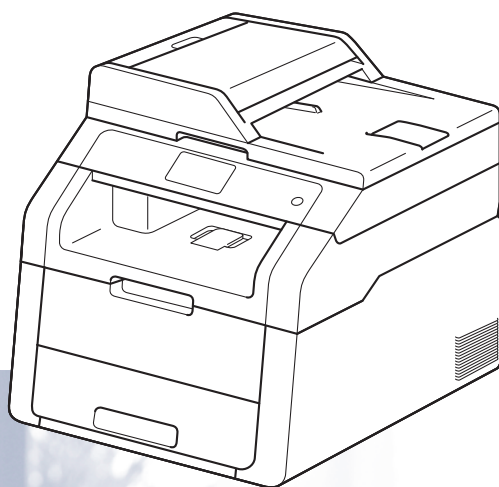


brother[®]

Basic User's Guide

DCP-9020CDW



Version 0

UK/IRE

If you need to contact customer service

Complete the following information for future reference:

Model Number: DCP-9020CDW

Serial Number: ¹ _____

Date of Purchase: _____

Place of Purchase: _____

¹ **The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.**

Register your product online at

<http://www.brother.com/registration/>

User's Guides and where do I find them?

Which Guide?	What's in it?	Where is it?
Product Safety Guide	Read this Guide first. Read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
Basic User's Guide	Learn the basic Copy and Scan operations and how to replace consumables. See troubleshooting tips.	PDF file / CD-ROM / In the box
Advanced User's Guide	Learn more advanced operations: Copy, security features, printing reports and performing routine maintenance.	PDF file / CD-ROM / In the box
Software User's Guide	Follow these instructions for Printing, Scanning, Network Scanning, Remote Setup and using the Brother ControlCenter utility.	HTML file / CD-ROM / In the box
Network User's Guide	This Guide provides useful information about wired and wireless network settings and security settings using the Brother machine. You can also find supported protocol information for your machine and detailed troubleshooting tips.	PDF file / CD-ROM / In the box
Wi-Fi Direct™ Guide	This Guide provides details on how to configure and use your Brother machine for wireless printing directly from a mobile device supporting the Wi-Fi Direct™ standard.	PDF file / Brother Solutions Center ¹
Google Cloud Print Guide	This Guide provides details on how to configure your Brother machine to a Google account and use Google Cloud Print services for printing over the Internet.	PDF file / Brother Solutions Center ¹
Mobile Print/Scan Guide for Brother iPrint&Scan	This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected on a Wi-Fi network.	PDF file / Brother Solutions Center ¹
Web Connect Guide	This Guide provides details about how to configure and use your Brother machine to scan, load and view images and files on certain websites that provide these services.	PDF file / Brother Solutions Center ¹

Which Guide?	What's in it?	Where is it?
AirPrint Guide	This Guide provides information for using AirPrint to print from OS X v10.7.x, 10.8.x and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.	PDF file / Brother Solutions Center ¹

¹ Visit us at <http://solutions.brother.com/>.

Table of Contents

(Basic User's Guide)

1	General information	1
	Using the documentation.....	1
	Symbols and conventions used in the documentation	1
	Accessing Brother Utilities (Windows® 8).....	2
	Accessing the Advanced User's Guide, Software User's Guide and Network User's Guide.....	3
	Viewing Documentation.....	3
	How to access the User's Guides for Advanced Features	5
	Accessing Brother Support (Windows®).....	6
	Accessing Brother Support (Macintosh).....	6
	Control panel overview.....	8
	Touchscreen LCD.....	10
	Setting the Ready screen	13
	Basic Operations	14
	Shortcut Settings	15
	Adding Copy Shortcuts.....	15
	Adding Scan Shortcuts.....	15
	Adding Web Connect Shortcuts	16
	Changing Shortcuts.....	17
	Editing Shortcut Names.....	18
	Deleting Shortcuts	18
	Recalling Shortcuts.....	18
	Volume settings.....	19
	Beeper volume	19
2	Loading paper	20
	Loading paper and print media.....	20
	Loading paper in the paper tray.....	20
	Loading paper in the manual feed slot	22
	Unscannable and unprintable areas.....	26
	Paper settings.....	27
	Paper Size	27
	Paper Type.....	27
	Acceptable paper and other print media.....	28
	Recommended paper and print media	28
	Type and size of paper	28
	Handling and using special paper	30
3	Loading documents	33
	How to load documents.....	33
	Using the automatic document feeder (ADF)	33
	Using the scanner glass	34

4	Making copies	35
	How to copy	35
	Stop copying	35
	Copy preset settings	35
	Copy Options	36
5	How to print from a computer	37
	Printing a document	37
6	How to scan to a computer	38
	Before scanning	38
	Scanning a document as a PDF file using ControlCenter4 (Windows®)	39
	How to scan a document as a PDF file using the Touchscreen	41
A	Routine maintenance	43
	Replacing the consumable items	43
	Replacing the toner cartridges	47
	Replacing the drum units	54
	Replacing the belt unit	60
	Replacing the waste toner box	64
	Cleaning and Checking the machine	69
	Cleaning the outside of the machine	70
	Cleaning the LED heads	71
	Cleaning the scanner glass	72
	Cleaning the corona wires	73
	Cleaning the drum unit	76
	Cleaning the paper pick-up rollers	82
	Calibration	83
	Auto Registration	84
	Frequency (Colour Correction)	84

B	Troubleshooting	85
	Identifying your problem	85
	Error and maintenance messages.....	86
	Document Jams.....	92
	Document is jammed in the top of the ADF unit	92
	Document is jammed under the document cover	92
	Removing small documents jammed in the ADF.....	93
	Document is jammed at the output tray	93
	Paper Jams.....	94
	Paper is jammed in the manual feed slot	94
	Paper is jammed in the paper tray.....	94
	Paper is jammed at the output paper tray	95
	Paper is jammed at the back of the machine	96
	Paper is jammed inside the machine.....	98
	Paper is jammed underneath the paper tray	101
	If you are having difficulty with your machine	103
	Improving the print quality.....	108
	Machine Information	118
	Checking the Serial Number.....	118
	Checking the Firmware Version	118
	Reset functions.....	119
	How to reset the machine.....	119
C	Settings and features tables	120
	Using the Settings Tables.....	120
	Settings Tables.....	121
	Features Tables.....	136
	Entering text	148
D	Specifications	149
	General.....	149
	Document Size	151
	Print media.....	152
	Copy	153
	Scanner	154
	Printer	155
	Interfaces	156
	Network.....	157
	Computer requirements.....	158
	Consumable items.....	159
E	Index	160

Table of Contents

(Advanced User's Guide)

You can view the Advanced User's Guide on the CD-ROM.

The Advanced User's Guide explains the following features and operations.

1 General Setup

Memory storage

Automatic Daylight Saving Time

Ecology features

Touchscreen

2 Security features

Secure Function Lock 2.0

Setting Lock

3 Printing reports

Reports

4 Making copies

Copy settings

A Routine maintenance

Checking the machine

Replacing periodic maintenance parts

Packing and shipping the machine

B Glossary

C Index

Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.

IMPORTANT

IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.

NOTE

Notes tell you how you should respond to a situation that may arise or give tips about how the current operation works with other features.



Electrical Hazard icons alert you to a possible electrical shock.



Fire Hazard icons alert you to the possibility of fire.



Hot Surface icons warn you not to touch machine parts that are hot.



Prohibition icons indicate actions that must not be performed.

Bold Bold style identifies the numerical pad numbers of the Touchpanel or on the computer screen.


Italics Italicized style emphasizes an important point or refers you to a related topic.

`Courier New` Courier New font identifies the messages shown on the Touchscreen of the machine.

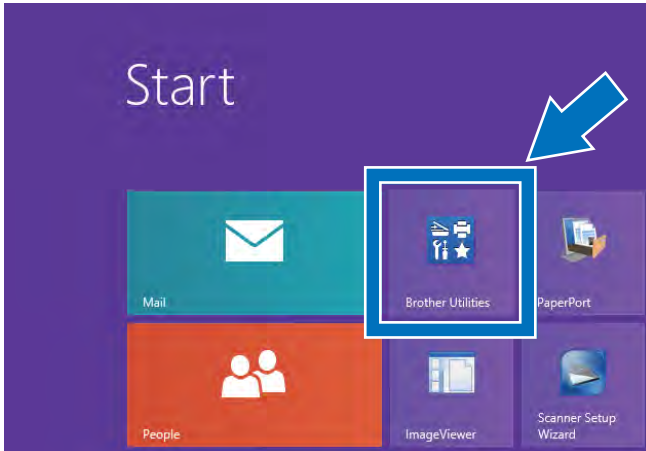
Follow all warnings and instructions marked on the product.

Accessing Brother Utilities (Windows® 8)

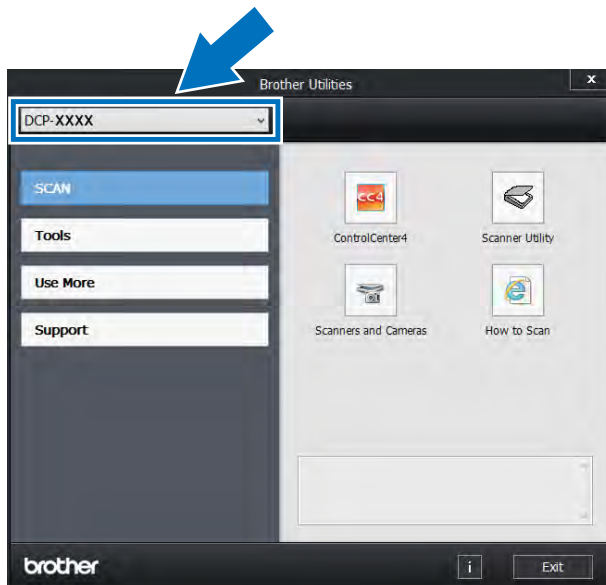
If you are using a computer and tablet running Windows® 8, you can make your selections either by tapping the screen or by clicking with your mouse.

After the printer driver is installed,  appears on both the Start screen and the desktop.

- 1 Tap or click **Brother Utilities** either on the Start screen or the desktop.



- 2 Select your machine from the drop down list.



- 3 Choose the function you want to use.


Accessing the Advanced User's Guide, Software User's Guide and Network User's Guide

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features for Copy, Printer, Scanner and Network. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide**, **Software User's Guide** in HTML format and **Network User's Guide** that are on the CD-ROM.


Viewing Documentation

Viewing Documentation (Windows®)

(Windows® 7 / Windows Vista® / Windows® XP / Windows Server® 2008 R2 / Windows Server® 2008 / Windows Server® 2003)

To view the documentation, from the  (Start) menu, select **All programs > Brother > DCP-XXXX** (where XXXX is your model name) from the programs list, and then choose **User's Guides**.

(Windows® 8 / Windows Server® 2012)

Click  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **Support** in the left navigation bar, and then click **User's Guides**.

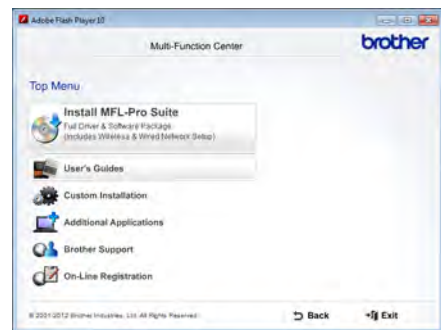
If you have not installed the software, you can find the documentation on the CD-ROM by following these instructions:

- 1 Turn on your computer. Insert the CD-ROM into your CD-ROM drive.

NOTE

If the Brother screen does not appear, go to **Computer (My Computer)**. (For Windows® 8: Click  (File Explorer) on the taskbar, and then go to **Computer**.) Double-click the CD-ROM icon, and then double-click **start.exe**.

- 2 If the language screen appears, click your language. The CD-ROM Top Menu appears.



- 3 Click **User's Guides**.
- 4 Click **PDF/HTML documents**. If the country screen appears, select your country. After the list of User's Guides appears, choose the Guide you want.

Viewing Documentation (Macintosh)

- 1 Turn on your Macintosh. Insert the CD-ROM into your CD-ROM drive. Double-click the **BROTHER** icon. The following window will appear.



- 2 Double-click the **User's Guides** icon.
- 3 Select your language.
- 4 Click **User's Guides**.
- 5 After the list of User's Guides appears, select the Guide you want.

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

- *Scanning*
- *ControlCenter*
- *Network Scanning*

Nuance™ PaperPort™ 12SE How-to-Guides

(Windows® users)

- The complete Nuance™ PaperPort™ 12SE How-to-Guides can be viewed from the Help section in the Nuance™ PaperPort™ 12SE application.

Presto! PageManager User's Guide

(Macintosh users)

NOTE

Presto! PageManager must be downloaded and installed before use (for further instructions, see *Accessing Brother Support (Macintosh)* on page 6.

- The complete Presto! PageManager User's Guide can be viewed from the Help section in the Presto! PageManager application.

How to find Network setup instructions

Your machine can be connected to a wireless or wired network.

- Basic setup instructions:
(see Quick Setup Guide.)
- Connection to a wireless access point or router supports Wi-Fi Protected Setup or AOSS™:
(see Quick Setup Guide.)
- More information about network setup:
(see Network User's Guide.)

How to access the User's Guides for Advanced Features

You can view and download these Guides from the Brother Solutions Center at:

<http://solutions.brother.com/>

Click **Manuals** on your model's page to download the documentation.

Wi-Fi Direct™ Guide

This Guide provides information about how to configure and use your Brother machine for wireless printing directly from a mobile device supporting the Wi-Fi Direct™ standard.

Google Cloud Print Guide

This Guide provides information about how to configure your Brother machine to a Google account and use Google Cloud Print services for printing over the Internet.

Mobile Print/Scan Guide for Brother iPrint&Scan

This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected on a Wi-Fi network.

Web Connect Guide

This Guide provides information about how to configure and use your Brother machine to scan, load and view images and files on certain websites that provide these services.

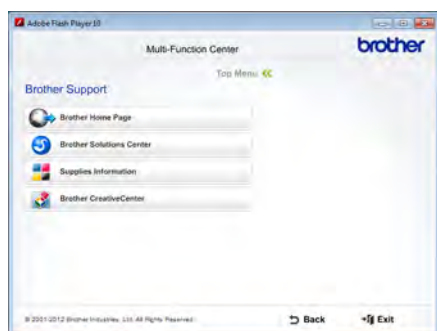
AirPrint Guide

This Guide provides information for using AirPrint to print from OS X v10.7.x, 10.8.x and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.

Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as web support (Brother Solutions Center) on the CD-ROM.

- Click **Brother Support** on the **Top Menu**. The following screen appears:



- To access our website (<http://www.brother.com/>), click **Brother Home Page**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our website for original Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.
- To access the Brother CreativeCenter (<http://www.brother.com/creativecenter/>) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the **Top Menu**, click **Back** or if you have finished, click **Exit**.

Accessing Brother Support (Macintosh)

You can find all the contacts you will need, such as web support (Brother Solutions Center) on the CD-ROM.

- Double-click the **Brother Support** icon. Choose your model if needed. The following screen will appear:



- To download and install Presto! PageManager, click **Presto! PageManager**.
- To access the Brother Web Connect application web page, click **Brother Web Connect**.
- To register your machine from the Brother Product Registration Page (<http://www.brother.com/registration/>), click **On-Line Registration**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our website for original Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.

Control panel overview

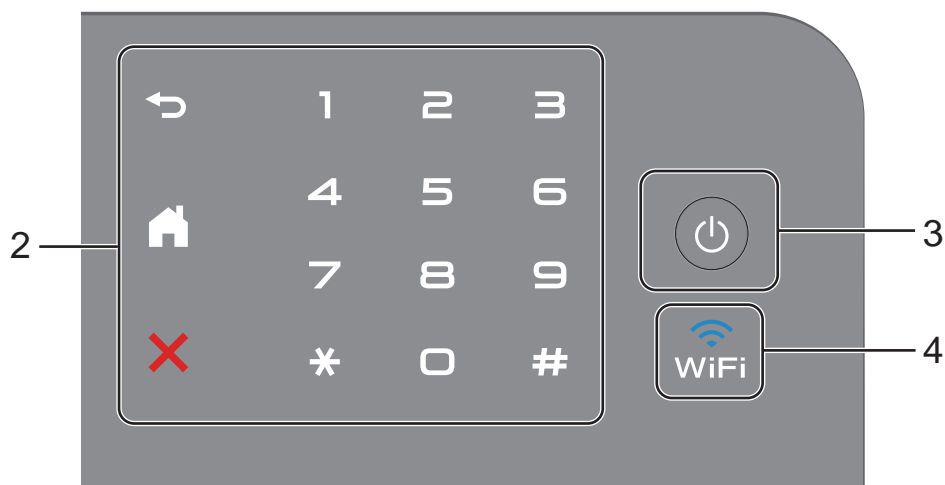
The DCP-9020CDW has a 3.7 in. (93.4 mm) Touchscreen LCD and Touchpanel ¹.

¹ This is a Touchscreen LCD with an electrostatic Touchpanel that only shows the LEDs that can be used.



1 3.7 in. (93.4 mm) Touchscreen LCD (Liquid Crystal Display)

This is a Touchscreen LCD. You can access the menus and options by pressing them when they are displayed on the screen.



2 Touchpanel:

The LEDs on the Touchpanel only light up when they are available for use.

■ Back

Press to go back to the previous menu level.

■ Home

Press to return to the Home screen. The factory setting shows the date and time, but you can change the Home screen's default setting (see *Setting the Ready screen* on page 13.)


■ Cancel


Press to cancel an operation when illuminated red.

■ Numerical Pad

Press the numbers on the Touchpanel to enter the number of copies.

3 Power On/Off

Press  to turn on the machine.

Press and hold down  to turn off the machine. The Touchscreen LCD will show *Shutting Down* and will stay on for a few seconds before going off.

4 WiFi

The Wi-Fi light is on when the network interface is WLAN.

Touchscreen LCD

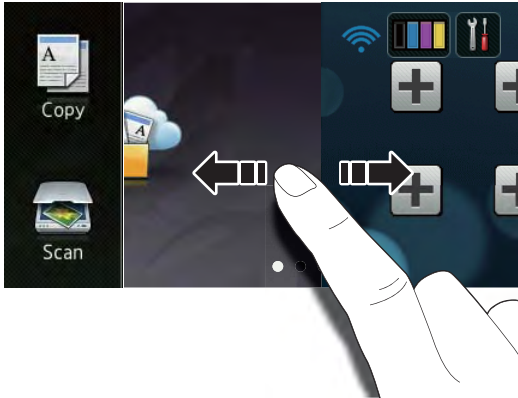
You can select three types of screens for the Home screen. When the Home screen is displayed, you can change the displayed screen by swiping left or right, or pressing ◀ or ▶.

The following screens show the machine's status when the machine is idle.

	<p>More screen</p> <p>The More screen provides access to Copy, Scan, Wi-Fi setup, Toner levels, Setup screen, Secure Print and Web Shortcut.</p> <p>When the More screen is displayed the machine is in Ready mode. If Secure Function Lock ¹ has been turned on an icon is displayed.</p> <p>¹ See Advanced User's Guide, <i>Secure Function Lock 2.0</i>.</p>
	<p>Shortcut screens</p> <p>You can quickly create a Shortcut for frequently used functions, such as making a copy, scanning and Web Connect (for more information, see <i>Shortcut Settings</i> on page 15).</p>

NOTE

Swiping is a type of user operation on the Touchscreen that is performed by brushing your finger across the screen to display the next page or item.

**1 Modes:**

- Copy
Lets you access Copy mode.
- Scan
Lets you access Scan mode.

2 Wireless Status

A four-level indicator on the Ready mode screen shows the current wireless signal strength if you are using a wireless connection.



If you see **WIFI** at the top on the screen, you can easily configure the wireless settings by pressing it (for more information, see Quick Setup Guide).

3 (Toner)

See the remaining toner life.
Press to access the **Toner** menu.

NOTE

The indication of the remaining toner life will vary depending on the types of documents printed and customer's usage.

4 (Settings)

Press to access the main settings (for more information, see *Settings screen* on page 12).

5 Secure Print

Lets you access the secure print menu.

6 Web

Press to connect the Brother machine to an Internet service (for more information, see *Web Connect Guide*).

7 Shortcuts



Press to set up Shortcuts.
You can quickly copy, scan and connect to a web service using the options set as Shortcuts.

NOTE

- Three Shortcut screens are available. You can set up to six Shortcuts in each Shortcut screen. A total of 18 Shortcuts are available.
- Swipe left or right, or press ◀ or ▶, to view the other Shortcut screens.

8 Warning icon



The warning icon  appears when there is an error or maintenance message; press **Detail** to view it, and then press  to return to Ready mode.


For details, see *Error and maintenance messages* on page 86.

NOTE

- This product adopts the font of ARPHIC TECHNOLOGY CO.,LTD.
- MascotCapsule UI Framework and MascotCapsule Tangible developed by HI CORPORATION are used. MascotCapsule is a registered trademark of HI CORPORATION in Japan.



Settings screen

The Touchscreen shows the machines settings when you press .

You can check and access all the machine's settings from the following screen.



1 Toner

See the remaining toner life.

Press to access the **Toner** menu.

2 Network

Press to set up a network connection.

A four level indicator on the screen shows the current wireless signal strength if you are using a wireless connection.

3 Date & Time

See the date and time.

Press to access the **Date & Time** menu.

4 Volume

See the selected Beep volume level.

Press to access the **Beep volume** setting.

5 All Settings

Press to access the full settings menu.

6 Tray Setting


See the selected paper size. Press to change the paper size and paper type settings if needed.



7 Wi-Fi Direct

Press to set up a Wi-Fi Direct™ network connection.

Setting the Ready screen

Set the Ready screen to either **More**, **Shortcuts 1**, **Shortcuts 2** or **Shortcuts 3**.

When the machine is idle or you press , the Touchscreen will return to the screen you set.

- 1 Press .
- 2 Press **All Settings**.
- 3 Swipe up or down, or press ▲ or ▼ to display **General Setup**.
- 4 Press **General Setup**.
- 5 Swipe up or down, or press ▲ or ▼ to display **Button Settings**.
- 6 Press **Home Button Settings**.
- 7 Press **More**, **Shortcuts 1**, **Shortcuts 2** or **Shortcuts 3**.
- 8 Press .
The machine will go to your chosen Home screen.

Basic Operations

Press your finger on the Touchscreen to operate it. To display and access all the screen menus or options, swipe left, right, up, down, or press ◀▶ or ▲▼ to scroll through them.

IMPORTANT

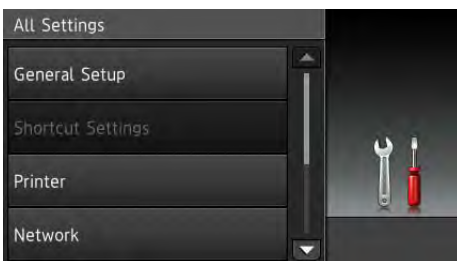
DO NOT press the Touchscreen with a sharp object, such as a pen or stylus. It may damage the machine.

The following steps show how to change a setting in the machine. In this example, the Touchscreen Backlight setting is changed from Light to Med.

1 Press .

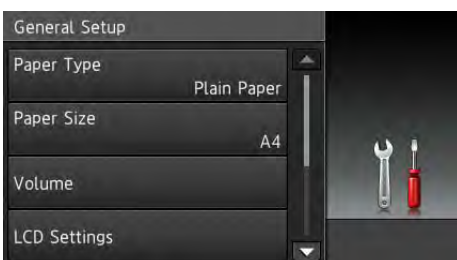
2 Press All Settings.

3 Swipe up or down, or press ▲ or ▼ to display General Setup.



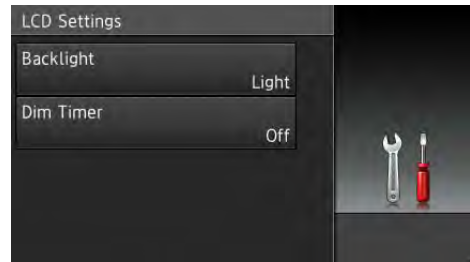
4 Press General Setup.

5 Swipe up or down, or press ▲ or ▼ to display LCD Settings.

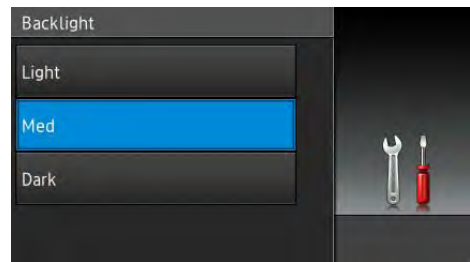


6 Press LCD Settings.


7 Press Backlight.



8 Press Med.



NOTE

Press  to go back to the previous level.

9 Press .


Shortcut Settings

You can add the copy, scan and Web Connect settings you use most frequently by setting them as your Shortcuts. Later you can recall and apply these settings quickly and easily. You can add up to 18 Shortcuts.

Adding Copy Shortcuts

The following settings can be included in a copy Shortcut:

- Quality
- Enlarge/Reduce
- Density
- Contrast
- Stack/Sort
- Page Layout
- Colour Adjust
- 2-sided Copy
- Remove Background Colour

- 1 If the displayed screen is More, swipe left or right, or press ◀ or ▶ to display a Shortcut screen.
- 2 Press  where you have not added a Shortcut.
- 3 Press Copy.
- 4 Read the information on the Touchscreen, and then confirm it by pressing OK.
- 5 Swipe up or down, or press ▲ or ▼ to display the copy presets, and then press the preset you want.
- 6 Swipe up or down, or press ▲ or ▼ to display the available settings, and then press the setting you want.

- 7 Swipe up or down, or press ▲ or ▼ to display the available options for the setting, and then press the option you want.
Repeat steps 6 and 7 until you have selected all the settings for this Shortcut.
- 8 When you have finished changing settings, press Save as Shortcut.
- 9 Read and confirm the displayed list of settings you selected, and then press OK.
- 10 Enter a name for the Shortcut using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 148.)
Press OK.
- 11 Press OK to save your Shortcut.

Adding Scan Shortcuts


The following settings can be included in a scan Shortcut:

to OCR / to File / to Image /
to E-mail

- Profile Name

to FTP / to Network

- PC Select

- 1 If the displayed screen is More, swipe left or right, or press ◀ or ▶ to display a Shortcut screen.
- 2 Press  where you have not added a Shortcut.
- 3 Press Scan.
- 4 Swipe up or down, or press ▲ or ▼ to display the type of scan you want, and then press it.

- 5 Do one of the following:
- If you pressed **to** OCR, **to** File, **to** Image or **to** E-mail, read the information on the Touchscreen, and then press **OK** to confirm it. Go to step 6.
 - If you pressed **to** FTP or **to** Network, read the information on the Touchscreen, and then press **OK** to confirm it.

Swipe up or down, or press ▲ or ▼ to display the Profile Name, and then press it.

Press **OK** to confirm the Profile Name you have selected. Go to step 7.

NOTE

To add a Shortcut for **to** Network and **to** FTP, you must have added the Profile Name beforehand.

- 6 Do one of the following:
- When the machine is connected to a computer using a USB connection:
Press **OK** to confirm USB is selected as the PC Name. Go to step 7.
 - When the machine is connected to a network:
Swipe up or down, or press ▲ or ▼ to display the PC Name, and then press it. Press **OK** to confirm the PC Name you selected. Go to step 7.
- 7 Enter a name for the Shortcut using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 148.)
Press **OK**.
- 8 Read the information on the Touchscreen, and then press **OK** to save your Shortcut.


Adding Web Connect Shortcuts

The settings for the following services can be included in a Web Connect Shortcut:

- Picasa Web Albums™
- Google Drive™
- Flickr®
- Facebook
- Evernote
- Dropbox

NOTE

- Web services may have been added and/or service names may have been changed by the provider since this document was published.
- To add a Web Connect Shortcut, you must have an account with the desired service (for more information, see *Web Connect Guide*).

- 1 If the displayed screen is More, swipe left or right, or press ◀ or ▶ to display a Shortcut screen.
- 2 Press  where you have not added a Shortcut.
- 3 Press **web**.
- 4 If Information about the Internet connection is displayed, read the information and confirm it by pressing **OK**.
- 5 Swipe left or right, or press ◀ or ▶ to display the available services, and then press your desired service.
- 6 Press your account.
If the account needs a PIN code, enter the PIN for the account using the keyboard on the Touchscreen.
Press **OK**.

- 7 Press the function you want.

NOTE

The functions that can be set vary depending on the selected service.

- 8 Read and confirm the displayed list of functions you selected, and then press **OK**.
- 9 Press **OK** to save your Shortcut.

NOTE

The Shortcut name will be assigned automatically. If you want to change the Shortcut names, see *Editing Shortcut Names* on page 18.


Changing Shortcuts

You can change the settings in a Shortcut.

NOTE

You cannot change a Web Connect Shortcut. If you want to change the Shortcut, you must delete it, and then add a new Shortcut.

(For more information, see *Deleting Shortcuts* on page 18 and *Adding Web Connect Shortcuts* on page 16.)

- 1 Press the Shortcut you want. The settings for the Shortcut that you chose are displayed.
- 2 Change the settings for the Shortcut you chose in step 1 (for more information, see *Shortcut Settings* on page 15).
- 3 When you have finished changing settings, press **Save as Shortcut**.
- 4 Press **OK** to confirm.
- 5 Do one of the following:
 - To overwrite the Shortcut, press **Yes**. Go to step 7.
 - If you do not want to overwrite the Shortcut, press **No** to enter a new Shortcut name. Go to step 6.
- 6 To create a new Shortcut, hold down  to delete the current name, and then enter a new name using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 148.) Press **OK**.
- 7 Press **OK** to confirm.


Editing Shortcut Names

You can edit a Shortcut name.

- 1 Press and hold the Shortcut until the dialog box appears.

NOTE

You can also press , All Settings and Shortcut Settings.

- 2 Press Edit Shortcut Name.
- 3 To edit the name, hold down  to delete the current name, and then enter a new name using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 148.) Press OK.

Deleting Shortcuts

You can delete a Shortcut.

- 1 Press and hold the Shortcut until the dialog box appears.

NOTE

You can also press , All Settings and Shortcut Settings.

- 2 Press Delete to delete the Shortcut that you chose in step 1.
- 3 Press Yes to confirm.



Recalling Shortcuts

The Shortcut settings are displayed on the Shortcut screen. To recall a Shortcut, simply press the Shortcut name.

Volume settings

Beeper volume

When the beeper is on, the machine will beep when you press a key or make a mistake. You can choose from a range of volume levels.

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display General Setup.
- 4 Press General Setup.
- 5 Swipe up or down, or press ▲ or ▼ to display Volume.
- 6 Press Volume.
- 7 Press Beep.
- 8 Press Off, Low, Med or High.
- 9 Press .

2

Loading paper

Loading paper and print media

The machine can feed paper from the paper tray or manual feed slot.

NOTE

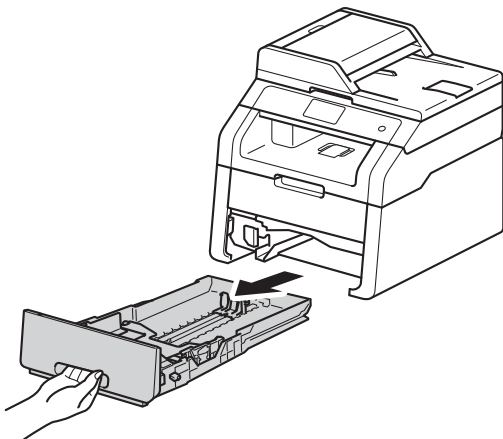
If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by pressing the buttons on the Touchscreen.

Loading paper in the paper tray

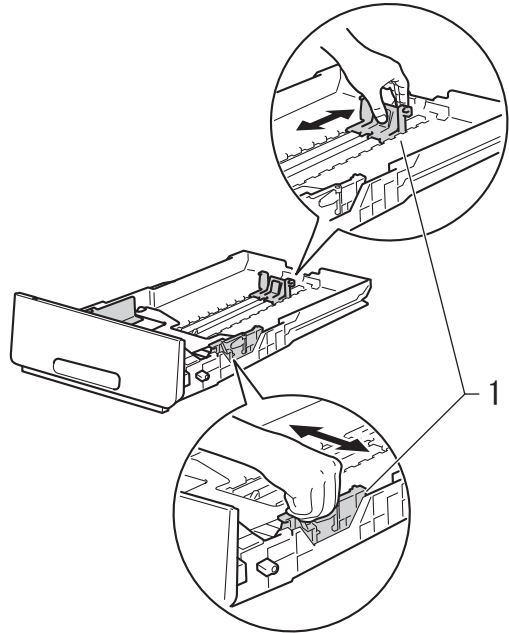
You can load up to 250 sheets in the paper tray. Paper can be loaded up to the maximum paper mark (▼▼▼) on the right side of the paper tray (for recommended paper, see *Acceptable paper and other print media* on page 28).

