents and utilities, read FAQs and troubleshooting tips, and learn how to get the most from your Brother product.

http://solutions.brother.com/

Note

- You can check here for Brother driver updates.
- To keep your machine performance up to date, check here for the latest firmware upgrade (for Windows® only).

For Customer Service

In USA:	1-877-BROTHER (1-877-276-8437)
	1-901-379-1215 (fax)
In Canada:	1-877-BROTHER
	(514) 685-4898 (fax)

Service Center Locator (USA only)

For the location of a Brother authorized service center, call 1-877-BROTHER (1-877-276-8437).

Service Center Locations (Canada only)

For the location of a Brother authorized service center, call 1-877-BROTHER.

Ordering accessories and supplies

For best quality results use only genuine Brother accessories, which are available at most Brother retailers. If you cannot find the accessory you need and you have a Visa, MasterCard, Discover, or American Express credit card, you can order accessories directly from Brother. (You can visit us online for a complete selection of the Brother accessories and supplies that are available for purchase.)

Note

In Canada only Visa and MasterCard are accepted.

In USA: 1-877-552-MALL (1-877-552-6255)

1-800-947-1445 (fax)

http://www.brothermall.com/

In Canada: 1-877-BROTHER

http://www.brother.ca/

Description	Item
Ink Cartridge Standard <black>	LC61BK (Prints approx. 450 pages) [1]
Ink Cartridge <yellow>	LC61Y (Prints approx. 325 pages) [1]
Ink Cartridge <cyan> (blue)	LC61C (Prints approx. 325 pages) [1]
Ink Cartridge <magenta> (red)	LC61M (Prints approx. 325 pages) [1]
Premium Plus Glossy Finish Photo Paper (Letter size / 20 sheets) (4" × 6" size / 20 sheets)	 BP71GLTR BP71GP
Matte Finish Inkjet Paper (Letter size / 25 sheets)	 BP60ML (USA only)
Plain Finish Inkjet Paper (Letter size / 100 sheets)	 BP60PL100 (USA only)
Telephone Line Cord	LG3077001 (USA only)
User's Guide	LX1441001 (English for USA and Canada) LX1441002 (French for Canada)

[1] For more information about the replacement consumables, visit us at www.brother.com/pageyield.

Notice - Disclaimer of Warranties (USA and Canada)

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Compilation and Publication Notice

Under the supervision of Brother Industries, Ltd., this manual has been compiled and published, covering the latest product descriptions and specifications.

The contents of this manual and the specifications of this product are subject to change without notice.

Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publication.

Brother® One-Year Limited Warranty and Replacement Service (USA Only)

Who is covered:

- This limited warranty ("warranty") is given only to the original end-user/retail purchaser (referred to in this warranty as "Original Purchaser") of the accompanying product, consumables and accessories (collectively referred to in this warranty as "this Product").
- If you purchased a product from someone other than an authorized Brother reseller in the United States or if the product was used (including but not limited to floor models or refurbished product), prior to your purchase you are not the Original Purchaser and the product that you purchased is not covered by this warranty.

What is covered:

- This Product includes a Machine and Consumable and Accessory Items. Consumable and Accessory Items include but are not limited to print heads, toner, drums, ink cartridges, print cartridges, cordless handset battery, refill ribbons, therma PLUS paper and thermal paper.
- Except as otherwise provided herein, Brother warrants that the Machine and the accompanying Consumable and Accessory Items will be free from defects in materials and workmanship, when used under normal conditions.
- This warranty applies only to products purchased and used in the United States. For products purchased in, but used outside, the United States, this warranty covers only warranty service within the United States (and does not include shipping outside the United States).

What is the length of the Warranty Periods:

- Machines: one year from the original purchase date.
- Accompanying Consumable and Accessory Items: 90 days from the original purchase date or the rated life of consumable, whichever comes first.

What is NOT covered:

This warranty does not cover:

1 Physical damage to this Product;
2 Damage caused by improper installation, improper or abnormal use, misuse, neglect or accident (including but not limited to transporting this Product without the proper preparation and/or packaging);
3 Damage caused by another device or software used with this Product (including but not limited to damage resulting from use of non Brother®-brand parts and Consumable and Accessory Items);
4 Consumable and Accessory Items that expired in accordance with a rated life;
5 Problems arising from other than defects in materials or workmanship; and,
6 Normal Periodic Maintenance Items, such as Paper Feeding Kit, Fuser and Laser Units.

This limited warranty is VOID if this Product has been altered or modified in any way (including but not limited to attempted warranty repair without authorization from Brother and/or alteration/removal of the serial number).

What to do if you think your Product is eligible for warranty service:

Report your issue to either our Customer Service Hotline at 1-877-BROTHER (1-877-276-8437) or to a Brother Authorized Service Center **within the applicable warranty period**. Supply Brother or the Brother Authorized Service Center with a copy of your dated bill of sale showing that this Product was purchased within the U.S. For the name of local Brother Authorized Service Center(s), call 1-877-BROTHER (1-877-276-8437) or visit www.brother-usa.com.

What Brother will ask you to do:

After contacting Brother or a Brother Authorized Service Center, you may be required to deliver (by hand if you prefer) or send the Product properly packaged, freight prepaid, to the Authorized Service Center together with a photocopy of your bill of sale. **You are responsible for the cost of shipping, packing product, and insurance (if you desire). You are also responsible for loss or damage to this Product in shipping.**

What Brother will do:

If the problem reported concerning your Machine and/or accompanying Consumable and Accessory Items is covered by this warranty and if you first reported the problem to Brother or an Authorized Service Center within the applicable warranty period, Brother or its Authorized Service Center will repair or replace the Machine and/or accompanying Consumable and Accessory Items at no charge to you for parts or labor. The decision as to whether to repair or replace the Machine and/or accompanying Consumable and Accessory Items is made by Brother in its sole

discretion. Brother reserves the right to supply a refurbished or remanufactured replacement Machine and/or accompanying Consumable and Accessory Items and use refurbished parts provided such replacement products conform to the manufacturer's specifications for new product/parts. The repaired or replacement Machine and/or accompanying Consumable and Accessory Items will be returned to you freight prepaid or made available for you to pick up at a conveniently located Authorized Service Center.

If the Machine and/or accompanying Consumable and Accessory Items are not covered by this warranty (either stage), you will be charged for shipping the Machine and/or accompanying Consumable and Accessory Items back to you and charged for any service and/or replacement parts/products at Brother's then current published rates.

The foregoing are your sole (i.e., only) and exclusive remedies under this warranty.

What happens when Brother elects to replace your Machine:

When a replacement Machine is authorized by Brother, and you have delivered the Machine to an Authorized Service Center, the Authorized Service Center will provide you with a replacement Machine after receiving one from Brother. If you are dealing directly with Brother's Express Exchange Service Brother will send to you a replacement Machine shipped for receipt within two business days, with the understanding that you will, after receipt of the replacement Machine, supply the required proof of purchase information, together with the Machine that Brother agreed to replace. You are then expected to pack the Machine that Brother agreed to replace in the package from the replacement Machine and return it to Brother using the pre-paid freight bill supplied by Brother in accordance with the instructions provided by Brother. Since you will be in possession of two machines, Brother will require that you provide a valid major credit card number. Brother will issue a hold against the credit card account number that you provide until Brother receives your original Product and determines that your original Product is entitled to warranty coverage. Your credit card will be charged up to the cost of a new Product only if: (i) you do not return your original Product to Brother within five (5) business days; (ii) the problems with your original Product are not covered by the limited warranty; (iii) the proper packaging instructions are not followed and has caused damage to the product; or (iv) the warranty period on your original Product has expired or has not been sufficiently validated with a copy of the proof of purchase (bill of sale). The replacement Machine you receive (even if refurbished or remanufactured) will be covered by the balance of the limited warranty period remaining on the original Product, plus an additional thirty (30) days. You will keep the replacement Machine that is sent to you and your original Machine shall become the property of Brother. **Retain your original Accessory Items and a copy of the return freight bill, signed by the courier.**

Limitations:

Brother is not responsible for damage to or loss of any equipment, media, programs or data related to the use of this Product. Except for the repair or replacement as described above, Brother shall not be liable for any direct, indirect, incidental or consequential damages or specific relief. Because some states do not allow the exclusion or limitation of consequential or incidental damages, the above limitation may not apply to you.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, WHETHER EXPRESSED BY AFFIRMATION, PROMISE, DESCRIPTION, DRAWING, MODEL OR SAMPLE. ANY AND ALL WARRANTIES OTHER THAN THIS ONE, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.

- This Limited Warranty is the only warranty that Brother is giving for this Product. It is the *final expression and the exclusive and only statement* of Brother's obligations to you. It replaces all other agreements and understandings that you may have with Brother or its representatives.
- This warranty gives you certain rights and you may also have other rights that may vary from state to state.
- This Limited Warranty (and Brother's obligation to you) may not be changed in any way unless you and Brother sign the same piece of paper in which we (1) refer to this Product and your bill of sale date, (2) describe the change to this warranty and (3) agree to make that change.

Important: *We recommend that you keep all original packing materials, in the event that you ship this Product.*

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BROTHER MULTIFUNCTION CENTER / FAX MACHINE
LIMITED WARRANTY
(Canada only)

Pursuant to the limited warranty of 1 year from the date of purchase for labour and parts, Brother International Corporation (Canada) Ltd. (“Brother”), or its Authorized Service Centres, will repair or replace (at Brother's sole discretion) this MFC/Fax machine free of charge if defective in material or workmanship. This warranty applies only to products purchased and used in Canada. This limited Warranty does not include cleaning, consumables (including, without limitation, ink cartridges, print cartridges, print rolls, thermal paper rolls, toner cartridges, drum units, OPC belts, fixing units, print heads, paper feed rollers, transfer rolls, cleaning rollers, waste toner packs, oil bottles) or damage caused by accident, neglect, misuse or improper installation or operation, any damage caused from service, maintenance, modifications, or tampering by anyone other than a Brother Authorized Service Representative, or if shipped out of the country.

The use of supplies or consumable items that are non-Brother products may void your warranty. This limited warranty ceases when this machine is rented, sold, or otherwise disposed of.
Operation of the MFC/Fax machine in excess of the specifications or with the Serial Number or Rating Label removed shall be deemed abuse and all repairs thereafter shall be the sole liability of the end-user/purchaser.

In order to obtain warranty service, the MFC/Fax machine must be delivered or shipped freight prepaid by the end-user/purchaser to a “Brother” Authorized Service Centre, together with your Canadian Proof of Purchase in the form of a Sales Receipt.

When shipping or transporting your MFC/Fax machine, please refer to your Operation Manual for the proper packaging procedures.

For Laser units: Failure to remove the Toner Cartridge (and Toner Drum Unit, waste toner packs or oil bottles on applicable models) during shipping or transport will cause severe damage to the Laser MFC/Fax machine and will void the Warranty.

For inkjet units: (When shipping your Inkjet MFC/Fax machine remove the ink cartridges and replace them with the original protective parts. If original protective parts are not available, leave ink cartridges installed. Please avoid shipping the unit without original protective parts or ink cartridges.) Damage to your print head resulting from packing the Inkjet MFC/Fax machine without the ink cartridges or the protective parts will void your warranty.

Improper packaging may cause severe damage to the machine during shipping and will void the warranty.
BROTHER DISCLAIMS ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING, WITHOUT LIMITATIONS, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT THAT ANY WARRANTIES IMPLIED BY LAW CANNOT BE VALIDLY WAIVED.

No oral or written information, advice or representation provided by Brother, its Authorized Service Centres, Distributors, Dealers, Agents or employees, shall create another warranty or modify this warranty. The warranty states Brother's entire liability and your exclusive remedy against Brother for any failure of the MFC/Fax machine to operate properly.

Neither Brother nor anyone else involved in the development, production, or delivery of this MFC/Fax machine shall be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages, including lost profits, arising from the use of or inability to use the product, even if advised by the end user/purchaser of the possibility of such damages. Since some Provinces do not allow the above limitation of liability, such limitation, may not apply to you.

This Limited Warranty gives you specific legal rights and you may also have other rights which vary from Province to Province.

Warranty Service is available at Brother Authorized Service Centres throughout Canada. For Technical Assistance or for the name and location of your nearest Authorized Service Centre call 1-877-BROTHER.

Internet support: support@brother.ca or browse Brother's Web Site www.brother.ca.

Table of Contents

Section I General

1 General Information 2

Using the documentation 2
Symbols and conventions used in the documentation 2
Accessing the Software User's Guide and Network User's Guide 2
Viewing Documentation 2
Accessing Brother Support (Windows®) 5
Control panel overview 6

2 Loading paper and documents 8

Loading paper and other print media 8
Loading envelopes and postcards 10
Removing small printouts from the machine 12
Printable area 13
Acceptable paper and other print media 14
Recommended print media 14
Handling and using print media 15
Choosing the right print media 16
Loading documents 18
Using the ADF (MFC-295CN only) 18
Using the scanner glass 19
Scannable area 20

3 General setup 21

On/Off key 21
Turning the machine off 21
Turning the machine on 21
Mode Timer 21
Paper settings 22
Paper Type 22
Paper Size 22
Volume Settings 22
Ring Volume 22
Beeper Volume 22
Speaker Volume 23
Automatic Daylight Saving Time 23
LCD display 23
LCD Contrast 23
Sleep Mode 23

4 Security features 24

TX Lock 24
Setting and changing the TX Lock password 24
Turning TX Lock on/off 25

Section II Fax

5 Sending a Fax 28

Entering Fax mode 28
Faxing from the ADF (MFC-295CN only) 28
Faxing from the scanner glass 28
Setting the scanner glass size for faxing 29
Color fax transmission 29
Canceling a fax in progress 29
Broadcasting (Black & White only) 29
Canceling a Broadcast in progress 30
Additional sending operations 30
Sending faxes using multiple settings 30
Contrast 31
Changing fax resolution 31
Dual Access (Black & White only) 32
Real Time Transmission 32
Overseas Mode 33
Checking and canceling waiting jobs 33
Sending a fax manually 33
Sending a fax at the end of a conversation 34
Out of Memory message 34

6 Receiving a Fax 35

Receive modes 35
Choosing the Receive Mode 35
Using receive modes 37
Fax Only 37
Fax/Tel 37
Manual 37
External TAD 37
Receive Mode settings 38
Ring Delay 38
F/T Ring Time (Fax/Tel mode only) 38
Easy Receive 39
Additional receiving operations 39
Printing a reduced incoming fax 39
Receiving a fax at the end of a conversation 39
Receiving faxes into memory when the paper tray is empty 40

7 Telephone Services and External devices 41

Voice Operations 41
Tone or pulse (Canada only) 41
Fax/Tel mode 41
Telephone services 41
Voice Mail 41
Distinctive Ring 42
Caller ID 44
Connecting an external TAD (telephone answering device) 45
Connections 46
Recording an outgoing message (OGM) on an external TAD 47
Special line considerations 47
Multi-line connections (PBX) 49
External and extension telephones 49
Connecting an external or extension telephone 49
Using external and extension telephones 50
Using a non-Brother cordless external telephone 50
Using remote codes 50

8 Dialing and storing numbers 52

How to Dial 52
Manual dialing 52
Speed Dialing 52
Search 52
Fax Redial 52
Storing numbers 53
Storing a pause 53
Storing Speed Dial numbers 53
Changing Speed Dial numbers 53
Setting up groups for broadcasting 54
Dialing access codes and credit card numbers 54

9 Printing Reports 55

Fax reports 55
Transmission Verification Report 55
Fax Journal (activity report) 56
Reports 56
How to print a report 56

Section III Copy

10 Making copies 58

How to copy 58
Entering Copy mode 58
Making a single copy 58
Making multiple copies 58
Stop copying 58
Copy Options 59
Changing copy quality 60
Enlarging or reducing the image copied 60
Making N in 1 copies or a poster (Page Layout) 61
Sorting copies using the ADF (Black & White only) (MFC-295CN only) 63
Adjusting Brightness and Contrast 63
Paper options 64

Section IV Direct Printing

11 PhotoCapture Center®: Printing photos from a memory card or USB Flash memory drive 66

PhotoCapture Center® Operations 66
Printing from a memory card or USB Flash memory drive without a PC 66
Scanning to a memory card or USB Flash memory drive without a PC 66
Using PhotoCapture Center® from your computer 66
Using a memory card or USB Flash memory drive 66
Memory cards, USB Flash memory drive and folder structures 67
Getting started 68
How to print from a memory card or USB Flash memory drive 69
Print Index (Thumbnails) 69
Printing Photos 70
DPOF printing 71
PhotoCapture Center® print settings 72
Print Quality 72
Paper Options 72
Adjusting Brightness and Contrast 73
Cropping 73
Borderless printing 73
Print Date 74
Scan to a memory card or USB Flash memory drive 74
Changing the image quality 75
Changing the black & white file format 75
Changing the color file format 75
Understanding the Error Messages 76

12 Printing photos from a camera (MFC-295CN only) 77

Printing photos directly from a PictBridge camera 77
PictBridge requirements 77
Setting your digital camera 77
Printing Images 78
DPOF printing 78
Printing photos directly from a digital camera (without PictBridge) 79
Printing Images 79
Understanding the Error Messages 80

Section V Software

13 Software and Network features 82

Section VI Appendixes

A Safety and Legal 84

Choosing a location 84
To use the machine safely 85
Important safety instructions 89
Standard telephone and FCC Notices (These notices are in effect on models sold and used in the United States only.) 91
Federal Communications Commission (FCC) Declaration of Conformity (USA only) 92
Industry Canada Compliance Statement (Canada only) 93
LAN connection (MFC-295CN only) 93
International ENERGY STAR® Qualification Statement 93
Legal limitations for copying 94
Trademarks 95

B Troubleshooting and Routine Maintenance 96

Troubleshooting 96
If you are having difficulty with your machine 96
Dial Tone 105
Telephone line interference 105
Error and maintenance messages 106
Transferring your faxes or Fax Journal report 112
Document jam (MFC-295CN only) 112
Printer jam or paper jam 113
Routine maintenance 116
Replacing the ink cartridges 116
Cleaning the outside of the machine 118
Cleaning the scanner 119
Cleaning the machine's printer platen 120
Cleaning the paper pick-up rollers 120
Cleaning the print head 121
Checking the print quality 121
Checking the print alignment 122
Checking the ink volume 123
Machine Information 123
Checking the serial number 123
Reset functions 123
How to reset the machine 124
Packing and shipping the machine 124

C Menu and Features 127

On-screen programming 127
Menu table 127
Memory storage 127
Menu keys 127
Menu Table 129
Entering Text 144

D Specifications 145

General 145
Print media 147
Fax 148
Copy 150
PhotoCapture Center® 151
PictBridge (MFC-295CN only) 152
Scanner 153
Printer 154
Interfaces 155
Computer requirements 156
Consumable items 157
Network (LAN) 158
Wireless one-push configuration (MFC-255CW only) 159

E Index 160

Section I

General

General Information	2
Loading paper and documents	8
General setup	21
Security features	24

1 General Information

Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold	Bold typeface identifies specific keys on the machine's control panel.
Italics	Italicized typeface emphasizes an important point or refers you to a related topic.
`Courier New`	Text in Courier New font identifies messages on the LCD of the machine.

WARNING

Warnings tell you what to do to prevent possible personal injury.

CAUTION

Cautions specify procedures you must follow or avoid to prevent possible minor injuries.

IMPORTANT

IMPORTANT describes procedures you must follow or avoid to prevent possible machine problems or damage to other objects.

Electrical Hazard icons alert you to a possible electrical shock.

Hot Surface icons warn you not to touch machine parts that are hot.

Notes tell you how you should respond to a situation that may arise or give tips about how the current operation works with other features.

Accessing the Software User's Guide and Network User's Guide

This User's Guide does not contain all the information about the machine such as how to use the advanced features of the Printer, Scanner, PC Fax and Network. When you are ready to learn detailed information about these operations, read the **Software User's Guide** and **Network User's Guide** that are on the CD-ROM.

Viewing Documentation

Viewing Documentation (Windows®)

To view the documentation, from the **Start** menu, point to **Brother**, **MFC-XXXX** (where XXXX is your model name) from the programs group, and then choose **User's Guides in HTML format**.

If you have not installed the software, you can find the documentation by following the instructions below:

1. Turn on your PC. Insert the Brother CD-ROM into your CD-ROM drive.

Note

If the Brother screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **start.exe**.

2 If the model name screen appears, click your model name.

3 If the language screen appears, click your language. The CD-ROM Top Menu will appear.

Note

If this window does not appear, use Windows® Explorer to run the start.exe program from the root directory of the Brother CD-ROM.

4 Click **Documentation**.

5 Click the documentation you want to read.

- **HTML documents**:
  Software User's Guide and **Network User's Guide** in HTML format.

  This format is recommended for viewing on your computer.

- **PDF documents**:
  User's Guide for stand-alone operations and **Software User's Guide** and **Network User's Guide** in PDF format.

  This format is recommended for printing the manuals. Click to go to the Brother Solutions Center, where you can view or download the PDF documents. (Internet access and PDF Reader software are required.)

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

- *Scanning*
  (Windows® 2000 Professional/ Windows® XP and Windows Vista®)
- *ControlCenter3*
  (Windows® 2000 Professional/ Windows® XP and Windows Vista®)
- *Network Scanning*
  (Windows® 2000 Professional/ Windows® XP and Windows Vista®)

ScanSoft™ PaperPort™ 11SE with OCR How-to-Guides

- The complete ScanSoft™ PaperPort™ 11SE with OCR How-to-Guides can be viewed from the Help selection in the ScanSoft™ PaperPort™ 11SE application.

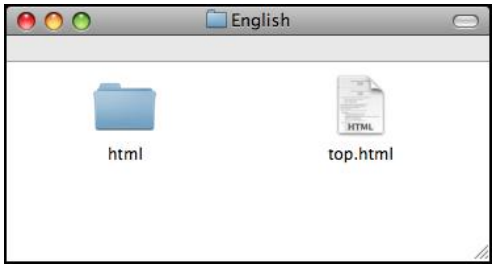
How to find Network setup instructions (MFC-255CW only)

Your machine can be connected to a wireless or wired network. You can find basic setup instructions in the Quick Setup Guide. If your wireless access point supports SecureEasySetup™, Wi-Fi Protected Setup or AOSS™, follow the steps in the Quick Setup Guide. For more information about network setup please see the *Network User's Guide*.

Viewing Documentation (Macintosh)

1. Turn on your Macintosh. Insert the Brother CD-ROM into your CD-ROM drive. The following window will appear.

2. Double-click the **Documentation** icon.
3. Double-click your language folder.
4. Double-click **top.html** to view **Software User's Guide** and **Network User's Guide** in HTML format.



5. Click the documentation you want to read.
   - **Software User's Guide**
   - **Network User's Guide**

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

- *Scanning*
  (Mac OS X 10.3.9 or greater)
- *ControlCenter2*
  (Mac OS X 10.3.9 or greater)
- *Network Scanning*
  (Mac OS X 10.3.9 or greater)

Presto! PageManager User's Guide

- The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager application.

How to find Network setup instructions (MFC-255CW only)

Your machine can be connected to a wireless or wired network. You can find basic setup instructions in the Quick Setup Guide. If your wireless access point supports SecureEasySetup™, Wi-Fi Protected Setup or AOSS™, follow the steps in the Quick Setup Guide. For more information about network setup please see the *Network User's Guide*.

Accessing Brother Support (Windows®)

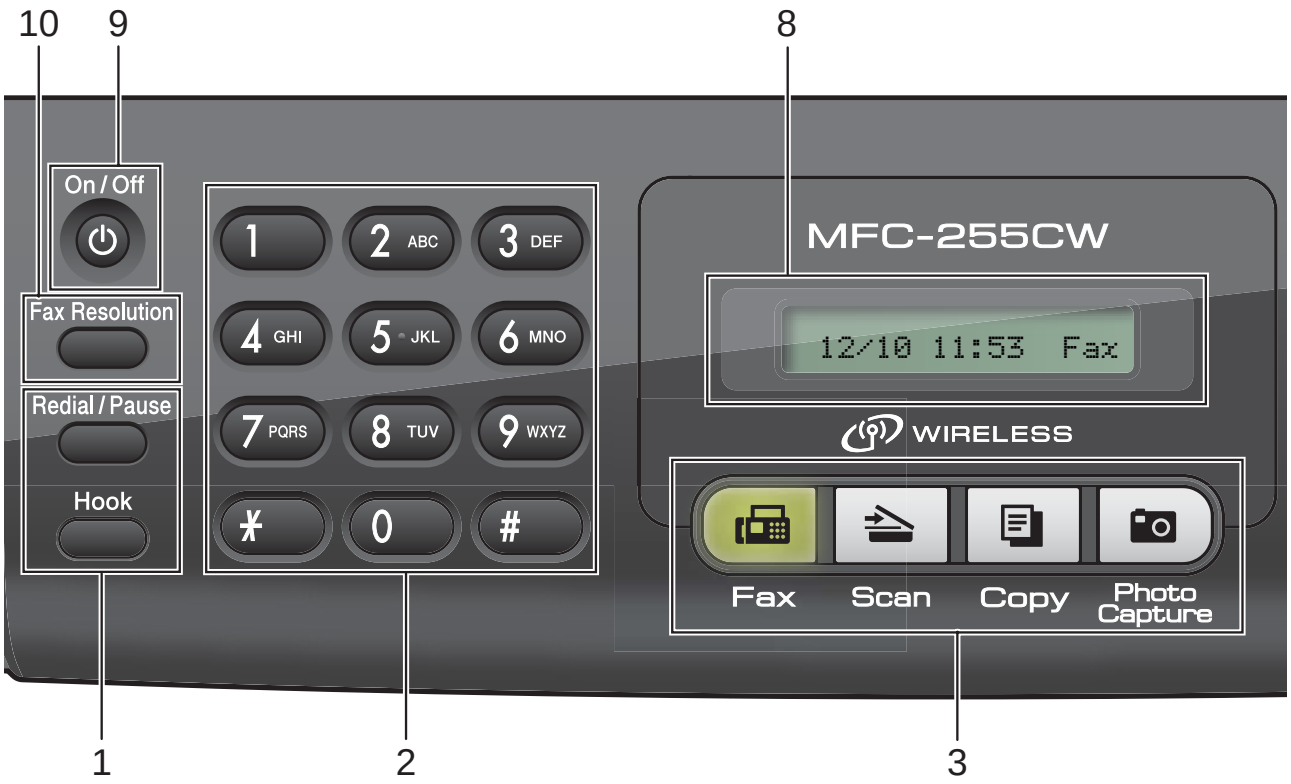
You can find all the contacts you will need, such as Web support (Brother Solutions Center), Customer Service and Brother Authorized Service Centers in *Brother numbers* on page i and on the Brother CD-ROM.

- Click **Brother Support** on the Top Menu. The following screen will appear:

- To access our web site (http://www.brother.com), click **Brother Home Page**.
- To view all Brother Numbers, including Customer Service numbers for the USA and Canada, click **Support Information**.
- To access the USA Brother online shopping mall (http://www.brothermall.com) for additional product and services information, click **Brother Mall.com**.
- To access Canada's Brother online shopping mall (http://www.brother.ca) for additional product and services information, click **Shop Online (Canada)**.
- For the latest news and product support information (http://solutions.brother.com), click **Brother Solutions Center**.
- To visit our web site for original/genuine Brother supplies (http://www.brother.com/original/), click **Supplies Information**.
- To access the Brother CreativeCenter (http://www.brother.com/creativecenter/) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the Top Menu, click **Back** or if you are finished, click **Exit**.

Control panel overview

The **MFC-255CW** and **MFC-295CN** have the same control panel keys.



Note

Most of the illustrations in this User's Guide show the MFC-255CW.

1 Fax and telephone keys:

- **Redial/Pause**
  Redials the last number called. It also inserts a pause when programming quick dial numbers.
- **Hook**
  Press before dialing if you want to make sure a fax machine will answer, and then press **Black Start** or **Color Start**.
  Also, press this key after picking up the handset of the external telephone during the F/T pseudo/double-ring.

2 Dial Pad

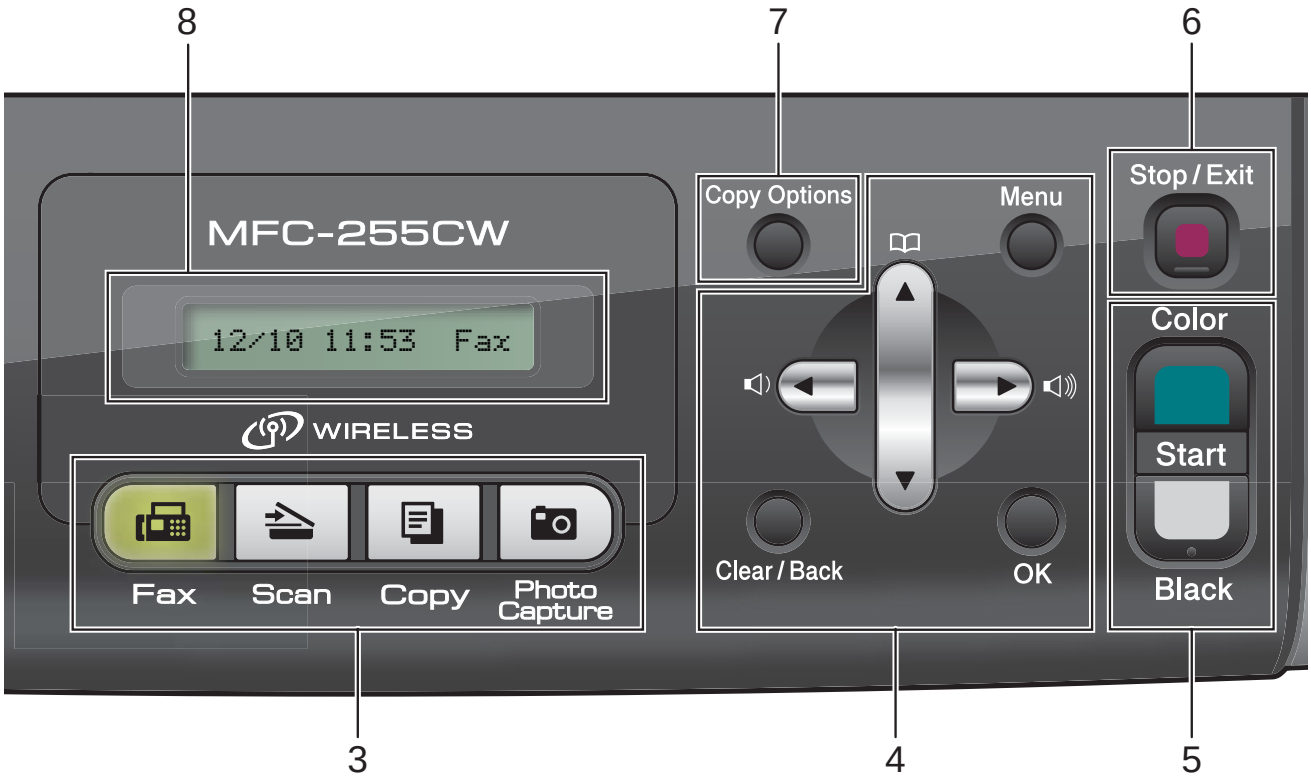
Use these keys to dial telephone and fax numbers and as a keyboard for entering information into the machine.
(Canada only) The # key lets you temporarily switch the dialing mode during a telephone call from Pulse to Tone.

3 Mode keys:

- **Fax**
  Lets you access Fax mode.
- **Scan**
  Lets you access Scan mode.
- **Copy**
  Lets you access Copy mode.
- **Photo Capture**
  Lets you access PhotoCapture Center® mode.

4 Menu keys:

- **Menu**
  Lets you access the main menu to program the machine.
- **Speed Dial key**
  ▲
  Press to store Speed Dial and Group numbers in the machine's memory.
  Lets you store, look up, and dial numbers in the memory.



- **Volume keys**
  ◄ ►
  While the machine is idle, you can press these keys to adjust the ring volume.
- ◄
  Press to scroll backward to a menu selection.
- ▲ or ▼
  Press to scroll through the menus and options.
- **Clear/Back**
  Press to cancel the current setting.
- **OK**
  Lets you choose a setting.

5 Start keys:

- **Color Start**
  Lets you start sending faxes or making copies in full color. Also lets you start a scanning operation (in color or black & white, depending on the scanning setting in the ControlCenter software).
- **Black Start**
  Lets you start sending faxes or making copies in black & white. Also lets you start a scanning operation (in color or black & white, depending on the scanning setting in the ControlCenter software).

6 Stop/Exit
Stops an operation or exits the menu.

7 Copy Options
Lets you temporarily change the copy settings when in copy mode.

8 LCD (liquid crystal display)
Displays messages on the screen to help you set up and use your machine.

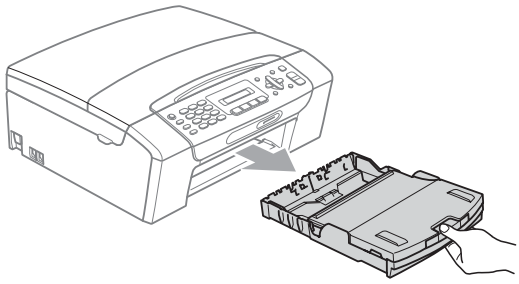
9 On/Off
You can turn the machine on and off.
If you turn the machine off, it will still periodically clean the print head to maintain print quality. To maintain print quality, prolong print head life, and provide the best ink cartridge economy, you should keep your machine connected to the power at all times.

