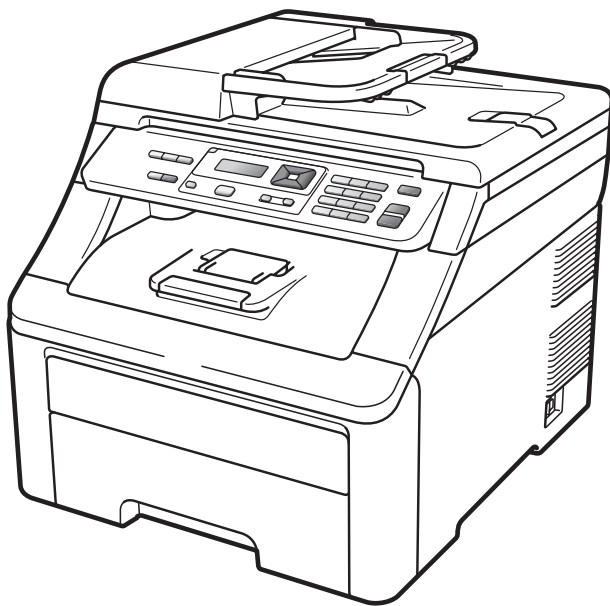


USER'S GUIDE



DCP-9010CN

If you need to call Customer Service

Please complete the following information for future reference:

Model Number: DCP-9010CN

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 on-line at

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

By registering your product with Brother, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt; and
- may support an insurance claim by you in the event of product loss covered by insurance.

Compilation and Publication Notice

Under the supervision of Brother Industries Ltd., this manual has been compiled and published, covering the latest product descriptions and specifications.

The contents of this manual and the specifications of this product are subject to change without notice.

Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publication.

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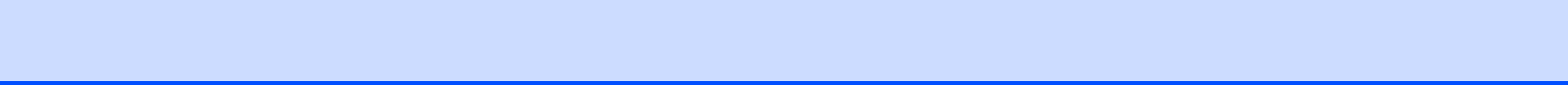
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General

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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.

| | |
|----------------|--|
| Bold | Bold style identifies keys on the machine control panel or computer screen. |
| <i>Italics</i> | Italicized style emphasizes an important point or refers you to a related topic. |
| Courier New | Courier New font identifies the messages shown on the LCD of the machine. |

WARNING

Warnings tell you what to do to prevent possible personal injury.

CAUTION

Cautions specify procedures you must follow or avoid to prevent possible minor injuries.

IMPORTANT

IMPORTANT describes procedures you must follow or avoid to prevent possible machine problems or damage to other objects.



Electrical Hazard icons alert you to a possible electrical shock.



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



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.

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

This User's Guide does not contain all the information about the machine such as how to use the advanced features of Printer, Scanner, and Network. When you are ready to learn detailed information about these operations, read the **Software User's Guide** and **Network User's Guide**.

Viewing documentation

Viewing documentation (Windows®)

To view the documentation, from the **Start** menu, point to **Brother, DCP-XXXX** (where XXXX is your model name) from the program group, and then click **User's Guides in HTML format**.

If you have not installed the software, you can find the documentation by following the instructions below:

- 1 Turn on your PC.
Insert the Brother CD-ROM labelled Windows® into your CD-ROM drive.
- 2 If the language selection screen appears, click your language.

- 3 If the model name screen appears, click your model name. The CD-ROM main menu will appear.



If this window does not appear, use Windows® Explorer to find and run the start.exe program from the root directory of the Brother CD-ROM.

- 4 Click **Documentation**.
- 5 Click the documentation you want to read:
 - HTML documents (3 manuals):
User's Guide for stand-alone operations, **Software User's Guide** and **Network User's Guide** in HTML format.

This format is recommended for viewing on your computer.
 - PDF documents (4 manuals):
User's Guide for stand-alone operations, **Software User's Guide**, **Network User's Guide** and **Quick Setup Guide**.

This format is recommended for printing the manuals. Click to go to the Brother Solutions Center, where you can view or download the PDF documents. (Internet access and PDF Reader software are required.)

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 a document using the TWAIN driver in Chapter 2
- Scanning a document using the WIA driver (Windows® XP/Windows Vista®) in Chapter 2
- Using ControlCenter3 in Chapter 3
- Network Scanning in Chapter 12

ScanSoft™ PaperPort™ 11SE with OCR How-to-Guides:

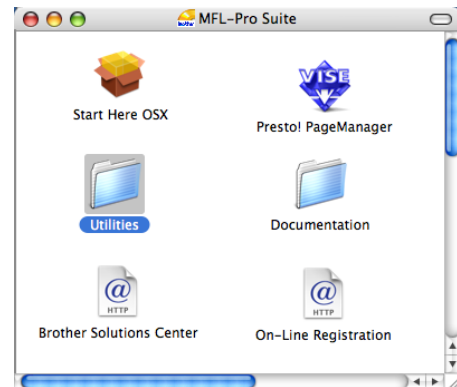
- The complete ScanSoft™ PaperPort™ 11SE with OCR How-to-Guides can be viewed from the Help selection in the ScanSoft™ PaperPort™ 11SE application.

How to find Network setup instructions

Your machine can be connected to a wired network. You can find basic setup instructions in the Quick Setup Guide. For more information about network setup please see the Network User's Guide.

Viewing documentation (Macintosh)

- 1 Turn on your Macintosh. Insert the Brother CD-ROM labelled Macintosh into your CD-ROM drive.
- 2 The following window will appear.



- 3 Double-click the **Documentation** icon.
- 4 Double-click your language folder.
- 5 Double-click **top.html** to view the **User's Guide, Software User's Guide** and **Network User's Guide** in HTML format.
- 6 Click the documentation you want to read.
 - **User's Guide**
 - **Software User's Guide**
 - **Network User's Guide**



Note

The documents are also available in PDF format (4 manuals): **User's Guide** for stand-alone operations, **Software User's Guide**, **Network User's Guide** and **Quick Setup Guide**. The PDF format is recommended for printing the manuals.

Double-click **Brother Solutions Center** icon to go to the Brother Solutions Center, where you can view or download the PDF documents. (Internet access and PDF Reader software are required.)

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 in Chapter 8
- Using ControlCenter2 in Chapter 9
- Network Scanning in Chapter 12

Presto! PageManager User's Guide:

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

How to find Network setup instructions

Your machine can be connected to a wired network. You can find basic setup instructions in the Quick Setup Guide. For more information about network setup please see the Network User's Guide.

