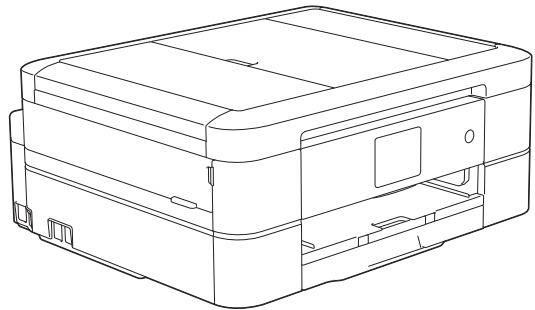




Reference Guide

Brief explanations for routine operations

DCP-J772DW
DCP-J774DW
MFC-J890DW
MFC-J895DW



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



Online User's Guide

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



User's Guides and Where to Find Them

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

¹ Visit support.brother.com/manuals.

For the Latest Driver Updates

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

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

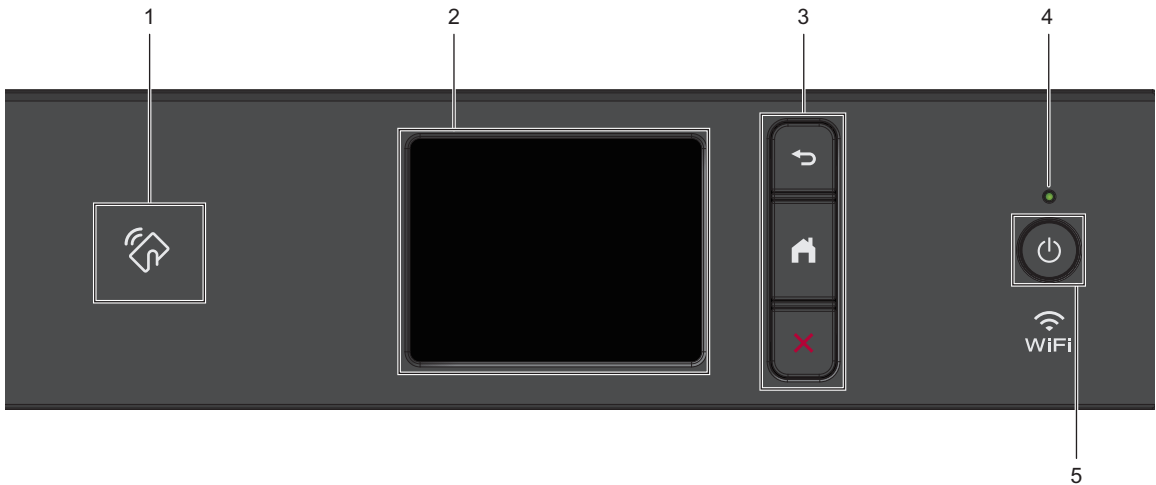
Go to your model's **FAQs & Troubleshooting** page on the Brother Solutions Center at support.brother.com





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

Important Note

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

Control Panel Overview




1.  **NFC (Near Field Communication) symbol**
(MFC-J890DW/MFC-J895DW)
If your Android™ device supports the NFC feature, you can print from your device or scan documents to your device in the same way.
2. **Touchscreen Liquid Crystal Display (LCD)**
Access menus and options by pressing them on the touchscreen.
3. **Menu buttons**
 -  **(Back)**
Press to go back to the previous menu.
 -  **(Home)**
Press to return to the Home screen.
 -  **(Cancel)**
Press to cancel an operation.


4. **LED Power Indicator**


The LED lights up depending on the machine's power status.

When the machine is in Sleep Mode, the LED blinks.

5.  **Power On/Off**

Press  to turn the machine on.

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

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

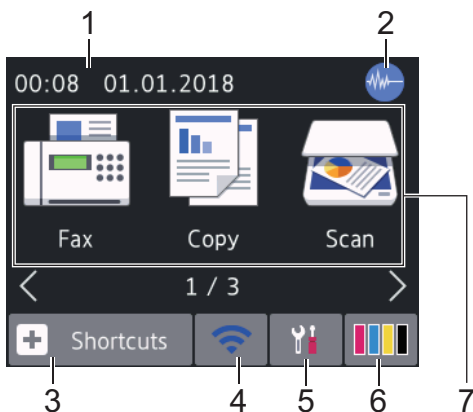
Touchscreen LCD Overview

MFC-J890DW/MFC-J895DW

You can switch Home screens by pressing ◀ or ▶.

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

Home Screen



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

1. Date & Time

Displays the date and time set on the machine.

2. Quiet Mode

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

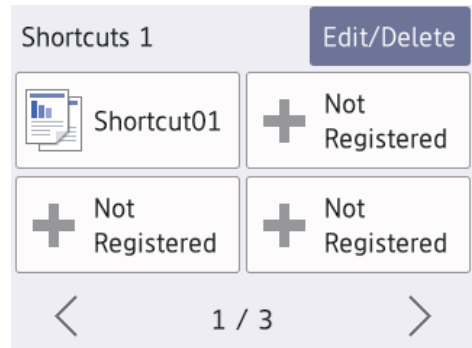
The Quiet Mode setting can reduce printing noise. When Quiet Mode is turned on, the print speed becomes slower. For more information, see the *Online User's Guide*.

