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Brother intellifax 4750e sleep mode

Designed to handle all your business can throw at it, Brother's IntelliFax 4750-e is a laser fax machine that can also be used as a printer. The Super G3 modem transmits your faxes at speeds as fast as 2 seconds per page. For large documents a QuickScan feature will let you store up to 600 pages into memory with the 50 sheet automatic document feeder. Of course all the standard features are included, broadcast fax, group dial and remote retrieval for example. You can also use the fax machine as a copier. With 32 one touch dial numbers and 200 speed dial numbers able to be stored in memory there is plenty of room for all the numbers you'd need. Fax security with password controlled access keeps sensitive faxes out of the wrong hands. And if that wasn't enough the included parallel, USB and ports allow the 4750e to be used as a high speed printer. The most convenient application to this is print to fax, where the users can send faxes directly from their computers. Fast Fax/Faxing a Super G3 fax speed (approximately 2 seconds per page) and a large fax memory (8MB for 600-page buffer), the brother IntelliFax 4750E keeps pace with any busy office. A telephone handset is included for added versatility.Superior Laser OutputWhether printing incoming faxes, or using the 50-page auto document feed capacity to make copies at up to 15cpm, you can expect crisp, clear and professional output every time.250-sheet Expandable Paper CapacityA high-capacity, front-loading 250-sheet paper tray is easily accessible and reduces the time spent reloading paper. With the optional second tray, load letter paper in one and legal in the other so that incoming faxes print automatically on the correct paper.Versatile ConnectivityThe printer features a USB port for fast data transfer and convenient connections, and a parallel port for wide compatibility. Brother Compactric 1 I get a "MACHINE ERROR 77" code when I power up my MFC-8500. I called Brother but they just want me to send it to a repair facility. I'd rather eBay the unit than pay a premium to get it repaired. The best I can figure out is that it has something to do with the fuser or the heat thermostat. Can anyone help to pinpoint a remedy for my MFC-8500? Power off the printer for 15 minutes and power back on again. If that fixes the problem then OK.If not then go into maintenance mode - Press and hold the menu/set key while turning on the machine. Wait until it comes completely up before releasing. It should say Maintenance in the display.If not press function,*2,8,6,4 within two seconds. It should say maintenance in the display. Or on some machines Menu,*2,8,6,4 within 2 seconds.Once you get it into maintenance hit 91 to do a parameter reset and then 99 to get out of maintenance.If this corrects the problem then OK but you may have a failing thermister in the fuser.If the problem happens again then change the thermister.If the reset does not work then either the thermister or the fuser lamp has failed. In rare cases there is a poor connection with the cables to the fuser. You will have to reset the parameter again after replacing the fuser if you need to replace the fuser or repair it. I just got the same message on my mfc-8500 after a brief power outage. I opened the front panel, removed the toner and closed the panel. The printer tried to warm up and then said to open the panel door. I then opened the door, inserted the toner, closed it and the machine error was cleared.Perhaps all you need to do is remove the toner and put it back in. I was just letting you know every step that I took.Darrell Thank you! Just had a power outage, and my Brother MFC-4800 had the same error. I followed your instructions, but still had the error. I entered 99 to reset the machine and the "error 77" was replaced with a message to insert the drum; inserted drum, and we are back in action! Thank you! I tried removing and reinstalling the toner and it didn't work, any other suggestions. This same thing worked on our Brother IntelliFax 4100. The machine error 77 came up. Power cycling did not fix the problem. Powering off, removing the toner cartridge, power on, wait for error to replace toner fixed the problem. 