10 Fax Resolution
Lets you temporarily change the resolution when sending a fax.

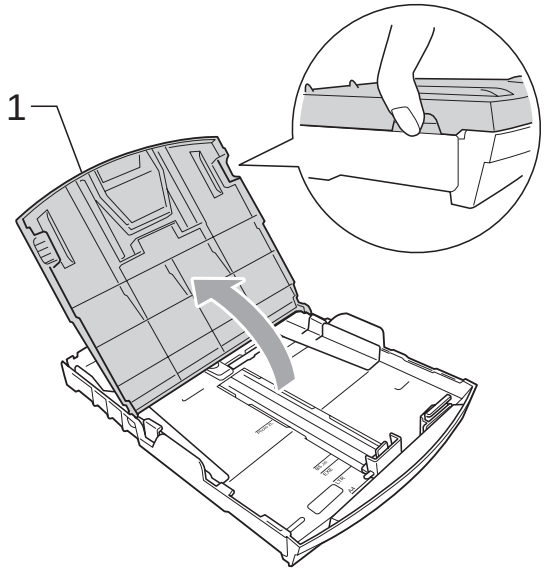
2 Loading paper and documents

Loading paper and other print media

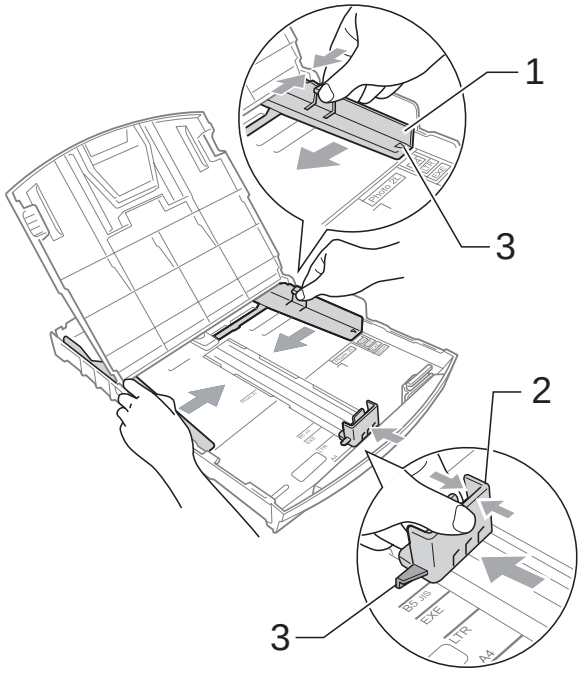
1. If the paper support flap is open, close it, and then close the paper support. Pull the paper tray completely out of the machine.



2. Lift the output paper tray cover (1).

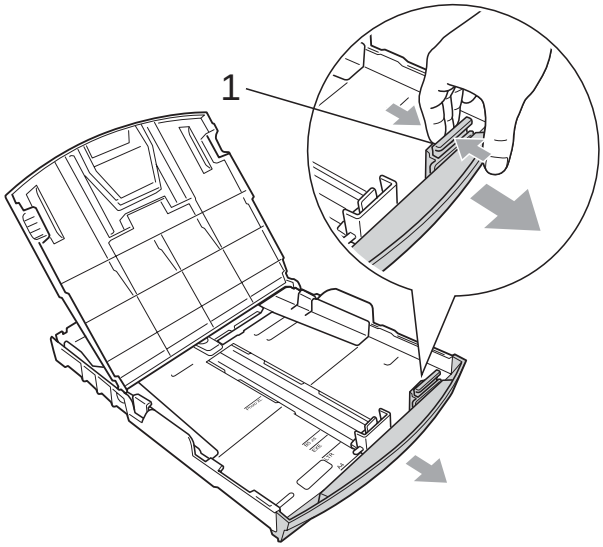


3. With both hands, gently press and slide the paper side guides (1) and then the paper length guide (2) to fit the paper size. Make sure that the triangular marks (3) on the paper side guides (1) and paper length guide (2) line up with the marks for the paper size you are using.

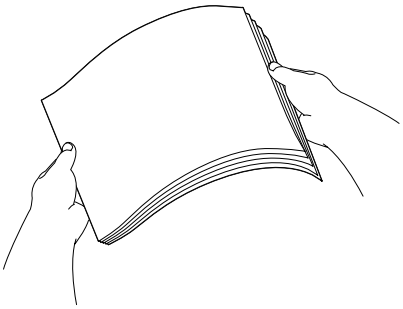


Note

When you use Legal size paper, press and hold the universal guide release button (1) as you slide out the front of the paper tray.



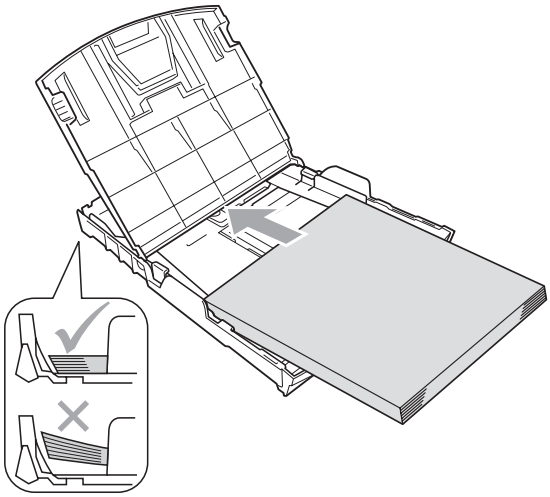
4 Fan the stack of paper well to avoid paper jams and misfeeds.



IMPORTANT

Always make sure the paper is not curled.

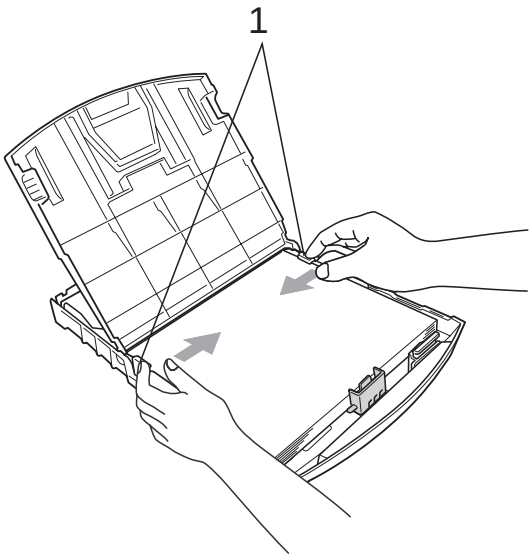
5 Gently put the paper into the paper tray print side down and top edge in first. Check that the paper is flat in the tray.



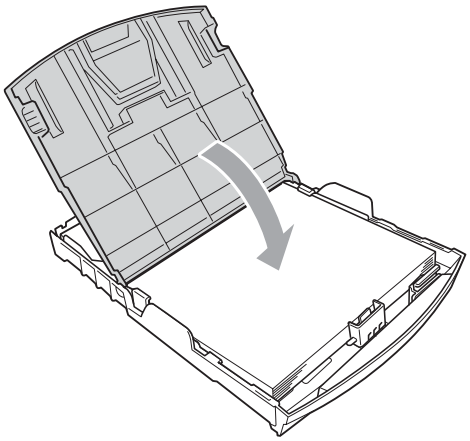
IMPORTANT

Be careful that you do not push the paper in too far; it may lift at the back of the tray and cause feed problems.

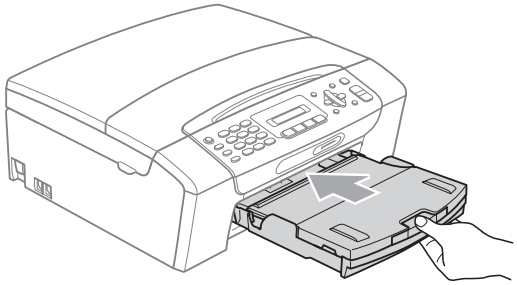
6 Gently adjust the paper side guides (1) to fit the paper using both hands. Make sure the paper side guides touch the sides of the paper.



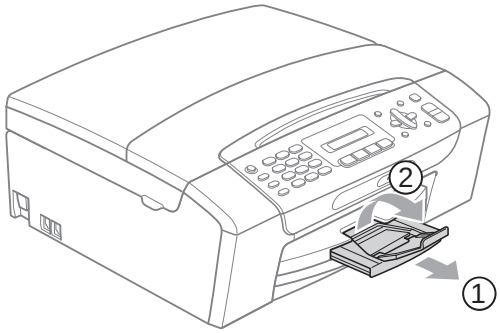
7 Close the output paper tray cover.



8 *Slowly* push the paper tray completely into the machine.



9 While holding the paper tray in place, pull out the paper support (①) until it clicks, and then unfold the paper support flap (②).



IMPORTANT

DO NOT use the paper support flap for Legal size paper.

Loading envelopes and postcards

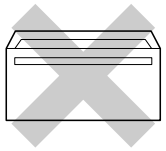
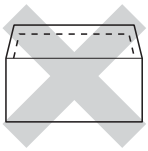
About envelopes

- Use envelopes that weigh from 20 to 25 lb (80 to 95 g/m^2).
- Some envelopes need margin settings to be set in the application. Make sure you do a test print first before printing many envelopes.

IMPORTANT

DO NOT use any of the following types of envelopes, as they will cause paper feed problems:

- That are of a baggy construction.
- That are embossed (have raised writing on them).
- That have clasps or staples.
- That are pre-printed on the inside.

Glue	Double flap
	

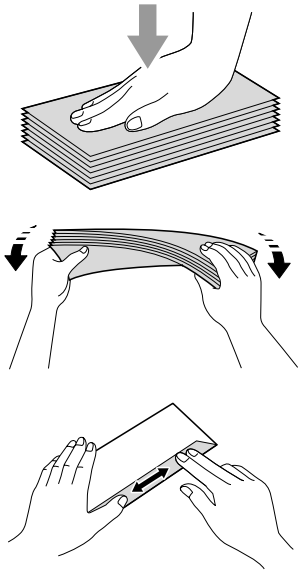
Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

Loading envelopes and postcards

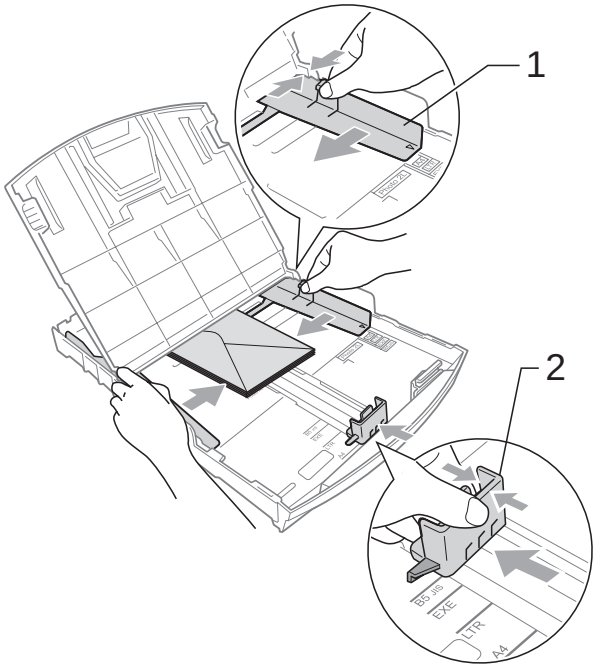
1. Before loading, press the corners and sides of envelopes or postcards to make them as flat as possible.

IMPORTANT

If envelopes or postcards are ‘double-feeding’, put one envelope or postcard in the paper tray at a time.

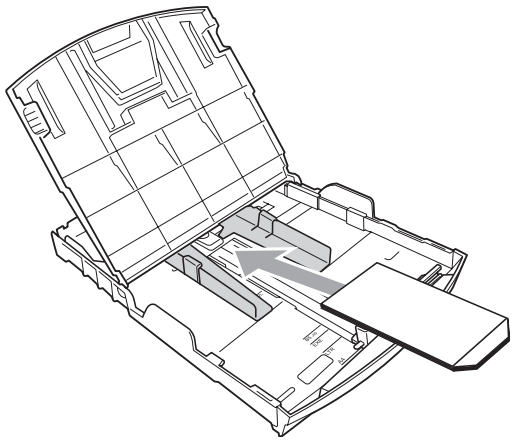


2. Put envelopes or postcards into the paper tray with the address side down and the leading edge in first as shown in the illustration. With both hands, gently press and slide the paper side guides (1) and paper length guide (2) to fit the size of the envelopes or postcards.



If you have problems printing on envelopes with the flap on the short edge, try the following:

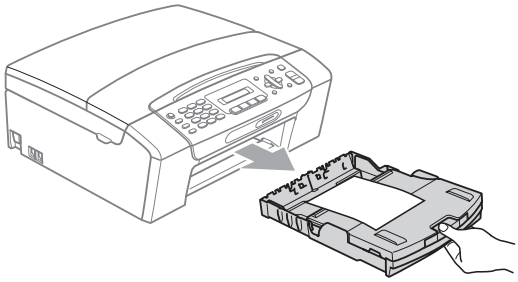
1. Open the envelope flap.
2. Put the envelope into the paper tray with the address side down and the flap positioned as shown in the illustration.



3. Adjust the size and margin in your application.

Removing small printouts from the machine

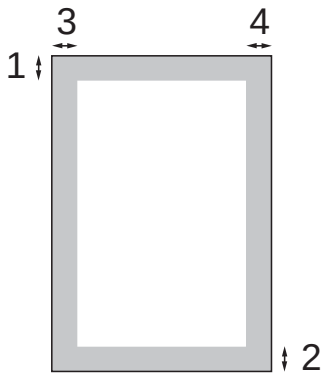
When the machine ejects small paper onto the output paper tray cover you may not be able to reach it. Make sure printing has finished, and then pull the tray completely out of the machine.



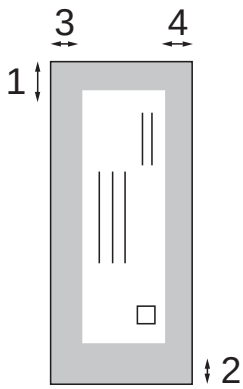
Printable area

The printable area depends on the settings in the application you are using. The figures below show the unprintable areas on cut sheet paper and envelopes. The machine can print in the shaded areas of cut sheet paper only when the Borderless print feature is available and turned on. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh in the *Software User's Guide* on the CD-ROM.)

Cut Sheet Paper



Envelopes



	Top (1)	Bottom (2)	Left (3)	Right (4)
Cut Sheet	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)
Envelopes	0.47 in. (12 mm)	0.95 in. (24 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)

Note

The Borderless feature is not available for envelopes.

Acceptable paper and other print media

The print quality can be affected by the type of paper you use in the machine.

To get the best print quality for the settings you have chosen, always set the Paper Type to match the type of paper you load.

You can use plain paper, inkjet paper (coated paper), glossy paper, transparencies and envelopes.

We recommend testing various paper types before buying large quantities.

For best results, use Brother paper.

- When you print on inkjet paper (coated paper), transparencies and photo paper, be sure to choose the proper print media in the '**Basic**' tab of the printer driver or in the Paper Type setting of the machine's menu. (See *Paper Type* on page 22.)
- 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.
- When you use transparencies or photo paper, remove each sheet at once to prevent smudging or paper jams.
- Avoid touching the printed surface of the paper immediately after printing; the surface may not be completely dry and may stain your fingers.

Recommended print media

To get the best print quality, we suggest using Brother paper. (See the table below.)

We recommend using '3M Transparency Film' when you print on transparencies.

Brother paper

Paper Type	Item
Letter Plain	BP60PL100 (USA only)
Letter Glossy Photo	BP71GLTR
Letter Inkjet (Matte)	BP60ML (USA only)
4 × 6 in. Glossy Photo	BP71GP

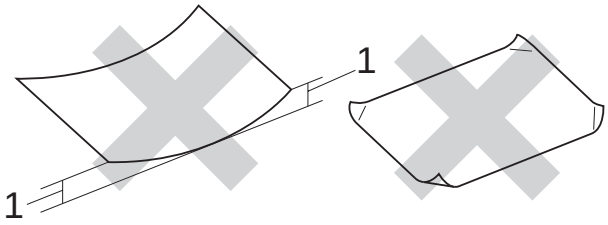
Handling and using print media

- 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. Load photo paper with the shiny side facing down.
- Avoid touching either side of transparencies because they absorb water and perspiration easily, and this may cause decreased output quality. Transparencies designed for laser printers/copiers may stain your next document. Use only transparencies recommended for inkjet printing.

IMPORTANT

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped paper



1 0.08 in. (2 mm) or greater curve may cause jam to occur.

- Extremely shiny or highly textured paper
- 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 Letter, Legal or A4 20 lb (80 g/m^2) paper.

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

Choosing the right print media

Paper type and size for each operation

Paper Type	Paper Size		Usage			
			Fax	Copy	Photo Capture	Printer
Cut Sheet	Letter	8 1/2 × 11 in. (215.9 × 279.4 mm)	Yes	Yes	Yes	Yes
	A4	8.3 × 11.7 in. (210 × 297 mm)	Yes	Yes	Yes	Yes
	Legal	8 1/2 × 14 in. (215.9 × 355.6 mm)	Yes	Yes	–	Yes
	Executive	7 1/4 × 10 1/2 in. (184 × 267 mm)	–	–	–	Yes
	JIS B5	7.2 × 10.1 in. (182 × 257 mm)	–	–	–	Yes
	A5	5.8 × 8.3 in. (148 × 210 mm)	–	Yes	–	Yes
	A6	4.1 × 5.8 in. (105 × 148 mm)	–	–	–	Yes
Cards	Photo	4 × 6 in. (10 × 15 cm)	–	Yes	Yes	Yes
	Photo 2L	5 × 7 in. (13 × 18 cm)	–	–	Yes	Yes
	Index Card	5 × 8 in. (127 × 203 mm)	–	–	–	Yes
	Postcard 1	3.9 × 5.8 in. (100 × 148 mm)	–	–	–	Yes
	Postcard 2 (Double)	5.8 × 7.9 in. (148 × 200 mm)	–	–	–	Yes
Envelopes	C5 Envelope	6.4 × 9 in. (162 × 229 mm)	–	–	–	Yes
	DL Envelope	4.3 × 8.7 in. (110 × 220 mm)	–	–	–	Yes
	COM-10	4 1/8 × 9 1/2 in. (105 × 241 mm)	–	–	–	Yes
	Monarch	3 7/8 × 7 1/2 in. (98 × 191 mm)	–	–	–	Yes
	JE4 Envelope	4.1 × 9.3 in. (105 × 235 mm)	–	–	–	Yes
Transparencies	Letter	8 1/2 × 11 in. (215.9 × 279.4 mm)	–	Yes	–	Yes
	A4	8.3 × 11.7 in. (210 × 297 mm)	–	Yes	–	Yes
	Legal	8 1/2 × 14 in. (215.9 × 355.6 mm)	–	Yes	–	Yes
	A5	5.8 × 8.3 in. (148 × 210 mm)	–	Yes	–	Yes

Paper weight, thickness and capacity

Paper Type		Weight	Thickness	No. of sheets
Cut Sheet	Plain Paper	17 to 32 lb (64 to 120 g/m^2)	3 to 6 mil (0.08 to 0.15 mm)	100 [1]
	Inkjet Paper	17 to 53 lb (64 to 200 g/m^2)	3 to 10 mil (0.08 to 0.25 mm)	20
	Glossy Paper	Up to 58 lb (Up to 220 g/m^2)	Up to 10 mil (Up to 0.25 mm)	20 [2]
Cards	Photo 4" × 6"	Up to 58 lb (Up to 220 g/m^2)	Up to 10 mil (Up to 0.25 mm)	20 [2]
	Index Card	Up to 32 lb (Up to 120 g/m^2)	Up to 6 mil (Up to 0.15 mm)	30
	Postcard	Up to 53 lb (Up to 200 g/m^2)	Up to 10 mil (Up to 0.25 mm)	30
Envelopes		20 to 25 lb (75 to 95 g/m^2)	Up to 20 mil (Up to 0.52 mm)	10
Transparencies		–	–	10

[1] Up to 100 sheets of plain paper 20 lb (80 g/m^2).

[2] BP71 69 lb (260 g/m^2) paper is especially designed for Brother inkjet machines.

Loading documents

You can send a fax, make copies, and scan from the ADF (automatic document feeder) and from the scanner glass.

Using the ADF (MFC-295CN only)

The ADF can hold up to 15 pages and feeds each sheet individually. Use standard 20 lb (80 g/m^2) paper and always fan the pages before putting them in the ADF.

Recommended environment

Temperature:	68 to 86 °F (20 to 30 °C)
Humidity:	50 to 70%
Paper:	20 lb LTR (80 g/m^2 A4)

Document Sizes Supported

Length:	5.8 to 14 in. (148 to 355.6 mm)
Width:	5.8 to 8.5 in. (148 to 215.9 mm)
Weight:	17 to 24 lb (64 to 90 g/m^2)

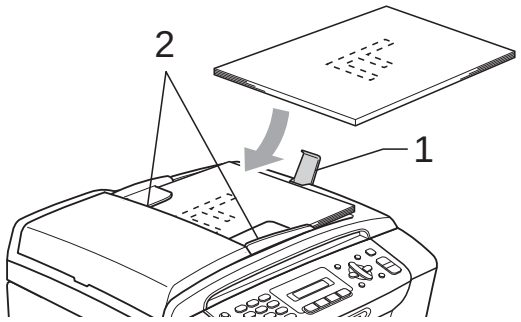
How to load documents

IMPORTANT

- DO NOT pull on the document while it is feeding.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.

■ Make sure documents with ink or liquid correction fluid are completely dry.

1. Unfold the ADF Document Output Support Flap (1).
2. Fan the pages well.
3. Adjust the paper guides (2) to fit the width of your documents.
4. Make sure you place the documents **face down, top edge first** in the ADF until the LCD says ADF Ready and you feel them touch the feed roller.



IMPORTANT

DO NOT leave a thick document on the scanner glass. If you do this, the ADF may jam.

Using the scanner glass

You can use the scanner glass to fax, copy or scan pages of a book or one page at a time.

Document Sizes Supported

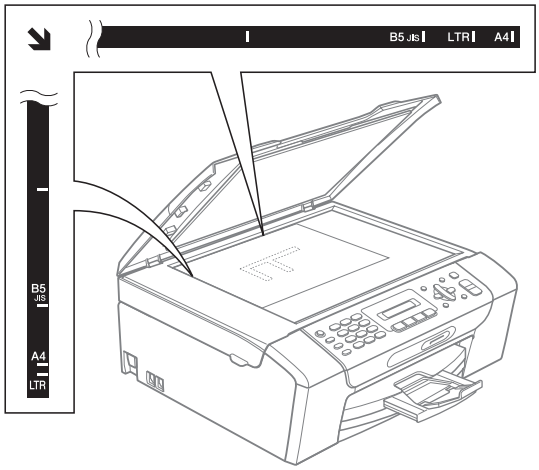
Length:	Up to 11.7 in. (297 mm)
Width:	Up to 8.5 in. (215.9 mm)
Weight:	Up to 4.4 lb (2 kg)

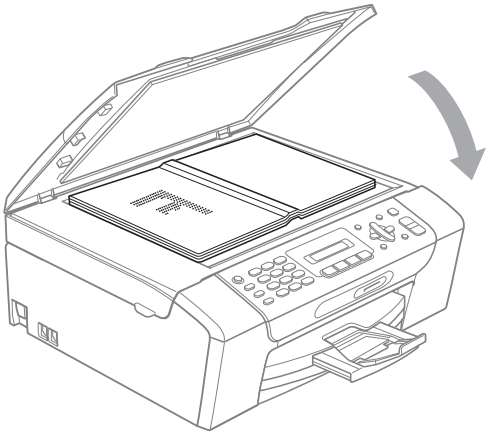
How to load documents

Note

To use the scanner glass, the ADF must be empty.

1. Lift the document cover.
2. Using the document guidelines on the left and top, place the document face down in the upper left corner of the scanner glass.





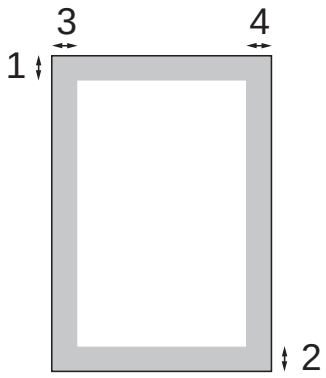
3. Close the document cover.

IMPORTANT

If you are scanning a book or thick document, DO NOT slam the cover or press on it.

Scannable area

The scannable area depends on the settings in the application you are using. The figures below show the unscannable areas.



Usage	Document Size	Top (1) Bottom (2)	Left (3) Right (4)
Fax	Letter	0.12 in. (3 mm)	0.16 in. (4 mm)
	A4	0.12 in. (3 mm)	0.04 in. (1 mm)
	Legal (MFC-295CN)	0.12 in. (3 mm)	0.16 in. (4 mm)
Copy	Letter	0.12 in. (3 mm)	0.12 in. (3 mm)
	A4	0.12 in. (3 mm)	0.12 in. (3 mm)
Scan	Letter	0.12 in. (3 mm)	0.12 in. (3 mm)
	A4	0.12 in. (3 mm)	0.12 in. (3 mm)

3 General setup

On/Off key

You can turn the machine on and off by pressing the **On/Off** key.

Note

If you have connected an external telephone or TAD, it is always available.

Turning the machine off

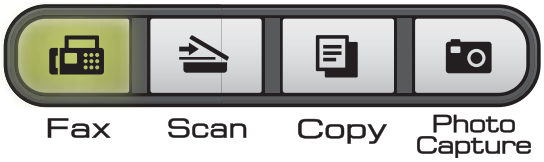
1. Press and hold down the **On/Off** key. The LCD will show `Shutting Down`. The LCD will stay on for a few seconds before going off.

Turning the machine on

1. Press the **On/Off** key.

Mode Timer

The machine has four temporary mode keys on the control panel: **Fax**, **Scan**, **Copy** and **Photo Capture**. You can change the amount of time the machine takes after the last Scan, Copy or PhotoCapture operation before it returns to Fax mode. If you choose `Off`, the machine stays in the mode you used last.



1. Press **Menu**, **1**, **1**.
2. Press ▲ or ▼ to choose `0 Sec`, `30 Secs`, `1 Min`, `2 Mins`, `5 Mins` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

Paper settings

Paper Type

To get the best print quality, set the machine for the type of paper you are using.

1. Press **Menu**, **1**, **2**.
2. Press ▲ or ▼ to choose `Plain Paper`, `Inkjet Paper`, `Brother BP71`, `Other Glossy` or `Transparency`.
   Press **OK**.
3. Press **Stop/Exit**.

Note

The machine ejects paper with printed surfaces face up onto the paper tray in front of the machine. When you use transparencies or glossy paper, remove each sheet at once to prevent smudging or paper jams.

Paper Size

You can use five sizes of paper for copies: Letter, Legal, A4, A5 and 4 × 6 in. (10 × 15 cm) and three sizes for printing faxes: Letter, Legal and A4. When you change the size of paper you load in the machine, you will need to change the paper size setting at the same time so your machine can fit an incoming fax on the page.

1. Press **Menu**, **1**, **3**.
2. Press ▲ or ▼ to choose `Letter`, `Legal`, A4, A5 or `4"x6"`.
   Press **OK**.
3. Press **Stop/Exit**.

Volume Settings

Ring Volume

You can choose a range of ring volume levels, from `High` to `Off`.

While the machine is idle, press ◄ or ► to adjust the volume level. The LCD shows the current setting, and each key press will change the volume to the next level. The machine will keep the new setting until you change it.

You can also change the volume through the menu, by following the instructions below:

Setting the Ring Volume from the menu

1. Press **Menu**, **1**, **4**, **1**.
2. Press ▲ or ▼ to choose `Low`, `Med`, `High` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

Beeper Volume

When the beeper is on, the machine will beep when you press a key, make a mistake or after you send or receive a fax.

You can choose a range of volume levels, from `High` to `Off`.

1. Press **Menu**, **1**, **4**, **2**.
2. Press ▲ or ▼ to choose `Low`, `Med`, `High` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

Speaker Volume

You can choose a range of speaker volume levels, from `High` to `Off`.

1. Press **Menu**, **1**, **4**, **3**.
2. Press ▲ or ▼ to choose `Low`, `Med`, `High` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

You can also adjust the speaker volume by pressing **Hook**.

1. Press **Hook**.
2. Press ◄ or ►.
   This setting will stay until you change it again.
3. Press **Hook**.

Automatic Daylight Saving Time

You can set the machine to change automatically for daylight saving time. It will reset itself forward one hour in the Spring and backward one hour in the Fall. Make sure you have set the correct date and time in the `Date&Time` setting.

The factory setting is `Off`, so you will have to turn on Automatic Daylight Time as follows.

1. Press **Menu**, **1**, **5**.
2. Press ▲ or ▼ to choose `On` (or `Off`).
   Press **OK**.
3. Press **Stop/Exit**.

LCD display

LCD Contrast

You can adjust the LCD contrast for a sharper and more vivid display. If you are having difficulty reading the LCD, try changing the contrast setting.

1. Press **Menu**, **1**, **6**.
2. Press ▲ or ▼ to choose `Light` or `Dark`.
   Press **OK**.
3. Press **Stop/Exit**.

Sleep Mode

You can choose how long the machine must be idle (from 1 to 60 minutes) before it goes into sleep mode. The timer will restart if any operation is carried out on the machine.

1. Press **Menu**, **1**, **7**.
2. Press ▲ or ▼ to choose `1 Min`, `2 Mins`, `3 Mins`, `5 Mins`, `10 Mins`, `30 Mins` or `60 Mins`.
   Press **OK**.
3. Press **Stop/Exit**.

4 Security features

TX Lock

TX Lock lets you prevent unauthorized access to the machine.

While TX Lock is On, the following operations are available:

- Receiving faxes

While TX Lock is On, the following operations are NOT available:

- Sending faxes
- Copying
- PC printing
- Scanning
- PhotoCapture
- Operation from Control panel

Note

If you forget the TX Lock password, please call Brother Customer Service. (See *Brother numbers* on page i.)

Setting and changing the TX Lock password

Note

If you have already set the password, you will not need to set it again.

Setting up the password

1. Press **Menu**, **2**, **0**, **1**.
2. Enter a 4-digit number for the password.
   Press **OK**.
3. When the LCD shows `Verify:`, re-enter the password.
   Press **OK**.
4. Press **Stop/Exit**.

Changing the password

1. Press **Menu**, **2**, **0**, **1**.
2. Press ▲ or ▼ to choose `Set Password`.
   Press **OK**.
3. Enter a 4-digit number for the current password.
   Press **OK**.
4. Enter a 4-digit number for a new password.
   Press **OK**.
5. When the LCD shows `Verify:`, re-enter the password.
   Press **OK**.
6. Press **Stop/Exit**.

Turning TX Lock on/off

Turning TX Lock on

1. Press **Menu**, **2**, **0**, **1**.
2. Press ▲ or ▼ to choose `Set TX Lock`.
   Press **OK**.
3. Enter the registered 4-digit password.
   Press **OK**.
   The machine goes offline and the LCD shows `TX Lock Mode`.

Turning TX Lock off

1. Press **Menu**.
2. Enter the registered 4-digit password.
   Press **OK**.
   TX Lock is automatically turned off.

Note

If you enter the wrong password, the LCD shows `Wrong Password` and stays offline. The machine will stay in TX Lock mode until the registered password is entered.

Section II

Fax

Sending a Fax	28
Receiving a Fax	35
Telephone Services and External devices	41
Dialing and storing numbers	52
Printing Reports	55

5 Sending a Fax

Entering Fax mode

Press (**Fax**) to enter Fax mode.

While the machine is scanning the document, the LCD will show the new job number and the memory available.The number of pages you can scan into the memory will vary depending on the data that is printed on them.

Faxing from the ADF (MFC-295CN only)

1. Make sure you are in Fax mode .
2. Place the document face down in the ADF.
   (See *Using the ADF (MFC-295CN only)* on page 18.)
3. Enter the fax number using the dial pad, Speed Dial or Search.
4. Press **Black Start** or **Color Start**.

Note

- To cancel, press **Stop/Exit**.
- If you send a black & white fax when the memory is full it will be sent in real time.

Faxing from the scanner glass

You can use the scanner glass to fax pages of a book one at a time. The document can be up to Letter or A4 size.

You cannot send color faxes with multiple pages.

Note

(MFC-295CN only)
Since you can only scan one page at a time, it is easier to use the ADF if you are sending a multiple page document.

1. Make sure you are in Fax mode .
2. Place your document face down on the scanner glass.
3. Enter the fax number using the dial pad, Speed Dial or Search.
4. Press **Black Start** or **Color Start**.
   - If you press **Black Start**, the machine starts scanning the first page. Go to step ❺.
   - If you press **Color Start**, the machine starts sending the document.
5. When the LCD asks you `Next Page?` do one of the following:
   - To send a single page, press **2** to choose `No(Dial)` (or press **Black Start** again).

     The machine starts sending the document.
   - To send more than one page, press **1** to choose `Yes` and go to step ❻.

6 Place the next page on the scanner glass.
Press **OK**.
The machine starts scanning the page.
(Repeat steps ❺ and ❻ for each additional page.)

Setting the scanner glass size for faxing

When documents are A4 size, you need to set the scan size to A4. If you do not, the bottom portion of the faxes will be missing.

1 Make sure you are in Fax mode .

2 Press **Menu**, **2**, **2**, **0**.

3 Press ▲ or ▼ to choose A4.
Press **OK**.

4 Press **Stop/Exit**.

Color fax transmission

Your machine can send a color fax to machines that support this feature.

Color faxes cannot be stored in the machine's memory. When you send a color fax, the machine will send it in real time (even if `Real Time TX` is set to `Off`).

