DCP585CW Windows Network Connection Repair Instructions

Difficulty printing from your PC can occur for various reasons. The most common reason a networked Brother machine may stop printing, is because the connection between the computer and the Brother machine is lost. This can occur as a result of wrong settings or configuration of the printer driver.

There are several basic troubleshooting steps you can take to resolve this issue.
For troubleshooting purposes, disable any firewall programs that are running. Once you are able to print, enable your firewall again.

PART 1: VERIFY THE BROTHER MACHINE IS POWERED ON AND THERE ARE NO ERRORS

1. If the LCD screen is blank, then the Brother machine is not powered on. Verify that it is plugged into a working outlet and any power switches are turned to the ON position.

2. Check the LCD screen for any error messages. An example would be -Paper Jam- or -Ink/Toner Empty-. If the LCD screen shows an error, troubleshoot to clear the issue indicated.

PART 2: VERIFY THE CONNECTION TO THE WIRELESS ROUTER OR ACCESS POINT

1. On the Brother machine:

   a. Press MENU
   b. Scroll to PRINT REPORTS and press OK.
   c. Scroll to NETWORK CONFIG and press OK.
   d. Press START. The Network Configuration report will print.

2. Ensure that the wireless status is ACTIVE (11B/11G) and the machine is connected to the proper network. Continue to PART 3. If the status is Connection FAIL or any other error state, then the Brother machine is not properly joined to a wireless network. Go to PART 4 to establish the wireless connection.

PART 3: VERIFY COMMUNICATION BETWEEN THE BROTHER MACHINE AND COMPUTER

1. Using the network configuration report, make note of the brother machine's IP address.

2. Obtain the computer's IP Address:

   a. On the computer, click START -> RUN (or in the START SEARCH line).
   b. Type: CMD and press ENTER or click OK.
   c. A command prompt window will open.
   d. Type: IPCONFIG and press ENTER.
   e. You should receive information about your computer's network connection. Make a note of the IP or IPv4 Address. If you do not receive an IP address, this indicates that there is a problem with your computer's network connection. If you are unsure how to reconnect the computer to your network, contact your router manufacturer or network admin for further assistance.

3. PING the Brother machine:

   a. While still in the command prompt window, type: PING xxx.xxx.xxx.xxx (Where xxx.xxx.xxx.xxx is the Brother machine's IP Address noted earlier.)
   b. Press ENTER on your keyboard. The computer will ping, or try to communicate with the Brother machine. When completed, you will receive the PING STATISTICS.
   c. If you receive replies, verify that the replies are from the correct IP address. If you receive valid replies, then there is communication between the computer and the Brother machine. Go to PART 5 to continue troubleshooting.
   d. If you don't receive any replies or they are not from the correct IP address, then this indicates that there is a communication problem between the Brother machine and the Computer:

- If the computer is wireless, confirm that it is connected to the same network that the Brother machine is connected to. If it is connected to a neighboring wireless network, then you will need to troubleshoot your computer's network connection.
- If the computer's connection is verified but you still have no communication, ensure there are no firewalls or other security applications running. Repeat PART 3 after making any adjustments to the configuration. If you still can't ping the Brother machine, continue to PART 4 to re-establish a network connection. If you have already completed PART 4 and you still can't ping the Brother machine, attempt to ping from another network-connected computer to determine if the issue is specific to this computer's Network Connection. If so, contact the computer manufacturer or network admin for further support troubleshooting this specific computer.

PART 4: ESTABLISH A WIRELESS CONNECTION:

NOTE: All network settings will be reset with this operation. If you can print or scan from other computers on the network, but not from this specific computer, DO NOT reset the network card. Doing so will affect the other computer's on the network. In this case there is an issue specific to this computer's network communication. Some common causes are software firewalls, security programs, and other software applications that may be blocking communication. Contact your computer manufacturer or network admin for support troubleshooting this particular computer.