Printing on plain paper, thin paper or recycled paper from the paper tray

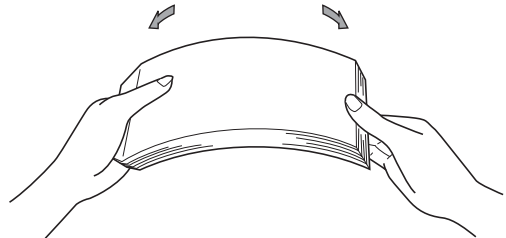
- 1 Pull the paper tray completely out of the machine.



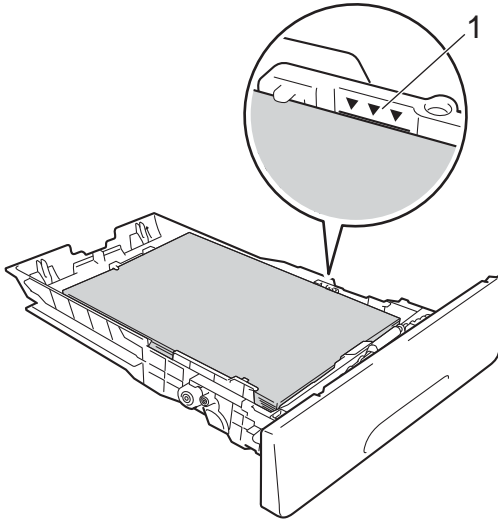
- 2 While pressing the green paper-guide release levers (1), slide the paper guides to fit the paper you are loading in the tray. Make sure the guides are firmly in the slots.



- 3 Fan the stack of paper well to avoid paper jams and misfeeds.

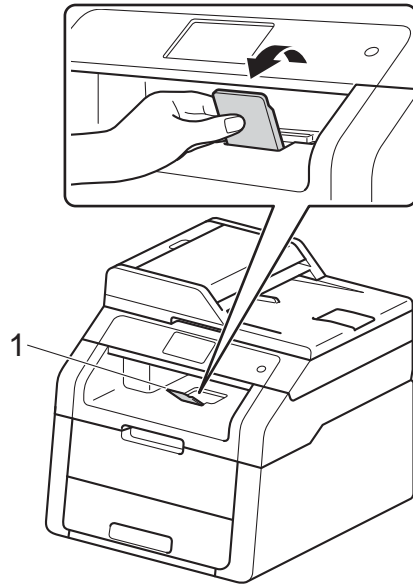


- 4 Load paper in the tray and make sure:
- The paper is below the maximum paper mark (▼▼▼) (1), as overfilling the paper tray will cause paper jams.
 - The side to be printed on is *face down*.
 - The paper guides touch the sides of the paper so it will feed correctly.



- 5 Put the paper tray *firmly* back in the machine. Make sure the tray is completely inserted into the machine.

- 6 Lift up the support flap (1) to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.



Loading paper in the manual feed slot

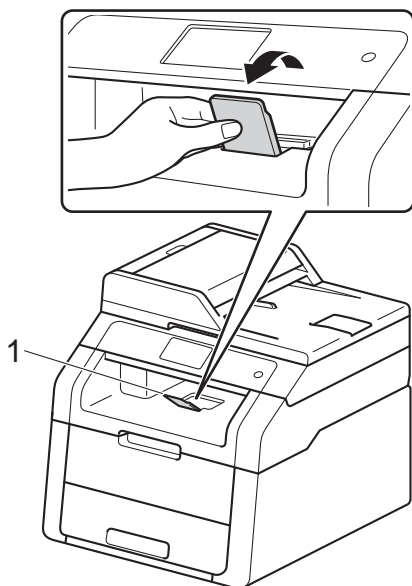
You can load envelopes and special print media one-at-a-time into this slot. Use the manual feed slot to print or copy on labels, envelopes, thicker paper or glossy paper (for the recommended paper to use, see *Acceptable paper and other print media* on page 28).

NOTE

The machine turns on the Manual Feed mode when you put paper in the manual feed slot.

Printing on plain paper, thin paper, recycled paper and bond paper from the manual feed slot

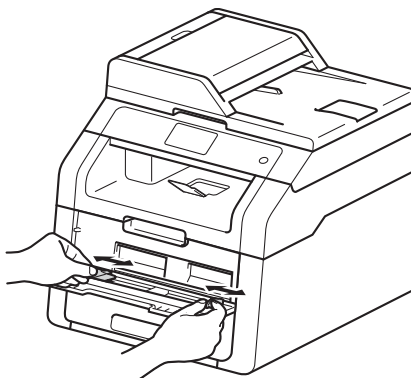
- 1 Lift up the support flap (1) to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.



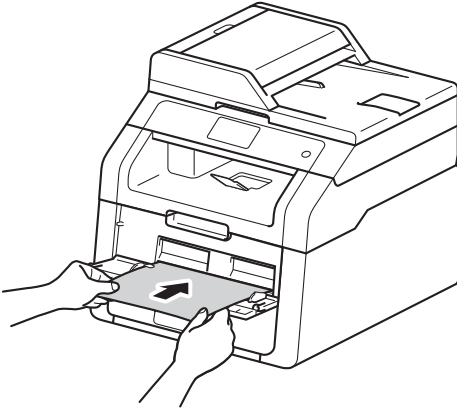
- 2 Open the manual feed slot cover.



- 3 Use both hands to slide the manual feed slot paper guides to the width of the paper you are going to use.



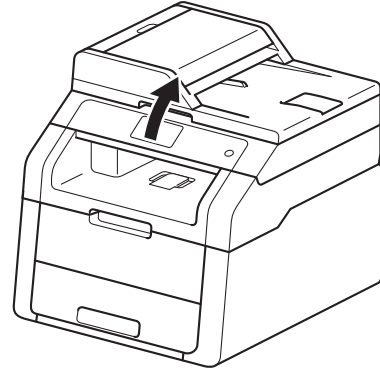
- 4 Use both hands to push one sheet of paper *firmly* into the manual feed slot until the top edge of the paper presses against the paper feed rollers. Continue pressing the paper against the rollers for about two seconds, or until the machine grabs the paper and pulls it in further.



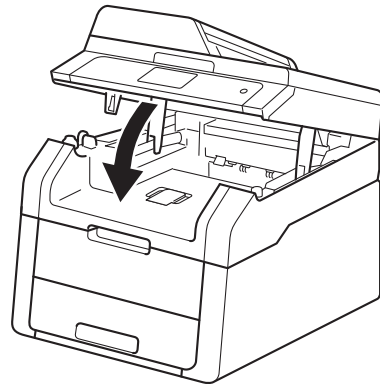
NOTE

- If the error message `Jam Manual Feed` appears on the Touchscreen, the machine cannot grasp and pull the paper. Reset the machine by removing the paper and then pressing `Start` on the Touchscreen. Reinsert the paper and press it firmly against the rollers.
- Put the paper into the manual feed slot with the side to be printed on face up.
- Make sure the paper is straight and in the correct position on the manual feed slot. If it is not, the paper may not be fed correctly, resulting in a skewed printout or a paper jam.
- Do not put more than one sheet of paper in the manual feed slot at any one time, as it may cause a jam.

- To easily remove a small printout from the output tray use both hands to lift up the scanner cover as shown in the illustration.



- You can still use the machine while the scanner cover is up. To close the scanner cover, push it down with both hands.

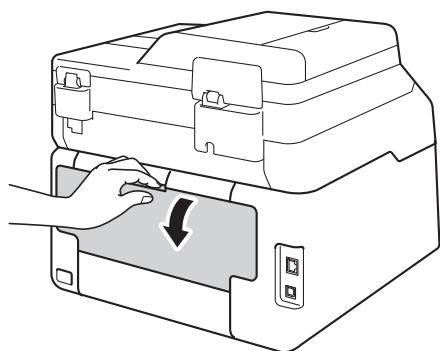


- 5 After the Touchscreen shows `Manual Feed`, return to step 4 to load the next sheet of paper. Repeat for each page you want to print.

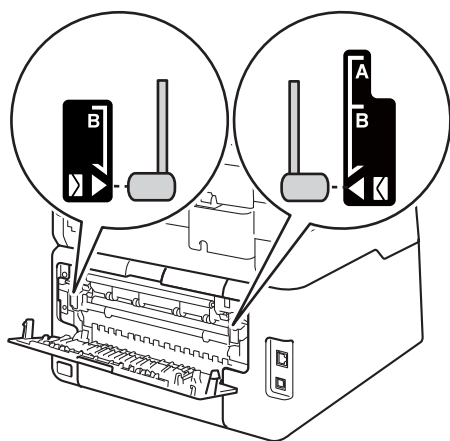
Printing on thick paper, labels, envelopes and glossy paper from the manual feed slot

When the back cover (face-up output tray) is pulled down, the machine has a straight paper path from the manual feed slot through to the back of the machine. Use this paper feed and output method for printing on thick paper, labels, envelopes or glossy paper.

- 1 Open the back cover (face-up output tray).



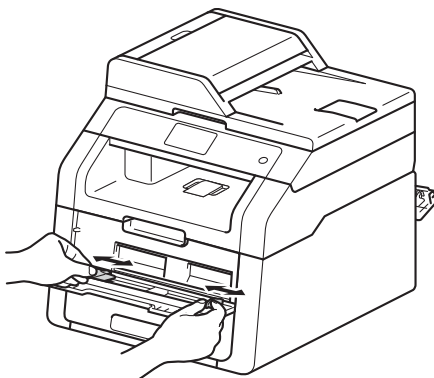
- 2 (For printing envelopes only) Pull down the two grey levers, one on the left side and one on the right side, as shown in the illustration.



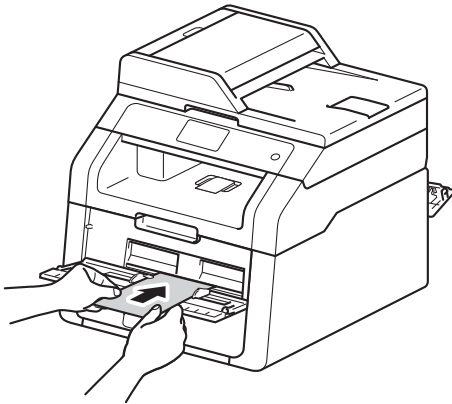
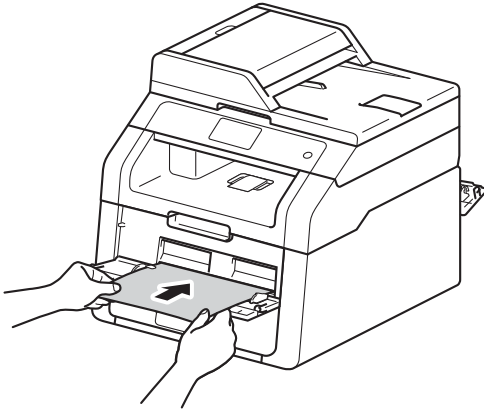
- 3 Open the manual feed slot cover.



- 4 Use both hands to slide the manual feed slot paper guides to the width of the paper that you are going to use.



- 5 Use both hands to push one sheet of paper or one envelope *firmly* into the manual feed slot until the top edge of the paper presses against the paper feed rollers. Continue pressing the paper against the rollers for about two seconds, or until the machine grabs the paper and pulls it in further.



NOTE

- If the error message **Jam Manual Feed** appears on the Touchscreen, the machine cannot grasp and pull the paper or envelope. Reset the machine by removing the paper and then pressing **Start** on the Touchscreen. Reinsert the paper or envelope and be sure to press it *firmly* against the rollers.
 - Put the paper or envelope into the manual feed slot with the side to be printed on face up.
- When **Label** is selected in the printer driver, the machine will feed the paper from the manual feed slot, even if **Manual** is not selected as the paper source.
 - Make sure the paper or envelope is straight and in the correct position in the manual feed slot. If it is not, the paper or envelope may not feed correctly, resulting in a skewed printout or a paper jam.
 - Pull the paper or envelope out completely when you retry putting the paper into the manual feed slot.
 - Do not put more than one sheet of paper or one envelope in the manual feed slot at any one time, as it may cause a jam.

- 6 Send the print data to the machine.

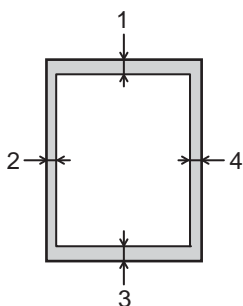
NOTE

Remove each printed page or envelope immediately to prevent a paper jam.

- 7 After the Touchscreen shows **Manual Feed**, return to step 5 to load the next sheet of paper. Repeat for each page you want to print.
- 8 (For printing envelopes) When you have finished printing, return the two grey levers, that you pulled down at step 2, back to their original positions.
- 9 Close the back cover (face-up output tray) until it locks in the closed position.

Unscannable and unprintable areas

The figures in the table show the maximum unscannable and unprintable areas. These areas may vary depending on the paper size or settings in the application you are using.



Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Copy* * a single copy or a 1 in 1 copy	Letter	4 mm	4 mm
	A4	4 mm	3 mm
	Legal	4 mm	4 mm
Scan	Letter	3 mm	3 mm
	A4	3 mm	3 mm
	Legal (ADF)	3 mm	3 mm
Print	Letter	4.2 mm	4.2 mm
	A4	4.2 mm	4.2 mm
	Legal	4.2 mm	4.2 mm



Paper settings

Paper Size

When you change the size of paper in the tray, you must also change the setting for paper size at the same time so your machine can fit the document on the page.



You can use the following sizes of paper.

A4, Letter, Legal, Executive, A5,
A5 L (Long Edge), A6 and Folio (215.9 mm ×
330.2 mm)

- 1 Press .
- 2 Press Tray Setting.
- 3 Press Paper Size.
- 4 Swipe up or down, or press ▲ or ▼ to display A4, Letter, Legal, EXE, A5, A5 L, A6 or Folio, and press the option you want.
- 5 Press .

Paper Type

To get the best print quality set the machine for the type of paper you are using.

- 1 Press .
- 2 Press Tray Setting.
- 3 Press Paper Type.
- 4 Swipe up or down, or press ▲ or ▼ to display Thin, Plain Paper, Thick, Thicker, Recycled Paper, and press the option you want.
- 5 Press .

Acceptable paper and other print media

Print quality may vary according to the type of paper you are using.

You can use the following types of print media: plain paper, thin paper, thick paper, thicker paper, bond paper, recycled paper, labels, envelopes or glossy paper (see *Print media* on page 152).

For best results, follow the instructions below:

- DO NOT load different types of paper in the paper tray at the same time because it may cause the paper to jam or misfeed.
- For correct printing, you must choose the same paper size from your software application as the paper in the tray.
- Avoid touching the printed surface of the paper immediately after printing.
- Before you buy a lot of paper, test a small quantity to make sure the paper is appropriate for the machine.
- Use labels that are designed for use in *laser* machines.

Recommended paper and print media

Paper Type	Item
Plain paper	Xerox Premier TCF 80 g/m ²
	Xerox Business 80 g/m ²
Recycled Paper	Xerox Recycled Supreme 80 g/m ²
Labels	Avery laser label L7163
Envelopes	Antalis River series (DL)
Glossy Paper	Xerox Colotech+ Gloss Coated 120 g/m ²

Type and size of paper

The machine feeds paper from the installed paper tray or the manual feed slot.

The names for the paper trays in the printer driver and this Guide are as follows:

Tray and optional unit	Name
Paper Tray	Tray 1
Manual Feed Slot	Manual

Paper capacity of the paper trays

	Paper size	Paper types	No. of sheets
Paper Tray (Tray 1)	A4, Letter, Legal, B5 (JIS), Executive, A5, A5 L, A6, Folio ¹	Plain paper, Thin paper, Recycled paper	up to 250 (80 g/m ²)
Manual Feed Slot	Width: 76.2 to 215.9 mm Length: 116.0 to 355.6 mm	Plain paper, Thin paper, Thick paper, Thicker paper, Bond paper, Recycled paper, Envelopes, Labels, Glossy paper	1 sheet 1 Envelope

¹ Folio size is 215.9 mm × 330.2 mm.

Recommended paper specifications

The following paper specifications are appropriate for this machine.

Basis weight	75-90 g/m ²
Thickness	80-110 μm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm ³ /100
Grain direction	Long grain
Volume resistivity	10e ⁹ -10e ¹¹ ohm
Surface resistivity	10e ⁹ -10e ¹² ohm-cm
Filler	CaCO ₃ (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Use plain paper that is appropriate for laser/LED machines to make copies.
- Use paper that is 75 to 90 g/m².
- Use long grain paper with a neutral Ph value, and a moisture content of approx. 5%.
- This machine can use recycled paper that meets DIN 19309 specifications.

Handling and using special paper

The machine is designed to work well with most types of xerographic and bond paper. However, some paper variables may have an effect on print quality or handling reliability. Always test samples of paper before purchasing to ensure desirable performance. Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

Some important guidelines when selecting paper are:

- DO NOT use inkjet paper because it may cause a paper jam or damage your machine.
- Preprinted paper must use ink that can withstand the 200 °C temperature of the machine's fusing process.
- If you use bond paper, paper having a rough surface, or paper that is wrinkled or creased, the paper may exhibit degraded performance.

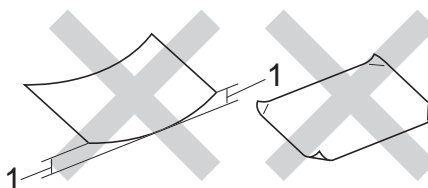
Types of paper to avoid

IMPORTANT

Some types of paper may not perform well or may cause damage to your machine.

DO NOT use paper:

- that is highly textured
- that is extremely smooth or shiny
- that is curled or warped



1 A curl of 2 mm or greater may cause jams to occur.

- that is coated or has a chemical finish
- that is damaged, creased or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- with letterheads using low temperature dyes or thermography
- that is multipart or carbonless
- that is designed for inkjet printing

The types of paper listed above may damage your machine. This damage is not covered under any Brother warranty or service agreement.

Envelopes

The machine is designed to work well with most envelopes. However, some envelopes may have feed and print quality problems because of the way they have been made. Envelopes should have edges with straight, well-creased folds. Envelopes should lie flat and not be of baggy or flimsy construction. Use only quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

Envelopes can only be fed through the manual feed slot.

We recommend that you print a test envelope to make sure the print results are what you want.

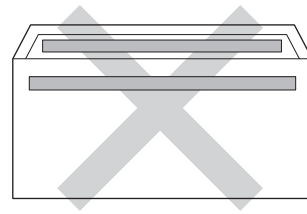
Types of envelopes to avoid

IMPORTANT

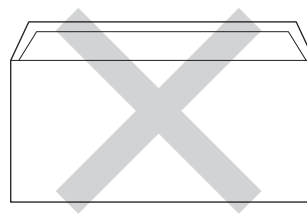
DO NOT use envelopes:

- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (raised writing)
- that were previously printed by a laser or LED machine
- that are pre-printed on the inside
- that cannot be arranged neatly when stacked
- that are made of paper that weighs more than the paper weight specifications for the machine
- with edges that are not straight or consistently square
- with windows, holes, cut-outs or perforations

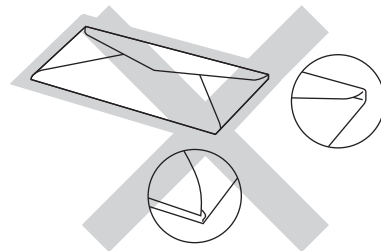
- with glue on the surface as shown in the figure below



- with double flaps as shown in the figure below



- with sealing flaps that are not folded down when purchased
- with each side folded as shown in the figure below



If you use any of the types of envelopes listed above, they may damage your machine. This damage may not be covered under any Brother warranty or service agreement.

Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

Labels

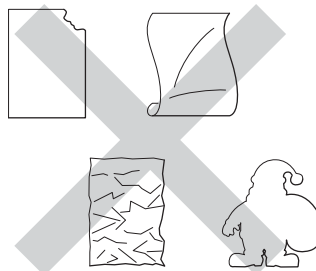
The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label stock may stick to the drum unit or rollers and cause jams and print quality problems. No adhesive should be exposed between the labels. Labels should be arranged so that they cover the entire length and width of the sheet. Using labels with spaces may result in labels peeling off and causing serious jams or print problems.

All labels used in this machine must be able to withstand a temperature of 200 °C for a period of 0.1 seconds.

Labels can only be fed through the manual feed slot.

Types of labels to avoid

Do not use labels that are damaged, curled, wrinkled or an unusual shape.



IMPORTANT

- DO NOT feed part used label sheets. The exposed carrier sheet will damage your machine.
- DO NOT reuse or insert labels that have previously been used or are missing a few labels on the sheet.
- Label sheets should not exceed the paper weight specifications described in this User's Guide. Labels exceeding this specification may not feed or print correctly and may cause damage to your machine.

How to load documents

You can make copies, and scan from the ADF (Automatic Document Feeder) and the scanner glass.

Using the automatic document feeder (ADF)

The ADF can hold up to 35 pages and feeds each sheet individually. We recommend you use standard 80 g/m² paper and always fan the pages before putting them in the ADF.

Document Sizes Supported

Length:	147.3 to 355.6 mm
Width:	147.3 to 215.9 mm
Weight:	64 to 90 g/m ²

How to load documents

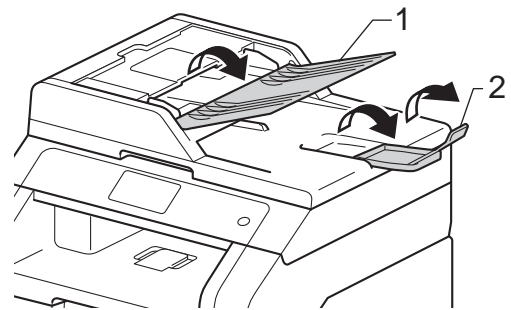
IMPORTANT

- DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper-clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.
- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.

NOTE

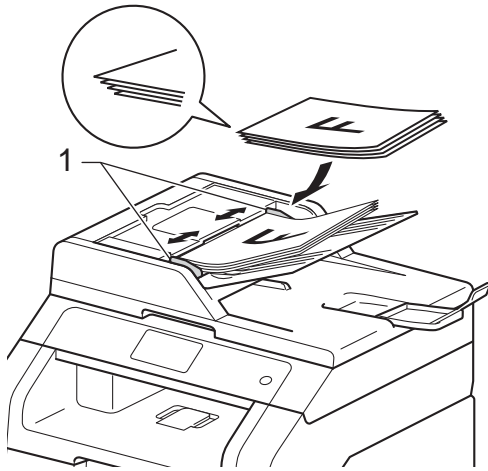
- To scan documents that are not appropriate for the ADF, see *Using the scanner glass* on page 34.
- It is easier to use the ADF if you are loading a multiple page document.
- Make sure documents with correction fluid or written with ink are completely dry.

- 1 Unfold the ADF document support (1). Lift up and unfold the ADF document output support flap (2).



- 2 Fan the pages well.
- 3 Stagger the pages of your document *face up top edge first*, in the ADF until the Touchscreen shows **ADF Ready** and you feel the top page touch the feed rollers.

- Adjust the paper guides (1) to fit the width of your document.



NOTE

To scan non-standard documents, see *Using the scanner glass* on page 34.

Using the scanner glass

You can use the scanner glass to copy or scan pages of a book, one page at a time.

Document Sizes Supported

Length:	Up to 300.0 mm
Width:	Up to 215.9 mm
Weight:	Up to 2.0 kg

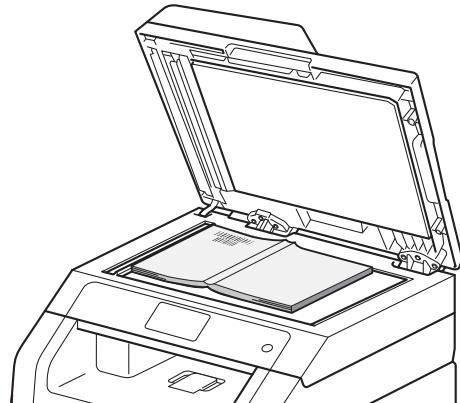
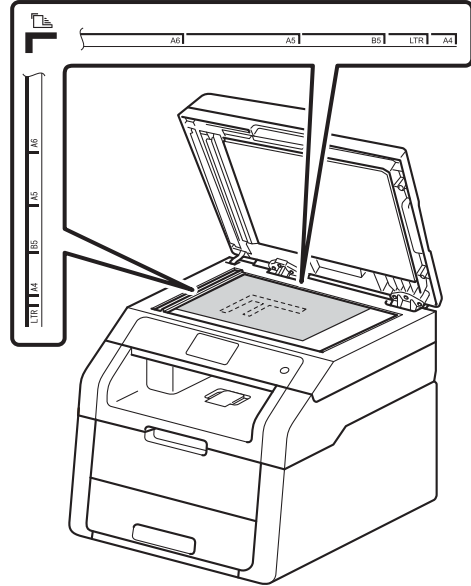
How to load documents

NOTE

To use the scanner glass, the ADF must be empty.

- Lift the document cover.

- Using the document guidelines on the left and top, place the document *face down* in the upper left corner of the scanner glass.



- Close the document cover.

IMPORTANT

If the document is a book or is thick do not slam the cover or press on it.

4

Making copies

How to copy

The following steps show the basic copy operation.

- 1 Do one of the following to load your document:
 - Place the document *face up* in the ADF (see *Using the automatic document feeder (ADF)* on page 33).
 - Load your document *face down* on the scanner glass (see *Using the scanner glass* on page 34).

- 2 Press the **Copy** button on the Touchscreen.



- The Touchscreen shows



1 No. of Copies

You can enter the number of copies by using the numerical pad.

- 3 For multiple copies, enter the two-digit number (up to 99).
- 4 Press **Colour Start** or **Mono Start**.

Stop copying


To stop copying, press **X**.

Copy preset settings

You can copy with a variety of settings that are already set up for you in the machine simply by pressing them.

The following preset settings are available.

- Receipt
- Normal
- 2in1 (ID)
- 2in1
- 2-sided(1⇒2)
- Paper Save

- 1 Load your document.
- 2 Press  (**Copy**).
- 3 Swipe left or right to display **Receipt**, **Normal**, **2in1 (ID)**, **2in1**, **2-sided(1⇒2)** or **Paper Save**, and then press the option you want.
- 4 Enter the number of copies you want.
- 5 Do one of the following:
 - To change more settings, go to step 6.
 - If you have finished changing settings, go to step 9.
- 6 Press **Options**.
- 7 Swipe up or down, or press **▲** or **▼** to display the available settings, and then press the setting you want.

- 8 Swipe up or down, or press ▲ or ▼ to display the available options, and then press your new option. Repeat steps 7 and 8 for each setting you want. If you have finished changing settings, press OK.

NOTE

Save the settings as a Shortcut by pressing *Save as Shortcut*.

- 9 Press *Colour Start* or *Mono Start*.

Copy Options

You can change the following copy settings. Press *Copy* and then press *Options*. Swipe up or down, or press ▲ or ▼ to scroll through the copy settings. When the setting you want is displayed, press it and choose your option. When you have finished changing settings, press OK.

(Advanced User's Guide)

For more information about changing the following settings, see *Advanced User's Guide: Copy settings*:

- *Quality*
- *Enlarge/Reduce*
- *Density*
- *Contrast*
- *Stack/Sort*
- *Page Layout*
- *2in1 (ID)*
- *Colour Adjust*
- *2-sided Copy*
- *Remove Background Colour*
- *Save as Shortcut*

Printing a document

The machine can receive data from your computer and print it. To print from a computer, you must install the printer driver.

(For more information about printer driver settings, see Software User's Guide.)

- 1 Install the Brother printer driver from the CD-ROM (see Quick Setup Guide).
- 2 From your application, choose the Print command.
- 3 Choose the name of your machine in the **Print** dialog box and click **Properties** (or **Preferences**, depending on the application you are using).
- 4 Choose the settings you want to change in the **Properties** dialog box, and then click **OK**.
 - **Paper Size**
 - **Orientation**
 - **Copies**
 - **Media Type**
 - **Print Quality**
 - **Colour / Mono**
 - **Document Type**
 - **Multiple Page**
 - **2-sided / Booklet**
 - **Paper Source**
- 5 Click **OK** to begin printing.

6

How to scan to a computer

Before scanning

To use the machine as a scanner, install a scanner driver. If the machine is on a network, configure it with a TCP/IP address.

- Install the scanner drivers from the CD-ROM (see Quick Setup Guide: *Install MFL-Pro Suite*).
- Configure the machine with a TCP/IP address if network scanning does not work (see Software User's Guide).

Scanning a document as a PDF file using ControlCenter4 (Windows®)


(For Macintosh users, see Software User's Guide.)


NOTE

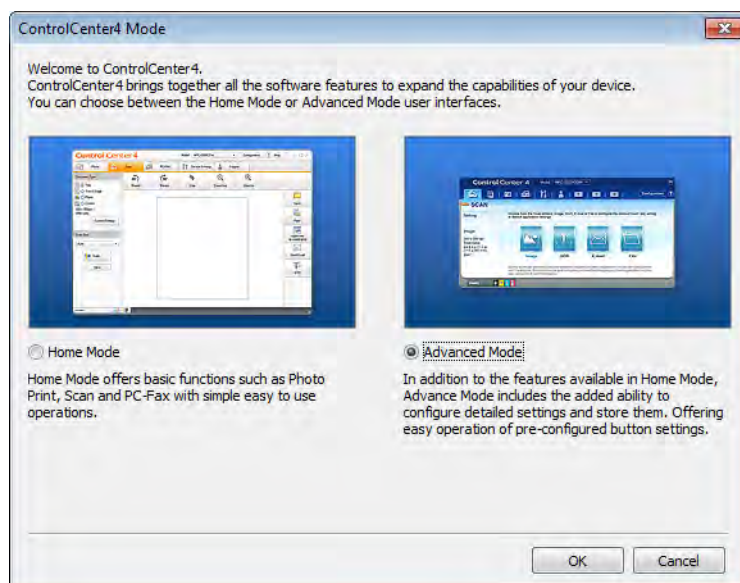
The screens on your computer may vary depending on your model.

ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications. You can use ControlCenter4 on your computer.

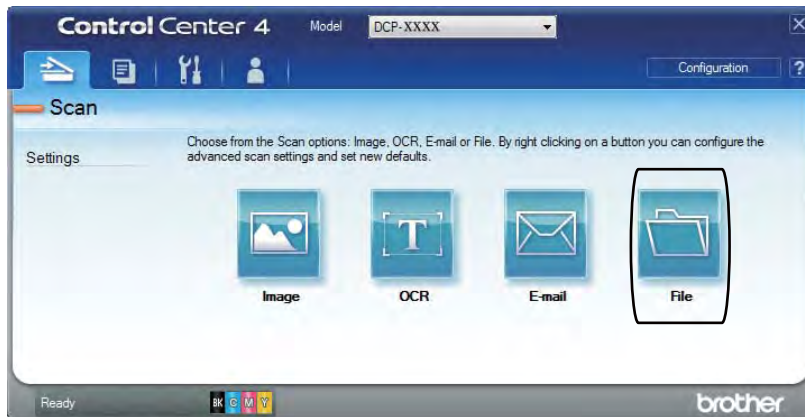
- 1 Load your document (see *How to load documents* on page 33).
- 2 Follow the instructions for the operating system you are using.
 - (Windows® XP, Windows Vista® and Windows® 7)

Open ControlCenter4 by clicking  (Start) > All Programs > Brother > XXX-XXXX (where XXX-XXXX is your model name) > **ControlCenter4**. The ControlCenter4 application will open.
 - (Windows® 8)

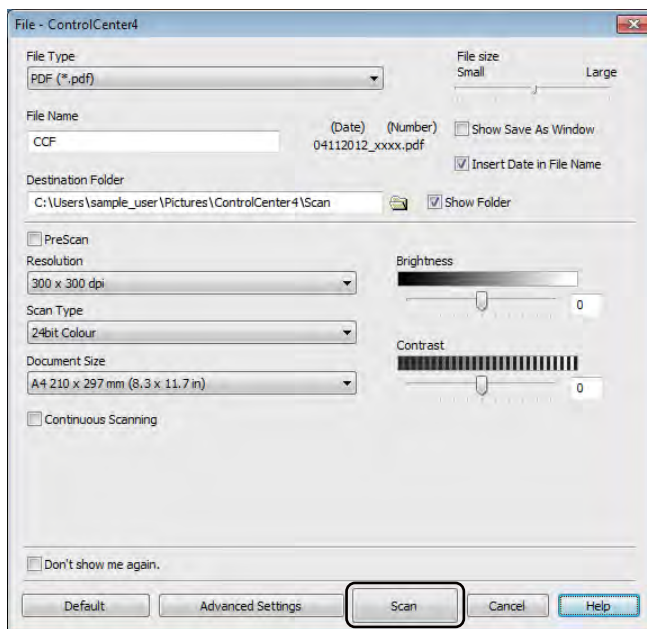
Click  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **SCAN** in the left navigation bar, and then click **ControlCenter4**. The ControlCenter4 application will open.
- 3 If the ControlCenter4 Mode screen appears, choose the **Advanced Mode** and then click **OK**.