Canceling a fax in progress

If you want to cancel a fax while the machine is scanning, dialing or sending, press **Stop/Exit**.

Broadcasting (Black & White only)

Broadcasting is when the same fax message is automatically sent to more than one fax number. You can include Groups, Speed Dial numbers and up to 50 manually dialed numbers in the same broadcast.

After the broadcast is finished, a Broadcast Report will be printed.

1 Make sure you are in Fax mode .

2 Load your document.

3 Enter a number.
Press **OK**.
You can use either a Speed Dial, a Group or a manually entered number using the dial pad.

4 Repeat step ❸ until you have entered all the fax numbers to be included in the broadcast.

5 Press **Black Start**.

Note

- If you did not use up any of the numbers for Groups, you can broadcast faxes to as many as 90 different numbers.
- The machine's available memory will vary depending on the types of jobs in the memory and the number of locations used for broadcasting. If you broadcast to the maximum numbers available, you will not be able to use dual access.
- If the `Out of Memory` message appears, press **Stop/Exit** to stop the job. If more than one page has been scanned, press **Black Start** to send the portion that is in the machine's memory.

Canceling a Broadcast in progress

1. Press **Menu**, **2**, **4**.
The LCD will show the Broadcast job number followed by the fax number (or name) being dialed (for example, #001 0123456789).

2. Press **OK**.
The LCD will show the following message:

```
#001 0123456789
```

```
1.Clear  2.Exit
```

3. Press **1** to cancel the fax number being dialed.
The LCD will then show the following messages:

```
Broadcast#001
```

```
1.Clear  2.Exit
```

4. To cancel the Broadcast, press **1**.

5. Press **Stop/Exit**.

Additional sending operations

Sending faxes using multiple settings

When you send a fax you can choose any combination of these settings: resolution, contrast, scan size, overseas mode and real time transmission.

1. Make sure you are in Fax mode .

2. Load your document.

3. Choose a setting you want to change in the Setup Send menu (**Menu**, **2**, **2**).
Press **OK**.

4. Choose the option you want for the setting.
Press **OK**.

5. Do one of the following:

```
Other Settings
```

```
1.Yes 2.No
```

   - Press **1** to change another setting.
   - Press **2** when you have finished choosing your settings.

6. Send the fax as usual.

Contrast

If your document is very light or very dark, you may want to change the contrast. For most documents the default setting Auto can be used. It automatically chooses a suitable contrast for your document.

Use Light when sending a light document.

Use Dark when sending a dark document.

1. Make sure you are in Fax mode .
2. Load your document.
3. Press **Menu**, **2**, **2**, **1**.
4. Press ▲ or ▼ to choose Auto, Light or Dark.
   Press **OK**.

Note

Even if you choose Light or Dark, the machine will send the fax using the Auto setting in any of the following conditions:

- When you send a color fax.
- When you choose Photo as the Fax Resolution.

Changing fax resolution

The quality of a fax can be improved by changing the fax resolution. Resolution can be changed for the next fax or for all faxes.

To change the fax resolution for the *next* fax

1. Make sure you are in Fax mode .
2. Load your document.
3. Press **Fax Resolution** then ▲ or ▼ to choose the resolution.
   Press **OK**.

To change the default fax resolution

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **2**, **2**.
3. Press ▲ or ▼ to choose the resolution you want.
   Press **OK**.

Note

You can choose four different resolution settings for black & white faxes and two for color faxes.

Black & White	
Standard	Suitable for most typed documents.
Fine	Good for small print and transmits a little slower than Standard resolution.
S.Fine	Good for small print or artwork and transmits slower than Fine resolution.
Photo	Use when the document has varying shades of gray or is a photograph. This has the slowest transmission.

Color	
Standard	Suitable for most typed documents.
Fine	Use when the document is a photograph. The transmission time is slower than Standard resolution.

If you choose S.Fine or Photo and then use the **Color Start** key to send a fax, the machine will send the fax using the Fine setting.

Dual Access (Black & White only)

You can dial a number and start scanning the fax into memory—even when the machine is sending from memory, receiving faxes or printing PC data. The LCD shows the new job number and available memory.

The number of pages you can scan into the memory will vary depending on the data that is printed on them.

Note

If the `Out of Memory` message appears while scanning a document, press **Stop/Exit** to cancel or **Black Start** to send the scanned pages.

Real Time Transmission

When you are sending a fax, the machine will scan the document into the memory before sending it. Then, as soon as the telephone line is free, the machine will start dialing and sending.

Sometimes, you may want to send an important document immediately, without waiting for memory transmission. You can set `Real Time TX` to `On` for all documents or `Next Fax Only` for the next fax only.

Note

- In Real Time Transmission, the automatic redial feature does not work when you are using the scanner glass.
- If the memory is full, faxes from the scanner glass cannot be sent until you clear some of the memory.
- (MFC-295CN)
  If the memory is full and you are sending a black and white fax from the ADF, the machine will send the document in real time (even if `Real Time TX` is set to `Off`).

Sending in real time for all faxes

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **2**, **3**.

   `3.Real Time TX`

   `Realtime TX:On`
3. Press ▲ or ▼ to choose `Realtime TX:On` or `Realtime TX:Off`.
   Press **OK**.

Sending in real time for the next fax only

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **2**, **3**.
3. Press ▲ or ▼ to choose `Next Fax Only`. Press **OK**.
4. Press ▲ or ▼ to choose `Next Fax:Off` or `Next Fax:On`.
5. Press **OK**.

Note

In real time transmission, the automatic redial feature does not work when you are using the scanner glass.

Overseas Mode

If you are having difficulty sending a fax overseas due to possible interference on the telephone line, we recommend that you turn on the Overseas mode. After you send a fax using this feature, the feature will turn itself off.

1. Make sure you are in Fax mode .
2. Load your document.
3. Press **Menu**, **2**, **2**, **4**.
4. Press ▲ or ▼ to choose `On` (or `Off`).
   Press **OK**.

Checking and canceling waiting jobs

You can check which jobs are still waiting in the memory to be sent and cancel a job. (If there are no jobs, the LCD shows `No Jobs Waiting`.)

1. Press **Menu**, **2**, **4**.
   Any waiting jobs appear on the LCD.
2. Press ▲ or ▼ to scroll through the jobs and choose the job you want to cancel.
   Press **OK**.
3. Do one of the following:
   - Press **1** to cancel it.
   - Press **2** to exit without canceling.
4. Repeat steps ❷ and ❸ for each job you want to cancel.
5. When you are finished, press **Stop/Exit**.

Sending a fax manually

Manual transmission lets you hear the dialing, ringing and fax-receiving tones while sending a fax.

1. Make sure you are in Fax mode .
2. Load your document.
3. Pick up the handset of the external telephone or press **Hook** and listen for a dial tone.
4. Dial the fax number you want to call.
5. When you hear the fax tone, press **Black Start** or **Color Start**.
   - If you loaded the document on the scanner glass, press **1** to send the fax.

   `1.Send 2.Receive`
6. If you picked up the handset of the external telephone replace it.

Sending a fax at the end of a conversation

At the end of a conversation you can send a fax to the other party before you both hang up.

1. Ask the other party to wait for fax tones (beeps) and then to press the Start or Send key before hanging up.
2. Make sure you are in Fax mode .
3. Load your document.
4. Press **Black Start** or **Color Start**.
   - If you loaded the document on the scanner glass, press **1** to send the fax.

   `1.Send 2.Receive`
5. Replace the handset of the external telephone.

Out of Memory message

If you get an `Out of Memory` message while scanning the first page of a fax, press **Stop/Exit** to cancel the fax.

If you get an `Out of Memory` message while scanning a subsequent page, you will have the option to press **Black Start** or **Color Start** to send the pages scanned so far, or to press **Stop/Exit** to cancel the operation.

Note

If you do not want to delete your stored faxes to clear the memory, you can change the setting to send the fax in real time. (See *Real Time Transmission* on page 32.)

6 Receiving a Fax

Receive modes

Choosing the Receive Mode

The diagram below will help you choose the correct Receive Mode. For more detailed information on the receive modes see *Using receive modes* on page 37 and *Receive Mode settings* on page 38.

Will you be using a Distinctive Ring number for receiving faxes?
Brother uses the term "Distinctive Ring" but different telephone companies may have other names for this service, such as Custom Ringing, RingMaster, Personalized Ring, Teen Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Smart Ring and SimpleBiz Fax & Alternate Number Ringing. (See *Distinctive Ring* on page 42 for instruction on setting up your machine using this feature.)

Will you be using Voice Mail on the same telephone line as your Brother machine?
If you have Voice Mail on the same telephone line as your Brother machine, there is a strong possibility that Voice Mail and the Brother machine will conflict with each other when receiving incoming calls. (See *Voice Mail* on page 41 for instructions on setting up your machine using this service.)

Will you be using a Telephone Answering Device on the same telephone line as your Brother machine?
Your external telephone answering device (TAD) will automatically answer every call. Voice messages are stored on the external TAD and fax messages are printed. Choose `External TAD` as your receive mode. (See *Connecting an external TAD (telephone answering device)* on page 45.)

Will you be using your Brother machine on a dedicated fax line?
Your machine automatically answers every call as a fax. Choose `Fax Only` as your receive mode. (See *Fax Only* on page 37.)

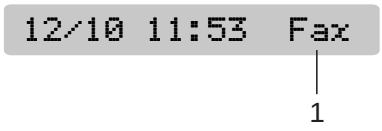
Will you be using your Brother machine on the same line as your telephone?

Do you want to receive voice calls and faxes automatically?
The `Fax/Tel` receive mode is used when sharing the Brother machine and your telephone on the same line. Choose `Fax/Tel` as your receive mode. (See *Fax/Tel* on page 37.)
Important Note: You cannot receive voice messages on either Voice Mail or an answering machine with the `Fax/Tel` mode.

Do you expect to receive very few faxes?
Choose `Manual` as your receive mode. You control the telephone line and must answer every call yourself. (See *Manual* on page 37.)

To set the receive mode follow the instructions below:

1. Press **Menu**, **0**, **1**.
2. Press ▲ or ▼ to choose `Fax Only`, `Fax/Tel`, `External TAD` or `Manual`.
   Press **OK**.
3. Press **Stop/Exit**.
   The LCD will show the current receive mode.



1 Current receive mode
Fax: Fax Only

Using receive modes

Some receive modes answer automatically (`Fax Only` and `Fax/Tel`). You may want to change the ring delay before using these modes. (See *Ring Delay* on page 38.)

Fax Only

Fax Only mode will automatically answer every call as a fax call.

Fax/Tel

Fax/Tel mode helps you automatically manage incoming calls, by recognizing whether they are fax or voice calls and dealing with them in one of the following ways:

- Faxes will be automatically received.
- Voice calls will start the F/T Ring to tell you to pick up the line. The F/T Ring is a fast pseudo/double-ring made by your machine.

(Also see *F/T Ring Time (Fax/Tel mode only)* on page 38 and *Ring Delay* on page 38.)

Manual

Manual mode turns off all automatic answering functions unless you are using the Distinctive Ring Receive feature.

To receive a fax in manual mode lift the handset of the external telephone or press **Hook**. When you hear fax tones (short repeating beeps), press **Black Start** or **Color Start**, and choose `2.Receive`. You can also use the Easy Receive feature to receive faxes by lifting a handset on the same line as the machine.

(Also see *Easy Receive* on page 39.)

External TAD

External TAD mode lets an external answering device manage your incoming calls. Incoming calls will be dealt with in one of the following ways:

- Faxes will be automatically received.
- Voice callers can record a message on the external TAD.

(For more information see *Connecting an external TAD (telephone answering device)* on page 45.)

Receive Mode settings

Ring Delay

The Ring Delay sets the number of times the machine rings before it answers in `Fax Only` or `Fax/Tel` mode. If you have external or extension telephones on the same line as the machine keep the ring delay setting of 4 rings.

(See *Using external and extension telephones* on page 50 and *Easy Receive* on page 39.)

1. Press **Menu**, **2**, **1**, **1**.
2. Press ▲ or ▼ to choose how many times the line rings before the machine answers.
   Press **OK**.
   If you choose `00` the line will not ring at all, but the machine will answer the telephone line.
3. Press **Stop/Exit**.

F/T Ring Time (Fax/Tel mode only)

When somebody calls your machine, you and your caller will hear the normal telephone ring sound. The number of rings is set by the ring delay setting.

If the call is a fax, then your machine will receive it; however, if it is a voice call the machine will sound the F/T Ring (a fast double-ring) for the time you have set in the F/T Ring Time setting. If you hear the F/T Ring it means that you have a voice caller on the line.

Because the F/T Ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information see *Using remote codes* on page 50.)

1. Press **Menu**, **2**, **1**, **2**.
2. Press ▲ or ▼ to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).
   Press **OK**.
3. Press **Stop/Exit**.

Note

Even if the caller hangs up during the pseudo/double-ringing, the machine will continue to ring for the set time.

Easy Receive

If Easy Receive is On:

The machine can receive a fax automatically, even if you answer the call. When you see Receiving on the LCD or hear a click on the phone line through the handset you are using, just replace the handset. Your machine will do the rest.

If Easy Receive is Off:

If you are at the machine and answer a call first by lifting a handset, press **Black Start** or **Color Start** then press **2** to receive.

If you answered at an extension telephone press ✳ **5 1**. (See *Using external and extension telephones* on page 50.)

Note

- If this feature is set to On, but your machine does not connect a fax call when you lift an extension or external telephone handset, press the fax receive code ✳ **5 1**.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Easy Receive to Off.

1. Press **Menu**, **2**, **1**, **3**.
2. Press ▲ or ▼ to choose On (or Off). Press **OK**.
3. Press **Stop/Exit**.

Additional receiving operations

Printing a reduced incoming fax

If you choose On, the machine automatically reduces each page of an incoming fax to fit on one page of Letter, Legal or A4 size paper.

The machine calculates the reduction ratio by using the page size of the fax and your Paper Size setting (**Menu**, **1**, **3**).

1. Make sure you are in Fax mode .
2. Press **Menu**, **2**, **1**, **5**.

   5.Auto Reduction
3. Press ▲ or ▼ to choose On (or Off). Press **OK**.
4. Press **Stop/Exit**.

Receiving a fax at the end of a conversation

At the end of a conversation you can ask the other party to send you a fax before you both hang up.

1. Ask the other party to place the document in their machine and to press Start or Send key.
2. When you hear the CNG tones (slowly repeating beeps), press **Black Start** or **Color Start**.
3. Press **2** to receive the fax.

   1.Send 2.Receive
4. Replace the external handset.

Receiving faxes into memory when the paper tray is empty

As soon as the paper tray becomes empty during fax reception, the LCD will display `No Paper Fed`, asking you to put paper in the paper tray. (See *Loading paper and other print media* on page 8.)

The machine will carry on receiving the fax, with the remaining pages being stored in memory, if enough memory is available.

Further incoming faxes will also be stored into memory until the memory is full. When the memory is full the machine will stop automatically answering calls. To print the faxes, put fresh paper in the tray.

Note

If color faxes are received into the memory, they will be stored and printed in black & white.

7 Telephone Services and External devices

Voice Operations

Tone or pulse (Canada only)

If you are using the external telephone and have a pulse dialing service, but need to send tone signals (for example, for telephone banking), follow the instructions below:

1. Lift the handset of the external telephone.
2. Press # on the control panel of your machine. Any digits dialed after this will send tone signals.
   When you hang up, the machine will return to the pulse dialing service.

Fax/Tel mode

When the machine is in Fax/Tel mode, it will use the F/T Ring (pseudo/double-ringing) to alert you to pick up a voice call.

If you are at the external telephone, lift the handset of the external telephone, and then press **Hook** to answer.

If you are at an extension telephone, you'll need to lift the handset during the F/T Ring and then press **# 5 1** between the pseudo/double-rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing *** 5 1**.

Telephone services

Your machine supports the Caller ID and Distinctive Ring subscriber telephone services that some telephone companies offer.

Features like Voice Mail, Call Waiting, Call Waiting/Caller ID, RingMaster, answering services, alarm systems or other custom features on one telephone line may create problems with the operation of your machine. If you have Voice Mail on your telephone line, please read the following carefully.

Voice Mail

If you have Voice Mail on the same telephone line as your Brother machine, Voice Mail and the Brother machine will conflict with each other when receiving incoming calls.

For example, if your Voice Mail is set to answer after 4 rings and your Brother machine is set to answer after 2 rings, then your Brother machine will answer first. This will prevent callers from being able to leave a message in your Voice Mail.

Similarly, if your Brother machine is set to answer after 4 rings and your Voice Mail is set to answer after 2 rings, then your Voice Mail will answer first. This will prevent your Brother machine from being able to receive an incoming fax, since Voice Mail cannot transfer the incoming fax back to the Brother machine.

To avoid conflicts between your Brother machine and your voice mail service, do one of the following:

Get the Distinctive Ring service from your telephone company. Distinctive Ring is a feature of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line. Brother uses the term ‘Distinctive Ring’, but telephone companies market the service under a variety of names, such as Custom Ringing, Personalized Ring, Smart Ring, RingMaster, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Teen Ring, and SimpleBiz Fax & Alternate Number Ringing. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes. (See *Distinctive Ring* on page 42.)

OR

Set your Brother machine’s Receive Mode to “Manual”. Manual Mode requires that you answer every incoming call if you want to be able to receive a fax. If the incoming call is a telephone call, then complete the call as you normally would. If you hear fax sending tones you must transfer the call to the Brother machine. (See *Using external and extension telephones* on page 50.) Unanswered fax and voice calls will go to your Voice Mail. (To set the machine in **MANUAL** Mode, see *Choosing the Receive Mode* on page 35.)

Distinctive Ring

Distinctive Ring is a function of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line. Brother uses the term “Distinctive Ring”, but telephone companies market the service under a variety of names, such as Smart Ring, Ring Master or Ident-a-Ring. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes.

Note

- You must pay for your telephone company’s Distinctive Ring service before you program the machine to work with it.
- Please call your telephone company for availability and rates.

What does your telephone company's ‘Distinctive Ring’ do?

Your telephone company's Distinctive Ring service allows you to have more than one number on the same telephone line. **If you need more than one telephone number, it is cheaper than paying for an extra line**. Each telephone number has its own distinctive ring pattern, so you will know which telephone number is ringing. This is one way you can have a separate telephone number for your machine.

What does Brother's 'Distinctive Ring' do?

The Brother machine has a Distinctive Ring feature that allows you to use your machine to take full advantage of the telephone company's Distinctive Ring service. The new telephone number on your line can just receive faxes.

Do you have Voice Mail?

If you have Voice Mail on the telephone line that you will install your new machine on, *there is a strong possibility that Voice Mail and the machine will conflict with each other while receiving incoming calls*. **However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the machine can work together without any problems**. If each one has a separate telephone number, neither will interfere with the other's operations.

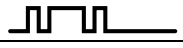
If you decide to get the Distinctive Ring service from the telephone company, you will need to follow the directions on next page to 'register' the new Distinctive Ring pattern they give you. This is so your machine can recognize its incoming calls.

Note

You can change or cancel the Distinctive Ring pattern at any time. You can switch it off temporarily, and turn it back on later. When you get a new fax number, make sure you reset this feature.

Before you choose the ring pattern to register

You can only register one Distinctive Ring pattern with the machine. Some ring patterns cannot be registered. The ring patterns below are supported by your Brother machine. Register the one your telephone company gives you.

Ring Pattern	Rings	
1	long-long	
2	short-long-short	
3	short-short-long	
4	very long (normal pattern)	

Note

Ring Pattern #1 is often called Short-Short and is the most commonly used.
If the ring pattern you received is not on this chart, **please call your telephone company and ask for one that is shown**.

- The machine will only answer calls to its registered number.
- The first two rings are silent on the machine. This is because the fax must 'listen' to the ring pattern (to compare it to the pattern that was 'registered'). (Other telephones on the same line will ring.)
- If you program the machine properly, it will recognize the registered ring pattern of the 'fax number' within 2 ring patterns and then answer with a fax tone. When the 'voice number' is called, the machine will not answer.

Registering the Distinctive Ring pattern

Very Important!

After you have set the Distinctive Ring feature to On, your Distinctive Ring number will receive faxes automatically. The receive mode is set to `Manual` and you cannot change it to another mode while Distinctive Ring is set to On. This ensures the Brother machine will only answer the Distinctive Ring number and not interfere when your main telephone number is called.

1. Press **Menu**, **2**, **0**, **2**.

   `0.Miscellaneous`

   `2.Distinctive`

2. Press ▲ or ▼ to choose `Set`.
   Press **OK**.

3. Press ▲ or ▼ to choose the stored ring pattern you want to use.
   Press **OK**.
   (You hear each pattern as you scroll through the four patterns. Make sure you choose the pattern that the telephone company gave you.)

4. Press **Stop/Exit**.
   Distinctive Ring is now set to On.

Turning off Distinctive Ring

1. Press **Menu**, **2**, **0**, **2**.

2. Press ▲ or ▼ to choose `Off`.
   Press **OK**.

3. Press **Stop/Exit**.

Note

If you turn off Distinctive Ring, the machine will stay in `Manual` receive mode. You will need to set the Receive Mode again. (See *Choosing the Receive Mode* on page 35.)

Caller ID

The Caller ID feature lets you use the Caller ID subscriber service offered by many local telephone companies. Call your telephone company for details. This service shows the telephone number, or name if it is available, of your caller as the line rings.

After a few rings, the LCD shows the telephone number of your caller (or name, if available). Once you answer a call, the Caller ID information disappears from the LCD, but the call information stays stored in the Caller ID memory.

- You can see the first 16 characters of the number (or name).
- The `# Unavailable` message means the call originated outside your Caller ID service area.
- The `Private Call` message means the caller has intentionally blocked transmission of information.

You can print a list of the Caller ID information received by your machine. (See *Printing Caller ID List* on page 45.)

Note

The Caller ID service varies with different carriers. Call your local telephone company to find out about the kind of service available in your area.

Viewing the Caller ID List

Your machine stores information for the last thirty calls in the Caller ID list. You can view or print this list. When the thirty-first call comes in to the machine, it replaces information about the first call.

1. Press **Menu**, **2**, **0**, **3**.
2. Press ▲ or ▼ to choose `Display#`.
   Press **OK**.

   The Caller ID of the last call will appear on the LCD display. If no ID is stored, the beeper will sound and `No Caller ID` will appear on the LCD display.
3. Press ▲ or ▼ to scroll through the Caller ID memory to choose the Caller ID you want to view, and then press **OK**.
   The LCD shows the caller's number or name and the date and time of the call.
4. To finish viewing, press **Stop/Exit**.

Printing Caller ID List

1. Press **Menu**, **2**, **0**, **3**.
2. Press ▲ or ▼ to choose `Print Report`.
   Press **OK**.
   If no ID is stored, the beeper will sound and `No Caller ID` will appear on the LCD.
3. Press **Black Start** or **Color Start**.
4. After printing has finished, press **Stop/Exit**.

Connecting an external TAD (telephone answering device)

You may choose to connect an external answering device. However, when you have an **external** TAD on the same telephone line as the machine, the TAD answers all calls and the machine ‘listens’ for fax calling (CNG) tones. If it hears them, the machine takes over the call and receives the fax. If it does not hear CNG tones, the machine lets the TAD continue playing your outgoing message so your caller can leave you a voice message.

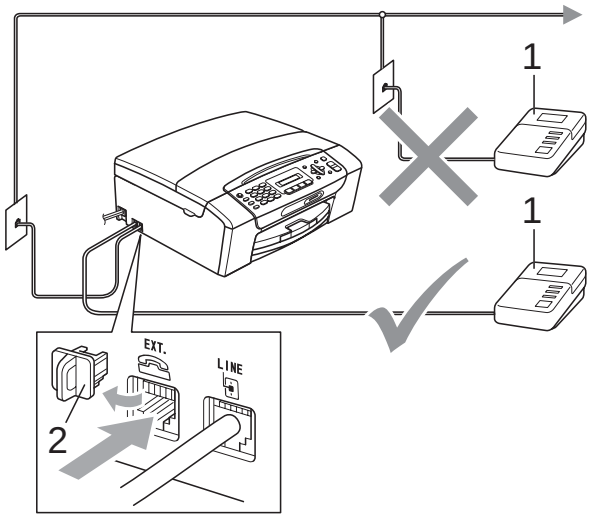
The TAD must answer within four rings (the recommended setting is two rings). The machine cannot hear CNG tones until the TAD has answered the call, and with four rings there are only 8 to 10 seconds of CNG tones left for the fax ‘handshake’. Make sure you carefully follow the instructions in this guide for recording your outgoing message. We do not recommend using the toll saver feature on your external answering machine if it exceeds five rings.

Note

- If you do not receive all your faxes, reduce the Ring Delay setting on your external TAD.
- **If You Subscribe to your Telephone company's Distinctive Ring Service:**

  You may connect an external TAD to a separate wall jack only if you subscribe to your telephone company's Distinctive Ring service, have registered the distinctive ring pattern on your machine, and use that number as a fax number. The recommended setting is at least four rings on the external TAD when you have the telephone company's Distinctive Ring Service. You cannot use the Toll Saver setting.
- **If You Do Not Subscribe to Distinctive Ring Service:**

  You must plug your TAD into the EXT. jack of your machine. If your TAD is plugged into a wall jack, both your machine and the TAD will try to control the telephone line. (See illustration below.)
- Before you connect the external TAD, remove the protective cap (2) from the EXT. jack on the machine.



1 TAD

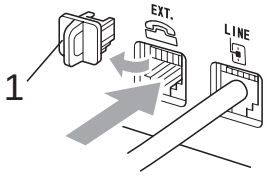
2 Protective Cap

When the TAD answers a call, the LCD shows `Telephone`.

Connections

The external TAD must be plugged into the jack labeled EXT. Your machine cannot work properly if you plug the TAD into a wall jack (unless you are using Distinctive Ring).

1. Plug the telephone line cord from the telephone wall jack into the jack labeled LINE.
2. Remove the protective cap (1) from the jack labeled EXT, and then plug the telephone line cord from the external TAD into the EXT. jack. (Make sure this cord is connected to the TAD at the TAD's telephone line jack, and not its handset jack.)



3. Set your external TAD to four rings or less. (The machine's Ring Delay setting does not apply.)
4. Record the outgoing message on your external TAD.
5. Set the TAD to answer calls.
6. Set the Receive Mode to `External TAD`. (See *Choosing the Receive Mode* on page 35.)

Recording an outgoing message (OGM) on an external TAD

Timing is important in recording this message. The message sets up the ways to handle both manual and automatic fax reception.

1. Record 5 seconds of silence at the beginning of your message. (This allows your machine time to listen for the fax CNG tones of automatic transmissions before they stop.)
2. Limit your speaking to 20 seconds.
3. End your 20-second message by giving your Fax Receive Code for people sending manual faxes. For example: ‘After the beep, leave a message or send a fax by pressing ✳ **5 1** and Start.’

Note

We recommend beginning your OGM with an initial 5-second silence because the machine cannot hear fax tones over a resonant or loud voice. You may try omitting this pause, but if your machine has trouble receiving, then you must re-record the OGM to include it.

Special line considerations

Roll over telephone lines

A roll over telephone system is a group of two or more separate telephone lines that pass incoming calls to each other if they are busy. The calls are usually passed down or ‘rolled over’ to the next available telephone line in a preset order.

Your machine can work in a roll over system as long as it is the last number in the sequence, so the call cannot roll away. Do not put the machine on any of the other numbers; when the other lines are busy and a second fax call is received, the fax call will be sent to a line that does not have a fax machine. **Your machine will work best on a dedicated line.**

Two-line telephone system

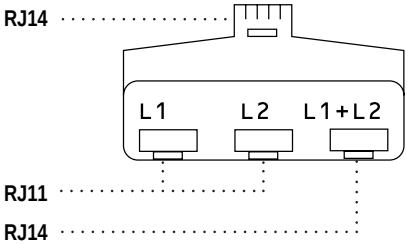
A two-line telephone system is nothing more than two separate telephone numbers on the same wall outlet. The two telephone numbers can be on separate jacks (RJ11) or mixed into one jack (RJ14). Your machine must be plugged into an RJ11 jack. RJ11 and RJ14 jacks may be equal in size and appearance and both may contain four wires (black, red, green, yellow). To test the type of jack, plug in a two-line telephone and see if it can access both lines. If it can, you must separate the line for your machine. (See *Easy Receive* on page 39.)

Converting telephone wall outlets

There are three ways to convert to an RJ11 jack. The first two ways may require help from the telephone company. You can change the wall outlets from one RJ14 jack to two RJ11 jacks. Or you can have an RJ11 wall outlet installed and slave or jump one of the telephone numbers to it.

The third way is the easiest: Buy a triplex adapter. You can plug a triplex adapter into an RJ14 outlet. It separates the wires into two separate RJ11 jacks (Line 1, Line 2) and a third RJ14 jack (Lines 1 and 2). If your machine is on Line 1, plug the machine into L1 of the triplex adapter. If your machine is on Line 2, plug it into L2 of the triple adapter.

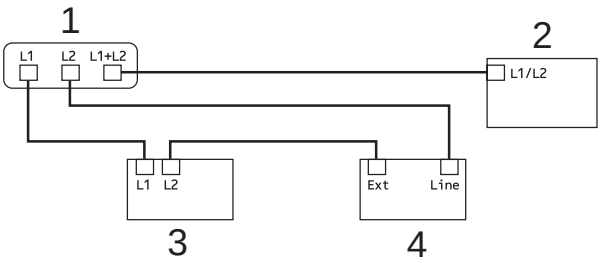
Triplex Adapter



Installing machine, external two-line TAD and two-line telephone

When you are installing an external two-line telephone answering device (TAD) and a two-line telephone, your machine must be isolated on one line at both the wall jack and at the TAD. The most common connection is to put the machine on Line 2, which is explained in the following steps. The back of the two-line TAD must have two telephone jacks: one labeled L1 or L1/L2, and the other labeled L2. You will need at least three telephone line cords, the one that came with your machine and two for your external two-line TAD. You will need a fourth line cord if you add a two-line telephone.

1. Put the two-line TAD and the two-line telephone next to your machine.
2. Plug one end of the telephone line cord for your machine into the L2 jack of the triplex adapter. Plug the other end into the LINE jack on the back of the machine.
3. Plug one end of the first telephone line cord for your TAD into the L1 jack of the triplex adapter. Plug the other end into the L1 or L1/L2 jack of the two-line TAD.
4. Plug one end of the second telephone line cord for your TAD into the L2 jack of the two-line TAD. Plug the other end into the EXT. jack on the left side of the machine.



1 Triplex Adapter

2 Two Line Telephone

3 External Two Line TAD

4 Machine

You can keep two-line telephones on other wall outlets as always. There are two ways to add a two-line telephone to the machine's wall outlet. You can plug the telephone line cord from the two-line telephone into the L1+L2 jack of the triplex adapter. Or you can plug the two-line telephone into the TEL jack of the two-line TAD.

Multi-line connections (PBX)

We suggest you ask the company who installed your PBX to connect your machine. If you have a multi line system we suggest you ask the installer to connect the unit to the last line on the system. This prevents the machine being activated each time the system receives telephone calls. If all incoming calls will be answered by a switchboard operator we recommend that you set the Receive Mode to `Manual`.

We cannot guarantee that your machine will operate properly under all circumstances when connected to a PBX. Any difficulties with sending or receiving faxes should be reported first to the company who handles your PBX.

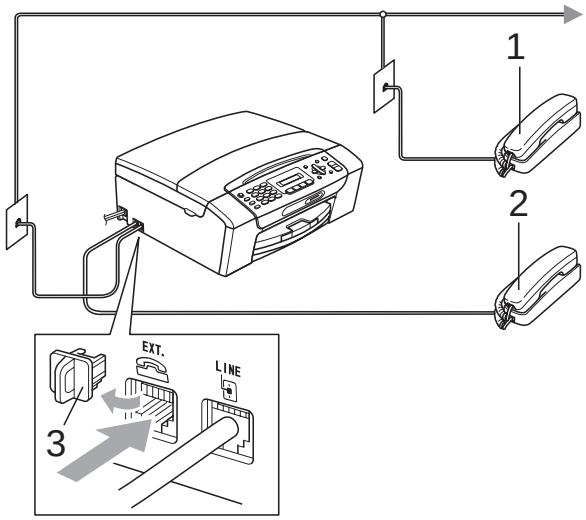
External and extension telephones

Connecting an external or extension telephone

You can connect a separate telephone directly to your machine as shown in the diagram below.

Connect the telephone line cord to the jack labeled EXT.

Before you connect the external telephone, remove the protective cap (3) from the EXT. jack on the machine.



1 Extension telephone

2 External telephone

3 Protective Cap

When you are using a telephone on the same phone line, the LCD shows `Telephone`.

Using external and extension telephones

Using extension telephones:

If you answer a fax call at an extension telephone, you can make your machine receive the fax by pressing the Fax Receive Code ✳ **5 1**.
If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at an extension telephone by pressing the Telephone Answer Code **# 5 1**. (See *F/T Ring Time (Fax/Tel mode only)* on page 38.)

Using an external telephone (connected to the EXT. jack of the machine):

If you answer a fax call at the external telephone connected to the EXT jack of the machine, you can make the machine receive the fax by pressing **Black Start**, and choosing `2.Receive`.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone by pressing **Hook**.

If you answer a call and no one is on the line:

You should assume that you're receiving a manual fax.

Press ✳ **5 1** and wait for the chirp or until the LCD shows `Receiving`, and then hang up.

Note

You can also use the Easy Receive feature to make your machine automatically take the call. (See *Easy Receive* on page 39.)

