

User Manual

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

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

Quicker Navigation!

- Search box
- Navigation index in a separate panel

Comprehensive Format!

- Every topic in one guide

Simplified Layout!

- Step-by-step instructions
- Feature summary at the top of the page



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

To View Online User's Guides

To view the Online User's Guide and other available guides, visit web.support.brother.com (Windows)

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

General Information

Control Panel Overview

The control panel will vary depending on your model.



1. LCD (Liquid Crystal Display)



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

Wireless Models:

A four-level indicator shows the wireless signal strength if you are using a wireless connection.



2. Power On/Off Button

- Turn on the machine by pressing .
- Turn off the machine by pressing and holding . The LCD displays [Shutting Down] for a few seconds before going off.

3. Network Buttons

- Wired Models:

Network

Press Network to set up wired network settings.

- Models with Wireless Function:

WiFi

Press the WiFi button and launch the wireless installer on your computer. Follow the on- screen instructions to set up a wireless connection between your machine and your network.

When the WiFi light is on, your Brother machine is connected to a wireless access point. When the WiFi light blinks, the wireless connection is down, or your machine is in the process of connecting to a wireless access point.

4. Menu Buttons



OK

Press to store your machine settings. After you change a setting, the machine returns to the previous menu level.

Back

- Press to go back one level in the menu.
- Press to select the previous digit when setting numbers.

or (+ or -)

- Press to scroll through menus and options.
- Press to enter a number or to increase or decrease the number. Press and hold down  or  to scroll faster. When you see the number you want, press **OK**.

5. Go Button

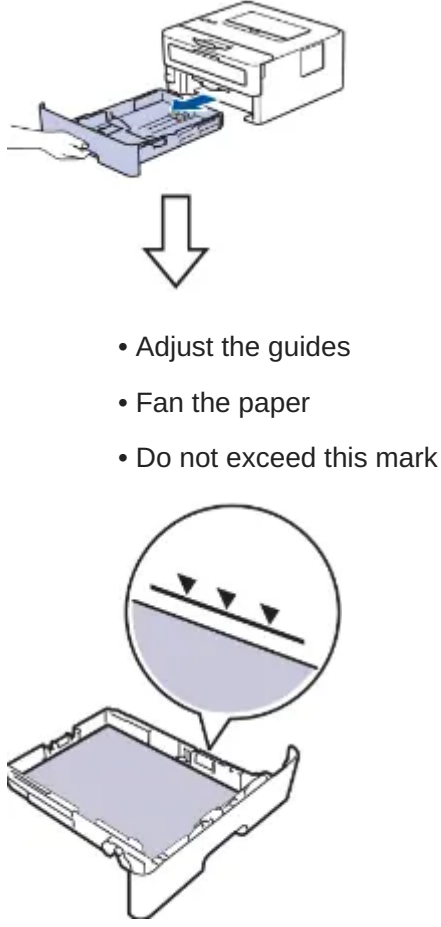
- Press to clear certain error messages. To clear all other errors, follow the control panel instructions.
- Press to print any data remaining in the machine's memory.

- Press to select the displayed option. After you change a setting, the machine returns to Ready Mode.
- Press and hold **Go** for about two seconds to cancel a print job.

Load Paper

Load Paper in the Paper Tray

Use the paper tray when printing on the following media:

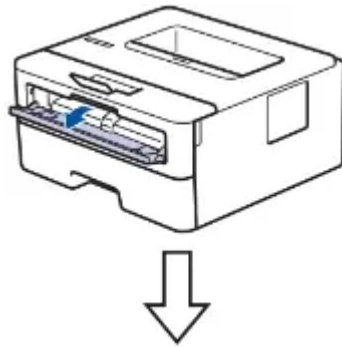
<p>Plain paper Thin paper Recycled paper Thick paper</p>	 <ul style="list-style-type: none">• Adjust the guides• Fan the paper• Do not exceed this mark
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For more detailed information, see the Online User's Guide: Load Paper in the Paper Tray.

Load Paper in the Manual Feed Slot

Use the Manual Feed Slot when printing on the following media:

Plain paper
Thin paper
Recycled paper
Bond paper
Thick paper
Labels 1
Envelopes 1



- Adjust the guides
- Use both hands to insert one sheet of paper
- Continue pressing the paper against the rollers for about two seconds, or until the machine grabs the paper and pulls it in further



Open the back cover (face up output tray) before printing to let the printed paper exit onto the face up output tray.