- 4 Make sure the machine you want to use is selected from the **Model** drop-down list.
- 5 Click **File**.



- 6 Press **Scan**.
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.



How to scan a document as a PDF file using the Touchscreen

- 1 Load your document (see *How to load documents* on page 33).
- 2 Press Scan.



- 3 Swipe left or right to display to File.



will be displayed in the centre of the Touchscreen highlighted in blue.

- 4 Press OK.
When the machine is connected to a network, press the computer Name.
Do one of the following:
 - If you want to use the default settings, go to step 9.
 - If you want to change the default settings, go to step 5.

- 5 Press Options.
- 6 Press Set with Touch Panel.
Press On.
- 7 Choose the settings for Scan Type, Resolution, File Type, Scan Size and Remove Background Colour as needed.
- 8 Press OK.
- 9 Press Start.
The machine starts the scanning process.

NOTE

The following scan modes are available.

- to Network (Windows®)
 - to FTP
 - to E-mail
 - to Image
 - to OCR
 - to File
 - WS Scan¹ (Web Services Scan)
-

¹ Windows® users only (Windows Vista® SP2 or later, Windows® 7 and Windows® 8)
(See Software User's Guide.)

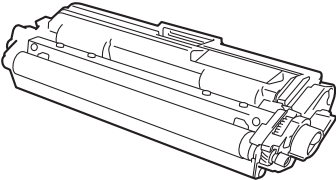
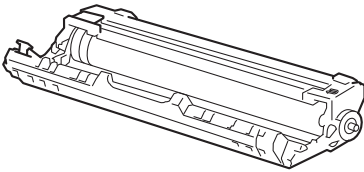
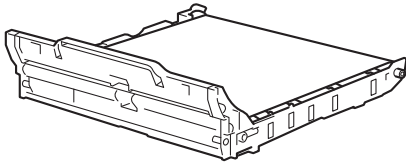
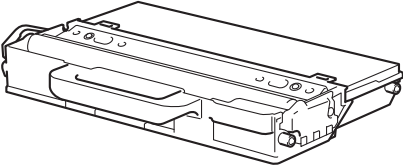
Replacing the consumable items

You must to replace the consumable items when the machine indicates that the life of the consumable is over. You can replace the following consumable items by yourself:

Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

NOTE

The drum unit and toner cartridge are two separate consumables. Make sure both are installed as an assembly. If the toner cartridge is placed in the machine without the drum unit, the messages `Drum !` may be displayed.

<p style="text-align: center;">Toner cartridge</p>	<p style="text-align: center;">Drum unit</p>
<p>See <i>Replacing the toner cartridges</i> on page 47. Model Name: TN-241BK, TN-241C, TN-241M, TN-241Y, TN-245C, TN-245M, TN-245Y</p>	<p>See <i>Replacing the drum units</i> on page 54. Model Name: DR-241CL (4 pc. drum set) or DR-241CL-BK, DR-241CL-CMY (single drums)</p>
	
<p style="text-align: center;">Belt unit</p>	<p style="text-align: center;">Waste toner box</p>
<p>See <i>Replacing the belt unit</i> on page 60. Model Name: BU-220CL</p>	<p>See <i>Replacing the waste toner box</i> on page 64. Model Name: WT-220CL</p>
	

The messages in the table appear on the Touchscreen in Ready mode. These messages provide advanced warnings to replace the consumable items before they reach end of life. To avoid any inconvenience, you may want to buy spare consumable items before the machine stops printing.

Touchscreen messages	Consumable item to prepare	Approximate life	How to replace	Model name
Toner Low Prepare New Toner Cartridge.	Toner cartridge BK = Black C = Cyan M = Magenta Y = Yellow	<Black> 2,500 pages ^{1 2 5} <Cyan, Magenta, Yellow> 1,400 pages ^{1 2 5} 2,200 pages ^{1 2 6}	See page 47.	TN-241BK ⁵ TN-241C ⁵ TN-241M ⁵ TN-241Y ⁵ TN-245C ⁶ TN-245M ⁶ TN-245Y ⁶
Drum End SoonX	1 Drum unit X = BK, C, M, Y BK = Black C = Cyan M = Magenta Y = Yellow	15,000 pages ^{1 3 4}	See page 55.	4 Drum units: DR-241CL 1 Drum unit: DR-241CL-BK DR-241CL-CMY
Belt End Soon	Belt unit	50,000 pages ¹	See page 60.	BU-220CL
WT Box End Soon	Waste toner box	50,000 pages ¹	See page 64.	WT-220CL

¹ A4 or Letter size single-sided pages.

² Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

³ 1 page per job

⁴ Drum life is approximate and may vary by type of use.

⁵ Standard toner cartridge

⁶ High yield toner cartridge

You must clean the machine regularly and replace the consumable items when the messages in the table are displayed on the Touchscreen.

Touchscreen messages	Consumable item to replace	Approximate life	How to replace	Model name
Replace Toner	Toner cartridge The Touchscreen shows the toner cartridge colour that you must replace. BK = Black C = Cyan M = Magenta Y = Yellow	<Black> 2,500 pages ^{1 2 5} <Cyan, Magenta, Yellow> 1,400 pages ^{1 2 5} 2,200 pages ^{1 2 6}	See page 47.	TN-241BK ⁵ TN-241C ⁵ TN-241M ⁵ TN-241Y ⁵ TN-245C ⁶ TN-245M ⁶ TN-245Y ⁶
Replace DrumX	Drum unit X = BK, C, M, Y, BK = Black C = Cyan M = Magenta Y = Yellow	15,000 pages ^{1 3 4}	See page 55.	4 Drum units: DR-241CL 1 Drum unit: DR-241CL-BK DR-241CL-CMY
Drum Stop	Drum unit			
Replace Belt	Belt unit	50,000 pages ¹	See page 60.	BU-220CL
Replace WT Box	Waste toner box	50,000 pages ¹	See page 64.	WT-220CL
Replace Fuser	Fuser unit	50,000 pages ¹	Contact Brother customer service or your local Brother dealer for a replacement fuser unit.	
Replace PF kit	Paper feeding kit	50,000 pages ¹	Contact Brother customer service or your local Brother dealer for a replacement paper feeding kit.	

¹ A4 or Letter size single-sided pages.

² Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

³ 1 page per job

⁴ Drum life is approximate and may vary by type of use.

⁵ Standard toner cartridge

⁶ High yield toner cartridge

NOTE

- Go to <http://www.brother.com/original/index.html> for instructions on how to return your used consumable items to the Brother recycling program. If you choose not to return your used items, discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, contact your local waste disposal office (see Product Safety Guide: *Recycling information in accordance with the WEEE and Battery Directives*).
 - We recommend placing used consumable items on a piece of paper to prevent accidentally spilling or scattering the material inside.
 - If you use paper that is not a direct equivalent for the recommended paper, the life of consumable items and machine parts may be reduced.
 - The projected life for each of the toner cartridges is based on ISO/ICE 19798. Frequency of replacement will vary depending on the print volume, percentage of coverage, types of media used, and powering on/off the machine.
 - Frequency of replacement consumables except toner cartridges will vary depending on the print volume, types of media used, and powering on/off the machine.
-

Replacing the toner cartridges

Model Name: TN-241BK¹, TN-241C¹, TN-241M¹, TN-241Y¹, TN-245C², TN-245M², TN-245Y²

The Standard toner cartridge can print approximately 2,500 pages³ (Black) or approximately 1,400 pages³ (Cyan, Magenta, Yellow). The High Yield toner cartridge can print approximately 2,200 pages³ (Cyan, Magenta, Yellow). Actual page count will vary depending on your average type of document.

When a toner cartridge is running low, the Touchscreen shows `Toner Low`.

The toner cartridges that come supplied with the machine will need to be replaced after approximately 1,000 pages³.

¹ Standard toner cartridge

² High yield toner cartridge

³ Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

NOTE

- The indication of remaining toner life will vary depending on the types of documents printed and customer's usage.
 - It is a good idea to keep a new toner cartridge ready for use when you see the `Toner Low` warning.
 - To ensure high quality printing, we recommend that you use only Brother Original toner cartridges. When you want to buy toner cartridges, contact Brother customer service or your local Brother dealer.
 - We recommend that you clean the machine when you replace the toner cartridge (see *Cleaning and Checking the machine* on page 69).
 - DO NOT unpack the new toner cartridge until you are ready to install it.
-

Toner Low

If the Touchscreen shows `Toner Low`, buy a new toner cartridge for the colour indicated on the Touchscreen and have it ready before you get a `Replace Toner` message.

Replace Toner

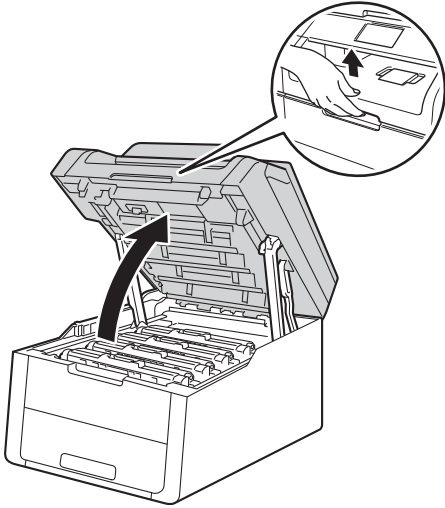
When the Touchscreen shows `Replace Toner` the machine will stop printing until you replace the toner cartridge.

The Touchscreen shows the toner cartridge colour that you must replace. (BK=Black, C=Cyan, M=Magenta, Y=Yellow)

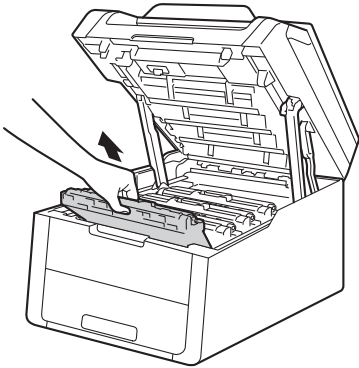
A new Brother Original toner cartridge will reset the `Replace Toner` message.

Replacing the toner cartridges

- 1 Make sure the machine is turned on.
- 2 Open the top cover until it locks in the open position.



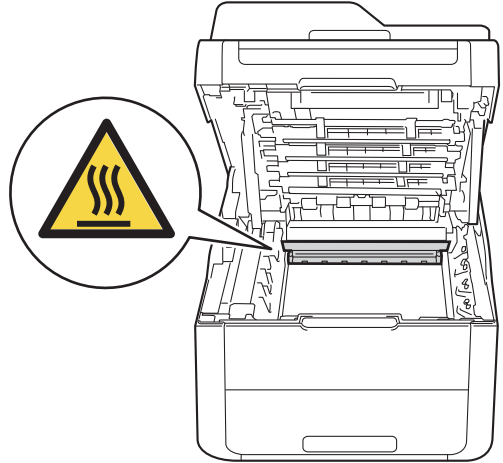
- 3 Remove the toner cartridge and drum unit assembly for the colour shown on the Touchscreen.



! WARNING

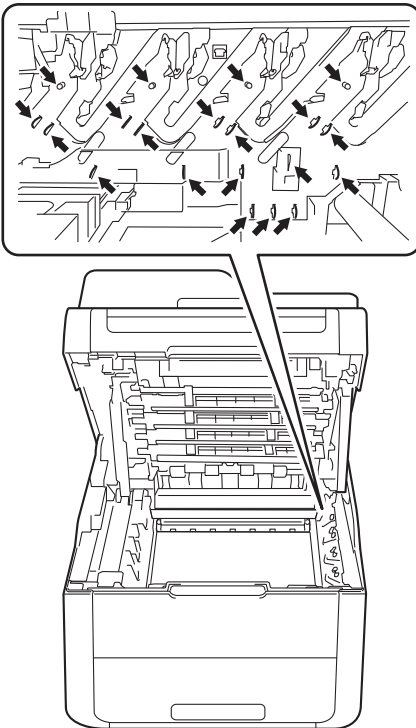
! HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.

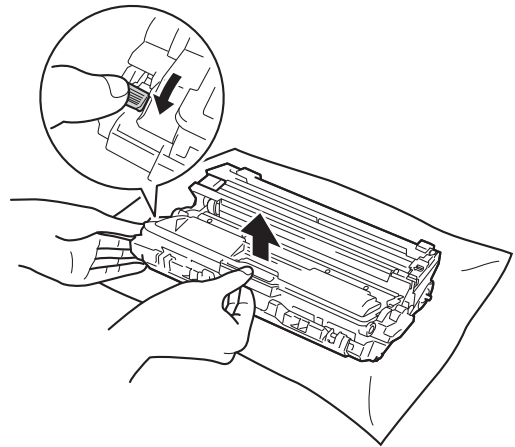


IMPORTANT

- We recommend that you place the toner cartridge and drum unit assembly on a clean, flat surface with disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, **DO NOT** touch the electrodes shown in the illustration.



- 4 Push down the green lock lever and take the toner cartridge out of the drum unit.



! WARNING



- **DO NOT** put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.
- **DO NOT** use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could cause a fire or electrical shock. Instead, only use a dry, lint-free cloth.

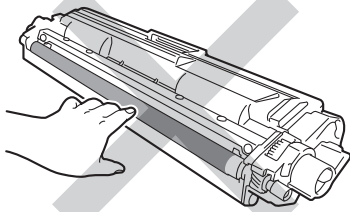
(See Product Safety Guide: *General precautions.*)



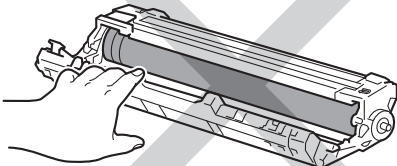
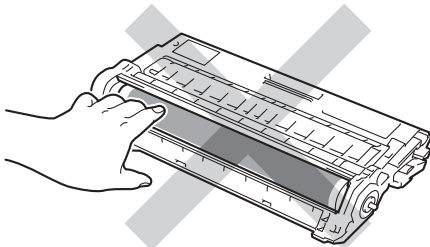
IMPORTANT

- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

<Toner cartridge>



<Drum unit>

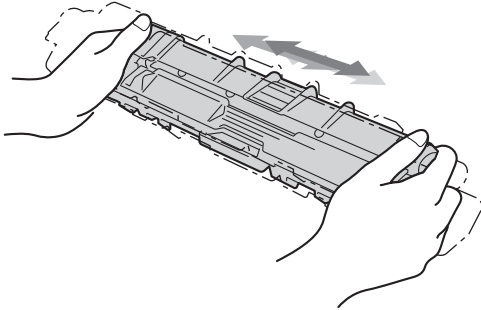


- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with disposable paper underneath it in case you accidentally spill or scatter toner.

NOTE

- Be sure to seal up the used toner cartridge tightly in a bag so that toner powder does not spill out of the cartridge.
- Go to <http://www.brother.com/original/index.html> for instructions on how to return your used consumable items to the Brother recycling program. If you choose not to return your used items, discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, contact your local waste disposal office (see Product Safety Guide: *Recycling information in accordance with the WEEE and Battery Directives*).

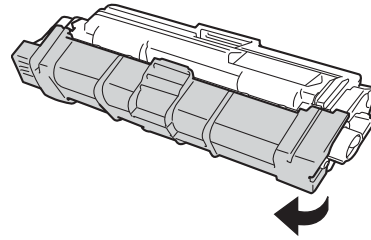
- 5 Unpack the new toner cartridge. Hold the cartridge level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.



IMPORTANT

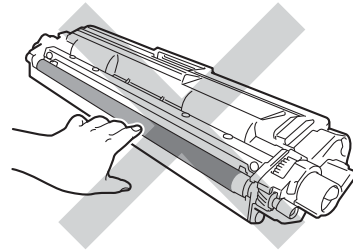
- Unpack the toner cartridge just before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is placed in direct sunlight (or room light for long periods of time), the unit may be damaged.
- Brother machines are designed to work with toner of a particular specification and will work to a level of optimum performance when used with Brother Original toner cartridges. Brother cannot guarantee this optimum performance if toner or toner cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than Brother Original cartridges with this machine, or the refilling of empty cartridges with toner from other sources. If damage is caused to the drum unit or other parts of this machine as a result of the use of toner or toner cartridges other than Brother Original products due to the incompatibility or lack of suitability of those products with this machine, any repairs required as a result may not be covered by the warranty.

- 6 Pull off the protective cover.

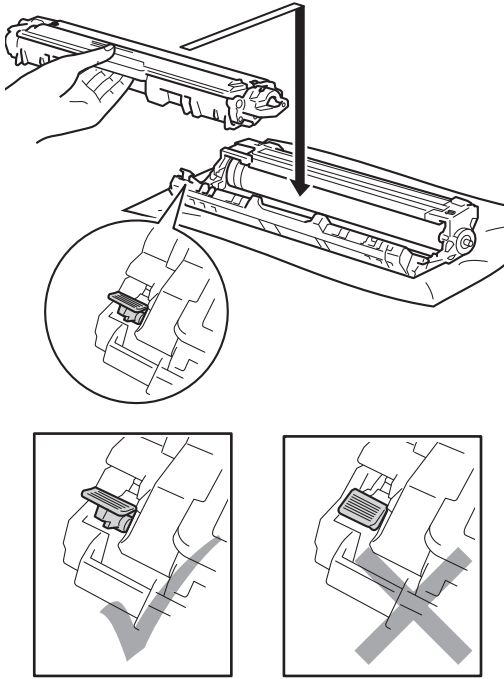


IMPORTANT

Put the new toner cartridge in the drum unit immediately after you remove its protective cover. To prevent any degradation to the print quality, **DO NOT** touch the shaded parts shown in the illustrations.



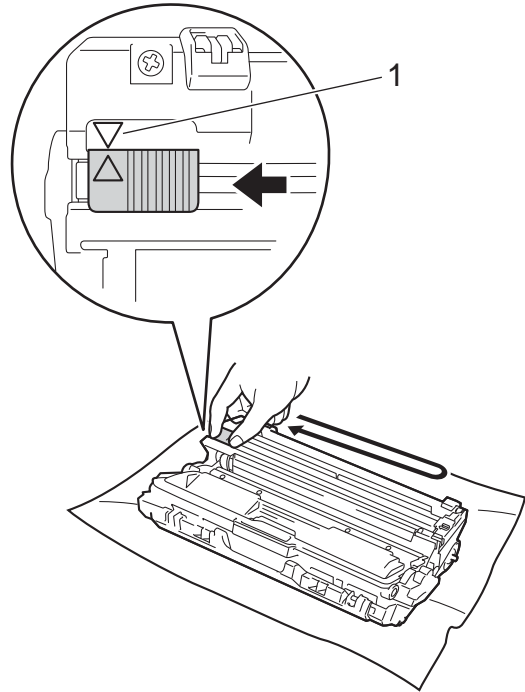
- 7 Put the new toner cartridge firmly into the drum unit until you hear it lock into place. If you put it in correctly, the green lock lever on the drum unit will lift automatically.



NOTE

Make sure you put the toner cartridge in correctly or it may separate from the drum unit.

- 8 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



NOTE

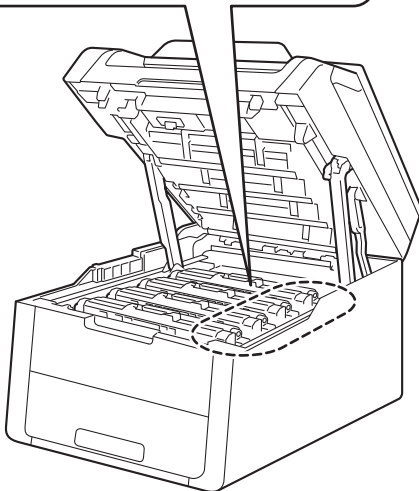
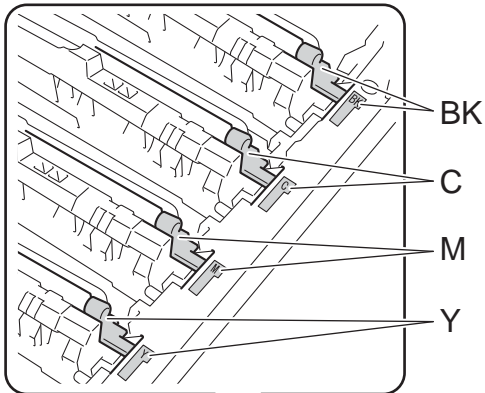
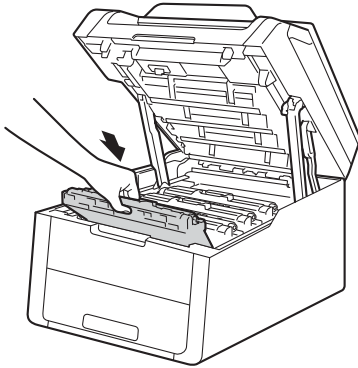
Be sure to return the tab to the Home position (▲) (1). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

- 9 Repeat step 3 and step 8 to clean each of the three remaining corona wires.

NOTE

When cleaning the corona wires, you do not have to remove the toner cartridge from the drum unit.

- 10 Slide each toner cartridge and drum unit assembly into the machine. Make sure you match the toner cartridge colour to the same colour label on the machine.



BK = Black, C = Cyan,
M = Magenta, Y = Yellow

- 11 Close the top cover of the machine.

NOTE

After replacing a toner cartridge, DO NOT turn off the machine or open the top cover until the Touchscreen clears the Please wait. message and returns to Ready mode.

Replacing the drum units

Model Name: DR-241CL 4 pc. Drum Set or single drum units DR-241CL-BK, DR-241CL-CMY

A new drum unit can print approximately 15,000 A4 or Letter size single-sided pages.

DR-241CL Drum Set contains four drum units one Black (DR-241CL-BK) and three colour (DR-241CL-CMY).

DR-241CL-BK contains one Black drum.
DR-241CL-CMY contains one Colour drum.

Drum wear and tear occurs due to general use, rotation of the drum and interaction with paper, toner and other materials in the paper path. In designing this product, Brother decided to use the number of rotations of the drum as a reasonable determinant of the drum life. When a drum reaches the factory-established rotation limit corresponding to the rated page yield, the product's Touchscreen LCD will advise you to replace the applicable drum(s). The product will continue to function; however, print quality may not be optimal.

As the drums rotate in unison during the various stages of operation (regardless of whether toner is deposited on the page) and because damage to a single drum unit is not likely, you must replace all of the drums at once (unless you replaced an individual drum [DR-241CL-BK for Black and DR-241CL-CMY for Colour] for reasons other than reaching its rated life). For your convenience, Brother sells the drum units as a set of four (DR-241CL).

IMPORTANT

For best performance, use a Brother Original drum unit and Brother Original toner units. Printing with a third-party drum unit or toner unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage may not apply to problems caused by the use of a third-party drum or toner unit.

Drum !

The corona wires are dirty. Clean the corona wires in the four drum units (see *Cleaning the corona wires* on page 73).

If you cleaned the corona wires and the Drum ! error is still displayed on the Touchscreen, then the drum unit is at the end of its life. Replace the drum units with a new set.

Drum End SoonX

If only a specified drum is near the end of its life, the Touchscreen shows the Drum End SoonX message. The X indicates the drum unit colour that is near the end of its life. (BK=Black, C=Cyan, M=Magenta, Y=Yellow). We recommend you keep Brother Original drum units ready for installation. Buy a new drum unit DR-241CL-BK (for Black) or a DR-241CL-CMY (for either C, M, Y colour) and have it ready before you get a Replace DrumX message.

Replace DrumX

If only a specified drum needs to be replaced, the Touchscreen shows the Replace DrumX message. The X indicates the drum unit colour that you must replace. (BK=Black, C=Cyan, M=Magenta, Y=Yellow)

The drum unit has exceeded its rated life. Replace the drum unit with a new one. We recommend a Brother Original drum unit be installed at this time.

When you replace the drum unit with a new one, you must reset the drum counter. Instructions of how to do this can be found in the box your new drum unit came in.

Drum Stop

We cannot guarantee the print quality. Replace the drum unit with a new one. We recommend a Brother Original drum unit be installed at this time.

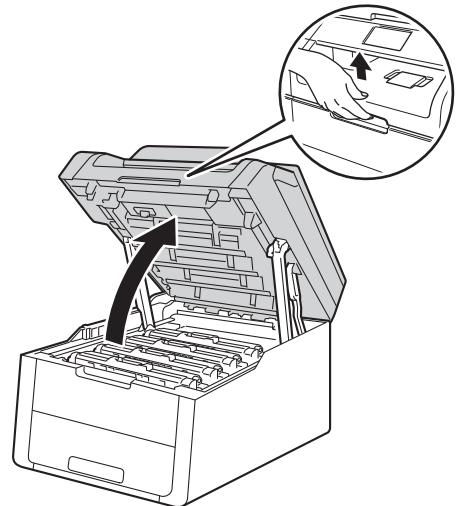
When you replace the drum unit with a new one, you must reset the drum counter. Instructions of how to do this can be found in the box your new drum unit came in.

Replacing the drum units

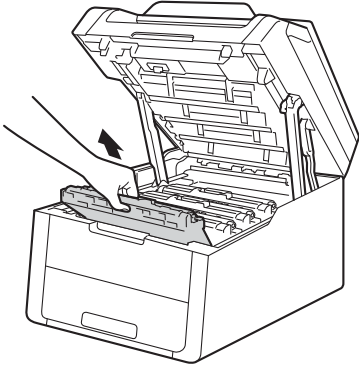
IMPORTANT

- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- Every time you replace the drum unit, clean the inside of the machine (see *Cleaning and Checking the machine* on page 69).
- DO NOT unpack the new drum unit until you are ready to install it. Exposure to direct sunlight (or room light for long periods of time) may damage the drum unit.

- 1 Make sure the machine is turned on.
- 2 Open the top cover until it locks in the open position.



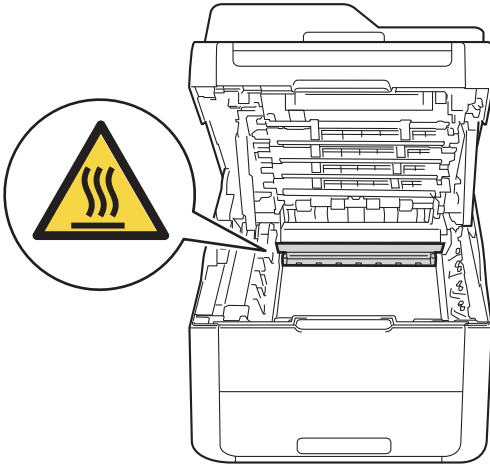
- 3 Remove the toner cartridge and drum unit assembly for the colour shown on the Touchscreen.



! WARNING

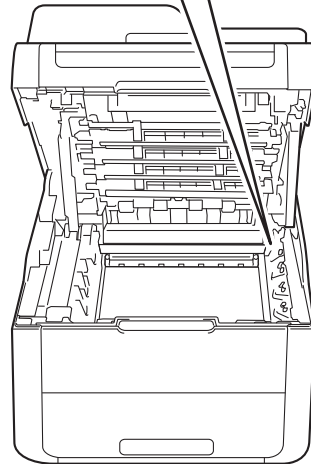
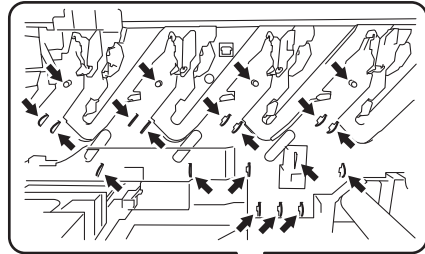
! HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.

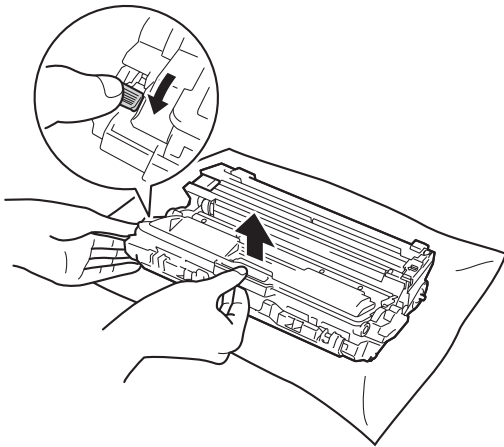


IMPORTANT

- We recommend that you place the toner cartridge and drum unit assembly on a clean, flat surface with disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, **DO NOT** touch the electrodes shown in the illustration.



- 4 Push down the green lock lever and take the toner cartridge out of the drum unit.



! WARNING



- DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could cause a fire or electrical shock. Instead, only use a dry, lint-free cloth.

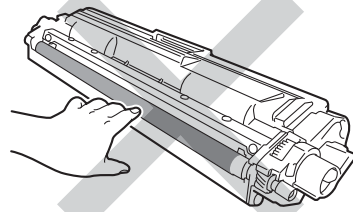
(See Product Safety Guide: *General precautions*.)



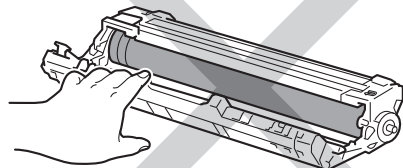
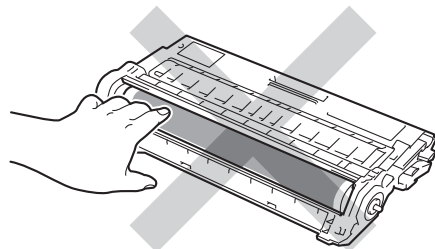
IMPORTANT

- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

<Toner cartridge>



<Drum unit>



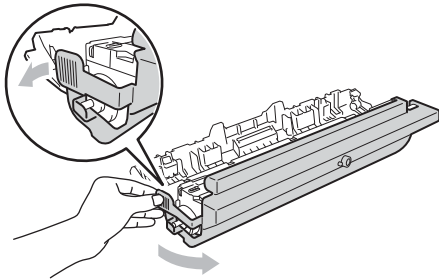
- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with disposable paper underneath it in case you accidentally spill or scatter toner.

NOTE

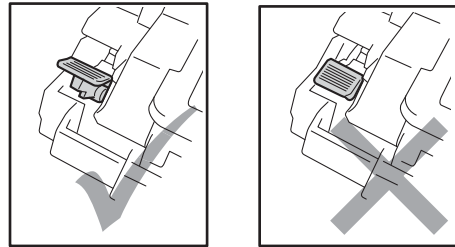
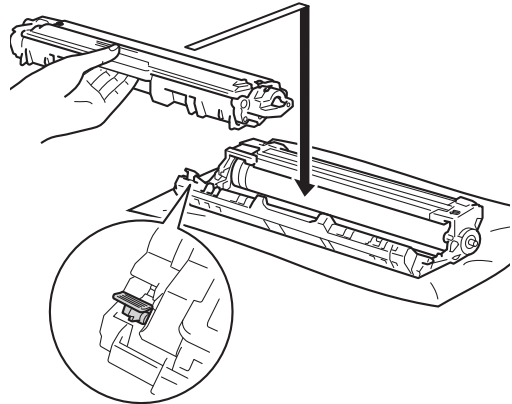
- Be sure to seal up the used drum unit tightly in a bag so that toner powder does not spill out of the drum unit.
- Go to <http://www.brother.com/original/index.html> for instructions on how to return your used consumable items to the Brother recycling program. If you choose not to return your used items, discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, contact your local waste disposal office (see Product Safety Guide: *Recycling information in accordance with the WEEE and Battery Directives*).

