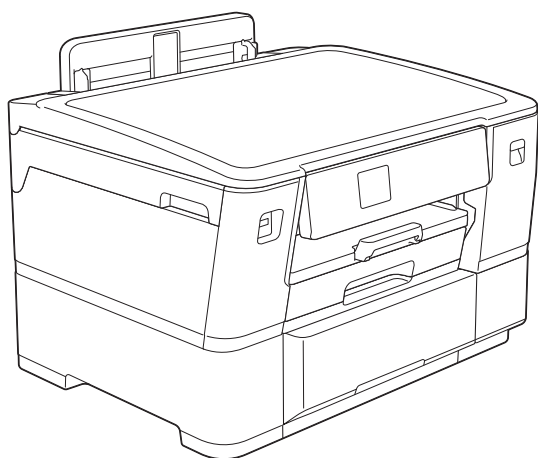


Quick Reference Guide

HL-JF1



Read the Product Safety Guide first, then read this Quick Reference Guide for the correct installation procedure. This guide contains only machine setup and Fabric Printing functions for HL-JF1. For instructions and information about Paper Printing and machine maintenance on HL-JF1, see the *Online User's Guide*.

CONTENTS

About Fabric Printer	2
Read Before Use	2
Preparations.....	4
Load plain Letter/A4 paper in Tray #1	4
Connect the power cord and Install the starter ink cartridges	4
Machine settings	5
Connect your mobile device to your machine.....	5
Connect your computer to your machine.....	6
Manual wireless setup	7
Fabric handling.....	8
Load the Fabric Roll in Tray #2.....	8
Specifying the paper size and paper type to print on the Fabric Roll	9
Unprintable area	10
Print on the Fabric Roll from your Mobile Device using the Artspira App.....	11
Select a template and print	11
About the Print settings screen	12
Print data other than templates	12
Print Fabric Roll from Your Computer	14
Print from Windows	14
Print from Mac (Using AirPrint)	15
Troubleshooting.....	16
Fabric Roll is Jammed in the Back of the Machine	17
Fabric Roll is Jammed Inside and in the Back of the Machine	17
Roll media Cutter is Jammed (Cutter Jam 01/02)	20
Roll media Cutter is Jammed (Cutter Jam 03/04)	23
Error Messages.....	24
Appendix	25

About Fabric Printer

This Brother Fabric Printer is designed to print on both fabric roll and on paper. With this printer, you can easily print pictures or images on a rolled fabric.

Brother Artspira app will provide you various projects ideas, tutorials and templates which you can customize and create one-of-a kind items.

With Artspira App you can send data to print with Brother Fabric Printer, to cut the fabric with Brother cutting machines (SDX series) and to embroider with Brother Embroidery machines. *Compatible models only.

Read Before Use

■ Trademarks

Wi-Fi Direct® is a registered trademark of the Wi-Fi Alliance®.

Google Play and the Google Play logo are trademarks of Google LLC.

The App Store is a trademark of Apple Inc., registered in the United States and other countries.

All trademarks and registered trademarks referenced herein are the property of their respective companies.

■ 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.	Printed/In the box
Quick Reference Guide	This guide provides basic operating procedures for fabric printing from the dedicated app (Brother Artspira). It also provides solutions for problems related to fabric roll printing.	Printed/In the box
Project Book	This guide provides details on creating projects using the templates included with the dedicated app (Brother Artspira). It also provides basic operating procedures for the app.	Printed/In the box
Online User's Guide	This guide provides operating procedures for paper printing. Refer to this guide for details on product maintenance.	Brother support website

■ Precautions

- Manuals in Spanish for this model are available at <https://s.brother/cm2aa/>
Manuales en Español para este modelo están disponibles en <https://s.brother/cm2aa/>
- A USB cable is not included in this model. You must purchase the correct interface cable for the interface you want to use.
USB cable: We recommend using a USB 2.0 cable (Type A/B) that is no more than 16 feet (5 meters) long.
Ethernet (Network) cable: Use a straight-through Category 5 (or greater) twisted-pair cable for 10BASE-T or 100BASE-TX Fast Ethernet Network.
- The contents of this document are subject to change without notice.
- The images in this guide are for illustration purposes only and may differ from the actual products
- In order to print on a fabric roll, the dedicated app Artspira must be installed on your mobile device.
- Brother regularly updates firmware to add features and apply bug fixes. To check for the latest firmware, visit support.brother.com/up7.

■ Fabric Roll Precautions

CAUTION

- If skin irritation occurs by using your project which comes in direct contact with the skin, stop using it immediately.
- Keep product out of the reach of children.
- Do not put the fabric in your mouth or lick the fabric.

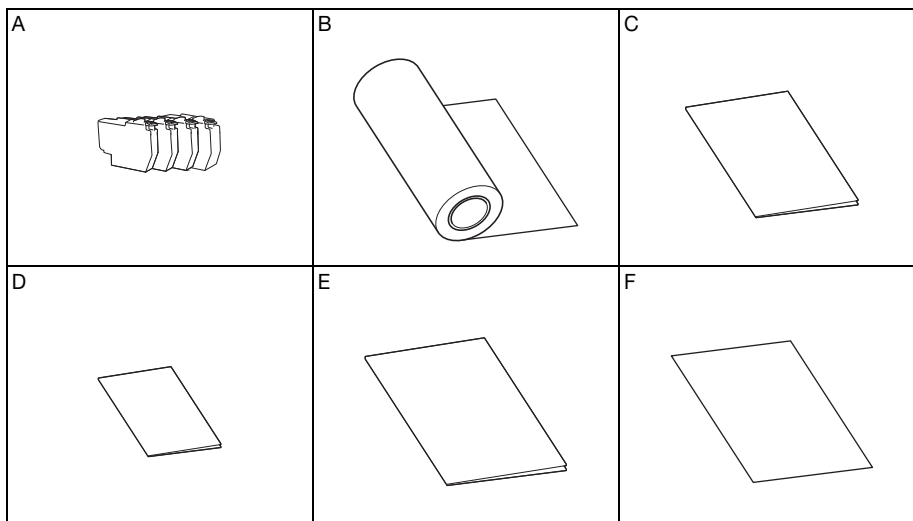
- The material of the included fabric roll is made of No. 40 broadcloth (100% cotton).
- This fabric is for compatible inkjet printers only. Do not use laser printers or color copying machines.
- The fabric is washable and dry cleanable. The colorfastness will depend on number of washings.
- Store unused fabric, in a closed package away from direct sunlight or other light sources. Keep out of hot and humid conditions.

■ Included Accessories

Unpack the machine and check the components.

The components included in the box may differ depending on your country.

Save all packing materials and the box in case you must ship your machine.



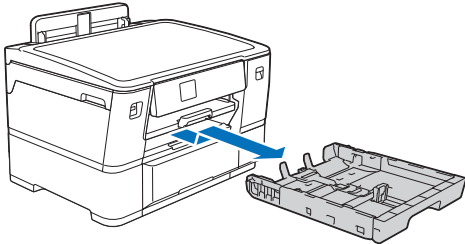
Part name	
A	Starter Ink Cartridges (1 each: Black, Yellow, Cyan, Magenta)
B	Starter Cotton Fabric Roll 11.6 inches x 1.4 yd (4.2 ft) (297mm x 1300 mm) *1
C	Quick Reference Guide
D	Product Safety Guide
E	Project Book
F	Maintenance Sheet

*1 This part is a consumable. After you have used them up, purchase PACB01 (Printable Cotton Fabric) from your local Brother retailer.

Preparations

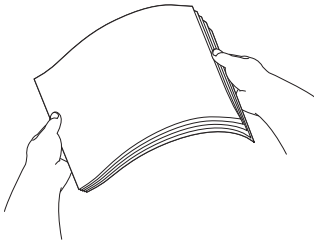
Load plain Letter/A4 paper in Tray #1

- 1 Pull Tray #1 completely out of the machine as shown by the arrow.