For more detailed information, see the Online User's Guide: Load and Print Paper in the Manual Feed Slot.

Troubleshooting

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







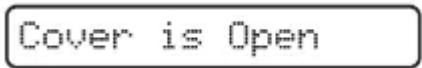
Identify the Problem

Even if there seems to be a problem with your machine, you can correct most problems yourself.

First, check the following:

- The machine's power cord is connected correctly and the machine's power is on.
- All of the machine's orange protective parts have been removed.
- (For network models) The access point (for wireless network), router, or hub is turned on and its link indicator is blinking.
- Paper is inserted correctly in the paper tray.

- The interface cables are securely connected to the machine and the computer.
- Check the machine's status on your machine or in Brother Status Monitor on your computer.

Find the Error	Find the Solution
<p>Using the Status Monitor</p> <ul style="list-style-type: none"> • Double-click the  icon in the task tray.  <ul style="list-style-type: none"> • (Windows) If you select the Load Status Monitor on Startup check box, the Status Monitor will launch automatically each time you start your computer. 	<ul style="list-style-type: none"> • A green icon indicates the normal stand-by condition.  <ul style="list-style-type: none"> • A yellow icon indicates a warning.  <ul style="list-style-type: none"> • A red icon indicates an error has occurred.  <ul style="list-style-type: none"> • A gray icon indicates the machine is offline.  <ul style="list-style-type: none"> • Click the Troubleshooting button to access Brother's troubleshooting website.
<p>Using the LCD</p> 	<ol style="list-style-type: none"> 1. Follow the messages on the LCD. 2. If you cannot resolve the error, see the Online User's Guide: Error and Maintenance Messages or go to your model's FAQs & Troubleshooting page on the Brother Solutions Center at web.support.brother

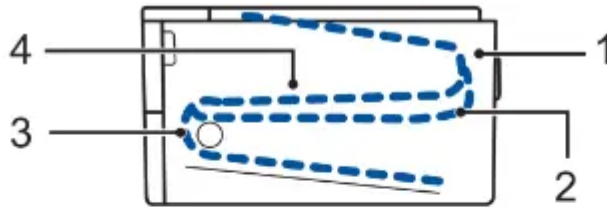
Error and Maintenance Messages

For information on the most common error and maintenance messages, see the Online User's Guide.

To view the Online User's Guide and other available guides, visit web.support.brother

Paper Jams

An error message indicates where the paper is stuck in your machine.



Error messages:

1. Jam Rear
2. Jam 2-sided
3. Jam Tray
4. Jam Inside

See the messages in Brother Status Monitor on your computer.

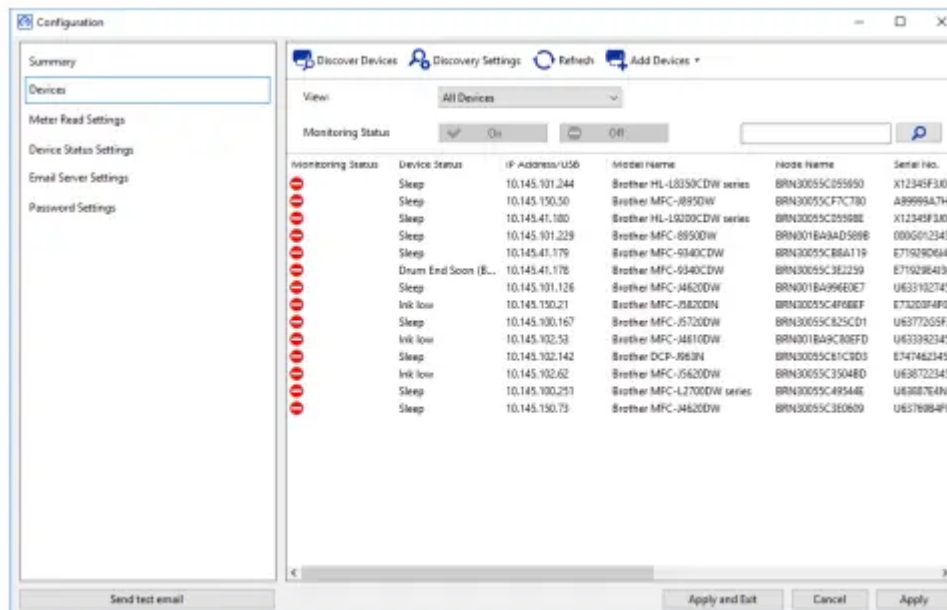
Solutions for Wireless Connection

If you cannot connect your Brother machine to the wireless network, see the following:

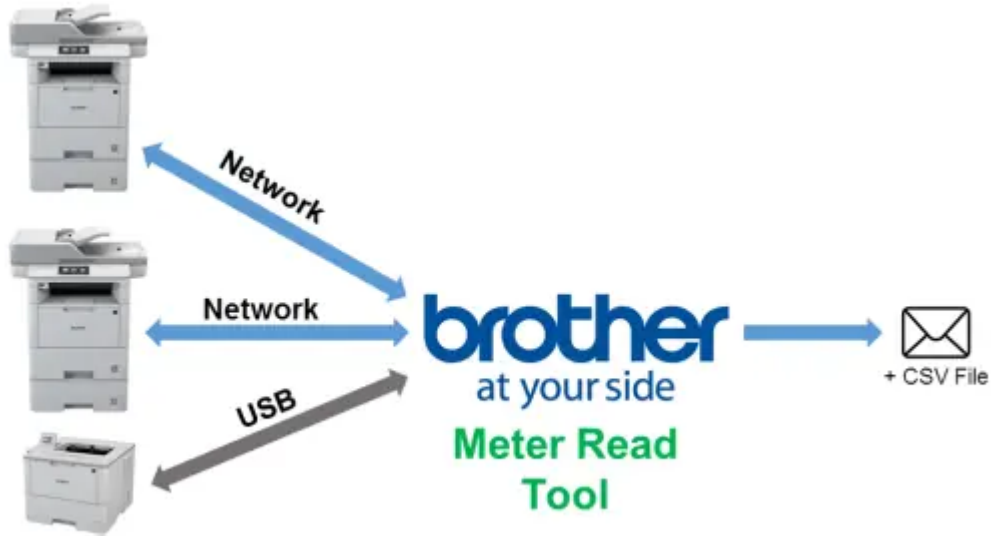
- Online User's Guide: Print the WLAN Report
- Quick Setup Guide: Alternative wireless setup

To view the Online User's Guide and other available guides, visit support.brother.com/manuals.

Overview



The Brother Meter Read Tool software collects usage information directly from network-connected and USB-connected devices and sends it via email. It can also send emails to notify you of any machine errors and consumables running low.



Usage Information Collection Methods

The Brother Meter Read Tool uses the following methods to collect and send usage information:

<ul style="list-style-type: none"> • Collected periodically: daily, weekly or monthly • Sent as CSV or XML • Can contain the following information: <ul style="list-style-type: none"> - Machine status - Consumables remaining life, drum count and replace count - Paper jam count - Error history 	<ul style="list-style-type: none"> • Collected as per the collection cycle (minimum 1 minute) • Supports multiple profiles containing customisable information • Can be received when the following problems occur: <ul style="list-style-type: none"> - Toner/ink low or needs replacing - Consumables warnings and errors (both user-repairable and requiring a service engineer's visit) - Paper jam, input, and output errors - Cover open errors - Memory errors - Hardware, mechanical, and installation errors
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Installing the Brother Meter Read Tool

You can install the Brother Meter Read Tool using the MSI installer or the EXE installer.

NOTE

If using the MSI installer, you must install the required version of Microsoft .NET Framework manually.

1. Double-click the installer file icon, and read and confirm the EULA.
2. Follow the on-screen instructions to select an installation folder for the tool, and then click the Yes and OK buttons to complete the installation.
3. When the tool is installed, right-click the  icon in the notification area, and click Open.
4. Click the Configure button to start configuring the meter read settings.