Accessing Brother Support (For Windows®)

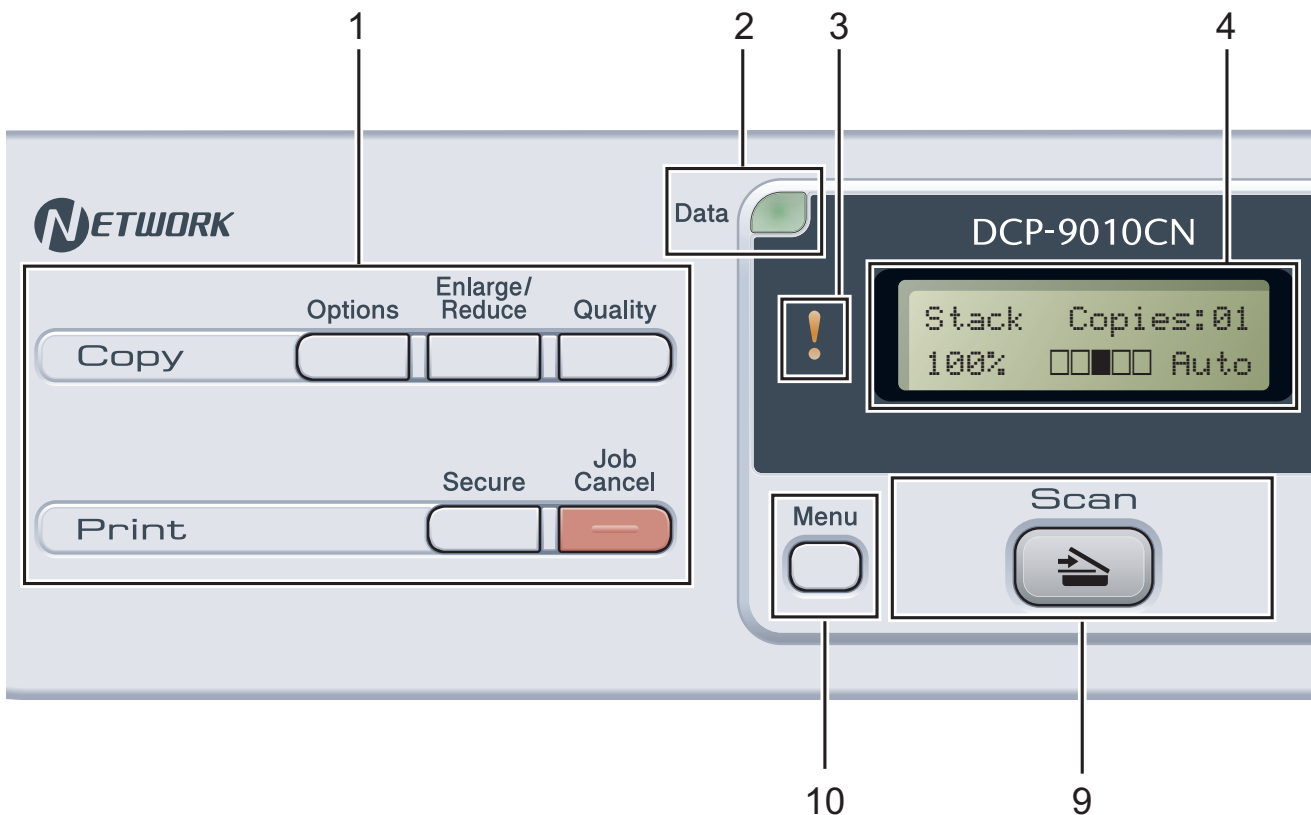
You can find all the contacts you will need, such as Web support (Brother Solutions Center) and on the Brother CD-ROM.

- Click **Brother Support** on the main menu. The following screen will appear:



- 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 return to the main page, click **Back** or if you have finished, click **Exit**.

Control panel overview



1 Copy and Print keys:

Copy keys:

Options

You can quickly and easily choose temporary settings for copying.

Enlarge/Reduce

Reduces or enlarges copies.

Quality

Lets you change the quality for the next copy.

Print keys:

Secure

You can print data saved in the memory when you enter your four-digit password. (For details about using the Secure key, see the *Software User's Guide* on the CD-ROM.)

Job Cancel

Cancels a programmed print job and clears it from the machine's memory. To cancel multiple print jobs, hold down this key until the LCD shows `Job Cancel (All)`.

2 Data LED

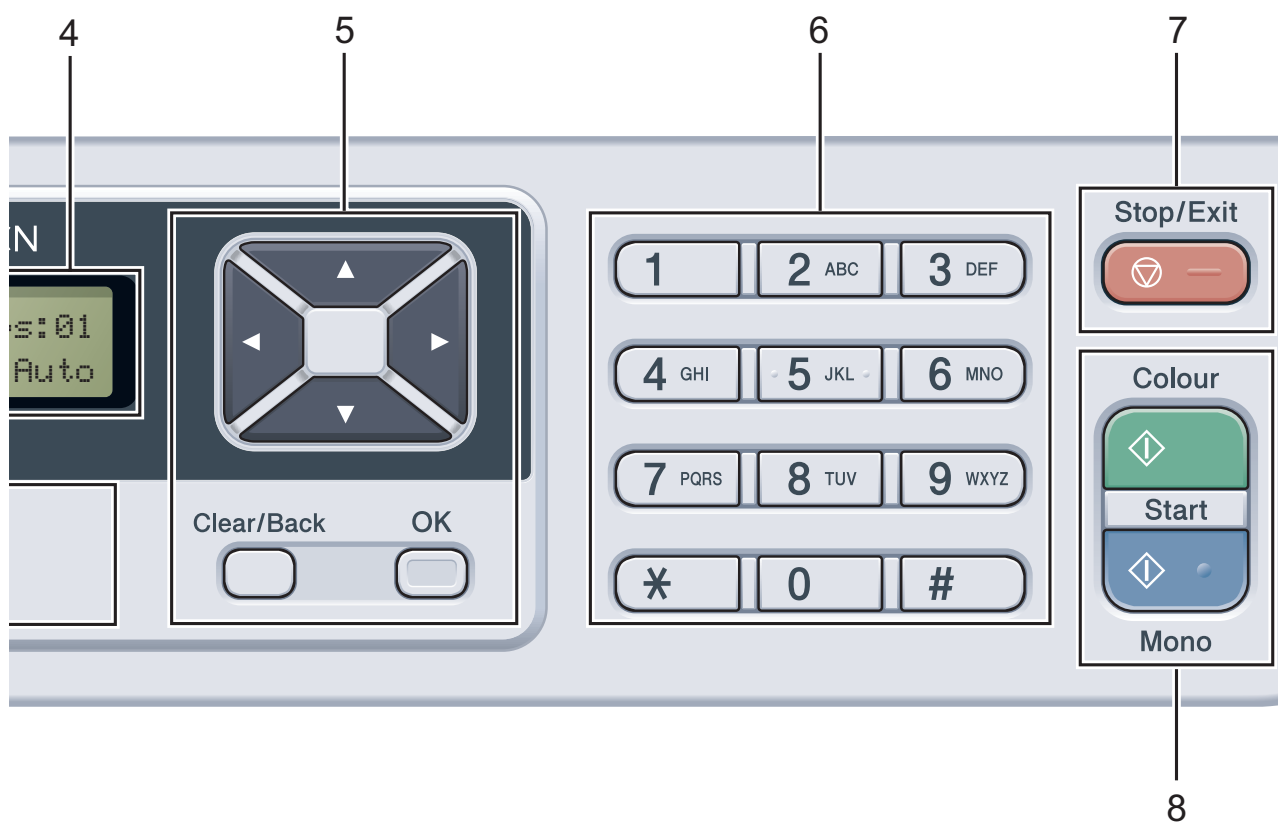
The LED will flash depending on the machine status.