Using a non-Brother cordless external telephone

If your non-brother cordless telephone is connected to the EXT. jack of the machine and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, you will have to go to the machine so you can press **Hook** to send the call to the cordless handset.

Using remote codes

Fax Receive Code

If you answer a fax call on an extension telephone, you can tell your machine to receive it by dialing the Fax Receive Code ✳ **5 1**. Wait for the chirping sounds then replace the handset. (See *Easy Receive* on page 39.)

If you answer a fax call at the external telephone connected to the EXT jack of the machine, you can make the machine receive the fax by pressing **Black Start**, and choosing `2.Receive`.

Telephone Answer Code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T (pseudo/double) ring after the initial ring delay. If you pick up the call on an extension telephone you can turn the F/T Ring off by pressing **# 5 1** (make sure you press this *between* the rings).

If the machine answers a voice call and pseudo/double rings for you to take over, you can take the call at the external telephone connected to the EXT jack of the machine by pressing **Hook**.

Changing the remote codes

The preset Fax Receive Code is ✳ **5 1**. The preset Telephone Answer Code is **# 5 1**. If you want to, you can replace them with your own codes.

1. Press **Menu**, **2**, **1**, **4**.

   `1.Setup Receive`

   `4.Remote Codes`

2. Press ▲ or ▼ to choose `On` (or `Off`).
   Press **OK**.

3. Enter the new Fax Receive Code.
   Press **OK**.

4. Enter the new Telephone Answer Code.
   Press **OK**.

5. Press **Stop/Exit**.

Note

- If you are always disconnected when accessing your external TAD remotely, try changing the Fax Receive Code and Telephone Answer Code to another three-digit code (such as ### and **999**).
- Remote Codes might not work with some telephone systems.

8 Dialing and storing numbers

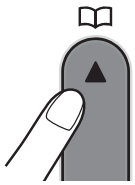
How to Dial

Manual dialing

Press all of the digits of the fax or telephone number.

Speed Dialing

1. Press (**Speed Dial**).



2. Press **OK** and the # (pound) key, and then the two digit Speed Dial number using the dial pad.

Note

If the LCD shows `Not Registered` when you enter a Speed Dial number, a number has not been stored at this location.

Search

You can search for names you have stored in the Speed Dial memory.

1. Press (**Speed Dial**).
2. Press ▲ or ▼ to choose `Search`. Press **OK**.
3. Do one of the following:
   - To search numerically, press ▲ or ▼ to choose the number, and then press **OK**.
   - To search alphabetically, enter the first letter of the name using the dial pad, then press ◀ or ▶ to choose the name, and then press **OK**.

Fax Redial

If you are sending a fax manually and the line is busy, press **Redial/Pause**, and then press **Black Start** or **Color Start** to try again. If you want to make a second call to the last number dialed, you can save time by pressing **Redial/Pause** and **Black Start** or **Color Start**.

Redial/Pause only works if you dialed from the control panel.

If you are sending a fax automatically and the line is busy, the machine will automatically redial one time after five minutes.

Note

In Real Time Transmission the automatic redial feature does not work when you are using the scanner glass.

Storing numbers

You can set up your machine to do the following types of easy dialing: Speed Dial and Groups for broadcasting faxes. When you dial a Quick Dial number, the LCD shows the name, if you stored it, or the number.

Note

If you lose electrical power, the Quick Dial numbers that are in the memory will not be lost.

Storing a pause

Press **Redial/Pause** to put a 3.5-second pause between numbers. If you are dialing overseas, you can press **Redial/Pause** as many times as needed to increase the length of the pause.

Storing Speed Dial numbers

Names and numbers can be stored in two-digit Speed Dial locations. You can store up to 40 different Speed Dial numbers. When you dial you will only have to press a few keys (for example: (**Speed Dial**), **OK**, #, the 2-digit number, and **Black Start** or **Color Start**).

1. Press (**Speed Dial**) and ▲ or ▼ to choose `Set Speed Dial`.
   Press **OK**.
2. Use the dial pad to enter a 2-digit Speed Dial location number (01-40).
   Press **OK**.
3. Enter the fax or telephone number (up to 20 digits).
   Press **OK**.
4. Do one of the following:
   - Enter the name (up to 16 characters) using the dial pad.
     Press **OK**. (To help you enter letters, see *Entering Text* on page 144.)
   - To store the number without a name, press **OK**.
5. Do one of the following:
   - To store another Speed Dial number, go to step 2.
   - If you are finished storing numbers, press **Stop/Exit**.

Changing Speed Dial numbers

If you try to store a Speed Dial number where a number has already been stored, the LCD will show the name or number that has been stored there, and will ask you to do one of the following:

```
#05:MIKE
1.Change  2.Exit
```

- Press **1** to change the stored number.
- Press **2** to exit without making a change.

If you chose **1**, you will be able to change the stored number and name, or enter a new one. Follow the instructions below:

1. Enter a new number. Press **OK**.
2. Enter a new name. Press **OK**.
   - To change a character, use ◄ or ► to position the cursor under the character you want to change, then press **Clear/Back**. Re-enter the character.
   - To finish the setting, press **Stop/Exit**.

Setting up groups for broadcasting

If you regularly want to send the same fax message to many fax numbers you can set up a Group. Groups are stored on a Speed Dial number. Each group uses up a Speed Dial location. You can then send the fax message to all the numbers stored in a group just by entering a Speed Dial number, and then pressing **Black Start**.

Before you can add numbers to a Group, you need to store them as Speed Dial numbers. You can have up to six small Groups, or you can assign up to 39 numbers to one large Group.

1. Press (**Speed Dial**) and ▲ or ▼ to choose `Setup Groups`.
   Press **OK**.
2. Use the dial pad to enter the two-digit Speed Dial number where you want to store Group.
   Press **OK**.
3. Use the dial pad to enter a Group number (1 to 6).
   Press **OK**.

   ```
   Setup Group:G0_
   ```
4. To add Speed Dial numbers follow the instructions below:
   For example, for Speed Dial numbers 05 and 09. Press (**Speed Dial**), **05**, (**Speed Dial**), **09**.
   The LCD shows: `#05#09`.

   ```
   G01:#05#09
   ```
5. Press **OK** when you have finished adding numbers.
6. Use the dial pad to enter a name for the Group.
   Press **OK**.

Note

You can easily print a list of all your Speed Dial numbers. Numbers that are part of a group will be marked in the GROUP column. (See *How to print a report* on page 56.)

Dialing access codes and credit card numbers

Sometimes you may want to choose from several long distance carriers when you send a fax. Rates may vary depending on the time and destination. To take advantage of low rates, you can store the access codes of long-distance carriers and credit card numbers as Speed Dial numbers. You can store these long dialing sequences by dividing them and setting them up as separate Speed Dial numbers in any combination. You can even include manual dialing using the dial pad. (See *Storing Speed Dial numbers* on page 53.)

For example, you might have stored ‘555’ on Speed Dial #03 and ‘7000’ on Speed Dial #02. You can use them both to dial ‘555-7000’ if you press the following keys:

(**Speed Dial**), **OK**, **#03**, (**Speed Dial**), **#02**, and **Black Start**.

To temporarily change a number, you can substitute part of the number with manual dialing using the dial pad. For example, to change the number to 555-7001 you could press the following keys:

(**Speed Dial**), **OK**, **#03**, **7**, **0**, **0**, **1** (on the dial pad), and **Black Start**.

You can also add a pause by pressing the **Redial/Pause** key.

9 Printing Reports

Fax reports

You need to set up the Transmission Verification Report and Journal Period using the **Menu** key.

Transmission Verification Report

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the sender's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

- **On:**
  Prints a report after every fax you send.
- **On+Image:**
  Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- **Off:**
  Prints a report *only* if your fax is unsuccessful due to a transmission error. `Off` is the default setting.
- **Off+Image:**
  Prints a report *only* if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

1. Press **Menu**, **2**, **3**, **1**.
2. Press ▲ or ▼ to choose `Off+Image`, `On`, `On+Image` or `Off`.
   Press **OK**.
3. Press **Stop/Exit**.

Note

- If you choose `On+Image` or `Off+Image`, the image will only appear on the Transmission Verification Report if Real Time Transmission is set to Off. (See *Real Time Transmission* on page 32.)
- If your transmission is successful, "`OK`" will appear next to "`RESULT`" on the Transmission Verification Report. If transmission is not successful, "`NG`" will appear next to "`RESULT`".

Fax Journal (activity report)

You can set the machine to print a journal at specific intervals (every 50 faxes, 6, 12 or 24 hours, 2 or 7 days). If you set the interval to `Off`, you can still print the report by following the steps in *How to print a report* on page 56. The default setting is `Every 50 Faxes`.

1. Press **Menu**, **2**, **3**, **2**.
2. Press ▲ or ▼ to choose an interval.
   Press **OK**.
   (If you choose 7 days, the LCD will ask you to choose the first day for the 7-day countdown.)
   If you choose `Every 50 Faxes`, go to step ❹.
   - 6, 12, 24 hours, 2 or 7 days

     The machine will print the report at the chosen time and then erase all jobs from its memory. If the machine's memory becomes full with 200 jobs before the time you chose has passed, the machine will print the Journal early and then erase all jobs from the memory. If you want an extra report before it is due to print, you can print it without erasing the jobs from the memory.
   - Every 50 Faxes

     The machine will print the Journal when the machine has stored 50 jobs.
3. Enter the time to start printing in 24-hour format.
   Press **OK**.
   (For example: enter 19:45 for 7:45 PM.)
4. Press **Stop/Exit**.

Reports

The following reports are available:

`1.Transmission`

Prints a Transmission Verification Report for your last transmission.

`2.Help List`

A help list showing how to program your machine.

`3.Quick Dial`

Lists names and numbers stored in the Speed Dial memory, in numerical order.

`4.Fax Journal`

Lists information about the last incoming and outgoing faxes.
(TX: Transmit.) (RX: Receive.)

`5.User Settings`

Lists your settings.

`6.Network Config`

Lists your Network settings.

How to print a report

1. Press **Menu**, **6**.
2. Do one of the following:
   - Press ▲ or ▼ to choose the report you want. Press **OK**.
   - Enter the number of the report you want to print. For example, press **2** to print the help list.
3. Press **Black Start**.
4. Press **Stop/Exit**.

Section III

Copy

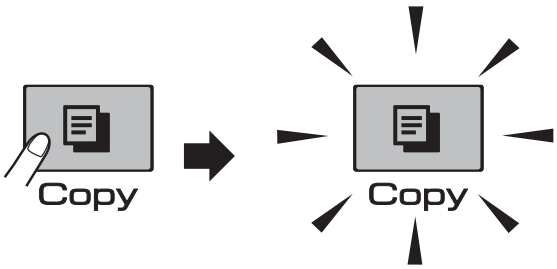
Making copies 58

10 Making copies

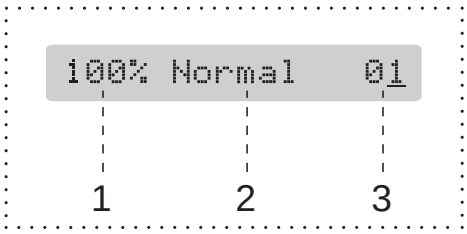
How to copy

Entering Copy mode

Press (**Copy**) to enter Copy mode. The default mode is Fax. You can change the number of seconds or minutes that the machine stays in Copy mode after the last copy operation. (See *Mode Timer* on page 21.)



The LCD shows the default copy settings:



1 Copy Ratio

2 Quality

3 No. of Copies

Making a single copy

1. Make sure you are in Copy mode .
2. Load your document.
   (See *Loading documents* on page 18.)
3. Press **Black Start** or **Color Start**.

Making multiple copies

You can make up to 99 copies in one print run.

1. Make sure you are in Copy mode .
2. Load your document.
   (See *Loading documents* on page 18.)
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Black Start** or **Color Start**.

Note

(MFC-295CN only)
To sort your copies, press the **Copy Options** key. (See *Sorting copies using the ADF (Black & White only) (MFC-295CN only)* on page 63.)

Stop copying

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

Copy Options

When you want to quickly change the copy settings *temporarily* for the next copy, use the **Copy Options** key.

Copy Options

The machine returns to its default settings 2 minutes after it finishes copying, or if the mode timer returns the machine to Fax mode. (For more information see *Mode Timer* on page 21.)

Press	Menu selection	Options	Page
Press Copy Options	Quality	Fast Normal Best	60
	Enlarge/ Reduce	Fit to Page/ Custom(25-400%)/ 198%/186%/104%/ 100%/97%/93%/ 83%/78%/46%/	60
	Paper Type	Plain Paper Inkjet Paper Brother BP71 Other Glossy Transparency	64
	Paper Size	Letter Legal A4 A5 4"(W)x 6"(H)	64
	Brightness	- □□■□□ +	63
	Stack/Sort (MFC-295CN only)	Stack Sort	63
	Page Layout	Off(1 in 1) 2 in 1 (P) 2 in 1 (L) 4 in 1 (P) 4 in 1 (L) Poster(3 x 3)	61
	No. of Copies	No. of Copies:01 (01 - 99)	58

Note

You can save some of the copy settings you use most often by setting them as default. You can find instructions for how to do this in the section for each feature.

Changing copy quality

You can choose from a range of quality settings. The default setting is Normal.

To *temporarily* change the quality setting, follow the instructions below:

Press Copy Options and then ▲ or ▼ to choose Quality	Normal	Normal is the recommended mode for ordinary printouts. This produces good copy quality with good copy speed.
	Fast	Fast copy speed and lowest ink consumption. Use to save time printing documents to be proof-read, large documents or many copies.
	Best	Use best mode to copy precise images such as photographs. This provides the highest resolution and the slowest speed.

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Copy Options** and ▲ or ▼ to choose Quality.
   Press **OK**.
5. Press ▲ or ▼ to choose Normal, Best or Fast. Press **OK**.
6. Press **Black Start** or **Color Start**.

To change the default setting, follow the instructions below:

1. Press **Menu**, **3**, **1**.

   1.Quality

2. Press ▲ or ▼ to choose Normal, Best or Fast. Press **OK**.
3. Press **Stop/Exit**.

Enlarging or reducing the image copied

You can choose an enlargement or reduction ratio. If you choose Fit to Page, your machine will adjust the size automatically to the paper size you set.

Press Copy Options and then ▲ or ▼ to choose Enlarge/Reduce	Fit to Page
	Custom(25-400%)
	198% 4"x6"→A4
	186% 4"x6"→LTR
	104% EXE→LTR
	100%
	97% LTR→A4
	93% A4→LTR
	(MFC-255CW) 83% (MFC-295CN) 83% LGL→A4
	(MFC-255CW) 78% (MFC-295CN) 78% LGL→LTR
	46% LTR→4"x6"

To enlarge or reduce the next copy follow the instructions below:

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Copy Options** and ▲ or ▼ to choose `Enlarge/Reduce`.
   Press **OK**.
5. Do one of the following:
   - Press ▲ or ▼ to choose the enlargement or reduction ratio you want. Press **OK**.
   - Press ▲ or ▼ to choose `Custom(25-400%)`. Press **OK**. Use the dial pad to enter an enlargement or reduction ratio from `25%` to `400%`. (For example, press **5 3** to enter 53%.) Press **OK**.
   - Press ▲ or ▼ to choose `100%` or `Fit to Page`. Press **OK**.
6. Press **Black Start** or **Color Start**.

Note

- `Page Layout` is not available with `Enlarge/Reduce`.
- `Fit to Page` does not work properly when the document on the scanner glass is skewed more than 3 degrees. Using the document guidelines on the left and top, place your document in the upper left hand corner, with the document face down on the scanner glass.
- `Fit to Page` is not available for a Legal size document.

Making N in 1 copies or a poster (Page Layout)

The N in 1 copy feature can help you save paper by letting you copy two or four pages onto one printed page.

You can also produce a poster. When you use the poster feature your machine divides your document into sections, then enlarges the sections so you can assemble them into a poster. If you want to print a poster, use the scanner glass.

IMPORTANT

- Make sure paper size is set to `Letter` or A4.
- You cannot use the Enlarge/Reduce and Stack/Sort settings (MFC-295CN) with the N in 1 and Poster features.
- N in 1 color copies are not available.
- (P) means Portrait and (L) means Landscape.
- You can only make one poster copy at a time.

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Copy Options** and ▲ or ▼ to choose `Page Layout`.
   Press **OK**.
5. Press ▲ or ▼ to choose `Off(1 in 1)`, `2 in 1 (P)`, `2 in 1 (L)`, `4 in 1 (P)`, `4 in 1 (L)` or `Poster(3 x 3)`.
   Press **OK**.

6 Press **Black Start** or **Color Start** to scan the document.
If you placed the document in the ADF (MFC-295CN) or are making a poster, the machine scans the pages and starts printing.

If you are using the scanner glass, go to step ❼.

7 After the machine scans the page, press **1** to scan the next page.

```
Next Page?

1.Yes 2.No
```

8 Place the next page on the scanner glass. Press **OK**.

```
Set Next Page

Then Press OK
```

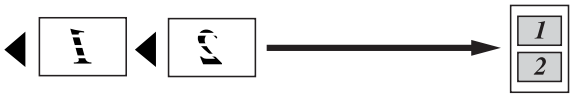
9 Repeat steps ❼ and ❽ for each page of the layout.

10 After all the pages have been scanned, press **2** in step ❼ to finish.

Place your document face down in the direction shown below:

■ **2 in 1 (P)**

■ **2 in 1 (L)**

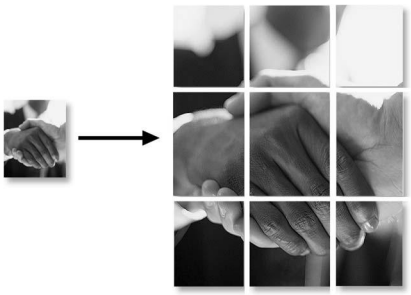


■ **4 in 1 (P)**

■ **4 in 1 (L)**

■ **Poster (3 x 3)**

You can make a poster size copy of a photograph.



Sorting copies using the ADF (Black & White only) (MFC-295CN only)

You can sort multiple copies. Pages will be stacked in the order 3 2 1, 3 2 1, 3 2 1, and so on.

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Copy Options** and ▲ or ▼ to choose `Stack/Sort`.
   Press **OK**.
5. Press ▲ or ▼ to choose `Sort`.
   Press **OK**.
6. Press **Black Start**.

Note

`Fit to Page` and `Page Layout` are not available with `Sort`.

Adjusting Brightness and Contrast

Brightness

To temporarily change the brightness setting, follow the instructions below:

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Copy Options** and ▲ or ▼ to choose `Brightness`.
   Press **OK**.

5. Press ▲ to make a lighter copy or press ▼ to make a darker copy. Press **OK**.
6. Press **Black Start** or **Color Start**.

To change the default setting follow the instructions below:

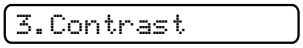
1. Press **Menu**, **3**, **2**.
2. Press ▲ to make a lighter copy or press ▼ to make a darker copy.
   Press **OK**.
3. Press **Stop/Exit**.

Contrast

Adjust the contrast to help an image look sharper and more vivid.

The contrast can only be changed through the default setting.

1. Press **Menu**, **3**, **3**.

2. Press ▲ or ▼ to change the contrast.
   Press **OK**.
3. Press **Stop/Exit**.

Paper options

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.

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Copy Options** and ▲ or ▼ to choose `Paper Type`.
   Press **OK**.
5. Press ▲ or ▼ to choose the type of paper you are using (`Plain Paper`, `Inkjet Paper`, `Brother BP71`, `Other Glossy` or `Transparency`).
   Press **OK**.
6. Press **Black Start** or **Color Start**.

Note

To change the default paper type setting see *Paper Type* on page 22.

Paper Size

If copying on paper other than Letter size, you will need to change the paper size setting. You can copy on Letter, Legal, A4, A5 or Photo 4 × 6 in. (10 × 15 cm) paper.

1. Make sure you are in Copy mode .
2. Load your document.
3. Use the dial pad to enter the number of copies (up to 99).
4. Press **Copy Options** and ▲ or ▼ to choose `Paper Size`.
   Press **OK**.
5. Press ▲ or ▼ to choose the size of paper you are using `Letter`, `Legal`, `A4`, `A5` or `4"(W)x 6"(H)`.
   Press **OK**.
6. Press **Black Start** or **Color Start**.

Note

To change the default paper size setting see *Paper Size* on page 22.

Section IV

Direct Printing

PhotoCapture Center®: Printing photos from a memory card or USB Flash memory drive 66

Printing photos from a camera (MFC-295CN only) 77

11 PhotoCapture Center®: Printing photos from a memory card or USB Flash memory drive

Note

The MFC-255CW only supports memory cards.

PhotoCapture Center® Operations

Printing from a memory card or USB Flash memory drive without a PC

Even if your machine is not connected to your computer, you can print photos directly from digital camera media or USB Flash memory drive. (See *How to print from a memory card or USB Flash memory drive* on page 69.)

Scanning to a memory card or USB Flash memory drive without a PC

You can scan documents and save them directly to a memory card or USB Flash memory drive. (See *Scan to a memory card or USB Flash memory drive* on page 74.)

Using PhotoCapture Center® from your computer

You can access a memory card or USB Flash memory drive that is inserted in the front of the machine from your computer.

(See *PhotoCapture Center*® for Windows® or *PhotoCapture Center*® for Macintosh in the *Software User's Guide* on the CD-ROM.)

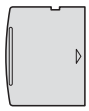
Using a memory card or USB Flash memory drive

Your Brother machine has media drives (slots) for use with the following, popular digital camera media: Memory Stick™, Memory Stick PRO™, SD, SDHC, xD-Picture Card™ and a USB Flash memory drive.

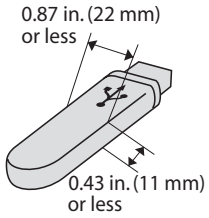
Memory Stick™

Memory Stick PRO™

SD, SDHC



xD-Picture Card™



USB Flash memory drive

- miniSD can be used with a miniSD adapter.
- microSD can be used with a microSD adapter.
- Memory Stick Duo™ can be used with a Memory Stick Duo™ adapter.
- Memory Stick PRO Duo™ can be used with a Memory Stick PRO Duo™ adapter.
- Memory Stick Micro™ (M2™) can be used with a Memory Stick Micro™ (M2™) adapter.
- Adapters are not included with the machine. Contact a third party supplier for adapters.
- This product supports xD-Picture Card™ Type M / Type M+ / Type H (Large Capacity).
- IBM Microdrive™ is not compatible with the machine.

The PhotoCapture Center® feature lets you print digital photos from your digital camera at high resolution to get photo quality printing.

Memory cards, USB Flash memory drive and folder structures

Your machine is designed to be compatible with modern digital camera image files, memory cards and a USB Flash memory drive; however, please read the points below to avoid errors:

- The image file extension must be .JPG (other image file extensions like .JPEG, .TIF, .GIF and so on will not be recognized).
- Direct PhotoCapture Center® printing must be performed separately from PhotoCapture Center® operations using the PC. (Simultaneous operation is not available.)
- The machine can read up to 999 files on a memory card or USB Flash memory drive.
- The DPOF file on the memory cards must be in a valid DPOF format. (See *DPOF printing* on page 71.)

Please be aware of the following:

- When printing an index or image, the PhotoCapture Center® will print all valid images, even if one or more images have been corrupted. Corrupted images will not be printed.
- (memory card users)

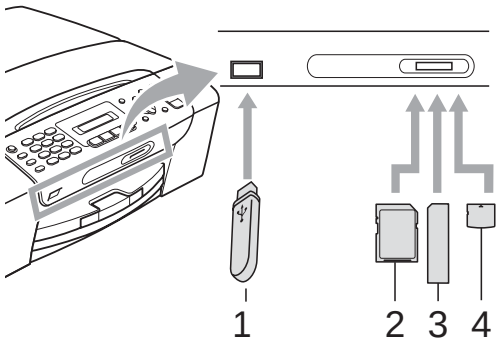
  Your machine is designed to read memory cards that have been formatted by a digital camera.

  When a digital camera formats a memory card it creates a special folder into which it copies image data. If you need to modify the image data stored on a memory card with your PC, we recommend that you do not modify the folder structure created by the digital camera. When saving new or modified image files to the memory card we also recommend you use the same folder your digital camera uses. If the data is not saved to the same folder, the machine may not be able to read the file or print the image.
- (USB Flash memory drive users)

  This machine supports USB Flash memory drives that have been formatted by Windows®.

Getting started

Firmly put a memory card or USB Flash memory drive into the proper slot.



1 USB Flash memory drive

2 SD, SDHC

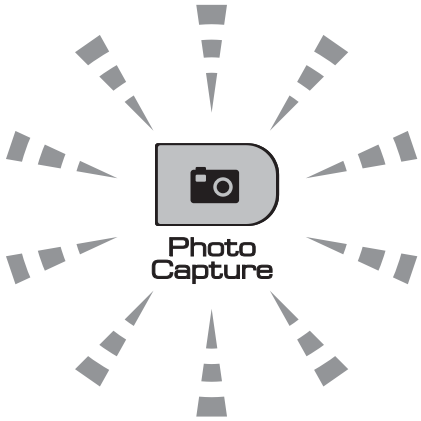
3 Memory Stick™, Memory Stick PRO™

4 xD-Picture Card™

IMPORTANT

The USB direct interface supports only a USB Flash memory drive, a PictBridge compatible camera, or a digital camera that uses the USB mass storage standard. Any other USB devices are not supported.

The **Photo Capture** key lights



- **Photo Capture** light is on, the memory card or USB Flash memory drive is properly inserted.
- **Photo Capture** light is off, the memory card or USB Flash memory drive is not properly inserted.
- **Photo Capture** light is blinking, the memory card or USB Flash memory drive is being read or written to.

IMPORTANT

DO NOT unplug the power cord or remove the memory card or USB Flash memory drive from the media drive (slot) or USB direct interface while the machine is reading or writing to the memory card or USB Flash memory drive (the **Photo Capture** key is blinking). **You will lose your data or damage the card.**

The machine can only read one device at a time so do not put more than one device in the machine at the same time.

How to print from a memory card or USB Flash memory drive

Before printing a photo you must first print a thumbnail index to choose the number of the photo you want to print. Follow the instructions below to start printing directly from your memory card or USB Flash memory drive:

1. Make sure you have put the memory card or USB Flash memory drive in the proper slot. For example, the LCD will show the following message:

   `M.Stick Active`

   `Press PhotoCa...`

2. Press (**Photo Capture**). For DPOF printing, see *DPOF printing* on page 71.

3. Press ▲ or ▼ to choose `Print Index`. Press **OK**.

4. Press **Color Start** to start printing the index sheet. Make a note of the image number you want to print. See *Print Index (Thumbnails)* on page 69.

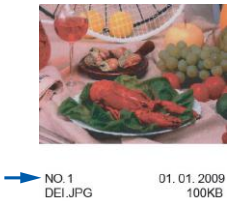
5. To print images press ▲ or ▼ to choose `Print Images` in step ❸ and then press **OK**. (See *Printing Photos* on page 70.)

6. Enter the image number and press **OK**.

7. Press **Color Start** to start printing.

Print Index (Thumbnails)

The PhotoCapture Center® assigns numbers for images (such as NO.1, NO.2, NO.3, and so on).



The PhotoCapture Center® does not recognize any other numbers or file names that your digital camera or computer has used to identify the pictures. You can print a thumbnail page. This will show all the pictures on the memory card or USB Flash memory drive.

Note

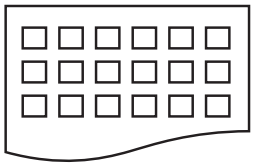
Only file names that are 8 characters or less will be printed correctly on the Index sheet.

1. Make sure you have put the memory card or USB Flash memory drive in the proper slot.

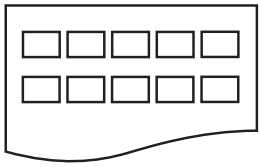
   Press (**Photo Capture**).

2. Press ▲ or ▼ to choose `Print Index`. Press **OK**.

3. Press ▲ or ▼ to choose `6 Images/Line` or `5 Images/Line`. Press **OK**.



`6 Images/Line`



`5 Images/Line`

Print time for `5 Images/Line` will be slower than `6 Images/Line`, but the quality is better.

4 Press ▲ or ▼ to choose the type of paper you are using, `Plain Paper`, `Inkjet Paper`, `Brother BP71` or `Other Glossy`.
Press **OK**.

5 Press ▲ or ▼ to choose the paper size you are using, `Letter` or A4.
Press **OK**.

6 Press **Color Start** to print.

Printing Photos

Before you can print an individual image, you have to know the image number.

1 Make sure you have put the memory card or USB Flash memory drive in the proper slot.

2 Print the index first. (See *Print Index (Thumbnails)* on page 69.)
Press (**Photo Capture**).

3 Press ▲ or ▼ to choose `Print Images`.
Press **OK**.

Note

If your memory card contains valid DPOF information, the LCD will show `DPOF Print:Yes`. See *DPOF printing* on page 71.

4 Enter the image number that you want to print from the thumbnail index.
Press **OK**.

```
No.:1,3,6,
```

Note

- Multiple numbers can be entered by using the ✳ key to separate numbers. For example press **1**, ✳, **3**, ✳, **6** would print images 1, 3 and 6.
  The # key can be used to print a range of numbers, for example press **1**, #, **5** would print all images from 1 to 5.
- You can enter up to 12 characters (including commas) for the image numbers you want to print.

5 Do one of the following:

- After you have chosen all the images you want to print, press **OK** to choose your settings. Go to step ❻.
- If you do not want to change any settings, press **Color Start**.

6 Press ▲ or ▼ to choose the type of paper you are using, `Plain Paper`, `Inkjet Paper`, `Brother BP71` or `Other Glossy`.
Press **OK**.

7 Press ▲ or ▼ to choose the paper size you are using, `Letter`, A4, `4"x 6"` or `5"x 7"`.
Press **OK**.

- If you choose Letter or A4, go to step ❽.
- If you choose another size, go to step ❾.
- If you have finished choosing settings, press **Color Start**.

8 Press ▲ or ▼ to choose the print size (`3"x 4"`, `3.5"x 5"`, `4"x 6"`, `5"x 7"`, `6"x 8"` or `Max. Size`).
Press **OK**.

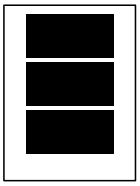
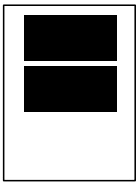
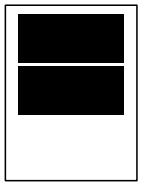
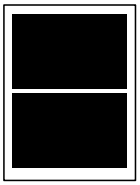
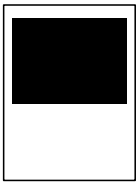
9 Do one of the following:

- To choose the number of copies go to step ⓾.
- If you have finished choosing settings, press **Color Start**.

10 Enter the number of copies you want. Press **OK**.

11 Press **Color Start** to print.

The printing positions when using Letter are shown below:

1 3"x 4"	2 3.5"x 5"	3 4"x 6"
		
4 5"x 7"	5 6"x 8"	6 Max. Size
		

DPOF printing

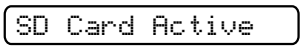
DPOF stands for Digital Print Order Format.

Major digital camera manufacturers (Canon Inc., Eastman Kodak Company, FUJIFILM Corporation, Panasonic Corporation and Sony Corporation) created this standard to make it easier to print images from a digital camera.

If your digital camera supports DPOF printing, you will be able to choose on the digital camera display the images and number of copies you want to print.

When a memory card (Memory Stick™, Memory Stick PRO™, SD, SDHC or xD-Picture Card™) containing DPOF information is put into your machine, you can print the chosen image easily.

1 Firmly insert the memory card into the proper slot.



Press (**Photo Capture**).

2 Press ▲ or ▼ to choose `Print Images`. Press **OK**.

3 If there is a DPOF file on the card, the LCD will show:

4 Press ▲ or ▼ to choose `DPOF Print:Yes`. Press **OK**.

5 Press ▲ or ▼ to choose the type of paper you are using, `Plain Paper`, `Inkjet Paper`, `Brother BP71` or `Other Glossy`.
Press **OK**.

6 Press ▲ or ▼ to choose the paper size you are using, `Letter`, `A4`, `4"x 6"` or `5"x 7"`.
Press **OK**.

- If you chose Letter or A4, go to step ❼.
- If you chose another size, go to step ❽.
- If you have finished choosing settings, press **Color Start**.

7 Press ▲ or ▼ to choose the print size (`3"x 4"`, `3.5"x 5"`, `4"x 6"`, `5"x 7"`, `6"x 8"` or `Max. Size`).
Press **OK**.

8 Press **Color Start** to print.

Note

An invalid DPOF file error can occur if the print order that was created on the camera has been corrupted. Delete and recreate the print order using your camera to correct this problem.

For instructions on how to delete or recreate the print order, refer to your camera manufacturer's support web site or accompanying documentation.

PhotoCapture Center® print settings

These settings will remain until you change them again.

Print Quality

1 Press **Menu**, **4**, **1**.

2 Press ▲ or ▼ to choose `Normal` or `Photo`.
Press **OK**.

3 Press **Stop/Exit**.

Paper Options

Paper Type

1 Press **Menu**, **4**, **2**.

2 Press ▲ or ▼ to choose `Plain Paper`, `Inkjet Paper`, `Brother BP71` or `Other Glossy`.
Press **OK**.

3 Press **Stop/Exit**.

Paper Size

1 Press **Menu**, **4**, **3**.

2 Press ▲ or ▼ to choose the paper size you are using, `Letter`, `A4`, `4"x 6"` or `5"x 7"`.
Press **OK**.

3 Press **Stop/Exit**.

Print Size

This setting is available only when you choose Letter or A4 in the paper size setting.

