

ADS-3600W

? FAQs & Troubleshooting

The scanner beeps every time I scan, some of its LEDs are continuously on, or the scheduled maintenance alert appears on the LCD.

All product images are shown for illustrative purposes only and may differ from the actual machine.

Check if your machine requires scheduled maintenance:

- **ADS-2400N and ADS-3000N**

The following LEDs are lit:



- **ADS-2800W and ADS-3600W**

The **Scheduled Maintenance alert** appears on the LCD.

The machine will require scheduled maintenance if the Pick Up Roller has been used 5,000 times. Clean your Brother machine promptly, and then reset the scheduled maintenance counter in the ControlCenter application. If you continue to use the machine without cleaning, document jams, multifeeds, and misfeeds may occur.

1. > **Clean the pick up roller and reverse roller.**
2. > **Reset the scheduled maintenance counter in the ControlCenter application.**


Turn the scheduled maintenance alert off permanently (optional)

If you turn the **Scheduled Maintenance alert** off permanently, you must clean the machine periodically. Otherwise, document jams and paper feed issues may occur.

You can turn the **Scheduled Maintenance alert** off using the following methods:

- > **From the Machine's Control Panel** (Touchscreen models only)
- > **Using Remote Setup**
- > **Using Web Based Management** (Network models only)

From the Machine's Control Panel (Touchscreen models only)


1. Press  (**Settings**).
2. Press **General Setup**.
3. Press **Scheduled Maintenance alert**.
4. Press **Off**.

Using Remote Setup

1. Do one of the following:

- **Windows**



Click  (**Brother Utilities**) on your desktop, and then click the drop-down list and select your model name (if not already selected). Click **Tools** in the left pane, and then click **Remote Setup**.

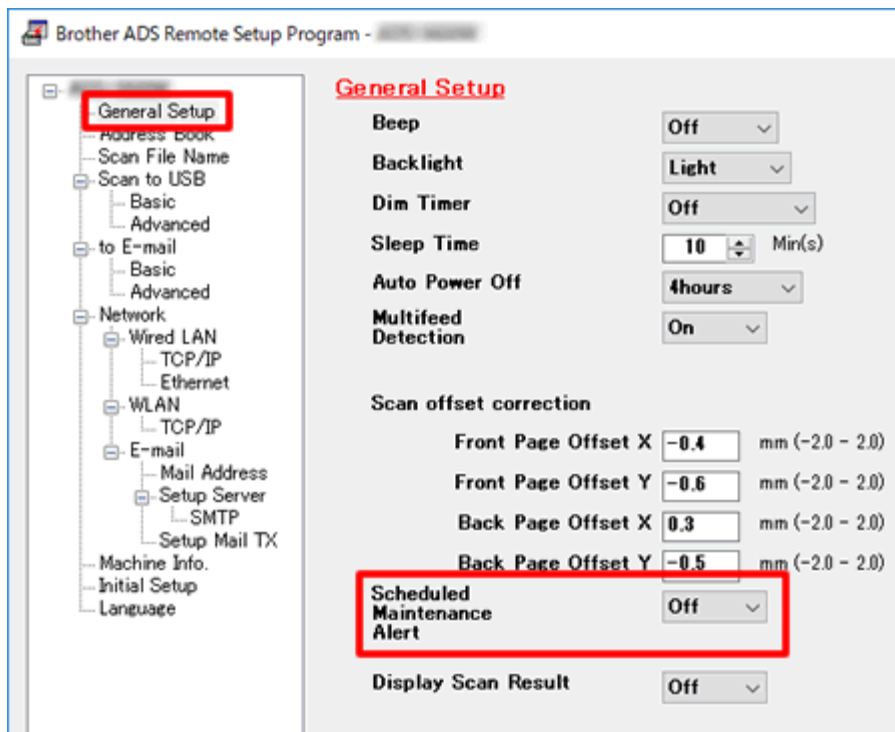
- **Mac**

In the Finder menu bar, click **Go > Applications > Brother**, and then double-click the **Remote Setup** icon.

For Mac only

- To use Remote Setup, you must [download it from the Downloads section](#).
The installation instructions are available on the download page.
- Remote Setup for Mac supports USB connections only.
- Remote Setup for Mac supports macOS 10.13 or earlier.

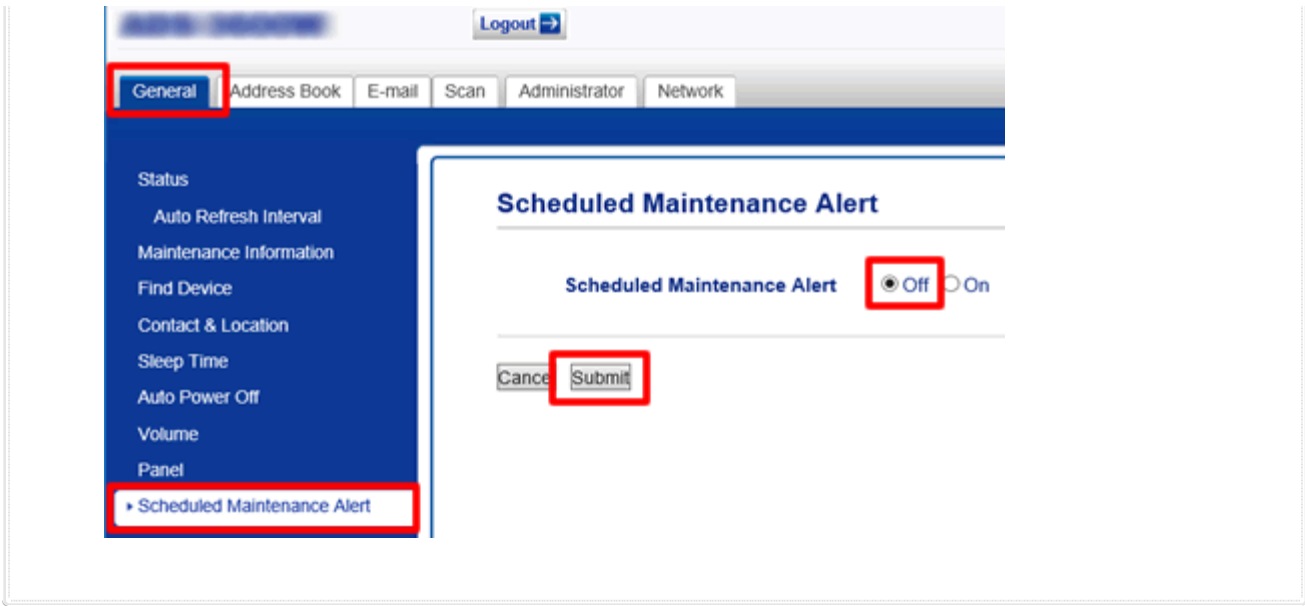
2. Click **General Setup** in the left pane, and then turn the **Scheduled Maintenance Alert** off.



3. Click **OK**.

Using Web Based Management (Network models only)

1. Access Web Based Management.
 - > [Click here to see how to access Web Based Management.](#)
2. If you have previously set your own password, go to **STEP3**.
If you have not previously set your own password, change the default login password.
 - > [Click here to how to change the password.](#)
3. Click the **General** tab.
4. Click the **Scheduled Maintenance Alert** menu in the left pane.
5. Select **Off**, and then click **Submit**.



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