3 Error LED

Blinks in orange when the LCD displays an error or an important status message.

4 LCD

Displays messages to help you set up and use your machine.

**5 Clear/Back**

Deletes entered data or lets you cancel the current setting.

OK

Lets you store your settings in the machine.

Selection keys:

◀ or ▶

Press to scroll backwards or forwards through menu selections.

▲ or ▼

Press to scroll through the menus and options.

6 Numeric keys

Use these keys to enter text.

7 Stop/Exit

Stops an operation or exits from a menu.

8 Start:**Colour**

Lets you start making copies in full colour.

Mono

Lets you start making copies in black and white.

9 Scan**Scan**

Puts the machine in Scan mode.

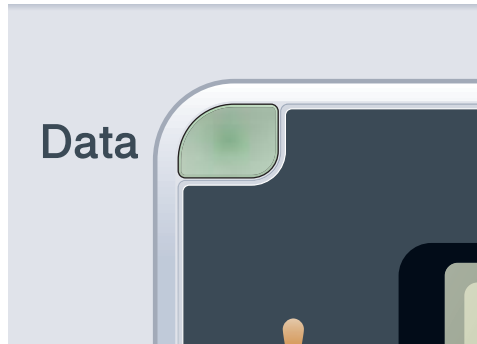
(For details about scanning, see the *Software User's Guide* on the CD-ROM.)



10 Menu

Lets you access the Menu to program your settings in this machine.

Data LED indications

The **Data** LED (light emitting diode) will flash depending on the machine's status.



| LED | Machine Status | Description |
|--|--------------------------|--|
| ○ | Ready Mode | The machine is ready to print, in sleep mode, there is no print data, or the power switch is off. |
|  Green (blinking) | Receiving Data | The machine is either receiving data from the computer, processing data in memory, or printing data. |
|  Green | Data Remaining in Memory | Print data remains in the machine memory. |

2

Loading paper and documents

Loading paper and print media

The machine can feed paper from the standard paper tray.

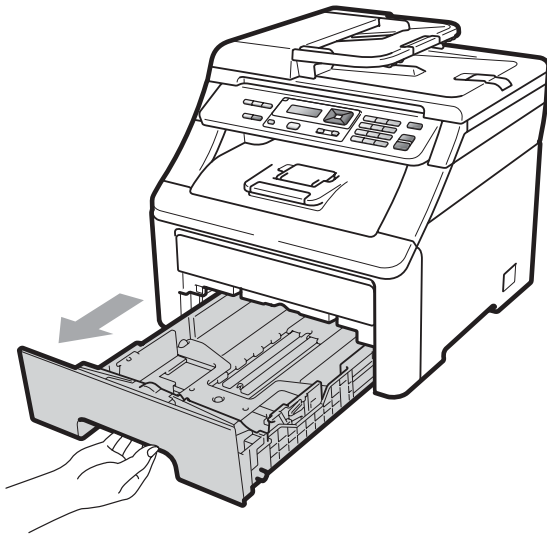
When you put paper into the paper tray, note the following:

- 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 using the control panel buttons.

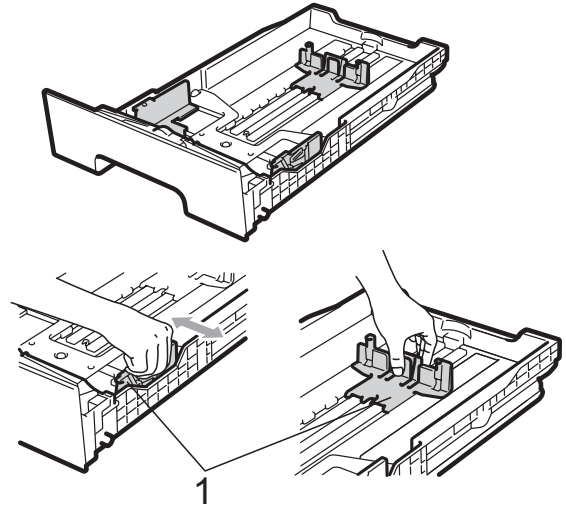
Loading paper in the standard paper tray

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

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

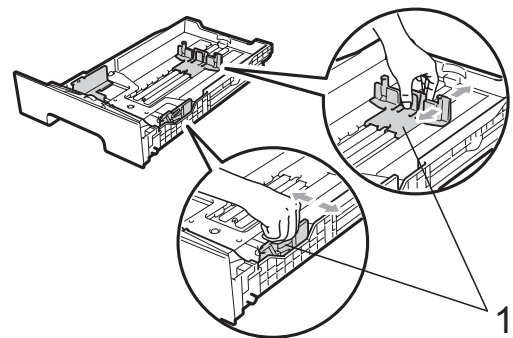


- 2 While pressing the green paper-guide release lever (1), slide the paper guides to fit the paper size you are loading in the tray. Make sure that the guides are firmly in the slots.

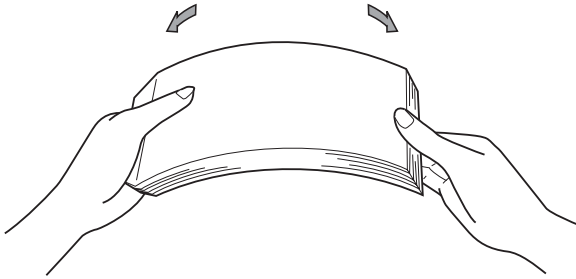


Note

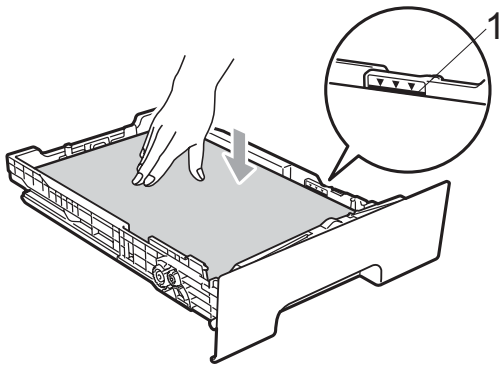
For Legal and Folio size paper, press the release button (1) in the bottom of the paper tray and then pull out the back of the paper tray. (Legal or Folio size paper is not available in some regions.)



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



- 4 Put paper in the tray, and make sure that the paper is below the maximum paper mark (1). The side to be printed on must be face down.