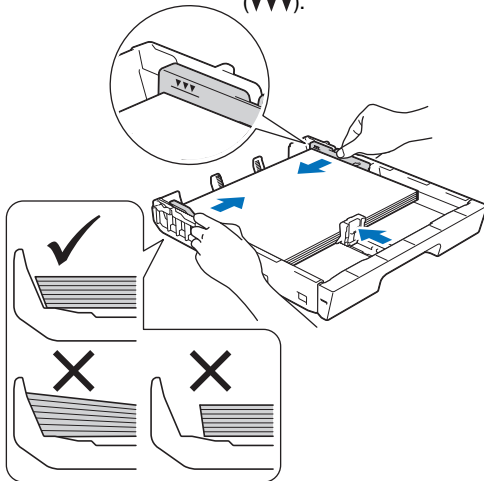
NOTE

Fan the stack of paper well.

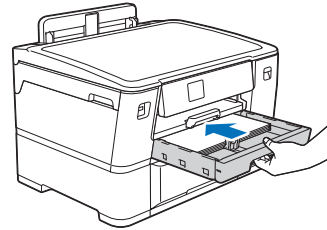


- 2 Load the paper in Tray #1 and adjust the paper guides.

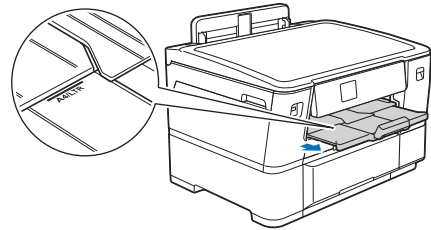
Do not exceed this mark (▼▼▼).



- 3 Slowly push Tray #1 completely into the machine.



- 4 Pull out the paper support until it locks into place.

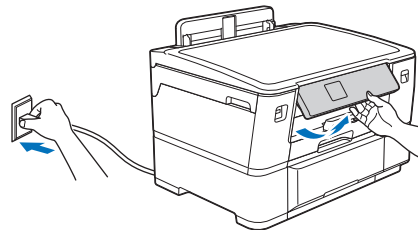


NOTE

After finishing the machine setup, you can change the paper type or size as needed. For more information about paper handling, see the Online User's Guide at <https://s.brother/cm2aa/>.

Connect the power cord and Install the starter ink cartridges

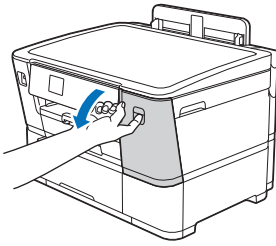
- 1 Connect the power cord. The machine will power on automatically.



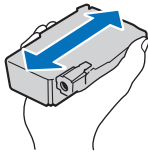
NOTE

You can adjust the control panel angle to read the LCD more easily.

- 2 Open the ink cartridge cover.



- 3 Quickly shake just the **black** ink cartridge horizontally 15 times as shown, before inserting it into the machine. The other inks do not need to be shaken.



- 4 Follow the LCD instructions to install the ink cartridges. Close the ink cartridge cover.

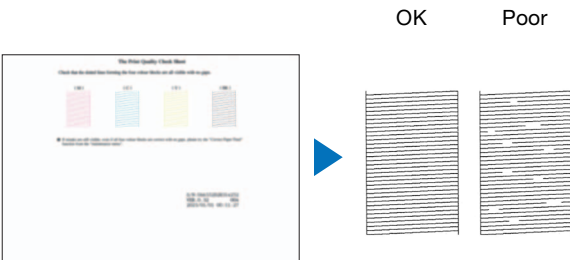
- ▶ The machine will prepare the ink tube system for printing.

NOTE

- The first time you install the ink cartridges, the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high-quality printing.

Machine settings

- 1 Follow the LCD instructions to set the date and time.
- 2 Follow the LCD instructions and then press [Start] to print the Quality Check Sheet.
- 3 Follow the LCD instructions and check the quality of the four color blocks on the sheet and start the cleaning procedure if required.



- 4 Follow the LCD instruction to configure the machine's settings;

- Configure the tray settings and check the paper orientation information.
- Check the software installation information.

- 5 Select your language (if needed).

1. Press [Settings] > [All Settings] > [Initial Setup] > [Local Language].
2. Press your language.
3. Press .

Connect your mobile device to your machine

- 1 Download the Artspira app.

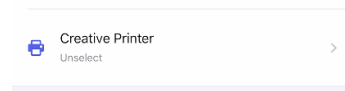
Access Google Play™ or the App Store with the QR code below, and then download the Artspira app for fabric printing directly from your mobile device. We recommend using the latest version of this app so that it can be used under optimal conditions.



- 2 Open the Artspira app, and then log in.

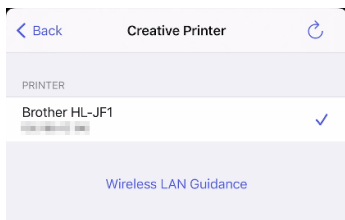
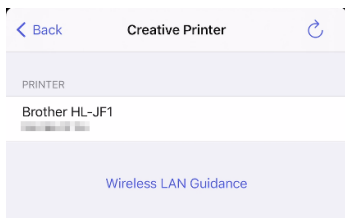
- 3 Tap in the upper-right corner of the home screen.

- 4 To start registering your Brother Fabric Printer, tap [Creative Printer].



- ▶ Artspira searches for connectible printers.

- 5 When the printer list appears, tap the printer you want to register. When registration is complete, a check mark appears beside the printer name.



- If the wireless network connection setup for the machine cannot be completed, tap [Wireless LAN Guidance] and refer to the guidance to set up the wireless network connection.
- If multiple printers are connected to the same network, select the one to be used.
- When setting up a Brother cutting machine and sewing machine compatible with Artspira, select the machine to be used from the screen in step 4, and then set it up according to the on-screen instructions.

This completes printer setup from a mobile device. Refer to “Fabric handling” (P.8) to load the Fabric Roll.

Connect your computer to your machine

- 1 Visit <https://s.brother/lpqrg/> to download and install the Brother software.

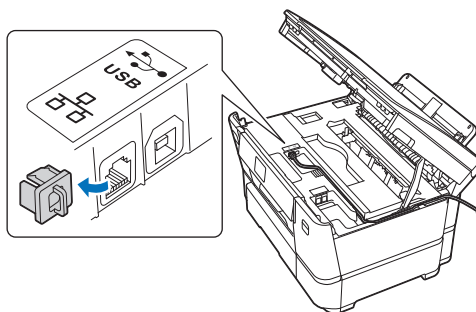
NOTE

- (Windows) You must install the Brother software if you want to print on Fabric Roll.

- 2 Follow the on-screen instructions and prompts.

NOTE

- For Wired Network Connection and USB Connection, locate the correct port (based on the cable you are using) inside the machine as shown.



Setup Finished. You can now print using your machine.

Important Notice for Network Security

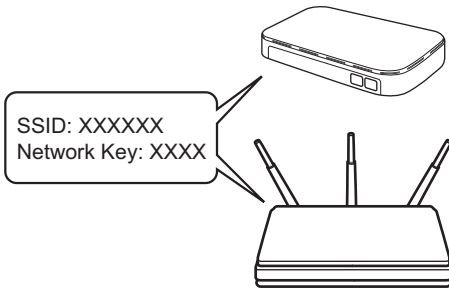
The default password to manage this machine's settings is located on the back of the machine and marked "Pwd". We recommend immediately changing the default password to protect your machine from unauthorised access.

Manual wireless setup

Wireless Network can be set up by using the alternative method.


- 1 Find your SSID (Network Name) and Network Key (Password) on your wireless access point/router and write them in the table provided below.