5 Unpack the new drum unit.

6 Pull off the protective cover.



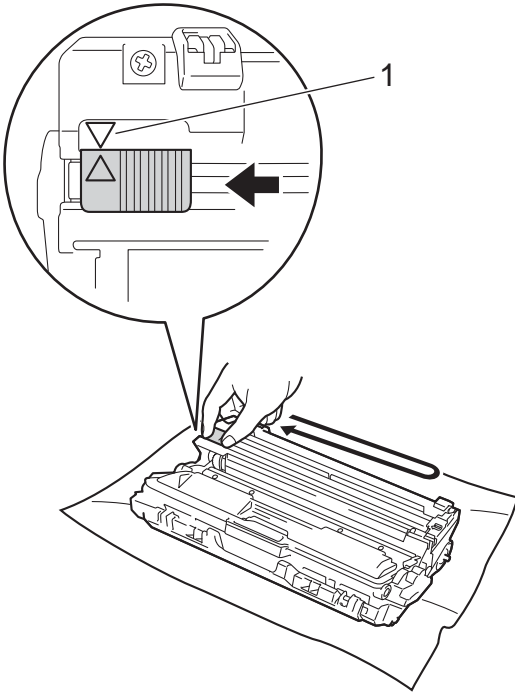
7 Put the toner cartridge firmly into the new drum unit until you hear it lock into place. If you put the cartridge in correctly, the green lock lever will lift automatically.



NOTE

Make sure you put the toner cartridge in correctly or it may separate from the drum unit.

- 8 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



NOTE

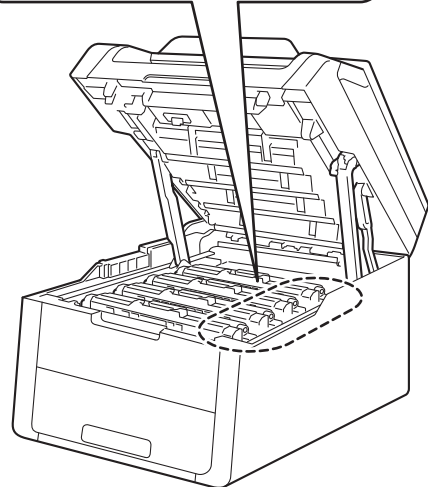
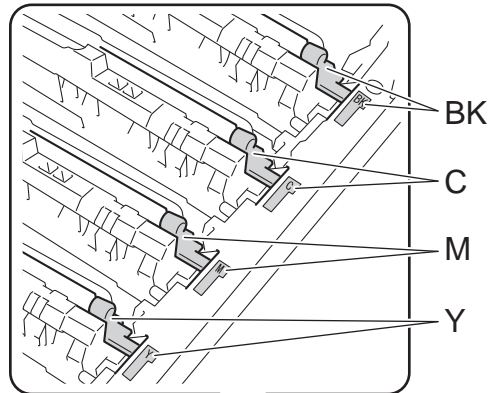
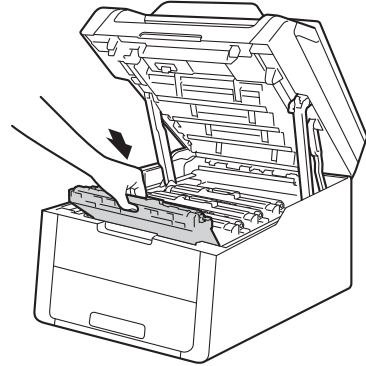
Be sure to return the tab to the Home position (▲) (1). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

- 9 Repeat step 3 and step 8 to clean each of three remaining corona wires.

NOTE

When cleaning the corona wires, you do not have to remove the toner cartridge from the drum unit.

- 10 Slide each toner cartridge and drum unit assembly into the machine. Make sure you match the toner cartridge colour to the same colour label on the machine.



BK = Black, C = Cyan,
M = Magenta, Y = Yellow

- 11 Close the top cover of the machine.
- 12 When you replace the drum unit with a new one, you must reset the drum counter. Instructions of how to do this can be found in the box your new drum unit came in.

Replacing the belt unit

Model name: BU-220CL

A new belt unit can print approximately 50,000 A4 or Letter size single-sided pages.

Replace Belt

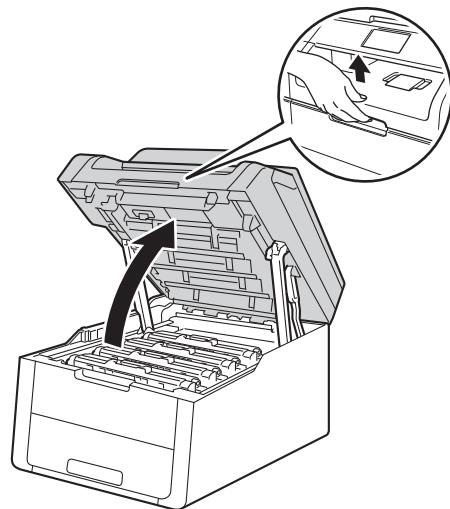
When the `Replace Belt` message appears on the Touchscreen, you must replace the belt unit.

When you replace the belt unit with a new one, you must reset the belt unit counter. Instructions of how to do this can be found in the box your new belt unit came in.

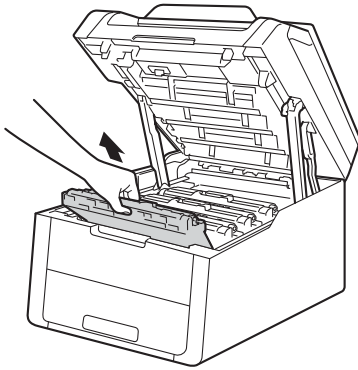
IMPORTANT

- DO NOT touch the surface of the belt unit. If you touch it, it could decrease print quality.
 - Damage caused by incorrect handling of the belt unit may void your warranty.
-

- 1 Make sure the machine is turned on.
- 2 Open the top cover until it locks in the open position.



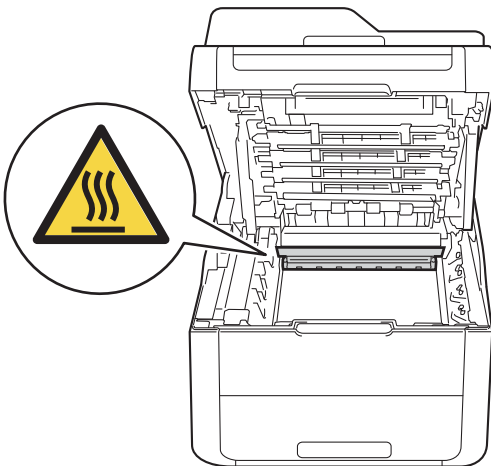
- 3 Remove all of the toner cartridge and drum unit assemblies.



⚠ WARNING

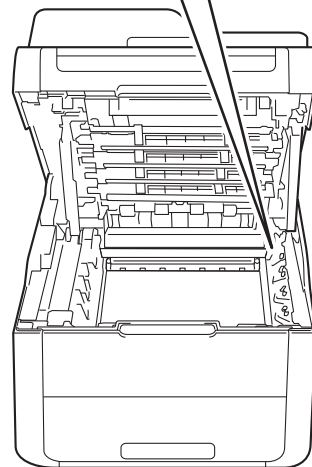
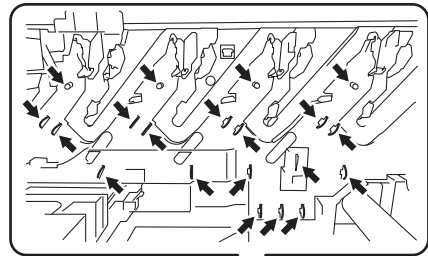
🔥 HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.



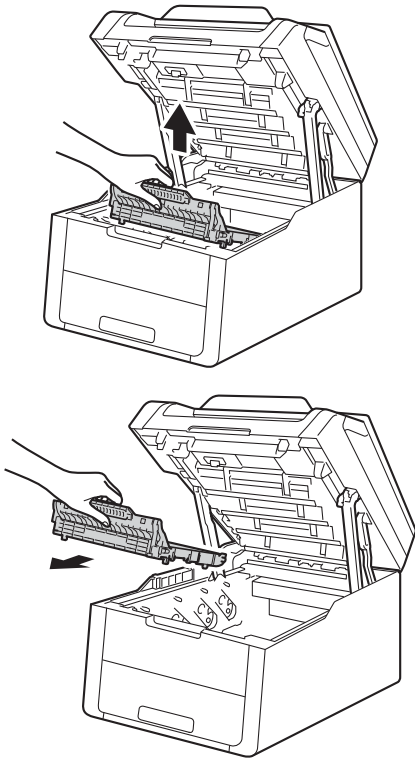
IMPORTANT

- We recommend that you place the toner cartridge and drum unit assemblies on a clean, flat surface with disposable paper underneath them in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

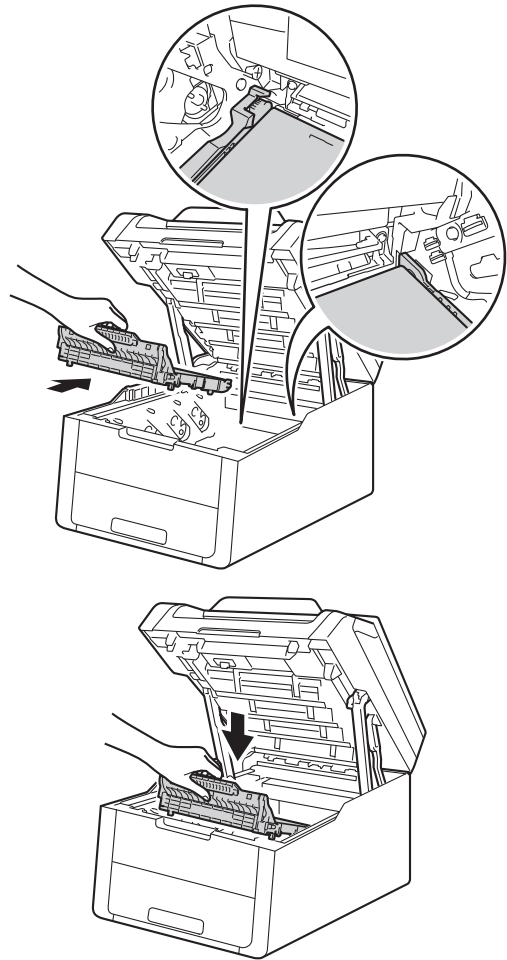


A

- 4 Hold the green handle of the belt unit and lift the belt unit up, and then pull it out.

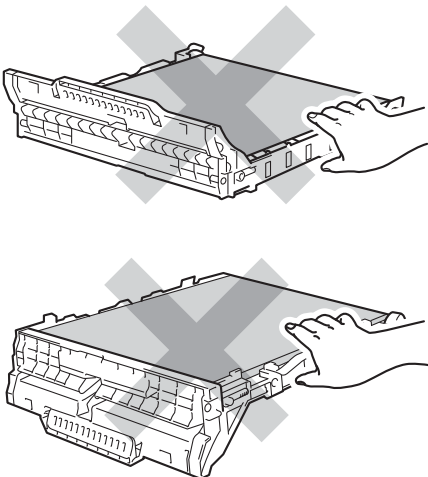


- 5 Unpack the new belt unit and put the new belt unit in the machine.

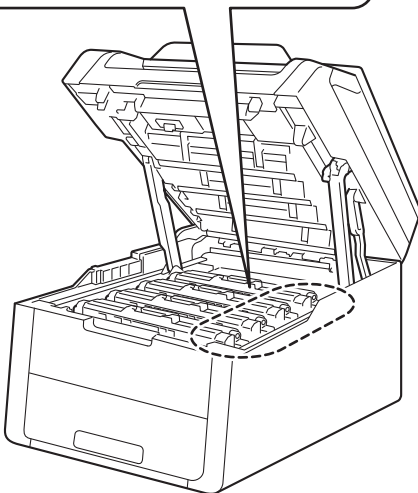
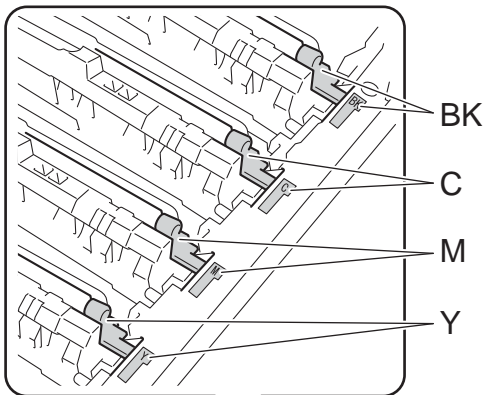
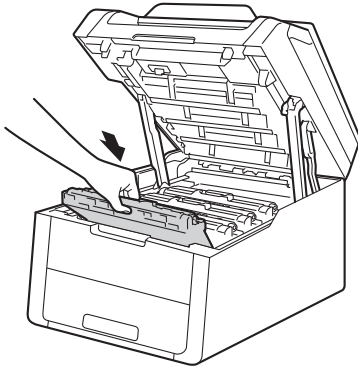


IMPORTANT

To avoid print quality problems, **DO NOT** touch the shaded parts shown in the illustrations.



- 6 Slide each toner cartridge and drum unit assembly into the machine, making sure you match the toner cartridge colours to the same colour labels on the machine.



BK = Black, C = Cyan,
M = Magenta, Y = Yellow

- 7 Close the top cover of the machine.
- 8 When you replace the belt unit with a new one, you must reset the belt unit counter. Instructions of how to do this can be found in the box your new belt unit came in.

Replacing the waste toner box

Model name: WT-220CL

The life of a waste toner box is approximately 50,000 A4 or Letter size single-sided pages.

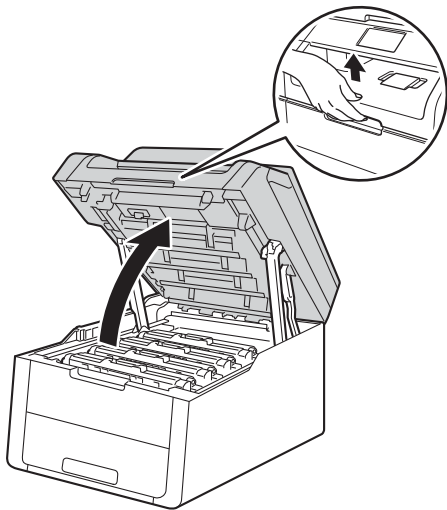
WT Box End Soon

If the Touchscreen shows **WT Box End Soon**, it means the waste toner box is near the end of its life. Buy a new waste toner box and have it ready before you get a **Replace WT Box** message.

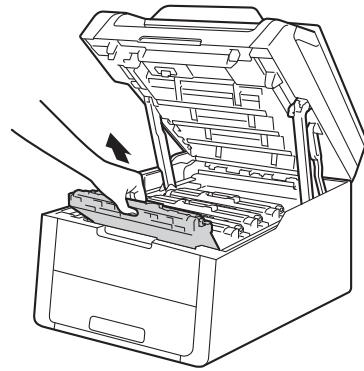
Replace WT Box

When the **Replace WT Box** message appears on the Touchscreen, you must replace the waste toner box.

- 1 Make sure the machine is turned on.
- 2 Open the top cover until it locks in the open position.



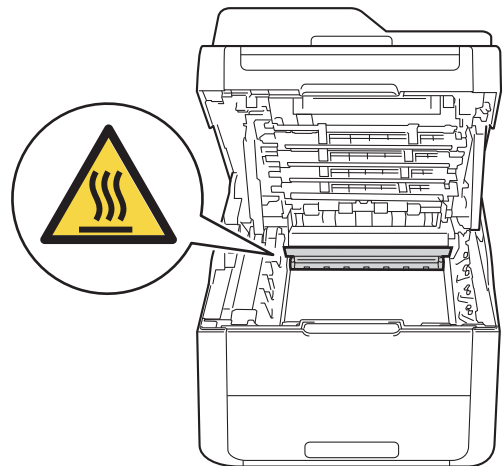
- 3 Remove all of the toner cartridge and drum unit assemblies.



! WARNING

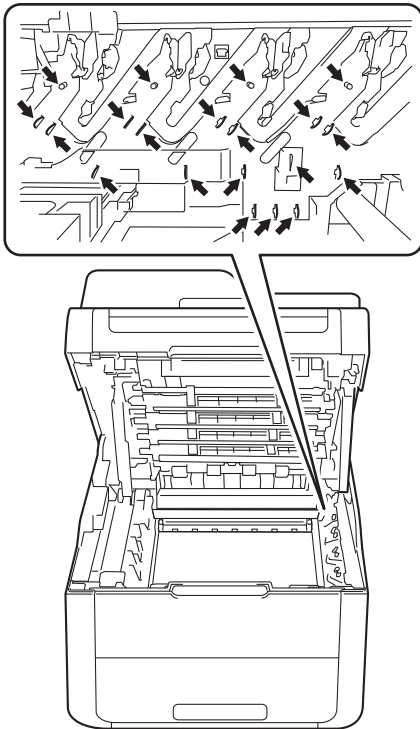
! HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.

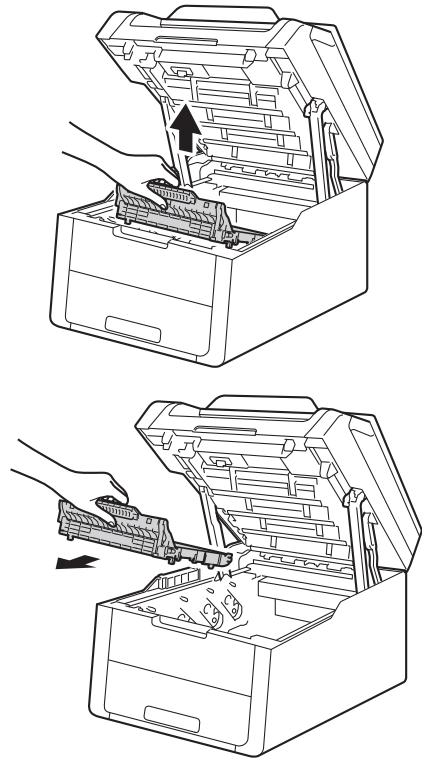


IMPORTANT

- We recommend that you place the toner cartridge and drum unit assemblies on a clean, flat surface with disposable paper underneath them in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, **DO NOT** touch the electrodes shown in the illustration.



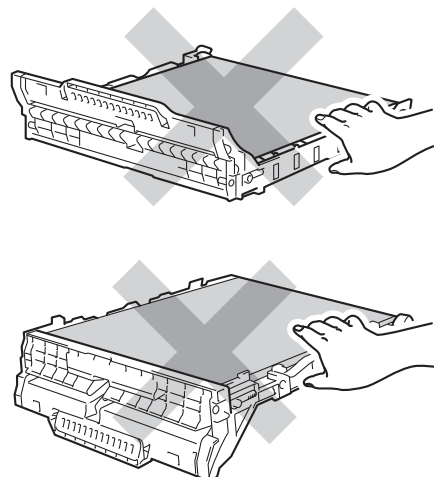
- 4 Hold the green handle of the belt unit and lift the belt unit up, and then pull it out.



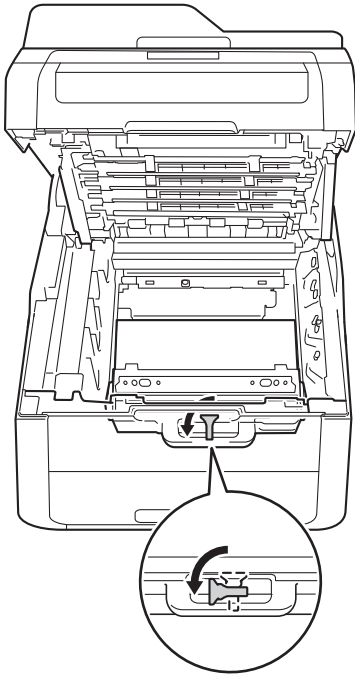
A

IMPORTANT

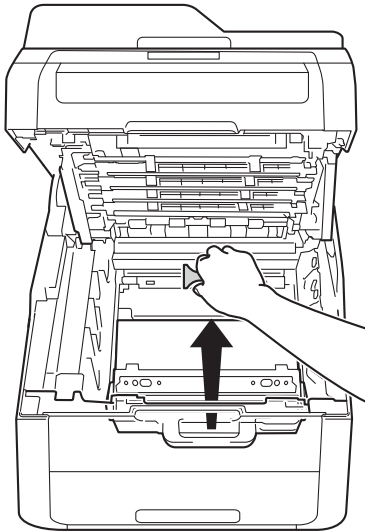
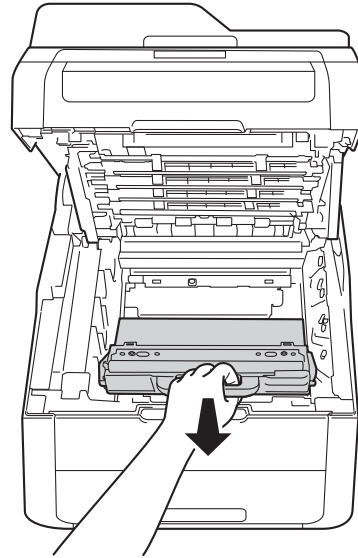
To avoid print quality problems, **DO NOT** touch the shaded parts shown in the illustrations.



- 5 Remove the orange packing material and discard it.



- 6 Hold the green handle of the waste toner box and remove the waste toner box from the machine.



NOTE

This step is only necessary when you are replacing the waste toner box for the first time, and is not required for the replacement waste toner box. The orange packing piece is installed at the factory to protect your machine during shipment.

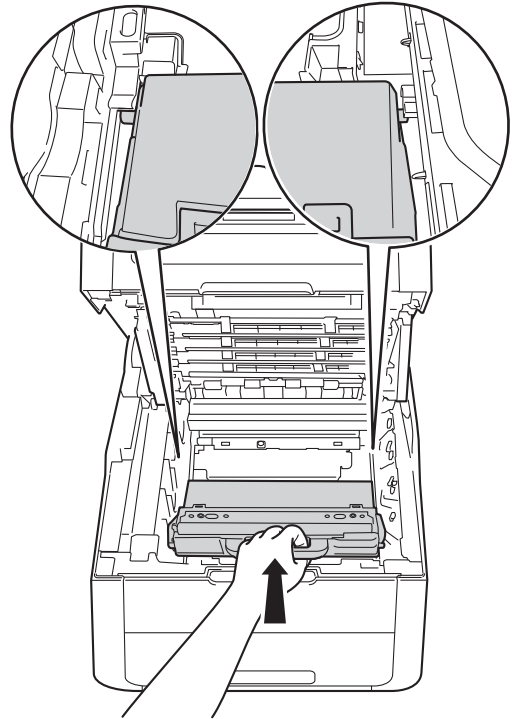
⚠ WARNING

- DO NOT put the waste toner box into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could cause a fire or electrical shock. Instead, only use a dry, lint-free cloth.

(See Product Safety Guide: *General precautions*.)



- 7** Unpack the new waste toner box and place it in the machine.



A

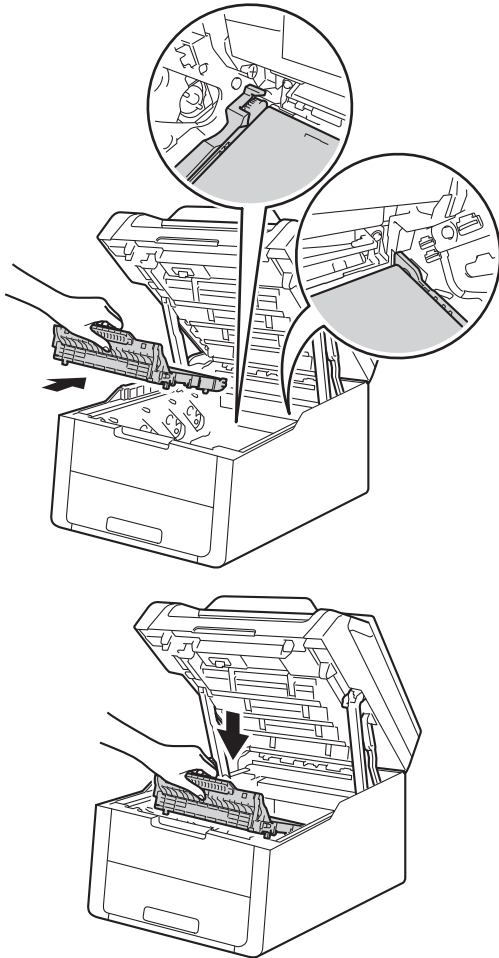
IMPORTANT

DO NOT reuse the waste toner box.

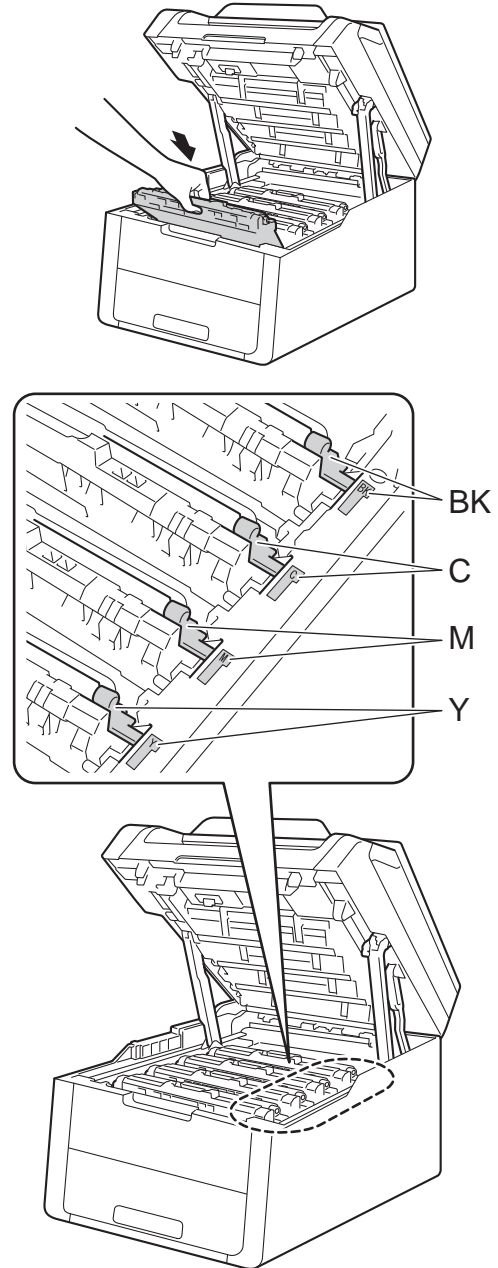
NOTE

- Be sure to seal up the waste toner box tightly in a bag so that toner powder does not spill out of the waste toner box.
- Discard the used waste toner box according to local regulations, keeping it separate from domestic waste. If you have questions, contact your local waste disposal office.

- 8 Put the belt unit back in the machine.



- 9 Slide each toner cartridge and drum unit assembly into the machine, making sure you match the toner cartridge colours to the same colour labels on the machine.



BK = Black, C = Cyan,
M = Magenta, Y = Yellow

- 10 Close the top cover of the machine.

Cleaning and Checking the machine

Clean the outside and inside of the machine regularly with a dry, lint-free cloth. When you replace the toner cartridge or the drum unit, make sure that you clean the inside of the machine. If printed pages are stained with toner, clean the inside of the machine with a dry, lint-free cloth.

WARNING



- DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could cause a fire or electrical shock. Instead, only use a dry, lint-free cloth.

(See Product Safety Guide: *General precautions*.)



IMPORTANT


- Use neutral detergents. Cleaning with volatile liquids such as thinner or benzene will damage the surface of the machine.
- DO NOT use cleaning materials that contain ammonia.
- DO NOT use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.

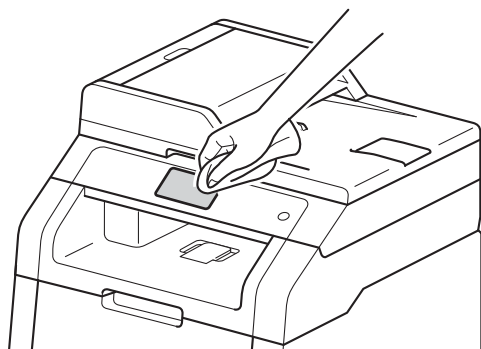
Cleaning the outside of the machine

IMPORTANT

DO NOT use any type of liquid cleaners (including ethanol).


Cleaning the Touchscreen

- 1 Press and hold down  to turn the machine off.
- 2 Clean the Touchscreen with a *dry*, soft lint-free cloth.

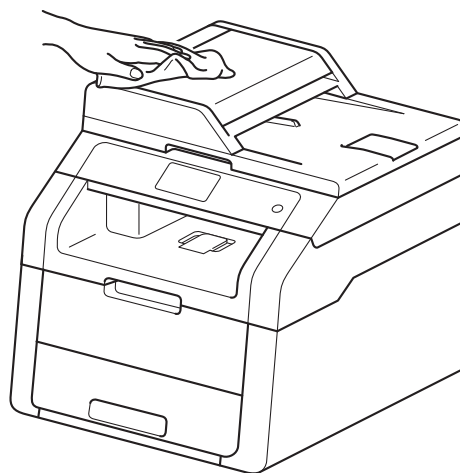


- 3 Turn on the machine.

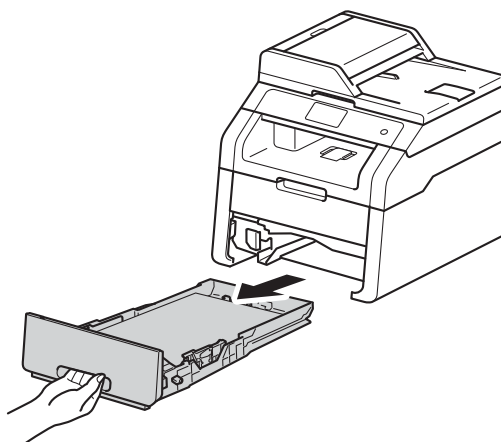
Cleaning the outside of the machine

- 1 Press and hold down  to turn the machine off.

- 2 Wipe the outside of the machine with a dry, lint-free cloth to remove dust.

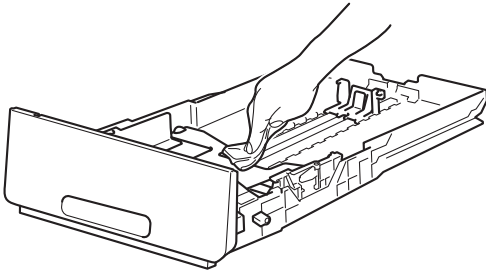


- 3 Pull the paper tray completely out of the machine.



- 4 If paper is loaded in the paper tray, remove it.
- 5 Remove anything that is stuck inside the paper tray.

- 6 Wipe the inside and the outside of the paper tray with a dry, lint-free cloth to remove dust.




- 7 Re-load the paper and put the paper tray firmly back in the machine.
- 8 Turn on the machine.

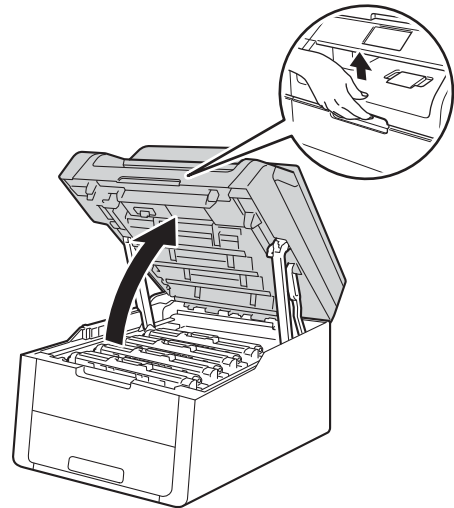
Cleaning the LED heads

If there is a problem with the print quality, such as light or faded colours or white streaks or bands down the page, clean the LED heads as follows:

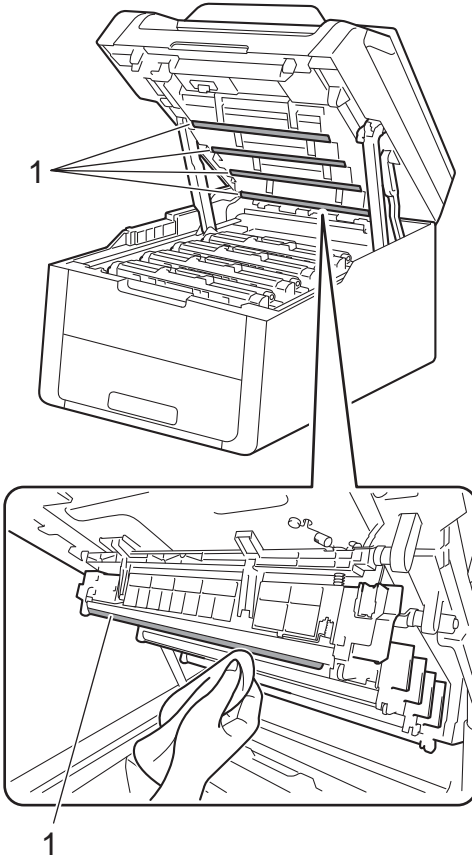
IMPORTANT

DO NOT touch the windows of the LED heads with your fingers.