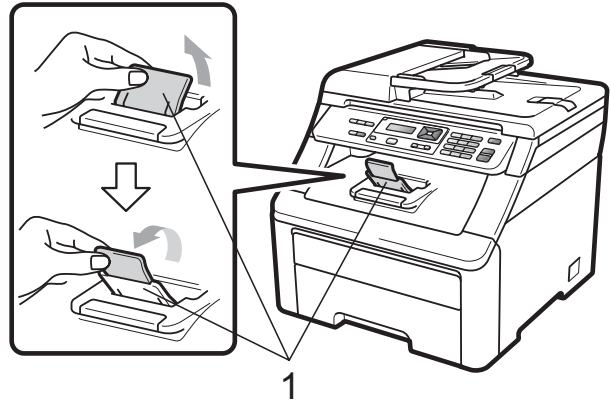


! IMPORTANT

Make sure the paper guides touch the sides of the paper so it will feed correctly. If you do not do this, it may cause damage to your machine.

- 5 Put the paper tray firmly back in the machine. Make sure that it 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 or thicker paper.

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

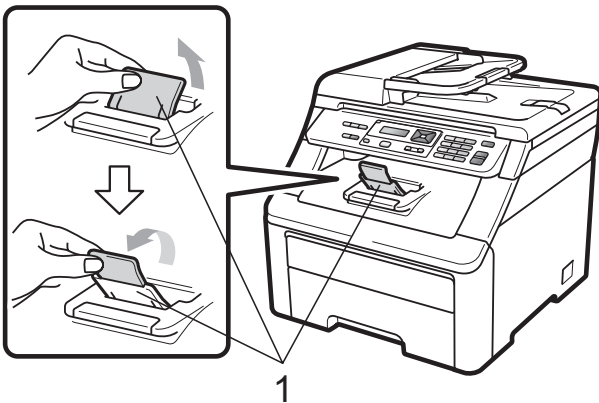
Before loading, press the corners and sides of the envelopes to make them as flat as possible.



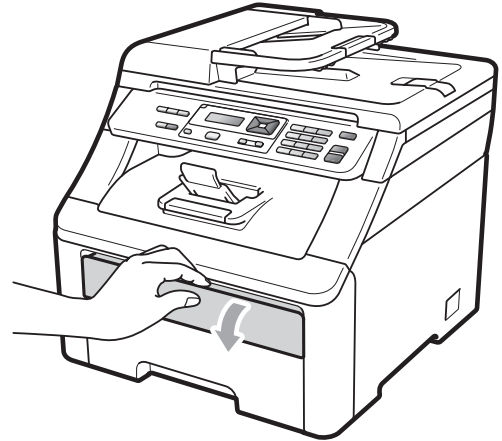
Note

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

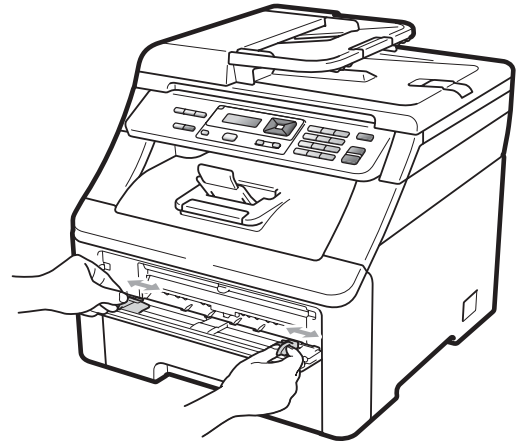
- 1 Lift up the support flap (1) to prevent paper from sliding off the face-down output tray or remove each page as soon as it comes out of the machine.



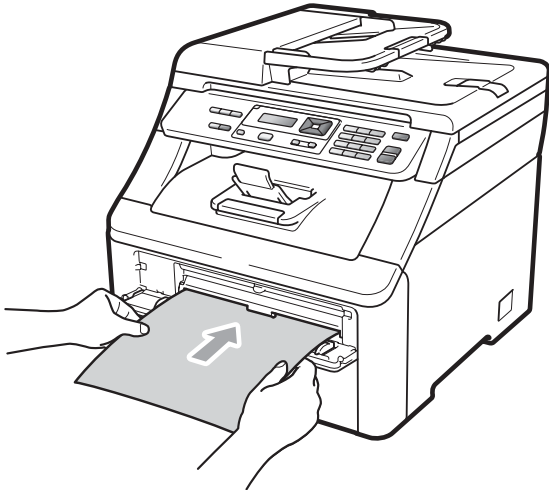
- 2 Open the manual feed slot cover.



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



- Using both hands, put one piece of paper in the manual feed slot with the print side face up until the front edge of the paper touches the paper feed roller. Wait until the machine automatically feeds the paper. When you feel the machine pull in the paper, let go.



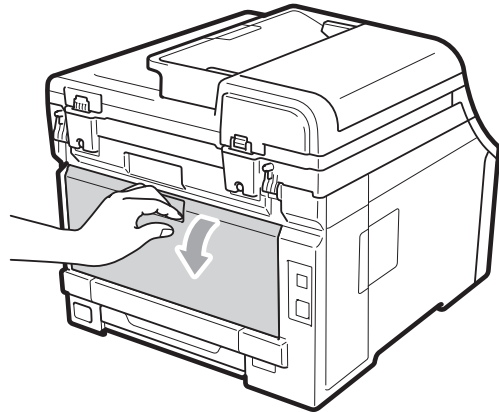
Printing on thick paper, labels, envelopes or small paper

When the back 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 when you want to print on thick paper, labels, envelopes or paper that is smaller than 105 × 148 mm (or A6 size).

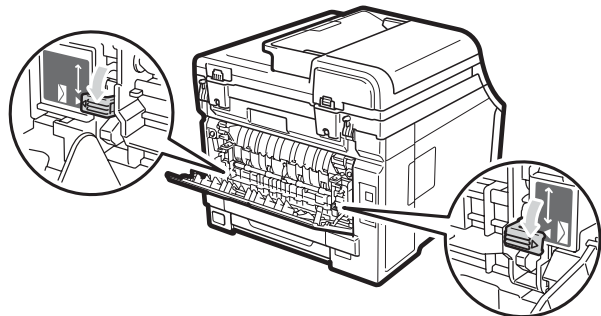
Note

- Remove each printed sheet or envelope immediately to prevent a paper jam.
- The machine automatically turns on the Manual Feed mode when you put paper in the manual feed slot.

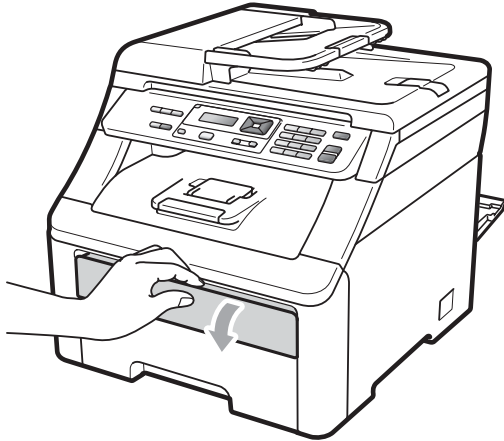
- Open the back cover (back output tray).