1. Press **Menu**, **4**, **4**.
2. Press ▲ or ▼ to choose the print size you are using, `3"x 4"`, `3.5"x 5"`, `4"x 6"`, `5"x 7"`, `6"x 8"` or `Max. Size`.
   Press **OK**.
3. Press **Stop/Exit**.

Adjusting Brightness and Contrast

Brightness

1. Press **Menu**, **4**, **5**.
2. Press ▲ to make a lighter copy or press ▼ to make a darker copy.
   Press **OK**.
3. Press **Stop/Exit**.

Contrast

You can choose the contrast setting. More contrast will make an image look sharper and more vivid.

1. Press **Menu**, **4**, **6**.
2. Press ▲ to increase the contrast or press ▼ to decrease the contrast.
   Press **OK**.
3. Press **Stop/Exit**.

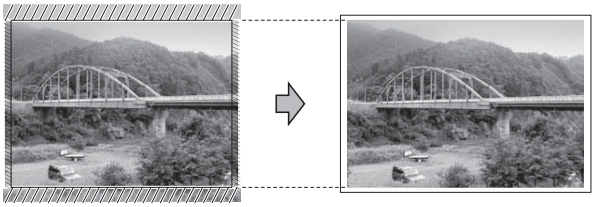
Cropping

If your photo is too long or wide to fit the available space on your chosen layout, part of the image will be automatically cropped.

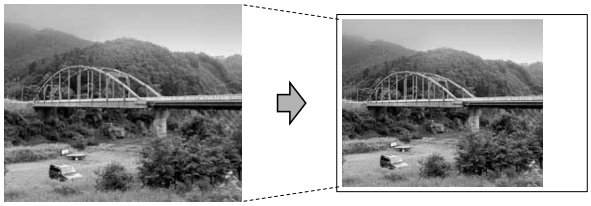
The default setting is `On`. If you want to print the whole image, turn this setting to `Off`. If you are also using the Borderless setting, turn `Borderless` to `Off`. (See *Borderless printing* on page 73.)

1. Press **Menu**, **4**, **7**.
2. Press ▲ or ▼ to choose `Cropping:On` (or `Cropping:Off`).
   Press **OK**.
3. Press **Stop/Exit**.

`Cropping: On`



`Cropping: Off`



Borderless printing

This feature expands the printable area to the edges of the paper. Printing time will be slightly slower.

1. Press **Menu**, **4**, **8**.
2. Press ▲ or ▼ to choose `Borderless:On` (or `Borderless:Off`).
   Press **OK**.
3. Press **Stop/Exit**.

Print Date

You can print the date if it is already in the data on your photo. The date will be printed on the lower right corner. If the data doesn't have the date information, you cannot use this function.

1. Press **Menu**, **4**, **9**.
2. Press ▲ or ▼ to choose `Date:On` (or `Date:Off`).
   Press **OK**.
3. Press **Stop/Exit**.

Note

The DPOF setting on your camera must be turned off to use the `Print Date` feature.

Scan to a memory card or USB Flash memory drive

You can scan black & white and color documents into a memory card or USB Flash memory drive. Black and white documents will be stored in PDF (*.PDF) or TIFF (*.TIF) file formats. Color documents may be stored in PDF (*.PDF) or JPEG (*.JPG) file formats. The default setting is `Color 150 dpi` and the default file format is PDF. The machine automatically creates file names based on the current date. (For details, see the *Quick Setup Guide*.) For example, the fifth image scanned on July 1, 2009 would be named 07010905.PDF. You can change the color and quality.

Quality	Selectable File Format
`Color 150 dpi`	`PDF / JPEG`
`Color 300 dpi`	`PDF / JPEG`
`Color 600 dpi`	`PDF / JPEG`
`B/W 200x100 dpi`	`TIFF / PDF`
`B/W 200 dpi`	`TIFF / PDF`

1. Make sure you have put the memory card or USB Flash memory drive in the proper slot.

IMPORTANT

DO NOT take out the memory card or USB Flash memory drive while **Photo Capture** is blinking to avoid damaging the card, USB Flash memory drive or the data stored on them.

2. Load your document.
3. Press (**Scan**).
4. Press ▲ or ▼ to choose `Scan to Media`.

5 Do one of the following:

- To change the quality press **OK** and go to step ❻.
- To start scanning press **Black Start** or **Color Start**.

6 Press ▲ or ▼ to choose the quality, and then press **OK**.

Do one of the following:

- To change the file type, go to step ❼.
- To start scanning press **Black Start** or **Color Start**.

7 Press ▲ or ▼ to choose the file type, choose one of the options below:

- To change the file name press **OK** and go to step ❽.
- To start scanning press **Black Start** or **Color Start**.

8 The file name is set automatically. However, you can set a name of your choice using the dial pad. You can only change the first 6 digits.
Press **Black Start** or **Color Start**.

Changing the image quality

1 Press **Menu**, **4**, **0**, **1**.

2 Press ▲ or ▼ to choose `B/W 200x100 dpi`, `B/W 200 dpi`, `Color 150 dpi`, `Color 300 dpi` or `Color 600 dpi`.
Press **OK**.

3 Press **Stop/Exit**.

Changing the black & white file format

1 Press **Menu**, **4**, **0**, **2**.

2 Press ▲ or ▼ to choose `TIFF` or `PDF`.
Press **OK**.

3 Press **Stop/Exit**.

Changing the color file format

1 Press **Menu**, **4**, **0**, **3**.

2 Press ▲ or ▼ to choose `PDF` or `JPEG`.
Press **OK**.

3 Press **Stop/Exit**.

Understanding the Error Messages

Once you are familiar with the types of errors that can occur while you are using PhotoCapture Center®, you can easily identify and troubleshoot any problems.

- `Hub is Unusable.`

  This message will appear if a Hub or USB Flash memory drive with a Hub has been put into the USB direct interface.

- `Media Error`

  This message will appear if you put in a memory card that is either bad or not formatted, or when there is a problem with the media drive. To clear this error, take out the memory card.

- `No File`

  This message will appear if you try to access a memory card or USB Flash memory drive in the drive (slot) that does not contain a .JPG file.

- `Out of Memory`

  This message will appear if you are working with images that are too large for the machine's memory.

  This message will also appear when a memory card or USB Flash memory drive you are using does not have enough space available for the scanned document.

- `Media is Full.`

  This message will appear if you are trying to save more than 999 files in a memory card or USB Flash memory drive.

- `Unusable Device`

  This message will appear if a USB device or USB Flash memory drive that is not supported has been connected to the USB direct interface. (For more information, visit us at http://solutions.brother.com.) This message will also appear if you connect a broken device to the USB direct interface.

12 Printing photos from a camera (MFC-295CN only)

Printing photos directly from a PictBridge camera

Your Brother machine supports the PictBridge standard, allowing you to connect to and print photos directly from any PictBridge compatible digital camera.

If your camera is using the USB Mass Storage standard, you can also print photos from a digital camera without PictBridge. (See *Printing photos directly from a digital camera (without PictBridge)* on page 79.)

PictBridge requirements

To avoid errors, remember the following points:

- The machine and the digital camera must be connected using a suitable USB cable.
- The image file extension must be .JPG (other image file extensions like .JPEG, .TIF, .GIF and so on will not be recognized).
- PhotoCapture Center® operations are not available when using the PictBridge feature.

Setting your digital camera

Make sure your camera is in PictBridge mode. The following PictBridge settings may be available from the LCD of your PictBridge compatible camera.

Depending on your camera some of these settings may not be available.

Camera Menu Selections	Options
Paper Size	Letter, A4, 4" × 6", Printer Settings (Default setting) [2]
Paper Type	Plain Paper, Glossy Paper, Inkjet Paper, Printer Settings (Default setting) [2]
Layout	Borderless: On, Borderless: Off, Printer Settings (Default setting) [2]
DPOF setting [1]	-
Print Quality	Normal, Fine, Printer Settings (Default setting) [2]
Print Date	On, Off, Printer Settings (Default setting) [2]

1 See *DPOF printing* on page 78 for more details.

2 If your camera is set to use the Printer Settings (Default setting), the machine will print your photo using the following settings.

Settings	Options
Paper Size	4" × 6"
Paper Type	Glossy Paper
Layout	Borderless: On
Print Quality	Fine
Print Date	Off

- When your camera does not have any menu selections, these settings are also used.
- The names and availability of each setting depends on the specification of your camera.

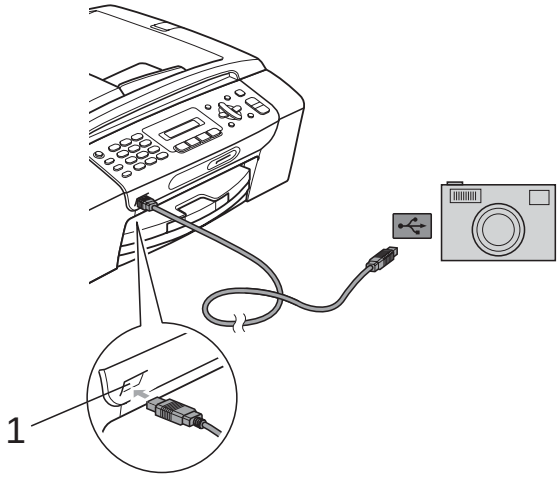
Please refer to the documentation supplied with your camera for more detailed information on changing PictBridge settings.

Printing Images

Note

Remove any memory cards or USB Flash memory drive from the machine before connecting a digital camera.

1. Make sure that your camera is turned off. Connect your camera to the USB direct interface (1) on the machine using the USB cable.



1 USB direct interface

2. Turn on the camera.
When the machine has recognized the camera, the LCD shows the following message:

```
Camera Connected
```

3. Choose the photo you want to print following the instructions from your camera.
When the machine starts printing a photo, the LCD will show `Printing`.

IMPORTANT

To prevent damage to your machine, do not connect any device other than a digital camera or USB Flash memory drive to the USB direct interface.

DPOF printing

DPOF stands for Digital Print Order Format.

Major digital camera manufacturers (Canon Inc., Eastman Kodak Company, FUJIFILM Corporation, Panasonic Corporation and Sony Corporation) created this standard to make it easier to print images from a digital camera.

If your digital camera supports DPOF printing, you will be able to choose on the digital camera display the images and number of copies you want to print.

Note

An invalid DPOF File error can occur if the print order that was created on the camera has been corrupted. Delete and recreate the print order using your camera to correct this problem. For instructions on how to delete or recreate the print order, refer to your camera manufacturer's support web site or accompanying documentation.

Printing photos directly from a digital camera (without PictBridge)

If your camera is using the USB Mass Storage standard, you can connect your camera in storage mode. This enables you to print photos from your camera.

(If you would like to print photos in PictBridge mode, see *Printing photos directly from a PictBridge camera* on page 77.)

Note

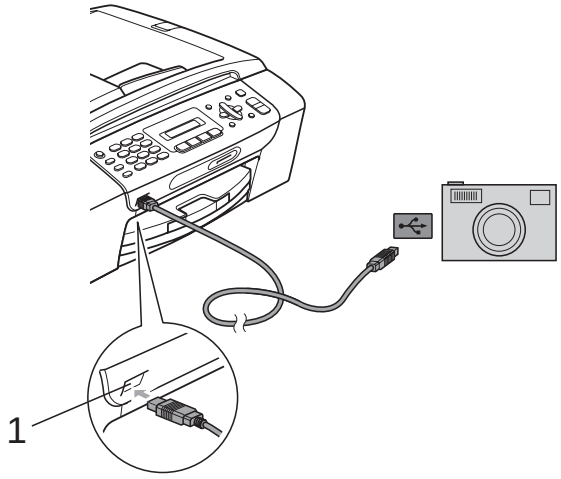
The name, availability and operation differ among digital cameras. Please refer to the documentation supplied with your camera for detailed information, such as how to switch from PictBridge mode to USB mass storage mode.

Printing Images

Note

Remove any memory cards or a USB Flash memory drive from the machine before connecting a digital camera.

1. Make sure that your camera is turned off. Connect your camera to the USB direct interface (1) on the machine using the USB cable.



1 USB direct interface

2. Turn on the camera.
3. Follow the steps in *Printing Photos* on page 70.

IMPORTANT

To prevent damage to your machine, do not connect any device other than a digital camera or USB Flash memory drive to the USB direct interface.

Understanding the Error Messages

Once you are familiar with the types of errors that can occur while you are printing from a camera, you can easily identify and troubleshoot any problems.

- `Out of Memory`

  This message will appear if you are working with images that are too large for the machine's memory.

- `Unusable Device`

  This message will appear if you connect a camera that is not using the USB Mass Storage standard. This message will also appear if you connect a broken device to the USB direct interface.

(For more detailed solutions see *Error and maintenance messages* on page 106.)

Section V

Software

Software and Network features 82

13 Software and Network features

The CD-ROM includes the Software User's Guide and Network User's Guide for features available when connected to a computer (for example, printing and scanning). The guide has easy to use links that, when clicked, will take you directly to a particular section.

You can find information on these features:

- Printing
- Scanning
- ControlCenter3 (Windows®)
- ControlCenter2 (Macintosh)
- Faxing from your computer
- PhotoCapture Center®
- Network Printing
- Network Scanning
- Wired and Wireless Network

How to read the HTML User's Guide

This is a quick reference to use the HTML User's Guide.

Windows®

Note

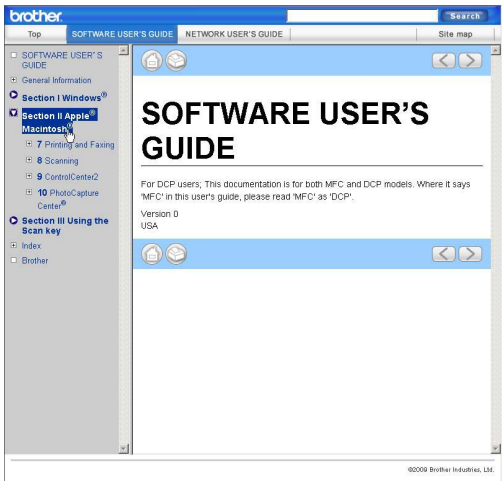
If you have not installed the software, see *Viewing Documentation* on page 2.

1. From the **Start** menu, point to **Brother**, **MFC-XXXX** (where **XXXX** is your model number) from the programs group, then click **User's Guides in HTML format**.
2. Click **SOFTWARE USER'S GUIDE** (or **NETWORK USER'S GUIDE**) from the top menu.

3. Click the heading you would like to view from the list at the left of the window.

Macintosh

1. Make sure your Macintosh is turned on. Insert the Brother CD-ROM into your CD-ROM drive.
2. Double-click the **Documentation** icon.
3. Double-click your language folder, and then double-click **top.html**.
4. Click **SOFTWARE USER'S GUIDE** (or **NETWORK USER'S GUIDE**) in the top menu, and then click the heading you would like to read from the list at the left of the window.



Section VI

Appendixes

Safety and Legal 84
Troubleshooting and Routine Maintenance 96
Menu and Features 127
Specifications 145

A Safety and Legal

Choosing a location

Put your machine on a flat, stable surface that is free of vibration and shocks, such as a desk. Put the machine near a telephone wall jack and a standard AC power outlet. Choose a location where the temperature remains between 50 °F and 95 °F (10 °C and 35 °C).

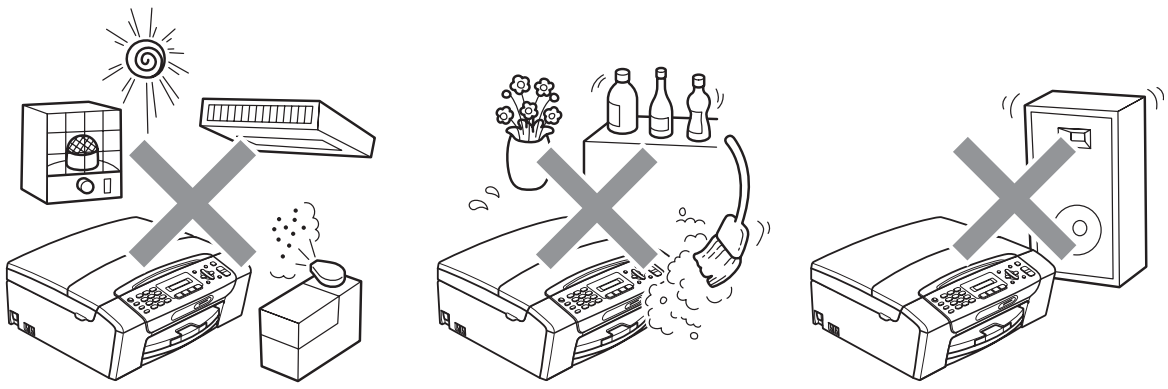
⚠ WARNING

DO NOT put the machine near heaters, air conditioners, refrigerators, medical equipment, chemicals or water.

DO NOT connect your machine to AC power outlets controlled by wall switches or automatic timers.

⚠ CAUTION

- Avoid placing your machine in a high-traffic area.
- Avoid placing your machine on a carpet.
- DO NOT expose the machine to direct sunlight, excessive heat, moisture, or dust.
- Disruption of power can wipe out information in the machine's memory.
- DO NOT connect your machine to AC power outlets on the same circuit as large appliances or other equipment that might disrupt the power supply.
- Avoid interference sources, such as cordless telephone systems or speakers.
- DO NOT tip the machine, or place it on any tilted surface. Doing this may cause ink spillage and internal damage to your machine.

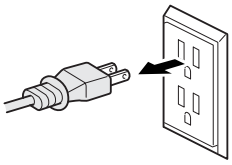


To use the machine safely

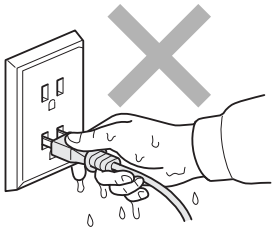
Please keep these instructions for later reference and read them before attempting any maintenance.

WARNING

There are high voltage electrodes inside the machine. Before you clean the inside of the machine, make sure you have unplugged the telephone line cord first and then the power cord from the AC power outlet. Doing this will prevent an electrical shock.



DO NOT handle the plug with wet hands. Doing this might cause an electrical shock.



Always make sure the plug is fully inserted.

DO NOT pull on the middle of the AC power cord. Doing this might cause an electrical shock.

DO NOT use flammable substances, any type of spray or an organic solvent/liquid that contains alcohol or ammonia to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock.

Unplug this product from the AC power outlet before cleaning the inside of the machine.

If the machine becomes hot, releases smoke, or generates any strong smells, immediately unplug the machine from the AC power outlet. Call Brother Customer Service. (See *Brother numbers* on page i.)

If metal objects, water or other liquids get inside the machine, immediately unplug the machine from the AC power outlet. Call Brother Customer Service. (See *Brother numbers* on page i.)

Use caution when installing or modifying telephone lines. Never touch telephone wires or terminals that are not insulated unless the telephone line has been unplugged at the wall jack. Never install telephone wiring during a lightning storm. Never install a telephone wall jack in a wet location.

This product must be installed near an AC power outlet that is easily accessible. In case of an emergency, you must unplug the power cord from the AC power outlet to shut off the power completely.

This product should be connected to an AC power source within the range indicated on the rating label. DO NOT connect it to a DC power source or inverter. If you are not sure, contact a qualified electrician.

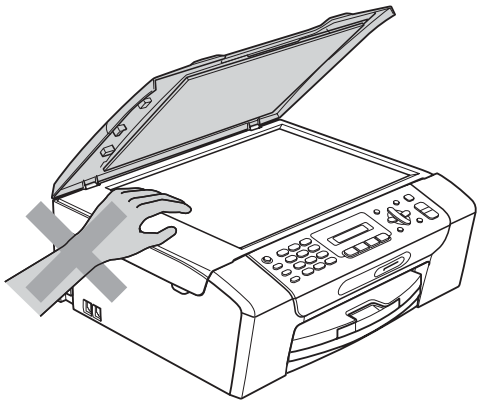
Always make sure the plug is fully inserted.

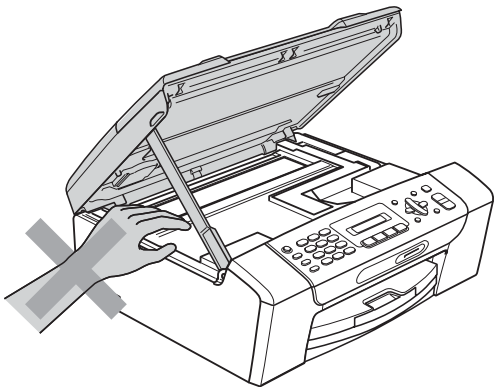
DO NOT use the machine if the power cord is frayed or damaged, doing so may cause a fire.

To reduce the risk of shock or fire, use only a No. 26 AWG or larger telecommunication line cord.

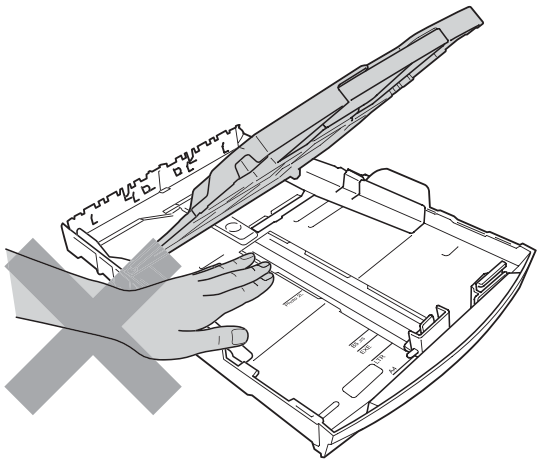
⚠ CAUTION

DO NOT put your hands on the edge of the machine under the document cover or the scanner cover. Doing this may cause injury.

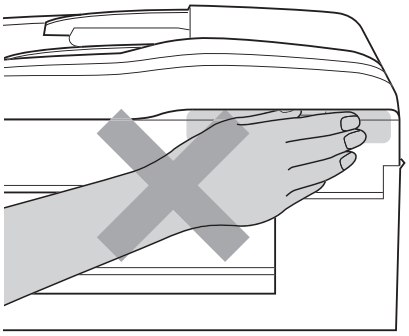


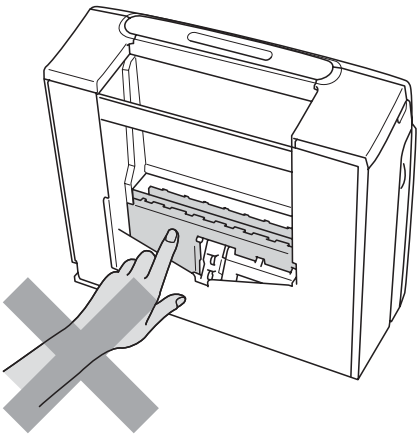


DO NOT put your hands on the edge of the paper tray under the paper tray cover. Doing this may cause injury.

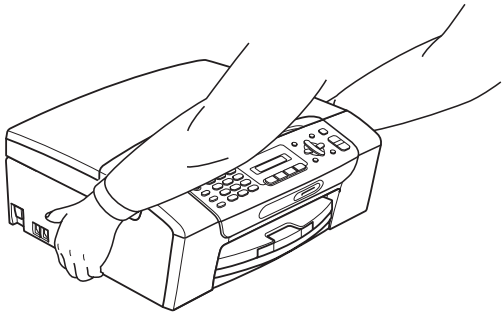


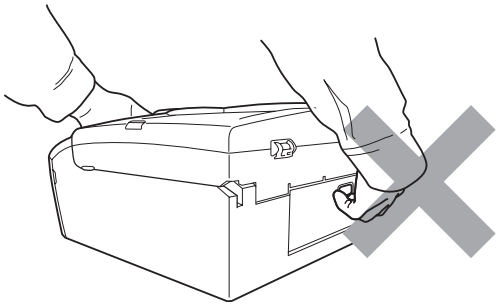
DO NOT touch the area shaded in the illustration. Doing this may cause injury.





When moving the machine you must lift it from the base, by placing a hand at each side of the unit as shown in the illustration. DO NOT carry the machine by holding the scanner cover or the Jam Clear Cover.





Lightning and power surges can damage this product! We recommend that you use a quality surge protection device on the AC power line and on the telephone line, or unplug the cords during a lightning storm.

⚠ WARNING

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment connected to this product, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to people, including the following:

1 DO NOT use this product near water, for example, near a bath tub, wash bowl, kitchen sink or washing machine, in a wet basement or near a swimming pool.

2 Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

3 DO NOT use this product to report a gas leak in the vicinity of the leak.

Important safety instructions

1 Read all of these instructions.

2 Save them for later reference.

3 Follow all warnings and instructions marked on the product.

4 DO NOT use this product near water.

5 DO NOT place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.

6 Slots and openings in the cabinet and the back or bottom are provided for ventilation. To ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heater. This product should never be placed in a built-in installation unless adequate ventilation is provided.

7 DO NOT allow anything to rest on the power cord. DO NOT place this product where people can walk on the cord.

8 If an extension cord is used with this product, make sure that the total ampere ratings of the products plugged into the extension cord do not exceed the extension cord ampere rating. Also, make sure that the total of all products plugged into the AC power outlet does not exceed 15 amperes (USA only).

9 DO NOT place anything in front of the machine that will block received faxes. DO NOT place anything in the path of received faxes.

10 Wait until pages have exited the machine before picking them up.

11 Never push objects of any kind into this product through cabinet slots, since they may touch dangerous voltage points or short out parts resulting in the risk of fire or electric shock. Never spill liquid of any kind on the product. DO NOT attempt to service this product yourself because opening or removing covers may expose you to dangerous voltage points and other risks and may void your warranty. Refer all servicing to a Brother Authorized Service Center. For the location of your nearest Brother Authorized Service Center, please call the following:

In USA: 1-877-BROTHER (1-877-276-8437)

In Canada: 1-877-BROTHER

(See *Brother numbers* on page i.)

12 Unplug this product from the AC power outlet and refer all servicing to Brother Authorized Service Personnel under the following conditions:

- When the power cord is damaged or frayed.
- If liquid has been spilled into the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when the operating instructions are followed, adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
- If the product has been dropped or the cabinet has been damaged.
- If the product exhibits a distinct change in performance, indicating a need for service.

13 To protect your product against power surges, we recommend the use of a power protection device (Surge Protector).

14 To reduce the risk of fire, electric shock and injury to people, note the following:

- DO NOT use this product near appliances that use water, a swimming pool, or in a wet basement.
- DO NOT use the machine during an electrical storm (there is the remote possibility of an electrical shock) or to report a gas leak in the vicinity of the leak.

15 Caution - To reduce the risk of fire, use only No.26 AWG or larger telecommunication line cord.

Standard telephone and FCC Notices (These notices are in effect on models sold and used in the United States only.)

When programming emergency numbers or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
- Perform these activities in the off-peak hours, such as early morning or late evening.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the backside of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

You may safely connect this equipment to the telephone line by means of a standard modular jack, USOC RJ11C.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX.The digits represented by ## are the REN without a decimal point (e.g., 06 is a REN of 0.6). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact Brother Customer Service. (See *Brother numbers* on page i.) If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, call your telephone company or a qualified installer.

If you are not able to solve a problem with your machine, call Brother Customer Service. (See *Brother numbers* on page i.)

⚠ WARNING

For protection against the risk of electrical shock, always disconnect all cables from the wall outlet before servicing, modifying or installing the equipment.

This equipment may not be used on coin service lines provided by the telephone company or connected to party lines.

Brother cannot accept any financial or other responsibilities that may be the result of your use of this information, including direct, special or consequential damages. There are no warranties extended or granted by this document.

This machine has been certified to comply with FCC standards, which are applied to the USA only.

Federal Communications Commission (FCC) Declaration of Conformity (USA only)

Responsible Party:	Brother International Corporation
	100 Somerset Corporate Boulevard
	Bridgewater, NJ 08807-0911 USA
	TEL: (908) 704-1700

declares, that the products

Product Name: MFC-255CW and MFC-295CN

comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Call the dealer or an experienced radio/TV technician for help.

IMPORTANT

Changes or modifications not expressly approved by Brother Industries, Ltd. could void the user's authority to operate the equipment.

Industry Canada Compliance Statement (Canada only)

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Operation is subject to the following two conditions:
(1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of this device.

LAN connection (MFC-295CN only)

CAUTION

DO NOT connect this product to a LAN connection that is subject to over-voltages.

International ENERGY STAR® Qualification Statement

The purpose of the International ENERGY STAR® Program is to promote the development and popularization of energy-efficient office equipment.

As an ENERGY STAR® Partner, Brother Industries, Ltd. has determined that this product meets the ENERGY STAR® specifications for energy efficiency.

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- Certificates of Deposit
- Internal Revenue Stamps (canceled or uncanceled)
- Selective Service or draft papers
- Passports
- United States/Canadian Postage Stamps (canceled or uncanceled)
- Food Stamps
- Immigration Papers
- Checks or drafts drawn by Governmental agencies
- Identifying badges or insignias

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B Troubleshooting and Routine Maintenance

Troubleshooting

IMPORTANT

For technical help, you must call the country where you bought the machine. Calls must be made ***from within*** that country.

If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips.

Most problems can be easily resolved by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips. Visit us at http://solutions.brother.com.

If you are having difficulty with your machine

Printing

Difficulty	Suggestions
No printout.	Check the interface cable or wireless connection on both the machine and your computer. (See the *Quick Setup Guide*.)
	Check that the machine is plugged in and that the **On/Off** key is on.
	Check to see if the LCD is showing an error message. (See *Error and maintenance messages* on page 106.)
	One or more ink cartridges have reached the end of their life. (See *Replacing the ink cartridges* on page 116.)
	If the LCD shows `Cannot Print` and `Replace XX Ink` (where XX is an abbreviation of the color), see *Replacing the ink cartridges* on page 116.
	Check that the correct printer driver has been installed and chosen.
	Make sure the machine is online. Click **Start** and then **Printers and Faxes**. Right-click and choose **Brother MFC-XXXX** (where XXXX is your model name), and make sure that **Use Printer Offline** is unchecked.
	When you choose the **Print Odd Pages** and **Print Even Pages** settings, you may see a print error message on your computer, as the machine pauses during the printing process. The error message will disappear after the machine re-starts printing.

Printing (continued)

Difficulty	Suggestions
Poor print quality.	Check the print quality. (See *Checking the print quality* on page 121.)
	Make sure that the Printer Driver or Paper Type setting in the menu matches the type of paper you are using. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh in the *Software User's Guide* on the CD-ROM and *Paper Type* on page 22.)
	Make sure that your ink cartridges are fresh. The following may cause ink to clog: ■ The expiration date written on the cartridge package has passed. (Genuine Brother Innobella™ ink cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge has been in your machine for over six months. ■ The ink cartridge may not have been stored properly before use. If you are using generic ink, use Genuine Brother Innobella™ Ink.
	Make sure you are using Genuine Brother Innobella™ Ink.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* on page 14.)
	The recommended environment for your machine is between 68 °F to 91 °F (20 °C to 33 °C).
White horizontal lines appear in text or graphics.	Clean the print head. (See *Cleaning the print head* on page 121.)
	Make sure you are using Genuine Brother Innobella™ Ink.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* on page 14.)
The machine prints blank pages.	Clean the print head. (See *Cleaning the print head* on page 121.)
	Make sure you are using Genuine Brother Innobella™ Ink.
Characters and lines are stacked.	Check the printing alignment. (See *Checking the print alignment* on page 122.)
Printed text or images are skewed.	Make sure the paper is loaded properly in the paper tray and the paper side guides are adjusted correctly. (See *Loading paper and other print media* on page 8.)
	Make sure the Jam Clear Cover is closed properly.
Smudged stain at the top center of the printed page.	Make sure the paper is not too thick or curled. (See *Acceptable paper and other print media* on page 14.)
	Make sure the paper is not curled when you print on the back side of the paper with the **Print Odd Pages** and **Print Even Pages** settings.
Smudged stain at the right or left corner of the printed page.	Make sure the paper is not curled when you print on the back side of the paper with the **Print Odd Pages** and **Print Even Pages** settings.
Printing appears dirty or ink seems to run.	Make sure you are using the recommended types of paper. (See *Acceptable paper and other print media* on page 14.) Don't handle the paper until the ink is dry.
	Make sure you are using Genuine Brother Innobella™ Ink.
	If you are using photo paper, make sure that you have set the correct paper type. If you are printing a photo from your PC, set the **Media Type** in the **Basic** tab of the printer driver.
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink. (See *Cleaning the machine's printer platen* on page 120.)
	Make sure you are using Genuine Brother Innobella™ Ink.
	Make sure you are using the paper support flap. (See *Loading paper and other print media* on page 8.)

Printing (continued)

Difficulty	Suggestions
The machine prints dense lines on the page.	Check **Reverse Order** in the **Basic** tab of the printer driver.
The printouts are wrinkled.	In the printer driver **Advanced** tab, click **Color Settings**, and uncheck **Bi-Directional Printing** for Windows® or **Bi-Directional Printing** for Macintosh.
	Make sure you are using Genuine Brother Innobella™ Ink.
Cannot perform 'Page Layout' printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time. Try the other quality settings in the printer driver **Basic** tab. Also, click **Color Settings**, and make sure you uncheck **Color Enhance (True2Life®)**.
	Turn the borderless feature off. Borderless printing is slower than normal printing. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh in the *Software User's Guide* on the CD-ROM.)
Photo paper does not feed properly.	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.
	Clean the paper pick-up rollers. (See *Cleaning the paper pick-up rollers* on page 120.)
Machine feeds multiple pages.	Make sure the paper is loaded properly in the paper tray. (See *Loading paper and other print media* on page 8.)
	Check that more than two types of paper are not loaded in the paper tray at any one time.
There is a paper jam.	Make sure the paper length guide is set to the paper size. Do not extend the paper tray when you load A5 or smaller size paper. (See *Printer jam or paper jam* on page 113.)
Printed pages are not stacked neatly.	Make sure you are using the paper support flap. (See *Loading paper and other print media* on page 8.)
Machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh in the *Software User's Guide* on the CD-ROM.)