- 1 Press and hold down  to turn the machine off.
- 2 Open the top cover until it locks in the open position.




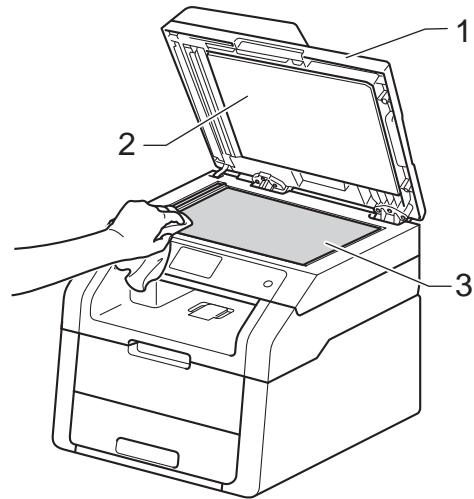
- 3 Wipe the windows of all four LED heads (1) with a dry, lint-free cloth. Be careful not to touch the windows of the LED heads (1) with your fingers.



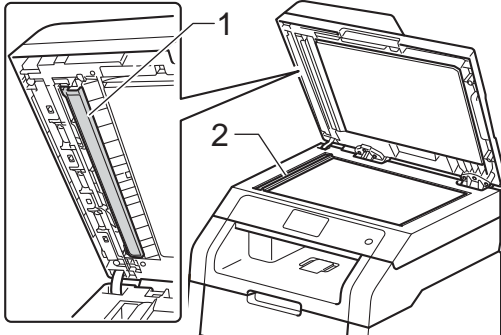
- 4 Close the top cover of the machine.
- 5 Turn on the machine.

Cleaning the scanner glass

- 1 Press and hold down  to turn the machine off.
- 2 Lift the document cover (1). Clean the white plastic surface (2) and scanner glass (3) underneath it with a soft lint-free cloth slightly moistened with water.



- 3 In the ADF unit, clean the white bar (1) and the scanner glass strip (2) underneath it with a soft lint-free cloth slightly moistened with water.



NOTE

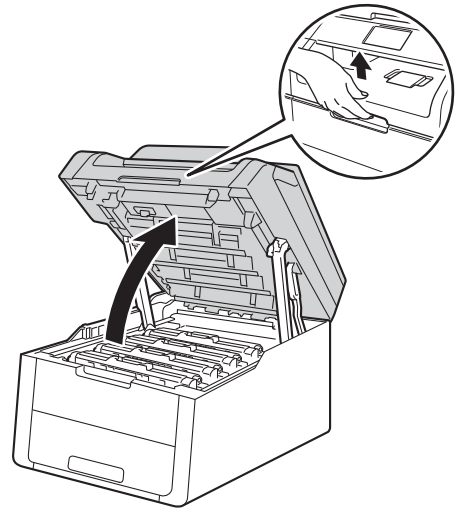
In addition to cleaning the scanner glass and glass strip with a soft lint-free cloth slightly moistened with water, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning.

- 4 Close the document cover.
5 Turn on the machine.

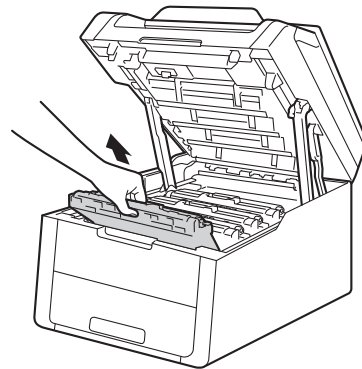
Cleaning the corona wires

If you have print quality problems or the Touchscreen shows **Drum !**, clean the corona wires as follows:

- 1 Open the top cover until it locks in the open position.



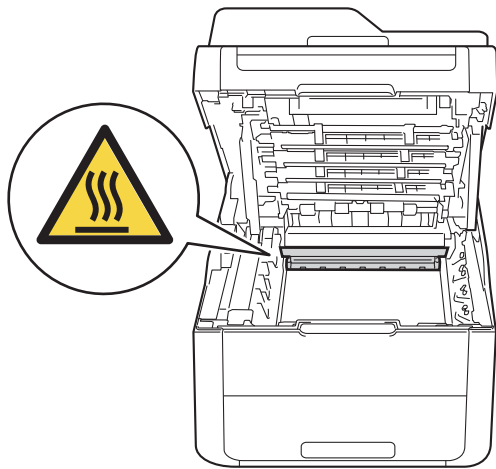
- 2 Remove the toner cartridge and drum unit assembly.



WARNING

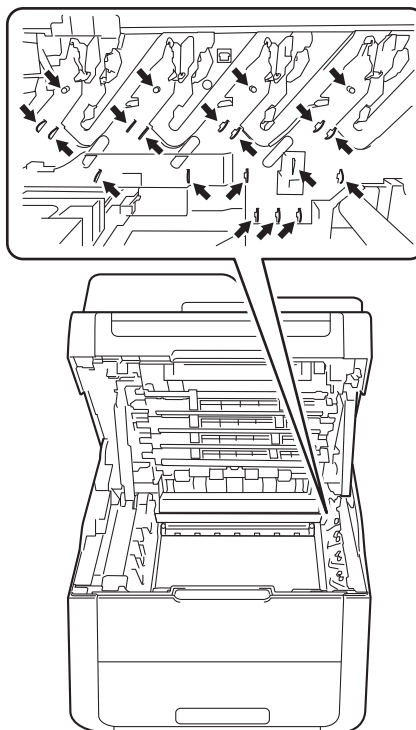
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.

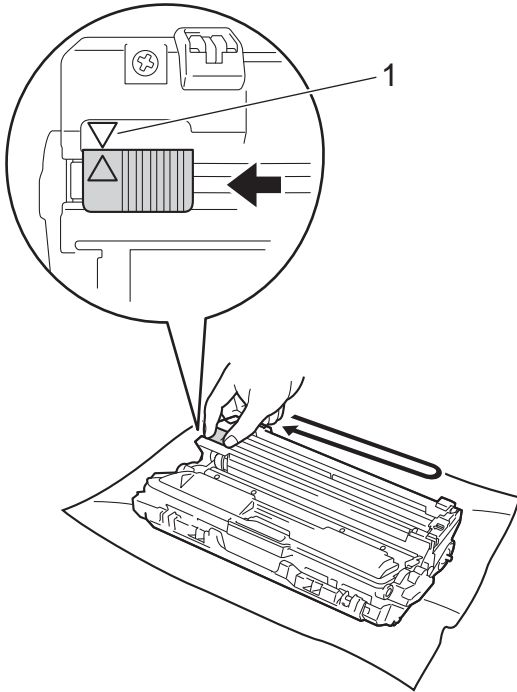


IMPORTANT

- We recommend that you place the toner cartridge and drum unit assembly on a clean, flat surface with disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



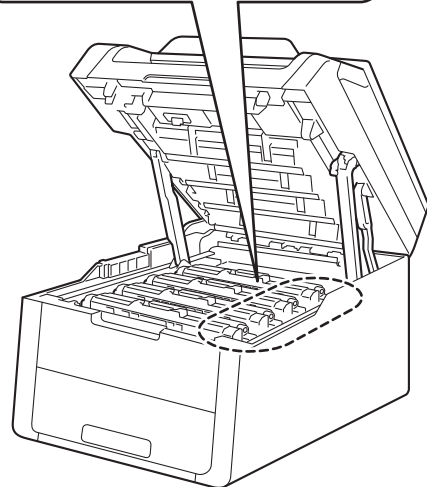
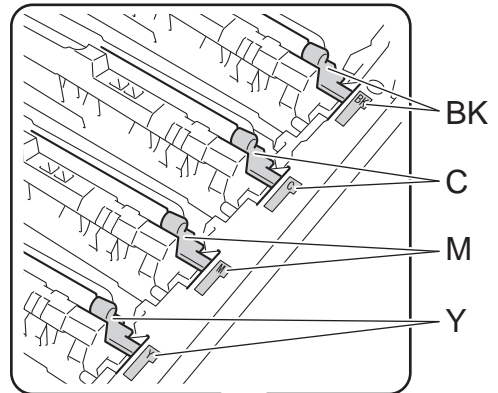
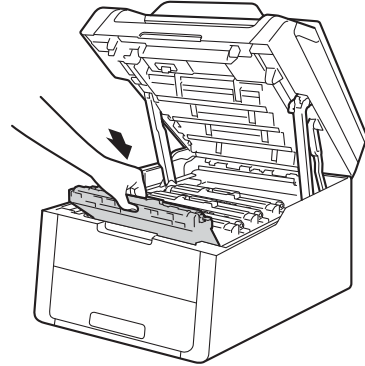
- 3 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



NOTE

Be sure to return the tab to the Home position (▲) (1). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

- 4 Slide the toner cartridge and drum unit assembly into the machine. Make sure that you match the toner cartridge colour to the same colour label on the machine.



BK = Black, C = Cyan,
M = Magenta, Y = Yellow

- 5 Repeat steps 2 - 4 to clean the three remaining corona wires.




NOTE

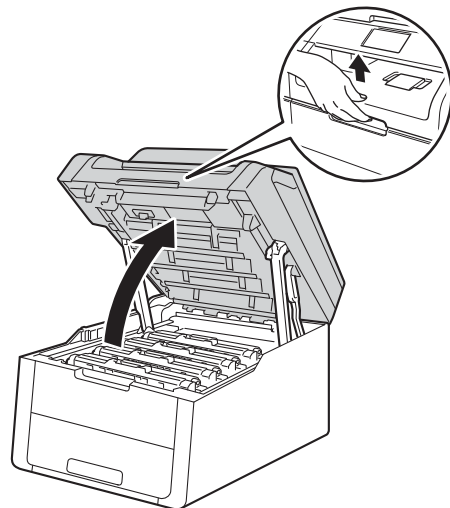
When cleaning the corona wires, you do not have to remove the toner cartridge from the drum unit.

- 6 Close the top cover of the machine.

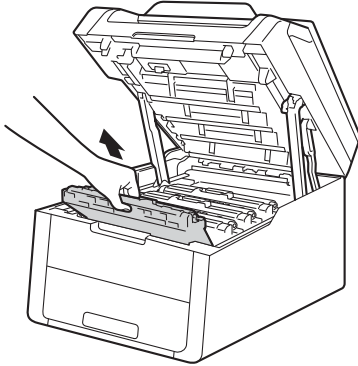
Cleaning the drum unit

If your printout has dots at 94 mm intervals, follow the steps below to solve the problem.

- 1 Make sure that the machine is in the Ready mode.
- 2 Press .
- 3 Press All Settings.
- 4 Swipe up or down, or press ▲ or ▼ to display Print Reports.
- 5 Press Print Reports.
- 6 Press Drum Dot Print.
- 7 The machine will display Press [OK]. Press OK.
- 8 The machine will print the Drum Dot Check Sheet. Then press .
- 9 Press and hold down  to turn the machine off.
- 10 Open the top cover until it locks in the open position.



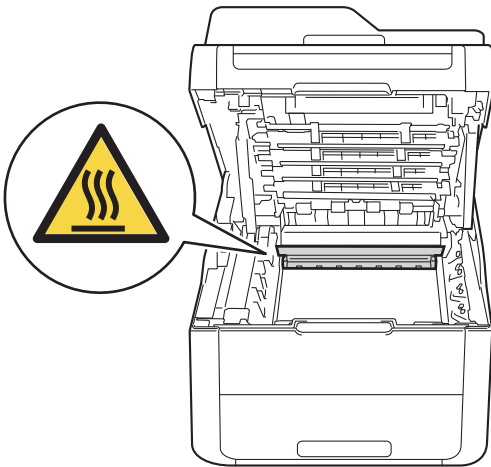
- 11 The colour of printed dots is the colour of the drum you should clean. Remove the toner cartridge and drum unit assembly of the colour causing the problem.



WARNING

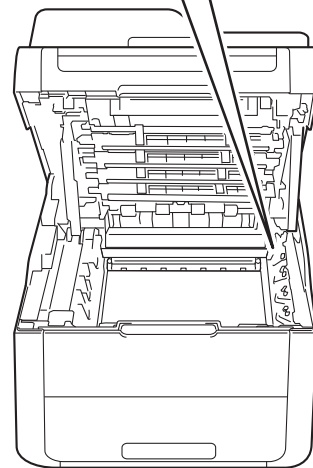
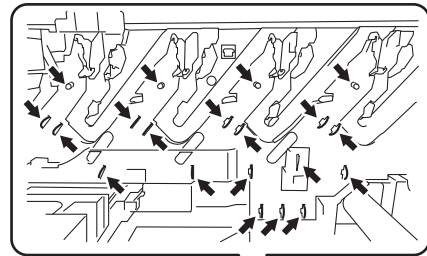
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.

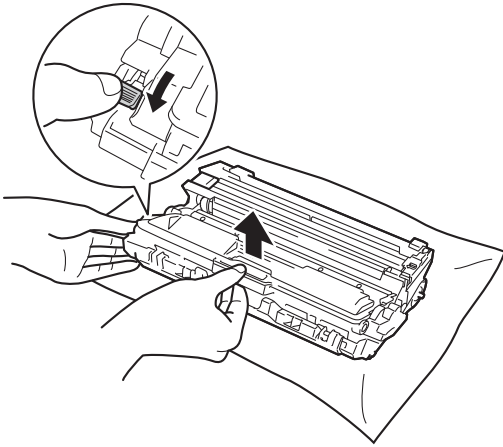


IMPORTANT

- We recommend that you place the toner cartridge and drum unit assembly on a clean, flat surface with disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



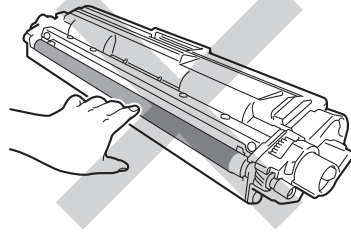
- 12 Push down the green lock lever and take the toner cartridge out of the drum unit.



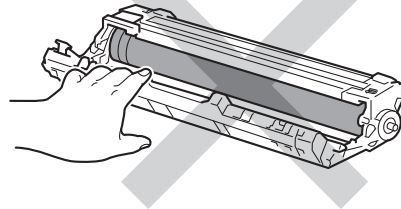
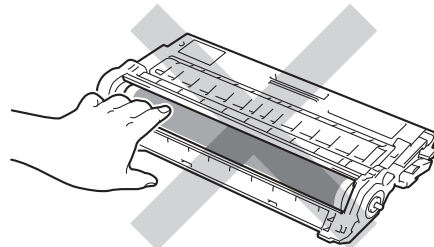
IMPORTANT

- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

<Toner cartridge>

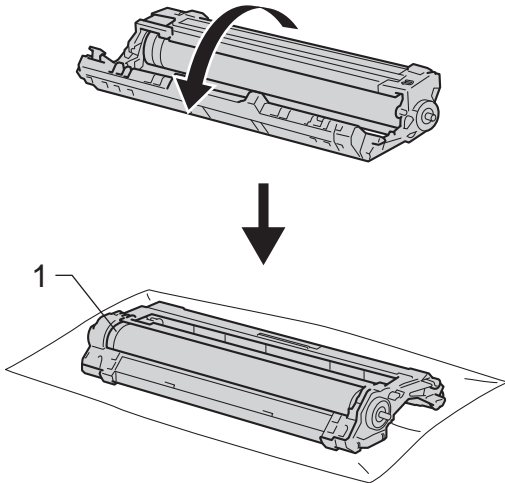


<Drum unit>



- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with disposable paper underneath it in case you accidentally spill or scatter toner.

- 13 Turn the drum unit as shown in the illustration. Make sure that the drum unit gear (1) is on the left side.

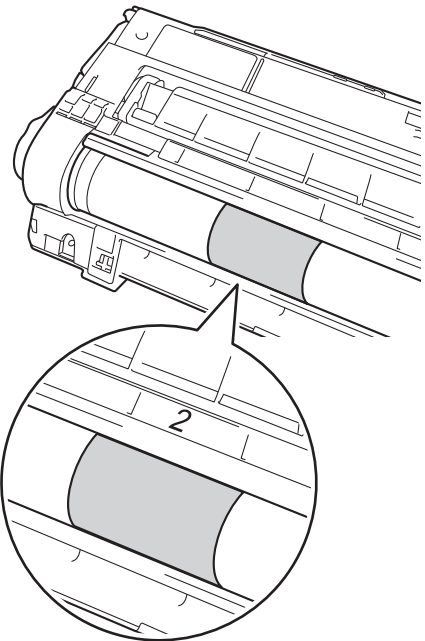
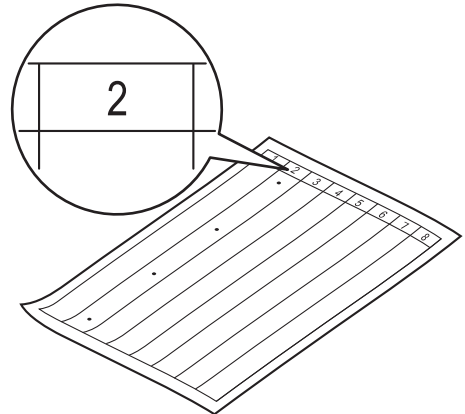


- 14 Read the following information from the Drum Dot Check Sheet.

■ Dot location:

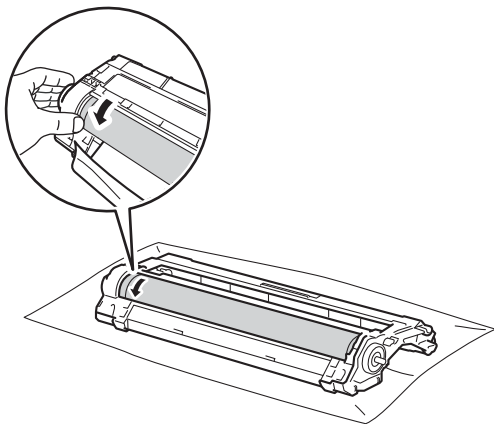
The sheet has eight numbered columns. The number of the column with the printed dot in it is used to find the dot position on the drum.

- 15 Use the numbered markers next to the drum roller to find the mark. For example, a dot in column 2 on the Drum Dot Check Sheet would mean that there is a mark in the "2" region of the drum.



A

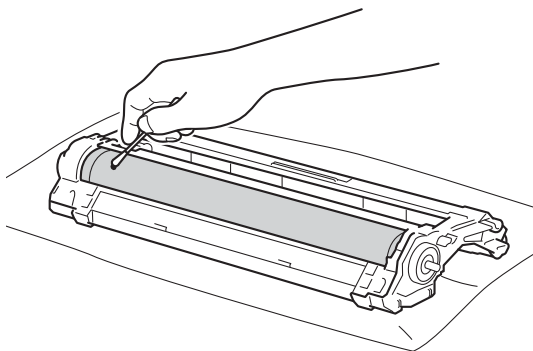
- 16 Turn the edge of the drum unit toward you by hand while looking at the surface of the suspected area.



NOTE

DO NOT touch the drum's surface. To avoid print quality problems, hold the edges of the drum unit.

- 17 When you have found the mark on the drum that matches the Drum Dot Check Sheet, wipe the surface of the drum gently with a dry cotton swab until the mark on the surface comes off.

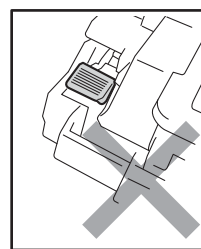
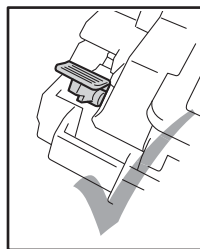
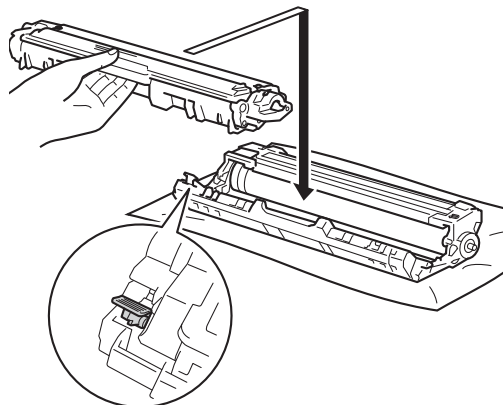


IMPORTANT

DO NOT clean the surface of the photosensitive drum with a sharp object or any liquids.

- 18 Turn the drum unit back over.

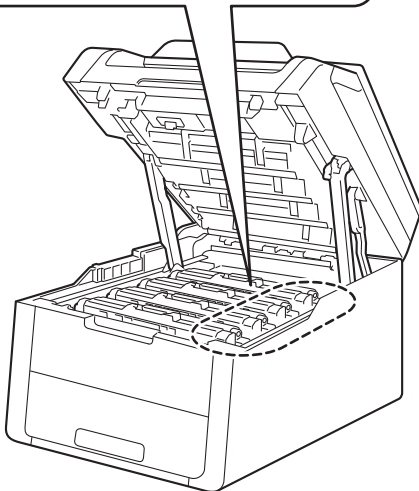
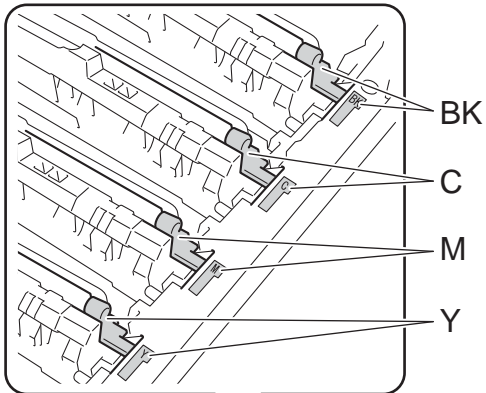
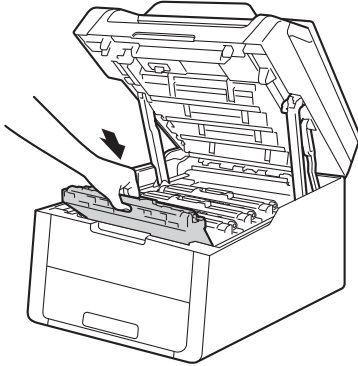
- 19 Put the toner cartridge firmly into the new drum unit until you hear it lock into place. If you put the cartridge in correctly, the green lock lever will lift automatically.



NOTE

Make sure you put in the toner cartridge correctly or it may separate from the drum unit.

- 20 Slide the toner cartridge and drum unit assembly into the machine. Make sure that you match the toner cartridge colour to the same colour label on the machine.




BK = Black, C = Cyan,
M = Magenta, Y = Yellow

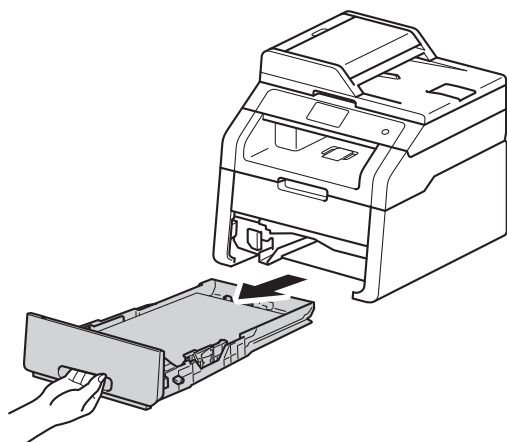
- 21 Close the top cover of the machine.
- 22 Turn on the machine and try a test print.

Cleaning the paper pick-up rollers

Cleaning the paper pick-up roller periodically may prevent paper jams by ensuring the correct feeding of the paper.

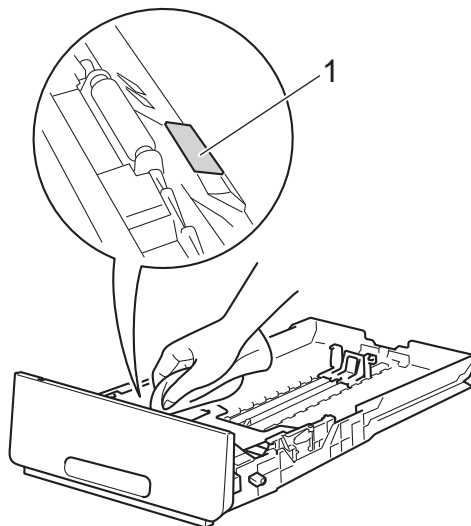
If you have paper feed problems, clean the pick-up rollers as follows:

- 1 Press and hold down  to turn the machine off.
- 2 Pull the paper tray completely out of the machine.

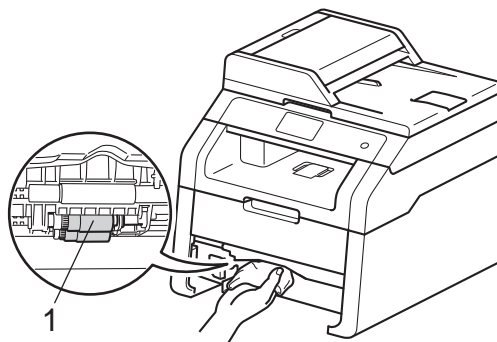


- 3 If paper is loaded in the paper tray, remove it.

- 4 Tightly wring out a lint-free cloth soaked in lukewarm water, and then wipe the separator pad (1) on the paper tray to remove dust.





- 5 Wipe the two pick-up rollers (1) inside the machine to remove dust.





- 6 Put the paper tray back in the machine.
- 7 Reload the paper and put the paper tray firmly back in the machine.
- 8 Turn on the machine.

Calibration

The output density for each colour may vary depending on the machine's environment, such as temperature and humidity. Calibration helps you to improve the colour density.

- 1 Press .
- 2 Press Calibration.
- 3 Press Calibrate.
- 4 Press Yes to confirm.
- 5 The machine will display Completed.
- 6 Press .

You can reset the calibration parameters back to the factory settings.



- 1 Press .
- 2 Press Calibration.
- 3 Press Reset.
- 4 Press Yes to confirm.
- 5 The machine will display Completed.
- 6 Press .

NOTE

- If an error message is displayed, press OK and try again.
(For more information, see *Error and maintenance messages* on page 86.)
- If you are using the Windows® printer driver, the driver will get the calibration data automatically if both **Use Calibration Data** and **Get Device Data Automatically** are selected. The default settings are on (see Software User's Guide).
- If you are using the Macintosh printer driver, the printer driver will get the calibration data automatically. If you want to get calibration data manually, you must perform the calibration using the **Status Monitor** (see Software User's Guide).



Auto Registration

If solid areas of colour or images have cyan, magenta or yellow fringes, you can use the auto-registration feature to correct the problem.

- 1 Press .
- 2 Press `Auto Regist..`
- 3 Press `Yes` to confirm.
- 4 The machine will display `Completed`.
- 5 Press .

Frequency (Colour Correction)

You can set how often the colour correction (Colour Calibration and Auto Registration) occurs. The default setting is Normal. The colour correction process consumes some amount of the toner.

- 1 Press .
- 2 Press `All Settings`.
- 3 Swipe up or down, or press ▲ or ▼ to display `Printer`.
- 4 Press `Printer`.
- 5 Swipe up or down, or press ▲ or ▼ to display `Frequency`.
- 6 Press `Frequency`.
- 7 Press `Normal, Low or Off`.
- 8 Press .

If you think there is a problem with your machine, check each of the items below first and follow the troubleshooting tips.

You can correct most problems by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at <http://solutions.brother.com/>.

Identifying your problem

First, check the following:

- The machine's power cord is connected correctly and the machine's power is on. If the machine does not turn on after connecting the power cord, see *Other difficulties* on page 107.
- All of the protective parts have been removed.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer, or the wireless connection is set up on both the machine and your computer.
- Touchscreen Messages

(See *Error and maintenance messages* on page 86.)

If you did not solve your problem with the above checks, identify your problem and then go to the page suggested below.

Paper handling and Printing problems:

- *Printing difficulties* on page 103
- *Paper handling difficulties* on page 104

Copying problems:

- *Copying difficulties* on page 105

Scanning problems:

- *Scanning difficulties* on page 105

Software and Network problems:


- *Software difficulties* on page 105
- *Network difficulties* on page 106


Error and maintenance messages

As with any sophisticated office product, errors may occur and consumable items may have to be replaced. If this happens, your machine identifies the error or required routine maintenance and shows the appropriate message. The most common error and maintenance messages are shown in the table.


You can clear most errors and perform routine maintenance by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips:




Visit us at <http://solutions.brother.com/>.




Error Message	Cause	Action
2-sided Disabled	The back cover of the machine is not closed completely.	Close the back cover of the machine until it locks into the closed position.
Access Denied	The function you want to use is restricted by Secure Function Lock 2.0.	Contact your administrator to check your Secure Function Lock Settings.
Calibration failed.	Calibration failed.	<p>Press OK and try it again.</p> <ul style="list-style-type: none"> ■ Press and hold down  to turn off the machine. <p>Wait a few seconds, and turn on the machine again.</p> <p>Perform the colour calibration again using the Touchscreen or the printer driver (see <i>Calibration</i> on page 83).</p> <ul style="list-style-type: none"> ■ Put in a new belt unit (see <i>Replacing the belt unit</i> on page 60). ■ If the problem continues, contact Brother customer service or your local Brother dealer.
<p>Cartridge Error</p> <p>Put the Toner Cartridge back inX¹</p> <p>¹ (x) shows the toner cartridge colour with the problem. (BK)=Black, (Y)=Yellow, (M)=Magenta, (C)=Cyan.</p>	The toner cartridge is not installed correctly.	<p>Pull out the toner cartridge and drum unit assembly for the colour that is indicated on the Touchscreen. Remove the toner cartridge, and put it back into the drum unit again. Put the toner cartridge and drum unit assembly back in the machine.</p> <p>If the problem continues, contact Brother customer service or your local Brother dealer.</p>

Error Message	Cause	Action
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the Touchscreen shows <i>Cooling Down</i> , and <i>Wait for a while</i> .	Make sure you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something. If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes. If the fan is not spinning, disconnect the machine from the power for several minutes, then reconnect it.
Cover is Open.	The top cover is not completely closed.	Close the top cover of the machine.
	The fuser cover is not completely closed or paper was jammed in the back of the machine when you turned on the power.	<ul style="list-style-type: none"> ■ Close the fuser cover located inside the back cover of the machine. ■ Make sure paper is not jammed behind the fuser cover at the back of the machine, then close the fuser cover and press <i>Start</i> (see <i>Paper is jammed at the back of the machine</i> on page 96).
	The ADF cover is not completely closed.	Close the ADF cover of the machine.
	The ADF cover is open while loading a document.	Close the ADF cover of the machine, then press  .
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	See <i>Document is jammed in the top of the ADF unit</i> on page 92 or <i>Using the automatic document feeder (ADF)</i> on page 33.
Drum End Soon ^{X 1} ¹ (x) shows drum unit colour that is near the end of its life. (BK)=Black, (Y)=Yellow, (M)=Magenta, (C)=Cyan.	The drum unit for the colour indicated on the Touchscreen is near the end of its life.	Order a new drum unit for the colour indicated on the Touchscreen before you get a <i>Replace DrumX</i> message.
Drum !	The corona wires on the drum units must be cleaned.	Clean the corona wires on the drum units (see <i>Cleaning the corona wires</i> on page 73).
	The drum unit or the toner cartridge and drum unit assembly is not installed correctly.	Put the toner cartridge into the drum unit that is indicated on the Touchscreen. Then reinstall the toner cartridge and drum unit assembly into the machine.
Drum Stop	It is time to replace the drum unit.	Replace the drum unit for the colour indicated on the Touchscreen. (see <i>Replacing the drum units</i> on page 55).

