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PART 1: CONFIRM THAT THE MACHINE PRINTS 1. Place a text document or image on the flat bed or Automatic Document Feeder (ADF) of the Brother machine depending on your model and make a copy. - If you are receiving a completely blank page or partially on your copy, then this indicates a problem with the machine hardware and not with the computer software. This solution does not apply. Instead, you can find suitable solutions to solve many problems. Visit frequently asked questions. - If your Brother machine makes a successful copy, then the problem is caused by incorrect settings or a corrupt printer driver. Continue to PART 2. PART 2: ADJUST THE PRINTER DRIVER Click one of the links below based on your operating system. Click here if you need help identifying your operating system. - Windows Users - Macintosh Users Windows 1 Users. Open the Printers folder. Click here for instructions on how to open the Printers folder. 2. Access the printer properties: - Windows XP or earlier, Server 2003, Windows Vista, or Server 2008: Right-click the Brother printer and select PROPERTIES. - Windows 7, 8, 8.1, 10, Server 2008 R2 Server 2012: Right-click the Brother printer and select PRINTER PROPERTIES. 3. Click the Advanced 4 tab. Click the PRINT PROCESSOR button. 5. Under Print Processor, select WINPRINT. 6. Under Default Data Type, make sure RAW is selected and click OK. On the Advanced tab, clear Keep documents printed if checked. 8. Click APPLY. 9. Click the General tab and click PRINT TEST PAGE. - If the document prints correctly, the problem is resolved. - If the document is not printed correctly, continue to STEP 10. 10. Now you will need to uninstall and reinstall Brother MFL-Pro Software Suite: - Uninstall: 'Uninstall MFL-Pro Suite' - Reinstall: See a solution for your model: 'Download software, drivers or utilities'. You can also reinstall using the software CD if available and compatible with your operating system. 11. Try printing again to determine if the problem has been resolved. - If the document prints correctly, the problem is resolved. - If the document does not print correctly, it is likely that the problem is related to your computer or application. Contact your computer manufacturer or application vendor for further assistance. Macintosh users: 1. From the Apple menu or Dock, select System Preferences. 2. Under Hardware, click the icon scanners (Print & Fax or Print & Scan). 3. Highlight the Brother printer driver that you want to remove from the list. NOTE: If the printer driver is not listed, continue to STEP 7. 4. Click the - (Minus) button below Printers on the left side. 5. Click OK or DELETE PRINTER to confirm that you want to delete the printer. 6. If you have multiple copies of the Brother Printer Driver, repeat from STEP 3 for each copy. 7. Click the + (Plus) button below the Printers section on the left side. 8. Click the default icon at the top of the window. 9. Select the computer from the Printer Name list. 10. In the Use or Print Using list, make sure that you have selected the CUPS driver (most common) shown as: Brother XXXXXX Cups. (XXXXXX is the model of the machine). IMPORTANT: - If the AirPrint driver is selected, it will not have the full functionality of the printer driver. Instead, choose the CUPS driver as detailed above. - If the CUPS driver is not available in the Use or print with list, refer to the solution: 'Add a printer driver - Macintosh' 11. Click ADD. The Brother printer driver will now be available in the list. 12. Close the Printer list. 13. Try printing again. - If the document prints correctly, the problem is resolved. - If the document does not print correctly, it is likely that the problem is related to your computer or application. Contact your computer manufacturer or application vendor for further assistance. PART 1: CONFIRM THAT THE MACHINE PRINTS 1. Place a text document or image on the flat bed or Automatic Document Feeder (ADF) of the Brother machine depending on your model and make a copy. - If you are receiving a completely blank page or partially on your copy, then this indicates a problem with the machine hardware and not with the computer software. This solution does not apply. Instead, you can find suitable solutions to solve many problems. Visit frequently asked questions. - If your Brother machine makes a successful copy, then the problem is caused by incorrect settings or a corrupt printer driver. Continue to PART 2. PART 2: ADJUST THE PRINTER DRIVER Click one of the links below based on your operating system. - Windows Users - Macintosh Users Windows 1 Users. Open the Printers: - Windows XP or earlier or Server 2003 folder: Click Start > Printers (and Faxes). - Windows Vista or Server 2008: Click the control panel > > Hardware and Sound Printers >;. - Windows 7 or Server 2008 R2: Click > devices and printers. - Windows 8, 8.1 or Server 2012: a. Move the mouse to the lower-left corner of the Desktop or Start screen. B. Right-click the screen, and then click left-click Control Panel. c. Under Hardware and Sound, click View Devices and Printers. - Windows 10: a. Press the Windows and R keys on your keyboard at the same time b. Type control printers Run box and press Enter. 