3. [Shortcuts]

Create Shortcuts for frequently-used operations, such as sending a fax, copying, scanning, Web Connect and Apps services.



- There are three Shortcuts screens. You can program four shortcuts on each screen.



- To display the other Shortcuts screens, press ◀ or ▶.

4. Wireless Status

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

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



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

5. [Settings]

Press to access the [Settings] menu.

6.  [Ink]

Displays the available ink volume. Press to access the [Ink] menu.

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

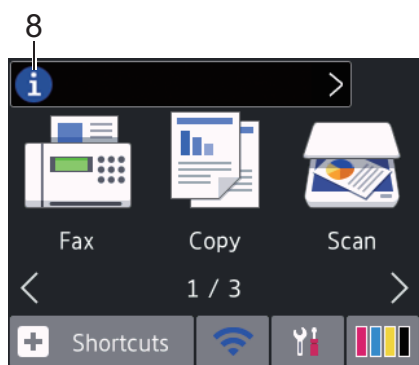
7. **Modes:**

Press to switch to each mode.

[Fax] / [Copy] / [Scan] / [Photo] / [Web] / [Apps] / [Download Software]


For more information on [Web] and [Apps], see the *Online User's Guide*.

8. **Information icon**

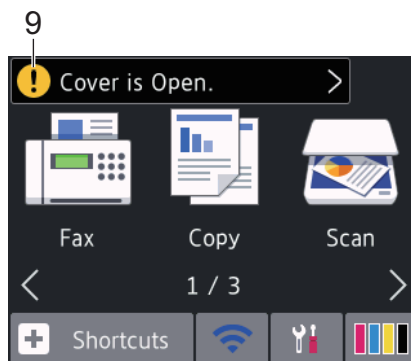





New information from Brother appears in the information bar when the notification settings such as [Message from Brother] and [Firmware Auto Check] are set to [On].

(Internet connection is needed, and data rates may apply.)

Press  to view the details.

9. **Warning icon**



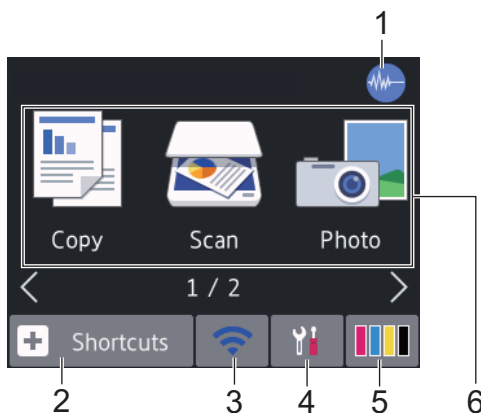
The warning icon  appears when there is an error or maintenance message; press  to view the details, and then press  to return to the Home screen.

DCP-J772DW/DCP-J774DW

You can switch Home screens by pressing ◀ or ▶.

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

Home Screen



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

1.  **Quiet Mode**

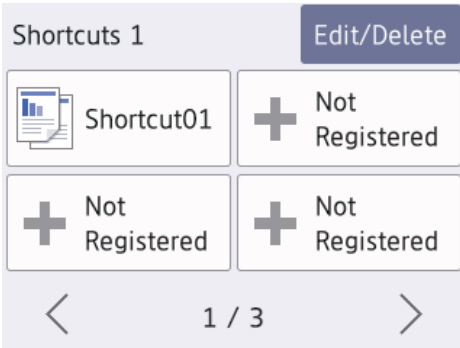
This icon appears when the [Quiet Mode] setting is set to [On]. For more information, see the *Online User's Guide*.

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

2.  **[Shortcuts]**

Create Shortcuts for frequently-used operations, such as copying, scanning, Web Connect and Apps services.




- There are three Shortcuts screens. You can program four shortcuts on each screen.

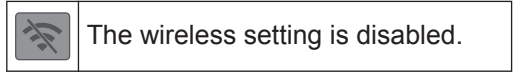


- To display the other Shortcuts screens, press ◀ or ▶.


3.  **Wireless Status**

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

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



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

4.  **[Settings]**

Press to access the [Settings] menu.

5.  **[Ink]**

Displays the available ink volume. Press to access the [Ink] menu.

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

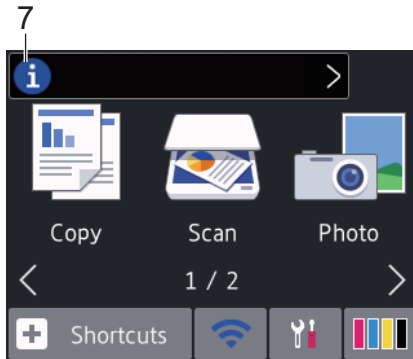
6. **Modes:**

Press to switch to each mode.