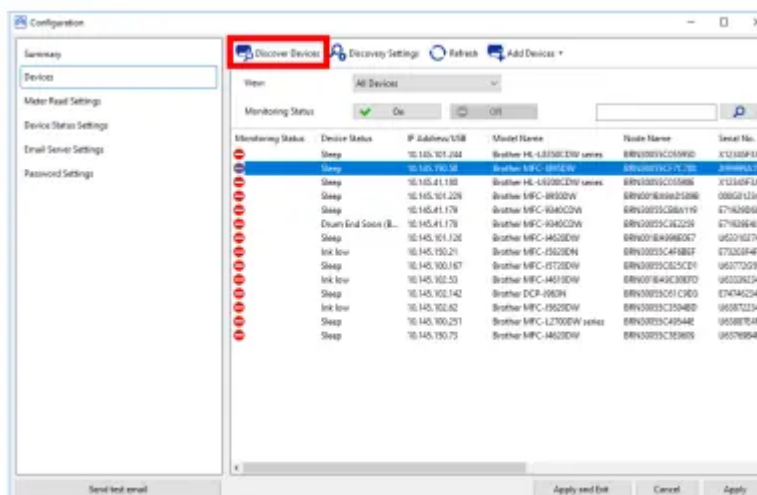
Configuration

Select the Devices to Monitor

Select the network-connected or USB-connected devices you want the Brother Meter Read Tool to monitor.

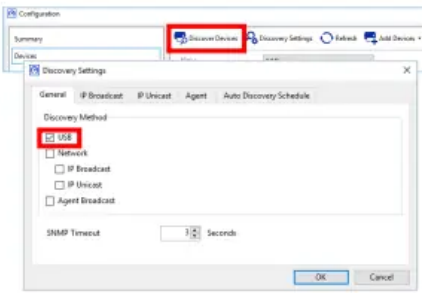
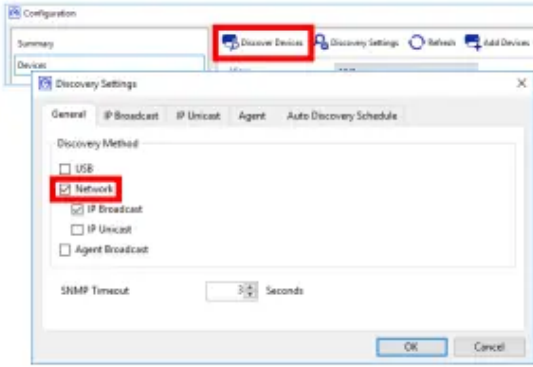
1. Go to the Devices pane and click the Discover Devices button to update the device list. The tool displays the devices available for monitoring.
2. Check if the device you want is in the list.
 - If the device is in the list, go to step 5.
 - If the device is not in the list, go to step 3.

NOTE: You can look for a specific device by typing its details in the search box.



3. If the device is not in the list, you must connect the device and set it up first. Do one of the following:

- Connect the device to a computer with a USB cable, and then install the driver.
- Connect the device to your network (manual driver installation not required).

USB-Connected Devices	Network-Connected Devices
<p>a) Install the device's Full Driver & Software Package.</p> <p>b) Use a USB cable to connect your device to a computer.</p> <p>c) Select the USB check box in the Discovery Settings dialog box.</p>  <p>d) Click the OK button</p>	<p>a) Connect your device to your local network.</p> <p>b) Select the Network check box in the Discovery Settings dialog box.</p> <p>NOTE: Make sure the additional discovery settings are set correctly for your network.</p>  <p>c) Click the OK button.</p>

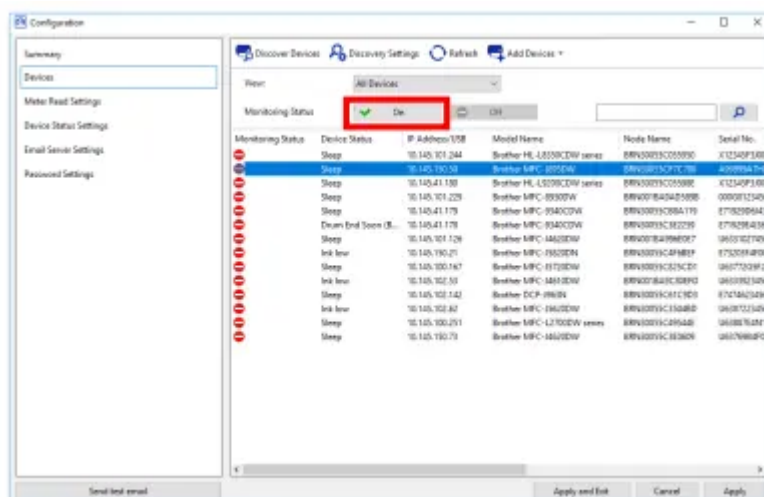
4. Click the Discover Devices button to update the device list. If the device you want to monitor is still not in the list, make sure the device is connected to your computer or network and is set up correctly.