2. Access the printer properties: - Windows XP or earlier, Server 2003, Windows Vista, or Server 2008: Right-click the Brother printer and select PROPERTIES. - Windows 7, 8, 8.1, 10, Server 2008 R2 Server 2012: Right-click the Brother printer and select PRINTER PROPERTIES. 3. Click the Advanced 4 tab. Click the PRINT PROCESSOR button. 5. Under Print Processor, select WINPRINT. 6. Under Default Data Type, make sure RAW is selected and click OK. On the Advanced tab, clear Keep documents printed if checked. 8. Click APPLY. 9. Click the General tab and click PRINT TEST PAGE. - If the document prints correctly, the problem is resolved. - If the document is not printed correctly, continue to STEP 10. 10. Now you will need to uninstall and reinstall Brother MFL-Pro Software Suite: - Uninstall: How do I uninstall Brother MFL-Pro Suite software from my Windows computer? - Reinstall: See a solution for your model: Download software, drivers or utilities. You can also reinstall using the software CD if available and compatible with your operating system. 11. Try printing again to determine if the problem has been resolved. - If the document prints correctly, the problem is resolved. - If the document does not print correctly, it is likely that the problem is related to your computer or application. Contact your computer manufacturer or application vendor for further assistance. Macintosh users: 1. From the Apple menu or Dock, select System Preferences. 2. Under Hardware, click the Printers & Scanners & - (Print & Fax or Print & Scan). 3. Highlight the Brother printer driver that you want to remove from the list. NOTE: If the printer driver is not listed, continue to STEP 7. 4. Click the - (Minus) button below the Printers section on the left side. 5. Click OK or DELETE PRINTER to confirm that you want to delete the printer. 6. If you have multiple copies of the Brother Printer Driver, repeat from STEP 3 for each copy. 7. Click the + (Plus) button below the Printers section on the left side. 8. Click the default icon at the top of the window. 9. Select the computer from the Printer Name list. 10. In the Use or Print Using list, make sure that you have selected the CUPS driver (most common) shown as: Brother XXXXXX Cups. (XXXXXX is the model of the machine). IMPORTANT: - If the AirPrint driver is selected, it will not have the full functionality of the airprint driver Instead, choose the CUPS driver as detailed above. - If the CUPS driver is not available in the Use or print with list, refer to the solution: Add a printer driver - Macintosh 11. Click ADD. The Brother printer driver will now be available in the list. List. Close the Printer list. 13. Try printing again. - If the document prints correctly, the problem is resolved. - If the document does not print correctly, it is likely that the problem is related to your computer or application. Contact your computer manufacturer or application vendor for further assistance. My Brother MFC-J615W printer goes through normal print noises and prints the correct number of pages, but they all come out completely blank. The black ink cartridge displays more than half of the remaining ink. A couple of colored cartridges are empty, one is new. Color printing behaves the same way: correct noises, blank pages. When printing a test page from the printer menu, the same thing happens: normal print noises followed by a blank page. Running the printer cleaning routine (two, three times) also doesn't make any difference. I'm using OSX Sierra. I tried to download the current Brother drivers, which exist for this mac version, namely 10.12 (technically I'm running 10.12.6). I also tried to remove the printer and then reinstall the drivers, but their behavior has not improved. Can anything be done about it or should it be thrown away and never seen by a human being again? Printer help. My brother printer gets the print information from the print and actually prints a blank page. I have already reinstalled the driver and restarted the pro tee, but still doing the same. 0 First: Go to the printer menu (not from pc!), go to INK Management/Settings. Then: 1) Check ink levels, 2) Print test page: Menu -> Ink management -> Print quality The printer must print 1 sheet with dot blocks (4 of them: black, yellow, cyan, magenta). Check them out, and complete them to any image (you can find them with google sister test page). If any are missing, clean the print head by following the instructions menu. If the test page is empty: - check the ink cartridges (is this yellow sheet removed befoure install them on the printer?) - ink system / print head failure (printer is damaged) contact service. 0 First: Go to the printer menu (not from pc!), go to INK Management/Settings. Then: 1) Check ink levels, 2) Print test page: Menu -> Ink management -> Print quality The printer must print 1 sheet with dot blocks (4 of them: black, yellow, cyan, magenta). Check them out, and complete them to any image (you can find them with google sister test page). If any are missing, clean the print head by following the instructions menu. Yes Test page is empty: - check the ink cartridges (is this yellow sheet removed befoure install them on the printer?) - ink system / print head failure (printer is damaged) contact service. 0 In my case for a brother 9840cdw the black cartridge had a loose spring on the side of the cartridge where it fits into the socket. When I pressed I pressed on site worked well