30 seconds on Google saved 30 minutes of hassle on the phone. I had the same error message; machine error 77 on a Brother MFC4800. It said to unplug the machine and call brother. I unplugged the machine and then plugged the machine back in. Same error message appeared machine error 77. However came back a few days later to reevaluate and everything works fine. However I do remember that I opened the machine to remove the drum and replaced the drum. Maybe that is a power cycle. Anyway it seems to be working. Maybe power cycling is the key to functionality. I inherited my MFC 8500 for my home office and it came without instructions.If anyone knows WHERE I CAN FIND INSTRUCTION MANUEL I would really appreciate it!!\thankscrystal HI Guys,I am trouble shooting a MFC-9070 am getting the machine error 77 as well - Power cycling and trying to get into the maintenance has failed. However I must mention tho' that there is no "function button" on this model. So I just followed the Menu/Set button - no avail...I am still not able to get the maintenance console up! Please advise - Thanks in advance guys> Hi guys, same problem occurred here! Power outage then error 77 on startup!Fix that worked for me was Menu Button * 9 1 (parameter init), and then Menu Button * 9 9 (Full reset).That reset the internal levels etc... and everything appears to work fine!This was after I contacted a local Brother Support Center, that quoted me \$35 + \$65 labor for a replacement thermal fuse.Glad I saved me \$100!Also, a nice online test for receiving a fax was fazzero.com. We didn't have access to another fax machine to do a test fax, so this online service that sent out a test fax to our machine was invaluable!Thanks for the post above guys! I had the same error #77 after a power outage. I turned the machine off , removed the toner and turned it on.It recycled again to put the toner in and then the error cleared. Thanks guys saved me a lot of grief. I have a MFC 9070 with same Machine error 77. I change the fuser unit, with an other FAX-8070. Doesn't work. >Then i discover your marvellous forum, and use Laseram method, and use Maintenance menu, enter 99 code, and the machine works well now.Thanks thanks thanks Great forum, this.Powering off, removing the toner cartridge, power on, wait for error saying to replace toner, then replaced toner (with power on) - fixed the problem. nnn I love the internet for this reason. I hate sitting on hold waiting for someone to tell me to power off, power on, push some buttons etc..... Thank you everyone for your help! I did have to go to the maintenance screen, not just remove/replace the toner, but It's fixed now! Back in business. have a brother 8070p... does not use same method of resetting fax... * ,2,8,6,4any other way??? Thanks! I have a 4800 and, while removing and reinserting the drum didn't work, using *2864 worked. I had to do it a couple times before I got it rights and got to the maintenance screen, but everything is working great now! Hi everybody. I just had this same problem on my Intellifax 4100. I called tech support and they walked me through the repair.Procedure is:1) Unplug machine.2) Hold down menu key. Plug in machine.3) Release menu key.4) Enter 915) Enter 996) Machine will warm up.7) Press Reports key, then 1. This will test if the machine can print.It worked for me, and hopefully, will save you all some Ebay costs. This worked for my 4800 - power cycling alone did not work:1) Unplug machine.2) Hold down menu key while plugging in machine.3) Enter 99 while holding down menu key4) After it says "Please wait" hit the stop/exit button to get out of the maintenance modeWorked like a charm! Good luck! I had a machine error 6a on my MFC - 8820D, and it happened after a power outage. Followed menu,*2,8,6,4 followed by menu*,9,9 and vola...all fixed. Thanks guys. Saved a lot of moeny and time Thanks guys.Error 77 is gone, after Christal great workaroud.We love you Cheryl,Thanks. I have alternating Machine Error 77 & Machine Error 706...Have tried power cycling several times, as well as removing and replacing toner several times.Menu buttons * ,* commands, including upon re-set, do nothing but cause long beeps.I just bought this printer secondhand & it worked perfectly last night...been trying things for the last 10 hours to no avail!!! scans fine...guess it thinks it has a problem with fuser/toner...helpfulhelpful! pleasepleasepleaseplease! Update on 9700 problem above w/machine error 77: Fixed! (for now...don't trust these things). I don't know the technical words to describe what I did, but: Took the drum and toner out, separated toner from drum.Saw that the bluish cylinder in the drum unit had a stripe where it would have