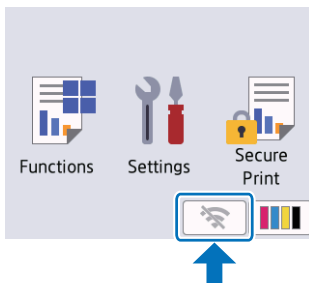
SSID (Network Name)	
Network Key (Password)	



NOTE

- If you cannot find this information, ask your network administrator or wireless access point/router manufacturer.

- 2 Go to your machine, and press  > [Find Wi-Fi Network] > [Yes].



- 3 Select the SSID (Network Name) for your access point/router and enter the Network Key (Password). When the wireless setup is successful, the Touchscreen displays [Connected].

NOTE

- If you can't connect, check the following:
(Wireless network)
Restart your wireless access point/router (if possible). >
Restart your machine and computer, and then repeat from step 1.
(Wired network/USB connection)
Disconnect the cable > Restart your machine and computer and then repeat from step 1.

Fabric handling

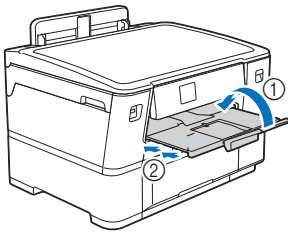
Follow the procedure below to load the Fabric Roll. For details on paper printing, refer to the Online User's Guide at <https://s.brother/cm2aa/>.

The Starter Fabric Roll included and Brother consumable fabrics are compatible with this inkjet printers.

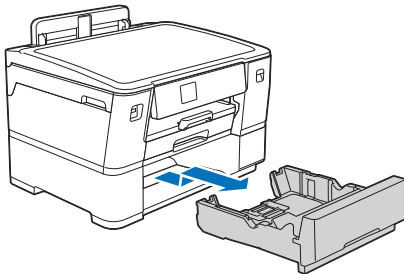
- Use Tray #2 to load the Fabric Roll (Width:11.4" (297 mm) / Outer diameter: 2.85" (72.5 mm) or less)
- (Windows) You must install the Brother software if you want to print on Fabric Roll. To install the driver and software, go to your model's **Downloads** page at <https://s.brother/lpqrg/>.
- If the [Check Paper] setting is set to [On] and you pull the paper tray out of the machine, a message appears on the LCD, allowing you to change the paper size and paper type.
- If any ink cartridges reaches end of life while you are printing on the Fabric Roll, replace it with a new ink cartridge and continue printing. Note that the color tone may be slightly different.

Load the Fabric Roll in Tray #2

- 1 If the paper support flap (①) is open, close it, and then close the paper support (②).



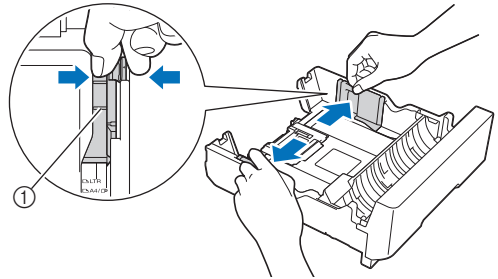
- 2 Pull Tray #2 completely out of the machine as shown by the arrow.



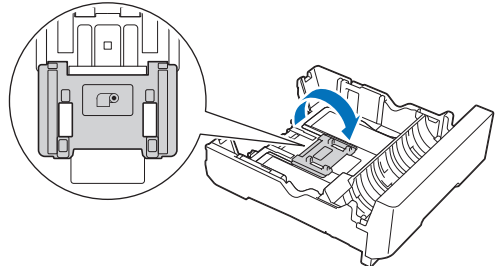
NOTE

- Remove any A4 or Letter size paper from Tray #2, before loading the Fabric Roll. DO NOT load any size paper and a Fabric Roll at the same time.

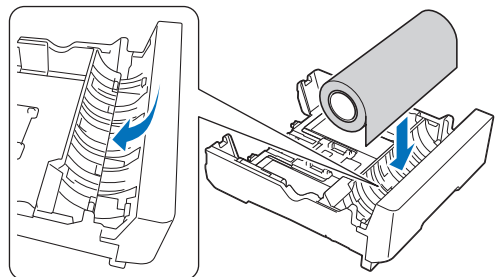
- 3 Gently press and slide the paper width guides (①) to extend the tray to the maximum width.



- 4 Open the switch flap as shown to set the tray to the Roll media mode.



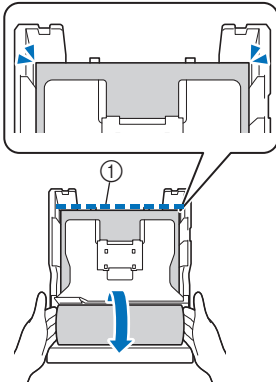
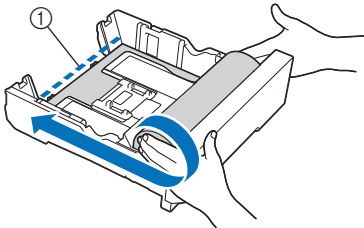
- 5 With the fabric side of the Fabric Roll facing down, feed the end into the slot in the tray.



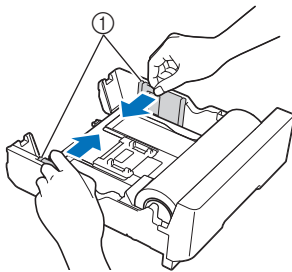
NOTE

- Print only on the fabric side of the Fabric Roll. Printing on the backing film may damage the machine.
- If the end of the fabric is fraying, use scissors to cut off any excess threads before loading the Fabric Roll.
- If there is slack in the Fabric Roll, wind it more tightly before loading it.

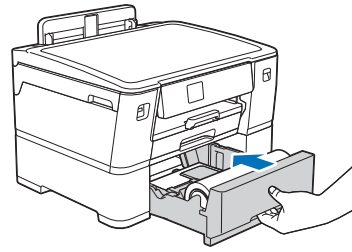
- 6** Using both fingers supporting the sides of the Fabric Roll, rotate the Fabric Roll as shown by the arrow. Continue rotating the Fabric Roll until the feeding edge feeds through the paper slot in the base of the tray and touches the far edge (①) of the tray.



- 7** Gently adjust the paper width guides(①) to fit the fabric. Make sure the paper guides touch the edges of the fabric.



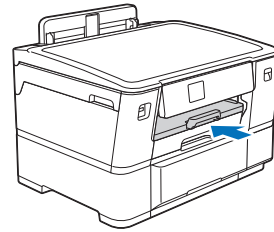
- 8** Slowly push Tray #2 completely into the machine.



IMPORTANT

- DO NOT push the tray into the machine forcefully or quickly. Doing this may cause material jams or material feed problems.

- 9** Make sure that the paper support is closed.




IMPORTANT

- To avoid damaging the printed material, DO NOT pull out the paper support when loading the Fabric Roll.
- If you pull Tray #2 out of the machine after loading the Fabric Roll, the Fabric Roll may come loose or the feeding edge may shift from the loaded position. To avoid damaging the material and causing feed problems, correctly load the Fabric Roll again.



- When Tray #2 is loaded with a Fabric Roll and you print on fabric, the machine will hold finished jobs so the fabric does not fall. After printing, wait until cutting is complete, and then remove the printed fabric and press [OK] on the machine's LCD.

Specifying the paper size and paper type to print on the Fabric Roll

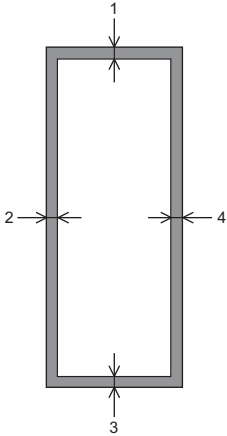
- 1** Press  [Settings] > [All Settings] > [General Setup] > [Tray Setting] > [Tray 2].

- 2** Press [Paper Type] > [Fabric].

The paper size will automatically set to [11.69 inch Roll].