B

Error Message	Cause	Action
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	Press and hold down  to turn the machine off, wait a few seconds, and then turn it on again. Leave the machine idle for 15 minutes with the power on.
	The fuser unit is too hot.	
Jam 2-sided	The paper is jammed underneath the paper tray or the fuser unit.	See <i>Paper is jammed underneath the paper tray</i> on page 101.
Jam Inside	The paper is jammed inside the machine.	See <i>Paper is jammed inside the machine</i> on page 98.
Jam Manual Feed	The paper is jammed in the manual feed slot of the machine.	See <i>Paper is jammed in the manual feed slot</i> on page 94.
Jam Rear	The paper is jammed in the back of the machine.	See <i>Paper is jammed at the back of the machine</i> on page 96.
Jam Tray	The paper is jammed in the paper tray of the machine.	See <i>Paper is jammed in the paper tray</i> on page 94.
Limit Exceeded	The number of pages you are allowed to print has been exceeded. The print job will be cancelled.	Contact your administrator to check your Secure Function Lock Settings.
Log Access Error	The machine could not access the print log file in the server.	Contact your administrator to check the Store Print Log to Network settings. For more information, see <i>Network User's Guide: Store Print Log to Network</i>
Manual Feed	Manual was selected as the paper source when there was no paper in the manual feed slot.	Place paper in the manual feed slot (see <i>Loading paper in the manual feed slot</i> on page 22).
No Belt Unit	The belt unit is not installed correctly.	Reinstall the belt unit (see <i>Replacing the belt unit</i> on page 60).
No Permission	Printing colour documents is restricted by Secure Function Lock 2.0. The print job will be cancelled.	Contact your administrator to check your Secure Function Lock Settings.
No Paper	The machine is out of paper in the paper tray, or paper is not correctly loaded in the paper tray.	Do one of the following: <ul style="list-style-type: none"> ■ Refill paper in the paper tray. Make sure the paper guides are set to the correct size. ■ Remove the paper and load it again. Make sure the paper guides are set to the correct size.

Error Message	Cause	Action
No Toner	The toner cartridge or the toner cartridge and drum unit assembly is not installed correctly.	Remove the toner cartridge and drum unit assembly for the colour indicated on the Touchscreen. Remove the toner cartridge from the drum unit, and reinstall the toner cartridge back into the drum unit. Reinstall the toner cartridge and drum unit assembly back in the machine. If the problem continues, replace the toner cartridge (see <i>Replacing the toner cartridges</i> on page 47).
No Tray	The paper tray is not installed or not installed correctly.	Reinstall the paper tray.
No Waste Toner	The waste toner box is not installed correctly.	Reinstall the Waste Toner Box (see <i>Replacing the waste toner box</i> on page 64).
Out of Memory	The machine's memory is full.	Reduce the print resolution. (See Software User's Guide.)
Out of Memory Secure Print Data is full. Press Stop Key and delete the previously stored data.	The machine's memory is full.	Press  and delete the previously stored secure print data.
Print Unable XX	The machine has a mechanical problem.	Do one of the following: <ul style="list-style-type: none"> ■ Press and hold down  to turn the machine off, wait a few minutes, and then turn it on again. ■ If the problem continues, contact Brother customer service for support.
Registration failed.	Registration failed.	Press OK and try again. <ul style="list-style-type: none"> ■ Press and hold down  to turn off the machine. Wait a few seconds, then turn it on again. Perform the auto colour registration using the Touchscreen (see <i>Auto Registration</i> on page 84). ■ Put in a new belt unit (see <i>Replacing the belt unit</i> on page 60). ■ If the problem continues, contact Brother customer service.
Replace Belt	It is time to replace the belt unit.	Replace the belt unit (see <i>Replacing the belt unit</i> on page 60).

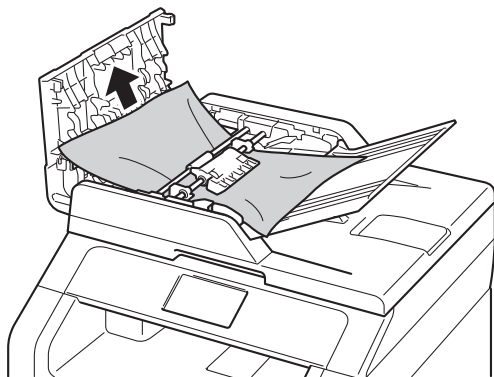
Error Message	Cause	Action
Replace DrumX ¹ ¹ (X) shows drum unit colour that must be replaced. BK=Black, C=Cyan, M=Magenta, Y=Yellow.	It is time to replace the drum unit.	Replace the drum unit for the colour indicated on the Touchscreen (see <i>Replacing the drum units</i> on page 55).
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter. (see <i>Replacing the drum units</i> on page 55).
Replace Fuser	It is time to replace the fuser unit.	Contact Brother customer service or a Brother Authorized Service Center to replace the fuser unit.
Replace PF kit	It is time to replace the paper feeding kit.	Contact Brother customer service or a Brother Authorized Service Center to replace the PF Kit.
Replace Toner ¹ ¹ The Touchscreen shows the toner cartridge colour that you must replace. BK=Black, C=Cyan, M=Magenta, Y=Yellow	The toner cartridge is at the end of its life. The machine will stop all print operations.	Replace the toner cartridge for the colour indicated on the Touchscreen (see <i>Replacing the toner cartridges</i> on page 47).
Replace WT Box	It is time to replace the waste toner box.	Replace the waste toner box (see <i>Replacing the waste toner box</i> on page 64).
Scan Unable XX	The machine has a mechanical problem.	<ul style="list-style-type: none"> ■ Press and hold down  to turn the machine off, and then turn it on again. ■ If the problem continues, contact Brother customer service for support.
	Document is too long for 2-sided scanning.	Press  . Use the appropriate size of paper for 2-sided scanning (see <i>Print media</i> on page 152).
Short paper	The length of the paper in the tray is too short for the machine to deliver it to the Face down output tray.	Open the back cover (face-up output tray) to let the printed page exit onto the face up output tray. Remove the printed pages and then press <i>Start</i> .
Size Error 2-sided	The paper size defined in the printer driver and the Touchscreen menu is not available for automatic 2-sided printing.	Press  . Choose a paper size that is supported by 2-sided printing. The paper size you can use for automatic 2-sided printing is A4.
	The paper in the tray is not the correct size and is not available for automatic 2-sided printing.	Load the correct size of paper in the tray and set the size of paper for the tray (see <i>Paper Size</i> on page 27). The paper size you can use for automatic 2-sided printing is A4.

Error Message	Cause	Action
Size mismatch	The paper in the tray is not the correct size.	Load the correct size of paper in the tray and set the size of paper to the tray (see <i>Paper Size</i> on page 27).
Small paper	The paper size specified in the printer driver is too small for the machine to deliver it to the Face-down output tray.	Open the back cover (back output tray) to let the printed paper out on the back output tray and then press <i>Start</i> .
Toner Error	One or more toner cartridges are not installed correctly.	Pull out the drum units. Remove all of the toner cartridges, and then put them back into the drum units.
Toner Low	If the Touchscreen shows <i>Toner Low</i> you can still print; however, the machine is telling you that the toner cartridge is near the end of its life.	Order a new toner cartridge for the colour that is indicated on the Touchscreen now so a replacement toner cartridge will be available when the Touchscreen shows <i>Replace Toner</i> .
Touchscreen Initialisation Failed	The Touchscreen was pressed before the power on initialization was completed.	Make sure nothing is touching or resting on the Touchscreen.
	Debris may be stuck between the lower part of the Touchscreen and its frame.	Insert a piece of stiff paper between the lower part of the Touchscreen and its frame and slide it back and forth to push out the debris.
WT Box End Soon	The waste toner box is near the end of its life.	Buy a new waste toner box before you get a <i>Replace WT Box</i> message.


Document Jams

Document is jammed in the top of the ADF unit

- 1 Remove any paper from the ADF that is not jammed.
- 2 Open the ADF cover.
- 3 Pull the jammed document out to the left.

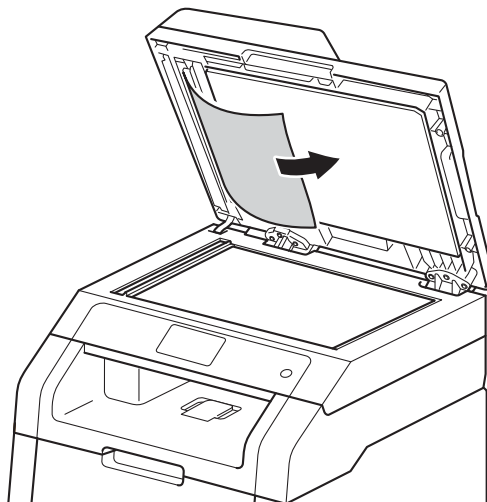


If the document rips or tears, be sure you remove all small paper scraps to prevent future jams.


- 4 Close the ADF cover.
- 5 Press .

Document is jammed under the document cover

- 1 Remove any paper from the ADF that is not jammed.
- 2 Lift the document cover.
- 3 Pull the jammed document out to the right.

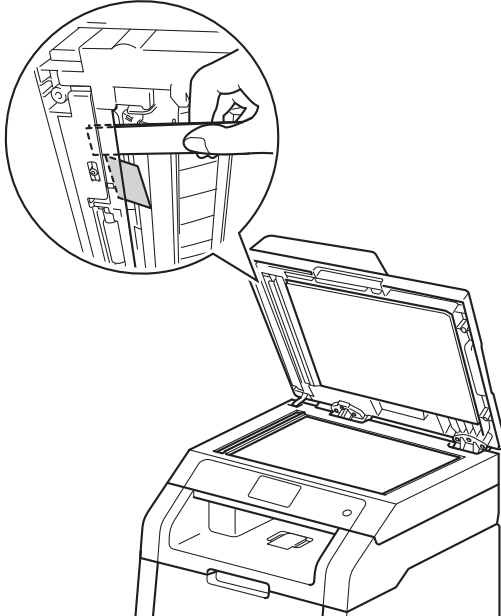



If the document rips or tears, be sure you remove all small paper scraps to prevent future jams.

- 4 Close the document cover.
- 5 Press .

Removing small documents jammed in the ADF

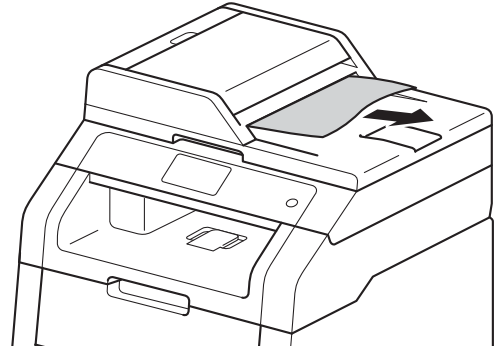
- 1 Lift the document cover.
- 2 Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



- 3 Close the document cover.
- 4 Press .

Document is jammed at the output tray

- 1 Remove any paper from the ADF that is not jammed.
- 2 Pull the jammed document out to the right.



- 3 Press .

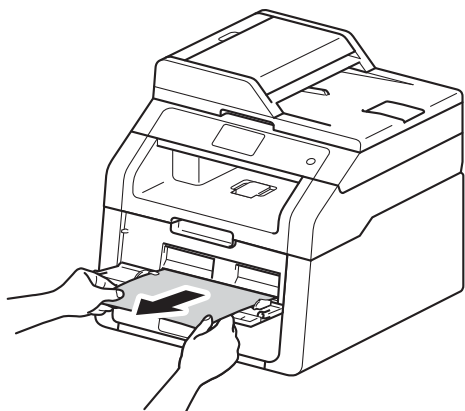
Paper Jams

Always remove the remaining paper from the paper tray and straighten the stack when you are adding new paper. This helps prevent multiple sheets of paper from feeding through the machine at one time and prevents paper jams.

Paper is jammed in the manual feed slot

If the Touchscreen shows **Jam Manual Feed**, follow these steps:

- 1 Remove any paper that is jammed in and around the manual feed slot.

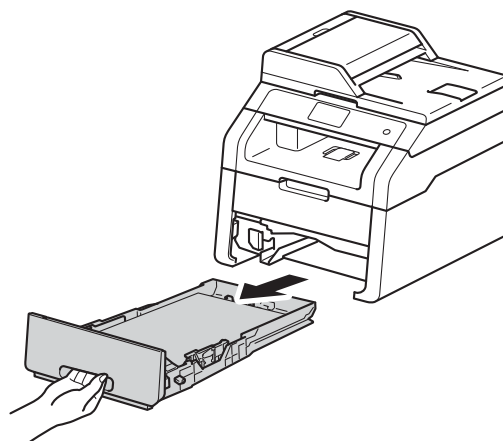


- 2 Press **Start** to resume printing.

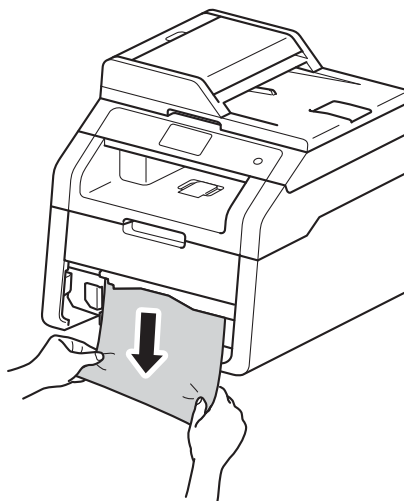
Paper is jammed in the paper tray

If the Touchscreen shows **Jam Tray**, follow these steps:

- 1 Pull the paper tray completely out of the machine.



- 2 Use both hands to slowly pull out the jammed paper.



NOTE

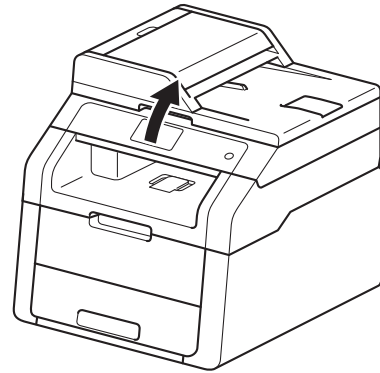
Pulling the jammed paper downward allows you to remove the paper more easily.

- 3 Make sure the paper is below the maximum paper mark (▼▼▼) in the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure the guides are firmly in the slots.
- 4 Put the paper tray firmly back in the machine.

Paper is jammed at the output paper tray

When the paper is jammed at the output paper tray, follow the these steps:

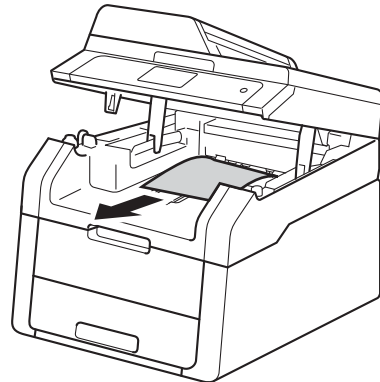
- 1 Use both hands to open the scanner.



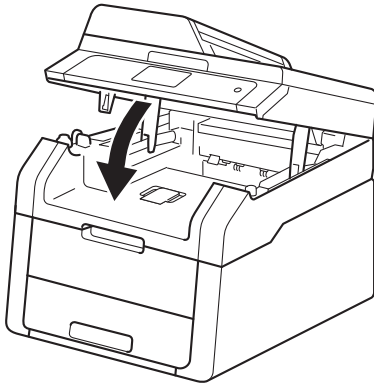
NOTE

When the top cover is open, you cannot open the scanner.

- 2 Remove the paper.



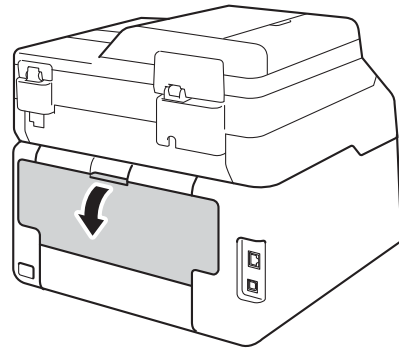
- 3 Push the scanner down with both hands to close it.



Paper is jammed at the back of the machine

If the Touchscreen shows *Jam Rear*, follow these steps:

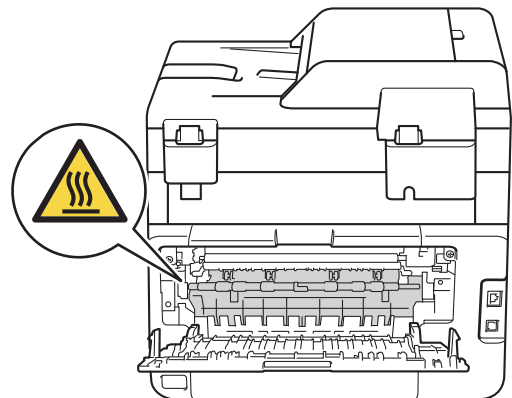
- 1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
- 2 Open the back cover.



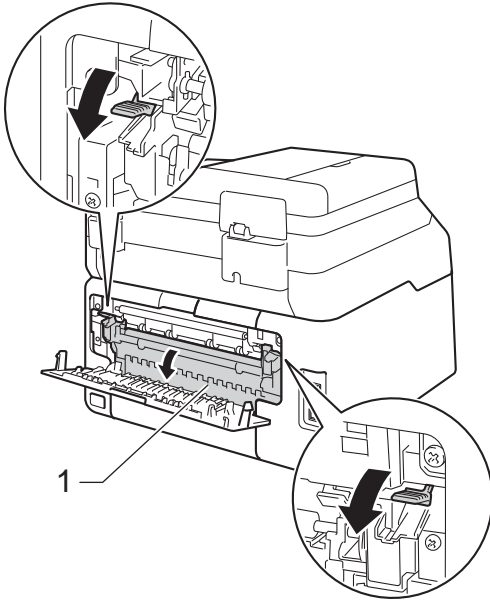
WARNING

HOT SURFACE

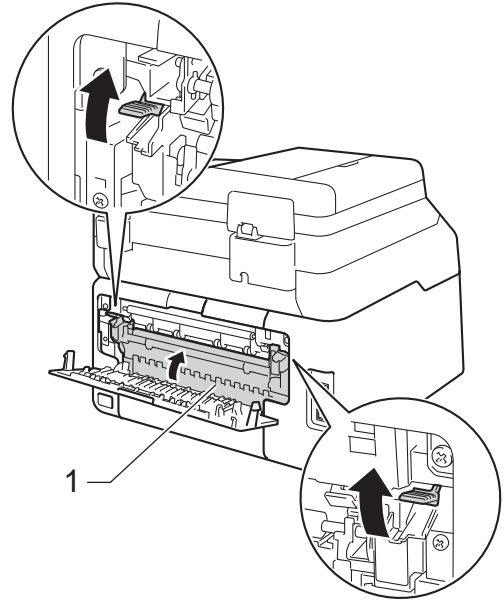
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.



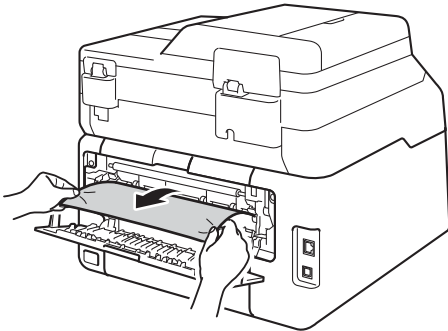
- 3 Pull the green tabs at the left and right sides down to release the fuser cover (1).



- 5 Close the fuser cover (1). Make sure the green tabs at the left and right sides lock into place.



- 4 Use both hands to gently pull the jammed paper out of the fuser unit.



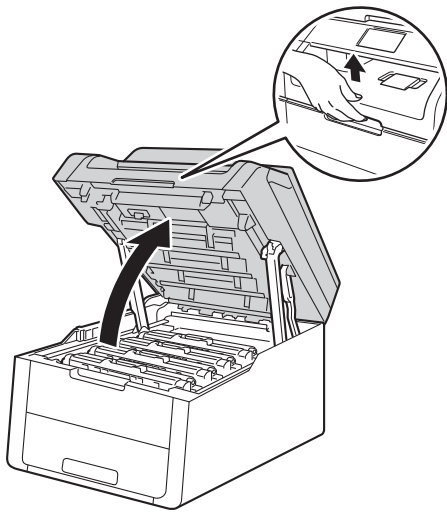
- 6 Close the back cover until it locks in the closed position.

B

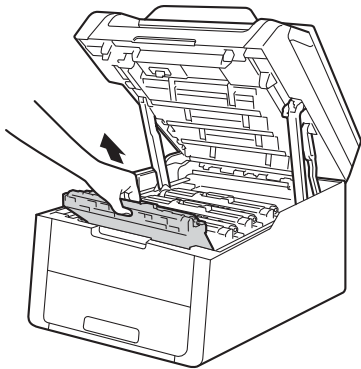
Paper is jammed inside the machine

If the Touchscreen shows **Jam Inside**, follow these steps:

- 1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
- 2 Open the top cover until it locks in the open position.



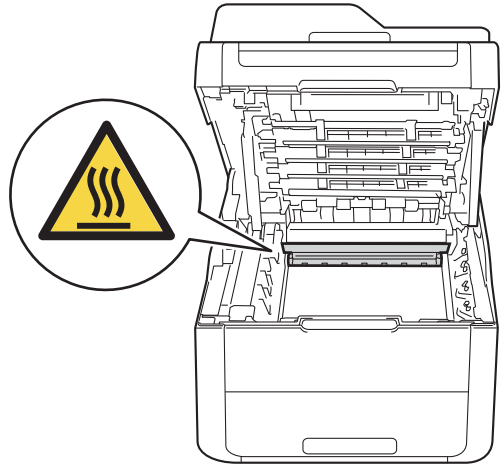
- 3 Remove all of the toner cartridge and drum unit assemblies.



! WARNING

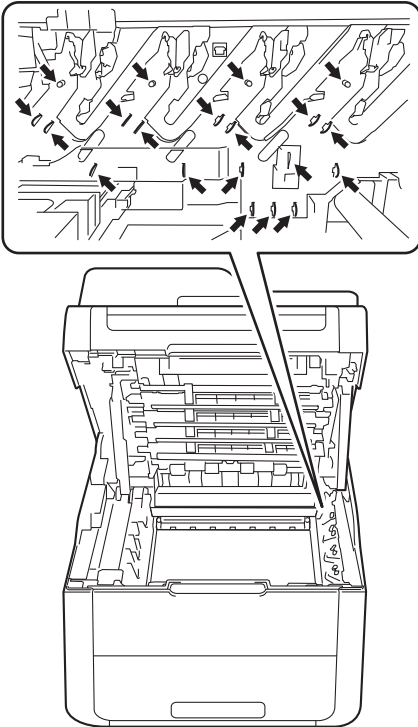
! HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.

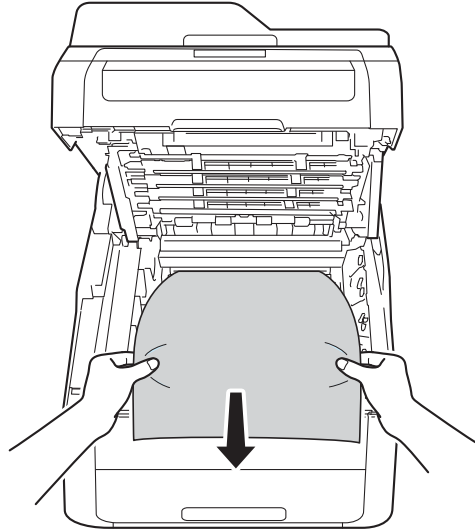


IMPORTANT

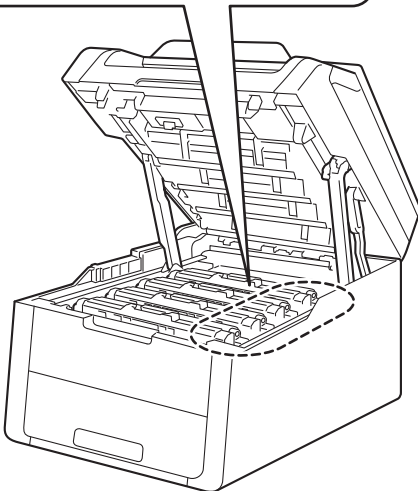
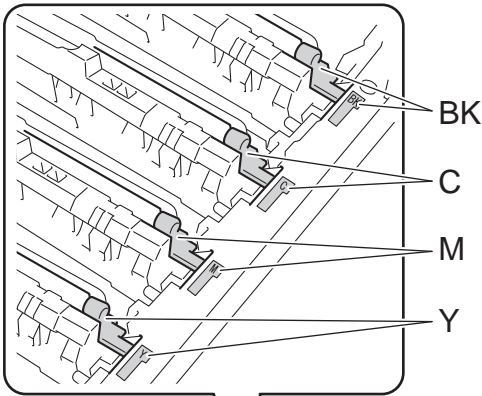
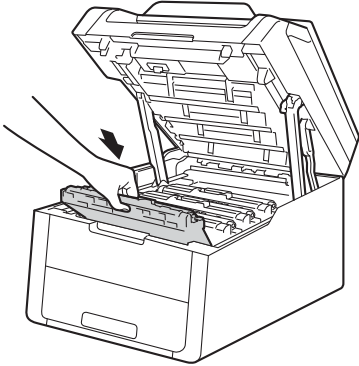
- We recommend that you place the toner cartridge and drum unit assemblies on a clean, flat surface with disposable paper underneath them in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



- 4 Pull out the jammed paper slowly.



- 5 Slide each toner cartridge and drum unit assembly into the machine, making sure you match the toner cartridge colours to the same colour labels on the machine.



BK = Black, C = Cyan,
M = Magenta, Y = Yellow

- 6 Close the top cover of the machine.

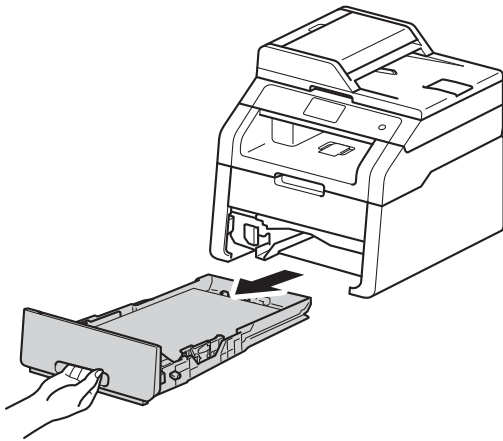
NOTE

If you turn off the machine during *Jam Inside* is on the Touchscreen, the machine will print incomplete data from your computer when it is turned on. Before you turn on the machine, delete the job from your computer's print spooler.

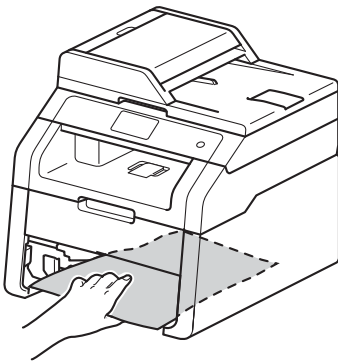
Paper is jammed underneath the paper tray

If the Touchscreen shows Jam 2-sided, follow these steps:

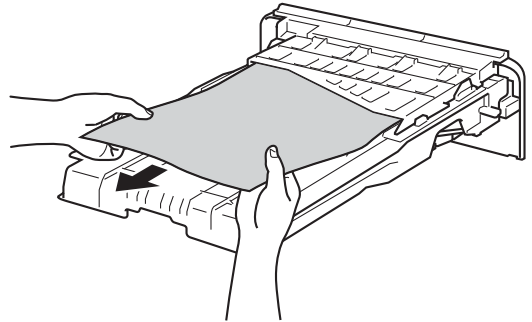
- 1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
- 2 Pull the paper tray completely out of the machine.



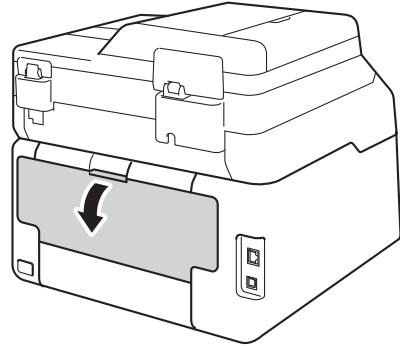
- 3 Make sure the jammed paper does not remain inside the machine.



- 4 If paper is not caught inside the machine, check underneath the paper tray.



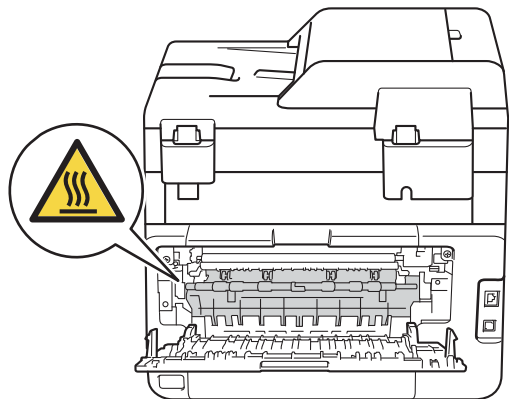
- 5 If the paper is not caught in the paper tray, open the back cover.



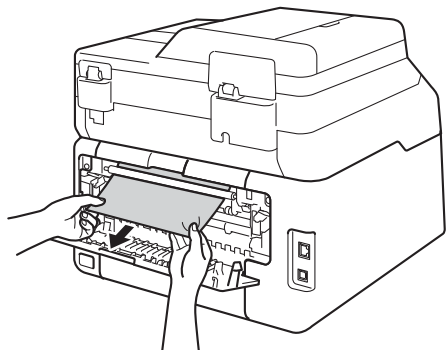
WARNING

HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.



- 6 Use both hands to gently pull the jammed paper out of the back of the machine.



- 7 Close the back cover until it locks in the closed position.
- 8 Put the paper tray firmly back in the machine.





If you are having difficulty with your machine

IMPORTANT

- For technical help, you must call the country where you bought the machine. Calls must be made from within that country.
- If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips. You can correct most problems by yourself.
- If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.


Visit us at <http://solutions.brother.com/>.

Printing difficulties

Difficulties	Suggestions
No printout.	Check that the correct printer driver has been installed and selected.
	Check to see if the Touchscreen is showing an error message (see <i>Error and maintenance messages</i> on page 86).
	Check the machine is online: (Windows® 7 and Windows Server® 2008 R2) Click the  (Start) button > Devices and Printers . Right-click Brother DCP-XXXX Printer and click See what's printing . Click Printer in the menu bar. Make sure Use Printer Offline is cleared.
	(Windows Vista® and Windows Server® 2008) Click the  (Start) button > Control Panel > Hardware and Sound > Printers . Right-click Brother DCP-XXXX Printer . Make sure Use Printer Online is not listed. If it is listed, click this option to set the driver Online.
	(Windows® XP and Windows Server® 2003) Click the Start button > Printers and Faxes . Right-click Brother DCP-XXXX Printer . Make sure Use Printer Online is not listed. If it is listed, click this option to set the driver Online.
	(Windows® 8 and Windows Server® 2012) Move your mouse to the lower right corner of your desktop. When the menu bar appears, click Settings > Control Panel . In the Hardware and Sound (Hardware) group, click View devices and printers . Right-click the Brother DCP-XXXX Printer > See what's printing . If printer driver options appear, select your printer driver. Click Printer in the menu bar and make sure that Use Printer Offline is not selected.
	Contact your administrator to check your Secure Function Lock settings.
The machine is not printing or has stopped printing.	Check that the machine is not in Power Off mode. If the machine is in Power Off mode, press  and hold down on the control panel, and then re-send print data (see Advanced User's Guide: <i>Auto Power Off</i>).
	Press  . The machine will cancel the print job and clear it from the memory. The printout may be incomplete.

B

Printing difficulties (continued)

Difficulties	Suggestions
The headers or footers appear when the document displays on the screen but they are not on the printed page.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this (see <i>Unscannable and unprintable areas</i> on page 26).
The machine prints unexpectedly or it prints garbage.	Press  to cancel print jobs.
	Check the settings in your application to make sure they are set up to work with your machine.
The machine prints the first couple of pages correctly, then some pages have missing text.	Check the settings in your application to make sure they are set up to work with your machine.
	Your computer is not recognising the full signal of the machine's input buffer. (see <i>Quick Setup Guide</i>).
The machine does not print on both sides of the paper even though the printer driver setting is 2-sided.	Check the paper size setting in the printer driver. You must choose A4 (60 to 105 g/m ²).
Cannot perform 'Page Layout' printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time.
The machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution (see <i>Software User's Guide</i>).
Poor print quality	See <i>Improving the print quality</i> on page 108.

Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper.	If the Touchscreen shows the Paper Jam message and you still have a problem, see <i>Error and maintenance messages</i> on page 86.
	If the paper tray is empty, load a new stack of paper into the paper tray.
	If there is paper in the paper tray, make sure it is straight. If the paper is curled, straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back in the paper tray.
	Reduce the amount of paper in the paper tray, and then try again.
	Make sure Manual is not selected for Paper Source in the printer driver.
	Clean the paper pick-up rollers (see <i>Cleaning the paper pick-up rollers</i> on page 82).
The machine does not feed paper from the Manual feed slot.	Use both hands to push one sheet of paper firmly into the manual feed slot until the top edge of the paper presses against the paper feed rollers. Continue pressing the paper against the rollers until the machine grabs the paper and pulls it in further.
	Put only one sheet of paper in the manual feed slot.
	Make sure Manual is selected for Paper Source in the printer driver.
How do I print on envelopes?	Load one envelope at a time in the manual feed slot. Your application must be set to print the envelope size you are using. This is usually done in the Page Setup or Document Setup menu of your application (see your application's manual for more information).