contacted the toner. There was a plastic wheel where you could turn the cylinder. I gave it a 1/4 turn, reassembled and re-inserted wheel and voila! No error. Not sure if this means there is a mechanism to turn the cylinder that isn't working on my machine, or if it is a routine maintenance issue, or what. I haven't seen this fix anywhere else online--maybe it's just a coincidence that it worked anyway--so I'm posting in case it might help someone like me. I was receiving error message 77 on the intellifax 4100. I unplugged and press menu *99 at startup and that fixed it.Thanks for the help This worked for my 4800 - power cycling alone did not work:1) Unplug machine.2) Hold down menu key while plugging in machine.3) Enter 99 while holding down menu key4) After it says "Please wait" hit the stop/exit button to get out of the maintenance modeWorked like a charm! Good luck!Worked AGAIN on 4/17/2007! This also worked for me. We didnt have a power outage as far as I know, but an end user had called me. Did a quick google and sure enough; power off, remove toner, reinsert toner, power on = no more error.Thanks. lynnzeiner's solution worked for me as well. I also had a power outage, and afterward it said "Machine Error 6A", unplug "menu" 91 "99 Worked for me on 4800 after plug on therister was dislodged while removing paper jam. Worked on Fax 8070P. Excellent!!!! 1) Unplug machine.2) Hold down menu key. Plug in machine.3) Release menu key.4) Enter 915) Enter 996) Machine will warm up.7) Press Reports key, then 1. This will test if the machine can print. Many thanks for this post. Saved me buying a new fax I did not need. See the below fix - worked for me. Only thing is that after you release the menu key, no maintenance menu shows up, but you just hit "91" and it initializes. Great! Thanks!!Hi everybody, I just had this same problem on my Intellifax 4100. I called tech support and they walked me through the repair.Procedure is:1) Unplug machine.2) Hold down menu key. Plug in machine.3) Release menu key.4) Enter 915) Enter 996) Machine will warm up.7) Press Reports key, then 1. This will test if the machine can print.It worked for me, and hopefully, will save you all some Ebay costs. Sorry but I can't talk about my problem in English. Tengo una multifunción Brother MFC-4800, y actualmente me está dando un mensaje que tengo que cambiar el Jump. Como eso es un requisito que acá en Uruguay está muy caro, me saldría mas eucenta comprar una impresora nueva. Pero me han dicho que el Jump es una especie de contador de copias, que se podría modificar, pero no me saben decir de donde bajar el software para resetear el mismo. Les agradezco si alguien tiene conocimiento sobre este problema, me lo haga saber. De nuevo gracias, y quedo a la espera... Un saludo cordial a todos... Manuel WOW. I just got error on Brother fax also. I called and they wanted me to send in. I checked internet and found this post. Removed toner and re-insterted. All errors cleared. Many thanks!!!! Hi,After the fuser unit change on a MFC-8820D with a brand new one, the following message is visible on the control panel : Error 6A, turn off the printer and call service.Here is what I've done - Turn off the printer- Unplug the power cable- Hold the menu key down- Plug the power cord back - The common green led is blinking- Type 99 on the numeric pad- When the "Please Wait" msg appears, type the Stop key to exit maintenance mode.The error is away and all is working fine ! Parece que no me hicie entender, la máquina que tengo con problemas de "Jump" es una Brother MCF4800, y es sobre ella que estoy consultando.Sorry, but I can't talk very good about my problem in English, but my Brother is an MFC4800 and it said "change jump" and I need a software to reset the jump. Thanks This worked for my Brother DCP-1000 copier/printer/scanner.1) Unplug machine.2) Hold down menu key. Plug in machine.3) Release menu key.4) Enter 996) Machine will warm up.I didn't think anything was happening when I tried plugging it back in while holding the menu key because the error message still showed up the first few times. I finally just continued with the rest of the steps and the error message went away and the machine started humming. I have this error 6a showing, any idea for a solutin guys? Fax Brother 8500Unplug the machine 5 mn, wait, and plug it again. Problem fixedPhilippe mathew,6A: Heater warming-up timeout error. (Heater does not reach60 °C within 12 second.)1) Thermister defective. Replace