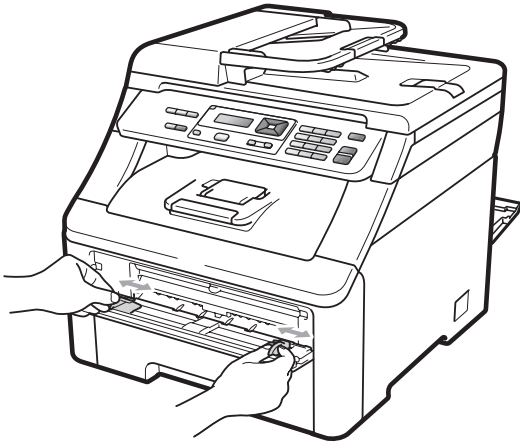
- <For printing envelopes only>
Pull down the two grey levers, one on the left-hand side and one on the right-hand side, toward you as shown in the illustration below.



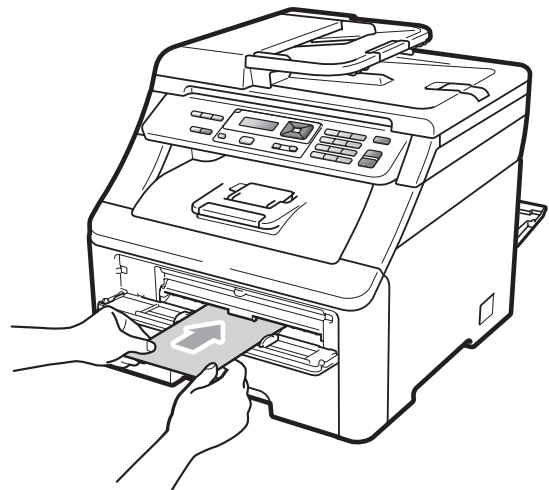
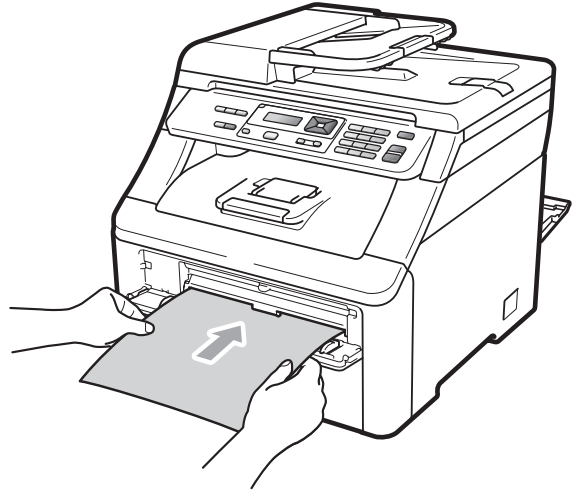
- 3 Open the manual feed slot cover.



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

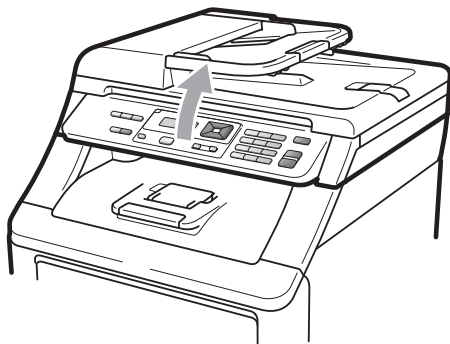


- 5 Using both hands, put one sheet of paper or one envelope in the manual feed slot until the front edge of the paper or envelope touches the paper feed roller. When you feel the machine pull in the paper, let go.

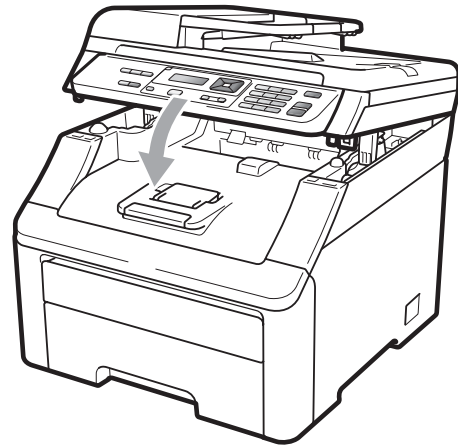


 **Note**

- Put the paper into the manual feed slot with the side to be printed face up.
- Make sure that the paper or print media (see *Acceptable paper and other print media* on page 16) 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.
- Pull the paper out completely when you retry putting the paper into the manual feed slot.
- If you put paper or other print media in the manual feed slot before the machine is in the Ready mode, an error may occur and the machine will stop printing.
- To easily remove a small printout from the output tray, lift up the scanner by using both hands as shown in the illustration.



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

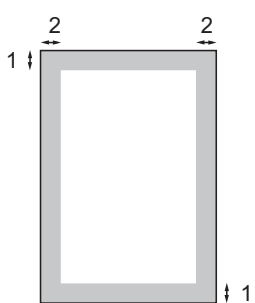


- When the top cover is open, you cannot open the scanner.

Unprintable area

Unprintable area for copies

The figures below show unprintable areas.

|  | Usage | Document Size | Top (1) Bottom (1) | Left (2) Right (2) |
|---|-------|---------------|-----------------------|-----------------------|
| | Copy | Letter | 4 mm | 4 mm |
| | A4 | 4 mm | 3 mm | 3 mm |



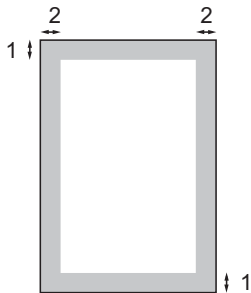
Note

This unprintable area shown above is for a single copy or a 1 in 1 copy using A4 size paper. The area that cannot be printed on will vary by paper size.

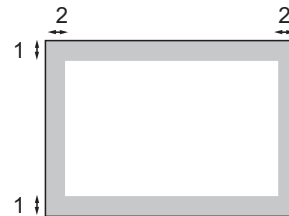
Unprintable area when printing from a computer

When using the printer driver the printable area is smaller than the paper size, as shown below.

Portrait



Landscape



| Windows® printer driver and Macintosh printer driver BRScript Driver for Windows® and Macintosh | |
|--|---------|
| 1 | 4.23 mm |
| 2 | 4.23 mm |



Note

The area that cannot be printed on may vary depending on the paper size and the printer driver you are using. The unprintable area shown above is for A4 size paper.

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: thin paper, plain paper, thick paper, bond paper, recycled paper, labels or envelopes.

For best results, follow the instructions below:

- Use paper made for plain paper copying.
- Use paper that is 75 to 90 g/m².
- DO NOT put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.
- 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.
- Use long grain paper with a neutral Ph value, and a moisture content of approx. 5%.

Recommended paper and print media

To get the best print quality, we suggest using the following paper.

| 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 |
| Envelope | Antalis River series (DL) |

Type and size of paper

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

Standard paper tray

Since the standard paper tray is a universal type, you can use any of the paper sizes (one paper type and size at a time) listed in the table in *Paper capacity of the paper trays* on page 17. The standard paper tray can hold up to 250 sheets of A4/Letter, Legal or Folio size paper (80 g/m²). Paper can be loaded up to the maximum paper mark on the sliding paper width guide.

Manual feed slot

The manual feed slot can hold a sheet with a size of 76.2 to 220 mm wide and 116 to 406.4 mm long. You can use the manual feed slot if you are using special paper, envelopes or labels.