Unprintable area

The unprintable area differs depending on the settings specified in the application. The illustration below shows the unprintable area for the Fabric Roll. If borderless printing is enabled, this machine can print in the shaded area of the illustration below.



	Top (1)	Left (2)	Bottom (3)	Right (4)
Fabric Roll	0.12" (3 mm)	0.12" (3 mm)	0.12" (3 mm)	0.12" (3 mm)



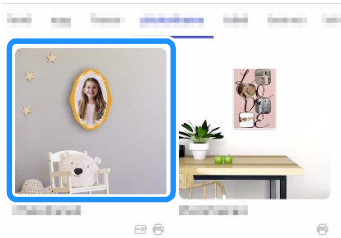
- For details on Cut-sheet paper, refer to the Online User's Guide at <https://s.brother/cm2aa/>.
-

Print on the Fabric Roll from your Mobile Device using the Artspira App

Artspira is a Brother app that allows you to print onto a Fabric Roll from smart devices such as smartphones and tablets, Artspira also allows you to transfer cutting data and embroidery data to compatible Brother machines wirelessly. Simply select the project you want from the templates provided in the Artspira, and enjoy creating your project with your Brother products. In the example below, we will use your Brother Fabric Printer to print onto the Fabric Roll using a template from Artspira.

Select a template and print

- 1 Make sure that the printer is on.
- 2 Open the Artspira App on your smart device.
- 3 Tap [Printing Designs] under [Explore] in the home screen.
- 4 Select the project you want from the list.

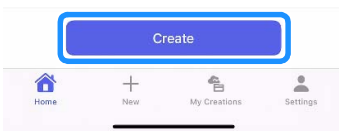


▶ A screen providing details about the project appears.



- An icon representing the machine required for each project appears next to the project name. Projects with icons for an embroidery machine and cutting machine include embroidery data and cutting data.

- 5 Tap [Create].




- 6 When the edit screen appears, edit the template's background, shapes and any other components. After editing is finished, tap [Done] to continue to the Preview screen.

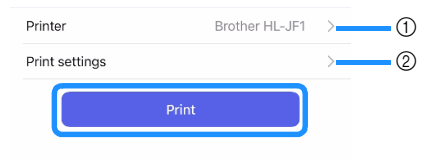
Tap the template component that you want to edit, and then tap the editing function icon in the menu at the bottom of the screen.

The image and the editing function icon may differ from the actual screen.



- To save the edited data, tap [Save]. Data saved on the server can be retrieved with  My Creations.

- 7 Tap [Print] to print.



- ① Connected printer
- ② Printing settings

- 8 When printing is finished, allow the printed fabric to dry on a flat surface for at least 15 minutes before peeling off the backing film.

About the Print settings screen

The Artspira Print settings menu differs based on the project you choose.

Print quality

Select the printing resolution. Since there is a correlation between print quality and print speed, increasing the quality reduces the print speed.

Registration mark for cut

Adds a Registration mark to cutting data.

Positioning mark for embroidery

Adds a positioning mark to embroidery data. When switched on, a menu appears so that the shape and color of the positioning marks can be selected.

Print line for direct cut

Select whether or not to print an outline for using the cutting machine's "Direct Cut" mode.

Shrinkage Allowance

Select this setting to print the pattern enlarged to account for fabric shrinkage after washing.

Switch on if the fabric will be washed after printing. When switched on, the pattern will be printed enlarged by about 3%.



Follow the instructions below when hand washing the fabric after printing.


- Soak and hand wash the fabric for about 10 minutes with enough water to submerge it.
 - Carefully drain off the water, and then lay it flat to air-dry. Wringing the fabric to remove excess water may cause wrinkles or distort the printed pattern.
 - Use an iron set between low and medium temperature to smooth out wrinkles.
-

Borderless

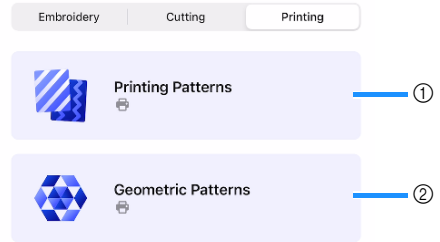
Select this setting to print without borders.

Print data other than templates

Follow the instructions below to create original print data with patterns other than the provided templates.


- 1 Tap  at the bottom of the Home screen.
- 2 Tap [Printing].
- 3 Select [Printing Patterns] or [Geometric Patterns], and then create the pattern.

New



- ① Printing Patterns
Edit provided pattern data or use a photo from your device to create and print original print data. After editing is finished, tap [Done] to print.
- ② Geometric Patterns
Edit provided pattern data or a photo from your device to create a pattern with a kaleidoscope effect.



To save the data, tap [Save]. Saved data can be retrieved with  My Creations.

■ When using as patterned fabric

CAUTION

If you experience skin irritation, itchiness or rashes due to the fabric coming into direct contact with the skin, discontinue use immediately.

Note the following when using printed fabric with a sewing machine or cutting machine, or when washing it.

- If the fabric causes discoloration to the sewing machine or cutting machine, remove the discoloration according to the cleaning instructions in the User's Guide or Product Safety Guide of the machine.
- Color will transfer and change during fabric use and washing. Staining of the skin and other materials may occur.
- Do not place in direct sunlight. All fabric will fade in direct sunlight.

- Wash your printed fabric gently by hand using a mild detergent. Do not use bleach. Lay flat to dry.
- Printed projects will fade with washing.
- Ironing is only needed if you want to smooth wrinkles from the fabric. We recommend turning the printed fabric inside out before ironing and using the lowest heat setting possible.
- This cotton fabric is specially treated to absorb inks. Please be aware that the fabric will absorb and trap loose inks in your wash water much like a color catcher. Do not wash this fabric with any other materials.

Other materials (especially batiks) will release excess inks when washed. Prewashing other materials to eliminate loose ink in the wash water will keep your printed fabric from absorbing the excess inks.

■ When affixing the laminating sheet to printed fabric

When using printed fabric for projects that are often in direct contact with your hands, such as bags and pouches, affix a laminating sheet (sold separately) to the printed fabric before cutting or sewing to minimize the color transfer. Before affixing the laminating sheet, peel the backing film from the fabric.

For details on optional accessories, refer to <https://s.brother/cp2aa/>.



CAUTION

When sewing with this laminate sheet on your fabric, please use a non-stick presser foot or place tracing paper on the laminate. Please sew only with straight or zigzag stitches. Without either of the above, the presser foot could stick to the laminate causing bunched stitches and the potential for needle breakage and injury.

-
- Sew a test stitch before sewing laminated fabric.
 - Do not wash projects made using fabric with a laminating sheet affixed. If it gets dirty, wipe gently with a damp cloth.
 - Do not iron fabric with a laminating sheet affixed.

■ When attaching water-soluble stabilizer to printed fabric

- When using printed fabric in quilting projects, etc., attach a water-soluble stabilizer (sold separately) before cutting or sewing to minimize the color transfer. For details on optional accessories, refer to <https://s.brother/cp2aa/>.

■ Instruction Video

Refer to the video below how to attach the water-soluble stabilizer and laminating sheet.



Print Fabric Roll from Your Computer

For detailed instructions for printing onto paper (A4, Letter, etc.), refer to the Online User's Guide at <https://s.brother/cm2aa/>.

Print from Windows

When you print from [Print Test Page] on your computer, your machine may print on Fabric roll. To print on paper, make sure you select [Cut-Sheet Paper] in the [Media Selection] field of the printer driver.

- 1 **Make sure you have loaded the Fabric Roll in Tray #2.**
- 2 **Select the print command in your application of choice.**
- 3 **Select your model's name, and then click the printer's properties or preferences button.**
 - ▶ The printer driver window and then [Fabric Roll Settings] window appear.
(If the [Fabric Roll Settings] window does not appear, click the [Basic] tab in the printer driver window and then select [Fabric Roll] in the [Media Selection] field.)