the thermister.2) Halogen lamp defective. Replace the halogen lamp. Had a power outage over the weekend and two of the MFC-8500 run into this problem. I found this link.For the first of the two machines, after trying everything, I replaced it with a third MFC-8500, which was off during the power failure.For the second, I tried everything suggested here: Did not work! I went to menu, cosine fax, and it was checking drum. Suddenly, it works now. This is after inventing all kinds of other tests.This strange! I had the Machine Error 6A on a brother MFC8840D and did the resets that are on this post. It seems to have cleared the error but now on start up all it asks for is PIs Open Cover and gives me no other error code.Is there anything else I can look for or check?Thanks,Nick Can anybody help out with this "PIs Open Cover" message we are getting stripped it down and its st doing it!!! Sckk and tired of this Brother error message and trouble with their junk??! was looking for a solution to my problems with my MFC620CN when I found something INTERESTING!Here is a link to some attorneys who are apparently gathering information for a class action suit against Brother for issues discussed here: think its HIGH time someone took Brother to task!You may even be due compensation!PLEASE: Copy this to as many forums as you can and get more people on board to give Brother what they justly deserve and to see some justice done on behalf of all of us who have had and sut suffer their poor products and poor customer service! The same for me on a MFC-91801) Unplug machine.2) Hold down menu key while plugging in machine.3) Enter 99 while holding down menu key4) After it says "Please wait" hit the stop/exit button to get out of the maintenance modeThis worked perfectly. I first called in our local store and they said 77 is a fuser error. They invited me to come and change it... No idea what it would have costed. Thanks a lot everybody! 1. Unplug machine2. take out toner with drum3. Plug machine back4. wait the message "insert toner". insert back in the toner with drum6. it works now I use a Brother MFC-9030 and like all of you I get a "error machine 77" after a power outage.To get back my fax I :1) Unplug machine.2) Hold down menu key. Plug in machine.3) Release menu key.4) Enter 915) Enter 996) Machine will warm up.French version :J'utilise un fax Brother MFC-9030 et comme vous tous, j'ai obtenu le message d'erreur "erreur machine 77, contactez votre revendeur"Pour régler le problème :1) Débrancher le fax2) Tenir appuyée la touche menu et rebrancher le fax3) Relacher la touche menu après quelques secondes4) Entrez 915) Entrez 996) Le fax rebote tout seul et ça fonctionne! We have Brother fax 8070P. Error 77 was coming up. Switched it on and pressed Menu,* , 9. 1then Menu,* , 9 and it reset and it works fine now! Plz helpwith this error message "machine error 6a unplug machine, then call brother" i faced with my Brother MFC 8840D printer. waiting... Well this worked for my Brother MFC-9180.1) Unplug machine.2) Hold down menu key. Plug in machine.3) Release menu key.4) Enter 995) Machine will warm up.6) Print test page.Thanks to all those who provided these valuable advice!!!! I have a mfc-8500 when I send a fax or make a copy it has this large black line going down the middle of the page.Any suggestions. Cont. to Anonymous (2/08/04 9:47 AM. I will leave it unplugged for few hours and try again->Still did not work. Finally I swapped the cartridges between the two machines. Bingo! Both are working better than before. Solution worked for me too. Unplug, hold down Menu, plug in (still holding Menu down) and totally IGNORE the machine beeping and complaining about Error 77. Just type 91 and shortly after, 99 and it'll reset!Thanks a bunch guys! My machine just gave me this error 77. So I tried dialing *99 and it reset :)Now it works!YAY! Not working for me!! On my MFC 8500. It keeps going back to'PLS OPEN COVER'. Any suggestions??Thanks the taking out scanner did not work 4 u I understand that all Brothers are reset the same way with the *2864, but my 6800 doesn't have a key marked "function". Which key would take the place of a function key? Menu key doesn't work either. HELP My machine is saying machine error 76 on a MFC-8500Any suggestions?????I tried the ones mentioned for error 77 but they didn't work!Thanks in advance for your help. I get the error 71 it tells me to unplug and call brotherAny suggestions A million thanks!! I just successfully reset