5. Click the device you want to monitor, and then click the On button in the Monitoring Status area. A green tick appears next to the selected device.

NOTE

- You can use the View drop-down list to sort the devices according to their monitoring status.
- To remove a device from the list, click it and press the Delete key on the keyboard.



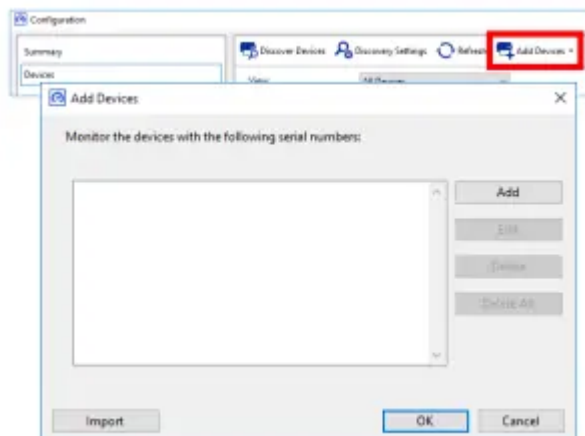


6. Click the Apply button to save the settings.

Monitoring Devices Based on Their Unique Identifiers

You can start monitoring specific devices by specifying their unique identifiers, such as:

- Serial number
- Model name
- IP address
- MAC address



1. Click the Add Devices button in the top-right corner, and then select the identifier you want.

2. The Add Devices screen appears. Do one of the following:

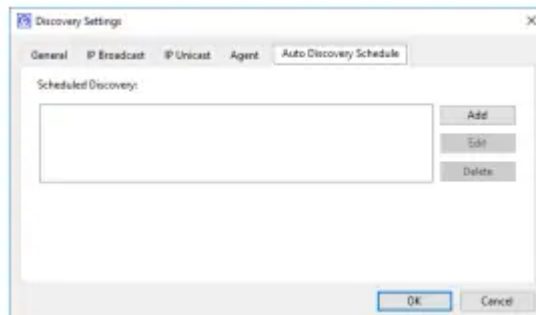
- Click the Add button and type in the device's unique identifier.
- Create a text file containing many unique identifiers, click the Import button, and then select the file.

3. Click the OK button. The tool will discover and monitor the devices you specified only if they are correctly connected and set up.

Periodic Discovery of Devices

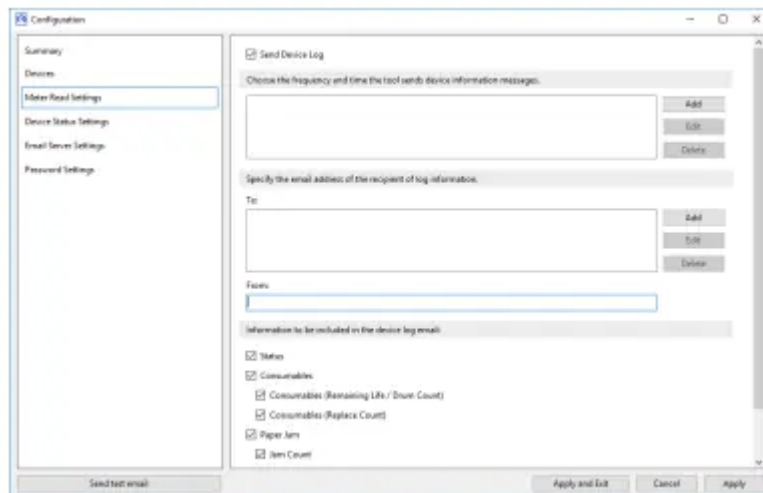
You can set the period of time the tool automatically looks for new devices and adds them to the device list.