Printing Received Faxes

Difficulty	Suggestions
Condensed print and white streaks across the page or the top and bottom of sentences are cut off.	You probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Vertical black lines when receiving.	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
Received color fax prints only in black & white.	Replace the color ink cartridges that have reached the end of their life, and then ask the other person to send the color fax again. (See *Replacing the ink cartridges* on page 116.)
Left and Right margins are cut off or a single page is printed on two pages.	Turn on Auto Reduction. (See *Printing a reduced incoming fax* on page 39.)

Telephone Line or Connections

Difficulty	Suggestions
Dialing does not work. (No dial tone)	Check that the machine is plugged in and switched on.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine.
	(Canada only) Change the Tone/Pulse setting. (See *Quick Setup Guide*.)
	Verify that the telephone line and jack are working by connecting a known working telephone and telephone line to the jack. Then lift the external telephone's handset and listen for a dial tone. If there is no dial tone, ask your telephone company to check the line and/or jack.
The machine does not answer when called.	Make sure the machine is in the correct Receiving Mode for your setup. (See *Receive modes* on page 35.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check that the telephone cord is plugged into the telephone wall jack and the LINE jack of the machine. If there is no ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulty	Suggestions
Cannot receive a fax.	Make sure your machine has a dial tone by pressing the **Hook** key. If you hear static or interference on your fax line, please contact your local telephone company.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. If you subscribe to DSL or VoIP services, please contact your service provider for connection instructions.
	Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See *Receive Mode settings* on page 38.) If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select `Fax Only` mode. If your Brother machine shares a line with an external answering machine, you should select the `External TAD` mode. In `External TAD` mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine. If your Brother machine shares the line with a Voice Mail subscriber service, please see *Voice Mail* on page 41. If your Brother machine is on a line with the Distinctive Ring subscriber service, please see *Distinctive Ring* on page 42. If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the `Fax/Tel` mode. In `Fax/Tel` mode, your Brother machine will automatically receive faxes and produce a pseudo/double-ring to alert you to answer voice calls. If you do not want your Brother machine to automatically answer any incoming faxes, you should select the `Manual` mode. In `Manual` mode, you must answer every incoming call and activate the machine to receive faxes.

Receiving Faxes (continued)

Difficulty	Suggestions
Cannot receive a fax. (continued)	Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the ring delay setting: ■ If the answer mode is set to `Fax Only` or `Fax/Tel`, reduce the ring delay to 1 ring. (See *Ring Delay* on page 38.) ■ If the answer mode is set to `External TAD`, reduce the number of rings programmed on your answering machine to 2. ■ If the answer mode is set to `Manual`, DO NOT adjust the ring delay setting. Have someone send you a test fax: ■ If you received the test fax successfully, your machine is operating properly. Remember to reset your ring delay or answering machine setting back to your original setting. If receiving problems recur after resetting the ring delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer. ■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.
	If you are using a telephone answering machine (`External TAD` mode) on the same line as the Brother machine, make sure your answering machine is set up correctly. (See *Connecting an external TAD (telephone answering device)* on page 45.) 1 Plug the telephone line cord directly from the wall telephone jack to your Brother machine's LINE jack. 2 Remove the protective cap from your Brother machine's EXT jack, and then plug the telephone line cord from your answering machine into the EXT jack. 3 Set your answering machine to answer within 4 rings. If you are having problems receiving faxes or voice messages, set your answering machine to answer within 2 or 3 rings. 4 Record the outgoing message on your answering machine. ■ Record five seconds of silence at the beginning of your outgoing message. ■ Limit your speaking to 20 seconds. ■ End your outgoing message with your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press ∗ 5 1 and **Start** to send a fax." 5 Set your answering machine to answer calls. 6 Set your Brother machine's Receive Mode to `External TAD`. (See *Receive Mode settings* on page 38.)
	Make sure your Brother machine's Easy Receive feature is turned On. Easy Receive is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See *Easy Receive* on page 39.)
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to `Basic(for VoIP)`. (See *Telephone line interference* on page 105.)

Sending Faxes

Difficulty	Suggestions
Cannot send a fax.	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine.
	Make sure that the Fax key is illuminated. (See *Entering Fax mode* on page 28.)
	Ask the other party to check that the receiving machine has paper.
	Print the Transmission Verification Report and check for an error. (See *Reports* on page 56.)
Transmission Verification Report says 'RESULT:NG'.	There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and get 'RESULT:NG' on the Transmission Verification Report, your machine may be out of memory. If the problem continues, ask the telephone company to check your telephone line.
	If you often get transmission errors due to possible interference on the telephone line, try changing the menu setting of Compatibility to Basic(for VoIP). (See *Telephone line interference* on page 105.)
Poor fax send quality.	Try changing your resolution to Fine or S.Fine. Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See *Cleaning the scanner* on page 119.)
Sent faxes are blank.	Make sure you are loading the document properly. (See *Loading documents* on page 18.)
Vertical black lines when sending. (MFC-295CN only)	If the copy you made shows the same problem, clean the scanner. (See *Cleaning the scanner* on page 119.)

Handling Incoming Calls

Difficulty	Suggestions
The machine 'Hears' a voice as a CNG Tone.	If Easy Receive is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing **Stop/Exit**. Try avoiding this problem by turning Easy Receive Off. (See *Easy Receive* on page 39.)
Sending a fax call to the machine.	If you answered at the machine, press **Black Start** and hang up at once. If you answered on the extension telephone, press your Fax Receive Code (default setting is ✳ 5 1). If you answered on the external telephone (connected to the EXT jack), press **Start** to receive the fax. When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Voice Mail, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes. **For example:** If you subscribe to Call Waiting or some other custom service and it signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM (Error Correction Mode) feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate telephone line with no custom features is recommended.

Menu Setting Difficulties

Difficulty	Suggestions
The machine beeps when you try to access the Setup Send or Setup Receive menu.	If the Fax key is not illuminated, press it to turn on Fax mode. The Setup Send or Setup Receive setting is available only when the machine is in Fax mode.

Copying Difficulties

Difficulty	Suggestions
Cannot make a copy.	Make sure that the Copy key is illuminated. (See *Entering Copy mode* on page 58.)
Copies are blank.	Make sure you are loading the document properly. (See *Loading documents* on page 18.)
Vertical streaks appear in copies.	If you see vertical streaks on copies, clean the scanner. (See *Cleaning the scanner* on page 119.)
Poor copy results when using the ADF. (MFC-295CN only)	Try using the scanner glass. (See *Using the scanner glass* on page 19.)
Vertical black line appears in copies. (MFC-295CN only)	Vertical black lines or streaks on copies are typically caused by dirt or correction fluid on the scanner. Clean the glass strip and scanner glass and the white bar and white plastic above them. (See *Cleaning the scanner* on page 119.)
Fit to Page does not work properly.	Make sure the document is not skewed on the scanner glass. Reposition the document and try again.

Scanning Difficulties

Difficulty	Suggestions
TWAIN/WIA errors appear when starting to scan.	Make sure the Brother TWAIN/WIA driver is chosen as the primary source. In PaperPort™ 11SE with OCR, click **File**, **Scan or Get Photo** and click **Select** to choose the Brother TWAIN/WIA driver.
OCR does not work.	Try increasing the scanner resolution.
Fit to Page does not work.	Make sure the document is not skewed on the scanner glass. Reposition the document and try again.
Poor scanning results when using the ADF. (MFC-295CN only)	Try using the scanner glass. (See *Using the scanner glass* on page 19.)

Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	Run the **Repair MFL-Pro Suite** program on the CD-ROM. This program will repair and reinstall the software.
'Device Busy'	Make sure the machine is not showing an error message on the LCD.
Cannot print images from FaceFilter Studio.	To use FaceFilter Studio, you must install the FaceFilter Studio application from the CD-ROM supplied with your machine. To install FaceFilter Studio see the *Quick Setup Guide*. Also, before you start FaceFilter Studio for the first time, you must make sure your Brother machine is turned on and connected to your computer. This will allow you to access all the functions of FaceFilter Studio.

PhotoCapture Center® Difficulties

Difficulty	Suggestions
Removable Disk does not work properly.	1 Have you installed the Windows® 2000 update? If not, do the following: 1) Unplug the USB cable. 2) Install the Windows® 2000 update using one of the following methods. ■ Install MFL-Pro Suite from the CD-ROM. (See the *Quick Setup Guide*.) ■ Download the latest service pack from the Microsoft Web site. 3) Wait about 1 minute after you restart the PC, and then connect the USB cable. 2 Take out the memory card or USB Flash memory drive and put it back in again. 3 If you have tried 'Eject' from within Windows®, take out the memory card or USB Flash memory drive before you continue. 4 If an error message appears when you try to eject the memory card or USB Flash memory drive, it means the card is being accessed. Wait a while and then try again. 5 If all of the above do not work, turn off your PC and machine, and then turn them on again. (You will have to unplug the power cord of the machine to turn it off.)
Cannot access Removable Disk from Desktop icon.	Make sure that you have correctly inserted the memory card or USB Flash memory drive.
Part of my photo is missing when printed.	Make sure that Borderless printing and Cropping are turned off. (See *Borderless printing* on page 73 and *Cropping* on page 73.)

Network Difficulties

Difficulty	Suggestions
Cannot print over the network.	Make sure that your machine is powered on and is online and in Ready mode. Print a Network Configuration list (see *Reports* on page 56) and check the current Network settings printed in this list. (MFC-295CN only) Reconnect the LAN cable to the hub to verify that the cabling and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable. If the connections are good, the machine shows `LAN Active` for 2 seconds. (If you are using a wireless connection for the MFC-255CW or are having Network problems, see the **Network User's Guide** on the CD-ROM for more information.)
The network scanning feature does not work.	<Windows® users> Firewall settings on your PC may be rejecting the necessary network connection. Follow the instructions below to configure the Firewall. If you are using a personal Firewall software, see the User's Guide for your software or contact the software manufacturer. For Windows® XP SP2 and Windows Vista® users, see *Firewall settings* in the *Software User's Guide* on the CD-ROM. For Windows® XP SP1 users, please visit the Brother Solutions Center. (http://solutions.brother.com) <Macintosh users> Re-select your machine in the Device Selector application located in Macintosh HD/Library/Printers/Brother/Utilities/DeviceSelector or from the model list in ControlCenter2.
The network PC-Fax Receive feature does not work.	(Windows® users only) Firewall settings on your PC may be rejecting the necessary network connection. Follow the instructions below to configure the Firewall. If you are using a personal Firewall software, see the User's Guide for your software or contact the software manufacturer. For Windows® XP SP2 and Windows Vista® users, see *Firewall settings* in the *Software User's Guide* on the CD-ROM. For Windows® XP SP1 users, please visit the Brother Solutions Center. (http://solutions.brother.com)
Your computer cannot find your machine.	<Windows® users> Firewall settings on your PC may be rejecting the necessary network connection. For detail, see the instruction above. <Macintosh users> Re-select your machine in the Device Selector application located in Macintosh HD/Library/Printers/Brother/Utilities/DeviceSelector or from the model list in ControlCenter2.

Dial Tone

Setting the dial tone to Detection will shorten the dial detect pause.

1. Press **Menu**, **0**, **5**.
2. Press ▲ or ▼ to choose `Detection` or `No Detection`.
   Press **OK**.
3. Press **Stop/Exit**.

Telephone line interference

If you are having problems sending or receiving a fax due to possible interference on the telephone line, we recommend that you adjust the Equalization for compatibility to reduce the modem speed for fax operations.

1. Press **Menu**, **0**, **6**.
2. Press ▲ or ▼ to choose `Normal` (or `Basic(for VoIP)`).
   - `Basic(for VoIP)` reduces the modem speed to 9,600 bps. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.
   - `Normal` sets the modem speed at 14,400 bps. (Default)

   Press **OK**.
3. Press **Stop/Exit**.

Note

When you change the compatibility to `Basic(for VoIP)`, the ECM feature is only available for color fax sending.

Error and maintenance messages

As with any sophisticated office product, errors may occur and consumable items may need to be replaced. If this happens, your machine identifies the problem and shows an error message. The most common error and maintenance messages are shown below.

You can correct most errors and clear routine maintenance messages by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at http://solutions.brother.com.

Error Message	Cause	Action
`B&W Print Only` `Replace XX Ink`	One or more of the color ink cartridges have reached the end of their life. You can use the machine in black & white mode for approximately four weeks depending on the number of pages you print. While this message appears on the LCD, each operation works in the following way: ■ Printing If you click **Grayscale** in the **Advanced** tab of the printer driver you can use the machine as a black & white printer. ■ Copying If the paper type is set to `Plain Paper` or `Inkjet Paper`, you can make copies in black & white. ■ Faxing If the paper type is set to `Plain Paper` or `Inkjet Paper`, the machine will receive and print faxes in black & white. If a sending machine has a color fax, the machine's 'handshake' will ask that the fax be sent as black & white. If the paper type is set to `Other Glossy` or `Brother BP71`, the machine will stop all print operations. If you unplug the machine, or take out the ink cartridge, you cannot use the machine until you change to a new ink cartridge.	Replace the ink cartridge. (See *Replacing the ink cartridges* on page 116.)

Error Message	Cause	Action
Cannot Detect	You installed a new ink too quickly and the machine did not detect it.	Take out the new ink cartridge and re-install it slowly until it clicks.
	If you are not using genuine Brother Innobella™ ink the machine may not detect the ink cartridge.	Use a new Genuine Brother Innobella™ Ink. If the error message is not cleared, call Brother Customer Service.
	An ink cartridge is not installed properly.	Take out the new ink cartridge and re-install it slowly until it clicks. (See *Replacing the ink cartridges* on page 116.)
Cannot Print Replace XX Ink	One or more of the ink cartridges have reached the end of their life. The machine will stop all print operations. While memory is available, black and white faxes will be stored in the memory. If a sending machine has a color fax, the machine's 'handshake' will ask that the fax be sent as black & white. If the sending machine has the ability to convert it, the color fax will be stored in the memory as a black & white fax.	Replace the ink cartridges. (See *Replacing the ink cartridges* on page 116.)
Clean Unable XX (Init Unable XX) (Print Unable XX) (Scan Unable XX) (If the LCD shows error number **46**, see the error message *Clean Unable 46* in this table.)	The machine has a mechanical problem. —**OR**— A foreign object such as a paperclip or ripped paper is in the machine.	Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, see *Transferring your faxes or Fax Journal report* on page 112 before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and then reconnect it.

Error Message	Cause	Action
Clean Unable 46 (Init Unable 46) (Print Unable 46)	The ink absorber box or flushing box is full. These components are periodic maintenance items that may require replacement after a period of time to ensure optimum performance from your Brother machine. The need to replace these items and the time period before replacement is dependent on the number of purges and flushes required to clean the ink system. These boxes acquire amounts of ink during the different purging and flushing operations. The number of times a machine purges and flushes for cleaning varies depending on different situations. For example, frequently powering the machine on and off will cause numerous cleaning cycles since the machine automatically cleans upon power up. The use of generic inks may cause frequent cleanings because generic inks could cause poor print quality which is resolved by cleaning. The more cleaning the machine requires the faster these boxes will fill up. **Note** *Repairs resulting from the use of non-genuine supplies may not be covered under the stated product warranty.*	The ink absorber box or flushing box will need to be replaced. Contact Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. (See *Brother numbers* on page i.) Other reasons for cleaning are: 1 Machine automatically cleans after clearing a printer jam. 2 Machine automatically cleans after sitting idle for more than 45 days (infrequent use).
Close Ink Cover	The ink cartridge cover is not completely closed.	Firmly close the ink cartridge cover until it clicks.
Comm.Error	Poor telephone line quality caused a communication error.	Send the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.
Cover is Open	The scanner cover is not closed completely.	Lift the scanner cover and then close it again.
Data Remaining	Print data is left in the machine's memory.	Press **Stop/Exit**. The machine will cancel the job and clear it from the memory. Try to print again.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.

Error Message	Cause	Action
Document Jam	The document was not inserted or fed properly, or the document scanned from the ADF was too long.	See *Using the ADF (MFC-295CN only)* on page 18. See *Document jam (MFC-295CN only)* on page 112.
DR Mode in Use	The machine is set to Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode.	Set Distinctive Ring to Off. (See *Turning off Distinctive Ring* on page 44.)
High Temperature	The print head is too warm.	Allow the machine to cool down.
Hub is Unusable.	A Hub or USB Flash memory drive with Hub has been connected to the USB direct interface.	A Hub or USB Flash memory drive with Hub are not supported. Unplug the device from the USB direct interface.
Init Unable XX (If the LCD shows error number **46**, see the error message *Clean Unable 46* in this table.)	See Clean Unable XX in this table.	See Clean Unable XX in this table.
Init Unable 46	See Clean Unable 46 in this table.	See Clean Unable 46 in this table.
Ink Low Black Ink Low Yellow Ink Low Cyan Ink Low Magenta	One or more ink cartridges are near the end of their life. If a sending machine has a color fax to send, your machine's 'handshake' will ask that the fax is sent as black & white. If the sending machine has the ability to convert it, the color fax will be printed at your machine as a black & white fax.	Order a new ink cartridge. You can continue printing until the LCD shows Cannot Print. (See *Ordering accessories and supplies* on page ii and *Replacing the ink cartridges* on page 116.)
Low Temperature	The print head is too cold.	Allow the machine to warm up.
Media Error	The memory card is either corrupted, improperly formatted, or there is a problem with the memory card.	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.	The memory card or USB Flash memory drive you are using already contains 999 files.	Your machine can only save to your memory card or USB Flash memory drive if it contains less than 999 files. Try deleting unused files to free some space and 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.	If you want to use the Caller ID feature call your telephone company. (See *Caller ID* on page 44.)

Error Message	Cause	Action
No Cartridge	An ink cartridge is not installed properly.	Take out the new ink cartridge and re-install it slowly until it clicks. (See *Replacing the ink cartridges* on page 116.)
No File	The memory card or USB Flash memory drive in the media drive does not contain a .JPG file.	Put the correct memory card or USB Flash memory drive into the slot again.
No Paper Fed	The machine is out of paper or paper is not properly loaded in the paper tray.	Do one of the following: ■ Refill the paper in the paper tray, and then press **Black Start** or **Color Start**. ■ Remove the paper and load it again and then press **Black Start** or **Color Start**. (See *Loading paper and other print media* on page 8.)
	The Jam Clear Cover is not closed properly.	Check that the Jam Clear Cover is closed. (See *Printer jam or paper jam* on page 113.)
	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* on page 113.
No Response/Busy	The number you dialed does not answer or is busy.	Verify the number and try again.
Not Registered	You tried to access a Speed Dial number that is not programmed.	Set up the Speed Dial number. (See *Storing Speed Dial numbers* on page 53.)
Out of Memory	The machine's memory is full.	**Fax sending or copy operation in progress** Press **Stop/Exit** and wait until the other operations in progress finish and then try again.
	The memory card or USB Flash memory drive you are using does not have enough free space to scan the documents.	Delete unused files from your memory card or USB Flash memory drive to make some free space and then try again.
Paper Jam	Paper is jammed in the machine.	Open the Jam Clear Cover (at the back of the machine) and pull out the jammed paper by following the steps in *Printer jam or paper jam* on page 113.
		Make sure the paper length guide is adjusted to the correct paper side.
Print Unable XX (If the LCD shows error number **46**, see the error message *Clean Unable 46* in this table.)	See Clean Unable XX in this table.	See Clean Unable XX in this table.
Print Unable 46	See Clean Unable 46 in this table.	See Clean Unable 46 in this table.

Error Message	Cause	Action
Replace XX Ink Cannot Print	One or more of the ink cartridges have reached the end of their life. The machine will stop all print operations. While memory is available, black & white faxes will be stored in the memory. If a sending machine has a color fax, the machine's 'handshake' will ask that the fax be sent as black & white. If the sending machine has the ability to convert it, the color fax will be stored in the memory as a black & white fax.	Replace the ink cartridges. (See *Replacing the ink cartridges* on page 116.)
Scan Unable XX	See Clean Unable XX in this table.	See Clean Unable XX in this table.
Unusable Device Disconnect device from front connector. Turn the machine off & on by pressing On/Off button on control panel.	A broken device has been connected to the USB direct interface.	Unplug the device from the USB direct interface, then press **On/Off** to turn the machine off and then on again.
Unusable Device Please Disconnect USB Device.	A USB device or USB Flash memory drive that is not supported has been connected to the USB direct interface. (For more information, visit us at http://solutions.brother.com.)	Unplug the device from the USB direct interface.
Wrong Paper Size	Paper is not the correct size.	Check that the Paper Size setting matches the size of paper in the tray. Load the correct size of paper, and then press **Black Start** or **Color Start**. (See *Paper Size* on page 22.)

Transferring your faxes or Fax Journal report

If the LCD shows:
`Clean Unable XX`
`Init Unable XX`
`Print Unable XX`
`Scan Unable XX`
We recommend transferring your faxes to another fax machine. (See *Transferring faxes to another fax machine* on page 112.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring the Fax Journal report to another fax machine* on page 112.)

Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Set your Station ID* in the *Quick Setup Guide*.)

1. Press **Menu**, **9**, **0**, **1**.
2. Do one of the following:
   - If the LCD shows `No Data`, there are no faxes left in the machine's memory.

     Press **Stop/Exit**.
   - If the LCD shows `Enter Fax No.`, enter the fax number to which faxes will be forwarded.
3. Press **Black Start**.

Transferring the Fax Journal report to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Set your Station ID* in the *Quick Setup Guide*.)

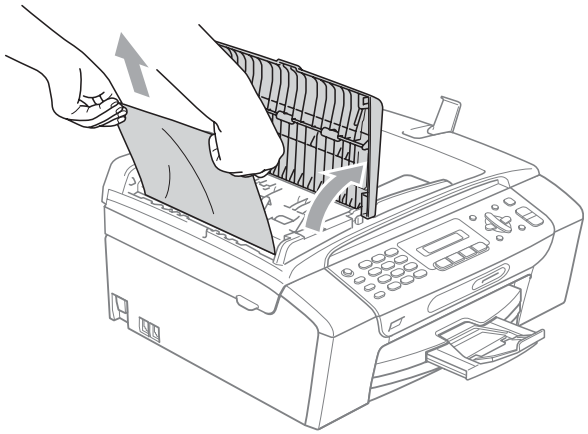
1. Press **Menu 9**, **0**, **2**.
2. Enter the fax number to which the Fax Journal report will be forwarded.
3. Press **Black Start**.

Document jam (MFC-295CN only)

Documents can jam in the ADF unit if they are not inserted or fed properly, or if they are too long. Follow the steps below to clear a document jam.

Document is jammed in the top of the ADF unit

1. Take out any paper from the ADF that is not jammed.
2. Open the ADF cover.
3. Pull the jammed document up and to the left.



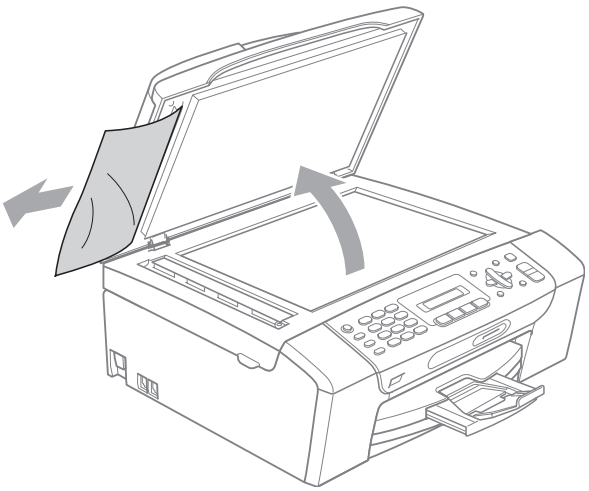
4. Close the ADF cover.
5. Press **Stop/Exit**.

IMPORTANT

To avoid future document jams close the ADF cover properly by pressing it down gently in the middle.

Document is jammed inside the ADF unit

1. Take out any paper from the ADF that is not jammed.
2. Lift the document cover.
3. Pull the jammed document out to the left.

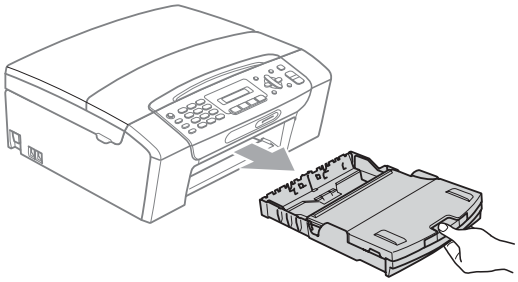


4. Close the document cover.
5. Press **Stop/Exit**.

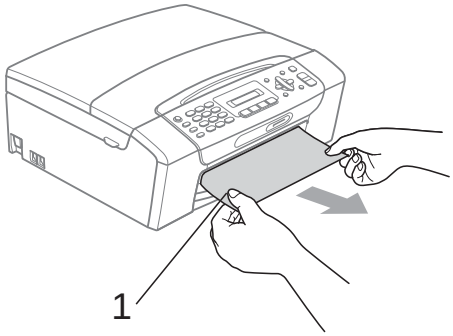
Printer jam or paper jam

Take out the jammed paper depending on where it is jammed in the machine.

1. If the paper support flap is open, close it, and then close the paper support. Pull the paper tray completely out of the machine.



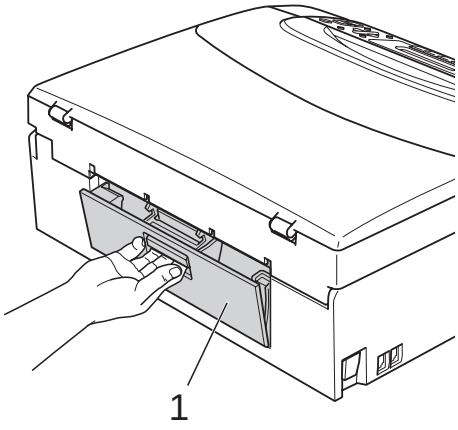
2. Pull out the jammed paper (1) and press **Stop/Exit**.

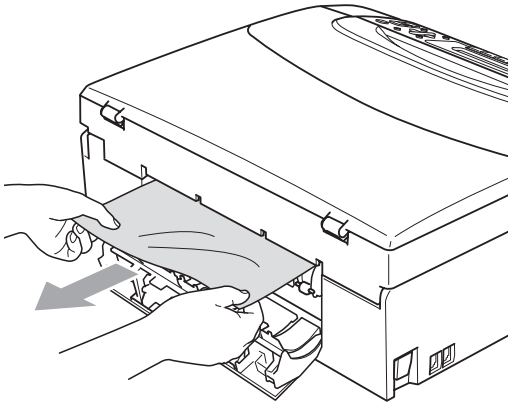


3. Reset the machine by lifting the scanner cover from the front of the machine and then close it.

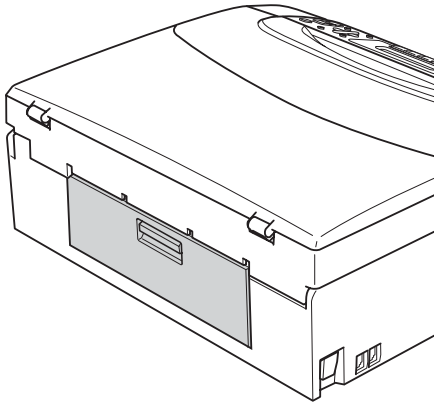
   - If you cannot remove the jammed paper from the front of the machine, or the error message still appears on the LCD after you have removed the jammed paper, please go to the next step.

4 Open the Jam Clear Cover (1) at the back of the machine. Pull the jammed paper out of the machine.

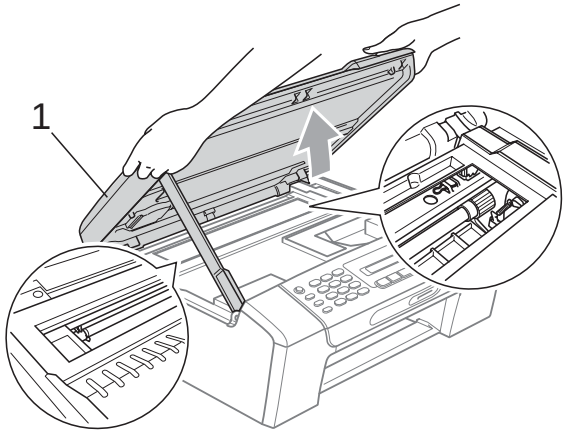




5 Close the Jam Clear Cover.
Make sure the cover is closed properly.



6 Lift the scanner cover (1) from the front side of the machine until it locks securely in the open position.
Make sure that jammed paper is not left inside the machine.

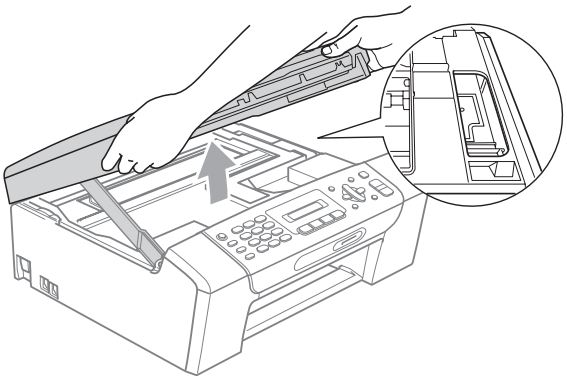


IMPORTANT

Before you unplug the machine from the power source, you can transfer your faxes that are stored in the memory to your PC or another fax machine so you will not lose any important messages. (See *Transferring your faxes or Fax Journal report* on page 112.)

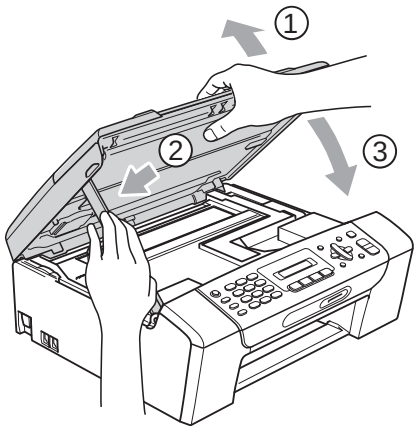
IMPORTANT

- 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.
- If the print head is at the right corner as shown in the illustration, you cannot move the print head. Hold down **Stop/Exit** until the print head moves to the middle. Then unplug the machine from the power source, and take out the paper.



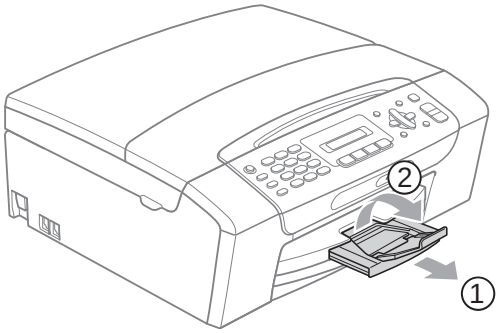
- If ink gets on your skin or clothing, immediately wash it off with soap or detergent.

7 Lift the scanner cover to release the lock (①). Gently push the scanner cover support down (②) and close the scanner cover (③) using both hands.



8 Push the paper tray firmly back into the machine.

9 While holding the paper tray in place, pull out the paper support (①) until it clicks, and then unfold the paper support flap (②).



IMPORTANT

DO NOT use the paper support flap for Legal size paper.

Routine maintenance

Replacing the ink cartridges

Your machine is equipped with an ink dot counter. The ink dot counter automatically monitors the level of ink in each of the 4 cartridges. When the machine detects an ink cartridge is running out of ink, the machine will tell you with a message on the LCD.

The LCD will tell you which ink cartridge is low or needs replacing. Be sure to follow the LCD prompts to replace the ink cartridges in the correct order.

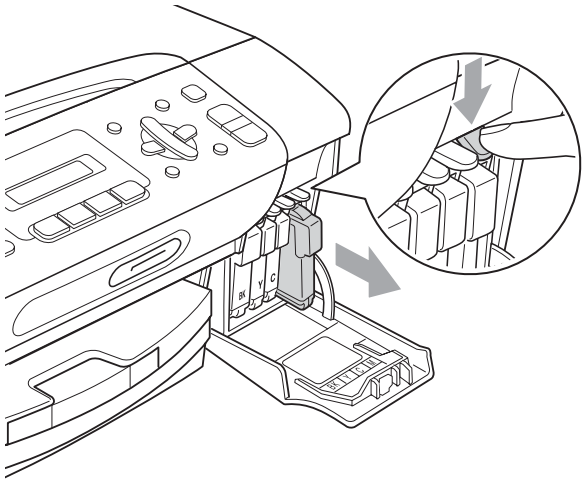
Even though the machine tells you to replace an ink cartridge, there will be a small amount of ink left in the ink cartridge. It is necessary to keep some ink in the ink cartridge to prevent air from drying out and damaging the print head assembly.