Copying difficulties

Difficulties	Suggestions
Cannot make a copy.	<p>Make sure you pressed Copy and the machine is in Copy mode (see <i>How to copy</i> on page 35).</p> <p>Contact your administrator to check your Secure Function Lock Settings.</p>
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the scanner glass, or the corona wires are dirty. Clean the glass strip and scanner glass and also the white bar and white plastic above them (see <i>Cleaning the scanner glass</i> on page 72 and <i>Cleaning the corona wires</i> on page 73).
Copies are blank.	Make sure you are loading the document correctly (see <i>Using the automatic document feeder (ADF)</i> on page 33 or <i>Using the scanner glass</i> on page 34).


Scanning difficulties

Difficulties	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is selected as the primary source in your scanning application. For example, in Nuance™ PaperPort™ 12SE, click Desktop > Scan Settings > Select to choose the Brother TWAIN/WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	<p>Make sure the Brother TWAIN driver is selected as the primary source. In PageManager, click File > Select Source and choose the Brother TWAIN driver.</p> <p>Macintosh users can also scan documents using the ICA Scanner Driver (see Software User's Guide).</p>
OCR does not work.	<p>Try increasing the scanning resolution.</p> <p>(Macintosh users) Presto! PageManager must be downloaded and installed before use. For further instructions, see <i>Accessing Brother Support (Macintosh)</i> on page 6.</p>
Network scanning does not work.	See <i>Network difficulties</i> on page 106.
Cannot scan.	Contact your administrator to check your Secure Function Lock Settings.





Software difficulties

Difficulties	Suggestions
Cannot install software or print.	<p>(Windows® only)</p> <p>Run the Repair MFL-Pro Suite program on the CD-ROM. This program will repair and reinstall the software.</p>

Network difficulties

Difficulties	Suggestions
Cannot print and scan over a network after completing the software installation.	<p>When the Cannot print to the networked printer. screen appears, follow the on-screen instructions.</p> <p>If the problem is not solved, see Network User's Guide: <i>Troubleshooting</i>.</p>
The network scanning feature does not work.	<p>(Windows® and Macintosh)</p> <p>The network scanning feature may not work due to the firewall settings. Change or disable the firewall settings. It is necessary to set the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below:</p> <ul style="list-style-type: none"> ■ In Name: Enter any description, for example Brother NetScan. ■ In Port number: Enter 54925. ■ In Protocol: Ensure UDP is selected. <p>See the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.</p> <p>For more information, you can read FAQs and troubleshooting suggestions at http://solutions.brother.com/.</p> <p>(Macintosh)</p> <p>Re-select your machine in the Device Selector window from the Model pop-up menu in the main screen of ControlCenter2.</p>
The Brother software cannot be installed.	<p>(Windows®)</p> <p>If the Security Software warning appears on the computer screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run.</p> <p>(Macintosh)</p> <p>If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it and then install the Brother software.</p>
Cannot connect to the wireless network.	<p>Investigate the problem using the WLAN Report. Press  , All Settings, Print Reports, WLAN Report and then press OK (see Quick Setup Guide).</p>

Other difficulties

Difficulties	Suggestions
<p>The machine will not turn on.</p>	<p>Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Press and hold down  to turn off the machine and unplug the power cord. Wait for ten minutes, then plug in the power cord and press  to turn on the machine.</p> <p>If the problem is not solved and you are using a power breaker, disconnect it to make sure it is not the problem. Plug the machine's power cord directly into a different known working wall electrical socket. If there is still no power, try a different power cable.</p>
<p>The machine cannot print EPS data that includes binary with the BR-Script3 printer driver.</p>	<p>(Windows®) To print EPS data, do the following:</p> <p>1 For Windows® 7 and Windows Server® 2008 R2: Click the  (Start) button > Devices and Printers. For Windows Vista® and Windows Server® 2008: Click the  (Start) button > Control Panel > Hardware and Sound > Printers. For Windows® XP and Windows Server® 2003: Click the Start button > Printers and Faxes.</p> <p>For Windows® 8 and Windows Server® 2012: Move your mouse to the lower right corner of your desktop. When the menu bar appears, click Settings > Control Panel. In the Hardware and Sound¹ group, click View devices and printers.</p> <p>2 For Windows® 7, Windows® XP, Windows Vista®, Windows Server® 2003, Windows Server® 2008 and Windows Server® 2008R2: Right-click the Brother DCP-XXXX² icon and select Printer properties³ and then select Brother DCP-XXXX BR-Script3.</p> <p>For Windows® 8 and Windows Server® 2012: Right-click the Brother DCP-XXXX Printer icon, select Printer properties, and then select Brother DCP-XXXX BR-Script3.</p> <p>3 From the Device Settings tab, choose TBCP (Tagged binary communication protocol) in Output Protocol.</p> <p>(Macintosh) If your machine is connected to a computer with a USB interface, you cannot print EPS data that includes binary. You can print the EPS data at the machine through a network. For installing the BR-Script3 printer driver through the network, visit the Brother Solutions Center at http://solutions.brother.com/.</p>


¹ For Windows Server® 2012: **Hardware**.

² For Windows® XP, Windows Vista®, Windows Server® 2003 and Windows Server® 2008: **Brother DCP-XXXX BR-Script3**.

³ For Windows® XP, Windows Vista®, Windows Server® 2003 and Windows Server® 2008: **Properties**.

B

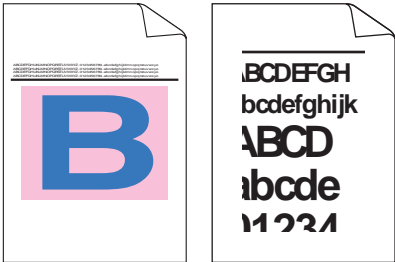
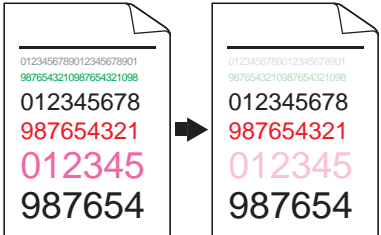
Improving the print quality


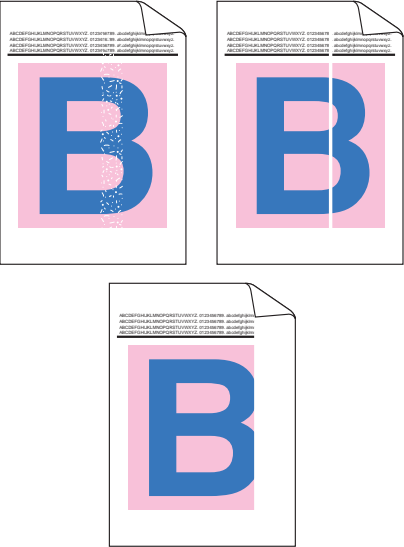
If you have a print quality problem, print a test page first (, All Settings, Printer, Print Options, Test Print). If the printout looks good, the problem is probably not the machine. Check the interface cable connections and try printing a different document. If the printout or test page printed from the machine has a quality problem, check the following steps first. And then, if you still have a print quality problem, check the chart below and follow the recommendations.

NOTE

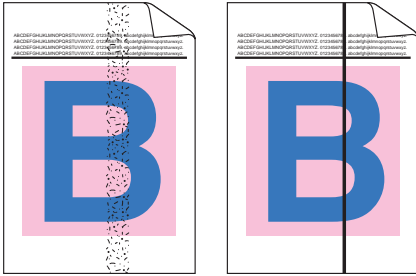
Brother does not recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with toner from other sources.

- 1 To get the best print quality, we suggest using recommended paper. Make sure you use paper that meets our specifications (see *Acceptable paper and other print media* on page 28).
- 2 Check that the drum units and toner cartridges are installed correctly.

Examples of poor print quality	Recommendation
 <p>Printed pages are compressed, horizontal stripes appear, or characters in the top, bottom, left and right margins are cut off</p>	<ul style="list-style-type: none"> ■ Adjust the print margins on your application and reprint the job.
 <p>Coloured letters and thin letters in the original document are unclear in the copy</p>	<ul style="list-style-type: none"> ■ Choose <i>Text</i> or <i>Receipt</i> in the copy quality setting (see <i>Advanced User's Guide: Improving copy quality</i>). ■ Adjust the copy density and contrast (see <i>Advanced User's Guide: Adjusting Density and Contrast</i>).

Examples of poor print quality	Recommendation
 <p data-bbox="152 556 543 614">Colours are light or unclear on the whole page</p>	<ul style="list-style-type: none"> ■ Perform the calibration using the Touchscreen or the printer driver (see <i>Calibration</i> on page 83). ■ Adjust the copy density and contrast if you are copying (see <i>Advanced User's Guide: Adjusting Density and Contrast</i>). ■ Make sure Toner Save mode is off in the Touchscreen or the printer driver. ■ Make sure the media type setting in the driver matches the type of paper you are using (see <i>Acceptable paper and other print media</i> on page 28). ■ Shake all four toner cartridges gently. ■ Wipe the windows of all four LED heads with a <i>dry</i> lint free soft cloth (see <i>Cleaning the LED heads</i> on page 71).
 <p data-bbox="159 1257 536 1315">White streaks or bands down the page</p>	<ul style="list-style-type: none"> ■ Wipe the windows of all four LED heads with a <i>dry</i> lint free soft cloth (see <i>Cleaning the LED heads</i> on page 71). ■ Wipe the scanner glass strip with a <i>dry</i> lint free soft cloth (see <i>Cleaning the scanner glass</i> on page 72). ■ Make sure foreign material such as a torn piece of paper, sticky notes or dust is not inside the machine and around the drum unit and toner cartridge. ■ Clean the drum unit (see <i>Cleaning the drum unit</i> on page 76).

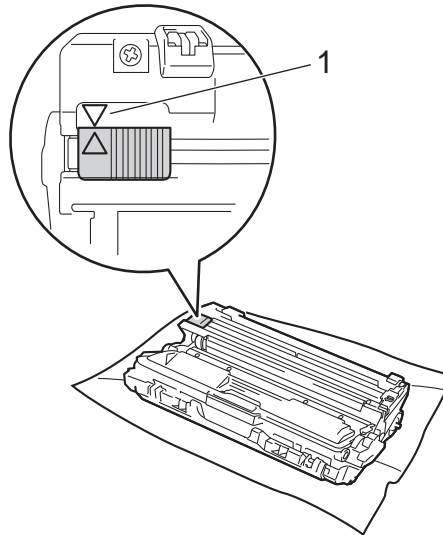
Examples of poor print quality



Coloured streaks or bands down the page

Recommendation

- Wipe the windows of all four LED heads with a *dry* lint free soft cloth (see *Cleaning the LED heads* on page 71).
- Wipe the scanner glass strip with a *dry* lint free soft cloth (see *Cleaning the scanner glass* on page 72).
- Clean all four corona wires (one for each colour) inside the drum unit by sliding the green tab (see *Cleaning the corona wires* on page 73).
- Make sure the green tab of the corona wire is at the home position (▲)(1).

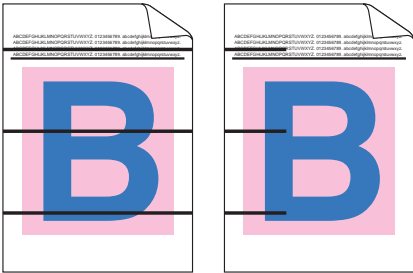

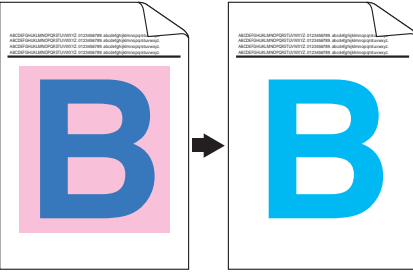


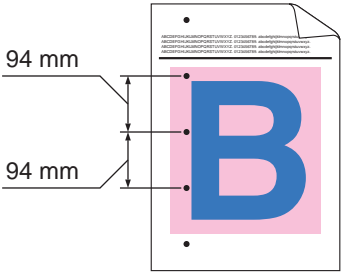
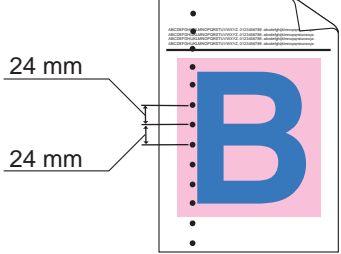

- Replace the toner cartridge that matches the colour of the streak or band (see *Replacing the toner cartridges* on page 48).

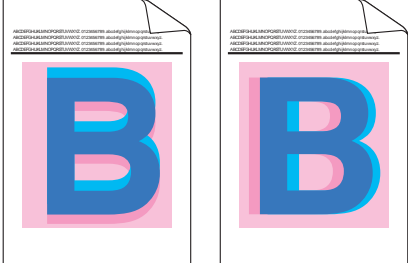
To identify the colour of the toner cartridge, visit us at <http://solutions.brother.com/> to view our FAQs and troubleshooting tips.


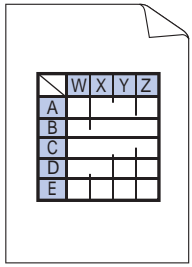
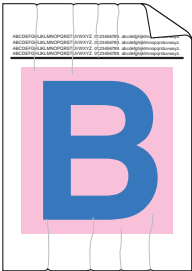
- The drum unit may be damaged. Install a new drum unit (see *Replacing the drum units* on page 55.)

To identify the colour of the drum unit, visit us at <http://solutions.brother.com/> to view our FAQs and troubleshooting tips.

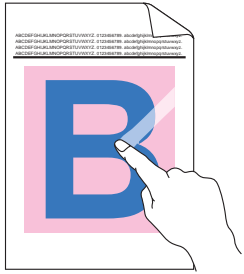
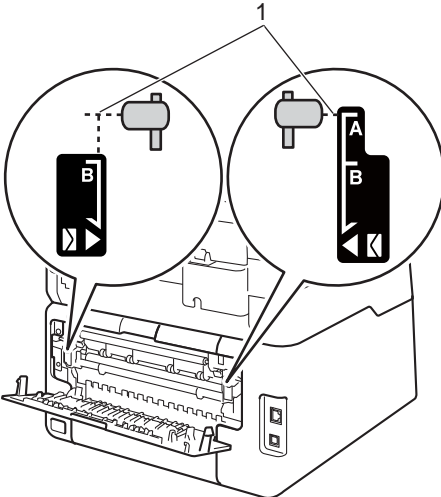
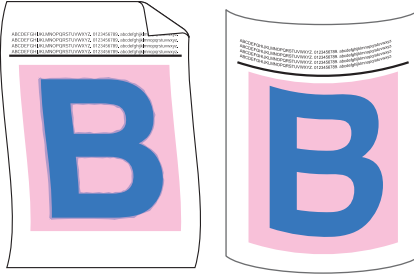
Examples of poor print quality	Recommendation
 <p data-bbox="168 556 525 585">Coloured lines across the page</p>	<ul style="list-style-type: none"> <li data-bbox="580 266 1241 349">■ Identify the colour causing the problem and replace the toner cartridge that matches the colour of the line (see <i>Replacing the toner cartridges</i> on page 48). <p data-bbox="605 365 1175 448">To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.</p> <ul style="list-style-type: none"> <li data-bbox="580 465 1208 523">■ Identify the colour causing the problem and install a new drum unit (see <i>Replacing the drum units</i> on page 55). <p data-bbox="605 537 1142 620">To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.</p>
 <p data-bbox="193 929 500 958">White spots or hollow print</p>	<ul style="list-style-type: none"> <li data-bbox="580 637 1241 720">■ Make sure the media type setting in the driver matches the type of paper you are using (see <i>Acceptable paper and other print media</i> on page 28). <li data-bbox="580 736 1241 852">■ Check the machine's environment. Conditions such as high humidity can cause hollow print (see <i>Product Safety Guide: Choose a safe location for your product</i>). <li data-bbox="580 867 1241 950">■ If the problem is not solved after printing a few pages, foreign material, such as glue from a label, may be stuck on the drum surface (see <i>Cleaning the drum unit</i> on page 76). <li data-bbox="580 966 1208 1023">■ Identify the colour causing the problem and install a new drum unit (see <i>Replacing the drum units</i> on page 55). <p data-bbox="605 1037 1142 1120">To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.</p>
 <p data-bbox="168 1429 525 1483">Blank page or some colours are missing</p>	<ul style="list-style-type: none"> <li data-bbox="580 1139 1208 1222">■ Identify the colour causing the problem and put in a new toner cartridge (see <i>Replacing the toner cartridges</i> on page 48). <p data-bbox="605 1238 1175 1321">To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.</p> <ul style="list-style-type: none"> <li data-bbox="580 1336 1208 1394">■ Identify the colour causing the problem and install a new drum unit (see <i>Replacing the drum units</i> on page 55). <p data-bbox="605 1408 1142 1491">To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.</p>


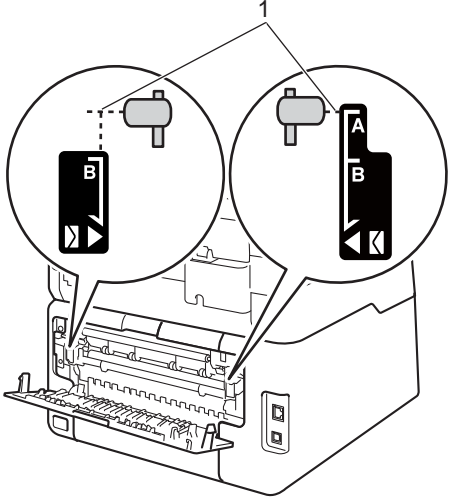
Examples of poor print quality	Recommendation
 <p data-bbox="172 556 462 581">Coloured spots at 94 mm</p>	<ul style="list-style-type: none"> <li data-bbox="550 266 1204 378">■ If the problem is not solved after printing a few blank pages, foreign material, such as glue from a label, may be stuck on the drum surface. Clean the drum unit (see <i>Cleaning the drum unit</i> on page 76). <li data-bbox="550 394 1174 450">■ Identify the colour causing the problem and install a new drum unit (see <i>Replacing the drum units</i> on page 55). <p data-bbox="577 465 1112 548">To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.</p>
 <p data-bbox="172 875 462 900">Coloured spots at 24 mm</p>	<ul style="list-style-type: none"> <li data-bbox="550 604 1174 681">■ Identify the colour causing the problem and put in a new toner cartridge (see <i>Replacing the toner cartridges</i> on page 48). <p data-bbox="577 697 1144 780">To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.</p>
 <p data-bbox="159 1209 476 1234">Toner scatter or toner stain</p>	<ul style="list-style-type: none"> <li data-bbox="550 923 1204 1000">■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. <li data-bbox="550 1016 1174 1093">■ Identify the colour causing the problem and put in a new toner cartridge (see <i>Replacing the toner cartridges</i> on page 48). <p data-bbox="577 1108 1144 1192">To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.</p> <ul style="list-style-type: none"> <li data-bbox="550 1207 1174 1263">■ Identify the colour causing the problem and install a new drum unit (see <i>Replacing the drum units</i> on page 55). <p data-bbox="577 1278 1112 1362">To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.</p>

Examples of poor print quality	Recommendation
<p>The colour of your printouts is not what you expected</p>	<ul style="list-style-type: none"> ■ To improve the colour density, calibrate the colours using first the Touchscreen and then the printer driver (see <i>Calibration</i> on page 83). ■ To adjust the print position of colours for sharper edges, perform an automatic colour registration using the Touchscreen (see <i>Auto Registration</i> on page 84). ■ Adjust the copy density and contrast if you are copying (see <i>Advanced User's Guide: Adjusting Density and Contrast</i>). ■ Make sure Toner Save mode is off in the Touchscreen or the printer driver (see <i>Software User's Guide</i>). ■ If the print quality of the black portion is not what you expected, select the Print Text in Black check box in the printer driver (see <i>Software User's Guide</i>). <p>If the print quality is poor, clear the Improve Grey Colour check box in the printer driver (see <i>Software User's Guide</i>).</p> <ul style="list-style-type: none"> ■ Identify the colour causing the problem and put in a new toner cartridge (see <i>Replacing the toner cartridges</i> on page 48). <p>To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.</p> <ul style="list-style-type: none"> ■ Identify the colour causing the problem and install a new drum unit (see <i>Replacing the drum units</i> on page 55). <p>To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.</p>
<div style="display: flex; justify-content: space-around; align-items: center;">  </div> <p style="text-align: center;">Colour misregistration</p>	<ul style="list-style-type: none"> ■ Make sure the machine is on a solid level surface. ■ Perform the auto colour registration using the Touchscreen (see <i>Auto Registration</i> on page 84). ■ Identify the colour causing the problem and install a new drum unit (see <i>Replacing the drum units</i> on page 55). <p>To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.</p> <ul style="list-style-type: none"> ■ Install a new belt unit (see <i>Replacing the belt unit</i> on page 60).

Examples of poor print quality	Recommendation
 <p data-bbox="153 556 480 614">Uneven density appears periodically across the page</p>	<ul style="list-style-type: none"> <li data-bbox="550 266 1204 324">■ Perform the calibration using the Touchscreen or the printer driver (see <i>Calibration</i> on page 83). <li data-bbox="550 336 1204 394">■ Adjust the copy density and contrast if you are copying (see <i>Advanced User's Guide: Adjusting Density and Contrast</i>). <li data-bbox="550 405 1204 463">■ Clear the Improve Grey Colour check box in the printer driver. (See <i>Software User's Guide</i>.) <li data-bbox="550 475 1204 664">■ Identify the colour causing the problem and put in a new toner cartridge (see <i>Replacing the toner cartridges</i> on page 48). To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. <li data-bbox="550 676 1204 834">■ Identify the colour causing the problem and install a new drum unit (see <i>Replacing the drum units</i> on page 55). To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
 <p data-bbox="153 1136 480 1166">Missing thin lines in images</p>	<ul style="list-style-type: none"> <li data-bbox="550 850 1204 908">■ Make sure Toner Save mode is off in the Touchscreen or the printer driver (see <i>Software User's Guide</i>). <li data-bbox="550 919 875 950">■ Change the print resolution. <li data-bbox="550 962 1204 1051">■ If you use a Windows printer driver, choose Improve Pattern Printing in Print Setting of Basic tab (see <i>Software User's Guide</i>).
 <p data-bbox="271 1464 362 1495">Wrinkle</p>	<ul style="list-style-type: none"> <li data-bbox="550 1174 1056 1205">■ Make sure the back cover is closed correctly. <li data-bbox="550 1217 1204 1275">■ Make sure the two grey levers inside the back cover are in the up position. <li data-bbox="550 1286 1204 1375">■ Make sure the media type setting in the driver matches the type of paper you are using (see <i>Acceptable paper and other print media</i> on page 28).

Examples of poor print quality	Recommendation
<div data-bbox="161 285 550 546"> </div> <p data-bbox="312 562 385 587">Ghost</p>	<ul style="list-style-type: none"> <li data-bbox="581 266 1238 407">■ Check the machine's environment. Conditions such as low humidity and low temperatures may cause this print quality problem (see <i>Product Safety Guide: Choose a safe location for your product</i>). <li data-bbox="581 426 1238 510">■ Make sure the media type setting in the driver matches the type of paper you are using (see <i>Acceptable paper and other print media</i> on page 28). <li data-bbox="581 529 1238 581">■ Make sure the two grey levers inside the back cover are in the up position (1). Pull up the two grey levers until they stop. <div data-bbox="680 606 1123 1103"> </div> <ul style="list-style-type: none"> <li data-bbox="581 1122 1208 1174">■ Identify the colour causing the problem and install a new drum unit (see <i>Replacing the drum units</i> on page 55). To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.



Examples of poor print quality	Recommendation
 <p data-bbox="253 569 391 598">Poor fixing</p>	<ul style="list-style-type: none"> ■ Make sure the two grey levers inside the back cover are in the up position (1). Pull up the two grey levers until they stop.  <ul style="list-style-type: none"> ■ Make sure the media type setting in the driver matches the type of paper you are using (see <i>Acceptable paper and other print media</i> on page 28). ■ Choose Improve Toner Fixing mode in the printer driver (see Software User's Guide). If this selection does not provide enough improvement, change the printer driver setting in Media Type to a thick setting. If you are printing an envelope, choose Env. Thick in the media type setting.
 <p data-bbox="226 1449 404 1477">Curled or wavy</p>	<ul style="list-style-type: none"> ■ Choose Reduce Paper Curl mode in the printer driver (see Software User's Guide). If the problem is not solved, choose Plain Paper in the media type setting. ■ If you are printing an envelope, choose Env. Thin in the Media Type of the printer driver. ■ If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray. ■ Store the paper where it will not be exposed to high temperatures and high humidity. ■ Open the back cover (face-up output tray) to let the printed paper exit onto the face-up output tray.

Examples of poor print quality	Recommendation
 <p data-bbox="244 625 454 658">Envelope Creases</p>	<ul style="list-style-type: none"> ■ Make sure the envelope levers inside the back cover are pulled down to the envelope position when you print envelopes (see <i>Loading paper in the manual feed slot</i> on page 22). <p>NOTE</p> <p>When you have finished printing, open the back cover and reset the two grey levers back to their original positions (1). Pull up the two grey levers until they stop.</p> 

Machine Information



Checking the Serial Number

You can see the machine's Serial Number on the Touchscreen.

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display Machine Info..
- 4 Press Machine Info..
- 5 Press Serial No..
- 6 The Touchscreen will display the machines Serial Number.
- 7 Press .

Checking the Firmware Version

You can see the machine's firmware version on the Touchscreen.

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display Machine Info..
- 4 Press Machine Info..
- 5 Press Firmware Version.
- 6 The Touchscreen will display the machine's firmware version information.
- 7 Press .

Reset functions

The following reset functions are available:

1 Network

You can reset the internal print server back to its default factory settings such as the password and IP address information.

2 All Settings


You can reset all the machine's settings back to the factory default.

Brother strongly recommends you perform this operation when you dispose of the machine.


NOTE

Unplug the interface cable before you choose **Network** or **All Settings**.

How to reset the machine

- 1 Press .
- 2 Press **All Settings**.
- 3 Swipe up or down, or press **▲** or **▼** to display **Initial Setup**.
- 4 Press **Initial Setup**.
- 5 Press **Reset**.
- 6 Press **Network** or **All Settings** to choose the reset function you want.
- 7 Do one of the following;
 - To reset the settings, press **Yes** and go to step 8.
 - To exit without making changes, press **No**.
- 8 You will be asked to reboot the machine. Do one of the following;
 - To reboot the machine press **Yes** for 2 seconds. The machine will begin the reboot.
 - To exit without rebooting the machine, press **No**.

NOTE

- If you do not reboot your machine, the reset will not complete and your settings will remain unchanged.
- You can also reset the Network settings by pressing , **All Settings**, **Network**, **Network Reset**.

C

Settings and features tables

Using the Settings Tables





Your machine's Touchscreen LCD is easy to set up and operate. All you have to do is press the settings and options you want as they are displayed on the screen. We created step-by-step Settings Tables and Features Tables so you can see at-a-glance all the available choices for each setting and feature. You can use these tables to quickly set up your preferred settings in the machine.


Settings Tables

The Settings tables will help you understand the menu selections and options that are found in the machine's programs. The factory settings are shown in Bold with an asterisk.






(Settings)


Level 1	Level 2	Level 3	Options	Descriptions	See Page
 (Date & Time)	Date	—	—	Add the date and time on the Touchscreen.	See ‡.
	Time	—	—		
	Auto Daylight	—	On* Off	Change to Daylight Saving Time automatically.	See ◆.
	Time Zone	—	UTCXXX:XX	Set the time zone for your country.	See ‡.
 (Toner)	See <i>Toner</i> on page 145.			Access the <i>Toner</i> menus.	145
Network	Wired LAN	See <i>Network</i> on page 126.		Access the Wired LAN setting menus.	126
	WLAN	See <i>WLAN</i> on page 128.		Access the WLAN setting menus.	128
 (Volume)	Beep	—	Off Low* Med High	Access the beep volume setting menu.	19
Wi-Fi Direct	See <i>Wi-Fi Direct</i> on page 130.			Access the Wi-Fi Direct™ setting menus.	130
◆ Advanced User's Guide					
‡ Quick Setup Guide					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Tray Setting	Paper Type	—	Thin Plain Paper* Thick Thicker Recycled Paper	Set the type of paper in the paper tray.	27
	Paper Size	—	A4* Letter Legal EXE A5 A5 L A6 Folio	Set the size of paper in the paper tray.	27
All Settings	See <i>All settings</i> on page 123.			Select your default settings.	123
<p>◆ Advanced User's Guide</p> <p>‡ Quick Setup Guide</p>					
 The factory settings are shown in Bold with an asterisk.					




All settings


Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
General Setup	Paper Type	—	—	Thin Plain Paper* Thick Thicker Recycled Paper	Set the type of paper in paper tray.	27
	Paper Size	—	—	A4* Letter Legal EXE A5 A5 L A6 Folio	Set the size of paper in paper tray.	27
	Volume	Beep	—	Off Low* Med High	Adjust the beeper volume.	19
	LCD Settings	Backlight	—	Light* Med Dark	Adjust the brightness of the Touchscreen backlight.	See  .
		Dim Timer	—	Off* 10Secs 20Secs 30Secs	Set how long the Touchscreen backlight stays on for after the last key press.	
	Button Settings	Home Button Settings	—	More* Shortcuts 1 Shortcuts 2 Shortcuts 3	Set the screen that is displayed when you press Home () on the Touchpanel.	13
Ecology	Toner Save	—	On Off*	Increase the page yield of the toner cartridge.	See  .	
	Sleep Time	—	Range varies depending on the model. 3 Mins*	Conserve power.		

 Advanced User's Guide



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
General Setup (continued)	Ecology (continued)	Auto Power Off	—	Off 1hour* 2hours 4hours 8hours	Set the number of hours that the machine will remain in Deep Sleep mode before going into Power Off mode.	See ◆ .
		Security	Function Lock	Set Password	Verify	
	Lock Off⇒On			—		
	Setting Lock		Set Password	Verify:	Stop unauthorized users from changing the machine's settings.	
Lock Off⇒On		—				
Shortcut Settings	(Choose shortcut button.)	Edit Shortcut Name	—	—	Change the shortcut name.	18
		Delete	—	—	Delete the shortcut.	18
◆ Advanced User's Guide						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page	
Printer	Emulation	—	—	Auto* HP LaserJet BR-Script 3	Choose the emulation mode.	See <input type="checkbox"/> .	
	Print Options	Internal Font	HP LaserJet BR-Script 3	—	—		Print a list of the machine's internal fonts.
		Configuration	—	—	—		Print a list of the machine's printer settings.
		Test Print	—	—	—		Print a test page.
	2-sided	—	—	Off* Long Edge Short Edge	Enable or disable 2-sided printing and choose long edge or short edge.		
	Auto Continue	—	—	On* Off	Select this setting if you want the machine to clear paper size errors and to use the paper in the tray.		
	Output Colour	—	—	Auto* Colour Black and White	Choose colour or black & white for printed documents. If you choose Auto , the machine selects a appropriate option for the document (colour or black & white).		
	Reset Printer	—	—	Yes No	Restore the printer settings to the factory settings.		
	Calibration	Calibrate	—	Yes No	Adjust the colour density.	83	
		Reset	—	Yes No	Return the colour calibration to the factory settings.		
Auto Regist.	—	—	Yes No	Adjust the print position of each colour automatically.	84		
Frequency	—	—	Normal* Low Off	Set the interval time of the auto registration and calibration.	84		
<input type="checkbox"/> Software User's Guide							
 The factory settings are shown in Bold with an asterisk.							

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network †	Wired LAN	TCP/IP	BOOT Method	—	Auto* Static RARP BOOTP DHCP	Choose the BOOT method that best suits your needs.
			(IP Boot Tries)		3* [0-32767]	Specify the number of attempts the machine will try to obtain an IP address when the BOOT Method is set to any setting except Static.
			IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
			Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
			Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
			Node Name	—	BRNXXXXXXXXXXXX	Enter the Node name. (Up to 32 characters)
			WINS Configuration	—	Auto* Static	Choose the WINS configuration mode.
WINS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary WINS server.			