[Copy] / [Scan] / [Photo] / [Web] / [Apps] / [Download Software]


For more information on [Web] and [Apps], see the *Online User's Guide*.

7. **Information icon**

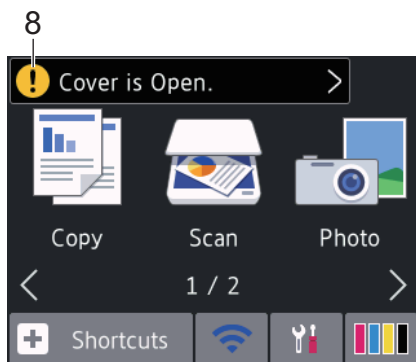





New information from Brother appears in the information bar when the notification settings such as [Message from Brother] and [Firmware Auto Check] are set to [On].

(Internet connection is needed, and data rates may apply.)

Press  to view the details.

8. Warning icon



The warning icon  appears when there is an error or maintenance message; press  to view the details, and then press  to return to the Home screen.

Navigate the touchscreen

Press your finger on the LCD to operate it. To display and access all the options, press ◀▶ or ▲▼ on the LCD to scroll through them.

IMPORTANT

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

NOTE

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

2

Paper Handling

Load Paper

1 Load the paper in the paper tray as follows.

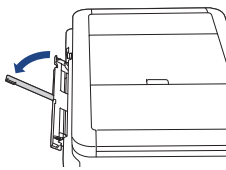
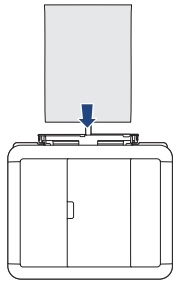


Fan the stack of paper well.

The paper size determines the orientation when loading paper.

Tray #1	How to Load Paper		
A4/Letter Executive A5/A6 Photo 2L Index card Envelopes		Adjust the paper guides. 	Printing surface: Face down
Photo		Adjust the paper guides. 	Printing surface: Face down

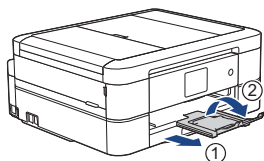
Photo Paper Tray (DCP-J772DW/ DCP-J774DW)	How to Load Paper		
Photo Photo L		Slide the whole output paper tray cover. 	Printing surface: Face down

Manual Feed Slot ¹	How to Load Paper	
A4/Letter Executive A5/A6 Photo Photo L/2L Index card Envelopes		Printing surface: Face up 

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

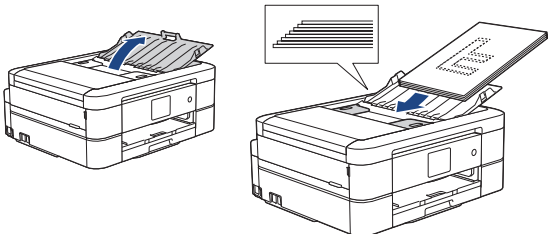
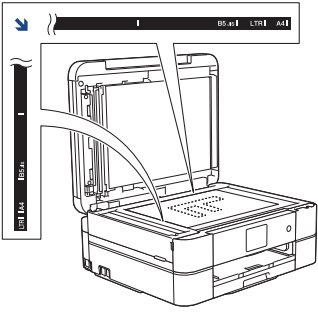
For more information, see the *Online User's Guide: Load Paper*.

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



Load Documents

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

Automatic Document Feeder (ADF) (MFC-J890DW/MFC-J895DW)	Scanner Glass
 <p data-bbox="363 1458 830 1487">Place your document face down in the ADF.</p>	 <p data-bbox="843 1535 1241 1613">Place the document face down in the upper left corner of the scanner glass.</p>

Print from Your Computer

Before attempting any printing operation, confirm the following:

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

Print a Document (Windows®)

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

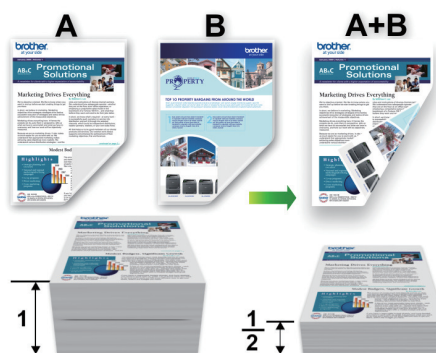
Print a Document (Mac)

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

Various Printing

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

Print on Both Sides of the Paper Automatically



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



For Windows®:

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

For Mac:

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

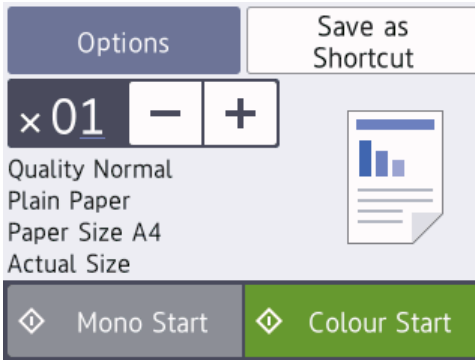
Copy a Document

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


2 Load your document.


3 Press  [Copy].


The touchscreen displays:



4 Change the copy settings, if needed.


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

-  (No. of Copies)


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

You can also press [-] or [+] on the touchscreen.