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

| Tray and slot | Name |
|---------------------|-------------|
| Standard paper tray | Tray |
| Manual feed slot | Manual Feed |

Paper capacity of the paper trays

| | Paper size | Paper types | No. of sheets |
|--------------------------------|---|--|--|
| Paper Tray | A4, Letter, Legal, Executive, A5, A5 (Long Edge), A6, B5 (ISO), B6 (ISO) and Folio ¹ . | Plain paper, Thin paper and Recycled paper | up to 250 [80 g/m ²] |
| Manual feed slot (Manual Feed) | Width: 76.2 to 220 mm Length: 116 to 406.4 mm | Plain paper, Thin paper, Thick paper, Thicker paper, Bond paper, Recycled paper, Envelopes and Labels. | 1 sheet [80 g/m ²] 1 Envelope |

¹ Folio size is 215.9 mm x 330.2 mm.

Recommended paper specifications

The following paper specifications are suitable 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% |

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 temperature of the machine's fusing process (200 degrees centigrade).
- If you use bond paper, paper having a rough surface or paper that is wrinkled or creased, the paper may exhibit degraded performance.

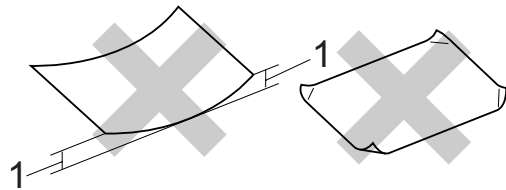
Types of paper to avoid

! 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 2 mm or greater curl 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

If you use any of the types of paper listed they may damage your machine. This damage is not covered under any Brother warranty or service agreement.

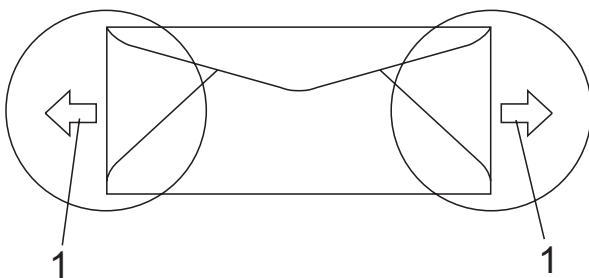
Envelopes

Most envelopes will be suitable for your machine. However, some envelopes may have feed and print-quality problems because of the way they have been made. A suitable envelope should have edges with straight, well-creased folds and the leading edge should not be thicker than two sheets of paper. The envelope should lie flat and not be of baggy or flimsy construction. You should buy quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

Envelopes can only be fed from the Manual feed slot. We recommend that you print a test envelope to make sure the print results are what you want before you print or purchase a large quantity of envelopes.

Check the following:

- Envelopes should have a lengthwise sealing flap.
- The sealing flaps should be folded crisply and correctly (irregularly cut or folded envelopes may cause paper jams).
- Envelopes should consist of two layers of paper in the area circled in the figure below.



1 Feeding direction

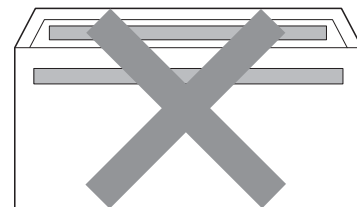
- Envelope joints that are sealed by the manufacturer should be secure.
- We recommend that you do not print within 15 mm of the edges of envelopes.

Types of envelopes to avoid

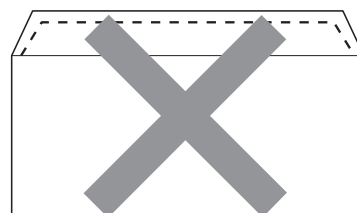
! IMPORTANT

DO NOT use envelopes:

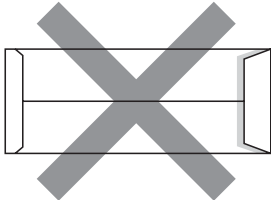
- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (have raised writing on them)
- that were previously printed by a laser/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 surface as shown in figure below



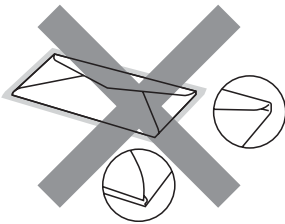
- with double flaps as shown in figure below



- with sealing flaps that have not been folded at purchase
- with sealing flaps as shown below



- with each side folded as shown 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.

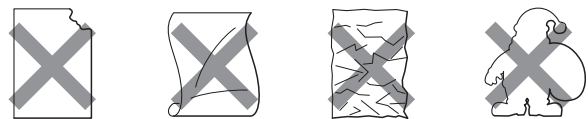
All labels used in this machine must be able to withstand a temperature of 200 degrees centigrade for a period of 0.1 seconds.

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.

Labels must be fed from the manual feed slot only.

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.

Loading documents

Using the automatic document feeder (ADF)

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

Recommended environment

Temperature: 20 to 30 °C

Humidity: 50% - 70%

Paper: Xerox Premier 80 g/m² or Xerox Business 80 g/m²

! IMPORTANT

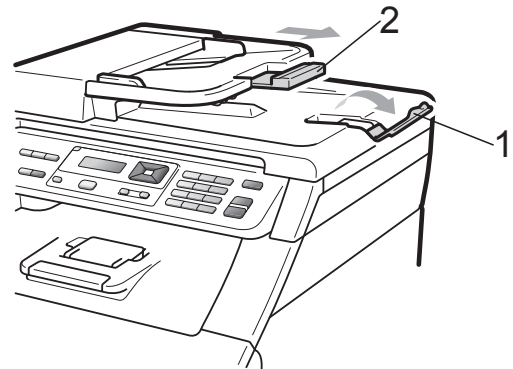
- DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper-clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.
- To avoid damaging your machine while using the ADF, DO NOT pull on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

Note

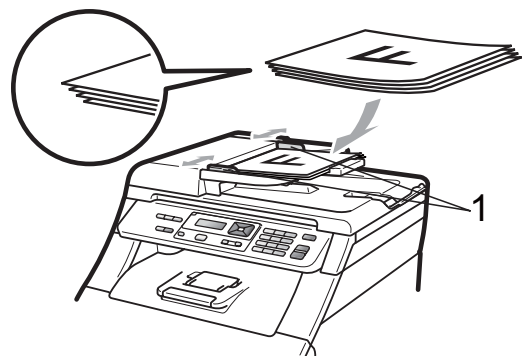
To scan documents that are not suitable for the ADF, see *Using the scanner glass* on page 22.

- Make sure documents with correction fluid or written with ink are completely dry.

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



- 2 Fan the pages well.
- 3 Place your document face up, top edge first in the ADF until the LCD display message changes and you feel it touch the feed rollers.
- 4 Adjust the paper guides (1) to fit the width of your document.