† Network User's Guide


♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at <http://solutions.brother.com/>.


● Visit the Brother Solutions Center to download the Web Connect Guide at <http://solutions.brother.com/>.



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	Wired LAN (continued)	TCP/IP (continued)	DNS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary DNS server.
			APIPA	—	On* Off	Automatically allocate the IP address from the link-local address range.
			IPv6	—	On Off*	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.
		Ethernet	—	—	Auto* 100B-FD 100B-HD 10B-FD 10B-HD	Choose the Ethernet link mode.
		Wired Status	—	—	Active 100B-FD Active 100B-HD Active 10B-FD Active 10B-HD Inactive Wired OFF	You can see the current wired status.
		MAC Address	—	—	—	Shows the MAC address of the machine.
		Set to Default	—	—	Yes No	Restore the wired network setting to the factory setting.
		<p>+ Network User's Guide</p> <p>♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.</p> <p>● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.</p>				
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	Wired LAN (continued)	Wired Enable	—	—	On* Off	Enable or Disable the Wired LAN manually.
		WLAN	TCP/IP	BOOT Method	—	Auto* Static RARP BOOTP DHCP
	(IP Boot Tries)			—	3* [00000-32767]	Specify the number of attempts the machine will try to obtain an IP address when the BOOT Method is set to any setting except Static.
	IP Address		—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.	
	Subnet Mask		—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.	
	Gateway		—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.	
	Node Name		—	BRWXXXXXXXXXXXX	Enter the Node name. (Up to 32 characters)	
	WINS Configuration	—	Auto* Static	Choose the WINS configuration mode.		
<p>+ Network User's Guide</p> <ul style="list-style-type: none"> ♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/. ● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/. 						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions	
Network + (continued)	WLAN (continued)	TCP/IP (continued)	WINS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary WINS server.	
			DNS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary DNS server.	
			APIPA	—	On* Off	Automatically allocates the IP address from the link-local address range.	
			IPv6	—	On Off*	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.	
			Setup Wizard	—	—	—	You can configure your internal print server.
			WPS/AOSS	—	—	—	You can easily configure your wireless network settings using the one-button push method.
			<p>+ Network User's Guide</p> <p>♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.</p> <p>● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.</p>				
 The factory settings are shown in Bold with an asterisk.							

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions								
Network + (continued)	WLAN (continued)	WPS w/ PIN Code	—	—	—	—	You can easily configure your wireless network settings using WPS with a PIN code.							
		WLAN Status	Status	—	Active(11b) Active(11g) Active(11n) Wired LAN Active WLAN Off AOSS Active Connection Failed	You can see the current wireless network status.								
							Signal	—	Strong Medium Weak None	You can see the current wireless network signal strength.				
											SSID	—	—	You can see the current SSID.
											Comm. Mode	—	Ad-hoc Infrastructure None	You can see the current Communication Mode.
		MAC Address	—	—	—	Shows the MAC address of the machine.								
		Set to Default	—	—	Yes No	Restore the wireless network settings to factory setting.								
		WLAN Enable	—	—	On Off*	Enable or disable the wireless LAN manually.								
		Wi-Fi Direct ♣	Push Button	—	—	—	You can easily configure your Wi-Fi Direct™ network settings using the one-button push method.							


+ Network User's Guide


♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at <http://solutions.brother.com/>.


● Visit the Brother Solutions Center to download the Web Connect Guide at <http://solutions.brother.com/>.



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions		
Network + (continued)	Wi-Fi Direct ♣ (continued)	PIN Code	—	—	—	—	You can easily configure your Wi-Fi Direct™ network settings using WPS with a PIN code.	
		Manual	—	—	—	—	You can manually configure your Wi-Fi Direct™ network settings.	
		Group Owner	—	—	—	On off*	Set your machine as the Group Owner.	
		Device Information	Device Name	—	—	—	—	You can see the device name of your machine.
			SSID	—	—	—	—	Shows SSID of the Group Owner. When the machine is not connected, the Touchscreen shows Not Connected .
			IP Address	—	—	—	—	You can see the current IP Address of your machine.
		Status Information	Status	—	—	—	G/O Active(**) Client Active Not Connected Off Wired LAN Active ** = the number of devices	You can see the current Wi-Fi Direct™ network status.
			Signal	—	—	—	Strong Medium Weak None	You can see the current Wi-Fi Direct™ network signal strength. When your machine acts as the Group Owner, the Touchscreen always shows Strong .
		<p>+ Network User's Guide</p> <p>♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.</p> <p>● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.</p>						
		 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	Wi-Fi Direct ♣ (continued)	I/F Enable	—	—	On Off*	Enable or Disable the Wi-Fi Direct™ connection.
	Web Connect Settings ●	Proxy Settings	Proxy Connection	—	On Off*	You can change the Web connection settings.
			Address	—	—	
			Port	—	8080*	
			User Name	—	—	
			Password	—	—	
Network Reset	—	—	—	Yes No	Restore all network settings to the factory settings.	
<p>+ Network User's Guide</p> <p>♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://solutions.brother.com/.</p> <p>● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/.</p>						
 The factory settings are shown in Bold with an asterisk.						


Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Print Reports	User Settings	—	—	—	List your settings.	See ◆ .
	Network Configuration	—	—	—	List your Network settings.	
	Drum Dot Print	—	—	—	Print the Drum Dot Check Sheet.	76
	WLAN Report	—	—	—	Print the result of wireless LAN connectivity diagnosis.	See ‡ .
<p>◆ Advanced User's Guide</p> <p>‡ Quick Setup Guide</p>						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 2	Level 2	Options	Descriptions	See Page	
Machine Info.	Serial No.	—	—	—	Check the serial number of your machine.	118	
	Firmware Version	Main Version	—	—	—	Check the firmware version of your machine.	118
		Sub1 Version	—	—			
		Sub2 Version	—	—			
	Page Counter	Total	—	—	Colour Black and White	Check the number of total colour and Black & White pages the machine has printed during its life.	See ◆.
		List	—	—	Colour Black and White		
		Copy	—	—	Colour Black and White		
		Print	—	—	Colour Black and White		
	Parts Life	Drum Black(BK)	—	—	—	Check the remaining life of a machine part.	
		Drum Cyan(C)	—	—	—		
		Drum Magenta(M)	—	—	—		
		Drum Yellow(Y)	—	—	—		
		Belt Unit	—	—	—		
Fuser		—	—	—			
PF kit		—	—	—			

◆ Advanced User's Guide




The factory settings are shown in Bold with an asterisk.


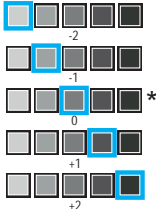
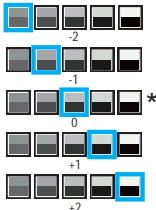
Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Initial Setup	Date & Time	Date	—	—	Put the date and time on the Touchscreen.	See ‡.
		Time	—	—		
		Auto Daylight	—	On* Off	Change to Daylight Saving Time automatically.	See ◆.
		Time Zone	—	UTCXXX:XX	Set the time zone for your country.	See ‡.
	Reset	Network	—	Yes No	Restore all network settings to factory settings.	119
		All Settings	—	Yes No	Restore all the machine settings to the factory settings.	
	Local Language (in Eastern Europe)	—	—	(Choose your language)	Allows you to change the Touchscreen language for your country.	See ‡.
◆ Advanced User's Guide						
‡ Quick Setup Guide						
 The factory settings are shown in Bold with an asterisk.						

Features Tables



Copy

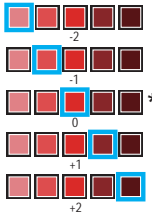
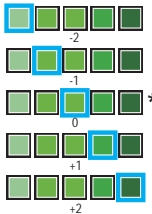
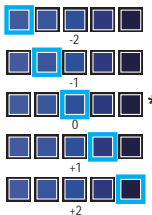

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	See Page
Mono Start	—	—	—	—	Lets you make a monochrome copy.	—
Colour Start	—	—	—	—	Lets you make a colour copy.	
Receipt Normal 2in1 (ID) 2in1 2-sided(1⇒2) Paper Save	—	—	—	—	Choose the desired settings from the preset items.	35
Options	Quality	—	Auto* Text Photo Receipt	—	Choose the Copy resolution for your type of document.	See ◆ .
◆ Advanced User's Guide						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	See Page
Options (continued)	Enlarge/Reduce	—	100%*	—	—	See  .
			Enlarge	200% 141% A5→A4 104% EXE→LTR	Choose an enlargement ratio for the next copy.	
			Reduce	97% LTR→A4 94% A4→LTR 91% Full Page 85% LTR→EXE 83% LGL→A4 78% LGL→LTR 70% A4→A5 50%	Choose a reduction ratio for the next copy.	
			Custom (25-400%)	—	You can choose the enlargement or reduction ratio for the next copy.	
	Density	—		—	Adjust the Density for copies.	
	Contrast	—		—	Adjust the contrast for copies.	
Stack/Sort	—	Stack* Sort	—	Choose to stack or sort multiple copies.		
Page Layout	—	Off(1in1)* 2in1(P) 2in1(L) 2in1(ID) 4in1(P) 4in1(L)	—	Make N in 1 and 2 in 1 ID copies.		

◆ Advanced User's Guide





The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	See Page
Options (continued)	Colour Adjust	Red		—	Adjust the red colour for copies.	See ◆ .
		Green		—	Adjust the green colour for copies.	
		Blue		—	Adjust the blue colour for copies.	
	2-sided Copy	—	Off* 1-sided⇒2-sided Long Edge Flip 1-sided⇒2-sided Short Edge Flip	—	Enable or disable 2-sided printing and choose long edge or short edge.	
	Advanced Settings	—	Off* Remove Background Colour	— Low Medium* High	Change the amount of background colour that is removed.	
	Save as Shortcut	—	—	—	Add the current settings as a shortcut.	
	◆ Advanced User's Guide					
 The factory settings are shown in Bold with an asterisk.						




Scan


Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
to OCR	(PC Select)	Options	See <i>Options (to OCR)</i> on page 141.			See <input type="checkbox"/> .
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to File	(PC Select)	Options	See <i>Options (to File, to Image and to E-mail)</i> on page 142.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to Image	(PC Select)	Options	See <i>Options (to File, to Image and to E-mail)</i> on page 142.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to E-mail	(PC Select)	Options	See <i>Options (to File, to Image and to E-mail)</i> on page 142.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
<input type="checkbox"/> Software User's Guide						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
to FTP	(Profile name)	Options	See <i>Options (to FTP and to Network)</i> on page 143.		Add the current settings as a shortcut.	See <input type="checkbox"/> .
		Save as Shortcut	—	—		
		Start	—	—		
to Network	(Profile name)	Options	See <i>Options (to FTP and to Network)</i> on page 143.		Add the current settings as a shortcut.	
		Save as Shortcut	—	—		
		Start	—	—		
WS Scan (Appears when you install a Web Service Scan, which is displayed in your computer's Network explorer.)	Scan	—	—	—	Scan data using the Web Service protocol.	
	Scan for E-mail	—	—	—		
	Scan for Fax	—	—	—		
	Scan for Print	—	—	—		
<input type="checkbox"/> Software User's Guide						
 The factory settings are shown in Bold with an asterisk.						


Options (to OCR)


Level 1	Level 2	Options	Descriptions	See Page
Options	Set with Touch Panel	Off(Set with Computer)* On	To change settings using the Touchscreen, choose On.	See <input type="checkbox"/> .
	Scan Type	Colour Grey Black and White*	Choose the scan type for your document.	
	Resolution	100 dpi 200 dpi* 300 dpi 600 dpi	Choose the scan resolution for your document.	
	File Type	Text* HTML RTF	Choose the file format for your document	
	Scan Size	A4* Letter Legal	Choose the scan size for your document.	
<input type="checkbox"/> Software User's Guide				
 The factory settings are shown in Bold with an asterisk.				

Options (to File, to Image and to E-mail)



Level 1	Level 2	Options	Descriptions	See Page
Options	Set with Touch Panel	Off (Set with Computer)* On	To change settings using the Touchscreen, choose On.	See <input type="checkbox"/> .
	Scan Type	Colour * Grey Black and White	Choose the scan type for your document.	
	Resolution	100 dpi 200 dpi * 300 dpi 600 dpi	Choose the scan resolution for your document.	
	File Type	(When you select Colour or Grey in Scan Type.) PDF * JPEG (When you select Black and White in Scan Type.) PDF * TIFF	Choose the file format for your document.	
	Scan Size	A4 * Letter Legal	Choose the scan size for your document.	
	Remove Background Colour	Off * Low Medium High	Change the amount of background colour that is removed. This function is not available for Black and White scanning.	
<input type="checkbox"/> Software User's Guide				
 The factory settings are shown in Bold with an asterisk.				

Options (to FTP and to Network)

Level 1	Level 2	Options	Descriptions	See Page
Options	Scan Type	Colour* Grey Black and White	Choose the scan type for your document.	See <input type="checkbox"/> .
	Resolution	(When you select Colour in Scan Type.) 100 dpi 200 dpi* 300 dpi 600 dpi Auto (When you select Grey in Scan Type.) 100 dpi 200 dpi* 300 dpi Auto (When you select Black and White in Scan Type.) 200 dpi* 300 dpi 200x100	Choose the scan resolution and file format for your document.	
<input type="checkbox"/> Software User's Guide				
 The factory settings are shown in Bold with an asterisk.				



Level 1	Level 2	Options	Descriptions	See Page
Options (Continued)	File Type	(When you select Colour or Grey in Scan Type.) PDF* JPEG PDF/A Secure PDF Signed PDF XPS (When you select Black and White in Scan Type.) PDF* PDF/A Secure PDF Signed PDF TIFF	Choose the scan resolution and file format for your document.	See <input type="checkbox"/> .
	Glass Scan Size	A4* Letter	To scan a Letter sized document, you must change the Glass Scan Size setting.	
	File Name	BRNXXXXXXXX* Estimate Report Order sheet Contract sheet Check Receipt <Manual>	Choose preset file names. If you choose <Manual>, you can name the file as you like. "XXXXXXXXXX" is your machine's MAC Address/Ethernet Address.	
	File Size	Small Medium* Large	Choose the file size for colour or greyscale scanning.	
	Remove Background Colour	Off* Low Medium High	Change the amount of background colour that is removed.	
	User Name	—	Enter the user name.	
<input type="checkbox"/> Software User's Guide				
 The factory settings are shown in Bold with an asterisk.				


Toner


Level 1	Level 2	Level 3	Options	Descriptions	See Page
	Toner Life	—	—	View the approximate remaining toner life for each colour.	See ◆ .
	Test Print	—	—	Print the Test Print page.	
	Calibration	Calibrate	Yes No	Adjust the colour density or return the colour calibration to the factory settings.	83
		Reset	Yes No		
Auto Regist.	—	Yes No	Adjust the print position of each colour automatically.	84	
◆ Software User's Guide					
 The factory settings are shown in Bold with an asterisk.					


Wi-Fi Setup
NOTE


After Wi-Fi is set up, you cannot change the settings from your More screen. Change the settings for Wi-Fi in the Settings screen.

Level 1	Level 2	Level 3	Options	Descriptions	See Page
	Setup Wizard	—	—	Configure your internal print server.	See ‡ .
	Setup with PC	—	—	Configure the Wi-Fi settings using a computer.	
	WPS/AOSS	—	—	Easily configure your wireless network settings using the one-button push method.	
	WPS w/ PIN Code	—	—	Easily configure your wireless network settings using WPS with a PIN code.	
‡ Software User's Guide					
 The factory settings are shown in Bold with an asterisk.					

Web (More screen)


Level 1	Level 2	Level 3	Options	Descriptions	See Page
Web	Picasa Web Albums™	—	—	Connect the Brother machine to an Internet service.	See ●.
	Google Drive™	—	—		
	Flickr®	—	—		
	Facebook	—	—		
	Evernote	—	—		
	Dropbox	—	—		
● Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/					
 The factory settings are shown in Bold with an asterisk.					


 **Shortcut**

Level 1	Level 2	Level 3	Options	Descriptions	See Page	
Add Shortcut	Copy	Receipt	See <i>Options</i> on page 136.	Choose the desired settings from the preset items.	15	
		Normal				
		2in1 (ID)				
		2in1				
		2-sided(1→2)				
		Paper Save				
	Scan	to File	PC Select	Scan a black & white or a colour document into your computer.	15	
		to OCR	PC Select	Convert your text document to an editable text file.	15	
		to Image	PC Select	Scan a colour picture into your graphics application.	15	
		to E-mail	PC Select	Scan a black & white or a colour document into your E-mail application.	15	
		to Network	Profile Name	Send scanned data to a CIFS server on your local network or on the Internet.	15	
		to FTP	Profile Name	Send scanned data via FTP.	15	
	Web	Picasa Web Albums™	—	Visit the Brother Solutions Center to download the Web Connect Guide at http://solutions.brother.com/ .	16	
		Google Drive™	—			
		Flickr®	—			
		Facebook	—			
		Evernote	—			
		Dropbox	—			
	 The factory settings are shown in Bold with an asterisk.					

Entering text

When you need to enter text into the machine the keyboard will appear on the Touchscreen.

Press  to cycle between letters, numbers and special characters.


Press  to cycle between upper and lower case letters.




Inserting spaces

To enter a space, press `Space` or `►`.

Making corrections

If you entered an incorrect character and want to change it, use the arrow buttons to move the cursor under the incorrect character. Press , and then enter the correct character. You can also insert letters by moving the cursor and entering a character.

If the screen does not show `◀`, press  repeatedly until you have erased the incorrect character. Enter the correct characters.

NOTE

- The characters available may differ depending on your country.
 - The keyboard layout may differ depending on the function you are setting.
-

D

Specifications

General

Model	DCP-9020CDW	
Printer Type	LED	
Print Method	Electrophotographic LED Printer	
Memory Capacity	192 MB	
LCD (liquid crystal display)	3.7 in. (93.4 mm) TFT Colour Touchscreen LCD ¹ and Touchpanel	
Power Source	220 - 240 V AC 50/60 Hz	
Power Consumption ² (Average)	Peak	Approx. 1200 W
	Printing	Approx. 365 W at 25 °C
	Copying	Approx. 380 W at 25 °C
	Ready	Approx. 70 W at 25 °C
	Sleep	Approx. 7.0 W
	Deep Sleep	Approx. 1.4 W
	Power Off ^{3 4}	Approx. 0.05 W
Dimensions		
Weights (with consumables)	23.2 kg	

¹ Measured diagonally.

² USB connections to computer.

³ Measured according to IEC 62301 Edition 2.0.

⁴ Power consumption varies slightly depending on the usage environment or part wear.

Model			DCP-9020CDW
Noise Level	Sound Pressure	Printing	LPAM = 53.0 dB (A)
		Ready	LPAM = 33 dB (A)
	Sound Power	Copying ^{1 2} (Colour)	LWAd = 6.42 B (A)
		Copying ^{1 2} (Monochrome)	LWAd = 6.41 B (A)
		Ready ^{1 2}	LWAd = 4.38 B (A)
Temperature		Operating	10 to 32.5 °C
		Storage	0 to 40 °C
Humidity		Operating	20 to 80% (without condensation)
		Storage	10 to 90% (without condensation)
ADF (automatic document feeder)			Up to 35 pages For best results we recommend: Temperature: 20 to 30 °C Humidity: 50% to 70% Paper: 80 g/m ²

¹ Measured in accordance with the method described in RAL-UZ122.

² Office equipment with LWAd>6.30 B (A) is not suitable for use in rooms where people require high levels of concentration. Such equipment should be placed in separate rooms because of noise emissions.

Document Size

Model		DCP-9020CDW
Document Size	ADF Width	147.3 to 215.9 mm
	ADF Length	147.3 to 355.6 mm
	Scanner Glass Width	Max. 215.9 mm
	Scanner Glass Length	Max. 300.0 mm

Print media

Model		DCP-9020CDW	
Paper Input	Paper Tray	Paper Type	Plain Paper, Thin Paper, Recycled Paper
		Paper Size	A4, Letter, B5 (JIS), A5, A5 (Long Edge), A6, Executive, Legal, Folio
		Paper Weight	60 to 105 g/m ²
		Maximum Paper Capacity	Up to 250 sheets of 80 g/m ² Plain Paper
	Manual Feed Slot	Paper Type	Plain Paper, Thin Paper, Thick Paper, Thicker Paper, Recycled Paper, Bond Paper, Label, Envelope, Env.Thin, Env.Thick, Glossy Paper
		Paper Size	Width: 76.2 to 215.9 mm Length: 116.0 to 355.6 mm
		Paper Weight	60 to 163 g/m ²
		Maximum Paper Capacity	One sheet at a time
Paper Output ¹	Face-Down Output Tray	Up to 100 sheets of 80 g/m ² Plain paper (face-down delivery to the face-down output paper tray)	
	Face-Up Output Tray	One sheet (face-up delivery to the face-up output tray)	
2-sided	Automatic 2-sided Printing	Paper Type	Plain Paper, Thin Paper, Recycled Paper
		Paper Size	A4
		Paper Weight	60 to 105 g/m ²

¹ For labels, we recommend removing printed pages from the output paper tray immediately after they exit the machine to avoid the possibility of smudging.

Copy

Model		DCP-9020CDW
Copy Width		Max. 210 mm
Multiple Copies		Stacks or Sorts up to 99 pages
Reduce/Enlarge		25% to 400% (in increments of 1%)
Resolution		Up to 600 × 600 dpi
First Copy Out Time ¹	Monochrome	Less than 19 seconds at 23 °C / 230 V
	Colour	Less than 22 seconds at 23 °C / 230 V

¹ From Ready mode and standard tray

Scanner

Model		DCP-9020CDW
Colour / Mono		Yes / Yes
TWAIN Compliant		Yes (Windows® XP/ Windows Vista® / Windows® 7 / Windows® 8 Mac OS X v10.6.8 / 10.7.x / 10.8.x ¹)
WIA Compliant		Yes (Windows® XP / Windows Vista® / Windows® 7 / Windows® 8)
ICA Compliant		Yes (Mac OS X v10.6.8 / 10.7.x / 10.8.x)
Colour Depth	Colour	48 bit colour processing (Input) 24 bit colour processing (Output)
	Greyscale	16 bit colour processing (Input) 8 bit colour processing (Output)
Resolution		Up to 19200 × 19200 dpi (interpolated) ² Up to 1200 × 2400 dpi (optical) ² (from Scanner Glass) Up to 1200 × 600 dpi (optical) ² (from ADF)
Scanning Width		Max. 210 mm

¹ For the latest driver updates for the version of OS X you are using, visit us at <http://solutions.brother.com/>.

² Maximum 1200 × 1200 dpi scanning with the WIA driver in Windows® XP, Windows Vista®, Windows® 7 and Windows® 8 (resolution up to 19200 × 19200 dpi can be selected by using the scanner utility)

Printer

Model		DCP-9020CDW
Automatic 2-sided Print		Yes
Emulations		PCL6, BR-Script3 (PostScript® 3™)
Resolution		600 dpi × 600 dpi, 2400 dpi (600 dpi × 2400 dpi) quality
Print Speed (2-sided)	Monochrome	Up to 7 sides/minute (Up to 3.5 sheets/minute) (A4 size) ¹
	Colour	Up to 7 sides/minute (Up to 3.5 sheets/minute) (A4 size) ¹
Print Speed	Monochrome	Up to 18 pages/minute (A4 size) ¹
	Colour	Up to 18 pages/minute (A4 size) ¹
First Print Time ²	Monochrome	Less than 16 seconds at 23 °C / 230 V
	Colour	Less than 16 seconds at 23 °C / 230 V

¹ The print speed may vary depending on the type of document you print.

² From Ready mode and the standard tray

Interfaces

Model	DCP-9020CDW
USB	Hi-Speed USB 2.0 ^{1 2} It is recommended you use a USB 2.0 cable (Type A/B) that is no more than 2.0 metres long.
Ethernet ³	10BASE-T / 100BASE-TX Use a straight-through Category 5 (or greater) twisted-pair cable.
Wireless LAN ³	IEEE 802.11b/g/n (Infrastructure mode/Ad-hoc mode) IEEE 802.11g/n (Wi-Fi Direct™)

¹ Your machine has a Hi-Speed USB 2.0 interface. The machine can also be connected to a computer that has a USB 1.1 interface.

² Third party USB ports are not supported.

³ For detailed network specifications, see *Network* on page 157 and *Network User's Guide*.

Network

NOTE

For more information about the Network specifications, see Network User's Guide.

Model		DCP-9020CDW
LAN		You can connect your machine to a network for Network Printing, Network Scanning and Remote Setup ¹ . Also included is Brother BRAdmin Light ^{2 3} Network Management software.
Protocols	IPv4	ARP, RARP, BOOTP, DHCP, APIPA(Auto IP), WINS/NetBIOS name resolution, DNS Resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, POP3, SMTP Client, IPP/IPPS, FTP Client and Server, CIFS Client, TELNET Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, ICMP, Web Services (Print/Scan), SNTP Client
	IPv6	NDP, RA, DNS resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, IPP/IPPS, FTP Client and Server, CIFS Client, TELNET Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, SMTP Client, ICMPv6, SNTP Client, Web Service
Security Protocols	Wired	APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP), SNMP v3, 802.1x (EAP-MD5, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos
	Wireless	APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP), SNMP v3, 802.1x (LEAP, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos
Wireless Network Security		WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)
Wireless Network Setup Support Utility	AOSS™	Yes
	WPS	Yes

¹ See *Computer requirements* on page 158.

² (For Windows® users) Brother BRAdmin Light is available on the CD-ROM provided with the machine.
(For Macintosh users) Brother BRAdmin Light is available as a download from <http://solutions.brother.com/>.

³ (For Windows® users) If you require more advanced machine management, use the latest Brother BRAdmin Professional utility version that is available as a download from <http://solutions.brother.com/>.

Computer requirements

Computer Platform & Operating System Version		PC Interface			Processor	Hard Disk Space to install	
		USB ²	10/100Base-TX (Ethernet)	Wireless 802.11b/g/n		For Drivers	For Applications
Windows® Operating System	Windows® XP Home ^{1 3} Windows® XP Professional ^{1 3}	Printing Scanning			32bit (x86) or 64bit (x64) processor	150 MB	310 MB
	Windows® XP Professional x64 Edition ^{1 3}				64bit (x64) processor		
	Windows Vista® ^{1 3}				32bit (x86) or 64bit (x64) processor	500 MB	500 MB
	Windows® 7 ^{1 3}					650 MB	1.2 GB
	Windows® 8 ^{1 3}						
	Windows Server® 2003	N/A	Printing		32bit (x86) or 64bit (x64) processor	50 MB	N/A
	Windows Server® 2003 x64 Edition				64bit (x64) processor		
	Windows Server® 2008				32bit (x86) or 64bit (x64) processor		
	Windows Server® 2008 R2				64bit (x64) processor		
	Windows Server® 2012						
Macintosh Operating System	Mac OS X v10.6.8 OS X v10.7.x OS X v10.8.x	Printing Scanning			Intel® Processor	80 MB	400 MB

¹ For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables enhancing up to 19200 x 19200 dpi.

² Third party USB ports are not supported.

³ Nuance™ PaperPort™ 12SE supports Windows® XP Home (SP3 or greater), Windows® XP Professional (SP3 or greater), Windows® XP Professional x64 Edition (SP2 or greater), Windows Vista® (SP2 or greater), Windows® 7 and Windows® 8.

For the latest driver updates, visit <http://solutions.brother.com/>.

All trademarks, brand and product names are the property of their respective companies.

Consumable items

Model		DCP-9020CDW		Model Name
Toner Cartridge	Inbox	Black	Approx. 1,000 pages A4 or Letter page ¹	—
		Cyan Magenta Yellow	Approx. 1,000 pages A4 or Letter page ¹	—
		Standard	Black	Approx. 2,500 pages A4 or Letter page ¹
	Standard	Cyan Magenta Yellow	Approx. 1,400 pages A4 or Letter page ¹	TN-241C TN-241M TN-241Y
		High Yield	Black	—
	High Yield		Cyan Magenta Yellow	Approx. 2,200 pages A4 or Letter page ¹
Drum Unit		Approx. 15,000 pages A4 or Letter page (1 page / job) ²	DR-241CL ³ DR-241CL-BK ⁴ DR-241CL-CMY ⁵	
Belt Unit		Approx. 50,000 pages A4 or Letter page ⁶	BU-220CL	
Waste Toner Box		Approx. 50,000 pages A4 or Letter page ⁶	WT-220CL	

¹ Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

² Drum life is approximate and may vary by type of use.

³ Contains 4 pc. Drum Set.

⁴ Contains 1 pc. Black Drum Unit.

⁵ Contains 1 pc. Colour Drum Unit.

⁶ Approx. yield is based on A4 or Letter single-sided pages.

E

Index

A	
ADF (automatic document feeder) using	33
Apple Macintosh See Software User's Guide.	
B	
Back key	9
Belt unit replacing	60
C	
Cancel key	9
Cleaning corona wires	73
drum unit	76
LED head	71
scanner	72
Consumable items	43, 44, 45
Control panel overview	8
ControlCenter2 (for Macintosh) See Software User's Guide.	
ControlCenter4 (for Windows®) See Software User's Guide.	
D	
Dimensions	149
Document how to load	33, 34
Drum unit cleaning	73, 76
Drum units replacing	54
E	
Envelopes	24, 28, 29, 31
Error messages on touchscreen	86
No Paper	88
Out of Memory	89
Print Unable XX	89
Scan Unable XX	90
F	
Folio	27, 29
G	
Greyscale	154
H	
HELP Settings Tables	121
touchscreen messages	120
Home key	9
L	
Labels	22, 28, 29, 32
M	
Machine information firmware version	118
how to reset the machine	119
reset functions	119
serial number	118
Macintosh See Software User's Guide.	
Maintenance, routine	69
replacing belt unit	60
drum units	54
toner cartridges	47
waste toner box	64
Memory	149
Mode, entering copy	35

N

- Network
 - printing
 - See Network User's Guide.
 - scanning
 - See Software User's Guide.
- Network connectivity 156
- Nuance™ PaperPort™ 12SE
 - See Software User's Guide and Help in the PaperPort™ 12SE application to access How-to-Guides.

O

- Out of Memory message 89

P

- Paper 28
 - how to load 20
 - in manual feed slot 22
 - in paper tray 20
 - recommended 28, 29
 - size 27, 28
 - tray capacity 29
 - type 27, 28
- Presto! PageManager
 - See Software User's Guide. See also Help in the Presto! PageManager application.
- Print
 - difficulties 103
 - document from your computer 37
 - drivers 155
 - quality 108
 - resolution 155
 - specifications 155
- Printing
 - See Software User's Guide.
- Programming your machine 120

Q

- Quality
 - printing 108

R

- Remote setup
 - See Software User's Guide.
- Replacing
 - belt unit 60
 - drum units 54
 - toner cartridges 47
 - waste toner box 64
- Resolution
 - copy 153
 - print 155
 - scan 154

S

- Scan a document to a computer 38
- Scanner glass
 - using 34
- Scanning
 - See Software User's Guide.
- Serial number
 - how to find See inside top cover
- Settings Tables 121

T

- Text, entering 148
- Toner cartridges
 - replacing 47
- Touchscreen LCD (liquid crystal display) 8, 120
- Troubleshooting 103
 - document jam 92, 93
 - error messages on touchscreen 86
 - if you are having difficulty
 - copy quality 105
 - network 106
 - paper handling 104
 - print quality 108
 - printing 103
 - scanning 105
 - software 105
 - maintenance messages on
 - touchscreen 86
 - paper jam 94, 95, 96, 98, 101

V

Volume, setting	
beeper	19

W

Waste toner box	
replacing	64
Weights	149
Wi-Fi Direct™	5
Windows®	
See Software User's Guide.	
Wireless Network	
See Quick Setup Guide and Network User's Guide.	

brother®

Visit us on the World Wide Web
<http://www.brother.com/>

This machines is approved for use in the country of purchase only. Local Brother companies or their dealers will only support machines purchased in their own countries.



www.brotherearth.com

Free Manuals Download Website

<http://myh66.com>

<http://usermanuals.us>

<http://www.somanuals.com>

<http://www.4manuals.cc>

<http://www.manual-lib.com>

<http://www.404manual.com>

<http://www.luxmanual.com>

<http://aubethermostatmanual.com>

Golf course search by state

<http://golfingnear.com>

Email search by domain

<http://emailbydomain.com>

Auto manuals search

<http://auto.somanuals.com>

TV manuals search

<http://tv.somanuals.com>