my Brother Intellifax after unplugging it, removing the toner, and even cursing at it did not help. You guys are awesome! I received a Machine Error 77 Brother on a MFC-4100e. I called Brother and they had me bring the machine up in maintenance mode and press 31 then 39 the machine seemed to be fixed but now the machine doesn't want to stay connected while sending or receiving faxes. It will pickup and then disconnect or receive some of the pages and cut off, and the same with sending. I have done everything that has been posted on this page and nothing seems to work. I have had the phone company out to check the line, I have changed the jacks and cords and re-punched down the cables in the 66 and 110 blocks. Can someone please help me? posted on this page and nothing seems to work.> -I suspect your computer is infected with virus.-Is your web browsing affected? -Is your machine slower then it used to be? -What is your computer literacy? In any case, do get Ad-Aware, and the Spy-Bot.-Perhaps even simpler steps might help, like deleting all your temporary files, and cookies by going to Tools, Internet options, Privacy, etc.There is a lot to explore there, enough not to be bothered with Nortons, McAfee and all other Panda nuisance. Thanks! Thanks! Thanks! We also had a brief power outage. This fix STILL WORKS! My MFC 8500 took on a power outage. Now it get through about four pages and it sounds like something just breaks loose and starts spinning very fast. Then it generates an error and has to be reset. Any ideas? Thanks - Dan I was delighted to find a complete service manual (including all the machine error codes) for my 8840D (and many, many other Brother MFC/FAX machines) at service manuals are in multi-part RAR files... remember to get all of the files before decompressing!Also, note that service manuals are mystical tomes not originally intended for the uninitiated. Take care that you fully understand what the manual's telling you before you do anything. Fair warning. Thank you so much!!!! I did a parameter reset like Laseram suggested and it worked on my intellifax 4100e. Is it possible to get a report that goes back more than 7 days. We need to prove that we indeed sent something about a month ago otherwise we have to pay 135.00 because we didn't send a usage report.I certainly appreciate anyone's help in this matter. Sorry none that I know of. That's more of a memory issue. It can only hold so much so it has to delete it periodically. If you fax very little it should still be there just go under reports and print off the activity report otherwise its most likely gone. As always make sure documents like that are noted and print off a confirmation afterwards. Sorry to hear about the situation hard lesson to learn. Still having issues with error 76.It starts as 77 and changes to 76 if I do the '91/99' maintenance trick. 76 service error = Heater harness disconnected or broken. Or heater thermistor harness disconnected or broken when the power is turned on, the front cover is opened and closed, or the machine exits from the sleep mode. So if the resets dont work you probably have a blown lamp or the thermistor isnt functioning right. You will probably have to pull it out and test. You can also try (0,1) in service mode which resets the whole machine to factory default be warned though it resets everything like header, speed dial, any special settings you put in. So it is a last resort option. Does anyone have the software to do an error 76,77 fuser rest on the MFC 9700. I am getting conflicting info from Brother and some of their dealers.Is there such a software? available to dealer only.Barr I looked around today for info on that and couldn't find anything, skimmed through 4 years of service provider baskets. I did find one note for a firmware upgrade for that issue but that was on a different model and series of machines. The only thing that I can think of is that they think you need a firmware upgrade. Typically if that was an issue they would put out a service note for the problem which there is not. The only note on your issue on that model is what I already sent you. I mean you can read above and see all the people who have fixed there machines for this issue to realize that what they are saying is probably not true. About 95% of the time it just needs a reset and the other 5 you actually have a problem. They did give you the right voltage fuser I hope? I don't know if you looked to closely but there are a few on here