Using the scanner glass

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

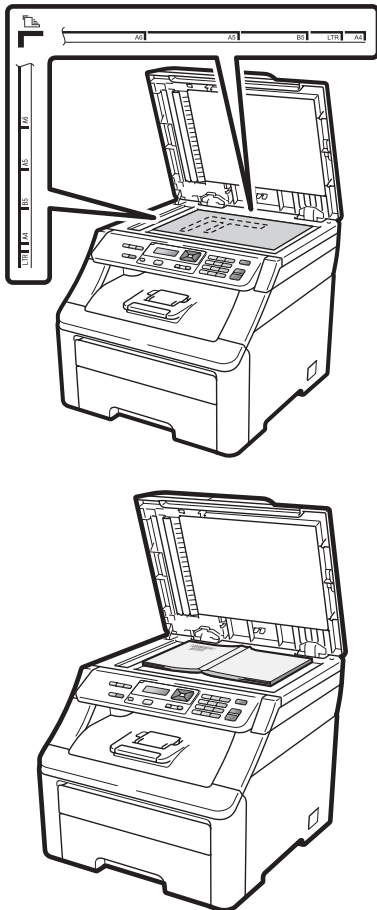
Documents can be up to 215.9 mm wide and 297 mm long.



Note

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

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



- 3 Close the document cover.



IMPORTANT

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

Paper settings

Paper Type

Set up the machine for the type of paper you are using. This will give you the best print quality.

- 1 Press **Menu**, **1**, **1**, **1**.
- 2 Press **▲** or **▼** to choose *Thin, Plain, Thick, Thicker* or *Recycled Paper*. Press **OK**.
- 3 Press **Stop/Exit**.

Paper Size

You can use ten sizes of paper for printing copies: A4, Letter, Legal, Executive, A5, A5 L, A6, B5, B6 and Folio.

When you change the size of paper in the tray, you will also need to change the setting for paper size at the same time so your machine can fit the document.

- 1 Press **Menu**, **1**, **1**, **2**.
- 2 Press **▲** or **▼** to choose *A4, Letter, Legal, Executive, A5, A5 L, A6, B5, B6* or *Folio*. Press **OK**.
- 3 Press **Stop/Exit**.

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 a range of volume levels, from High to Off.

- 1 Press **Menu**, **1**, **2**.
- 2 Press **▲** or **▼** to choose *Off, Low, Med* or *High*. Press **OK**.
- 3 Press **Stop/Exit**.

Ecology features

Toner Save

You can save toner using this feature. When you set Toner Save to **On**, prints appear lighter. The default setting is **Off**.

- 1 Press **Menu**, **1**, **3**, **1**.
- 2 Press **▲** or **▼** to choose **On** or **Off**. Press **OK**.
- 3 Press **Stop/Exit**.



Note

We do not recommend Toner Save for printing Photo or Greyscale images.

Sleep Time

The Sleep Time setting can reduce power consumption by turning off the fuser while the machine is idle.

You can choose how long the machine must be idle before it goes into sleep mode. When the machine receives computer data or makes a copy, the timer will be reset. The default setting is 005 minutes.

While the machine is in sleep mode the LCD will display **Sleep**. When printing or copying in sleep mode, there will be a short delay while the fuser warms up.

- 1 Press **Menu**, **1**, **3**, **2**.
- 2 Enter the length of time the machine is idle before entering sleep mode. Press **OK**.
- 3 Press **Stop/Exit**.

LCD Contrast

You can change the contrast to make the LCD look lighter or darker.

- 1 Press **Menu**, **1**, **4**.
- 2 Press **▲** to make the LCD darker. Or, press **▼** to make the LCD lighter. Press **OK**.
- 3 Press **Stop/Exit**.



Copy

Making copies

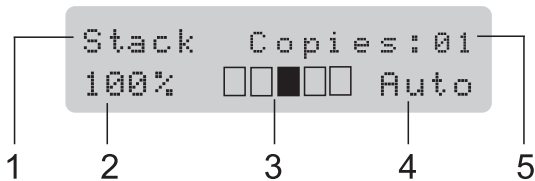
26

4

Making copies

How to copy

Copy mode



- 1 Stack/Sort
- 2 Copy ratio and Copy layout
- 3 Contrast
- 4 Quality
- 5 Number of copies

Making a single copy

- 1 Load your document in the ADF or on the scanner glass.
- 2 Press **Mono Start** or **Colour Start**.

Making multiple copies

- 1 Load your document.
- 2 Use the numeric keys to enter the number of copies (up to 99).
- 3 Press **Mono Start** or **Colour Start**.

Note

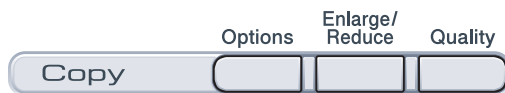
- To sort your copies, see *Sorting copies using the ADF* on page 29.
- If the LCD shows "Please Wait" and the machine stops copying while you are making multiple copies, please wait for 30 to 40 seconds until the machine finishes the colour registrations and cleaning process of the belt unit.

Stop copying

To stop copying, press **Stop/Exit**.

Copy options (temporary settings)


When you want to quickly change the copy settings temporarily for the next copy, use the temporary **Copy** keys. You can use different combinations.



The machine returns to its default settings one minute after copying.

Enlarging or reducing the image copied

You can choose the following enlargement or reduction ratios:

| | |
|--|------------------|
| Press  | 100%* |
| | 97% LTR→A4 |
| | 94% A4→LTR |
| | 91% Full Page |
| | 85% LTR→EXE |
| | 83% LGL→A4 |
| | 78% LGL→LTR |
| | 70% A4→A5 |
| | 50% |
| | Custom (25-400%) |
| | 200% |
| | 141% A5→A4 |
| | 104% EXE→LTR |

* The factory setting is shown in Bold with an asterisk.

Custom (25-400%) allows you to enter a ratio from 25% to 400%.

To enlarge or reduce the next copy follow the instructions below:

- 1 Load your document.
- 2 Use the numeric keys to enter the number of copies (up to 99).
- 3 Press **Enlarge/Reduce**.
- 4 Do one of the following:
 - Press **▲** or **▼** to choose the enlargement or reduction ratio you want.
Press **OK**.
 - Press **▲** or **▼** to choose Custom (25-400%).
Press **OK**.
Use the numeric keys to enter an enlargement or reduction ratio from 25% to 400%. (For example, press **5 3** to enter 53%.)
Press **OK**.
- 5 Press **Mono Start** or **Colour Start**.

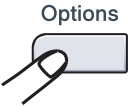
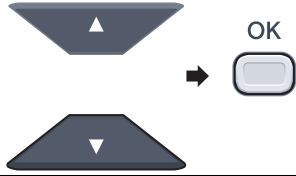
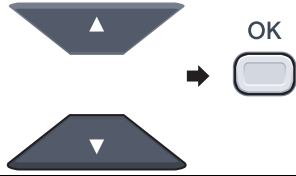


Note

Page Layout Options 2 in 1(P), 2 in 1(L), 4 in 1(P) or 4 in 1(L) are *not* available with Enlarge/Reduce.