- [Options]

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

When finished, press [OK].

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

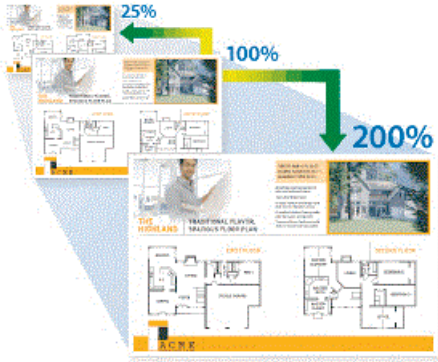
5 Press [Mono Start] or [Colour Start].

 To stop copying, press .

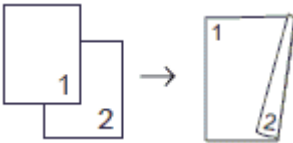
Other Copy Options

You can use various copy features by changing copy settings. Press the [Options] button.

Enlarge or Reduce Copied Images



2-sided Copy



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

Before Scanning

Before attempting to scan, confirm the following:

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

Scan from Your Computer

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

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

Scan Using the Scan Button on the Machine

- 1 Load your document.
- 2 Press [Scan] > [to PC] > [to File].
- 3 If the machine is connected over the network, press ▲ or ▼ to display the computer where you want to send data, and then press the computer name.



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

- 4 Do one of the following:
 - To change the settings, press [Options] or [Set at Device], and then go to the next step.
 - Press [Start] to start scanning without changing additional settings.

The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.

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

- 6 Press [Start].

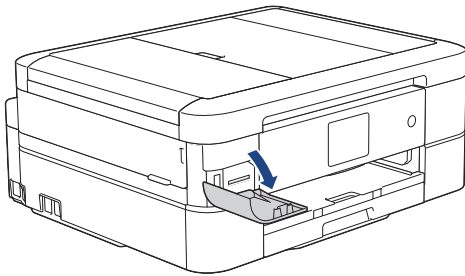
The machine starts scanning. If using the machine's scanner glass, follow the LCD instructions to complete the scanning job.

Print Photos Directly from Media

Preview and Print Photos from Media

Preview your photos on the LCD before you print them.

- 1 Open the media slot cover.



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



To print all photos, press [Print All], and then press [Yes] to confirm.

- 5 Press × 01 to display the keyboard on the touchscreen, and then enter the number of copies using the touchscreen keyboard. Press [OK].

You can also press [-] or [+] on the touchscreen.

- 6 Press [OK].

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

- 8 Press [OK].

- 9 Read and confirm the displayed list of options.

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

When finished, press [OK].

- 11 Press [Start].

Print Settings Overview

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



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


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

Before Faxing

Telephone Line Interference/ VoIP

Related Models:
MFC-J890DW/MFC-J895DW

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

1 Press  [Settings] > [All Settings] > [Initial Setup] > [Compatibility].


2 Press the option you want.

- [Basic (for VoIP)] reduces the modem speed to 9,600 bps and turns off colour fax receiving and ECM, except for colour fax-sending. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.

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

- [Normal] sets the modem speed at 14,400 bps.

3 Press .



-  **•** VoIP (Voice over IP) is a type of phone system that uses an Internet connection, rather than a traditional phone line.

Send a Fax

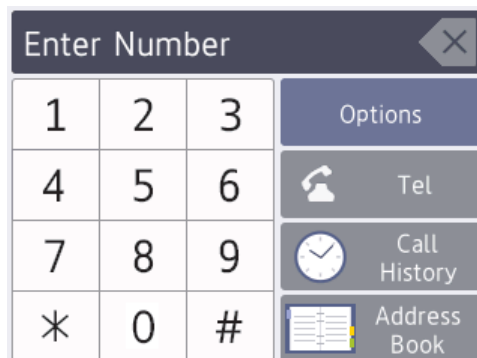
Related Models:
MFC-J890DW/MFC-J895DW

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

2 Press  [Fax].

 If [Fax Preview] is set to [On], press  [Fax] > [Sending Faxes].

The touchscreen displays:



3 Enter the fax number in one of the following ways:

- Dial Pad (Enter the fax number manually.)

Press all digits of the number using the touchscreen.

- [Call History]


Press [Redial], [Outgoing Call] or [Caller ID History].

If you select [Outgoing Call] or [Caller ID History], select the number you want, and then press [Apply].

- [Address Book]

Press [Address Book].

Do one of the following:

- Select the number you want, and then press [Apply].
- Press , and then enter the first letter of the name and press [OK]. Press the name you want to dial. If the name has two numbers, press the number you want. Press [Apply].

4 To change the fax settings, press [Options].

When finished, press [OK].