<[Fabric Roll Settings] window>

 - a. Click the [Page Size] drop-down list, and then select [User Defined].
 - b. Enter the width and height of the document created in your application.

 - If the page size created in your application is not the same as the actual print size, enter the page size.

 - c. Select the [Save size as] checkbox and then enter a name you want to use for the size you just defined in the previous step.
 - d. Click [OK] to apply your page size settings.
- 4 **Click [Print Quality] drop-down list, and then select the print resolution you want. Because the print quality and speed are related, the higher the quality, the longer it will take to print the document.**
- 5 **Click the [Scaling] drop-down list, and then select the option to enlarge or reduce the page size, if needed.**

Select this option to fit the page size on the actual print size.
- 6 **Change the other printer settings, if needed.**
- 7 **Click [OK].**
- 8 **If the instruction window for loading the Fabric Roll appears, follow the information provided, and then click [OK].**

9 Complete your print operation.

NOTE

- When printing long page (more than 54.33") the machine prints part of the page and the rest will be blank depend on the application you use.
To resolve it, set the printer driver as follow;
Select [Advanced] tab, click [Other Print Options] > [Input Resolution] and then select the checkbox. Note that if you select this option, it takes longer to start printing and the print quality is adversely affected by the low resolution.

IMPORTANT

- Check the remaining amount of Fabric Roll before printing. If the remaining amount of Fabric Roll is not enough for the page length you want to print, the machine may stop printing in the middle. Even if the remaining amount of Fabric Roll is enough to fit your print job, the machine may leave a blank at the end of the print result.

Print from Mac (Using AirPrint)

The procedure used to print may vary by application. These instructions are described using macOS v12. The actual procedure may differ depending on the OS version. Before printing, make sure your machine is in the printer list on your Mac computer.

- 1 **Make sure your machine is turned on.**
- 2 **Load the Fabric Roll in Tray #2 and change the paper tray settings on your machine.**
- 3 **From an application of your choice on your Mac computer, click the [File] menu, and then select [Print].**
- 4 **Make sure your machine is selected. If a different machine (or no printer) is selected, click the [Printer] pop-up menu, and then select your machine.**
- 5 **In the [Paper Size] pop-up menu, do one of the following:**



- If the [Paper Size] pop-up menu is not displayed, click [Show Details].
-
- Select [11.69" Roll] from the menu, and then select the paper size option that is more than 8.26 inch high.
 - Select [Manage Custom Size...] from the menu, and click [+] in the setting window. Enter the following information in the window, and then click OK.
 - The size name you want to use.
 - 11.69" or less for [Width]
 - Between 8.26" and 2.9 yd (8.8 ft) for [Height]
 - The desired size for [Margins]



- If the page size created in your application is not the same as the actual print size, enter the page size.

- 6 **Select the [Orientation] option of your printout.**
- 7 **If you select [Manage Custom Size...] in the previous step and want to fit the custom size on the actual print size, click the print options pop-up menu, and then select [Preview]. When the Preview options appear, select the scaling option you want to use.**
- 8 **Click the print options pop-up menu, and then select [Media & Quality].**

When the [Media & Quality] options appear:

 - a. Click the [Feed from] pop-up menu, and then select [Roll 2].
 - b. Click the [Paper Type] pop-up menu, and then select [Fabric].
- 9 **Select any other required options.**

- 10 **Click [Print].**

IMPORTANT

- Check the remaining amount of Fabric Roll before printing. If the remaining amount of Fabric Roll is not enough for the page length you want to print, the machine may stop printing in the middle. Even if the remaining amount of Fabric Roll is enough to fit your print job, the machine may leave a blank at the end of the print result.
-

Troubleshooting

If the machine stops operating correctly, check the following possible problems as well as the FAQ on the Brother support website (<https://s.brother/cf2aa/>) before requesting service. If the problem persists, contact Brother Customer Service or a Brother authorized service center.



The symptoms listed below are some of those that can occur when printing on a fabric roll or when using the Artspira app. For operations such as printing on Cut-sheet paper and specifying machine settings, refer to the Online User's Guide at <https://s.brother/cm2aa/>.

Material Handling Difficulties

Symptom	Suggestions	Reference
The machine does not feed the rolled fabric.	Make sure that the fabric roll is set correctly. Check for the following and reload correctly. <ul style="list-style-type: none"> The fabric roll is not fed through the bottom of the tray. The end of the fabric roll is not fed to the specified position. 	P.8
	Make sure the paper tray is pushed in all the way until it locks into place.	P.8
	Make sure the Jam Clear Cover at the back of the machine is closed.	P.17
	Clean the paper pick-up rollers.	See Online User's Guide
	Make sure that the fabric roll is within specifications for the machine.	P.25
There is a Fabric jam	Make sure that the fabric roll is set correctly.	P.8
	If the end of the fabric roll has a strong curl, it may not be fed correctly. Try curling the feeding edge in the opposite direction to curl it the other way and reload correctly.	-
Fabric jam reoccurs.	If there is a repeat fabric jam, a small piece of fabric may be stuck in the machine. Make sure fabric is not still jammed in the machine.	P.17
	The roll media cutter may be worn. If a message to replace the cutter appears, the cutter unit must be replaced soon. Contact Brother Customer Service or your local Brother dealer.	-
The fabric roll cannot be printed.	Check the orientation of the loaded fabric roll. Check that the backing film is on the inside and, if necessary, reload the fabric roll into the tray.	P.8

Artspira App Problems

Symptom	Suggestions	Reference
The printer cannot be found in the list of connected devices.	Check the following. <ul style="list-style-type: none"> Make sure that the printer has been turned on, refresh the app screen, and then try again to search for the machine. Make sure that your mobile device is connected to the same wireless network access point where the printer is connected. 	P.5
I cannot print.	Check the following. <ul style="list-style-type: none"> Make sure that the printer to be used is selected in the Preview screen. If a different printer is selected, select the correct printer. Make sure that the printer has been turned on, and then try printing again. 	P.11

Fabric Roll is Jammed in the Back of the Machine

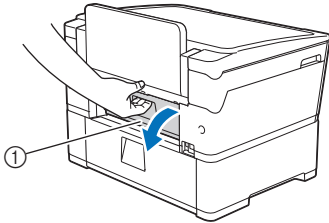
If the LCD displays the following messages, follow these steps:

- [Roll Fabric Jam 01], [Roll Fabric Jam 02]

1 Unplug the machine from the AC power outlet.

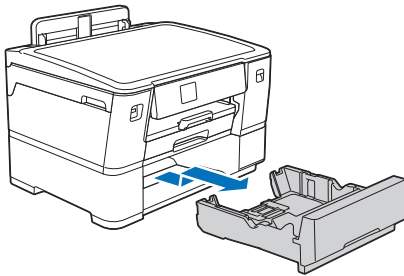


If your LCD displays [Roll Fabric Jam 02], open the upper Jam Clear Cover A (1) at the back of the machine.



When finished, continue with the next step.

2 Pull Tray #2 completely out of the machine as shown by the arrow.



3 Remove Fabric Roll from Tray #2 and roll up the fabric.



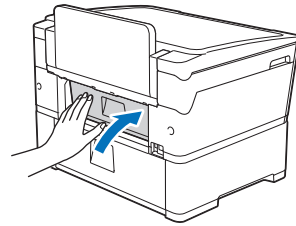
If the feeding edge is folded, bent, or cut at an angle, cut it straight across.

4 Reload the Fabric Roll into Tray #2.

For details on loading, refer to "Load the Fabric Roll in Tray #2" (P.8).



If your LCD displays [Roll Fabric Jam 02], close the upper Jam Clear Cover A at the back of the machine. Make sure the cover is closed completely.



When finished, continue with the next step.