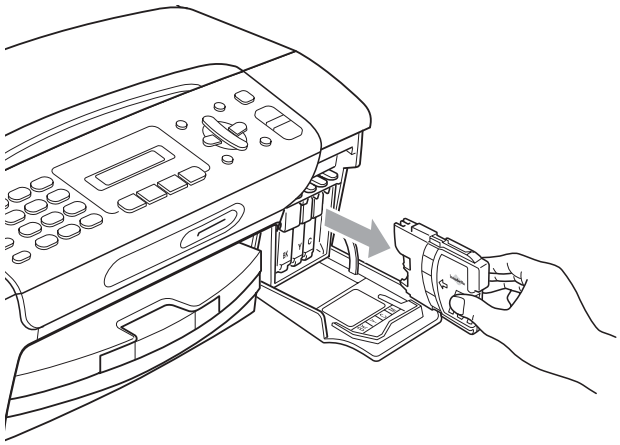
IMPORTANT

Brother strongly recommends that you do not refill the ink cartridges provided with your machine. We also strongly recommend that you continue to use only Genuine Brother Brand replacement ink cartridges. Use or attempted use of potentially incompatible ink and/or cartridges in the Brother machine may cause damage to the machine and/or may result in unsatisfactory print quality. Our warranty coverage does not apply to any problem that is caused by the use of unauthorized third party ink and/or cartridges. To protect your investment and obtain premium performance from the Brother machine, we strongly recommend the use of Genuine Brother Supplies.

1. Open the ink cartridge cover.
   If one or more ink cartridges have reached the end of their life, for example Black, the LCD shows `Cannot Print` and `Replace BK Ink`.

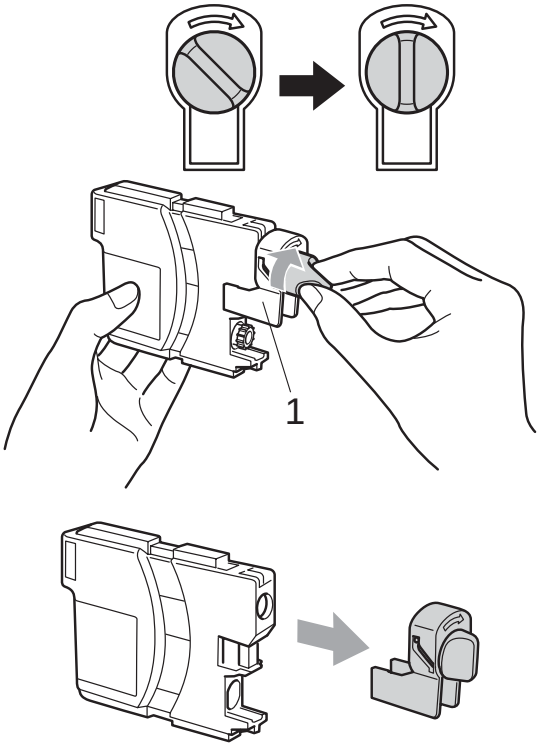
2. Press down to unlock the release lever and take out the ink cartridge for the color shown on the LCD.



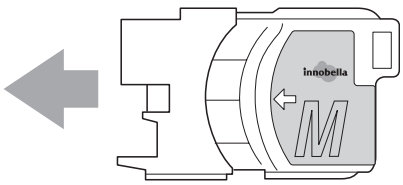


3. Open the new ink cartridge bag for the color shown on the LCD, and then take out the ink cartridge.

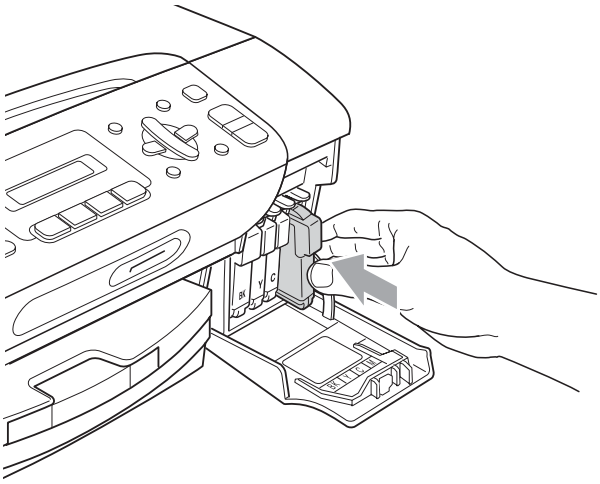
4 Turn the green knob on the protective yellow cap clockwise until it clicks to release the vacuum seal, then remove the cap (1).



5 Each color has its own correct position. Insert the ink cartridge in the direction of the arrow on the label.



6 Gently push in the ink cartridge until it clicks, and then close the ink cartridge cover.



7 The machine will automatically reset the ink dot counter.

Note

- If you replaced an ink cartridge, for example Black, the LCD may ask you to verify that it was a brand new one (`Did You Change Blck?`). For each new cartridge you installed, press **1** (`Yes`) to automatically reset the ink dot counter for that color. If the ink cartridge you installed is not a brand new one, be sure to press **2** (`No`).
- If the LCD shows `No Cartridge` or `Cannot Detect` after you install the ink cartridges, check that the ink cartridges are installed properly.

⚠ CAUTION

If ink gets in your eyes, wash them out with water at once and call a doctor if you are concerned.

IMPORTANT

- DO NOT take out ink cartridges if you do not need to replace them. If you do so, it may reduce the ink quantity and the machine will not know the quantity of ink left in the cartridge.
- DO NOT touch the cartridge insertion slots. If you do so, the ink may stain your skin.
- If ink gets on your skin or clothing immediately wash it off with soap or detergent.
- If you mix the colors by installing an ink cartridge in the wrong position, clean the print head several times after correcting the cartridge installation.
- Once you open an ink cartridge, install it in the machine and use it up within six months of installation. Use unopened ink cartridges by the expiration date written on the cartridge package.
- DO NOT dismantle or tamper with the ink cartridge, this can cause the ink to leak out of the cartridge.

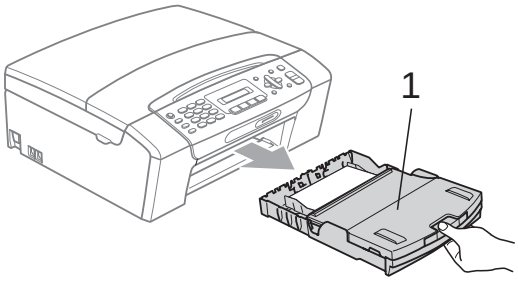
Cleaning the outside of the machine

IMPORTANT

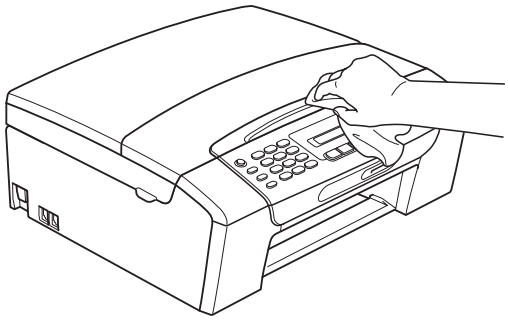
- Use neutral detergents. Cleaning with volatile liquids such as thinner or benzine will damage the outside surface of the machine.
- DO NOT use cleaning materials that contain ammonia.
- DO NOT use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.

Clean the outside of the machine as follows:

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

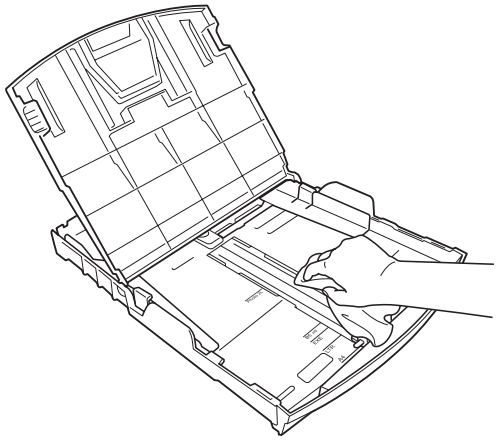


2. Wipe the outside of the machine with a dry, lint-free soft cloth to remove dust.



3. Lift the output paper tray cover and remove anything that is stuck inside the paper tray.

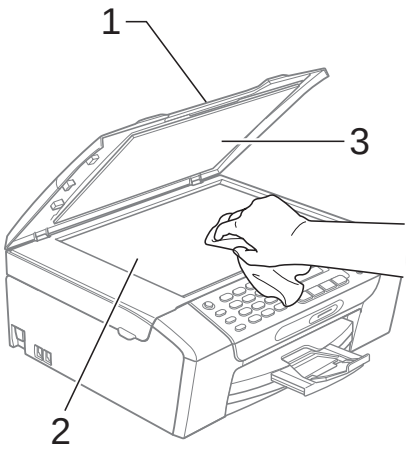
4 Wipe the inside and outside of the paper tray with a dry, lint-free soft cloth to remove dust.



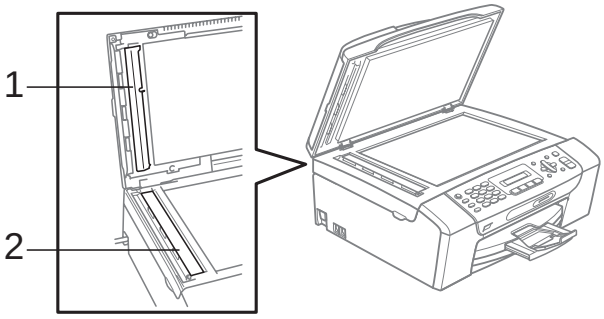
5 Close the output paper tray cover and put the paper tray firmly back in the machine.

Cleaning the scanner

1 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.



2 (MFC-295CN only)
In the ADF unit, clean the white bar (1) and the glass strip (2) with a soft, lint-free cloth moistened with a non-flammable glass cleaner.



Note

In addition to cleaning the scanner glass and glass strip with a non-flammable glass cleaner, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning attempt.

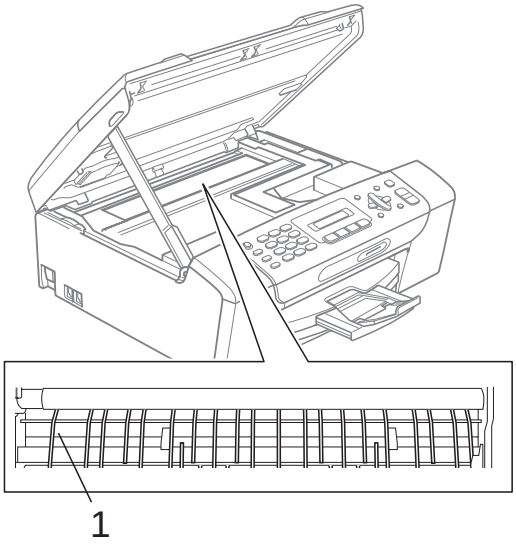
B

Cleaning the machine’s printer platen

⚠ CAUTION

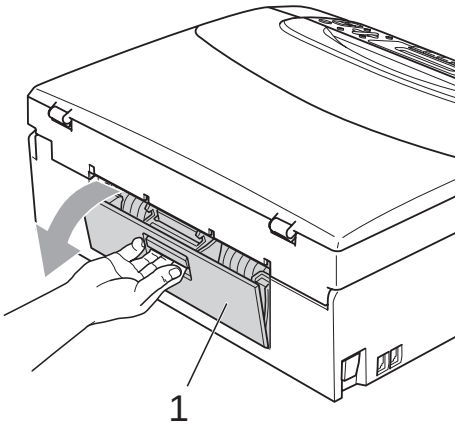
Be sure to unplug the machine from the AC power outlet before cleaning the printer platen to avoid electrical shock.

1. Lift the scanner cover until it locks securely in the open position.
2. Clean the machine’s printer platen (1) and the area around it, wiping off any scattered ink with a soft, dry lint-free cloth.

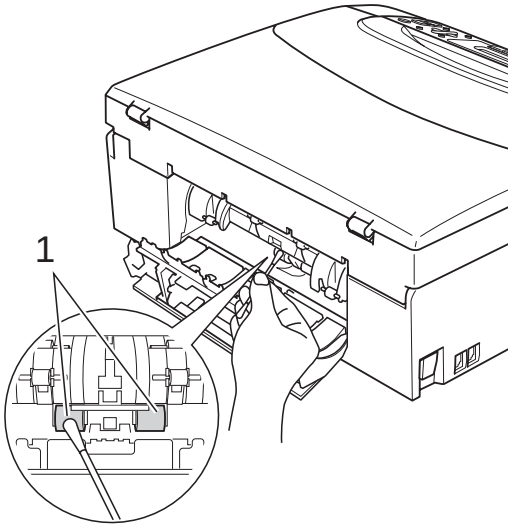


Cleaning the paper pick-up rollers

1. Pull the paper tray completely out of the machine.
2. Unplug the machine from the AC power outlet and open the Jam Clear Cover (1) at the back of the machine.



3. Clean the Paper Pick-up Rollers (1) with isopropyl alcohol on a cotton swab.



4. Close the Jam Clear Cover.
   Make sure the cover is closed properly.
5. Put the paper tray firmly back in the machine.
6. Re-connect the power cord.

Cleaning the print head

To maintain good print quality, the machine will automatically clean the print head when needed. You can start the cleaning process manually if there is a print quality problem.

Clean the print head and ink cartridges if you get a horizontal line in the text or graphics or blank text on your printed pages. You can clean Black only, three colors at a time (Yellow/Cyan/Magenta), or all four colors at once.

Cleaning the print head consumes ink. Cleaning too often uses ink unnecessarily.

IMPORTANT

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

1. Press **Menu**, **8**, **2**.
2. Press ▲ or ▼ to choose `Black`, `Color` or `All`.
   Press **OK**.
   The machine cleans the print head. When cleaning is finished, the machine will go back to Ready screen automatically.

Note

If you clean the print head at least five times and the print has not improved, try installing a new Genuine Brother Original Innobella™ ink Brand replacement cartridge for each problem color. Try cleaning the print head again up to five more times. If the print has not improved call Brother Customer Service. (See *Brother numbers* on page i.)

Checking the print quality

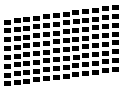
If faded or streaked colors and text appear on your output, some of the nozzles may be clogged. You can check this by printing the Print Quality Check Sheet and looking at the nozzle check pattern.

1. Press **Menu**, **8**, **1**.
2. Press ▲ or ▼ to choose `Print Quality`.
   Press **OK**.
3. Press **Color Start**.
   The machine begins printing the Print Quality Check Sheet.
4. Check the quality of the four color blocks on the sheet.

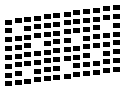
   ```
   Is Quality OK?

   1.Yes 2.No
   ```

5. Do one of the following:
   - If all lines are clear and visible, press **1** to choose `Yes`, and go to step ❾.
   - If you can see missing short lines as shown below, press **2** to choose `No`.

OK



Poor



6. The LCD asks you if the print quality is OK for black and the three colors.

   ```
   Black OK?

   1.Yes 2.No
   ```

   Press **1** (`Yes`) or **2** (`No`).

B

7 The LCD asks you if you want to start cleaning.

```
Start Cleaning?
```

```
1.Yes 2.No
```

Press **1** (Yes).
The machine starts cleaning the print head.

8 After cleaning is finished, press **Color Start**.
The machine starts printing the Print Quality Check Sheet again and then returns to step ❹.

9 Press **Stop/Exit**.
If you repeat this procedure at least five times and the print quality is still poor, replace the ink cartridge for the clogged color.
After replacing the ink cartridge, check the print quality. If the problem still exists, repeat the cleaning and test print procedures at least five times for the new ink cartridge. If ink is still missing, call Brother Customer Service. (See *Brother numbers* on page i.)

IMPORTANT

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

Note

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.

Checking the print alignment

You may need to adjust the print alignment after transporting the machine, or if your printed text becomes blurred or images become faded.

1 Press **Menu**, **8**, **1**.

2 Press ▲ or ▼ to choose `Alignment`.
Press **OK**.

3 Press **Black Start** or **Color Start**.
The machine starts printing the Alignment Check Sheet.

```
Is Alignment OK?
```

```
1.Yes 2.No
```

4 Check the 600 dpi and 1200 dpi test prints to see if number 5 most closely matches number 0.

- If the number 5 samples of both the 600 dpi and 1200 dpi test prints are the best matches, press **1** (Yes) to finish the Alignment Check, and go to step ❼.
- If another test print number is a better match for either 600 dpi or 1200 dpi, press **2** (No) to choose it.

5 For 600 dpi, press the number of the test print that most closely matches the number 0 sample (1-8).

```
600dpi Adjust

Select Best #5
```

6 For 1200 dpi, press the number of the test print that most closely matches the number 0 sample (1-8).

```
1200dpi Adjust

Select Best #5
```

7 Press **Stop/Exit**.

Checking the ink volume

You can check the ink that is left in the cartridge.

1 Press **Menu**, **8**, **3**.

2 The LCD shows the ink volume.

3 Press ▲ or ▼ to choose the color you want to check.

4 Press **Stop/Exit**.

Note

You can check the ink volume from your computer. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh in the *Software User's Guide* on the CD-ROM.)

Machine Information

Checking the serial number

You can see the machine's serial number on the LCD.

1 Press **Menu**, **7**, **1**.

```
1.Serial No.

XXXXXXXXX
```

2 Press **Stop/Exit**.

Reset functions

The following reset functions are available:

1 `Network`

You can reset the print server back to its default factory settings such as the password and IP address information.

2 `Speed Dial&Fax`

Speed Dial resets the following settings:

- Speed Dial

  (Speed-Dial and Setup Groups)

- Station ID

  (Name and Number)

- Report settings

  (Transmission Verification Report, Quick Dial List and Fax Journal)

3 `All Settings`

You can reset all the machine settings back to the settings that were set at the factory.

Brother strongly recommends you use this operation when you dispose of the machine.

Note

Unplug the interface cable before you choose `Network` or `All Settings`.

How to reset the machine

1. Press **Menu**, **0**, **7**.
2. Press ▲ or ▼ to choose the reset you want.
   Press **OK**.
3. Press **1** to reset the machine or press **2** to exit from the reset function.

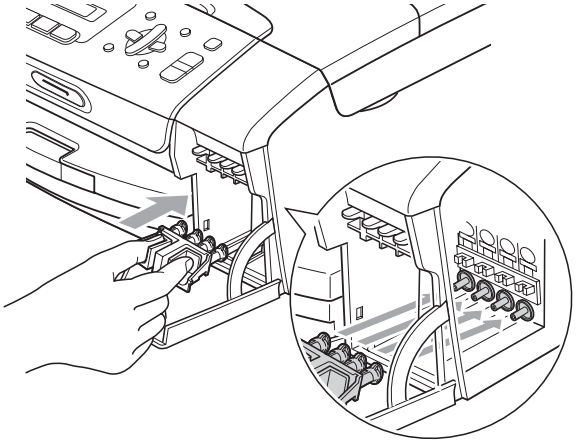
Packing and shipping the machine

When you transport the machine, use the packing materials that came with your machine. If you do not pack the machine properly, any damage that may occur in transit will not be covered by your warranty.

IMPORTANT

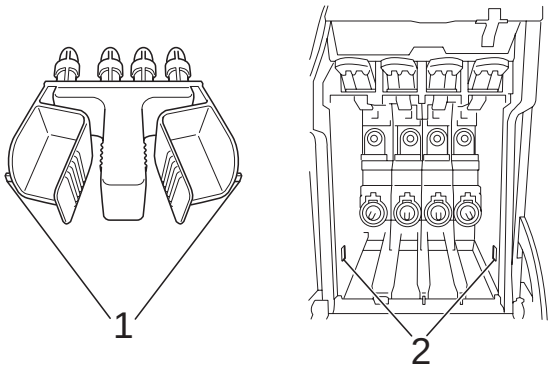
It is important to allow the machine to 'park' the print head after a print job. Listen carefully to the machine before unplugging it to make sure that all mechanical noise has stopped. Not allowing the machine to finish this parking process may lead to print problems and possible damage to the print head.

1. Open the ink cartridge cover.
2. Press the lock release lever to release the ink cartridge and take out all the ink cartridges. (See *Replacing the ink cartridges* on page 116.)
3. Install the green protective part, and then close the ink cartridge cover.



IMPORTANT

- Make sure that the plastic tabs on both sides of the green protective part (1) have securely clicked into place (2).



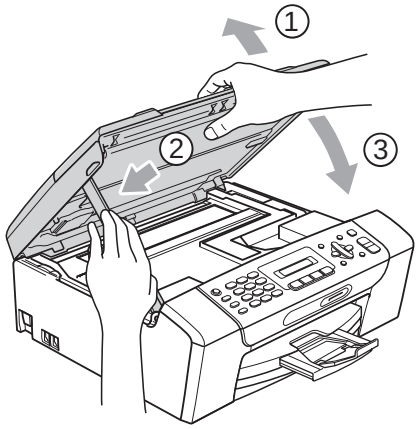
- If you are not able to find the green protective part, DO NOT remove the ink cartridges before shipping. It is essential that the machine be shipped with either the green protective part or the ink cartridges in position. Shipping without them will cause damage to your machine and may void your warranty.

4 Unplug the machine from the telephone wall jack and take the telephone line cord out of the machine.

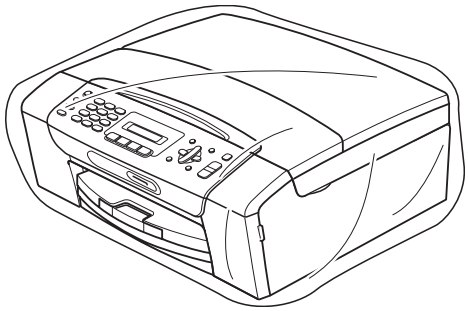
5 Unplug the machine from the AC power outlet.

6 Using both hands, use the plastic tabs on both sides of the machine to lift the scanner cover until it locks securely into the open position. Then unplug the interface cable from the machine, if it is connected.

7 Lift the scanner cover (①) to release the lock. Gently push the scanner cover support down (②) and close the scanner cover (③).



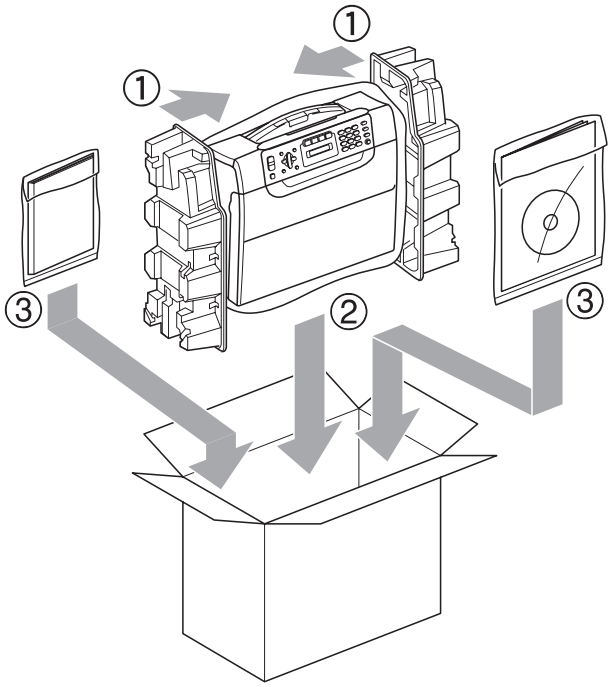
8 Wrap the machine in the bag.



9 Pack the machine and the printed materials in the original carton with the original packing material as shown below. Do not pack the used ink cartridges in the carton.

Note

If you are returning your machine to Brother as part of the Exchange Service, pack *only* the machine. Keep all separate parts and printed materials to use with your ‘Exchange’ machine.



10 Close the carton and tape it shut.

C Menu and Features

On-screen programming

Your machine is designed to be easy to operate with LCD on-screen programming using the menu keys. User-friendly programming helps you take full advantage of all the menu selections your machine has to offer.

Since your programming is done on the LCD, we have created step-by-step on-screen instructions to help you program your machine. All you need to do is follow the instructions as they guide you through the menu selections and programming options.

Menu table

You can program your machine without the User's Guide by using the Menu table that begins on page 129. These pages list the menu selections and options.

Press **Menu** followed by the menu numbers to program your machine.

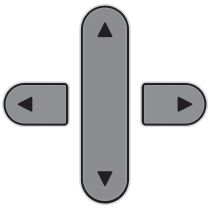
For example, to set beeper volume to Med.

1. Press **Menu**, **1**, **4**, **2**.
2. Press ▲ or ▼ to choose Beeper:Med.
3. Press **OK**.
4. Press **Stop/Exit**.

Memory storage

Even if there is a power failure, you will not lose your menu settings because they are stored permanently. Temporary settings (such as Contrast, Overseas mode, and so on) will be lost. You may have to reset the date and time.

Menu keys

	
Menu	Access the menu.
OK	Go to the next menu level. Accept an option.
Clear / Back	Go back to the previous menu level. Delete an incorrect letter when you need to enter text into the machine.
	Scroll through the current menu level.
	Go back to the previous menu level.
Stop / Exit	Exit the menu or stop the current operation.

To access the menu mode:

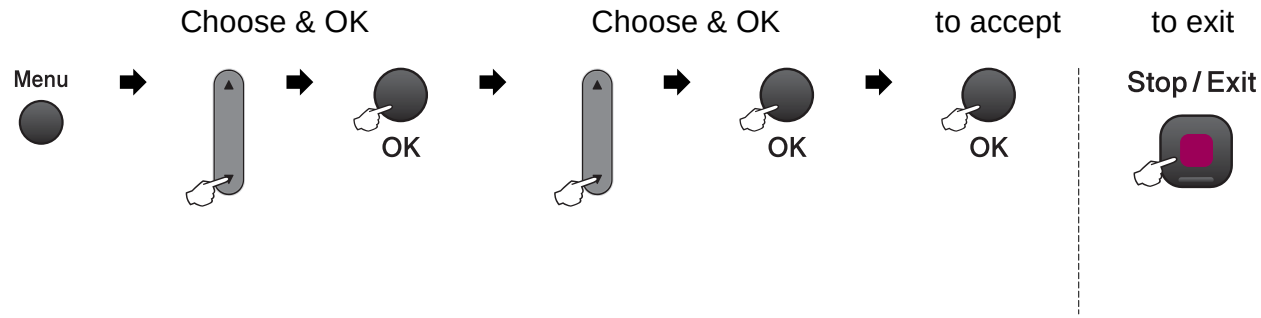
1. Press **Menu**.
2. Choose an option.
   - Press **1** for General Setup menu.
   - Press **2** for Fax menu.
   - Press **3** for Copy menu.

     ⋮
   - Press **0** for Initial Setup menu.

   You can scroll more quickly through each menu level by pressing ▲ or ▼ for the direction you want.
3. Press **OK** when that option appears on the LCD.
   The LCD will then show the next menu level.
4. Press ▲ or ▼ to scroll to your next menu selection.
5. Press **OK**.
   When you finish setting an option, the LCD shows `Accepted`.
6. Press **Stop/Exit**.

Menu Table

The menu table will help you understand the menu selections and options that are found in the machine's programs. The factory settings are shown in Bold with an asterisk.



Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
1.General Setup	1.Mode Timer	—	0 Sec 30 Secs 1 Min **2 Mins*** 5 Mins Off	Sets the time to return to Fax mode.	21
	2.Paper Type	—	**Plain Paper*** Inkjet Paper Brother BP71 Other Glossy Transparency	Sets the type of paper in the paper tray.	22
	3.Paper Size	—	**Letter*** Legal A4 A5 4"x6"	Sets the size of the paper in the paper tray.	22
		The factory settings are shown in Bold with an asterisk.			

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
1.General Setup (Continued)	**4.Volume**	**1.Ring**	Off Low **Med*** High	Adjusts the ring volume.	22
		2.Beeper	Off **Low*** Med High	Adjusts the volume level of the beeper.	22
		3.Speaker	Off Low **Med*** High	Adjusts the speaker volume.	23
	5.Auto Daylight	—	On **Off***	Change this setting to On if you want the machine to change automatically for Daylight Saving Time.	23
	6.LCD Contrast	—	Light **Dark***	Adjusts the contrast of the LCD.	23
	7.Sleep Mode	—	1 Min 2 Mins 3 Mins **5 Mins*** 10 Mins 30 Mins 60 Mins	You can choose how long the machine will remain idle before it goes into sleep mode.	23
2.Fax	**1.Setup Receive** (In Fax mode only)	**1.Ring Delay**	00 01 02 03 **04***	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	38
		2.F/T Ring Time	**20Secs*** 30Secs 40Secs 70Secs	Sets the F/T pseudo/double-ring time in Fax/Tel mode.	38
		3.Easy Receive	**On*** Off	Receives fax messages without pressing **Start**.	39
	The factory settings are shown in Bold with an asterisk.				

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2.Fax (Continued)	**1.Setup Receive** (In Fax mode only) (Continued)	**4.Remote Codes**	**On*** (*51, #51) Off	Allows you to answer all calls at an extension or external telephone and use codes to turn the machine on or off. You can personalize these codes.	50
		5.Auto Reduction	**On*** Off	Cuts the size of incoming faxes.	39
	2.Setup Send (In Fax mode only)	**1.Contrast**	**Auto*** Light Dark	Changes the lightness or darkness of faxes you send.	31
		2.Fax Resolution	**Standard*** Fine S.Fine Photo	Sets the default resolution for outgoing faxes.	31
		3.Real Time TX	Next Fax Only On **Off***	Sends a fax without using the memory.	32
		4.Overseas Mode	On **Off***	If you are having problems sending faxes overseas, set this to on.	33
		0.Glass ScanSize	A4 **Letter***	Adjusts the scan area of the scanner glass to the size of the document.	29
	3.Report Setting	**1.Transmission**	On On+Image **Off*** Off+Image	Sets initial setup for Transmission Verification Report and Fax Journal.	55
		2.Journal Period	Off **Every 50 Faxes*** Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days		56
	4.Remaining Jobs	—	—	Checks which jobs are in the memory and lets you cancel chosen jobs.	30

The factory settings are shown in Bold with an asterisk.

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
2.Fax (Continued)	**0.Miscellaneous**	**1.TX Lock**	—	Stops unauthorized users from changing the machine's current settings.	24
		2.Distinctive	**Off*** Set (On)	Uses the Telephone Company's Distinctive Ring subscriber service to register the ring pattern with the machine.	42
		3.Caller ID	Display# Print Report	View or print a list of the last 30 Caller IDs stored in the memory.	44
3.Copy	**1.Quality**	—	Fast **Normal*** Best	Chooses the Copy resolution for your type of document.	60
	2.Brightness	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the brightness for copies.	63
	3.Contrast	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the contrast for copies.	63
	The factory settings are shown in Bold with an asterisk.				

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
4.PhotoCapture	1.Print Quality	—	Normal **Photo***	Choose the print quality.	72
	2.Paper Type	—	Plain Paper Inkjet Paper Brother BP71 **Other Glossy***	Choose the paper and paper type.	72
	3.Paper Size	—	**4"x 6"*** 5"x 7" Letter A4	Choose the paper size.	72
	4.Print Size	—	3"x 4" 3.5"x 5" 4"x 6" 5"x 7" 6"x 8" **Max. Size***	Choose the print size. (Appears when A4 or Letter is chosen in the Paper Size menu.)	73
	5.Brightness	—	-□□□■+ -□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the brightness.	73
	6.Contrast	—	-□□□■+ -□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the contrast.	73
	7.Cropping	—	**Cropping:On*** Cropping:Off	Crops the image around the margin to fit the paper size or print size. Turn this feature off if you want to print whole images or prevent unwanted cropping.	73
	8.Borderless	—	**Borderless:On*** Borderless:Off	Expands the printable area to fit the edges of the paper.	73
	9.Print Date	—	Date:On **Date:Off***	Prints the date on your photo.	74

The factory settings are shown in Bold with an asterisk.

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
4.PhotoCapture (Continued)	**0.Scan to Media**	**1.Quality**	B/W 200x100 dpi B/W 200 dpi **Color 150 dpi*** Color 300 dpi Color 600 dpi	Selects the Scan resolution for your type of document.	75
		2.B/W File Type	**TIFF*** PDF	Selects the default file format for black and white scanning.	75
		3.ColorFile Type	**PDF*** JPEG	Selects the default file format for color scanning.	75
The factory settings are shown in Bold with an asterisk.					

Network menu

(MFC-255CW)

Level1	Level2	Level3	Level4	Options	Descriptions
5.Network	**1.TCP/IP**	**1.BOOT Method**	—	**Auto*** Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.
		2.IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
		3.Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
		4.Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
		5.Node Name	—	BRWXXXXXXXXXXX	Enter the Node name.
		6.WINS Config	—	**Auto*** Static	Chooses the WINS configuration mode.
		7.WINS Server	—	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary server.
		8.DNS Server	—	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary server.
		9.APIPA	—	**On*** Off	Automatically allocates the IP address from the link-local address range.
	See *Network User's Guide on the CD-ROM*.				
	The factory settings are shown in Bold with an asterisk.				

Level1	Level2	Level3	Level4	Options	Descriptions
5.Network (Continued)	**2.Setup Wizard**	—	—	—	You can configure your print server.
	3.SES/WPS/AOSS	—	—	—	You can easily configure your wireless network settings using the one-button push method.
	4.WPS w/PIN Code	—	—	—	You can easily configure your wireless network settings using WPS with a PIN code.
	5.WLAN Status	**1.Status**	—	—	You can see the current wireless network status.
		2.Signal	—	—	You can see the current wireless network signal strength.
		3.SSID	—	—	You can see the current SSID.
		4.Comm. Mode	—	—	You can see the current Communication Mode.
	6.MAC Address	—	—	—	You can see your machine's MAC address from the control panel.
	7.WLAN Enable	—	—	On **Off***	Lets you use the wireless network connection.
	0.Network Reset	—	—	—	Restores all network settings to the factory default.
	See *Network User's Guide on the CD-ROM*.				
	The factory settings are shown in Bold with an asterisk.				