5 Press [Fax Start].

- If you are using the ADF, the machine starts scanning and sending the document.
- If you are using the scanner glass and selected [Mono] in the [Colour Setting], the machine starts scanning the first page.

Go to the next step.

- If you are using the scanner glass and selected [Colour] in the [Colour Setting], the touchscreen asks if you want to send a colour fax.

Press [Yes (Colour fax)] to confirm. The machine starts dialling and sending the document.

6 When the touchscreen displays [Next page?], do one of the following:

- Press [No] when finished scanning pages. The machine starts sending the document.
- Press [Yes] to scan another page. Place the next page on the scanner glass, and then press [OK]. The machine starts scanning the page.

Repeat this step for each additional page.

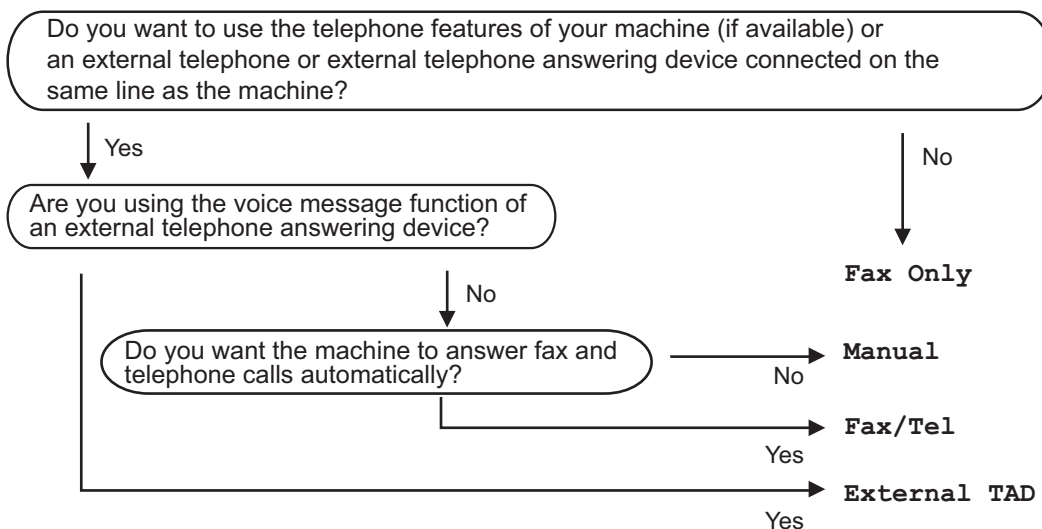
Choose the Correct Receive Mode


Related Models:


MFC-J890DW/MFC-J895DW

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

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



- 1 Press  [Settings] > [All Settings] > [Fax] > [Setup Receive] > [Receive Mode].


 If the option to change the Receive Mode is unavailable, make sure the BT Call Sign feature is set to [Off].

- 2 Press ▲ or ▼ to display the [Fax Only], [Fax/Tel], [External TAD], or [Manual] option, and then press the option you want.

- 3 Press .


Check the Print Quality

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

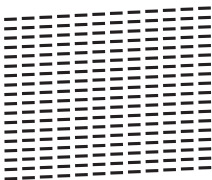
- 1 Press  [Ink] > [Improve Print Quality] > [Check Print Quality].



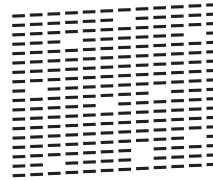
You can also press  [Settings] > [Maintenance] > [Improve Print Quality] > [Check Print Quality].


- 2 Press [Start].
The machine prints the Print Quality Check Sheet.
- 3 Check the quality of the four colour blocks on the sheet.
- 4 The touchscreen asks about the print quality. Do one of the following:
 - If all lines are clear and visible, press [No], and then press  to finish the Print Quality check.
 - If lines are missing (see **Poor**, as follows), press [Yes].

OK



Poor



- 5 The touchscreen asks you to check the print quality of each colour. Press the number of the pattern (1–4) that most closely matches the printing result.
- 6 Do one of the following:
 - If print head cleaning is needed, press [Start] to start the cleaning procedure.
 - If print head cleaning is not needed, the Maintenance screen reappears on the touchscreen. Press .
- 7 After the cleaning procedure is finished, the touchscreen asks if you want to print the Print Quality Check Sheet again. Press [Yes], and then press [Start].
The machine prints the Print Quality Check Sheet again. Check the quality of the four colour blocks on the sheet again.

If you clean the print head and the print has not improved, try installing a new Brother Original replacement ink cartridge for each problem colour. Try cleaning the print head again. If the print has not improved, contact Brother customer service or your local Brother dealer.

IMPORTANT

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.



When a print head nozzle is clogged, the printed sample looks like this.




After the print head nozzle is cleaned, the lines are gone.



Check the Print Alignment from Your Brother Machine

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

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

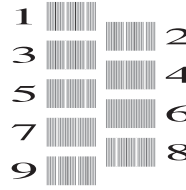


You can also press  [Settings] > [Maintenance] > [Improve Print Quality] > [Alignment].

