MFC9840CDW Mac Network Connection Repair Instructions

Difficulty printing from your Mac can occur for various reasons. The most common reason a 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 on the printer driver.

There are several basic troubleshooting steps you can take to resolve this issue.

PART 1: VERIFY THE CONNECTION

1. Print the Network Configuration or User Settings List on the Brother machine and obtain the IP Address. For instructions on how to print this report, refer to the solution: "How do I print the Network Configuration report?"

2. On the Mac, open **HDD => Applications => Utilities => Network Utility**. Click the **PING** button at the top of the window and enter the brother machine's IP address in the appropriate section.

3. Select **Send Only _ Pings** and change the value to 4.

4. Click the **PING** button to the right. If the Brother machine responds, continue troubleshooting. If the Brother machine does not respond, then you will need to setup your machine on the network properly using the Initial Setup steps in order to print.

PART 2: 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 or is in sleep mode. Press a button on the machine to see if it wakes from sleep mode. If it does not, then 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 particular problem.

PART 3: VERIFY THAT THE PRINTER DRIVER IS INSTALLED

1. From the Apple Menu or in the Dock select **System Preferences**.

2. Under **Hardware** click the **Print & Fax** icon.

3. Verify that the Brother printer in the list. If the Brother printer is listed, continue to **PART 4**. If the Brother printer is not listed, the driver may not be installed properly. Refer to **PART 8** to reinstall the Brother driver.

PART 4: VERIFY THAT THE BROTHER PRINTER IS SET AS DEFAULT

This is especially important if you use the print icon to print from within applications.

1. To set the printer as default: While in **Print & Fax** click the **Default Printer** drop down and select the appropriate Brother **"Printer Driver"**.

PART 5: VERIFY THAT THE PRINTER STATUS IS READY AND THE PRINT QUEUE IS EMPTY

1. While viewing the printer list, verify that the Brother **"Printer Driver"** shows **Idle** not **Paused**.

    If the printer is paused, double click the **"Printer Driver"** and click **RESUME PRINTER** at the top of the printer queue window or in the File Menu click **Printer => Resume Printer**.

2. Verify there are no jobs in the Printer Queue.

    If there are any documents waiting in the queue, you can delete print jobs by selecting the job and clicking **DELETE** in the top left of the print queue window or in the File Menu click **Jobs => Delete Job**. This should clear the queue.

PART 6: ATTEMPT A TEST PRINT

1. In Mac OS X 10.5 or 10.6 you can print a Test Page from the File Menu when the Print queue window is displayed. Click **Printer => Print Test Page**.

2. In previous Mac OS X versions you can open TextEdit, create a new document and attempt to print.

    a. If the Test Page or New Document prints, then the issue is resolved.

    b. If the Test Page or New Document does not print continue to **PART 7**.

PART 7: DELETE THE PRINTER

1. From the Apple Menu or in the Dock select **System Preferences**.

2. Under **Hardware** click the **Print & Fax** icon.

3. Highlight the printer you would like to delete from the list.

4. Click the **- (Minus)** button located below the Printers section on the left side.

5. Click **OK** to confirm that you want to delete the printer.

STEP 8: ADD THE PRINTER USING BONJOUR

1. While still in the Print & Fax window, click the **+ (Plus)** button located below the Printers section on the left side.

2. Click the **Default** icon at the top of the window.

3. Select your Brother machine from the Printer Name list.

4. In the **Print Using** list, select one of the following drivers:

    a. CUPS Driver: Select **XXXXXXX CUPS** (Where XXXXXXX represents the Brother machine's model name.)

    b. PostScript Driver: Select **XXXXXXX BR-Script** (Where XXXXXXX represents the Brother machine's model name.)

        NOTE: The PostScript Driver is not available for all models.

5. Click **ADD**. The Brother **"Printer Driver"** will now be available in the Print & Fax list.

6. Attempt to print again to determine if the issue is resolved. If you are still unable to print:

    •   Wired users can try another network cable.

    •   Reestablish the machine's network connection using the initial setup steps.

    •   Attempt to print from another network-connected computer.

These steps will help 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.

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