(MFC-295CN)

Level1	Level2	Level3	Level4	Options	Descriptions
5.Network	**1.TCP/IP**	**1.BOOT Method**	—	**Auto*** Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.
		2.IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
		3.Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
		4.Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
		5.Node Name	—	BRNXXXXXXXXXXXX	Enter the Node name.
		6.WINS Config	—	**Auto*** Static	Chooses the WINS configuration mode.
		7.WINS Server	—	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary server.
		8.DNS Server	—	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary server.
		9.APIPA	—	**On*** Off	Automatically allocates the IP address from the link-local address range.
	See *Network User's Guide on the CD-ROM*.				
	The factory settings are shown in Bold with an asterisk.				

Level1	Level2	Level3	Level4	Options	Descriptions
5.Network (Continued)	**2.Ethernet**	—	—	**Auto*** 100B-FD 100B-HD 10B-FD 10B-HD	Chooses the Ethernet link mode.
	3.MAC Address	—	—	—	You can see your machine's MAC address from the control panel.
	0.Network Reset	—	—	—	Restores all network settings to the factory default.
	See *Network User's Guide on the CD-ROM*.				
	The factory settings are shown in Bold with an asterisk.				

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
6.Print Reports	**1.Transmission**	—	—	Prints a Transmission Verification Report for your last transmission.	56
	2.Help List	—	—	Prints the Help List so you can see at-a-glance how to quickly program your machine.	56
	3.Quick Dial	—	—	Lists name and numbers stored in the Speed Dial memory, in numerical order.	56
	4.Fax Journal	—	—	Lists information about the last incoming and outgoing faxes. (TX means Transmit.) (RX means Receive.)	56
	5.User Settings	—	—	Lists your settings.	56
	6.Network Config	—	—	Lists your Network settings.	56
7.Machine Info.	**1.Serial No.**	—	—	Lets you check the serial number of your machine.	123
8.Ink	**1.Test Print**	—	Print Quality Alignment	Lets you check the print quality or alignment.	121
	2.Cleaning	—	Black Color All	Lets you clean the print head.	121
	3.Ink Volume	—	—	Lets you check the available ink volume.	123
0.Initial Setup	**1.Receive Mode**	—	**Fax Only*** Fax/Tel External TAD Manual	Choose the Receive mode that best suits your needs.	35
	2.Date&Time	—	—	Puts the date and time on the LCD and in headings of faxes you send.	See *Quick Setup Guide*.
	3.Station ID	—	Fax: Name:	Set your name and fax number to appear on each page you fax.	
	4.Tone/Pulse (Canada only)	—	**Tone*** Pulse	Choose the dialing mode.	
	5.Dial Tone	—	Detection **No Detection***	You can shorten the dial tone detect pause.	105
	See *Network User's Guide on the CD-ROM*.				
	The factory settings are shown in Bold with an asterisk.				

Main Menu	Submenu	Menu Selections	Options	Descriptions	Page
0.Initial Setup (Continued)	**6.Compatibility**	—	**Normal*** Basic(for VoIP)	Adjusts the equalization for transmission problems.	105
	7.Reset	1.Network	—	Resets the print server back to its factory default settings, such as the password and IP address information.	123
		2.Speed Dial&Fax	—	Deletes all stored Speed Dial numbers and restores the Station ID, Quick Dial List, Transmission Verification Report and Fax Journal back to the factory default settings.	123
		3.All Settings	—	Resets all the machine's settings back to the settings that were set at the factory.	123
	0.Local Language (USA only)	—	**English*** Spanish	Allows you to change the LCD language.	See *Quick Setup Guide*.
	0.Local Language (Canada only)	—	**English*** French	Allows you to change the LCD language.	
	See *Network User's Guide on the CD-ROM*.				
	The factory settings are shown in Bold with an asterisk.				

Fax Resolution (Fax Resolution)

Level1	Level2	Level3	Options	Descriptions	Page
—	—	—	**Standard*** Fine S.Fine Photo	Sets the resolution for outgoing faxes.	31
	See *Network User's Guide on the CD-ROM*.				
	The factory settings are shown in Bold with an asterisk.				

Copy Options (Copy Options)

Level1	Level2	Level3	Options	Descriptions	Page
Quality	—	—	Fast **Normal*** Best	Choose the Copy resolution for the next copy.	60
Enlarge/Reduce	—	—	Fit to Page Custom(25-400%) 198% 4"x6"→A4 186% 4"x6"→LTR 104% EXE→LTR 100% 97% LTR→A4 93% A4→LTR (MFC-255CW) 83% 78% 46% LTR→4"x6" (MFC-295CN) 83% LGL→A4 78% LGL→LTR 46% LTR→4"x6"	You can choose the enlargement/reduce ratio for the next copy.	60
Paper Type	—	—	**Plain Paper*** Inkjet Paper Brother BP71 Other Glossy Transparency	Choose the paper type that matches the paper in the tray.	64
Paper Size	—	—	**Letter*** Legal A4 A5 4"(W)x 6"(H)	Choose the paper size that matches the paper in the tray.	64
Brightness	—	—	-■□□□□+ -□■□□□+ **-□□■□□+*** -□□□■□+ -□□□□■+	Adjusts the brightness of copies.	63
	See *Network User's Guide on the CD-ROM*.				
	The factory settings are shown in Bold with an asterisk.				

Level1	Level2	Level3	Options	Descriptions	Page
Stack/Sort (MFC-295CN)	—	—	**Stack*** Sort	You can choose to stack or sort multiple copies.	63
Page Layout	—	—	**Off(1 in 1)*** 2 in 1 (P) 2 in 1 (L) 4 in 1 (P) 4 in 1 (L) Poster(3 x 3)	You can make N in 1 or Poster copies.	61
No. of Copies	—	—	—	You can enter the number of copies that you want to make.	58
	See *Network User's Guide on the CD-ROM*.				
	The factory settings are shown in Bold with an asterisk.				

Scan ( )

Level1	Level2	Level3	Options	Descriptions	Page
Scan to E-mail	—	—	—	You can scan a black & white or color document into your E-mail application.	*See Software User's Guide on the CD-ROM.*
Scan to Image	—	—	—	You can scan a color picture into your graphics application.	
Scan to OCR	—	—	—	You can have your text document converted to an editable text file.	
Scan to File	—	—	—	You can scan a black and white or color document into your computer.	
Scan to Media (when a memory card or USB Flash memory drive is inserted)	**Color 150 dpi*** Color 300 dpi Color 600 dpi B/W 200x100 dpi B/W 200 dpi	Color: **PDF***/JPEG B/W: **TIFF***/PDF	—	You can choose the scan resolution, file format and enter a file name for your document.	74
	See *Network User's Guide on the CD-ROM*.				
	The factory settings are shown in Bold with an asterisk.				

Photo Capture ( )

Level1	Option1	Option2	Option3	Descriptions	Page
Print Index	6 Images/Line 5 Images/Line	Paper Type	**Plain Paper*** Inkjet Paper Brother BP71 Other Glossy	You can print a thumbnail page.	69
		Paper Size	**Letter*** A4		
Print Images	—	—	—	You can print an individual image.	70
	See *Network User's Guide on the CD-ROM*.				
	The factory settings are shown in Bold with an asterisk.				

Speed Dial ( )

Level1	Option1	Option2	Option3	Descriptions	Page
Search	—	—	—	You can set up dial by pressing only a few keys.	52
Set Speed Dial	—	—	—	You can set up Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	53
Setup Groups	—	—	—	You can set up a Group number Broadcasting.	54
	See *Network User's Guide on the CD-ROM*.				
	The factory settings are shown in Bold with an asterisk.				

Entering Text

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

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

Press Key	one time	two times	three times	four times	five times
2	A	B	C	2	A
3	D	E	F	3	D
4	G	H	I	4	G
5	J	K	L	5	J
6	M	N	O	6	M
7	P	Q	R	S	7
8	T	U	V	8	T
9	W	X	Y	Z	9

Inserting spaces

To enter a space in a fax number, press ▶ once between numbers. To enter a space in a name, press ▶ twice between characters.

Making corrections

If you entered an incorrect letter and want to change it, press ◀ to move the cursor under the incorrect character. Then press **Clear/Back**. Re-enter the correct character. You can also back up and insert letters.

Repeating letters

If you need to enter a letter that is on the same key as the letter before, press ▶ to move the cursor to the right before you press the key again.

Special characters and symbols

Press ✳, **#** or **0**, and then press ◀ or ▶ to move the cursor under the special character or symbol you want. Then press **OK** to choose it.

Press ✳	for	(space) ! ” # $ % & ’ ( ) ✳ + , - . / €	
Press #	for	: ; < = > ? @ [ ] ^ _	
Press **0**	for	English:	Á À Ã Â Ç É È Ê Ë Í Î Ï Ó Õ Ô Ö Ú Ù 0
		French:	À Â Ç É È Ê Ë Î Ï Ô Ú Ù 0
		Spanish:	Á É Í Ñ Ó Ú 0

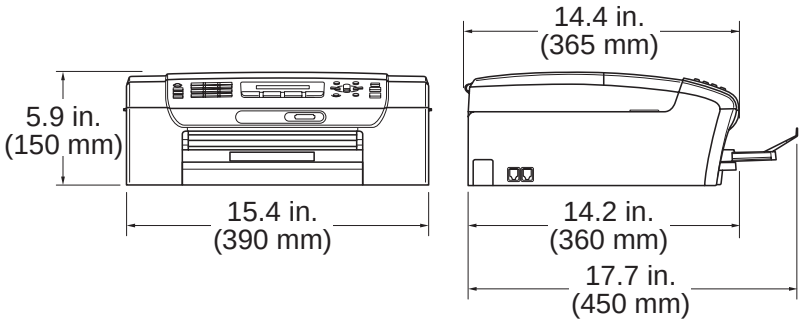
D Specifications

General

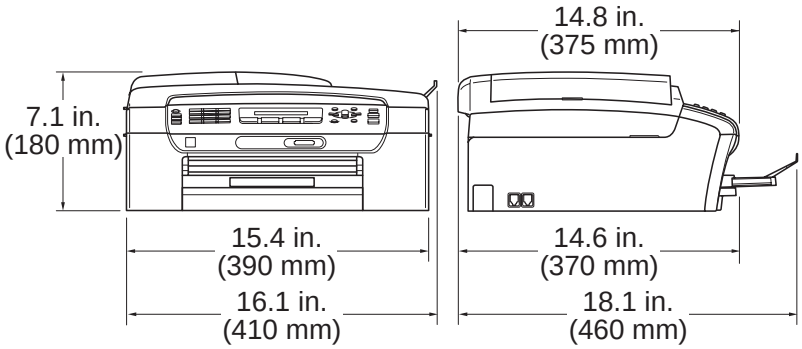
Printer Type	Inkjet	
Print Method	Black:	Piezo with 94 × 1 nozzle
	Color:	Piezo with 94 × 3 nozzles
Memory Capacity	32 MB	
LCD (liquid crystal display)	16 characters × 1line	
Power Source	AC 100 to 120V 50/60Hz	
Power Consumption	(MFC-255CW)	
	Off:	Average 0.7 W
	Sleep Mode:	Average 3 W
	Standby:	Average 5 W
	Operating:	Average 23 W
	(MFC-295CN)	
	Off:	Average 0.85 W
	Sleep Mode:	Average 3.5 W
	Standby:	Average 6 W
	Operating:	Average 26 W

Dimensions

(MFC-255CW)



(MFC-295CN)



Weight	15.9 lb (7.2 kg) (MFC-255CW)	
	17.2 lb (7.8 kg) (MFC-295CN)	
Noise	Operating:	50 dB or less [1]
Temperature	Operating:	50 to 95 °F (10 to 35 °C)
	Best Print Quality:	68 to 91 °F (20 to 33 °C)
Humidity	Operating:	20 to 80% (without condensation)
	Best Print Quality:	20 to 80% (without condensation)
ADF (automatic document feeder) (MFC-295CN only)	Up to 15 pages	
	Recommended Environment for Best Results:	
	Temperature: 68 to 86 °F (20 to 30 °C)	
	Humidity: 50 to 70%	
	Paper: [20 lb (80 g/m^2)] A4 or Letter size	

[1] This depends on printing conditions.

Print media

Paper Input	**Paper Tray** ■ Paper Type: Plain Paper, Inkjet Paper (coated paper), Glossy Photo Paper [1], Transparency [1] [2] and Envelopes ■ Paper size: Letter, Legal, Executive, A4, A5, A6, JIS B5, Envelopes (commercial No.10, DL, C5, Monarch, JE4), Photo 4" × 6", Photo 2L 5" × 7", Index Card, Postcard 1 (3.9" × 5.8") and Postcard 2 (5.8" × 7.9") Width: 3 7/8 - 8.5 in. (98 - 215.9 mm) Length: 5.8 - 14.0 in. (148 - 355.6 mm) For more details, see *Paper weight, thickness and capacity* on page 17. ■ Maximum paper tray capacity: Approx. 100 sheets of 20 lb (80 g/m^2) plain paper
Paper Output	Up to 50 sheets of 20 lb (80 g/m^2) plain paper (face up print delivery to the output paper tray) [1]

[1] For glossy photo paper or transparencies, we recommend removing printed pages from the output paper tray immediately after they exit the machine to avoid smudging.

[2] Use only transparencies recommended for inkjet printing.

Fax

Compatibility	ITU-T Group 3
Coding System	MH/MR/MMR/JPEG
Modem Speed	Automatic Fallback 14,400 bps
Document Size	ADF Width: (MFC-295CN) 5.8 to 8.5 in. (148 to 215.9 mm) ADF Length: (MFC-295CN) 5.8 to 14 in. (148 to 355.6 mm) Scanner Glass Width: Max. 8.5 in. (215.9 mm) Scanner Glass Length: Max. 11.7 in. (297 mm)
Scanning Width	8.2 in. (208 mm)
Printing Width	8.2 in. (208 mm)
Gray scale	Levels: 64 (B&W) / 256 (Color)
Contrast Control	Automatic/Light/Dark (B&W only) (manual setting)
Resolution	■ Horizontal 203 dot/in. (8 dot/mm) ■ Vertical Standard 98 line/in. (3.85 line/mm) (Black) 196 line/in. (7.7 line/mm) (Color) Fine 196 line/in. (7.7 line/mm) (Black/Color) Photo 196 line/in. (7.7 line/mm) (Black) Superfine 392 line/in. (15.4 line/mm) (Black)
Speed Dial	40 stations
Groups	Up to 6

Broadcasting [1]	90 stations
Automatic Redial	1 time after 5 minutes
Ring Delay	0, 1, 2, 3 or 4 rings
Communication Source	Public switched telephone network
Memory Transmission	Up to 200 [2]/170 [3] pages
Out of Paper Reception	Up to 200 [2]/170 [3] pages

1 Black & White only

2 'Pages' refers to the 'Brother Standard Chart No. 1' (a typical business letter, Standard resolution, MMR code). Specifications and printed materials are subject to change without prior notice.

3 'Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, MMR code). Specifications and printed materials are subject to change without prior notice.

Copy

Color/Black	Yes/Yes
Document Size	ADF Width: (MFC-295CN) 5.8 to 8.5 in. (148 to 215.9 mm)
	ADF Length: (MFC-295CN) 5.8 to 14 in. (148 to 355.6 mm)
	Scanner Glass Width: Max. 8.5 in. (215.9 mm)
	Scanner Glass Length: Max. 11.7 in. (297 mm)
	Copy Width: Max. 8.26 in. (210 mm) (Letter paper)
Multiple Copies	Stacks up to 99 pages
	Sorts up to 99 pages (Black only) (MFC-295CN only)
Enlarge/Reduce	25 to 400% (in increments of 1%)
Resolution	(Black) ■ Scans up to 1200 × 1200 dpi ■ Prints up to 1200 × 1200 dpi
	(Color) ■ Scans up to 600 × 1200 dpi ■ Prints up to 600 × 1200 dpi

PhotoCapture Center®

Note

The MFC-255CW only supports memory cards.

Compatible Media [1]	Memory Stick™ (16 MB - 128 MB) Memory Stick PRO™ (256 MB - 16 GB) (Not available for music data with MagicGate™) Memory Stick Duo™ with adapter (16 MB - 128 MB) Memory Stick Micro™ (M2™) with adapter SD [2] SDHC [3] miniSD with adapter microSD with adapter xD-Picture Card™ [4] USB Flash memory drive [5] (MFC-295CN)
Resolution	Up to 1200 × 2400 dpi
File Extension	
(Media Format)	DPOF (ver. 1.0, ver. 1.1), Exif DCF (up to ver. 2.1)
(Image Format)	Photo Print: JPEG [6] Scan to Media: JPEG, PDF (Color) TIFF, PDF (Black)
Number of Files	Up to 999 files (The folder inside a memory card or USB Flash memory drive is also counted.)
Folder	File must be in the 4th folder level of the memory card or USB Flash memory drive.
Borderless	Letter, A4, Photo 4" × 6", Photo 2L 5" × 7" [7]

1 Memory cards, Adapters and USB Flash memory drive are not included.

2 16 MB to 2 GB

3 4 GB to 16 GB

4 xD-Picture Card™ Conventional Card from 16MB to 512MB
xD-Picture Card™ Type M from 256MB to 2GB
xD-Picture Card™ Type M+ 1GB and 2GB
xD-Picture Card™ Type H from 256MB to 2GB

5 USB 2.0 standard
USB Mass Storage Class from 16 MB to 32 GB
Support format: FAT 12/FAT16/FAT32

6 Progressive JPEG format is not supported.

7 See *Paper type and size for each operation* on page 16.

PictBridge (MFC-295CN only)

Compatibility	Supports the Camera & Imaging Products Association PictBridge standard CIPA DC-001 Visit http://www.cipa.jp/pictbridge for more information
Interface	PictBridge (USB) Port

Scanner

Color/Black	Yes/Yes
TWAIN Compliant	Yes (Windows® 2000 Professional/Windows® XP/ Windows® XP Professional x64 Edition/Windows Vista®)
	Mac OS X 10.3.9 or greater [1]
WIA Compliant	Yes (Windows® XP [2]/Windows Vista®)
Color Depth	36 bit color Processing (Input)
	24 bit color Processing (Output)
	(Actual Input: 30 bit color/Actual Output: 24 bit color)
Resolution	Up to 19200 × 19200 dpi (interpolated) [3]
	Up to 1200 × 2400 dpi (optical)
Document Size	ADF Width (MFC-295CN): 5.8 to 8.5 in. (148 to 215.9 mm)
	ADF Length (MFC-295CN): 5.8 to 14 in. (148 to 355.6 mm)
	Scanner Glass Width: Max. 8.5 in. (215.9 mm)
	Scanner Glass Length: Max. 11.7 in. (297 mm)
Scanning Width	Up to 8.26 in. (210 mm)
Gray scale	256 levels

1 For the latest driver updates for the Mac OS X you are using, visit us at http://solutions.brother.com.

2 Windows® XP in this User's Guide includes Windows® XP Home Edition, Windows® XP Professional, and Windows® XP Professional x64 Edition.

3 Maximum 1200 × 1200 dpi scanning when using the WIA Driver for Windows® XP and Windows Vista® (resolution up to 19200 × 19200 dpi can be chosen by using the Brother scanner utility)

Printer

Printer Driver	Windows® 2000 Professional/Windows® XP/ Windows® XP Professional x64 Edition/ Windows Vista® driver supporting Brother Native Compression mode
	Mac OS X 10.3.9 or greater [1]: Brother Ink Driver
Resolution	Up to 1200 × 6000 dpi
	1200 × 2400 dpi
	1200 × 1200 dpi
	600 × 1200 dpi
	600 × 600 dpi
	600 × 300 dpi
	600 × 150 dpi (Color)
	450 × 150 dpi (Black & White)
Printing Width	8.26 in. [8.5 in. (borderless) [2]] (Letter size)
Borderless	Letter, A4, A6, Photo 4" × 6", Photo 2L 5" × 7", Index Card (5" × 8"), Postcard 1 (3.9" × 5.8") [3]

1 For the latest driver updates for the Mac OS X you are using, visit us at http://solutions.brother.com.

2 When the Borderless feature is set to On.

3 See *Paper type and size for each operation* on page 16.

Interfaces

USB [1] [2]	Use a USB 2.0 interface cable that is no longer than 6 feet (2 m).
LAN [3] **(MFC-295CN)**	Use an Ethernet UTP cable category 5 or greater.
Wireless LAN (MFC-255CW)	Your machine supports IEEE 802.11b/g wireless communication with your wireless LAN using Infrastructure mode or a wireless Peer-to-Peer connection in Ad-hoc Mode.

1 Your machine has a USB 2.0 Full-speed interface. This interface is compatible with USB 2.0 Hi-Speed; however, the maximum data transfer rate will be 12 Mbits/s. The machine can also be connected to a computer that has a USB 1.1 interface.

2 Third party USB ports are not supported.

3 See *Network (LAN)* on page 158 and the *Network User's Guide* for detailed network specifications.

Computer requirements

SUPPORTED OPERATING SYSTEMS AND SOFTWARE FUNCTIONS								
Computer Platform & Operating System Version		**Supported PC Software Functions**	**PC Interface**	**Processor Minimum Speed**	**Minimum RAM**	**Recommended RAM**	**Hard Disk Space to install**	
							For Drivers	For Applications
Windows® Operating System [1]	Windows® 2000 Professional [5]	Printing, PC Fax Send [4], Scanning, Removable Disk [6]	USB 10/100 Base-TX (Ethernet) (MFC-295CN), Wireless 802.11b/g (MFC-255CW)	Intel® Pentium® II or equivalent	64 MB	256 MB	110 MB	340 MB
	Windows® XP Home [2 5] Windows® XP Professional [2 5]				128 MB		110 MB	340 MB
	Windows® XP Professional x64 Edition [2]			64-bit (Intel®64 or AMD64) supported CPU	256 MB	512 MB	110 MB	340 MB
	Windows Vista® [2]			Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	512 MB	1 GB	600 MB	530 MB
Macintosh Operating System	Mac OS X 10.3.9 - 10.4.3	Printing, PC Fax Send [4], Scanning, Removable Disk [6]	USB [3] 10/100 Base-TX (Ethernet) (MFC-295CN), Wireless 802.11b/g (MFC-255CW)	PowerPC® G4/G5 PowerPC® G3 350MHz	128 MB	256 MB	80 MB	400 MB
	Mac OS X 10.4.4 or greater			PowerPC® G4/G5 Intel® Core™ Processor	512 MB	1 GB		

Conditions:

1 Microsoft® Internet Explorer® 5.5 or greater.

2 For WIA, 1200 × 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 × 19200 dpi.

3 Third party USB ports are not supported.

4 PC Fax supports black and white only.

5 PaperPort™ 11SE supports Microsoft® SP4 or higher for Windows® 2000 and SP2 or higher for XP.

6 Removable disk is a function of PhotoCapture Center®.

For the latest driver updates, visit us at

(in USA) www.brother.com

(in Canada) www.brother.ca

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Consumable items

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	Starter ink cartridges are in the box. The first time you install the ink cartridges the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high quality printing. Afterward, replacement ink cartridges will print the specified number of pages. Starter Cartridge yield is approx. 65% yield of the LC61 replacement cartridge.
Replacement Consumables	<Black> LC61BK, <Cyan> LC61C, <Magenta> LC61M, <Yellow> LC61Y Black - Approximately 450 pages [1] Cyan, Magenta,Yellow - Approximately 325 pages [1] [1] Approx. cartridge yield is declared in accordance with ISO/IEC 24711. For more information about the replacement consumables, visit us at www.brother.com/pageyield.

What is Innobella™?

Innobella™ is a range of genuine consumables 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.

Network (LAN)

LAN	You can connect your machine to a network for Network Printing, Network Scanning, PC Fax Send and access photos from PhotoCapture Center® [1]. Also included is Brother BRAdmin Light [2] Network Management software.	
Support for	Windows® 2000 Professional/Windows® XP/ Windows® XP Professional x64 Edition/Windows Vista® Mac OS X 10.3.9 or greater [3] (MFC-295CN) Ethernet 10/100 Base-TX Auto Negotiation (Wired LAN) (MFC-255CW) IEEE 802.11 b/g (Wireless LAN)	
Protocols	TCP/IP for IPv4:	ARP, RARP, BOOTP, DHCP, APIPA (Auto IP), NetBIOS/WINS, LPR/LPD, Custom Raw Port/Port9100, DNS Resolver, mDNS, LLMNR responder, FTP Server, TELNET, SNMPv1, TFTP, Scanner Port, LLTD responder, Web Services
Network Security (MFC-255CW)	SSID/ESSID, 128 (104) / 64 (40) bit WEP, WPA2-PSK (AES), WPA-PSK (TKIP/AES)	
Setup Support Utility (one-push configuration) (MFC-255CW only)	**SecureEasySetup™**	Yes (simple setup with your SecureEasySetup™-capable access point/router)
	AOSS™	Yes (simple setup with your AOSS™-capable access point/router)
	WPS	Yes (simple setup with your Wi-Fi Protected Setup-capable access point/router)

1 See the Computer Requirements chart on page 156.

2 If you require more advanced printer management, use the latest Brother BRAdmin Professional utility version that is available as a download from http://solutions.brother.com.

3 For the latest driver updates, visit us at http://solutions.brother.com.

Wireless one-push configuration (MFC-255CW only)

If your wireless access point supports either SecureEasySetup™, Wi-Fi Protected Setup (PBC [1]) or AOSS™, you can configure the machine easily without a computer. By pushing a button on the wireless LAN router/access point and the machine, you can set up the wireless network and security settings. See the user's guide for your wireless LAN router/access point for instructions on how to access one-push mode.

[1] Push Button Configuration

Note

Access point/routers that support SecureEasySetup™, Wi-Fi Protected Setup or AOSS™ have the symbols shown below.

E Index

A

Accessories and supplies ii
ADF (automatic document feeder) 18, 28
Answering machine (TAD) 45
  connecting 46
Apple Macintosh
  See Software User's Guide on the CD-ROM.
Automatic
  fax receive 35
    Easy Receive 39

B

Broadcasting 29
  setting up Groups for 54
Brother
  accessories and supplies ii
  Brother numbers i
  CreativeCenter 5
  Customer Service i
  FAQs (frequently asked questions) i
  product support i
  service centers (Canada) i
  service centers (USA) i
  warranties ..... iii, iv, vi

C

Caller ID 44
  print list 45
  view list 45
Canceling
  jobs awaiting redial 33
Cleaning
  paper pick-up rollers 120
  print head 121
  printer platen 120
  scanner 119
Connecting
  external TAD 45
  external telephone 49
  two-line external TAD or telephone 48
Consumable items 157
Control panel overview 6
ControlCenter
  See Software User's Guide on the CD-ROM.
Copy
  Enlarge/Reduce 60
  enter Copy mode 58
  key 59
  multiple 58
  paper 64
  single 58
  sort 63
  temporary settings 59
  using ADF 18
  using scanner glass 19
Copy Options key (copying)
  brightness 63
  enlarge/ reduce 60
  No. of copies 59
  page layout 61
  paper size 64
  paper type 64
  quality 60
Cordless telephone 50
Custom Ringing 42
Custom telephone features on a single line 101

D

Data Ident-A-Call 42
Dialing
  a pause 53
  access codes and credit card numbers 53, 54
  Groups 29
  manual 52
  Speed Dial 52
Direct printing
  from a non-PictBridge camera 79
  from a PictBridge camera 77
Distinctive Ring 42
  setting ring pattern 44
  turning off 44
Dual Access 32

E

Easy Receive 39
Envelopes 10, 11, 12, 16, 17
Error messages on LCD 106
  B&W Print Only 106
  Cannot Detect 107
  Cannot Print 106, 107, 111
  Comm. Error 108
  Ink Low 109
  No Cartridge 110
  No Paper Fed 110
  Not Registered 52, 110
  Out of Memory 32, 34, 110
  Unable to Clean 107
  Unable to Init. 109
  Unable to Print 110
  Unable to Scan 111
Extension telephone, using 50
External telephone, connecting 49

F

Fax codes
  changing 51
  Fax Receive Code 39, 50
  Telephone Answer Code 50
Fax, from PC
  See Software User's Guide on the CD-ROM.
Fax, stand-alone
  receiving 35
    at end of conversation 37, 39
    difficulties 96, 98
    Easy Receive 39
    F/T Ring Time, setting 38
    from extension telephone 50
    Receive Mode, choosing 35
    reducing to fit on paper 39
    Ring Delay, setting 38
    telephone line interference 105
  sending 28
    at end of conversation 34
    Broadcasting 29
    canceling from memory 33
    changing scanner glass size 29
    color fax 29
    contrast 31
    enter Fax mode 28
    from ADF (MFC-295CN only) 28
    from memory (Dual Access) 32
    from scanner glass 28
    manual 33
    overseas 33
    Real Time Transmission 32
    Resolution 31
    telephone line interference 105
Fax/Tel mode
  answering at extension telephones 50
  Fax Receive Code 50
  Ring Delay 38
  Telephone Answer Code 50
FCC notices 91

G

Gray scale 148, 153
Groups for Broadcasting 54

H

Help
  LCD messages 127
    using menu keys 127
  Menu Table 127, 129
Hook key, using 6

I

Ident-A-Call 42
Ident-A-Ring 42
Ink cartridges
  checking ink volume 123
  ink dot counter 116
  replacing 116
Innobella™ 157

J

Jacks
  convert to RJ11 jack
    triplex adapter 47
  EXT
    external telephone 45
    TAD (answering machine) 45
Jams
  document 112
  paper 113

L

LCD (liquid crystal display) 127
  Contrast 23

M

Macintosh
  See Software User's Guide on the CD-ROM.
Maintenance, routine 116
  replacing ink cartridges 116
Manual
  dialing 52
  receive 35
  transmission 33
Memory Storage 127
Menu Table 127
Mode, entering
  Copy 58
  Fax 28
  PhotoCapture 6
  Scan 6
Multi-line connections (PBX) 49

N

Network
  Printing
    See Network User's Guide on the CD-ROM.
  Scanning
    See Software User's Guide on the CD-ROM.

O

Out of Memory message 32, 34, 110

P

Packing the machine 124
Paper 14, 147
  capacity 17
  document size 28
  loading 8
  size 16, 22
  size of document 18
  type 16, 22
PaperPort™ 11SE with OCR
  See Software User's Guide on the CD-ROM and Help in the PaperPort™ 11SE application to access How-to-Guides.
Personalized Ring 42
PhotoCapture Center®
  DPOF printing 71
  from PC
    See Software User's Guide on the CD-ROM.
  Memory Stick PRO™ 66
  Memory Stick™ 66
  Print Date 74
  Print settings
    Borderless 73
    Brightness 73
    Contrast 73
    Cropping 73
    Paper type & size 72, 73
    Print Date 74
    Print quality 72
  Scan to Media 74
  SecureDigital 66
  specifications 151
  xD-Picture Card™ 66
PictBridge
  DPOF Printing 78
Power failure 127
Print
  area 13
  difficulties 96, 98
  drivers 154
  improving quality 121
  paper jams 113
  photos 70
  reports 56
  resolution 154
  specifications 154
Printing
  on small paper 12
  photos 70
  See Software User's Guide on the CD-ROM.
Programming your machine 127

Q

Quick Dial
  access codes and credit card numbers 54
  Broadcasting 29
    using Groups 29
  Group dial
    changing 53
    setting up Groups for Broadcasting ... 54
  Search 52
  Speed Dial
    changing 53
    setting up 53
    using 52

R

Receive Mode 35
  External TAD 35
  Fax Only 35
  Fax/Tel 35
  Manual 35
Redial/Pause 52
Reducing
  copies 60
  incoming faxes 39
Reports 55
  Caller ID List 45
  Fax Journal 56
    Journal Period 56
  Help List 56
  how to print 56
  Network Configuration 56
  Quick Dial List 56
  Transmission Verification 55, 56
  User Settings 56
Resolution
  copy 150
  fax 148
  print 154
  scan 153
  setting for next fax 31
Ring Delay, setting 38
RingMaster 42

S

Safety Instructions 89
Scan to Media
  change file name 74
  memory card 74
  USB Flash memory 74
Scanner glass
  cleaning 119
  using 19
Scanning
  See Software User's Guide on the CD-ROM.
Serial Number
  how to find .....See inside front cover
Shipping the machine 124
SimpleBiz Fax & Alternative Number Ringing 42
Sleep Mode 23
Smart Ring 42
Speed Dial
  changing 53
  setting up 53
  using 52

T

TAD (telephone answering device), external 35, 45, 48
  connecting 45, 46
  receive mode 35
  recording OGM 47
  with two-line jack 48
Teen Ring 42
Telephone line
  connections 46
  difficulties 99
  interference 105
  multi-line (PBX) 49
  roll over lines 47
  two-line telephone system 47
Temporary copy settings 59
Text, entering 144
  special characters 144
Transparencies 14, 15, 16, 17, 147

Troubleshooting 96
checking ink volume 123
document jam 112
error messages on LCD 106
if you are having difficulty 112
copying 102
incoming calls 101
Network 104
PhotoCapture Center® 103
printing 96
printing received faxes 98
receiving faxes 99
scanning 102
sending faxes 101
software 102
telephone line or connections 99
paper jam 113
print quality 121
Two-line telephone system 47
TX Lock
turning on/off 25

V

Voice Mail 41
Volume, setting
beeper 22
ring 22
speaker 23

W

Warranties iii
Canada vi
Notice-Disclaimer iii
USA iv
Windows®
See Software User's Guide on the CD-ROM.
Wireless Network
See Quick Setup Guide and Network User's Guide on the CD-ROM.
World Wide Web i

EQUIPMENT ATTACHMENT LIMITATIONS
(Canada only)

NOTICE

This product meets the applicable Industry Canada technical specifications.

NOTICE

The Ringer Equivalence Number is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

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