- 2 Press [Next].

- 3 Press [Start].
The machine prints the Alignment Check Sheet.

(A)



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

Repeat this step for the rest of the patterns.



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



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



- 5 Press .

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

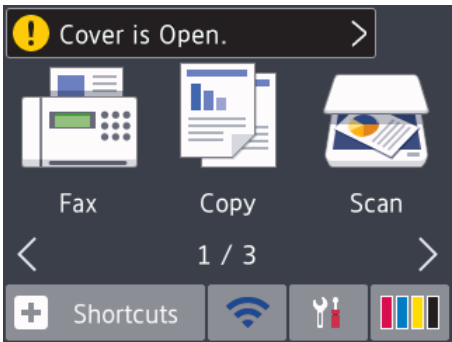

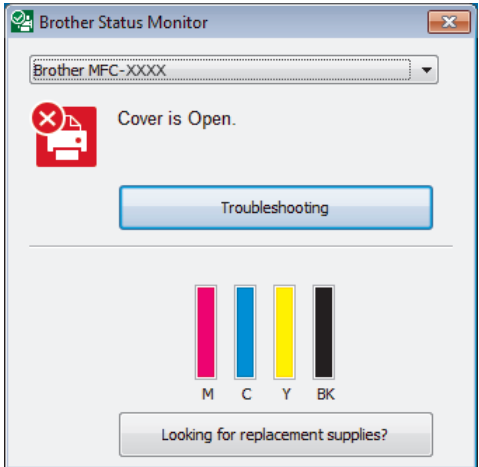
Identify the Problem

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

First, check the following:

- The machine's power cord is connected correctly and the machine's power is on.
- All of the machine's orange protective parts have been removed.
- The ink cartridges are installed correctly.
- The Scanner Cover and the Jam Clear Cover are fully closed.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer, or the wireless connection is set up on both the machine and your computer.
- (For network models) The access point (for wireless), router, or hub is turned on and its link button is blinking.

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

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

Error and Maintenance Messages

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

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




(MFC-J890DW/MFC-J895DW)


If the touchscreen displays error messages and your Android™ device supports the NFC feature, touch your device to the NFC symbol on the control panel to access the Brother Solutions Center and browse the latest FAQs from your device. (Your mobile telephone provider's message and data rates may apply.)

Make sure the NFC settings of both your Brother machine and your Android™ device are set to On.


Error Message	Action
B&W Print Only Replace ink.	<p>One or more of the colour ink cartridges have reached the end of their lives.</p> <p>Replace the ink cartridges.</p> <p>For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <p>The machine may stop all print operations and you may not be able to use the machine until you install a new ink cartridge in the following cases:</p> <ul style="list-style-type: none"> • If you unplug the machine or remove the ink cartridge. • If you select the Slow Drying Paper option on the machine or in the printer driver.
BT Call Sign On	<p>BT Call Sign is set to On. You cannot change the Receive Mode from Manual to another mode.</p> <p>Set BT Call Sign to Off.</p> <p>For more information, see the <i>Online User's Guide: Enable the Machine to Work with BT Call Sign (with Your External Telephone only)</i>.</p>

Error Message	Action
Cannot Detect	Remove the used ink cartridge and install a new one.
	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.
	Take out the new ink cartridge and reinstall it slowly and firmly until it locks into place. For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i> .
	Slowly turn the ink cartridge so that the ink supply port is pointing downwards, and then reinstall the cartridge.
	Check the model numbers of the ink cartridges and install the correct ink cartridges. See <i>Related Information: Supply Specifications</i> at the end of this section.
Cannot Detect Ink Volume	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact Brother customer service or your local Brother dealer.
Data Remaining in Memory	Press  . The machine will cancel the job and clear it from the memory. Try to print again.
Disconnected	Try to send or receive again. If calls are stopped repeatedly and you are using a VoIP (Voice over IP) system, try changing the Compatibility to Basic (for VoIP). See <i>Related Information: Telephone Line Interference/VoIP</i> at the end of this section.
Document Jam/too Long	The document was not inserted or fed correctly, or the document scanned from the ADF was too long. For more information, see the <i>Online User's Guide: Document Jams</i> .
High Temperature	After cooling the room, allow the machine to cool down to room temperature. Try again when the machine has cooled down.
Hub is Unusable.	Hubs, including a USB flash drive with a built-in hub, are not supported. Unplug the device from the USB direct interface.
Ink Absorber NearFull	The ink absorber box must be replaced soon. Contact Brother customer service or your local Brother dealer. <ul style="list-style-type: none"> • The ink absorber box absorbs the small amount of ink emitted during print head cleaning.
Ink Absorber Pad Full	The ink absorber box must be replaced. Contact Brother customer service or your local Brother Authorised Service Centre to have your machine serviced.