5 Slowly push Tray #2 completely into the machine.

6 Reconnect the power cord.

Fabric Roll is Jammed Inside and in the Back of the Machine

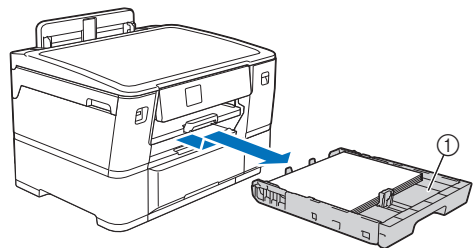
If the LCD displays the following messages, follow these steps:

- [Roll Fabric Jam 03]

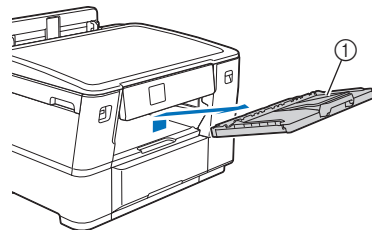
1 Unplug the machine from the AC power outlet.

2 If the paper is loaded in the manual feed slot, remove the paper.

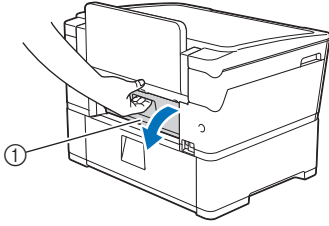
3 Pull Tray #1 (1) completely out of the machine as shown by the arrow.



4 Lift the paper support (1) and then pull it at an angle completely out of the machine as shown by the arrow.

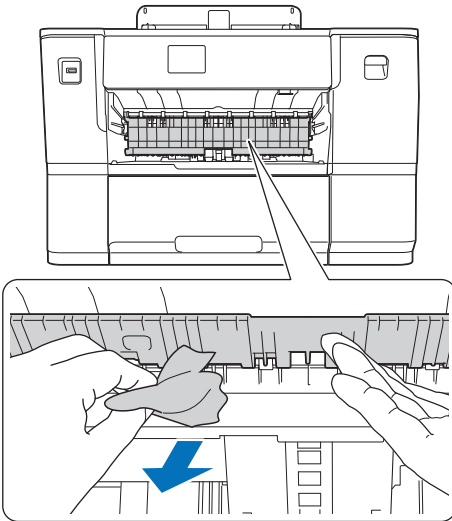


- 5** Slowly open the upper Jam Clear Cover A (①) at the back of the machine.

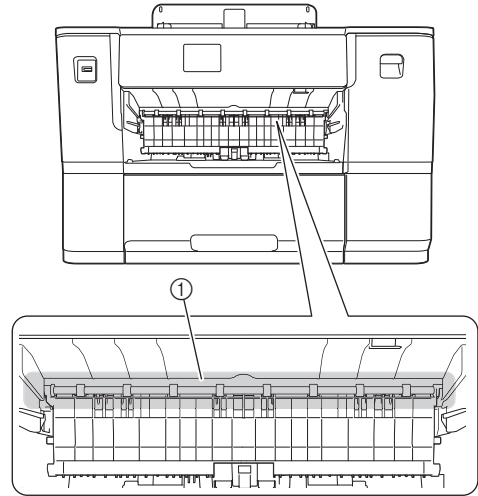


This cover may feel heavier than usual, because the Fabric Roll runs through the inside of the cover.

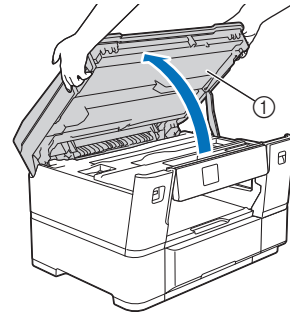
- 6** Keep the upper Jam Clear Cover A open, and then go to the front of the machine.
- 7** Lift the internal flap and slowly remove any jammed material.



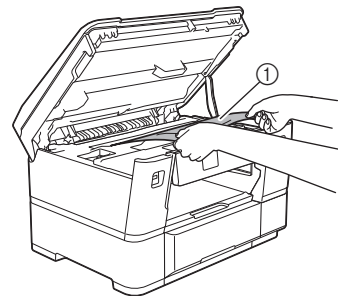
- 8** Make sure you look carefully inside (①) for any scraps of material.



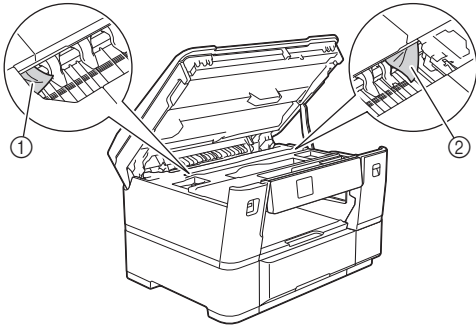
- 9** Using both hands, use the finger holds on each side of the machine to lift the top cover (①) into the open position.




- 10** Slowly pull the jammed material (①) out of the machine.

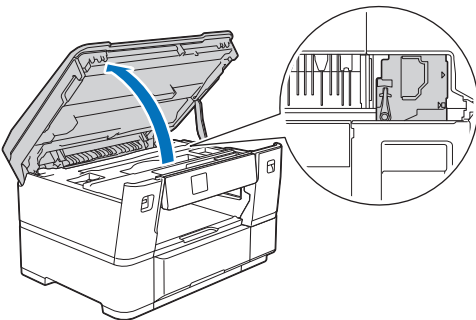


- 11** Move the print head, and then remove any material remaining in this area. Make sure pieces of material are not left in the corners of the machine (①) and (②).



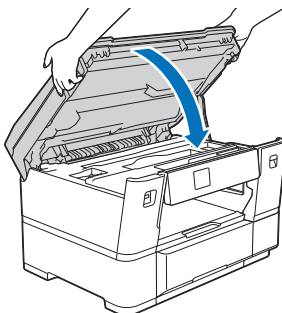
IMPORTANT

- If the print head is in the right corner as shown in the illustration, you cannot move the print head. Close the top cover, and then reconnect the power cord. Open the top cover again and then hold down  until the print head moves to the center. Then unplug the machine from the power source and remove the material.

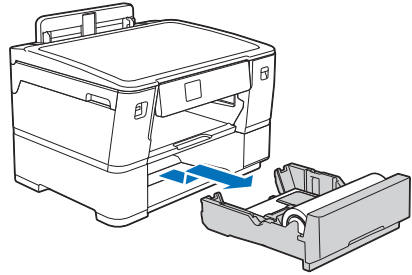


- If the material is jammed under the print head, unplug the machine from the power source, and then move the print head to remove the material.
- If ink gets on your skin or clothing, immediately wash it off with soap or detergent.

- 12** Gently close the top cover using the finger holds on each side.



- 13** Pull Tray #2 completely out of the machine as shown by the arrow.



- 14** Remove the Fabric Roll from Tray #2 and roll up the fabric.

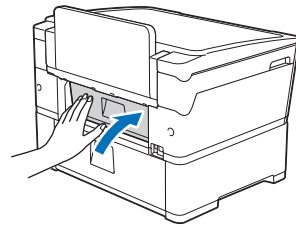


If the feeding edge is folded, bent, or cut at an angle, cut it straight across.

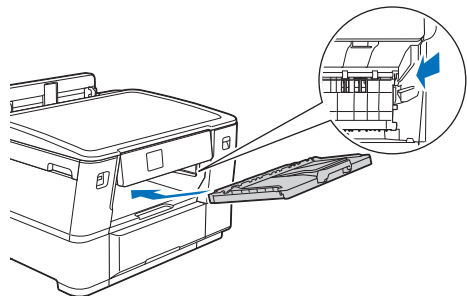
- 15** Reload the Fabric Roll into Tray #2.

For details on loading, refer to "Load the Fabric Roll in Tray #2" (P.8).

- 16** Close the upper Jam Clear Cover A at the back of the machine. Make sure the cover is closed completely.