1. Click the Discovery Settings button, and then click the Auto Discovery Schedule tab.
2. Click the Add button and then set the time period you want.
3. Click the OK button. The tool will discover and monitor the devices you specified only if they are correctly connected and set up



Configure the Device Log Settings

Specify the device log's contents, recipient and sender email addresses, and submission frequency.



1. Go to the Meter Read Settings pane and make sure the Send Device Log check box is selected.
2. Use the Add buttons to specify the device log's submission frequency and the recipient's email address.

NOTE: Make sure you consult the customer to choose a suitable time to submit the device log. We recommend setting the Brother Meter Read Tool to send device log emails when both the device and the computer running the software are on.

3. When finished, select the following:

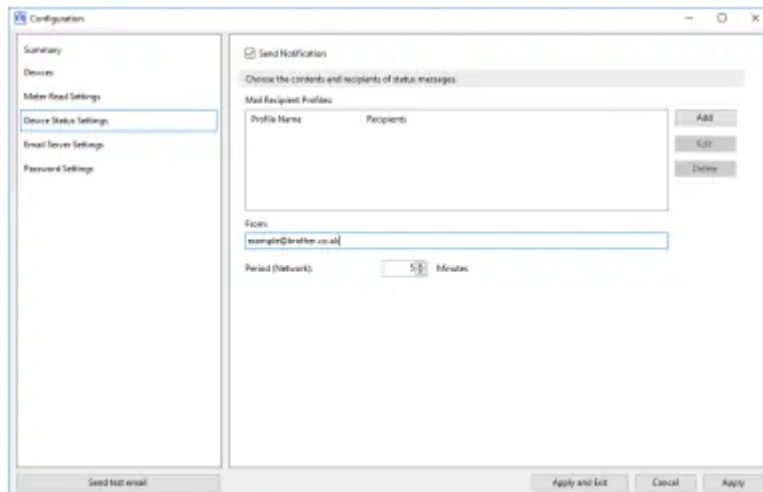
- The type of information to be included in the device log email
- The format of the device log (CSV or XLS)

4. Click the Apply button to save the settings.

Configure the Device Status Notification Settings

Create a new device status email profile to specify sender and recipient email addresses, profile language and format, and the types of errors you want to be notified of.

1. Go to the Device Status Settings pane and make sure the Send Notification check box is selected.
2. Use the Add button to create a custom profile.
3. Click OK to close the Add Profile dialog box, and then click the Apply button to save the settings



Configure the Email Address Settings

The Brother Meter Read Tool collects the information directly from network-connected or USB-connected devices and sends it via email. To use this feature, you must set up the email address you want to use.

You can use a customer or dealer email address or use your own customised SMTP configuration.

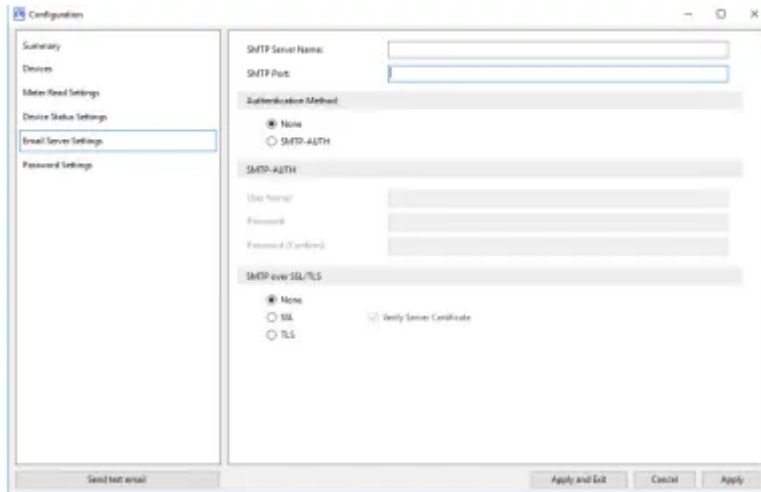
To set up the email address, you will need the following information:

- SMTP server name
- SMTP port
- Authentication method
- SMTP-AUTH user name

- Account password
- SMTP Over SSL/TLS encryption method

Specify SMTP server details and authentication information in the Email Server Settings pane.