1. Before you begin, please gather the wireless network settings of your access point or wireless router. This information can be found on the network configuration page of your wireless router or Access Point. Please refer to the router or access point's user guide for instructions on accessing the network configuration page. This information includes:

    a. SSID (Service Set ID or Network name): Your Access Point or Wireless Routers are identified by an SSID or Network Name.
    b. Authentication (Open System or Shared Key)/Encryption Type (None or WEP)
    c. WEP Key (If needed)
    d. WPA/WPA2-PSK Encryption type (If needed)
    e. WPA/WPA2-PSK (Pre-shared Key) (If needed)

2. Verify the Wireless Router or Access Point is setup for DHCP. This setting is required in order for the router or access point to broadcast a valid IP address to the device. Please refer to the user guide of your wireless router or access point for additional information.

3. If the Brother machine was previously configured for wireless connection, continue to step 4. If the machine was NOT configured for wireless connection, go to step 5.

4. If the Brother machine was previously configured for wireless connection the network settings need to be reset before the unit can be configured for new wireless settings. Complete the following steps to reset the Network Card. **NOTE: Resetting the network card will erase all current network settings**.

    a. On your machine, press MENU.
    b. Scroll to NETWORK and press OK.
    c. Scroll to FACTORY RESET and press OK.
    d. Press PLUS (+) key twice for YES to accept the change.

5. When the machine powers on:

    a. Press MENU
    b. Scroll up or down to NETWORK and press OK.
    c. Scroll up or down to WLAN and press OK.
    d. Scroll up or down to SETUP WIZARD and press OK.
    e. When NETWORK I/F SWITCHED TO WIRELESS is displayed, press OK.

6. The machine will search for your network and display a list of available SSIDs. You should see the SSID you wrote down earlier. If the machine finds more than one network use the up or down arrow

keys to choose your network, then press OK. Go to step 10. If your access point is set to not broadcast the SSID you will have to manually add the SSID name. Continue to step 7.

7. Select using up or down arrow and press OK.

8. Enter a new SSID you wrote down and press OK. The SSID must match the settings of your router or access point. See the section at the bottom labeled ENTERING TEXT.

9. Press up or down arrow key to choose INFRASTRUCTURE, and then press OK.

10. Use the up or down arrow, and OK keys to choose one of the options below: If your network is configured for Authentication and Encryption you MUST match the settings used for your network.

    a. NO AUTHENTICATION OR ENCRYPTION: Scroll to OPEN SYSTEM, and press OK. Scroll to NONE for Encryption Type and press OK. Press PLUS (+) for YES to apply your settings. Go to step 13.
    b. NO AUTHENTICATION WITH WEP ENCRYPTION: Scroll to OPEN SYSTEM, and press OK. Scroll to WEP for the Encryption Type and press OK. Continue to step 11.
    c. AUTHENTICATION WITH WEP ENCRYPTION: Scroll to SHARED KEY, and press OK. Continue to step 11.
    d. AUTHENTICATION WITH WPA/WPA2-PSK (TKIP or AES) ENCRYPTION: Scroll to WPA/WPA2-PSK, press OK. Go to step 12.

11. Scroll to the appropriate key number and press OK:

    a. Enter the WEP key you wrote down earlier. See the section at the bottom labeled ENTERING TEXT.
    b. Press OK when you have entered all the characters.
    c. Press PLUS (+) for YES to apply your settings. Go to step 13.

    Note: Most access points and routers can store more than one key, but they will only use one at any time for authentication and encryption.

12. Scroll to TKIP or AES for Encryption Type and press OK.

    a. Enter the WPA/WPA2-PSK Password you wrote down earlier. See the section at the bottom labeled ENTERING TEXT.
    b. Press OK when you have entered all the characters.
    c.   Press PLUS (+) for YES to apply your settings. Continue to step 13.

13. Your machine will now try to connect to your wireless network using the information you have entered. If successful, CONNECTED will appear on the LCD. A four level indicator at the top of your machine's LCD will show the wireless signal strength of your access point or router. If CONNECTION FAILED is displayed then the print server has not successfully connected to your router or access point. Make sure your access point is on, and verify your network settings. You must perfectly match your router's security settings in order for the Brother machine to connect properly. If you are not certain of this information, contact your router manufacturer or network admin to verify these settings. (**NOTE: For the WPA2-PSK protocol, the Brother machine only supports AES. If you are using TKIP with this protocol you will receive this error**). Verify your Network Settings in step 1 and try connecting from Step 2 again. You may need to contact your router manufacturer or network admin to verify these settings.