- 17** Put the paper support firmly back in the machine. Make sure you fit the paper support into the channel.



- 18** Slowly push the paper trays completely into the machine.

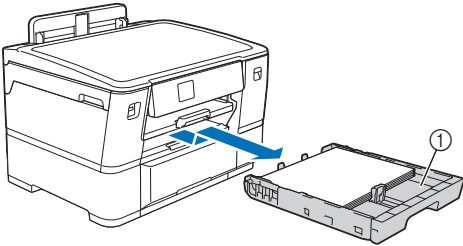
- 19** Reconnect the power cord.

Roll media Cutter is Jammed (Cutter Jam 01/02)

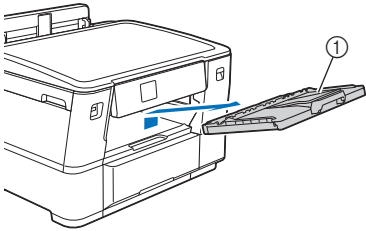
If the LCD displays the following messages, follow these steps:

- [Cutter Jam 01], [Cutter Jam 02]

- 1 Unplug the machine from the AC power outlet.
- 2 If the paper is loaded in the manual feed slot, remove the paper.
- 3 Pull Tray #1 (1) completely out of the machine as shown by the arrow.

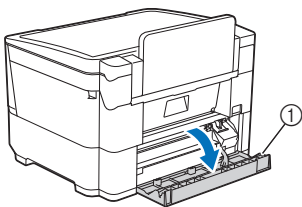


- 4 Lift the paper support (1) and then pull it at an angle completely out of the machine as shown by the arrow.

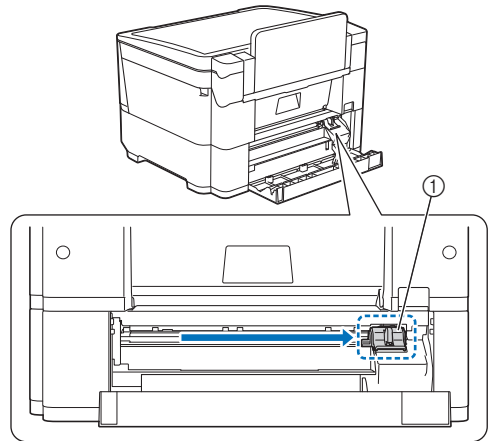


- 5 If your LCD displays [Cutter Jam 02], do the following:

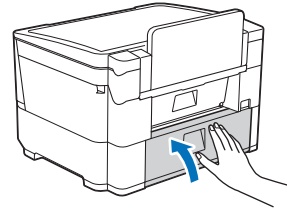
- a. Open the lower Jam Clear Cover B (1) at the back of the machine.



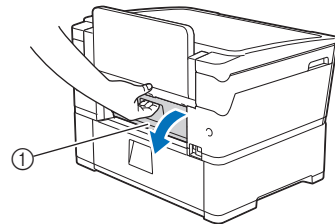
- b. Manually slide the cutter unit (1) to the far right (home position).



- c. Close the lower Jam Clear Cover B. Make sure the cover is closed completely.

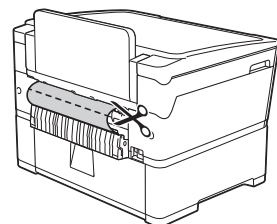


- 6 Slowly open the upper Jam Clear Cover A (1) at the back of the machine.



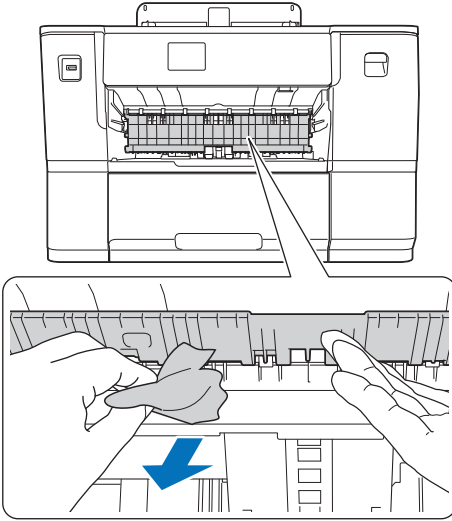
This cover may feel heavier than usual, because the Fabric Roll runs through the inside of the cover.

- 7 Manually cut the fabric carefully, as shown.

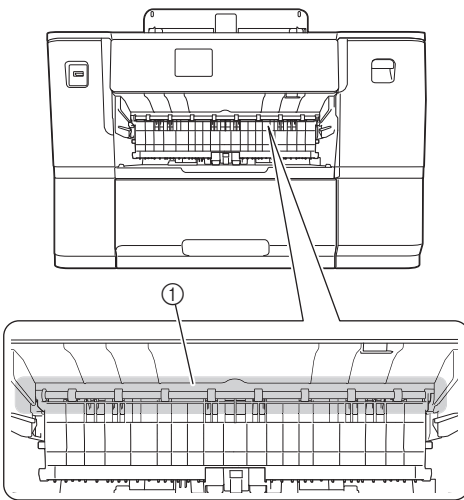


- 8 Keep the upper Jam Clear Cover A open, and then go to the front of the machine.

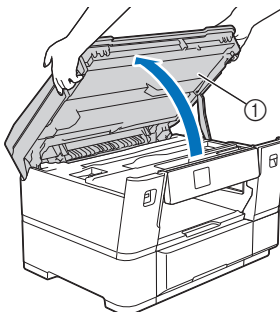
- 9 Lift the internal flap and slowly remove any jammed material.



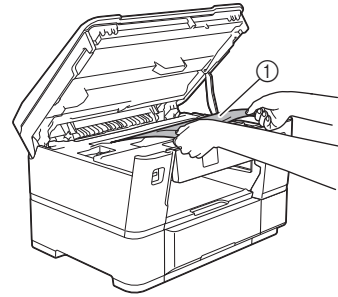
- 10 Make sure you look carefully inside (1) for any scraps of material.



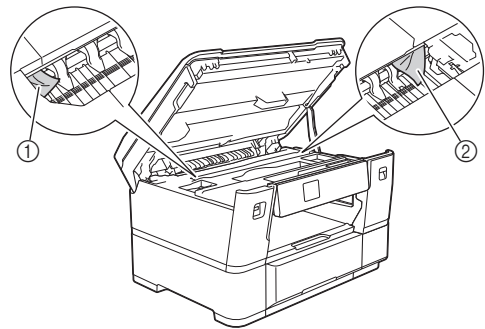
- 11 Using both hands, use the finger holds on each side of the machine to lift the top cover (1) into the open position.




- 12 Slowly pull the jammed material (1) out of the machine.

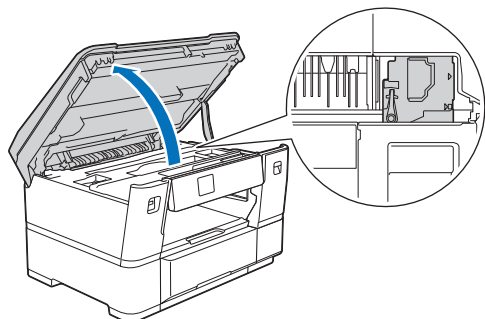


- 13 Move the print head, and then remove any material remaining in this area. Make sure pieces of material are not left in the corners of the machine (1) and (2).



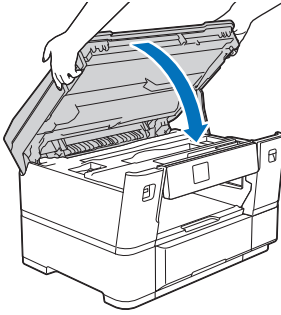
IMPORTANT

- If the print head is in the right corner as shown in the illustration, you cannot move the print head. Close the top cover, and then reconnect the power cord. Open the top cover again and then hold down  until the print head moves to the center. Then unplug the machine from the power source and remove the material.