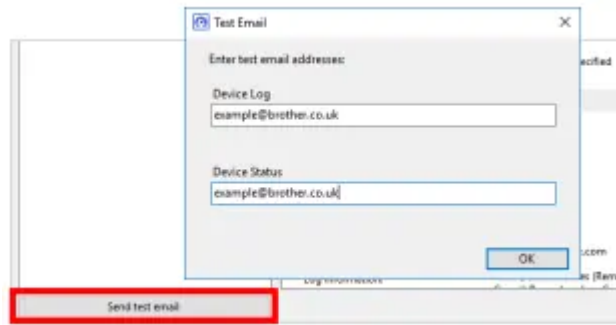
1. Go to the Email Server Settings pane.
2. Specify your email settings.
3. Click the Apply button to save the settings



Test and Deploy the Meter Read Configuration

Before you deploy your configuration to monitor the customer's devices, send a test email to make sure your configuration is correct. During the first test, use your personal email address to test whether you can receive usage information emails.

1. Click the Send test email button in the lower-left corner.
2. Enter the test email address and then click the OK button.
3. The tool will perform the following tests:
 - Collect device logs from all monitored devices
 - Send the device log email
 - Collect device status from all monitored devices
 - Send one status notification email ¹ ²



4. Check the test results:

- If the test succeeded

Deploy your configuration to the selected devices by using the relevant email address.

The Brother Meter Read Tool will send the device log and status information to the receivers you specified.

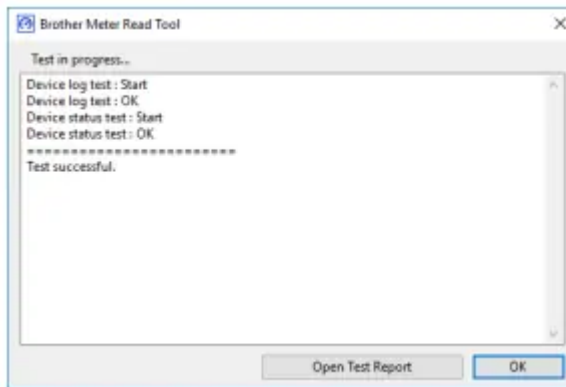
- If the test failed

Click Open Test Report to see the error log. For more information, see the Troubleshooting section.

5. You can lock the tool and its settings to prevent them from being changed. Go to the Password Settings pane, select the Password Lock check box, and then type your password. Click the Apply button to save the settings.

¹ During the first test the tool will send an example low ink/toner notification.

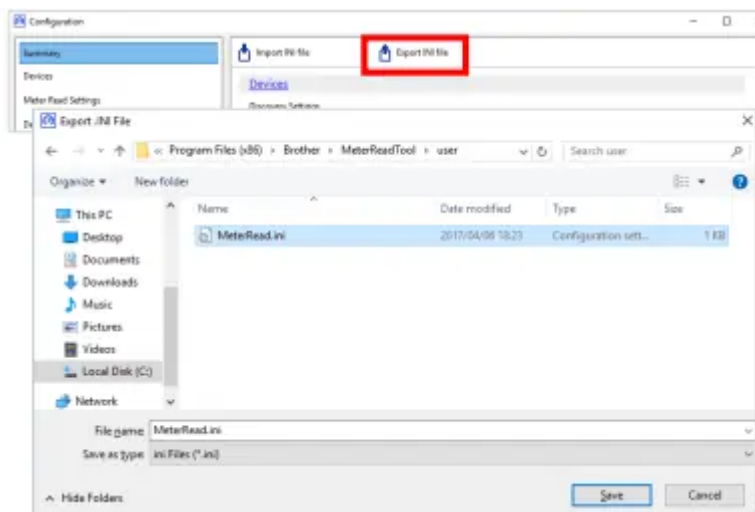
² To avoid sending many emails when multiple devices are selected, only the first device will be targeted.



Export the Settings

When you have finished deploying the configuration, we recommend exporting the settings for later use.

1. Go to the Summary pane.
2. Select the Export INI file option.
3. When saving the file, make sure you name it "METERREAD". The INI extension will be added automatically.
4. When finished, you can open the INI file in a text editor and make the changes you want



Warning

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