14. Once the machine is connected the machine will automatically acquire the correct TCP/IP address information from your access point (router) if DHCP is enabled (DHCP is normally enabled as default for most access point routers). If DHCP is not enabled, you will have to manually configure the IP address, subnet mask, and default gateway of the machine to suit your network. Refer back to PART 3 to verify that the computer and Brother machine can communicate with each other.

PART 5: VERIFY THAT THE PRINTER DRIVER IS INSTALLED

1. On the computer Click START -> (SETTINGS) -> CONTROL PANEL -> PRINTERS (AND FAXES)
   -OR-
   START -> (SETTINGS) -> CONTROL PANEL -> PRINTERS AND OTHER HARDWARE -> VIEW INSTALLED PRINTERS

2. Verify that the Brother printer is in the list. If the Brother printer is listed, continue to PART 6. If the Brother printer is not listed, the driver may not be installed properly. Go to PART 9 to reinstall the Brother driver.

3. Verify that the Brother printer is set as default. This is especially important if you use the print icon to print from within applications. If the Brother printer is set as the default printer, it will have a check mark in front of the icon. To set your Brother machine as the default printer, RIGHT CLICK on the Brother printer and select SET AS DEFAULT (PRINTER).

PART 6: VERIFY THAT THE PRINTER STATUS IS READY AND THE PRINT QUEUE IS EMPTY

1. While still in the Printers folder, locate the Brother printer in the list and hover your mouse over the Brother printer icon. Below is an example of what you may see:

   Status: Ready (Could also state: USE PRINTER OFFLINE or PAUSED)
   Documents: 0 (Could be any number)

2. If there are any documents waiting in the queue, right-click on the Brother printer and select CANCEL ALL DOCUMENTS. This should clear the queue.

3. If the status states:

   USE PRINTER OFFLINE; right-click on the Brother printer and uncheck USE PRINTER OFFLINE or select USE PRINTER ONLINE depending on your operating system. This should set the printer driver ONLINE.
   PAUSED: right-click on the Brother printer and uncheck PAUSE PRINTING or click RESUME PRINTING depending on your operating system. This should allow the printer to resume printing.

PART 7: ATTEMPT A TEST PRINT

1. While still in the Printers folder, right-click on your Brother machine and select PROPERTIES.

2. On the GENERAL TAB, click the PRINT TEST PAGE button. If the test page prints, then your issue is resolved. If the test page does not print, close the PRINTER PROPERTIES window. Right click on the printer, then left click on CANCEL ALL DOCUMENTS and continue to PART 8.

PART 8: CHECK THE DRIVER PORT SETTINGS:

1. While still in the printer folder, right click on the Brother driver and left click on PROPERTIES. The Brother printer driver properties screen will now appear.

2. Click the PORTS tab.

3. You will see a list of the available communication ports on your PC (Ex: LPT1:, LPT2:, COM1:, ETC)
4. Click ADD PORT.

5. Choose STANDARD TCP/IP PORT then click NEW PORT. The Standard TCP/IP Printer Port Wizard will appear.

6. Click NEXT.

7. In the field labeled PRINTER NAME OR IP ADDRESS, type the IP address of your Brother machine noted earlier and click NEXT. (**NOTE: If you receive a message stating that: A port with that name already exists, then go back to the printer port wizard and modify the name of the**

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printer port in the second field labeled: PORT NAME. It cannot be identical to another port that already exists.)