Error Message	Action
Ink Low	<p>One or more of the ink cartridges are near the end of their lives.</p> <p>Order a new ink cartridge. You can continue printing until the touchscreen displays <i>Replace Ink</i>.</p> <p>For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <ul style="list-style-type: none"> You can still scan even if the ink is low or needs to be replaced.
<p>Jam A Inside/ Front</p> <p>Repeat Jam A Inside/Front</p>	<p>Remove the jammed paper.</p> <p>For more information, see the <i>Online User's Guide: Printer Jam or Paper Jam</i>.</p> <p>Make sure the paper guides are set to the correct paper size.</p> <p>Do not put more than one sheet of paper in the manual feed slot at any one time. Wait until the touchscreen prompts you to load another sheet of paper before you feed the next sheet of paper in the manual feed slot.</p>
<p>Jam B Front</p> <p>Repeat Jam B Front</p>	<p>Remove the jammed paper.</p> <p>For more information, see the <i>Online User's Guide: Printer Jam or Paper Jam</i>.</p> <p>Make sure the paper guides are set to the correct paper size.</p>
Jam C Rear	<p>Remove the jammed paper.</p> <p>For more information, see the <i>Online User's Guide: Printer Jam or Paper Jam</i>.</p> <p>Make sure the paper guides are set to the correct paper size.</p> <p>Clean the paper pick-up rollers.</p> <p>For more information, see the <i>Online User's Guide: Clean the Paper Pick-up Rollers</i>.</p>
Low Temperature	<p>After warming the room, allow the machine to warm up to room temperature. Try again when the machine has warmed up.</p>
Media is Full.	<p>Your machine can only save to your memory card or USB flash drive if it contains fewer than 999 files. Delete unused files and try again.</p> <p>Delete unused files from your memory card or USB flash drive to make some free space, and then try again.</p>
No Caller ID	<p>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.</p> <p>To use the Caller ID feature, contact your telephone company.</p> <p>For more information, see the <i>Online User's Guide: Caller ID</i>.</p>
No Ink Cartridge	<p>Remove the new ink cartridge and re-install it slowly and firmly until it locks into place.</p> <p>For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p>

Error Message	Action
No Paper Fed	<p>Do one of the following:</p> <ul style="list-style-type: none"> • Refill the paper tray, and then follow the LCD instructions. • Remove and reload the paper, and then follow the LCD instructions. <p>The paper was not inserted in the centre position of the manual feed slot.</p> <p>Remove the paper and reinsert it in the centre of the manual feed slot, and then follow the LCD instructions.</p> <p>For more information, see the <i>Online User's Guide: Load Paper in the Manual Feed Slot</i>.</p> <hr/> <p>The Jam Clear Cover is not closed correctly.</p>
Out of Fax Memory	<p>Do one of the following:</p> <ul style="list-style-type: none"> • Clear the data from the memory. To gain extra memory, you can turn Memory Receive off. <p>For more information, see the <i>Online User's Guide: Turn Off Memory Receive</i>.</p> <ul style="list-style-type: none"> • Print the faxes stored in the memory. <p>For more information, see the <i>Online User's Guide: Print a Fax Stored in the Machine's Memory</i>.</p>
Out of Memory	<p>If a fax-sending or copy operation is in progress:</p> <ul style="list-style-type: none"> • Press  or <code>Quit</code> or <code>Close</code> and wait until the other operations that are in progress finish, and then try again. • Press <code>Partial Print</code> to copy the pages scanned so far. • Clear the data in the memory. To gain extra memory, you can turn Memory Receive off. <p>For more information, see the <i>Online User's Guide: Turn Off Memory Receive</i>.</p> <ul style="list-style-type: none"> • Print the faxes stored in the memory. <p>For more information, see the <i>Online User's Guide: Print a Fax Stored in the Machine's Memory</i>.</p>

Error Message	Action
Paper Size Mismatch	<ol style="list-style-type: none"> 1. Check that the paper size you selected on the machine's display matches the size of the paper in the tray. For more information, see the <i>Online User's Guide: Change the Paper Size and Paper Type</i>. 2. Make sure you loaded the paper in the proper orientation and set the paper guides at the indicators for your paper size. For more information, see the <i>Online User's Guide: Load Paper</i>. 3. After you have checked the paper size and the paper orientation, follow the LCD instructions. <p>If printing from your computer, make sure the paper size you selected in the printer driver matches the size of paper in the tray. For more information, see the <i>Online User's Guide: Print Settings (Windows®) or Print Options (Mac)</i>.</p>
Paper Tray not detected	<p>Slowly push the paper tray completely into the machine.</p> <p>Paper or a foreign object has prevented the paper tray from being inserted correctly. Pull the paper tray out of the machine, and remove the jammed paper or foreign object. If you cannot find or remove the jammed paper, see the <i>Online User's Guide: Printer Jam or Paper Jam</i>.</p>
Repetitive No Paper Fed	<p>Clean the paper pick-up rollers. For more information, see the <i>Online User's Guide: Clean the Paper Pick-up Rollers</i>.</p> <p>The photo paper tray is in the wrong position. Return the photo paper tray to the Normal printing position when you use cut sheet paper.</p>
Replace Ink	<p>One or more of the ink cartridges have reached the end of their lives. Replace the ink cartridges. For more information, see the <i>Online User's Guide: Replace the Ink Cartridges</i>.</p> <ul style="list-style-type: none"> • You can still scan even if the ink is low or needs to be replaced.
Touchscreen Init. Failed	<p>The touchscreen was pressed before the power on initialisation was completed. Make sure nothing is touching or resting on the touchscreen, especially when plugging the machine in.</p> <p>Debris may be stuck between the lower part of the touchscreen and its frame. Insert a piece of stiff paper between the lower part of the touchscreen and its frame and slide it back and forth to push out the debris.</p>