that say they removed the toner/drum and turned it off then back on and the machine asked for the toner/drum so they installed and the machine started working. At this point anything is worth a try. I always do the maintenance mode method menu * ,2,8,6,4 (9,9) and it always works unless the fuser is really the issue. I've never heard of a software fix or the machine hanging in that mode unless it had a physical problem after trying the reset. Thanks for the Help/ Either the support or the service center I spoke is totally screwing with me....Tried all the above reset method to no avail. I am thinking they sold me a defective fuser. The service center I got it from said they would charge me \$50.00 to reset the printer...!! Still want to know what the issue is. Dont trust them at this point.Machine still showing 77 or 76 and telling me to unplug and call brother. I got the dreaded error 77 on my MFC-9070. Punching in 99 worked perfectly I am using the MFC-9700I have alternating Machine Error 77 & Machine Error 76...Have tried power cycling several times, as well as removing and replacing toner several times, as well as pressing the Menu buttons, it seems that do nothing but cause long beeps,it still display the error code 77, but dont worry about it. please press 91 then 99.The printer will be reinitialized and be OK! Thanks the forums!Thanks all of you :) I am using the MFC-9700I have alternating Machine Error 77 & Machine Error 76...Have tried power cycling several times, as well as removing and replacing toner several times, as last, I press the Menu buttons, it seems that do nothing but cause long beeps.it still display the error code 77 but dont worry about it. please press 91 then 99.The printer will be reinitialized and be OK! Thanks the forums!Thanks all of you :) I have Machine Error 6E Brother MFC-8440W what can I do for this error great tips! have MFC 4800 , error 77"menu * 28 99"It's gone. remove ink toner closed door waited the put cart. back in and error 77 was no longer there printer worked fine Same code 77 with Intellifax 4100. Menu - # - 99 fixed it. Thanks! Thank you all for making my Monday significantly less crummy. I love the internet. I, too, was faced with the dreaded error message. Thanx to Frank-ALFA in July, 2008 for this fix:1. Unplug power cord from rear of machine.2. Press "menu" key and simultaneously reconnect power cord.3. Wait a few seconds and enter *914. Wait a few more seconds and enter *995. Machine will intialize and reset to factory default parameters.Worked like a charm, and saved me many \$\$\$'s by not having to take it in to a shop. brother mfc 8840d 71 machine error 71 The response from July 3 2008 worked for me (Intellifax 4100) but is a little tricky in that you have to HOLD down the menu button each time you are about to enter 91 and then 98. I had a power outage a few days ago (11/25/2009) which is probably why I got the message in the first place. Just taking out the toner did not do the trick. I had a maintanance 7 Error and tried unplugging the machine, pulling out the toner and then turning the machine on and put the toner back in after I was prompted to do so. I still got the error message. I tried to do it 10 or more times and then I noticed that my menu button was stuck. I fooled with it and got it unstuck. I tried unplugging the machine. Pulling out the toner and then turning it on. Put the toner back in when prompted and the error was now gone! Hi, I have tried putting in a new toner and resetting the fax but i am still getting the error 77 showing up. Can anyone help? Hi Ryan B,Many thanks for your help, tried what you said but it then gave me error 76. Thanks for message anyway. Martina. To make the equipment enter the maintenance mode, press the Menu,* , 2, 8, 6, and 4 keys in this order. Press 9,9 usually resets or 9,1 and 0,1.. 