8. A screen will appear with information about your Brother machine. Click FINISH. (**NOTE: If you receive a message stating that additional port information is required, this indicates that the Brother machine is not recognized on the network. The most common cause of this is a firewall or other security software is active, or it could be caused by an IP conflict between the Brother machine and another network-connected device. Ensure that there is no active firewall and try again. Consult your network admin for further support troubleshooting.)**

9. Click CLOSE.

10. Click APPLY. Click the GENERAL TAB.

11. Click PRINT TEST PAGE. A test page should now print correctly. If the test page does not print, click OK and close the PRINTER PROPERTIES window. Right click on the printer, then left click on CANCEL ALL DOCUMENTS and continue to PART 9 to reinstall the drivers.

PART 9: UNINSTALL AND REINSTALL THE BROTHER DRIVERS

1. On the computer click on START -> (ALL) PROGRAMS -> BROTHER -> XXX-XXXX (Where X is the model of your Brother machine) -> UNINSTALL. **Note: If the software is not installed, skip to Step 4.**

2. When asked to confirm that you want to completely remove the software, click OK.

3. When the uninstall is complete, you will be prompted to restart the computer. Click YES.

4. Once the computer restarts, insert the supplied CD-ROM for Windows into your CD-ROM drive. If prompted, select your language and model. If the disc does not automatically run, go to START -> COMPUTER or (MY) COMPUTER on the desktop and double click on the MFL-PRO icon.

5. The CD-ROM main menu will appear. Click ADVANCED -> MFL-PRO SUITE WITHOUT PaperPort (This assumes PaperPort is already installed. If you don't have PaperPort, you may install the full MFL-Pro suite from the main menu.

6. If the Brother MFL-Pro Suite Software License Agreement window appears, click YES if you agree to the Software License Agreement.

7. Choose WIRELESS NETWORK CONNECTION and click NEXT.

8. Click on the CHECKED AND CONFIRMED box and then click NEXT.

9. For Windows XP SP2 or greater and Windows Vista Windows Firewall Users: If a firewall is detected, choose CHANGE THE FIREWALL PORT SETTINGS TO ENABLE NETWORK CONNECTION AND CONTINUE WITH THE INSTALLATION(RECOMMENDED). Then click NEXT.

   NOTE: If you are using a firewall other than Windows Firewall or Windows Firewall is off, you may receive a message warning you that the firewall could block network communication.

10. a. If the Brother machine is the only network-printing device found on the network the installation of the Brother drivers will automatically start. If there is more than one network-printing device found you will be asked to select your model machine from the list and then click NEXT.

    b. If the Brother machine is not yet configured for use on your network, a window will appear stating: Find unconfigured Device. Click OK. The Configure IP Address window will appear. Choose SPECIFY YOUR MACHINE BY ADDRESS (ADVANCED USERS), and enter the IP address information appropriate to your network, then click NEXT. If you are not certain what information to enter you should contact your network administrator.

11. The installation screens will appear one after another. Please wait. It will take a few moments for all the screens to appear. DO NOT try to cancel any of the screens during this installation. If asked: Would you like to install this device software? Click INSTALL.

12. When the On-Line Registration screen is displayed, make your selection and follow the on-screen instructions. Once you have completed the registration process, close your web browser to return to this window. Click NEXT to continue the installation.

13. When prompted to restart the computer, select YES, I WANT TO RESTARTMY COMPUTER NOW, and click FINISH. The computer will restart. **Note: After restarting the computer you must be logged on with Administrator rights.**

14. Once the computer restarts, you will be prompted to select an option for firmware update notification. Make your selection and click OK. **NOTE: Internet service is required for any firmware updates.**

15. Attempt to print again to determine if the issue has been resolved. If you are still unable to print, attempt to print from another network-connected computer. This will determine if the issue is specific to this computer. If you can print from other computers, then contact your computer manufacturer or network administrator for assistance troubleshooting this specific computer.

ENTERING TEXT:

TO ENTER CHARACTERS: Use the UP and DOWN ARROW key to choose each letter or number. You can use the LEFT and RIGHT ARROW keys to move the cursor left and right. For example, to enter the letter a, press the UPARROW key once. To enter the number 3, hold down the UP ARROW key until it appears. The letters appear in this order: lower case, upper case, numbers, and then special characters. Press OK once all the letters have been entered.