Error Message	Action
Tray Settings	<p>This message is displayed when the setting to confirm the paper type and size is enabled.</p> <p>To not display this confirmation message, change the setting to Off.</p> <p>For more information, see the <i>Online User's Guide: Change the Check Paper Size Setting</i>.</p>
Unable to Clean XX Unable to Initialize XX Unable to Print XX	<p>A foreign object, such as a paper clip or a piece of ripped paper, is in the machine.</p> <p>Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, disconnect the machine from the power for several minutes, and then reconnect it.</p> <p>If you cannot print received faxes, transfer them to another fax machine or to your computer.</p> <p>For more information, see the <i>Online User's Guide: Transfer Your Faxes or Fax Journal Report</i>.</p>
Unable to Scan XX	<p>Disconnect the machine from the power for several minutes, and then reconnect it.</p> <p>If you cannot print received faxes, transfer them to another fax machine or to your computer.</p> <p>For more information, see the <i>Online User's Guide: Transfer Your Faxes or Fax Journal Report</i>.</p>
Unusable Device Disconnect device from front connector & turn machine off & then on	<p>A broken device is connected to the USB direct interface.</p> <p>Unplug the device from the USB direct interface, then press  to turn the machine off and then on again.</p>
Unusable Device Please disconnect USB device.	<p>A USB device or USB flash drive that is not supported has been connected to the USB direct interface.</p> <p>Unplug the device from the USB direct interface. Turn the machine off and then on again.</p>
Wrong Ink Cartridge	<p>The ink cartridge model number is not compatible with your machine.</p> <p>Verify whether the cartridge model number will work with your machine.</p> <p>See <i>Related Information: Supply Specifications</i> at the end of this section.</p>
Wrong Ink Colour	<p>Check which ink cartridges are not matched by colour to their ink cartridge positions and move them to their correct positions.</p>

Related Information



- Telephone Line Interference/VoIP on page 15
- Supply Specifications on page 27

Information for compliance with Commission Regulation 801/2013

Models	Power consumption Networked Standby ¹
DCP-J772DW/DCP-J774DW	Approx. 1.2 W
MFC-J890DW/MFC-J895DW	Approx. 1.9 W


¹ All network ports activated and connected

How to enable/disable Wireless LAN



- (DCP-J772DW/DCP-J774DW) To turn on or off the wireless network connection, press  [Settings] > [All Settings] > [Network] > [WLAN Enable] > [On] or [Off].
- (MFC-J890DW/MFC-J895DW) To turn on or off the wireless network connection, press  [Settings] > [All Settings] > [Network] > [Network I/F] > [WLAN] or [Wired LAN].

Supply Specifications

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	The first time you install a set of ink cartridges the machine will use an amount of ink to fill the ink delivery tubes for high quality printouts. This process will only happen once. After this process is complete the page yield for the cartridges provided with your machine is approximately the same as that of standard cartridges.
Replacement Supplies	<p><Standard Yield Black> LC3211BK <Standard Yield Yellow> LC3211Y <Standard Yield Cyan> LC3211C <Standard Yield Magenta> LC3211M Black, Yellow, Cyan and Magenta - Approximately 200 pages ¹</p> <p><High Yield Black> LC3213BK <High Yield Yellow> LC3213Y <High Yield Cyan> LC3213C <High Yield Magenta> LC3213M Black, Yellow, Cyan and Magenta - Approximately 400 pages ¹</p>

Replacement Supplies	For more information about replacement supplies, visit us at www.brother.com/pageyield
What is Innobella? 	<p>Innobella is a range of genuine supplies offered by Brother. The name "Innobella" derives from the words "Innovation" and "Bella" (meaning "Beautiful" in Italian) and is a representation of the "innovative" technology providing you with "beautiful" and "long lasting" print results.</p> <p>When you print photo images, Brother recommends Innobella glossy photo paper (BP71 series) for high quality. Brilliant prints are made easier with Innobella Ink and paper.</p>

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

 <p>If using Windows[®], double-click the Brother Creative Center icon  on your desktop to access our FREE website designed as a resource to help you easily create and print customised materials for business and home use with photos, text and creativity.</p> <p>Mac users can access Brother CreativeCenter at this web address: www.brother.com/creativecenter</p>

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