0,1 resets the whole machine to default so all settings will be lost. If problem continues after all that then you have a fuser problem and it will have to be taken out to see whats going on with it. Fixed the error the first time with the reset procedure. Then it started getting noisy and wouldn't reset. Error 71 is a scanner motor rotational speed error. So, somewhat reluctantly, I disassembled the printer by feel(who needs a manual!), opened the scanner assy, and took out the motor board. There is a black latch on the board holding the motor from lifting. You pivot the latch and lift up the mirror motor assy. off the board. Try not to get your fingerprints all over the mirrors. Then apply one drop of sythetic lubricant into the hole and reinstall the motor. Now it runs quiet and the 71 error is gone. machine error 50 brother dcp130c Thank you for your comments. I did not know how to enter the maintenance mode, but at least I got the idea from you that "Genera error 77" could be just a problem of resetting the printer. I entered the web. You choose your country.They offer a free technical support telephone. They guide you and in five minutes the printer is repaired!Thanks again!Miriam I had an error code 6A because in my infinite wisdom I plugged in the DCP-9020 I got from a neighbor into a battery back-up machine. What I did is similar to giving the printer an incorrect amount of voltage or if you have a blackout. I sent Brother an email regarding the issue after making several futile attempts to try and reset the printer because it seemed as if nothing burnt and the error could be fixed by flipping something like a "trip" switch or similar. I was thinking correctly but the solution was even simpler: I found the solution in this blog and it is *99 if followed correctly. The following are the steps. Please do not waste your time contacting Brother especially if you've had the printer for more than a year or if, like me, you got it from someone. I had almost kicked my own ass for screwing up a perfectly working laser printer which I did print about 50 pages with before the error as a result of my curious mind. Make sure you read all the steps carefully and try and have someone else assist you 1. Turn off and unplug printer2. Press the "Menu" key down, then while holding down the "Menu" key, turn the printer on3. DO NOT release the "Menu" key until you see the message on the printer LCD "Please wait"4. As soon as you see "Please wait", release the "Menu" key and press *, then 9, then 9 again5. The screen should go blank and all you need to do now and sit back and smile as the flashing "red" or "amber" light would turn to a "green" light.If you do not see the printer reset, you probably didn't press * key on time. Try again. Good luck ! * 9 1 then * 9 9 cleared out the Machine Error # 78 message that appeared on our printer after attempting to clean the drum.Thank you everyone - this solution worked! Same problem over here with our MFC 9660:Turning power of, back on and holding menu button, then 91 then 99 cleared out the Machine Error # 77 message Hello,My name is Ed and I have a brother 4100e. As soon as I turn it on it will say please wait then it will go right into printer Jam. There is no paper in the machine to jam. I have tried to reset in the Maintenance mode 91 then 99. Tried removing cartridge and everything else. Cant get this message to go away. It went away once then came back. Is there any sensors that might me bad? Thanks. My# is 410-414-3282 Thank You, Thank You, Thank You!! Power went out! I took out the toner and put it back in and it is back online. I love the internet. Thanks for this posting site. my machine keeps on scrolling and wouldn't stop, i want trying to copy something and the paper jammed since then i haven't been able to use the scanner. all it does it when i turn it on, it scrolls and after its says check document. i try to check the censer and still the problem accords Wow is this the thread that keeps on giving! Just wanted to report that my MFC-8860DN suddenly locked up during a scan job. While the printer still worked, the buttons on the front were completely unresponsive. I sent an email to Brother asking if there was a way to do a factory reset. Haven't heard anything back, but found this site in the interim. I held the menu on power up, got into maintenance, did the 91 reset, and 99 to exit - walla! Everything works like new.Thanks to all those who've posted their suggestions... MFC9070:1) Unplug machine2) Hold down Menu key. Plug in machine3) Release Menu key4) Enter 915) Enter 99worked for me too. thank you guys! I am not a techy but am glad that those of you on this post who are, thank you for your help.Got an MFC 4800 that went down during a power outage and error 77 came up next time I tried to use the printer.Unplug and re-plug either after 10 secs or 15 minutes did not work.Remove toner cartrige didn't work either.Turned it on cursed at it then hit * key, maintenance showed up on display, then enter 91, waited a few seconds then hit 99.Worked. Please sign in to comment

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