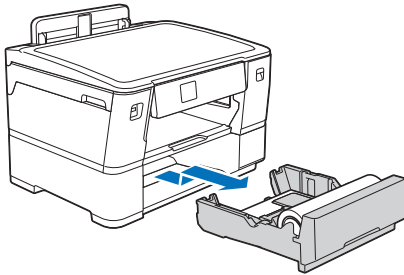


- If the material is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the material.
- If ink gets on your skin or clothing, immediately wash it off with soap or detergent.

- 14** Gently close the top cover using the finger holds on each side.



- 15** Pull Tray #2 completely out of the machine as shown by the arrow.



- 16** Remove the Fabric Roll from Tray #2 and roll up the fabric.

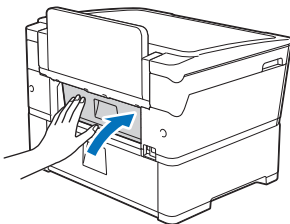


If the feeding edge is folded, bent, or cut at an angle, cut it straight across.

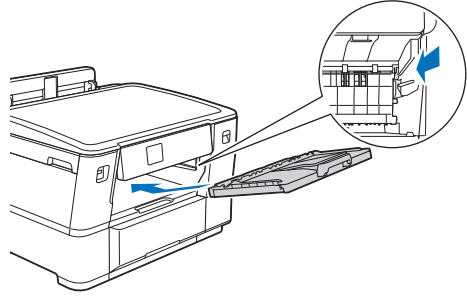
- 17** Reload the Fabric Roll into Tray #2.

For details on loading, refer to "Load the Fabric Roll in Tray #2" (P.8).

- 18** Close the upper Jam Clear Cover A at the back of the machine. Make sure the cover is closed completely.



- 19** Put the paper support firmly back in the machine. Make sure you fit the paper support into the channels.



- 20** Slowly push the paper trays completely into the machine.

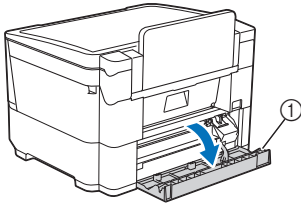
- 21** Reconnect the power cord.

Roll media Cutter is Jammed (Cutter Jam 03/04)

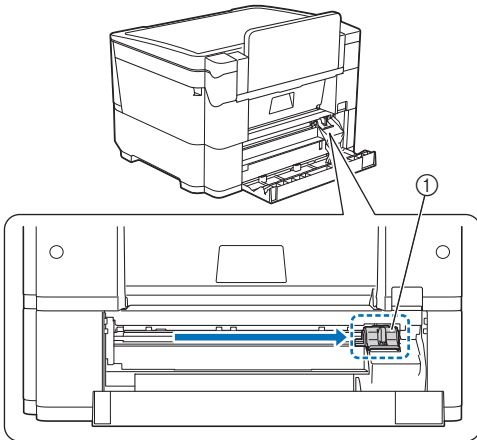
If the LCD displays the following messages, follow these steps:

- [Cutter Jam 03], [Cutter Jam 04]

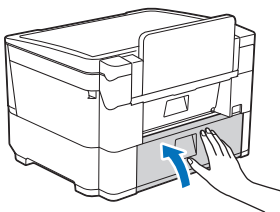
- 1 Unplug the machine from the AC power outlet.
- 2 Open the lower Jam Clear Cover B (1) at the back of the machine.



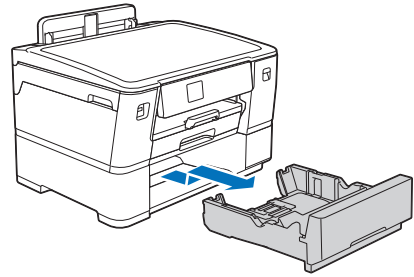
- 3 Manually slide the cutter unit (1) to the far right (home position).



- 4 Close the lower Jam Clear Cover B. Make sure the cover is closed completely.



- 5 If your LCD displays [Cutter Jam 03], do the following to reload the Fabric Roll.
 - a. Pull Tray #2 completely out of the machine as shown by the arrow.



- b. Remove the Fabric Roll from Tray #2 and roll up the fabric.



If the feeding edge is folded, bent, or cut at an angle, cut it straight across.

- c. Reload the Fabric Roll into Tray #2.
For details on loading, refer to "Load the Fabric Roll in Tray #2" (P.8).
- d. Slowly push Tray #2 completely into the machine.

- 6 Reconnect the power cord.

Error Messages

The following table lists some of the messages that may appear while the machine is operating as well as their corresponding solutions. Perform the necessary operation according to the instructions in the message or the solution described here. You can solve most problems by yourself. If you need additional help, the Brother support website offers the latest FAQs and troubleshooting tips. Visit us at “ <https://s.brother/cf2aa/> “. If the problem persists, contact Brother Customer Service or the Brother authorized service center.



The messages listed below are some of those that may appear when printing on a Fabric Roll. For operations such as printing on Cut-sheet paper and specifying machine settings, refer to the Online User's Guide at <https://s.brother/cm2aa/>.

■ Printer's error messages

Error Message	Causes	Solution
Not Enough Ink	One or more of the ink cartridges do not have enough ink to print long media such as a Fabric Roll. * You can still print A4, Letter, or smaller size paper.	To print long media, replace with new ink cartridges. Refer to the Online User's Guide for details.
Replace ink	When you are printing on long media such as Fabric Roll, one or more of the ink cartridges have reached the end of life.	Replace with new ink cartridges and continue printing. Note that the color tone after the cartridge replacement may be different.
Cutter Not Responding	The roll media cutter is repeatedly jammed in the machine. The cutter unit will soon reach the end of life.	We recommend replacing the cutter unit. Contact Brother Customer Service or your local Brother dealer.

■ Artspira App's error messages

Error Message	Causes	Solution
The data could not be sent.	The network is not correctly connected.	Check the connection status of the wireless network for the printer and mobile device. If the wireless network connection is lost, re-establish it.

Appendix

■ Paper Type and Paper Size for Each Operation

Paper Type	Paper Size		Usage		
			Direct Print		Printer
			JPEG Print	PDF Print	
Roll media	Fabric Roll	Width:11.69" (297 mm) (Outer diameter: 2.85" (72.5 mm) or less)	-	-	Yes

* Refer to the Online User's Guide, for other paper type such as Cut-sheet paper information.

■ Paper Orientation and Capacity of the Paper Tray #2

Paper Tray #2	Paper Size	Paper Types	No. of sheets	Weight	Thickness
Paper Tray #2	<Landscape> Letter, A4	Plain Paper, Recycled Paper	500 ^{*1}	17 to 32 lb (64 to 120 g/m ²)	3 to 6 mil (0.08 to 0.15 mm)
	Fabric Roll (Width: 11.69" (297 mm), outer diameter: 2.85" (72.5 mm) or less)	Cotton Fabric	1	0.39 to 0.46 lb (180 to 210 g/m ²)	9 to 13 mil (0.25 to 0.35 mm)

*1 :When using plain paper 20 lb (80 g/m²)

* Refer to the Online User's Guide, for Paper Tray 1# and Manual Feed Slot information.

■ Print Media Specifications

Paper Input	Paper Tray #2 <Front>	Paper Type	Fabric
		Paper Size	Width: 11.69" (297 mm) Outer diameter: 2.85" (72.5 mm) or less
		Maximum Paper Capacity	Up to 1 roll
	Paper Tray #2 <Back>	Paper Type	Plain Paper, Recycled Paper
		Paper Size	(Landscape) Letter, A4
		Maximum Paper Capacity	Up to 500 sheets of 20 lb (80 g/m ²) plain paper

* Refer to the Online User's Guide, for Paper Tray 1#, Manual Feed Slot and Paper Output information.

English
84H-537
Version A



D028LD001-00