Using the Options key

Use the **Options** key to quickly set the following copy settings temporarily for the next copy.

| Press | Menu selections | Options | Page |
|---|---|--|------|
|  | Press ▲ or ▼, then press OK  | Press ▲ or ▼, then press OK  | |
| | Stack/Sort (appears when the document is in the ADF) | Stack* Sort | 29 |
| | Brightness | ▼ -■□□□+ ▲ ▼ -□■□□+ ▲ ▼ -□□■□+ ▲* ▼ -□□□■+ ▲ ▼ -□□□■+ ▲ | 30 |
| | Contrast | ▼ -■□□□+ ▲ ▼ -□■□□+ ▲ ▼ -□□■□+ ▲* ▼ -□□□■+ ▲ ▼ -□□□■+ ▲ | 30 |
| | Page Layout | Off(1 in 1)* 2 in 1 (P) 2 in 1 (L) 4 in 1 (P) 4 in 1 (L) | 31 |
| The factory settings are shown in Bold with an asterisk. | | | |

Improving copy quality

You can choose from a range of quality settings. The default setting is *Auto*.

■ Auto

Auto is the recommended mode for ordinary printouts. Suitable for documents that contain both text and photographs.

■ Photo

Suitable for copying photographs.

■ Text

Suitable for documents containing only text.

To *temporarily* change the quality setting, follow the steps below:

- 1 Load your document.
- 2 Use the numeric keys to enter the number of copies (up to 99).
- 3 Press **Quality**.
- 4 Press ▲ or ▼ to choose *Auto*, *Photo* or *Text*. Press **OK**.
- 5 Press **Mono Start** or **Colour Start**.

To change the *default* setting, follow the steps below:

- 1 Press **Menu**, **2**, **1**.
- 2 Press ▲ or ▼ to choose the copy quality. Press **OK**.
- 3 Press **Stop/Exit**.

Sorting copies using the ADF

You can sort multiple copies. Pages will be stacked in the order 1 2 3, 1 2 3, 1 2 3, and so on.

- 1 Load your document in the ADF.
- 2 Use the numeric keys to enter the number of copies (up to 99).
- 3 Press **Options**. Press ▲ or ▼ to choose *Stack/Sort*. Press **OK**.
- 4 Press ▲ or ▼ to choose *Stack* or *Sort*. Press **OK**.
- 5 Press **Mono Start** or **Colour Start**.

Adjusting Contrast, Colour and Brightness

Contrast

Adjust the contrast to help an image look sharper and more vivid.

To *temporarily* change the contrast setting, follow the steps below:

- 1 Load your document.
- 2 Use the numeric keys to enter the number of copies (up to 99).
- 3 Press **Options**.
Press ▲ or ▼ to choose **Contrast**.
Press **OK**.
- 4 Press ▲ or ▼ to increase or decrease the contrast.
Press **OK**.
- 5 Press **Mono Start** or **Colour Start**.

To change the *default* setting follow the steps below:

- 1 Press **Menu, 2, 3**.
- 2 Press ▲ or ▼ to increase or decrease the contrast.
Press **OK**.
- 3 Press **Stop/Exit**.

Brightness

Adjust the copy brightness to make copies darker or lighter.

To *temporarily* change the copy brightness setting, follow the steps below:

- 1 Load your document.
- 2 Use the numeric keys to enter the number of copies (up to 99).
- 3 Press **Options**.
Press ▲ or ▼ to choose **Brightness**.
Press **OK**.
- 4 Press ▲ to make a lighter copy or press ▼ to make a darker copy.
Press **OK**.
- 5 Press **Mono Start** or **Colour Start**.

To change the *default* setting follow the steps below:

- 1 Press **Menu, 2, 2**.
- 2 Press ▲ to make a lighter copy or press ▼ to make a darker copy.
Press **OK**.
- 3 Press **Stop/Exit**.

Colour saturation

You can change the default setting for colour saturation.

To change the *default* setting follow the steps below:

- 1 Press **Menu, 2, 4**.
- 2 Press ▲ or ▼ to choose 1.Red, 2.Green, or 3.Blue.
Press **OK**.
- 3 Press ▲ or ▼ to increase or decrease the colour saturation.
Press **OK**.
- 4 Return to step 2 to choose the next colour. Or press **Stop/Exit**.

Making N in 1 copies (page layout)

You can reduce the amount of paper used when copying by using the N in 1 copy feature. This allows you to copy two or four pages onto one page, which lets you save paper.

! IMPORTANT

- Please make sure the paper size is set to A4, Letter, Legal or Folio.
- (P) means Portrait and (L) means Landscape.
- You cannot use the Enlarge/Reduce setting with the N in 1 feature.

- 1 Load your document.
- 2 Use the numeric keys to enter the number of copies (up to 99).
- 3 Press **Options**. Press **▲** or **▼** to choose Page Layout. Press **OK**.
- 4 Press **▲** or **▼** to choose 2 in 1 (P), 2 in 1 (L), 4 in 1 (P), 4 in 1 (L) or Off (1 in 1). Press **OK**.
- 5 Press **Mono Start** or **Colour Start** to scan the page.
If you placed the document in the ADF, the machine scans the pages and starts printing.
If you are using the scanner glass, go to step 6.
- 6 After the machine scans the page, press **1** to scan the next page.

Next Page?
1.Yes 2.No
- 7 Put the next page on the scanner glass. Press **OK**.
Repeat steps 6 and 7 for each page of the layout.

- 8 After all the pages have been scanned, press **2** in step 6 to finish.

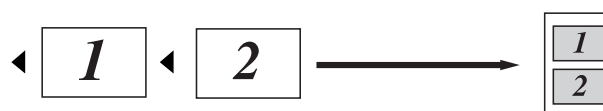
If you are copying from the ADF:

Insert your document face up in the direction shown below:

■ 2 in 1 (P)



■ 2 in 1 (L)



■ 4 in 1 (P)



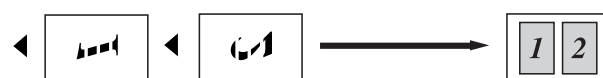
■ 4 in 1 (L)



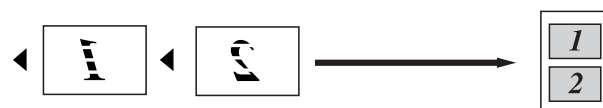
If you are copying from the scanner glass:

Insert your document face down in the direction shown below:

■ 2 in 1 (P)



■ 2 in 1 (L)



■ 4 in 1 (P)



■ 4 in 1 (L)



Out of memory message

If the memory becomes full while you are making copies, the LCD message will guide you through the next step.

If you get an `Out of Memory` message while scanning a subsequent page, you will have the option to press **Mono Start** or **Colour Start** to copy the pages scanned so far, or to press **Stop/Exit** to cancel the operation.

To gain extra memory:

- Add optional memory. (See *Memory board* on page 41.)



Software

Software and Network features

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5

Software and Network features

The User's Guide on the CD-ROM includes the **Software User's Guide** and **Network User's Guide** for features available when connected to a computer (for example, printing and scanning). These guides have easy to use links that, when clicked, will take you directly to a particular section.

You can find information on these features:

- Printing
- Scanning
- ControlCenter3 (Windows®)
- ControlCenter2 (Macintosh)
- Network Printing
- Network Scanning

Note

See *Accessing the Software User's Guide and Network User's Guide* on page 3.

How to read the HTML User's Guide

This is a quick reference for using the HTML User's Guide.

Windows®

Note

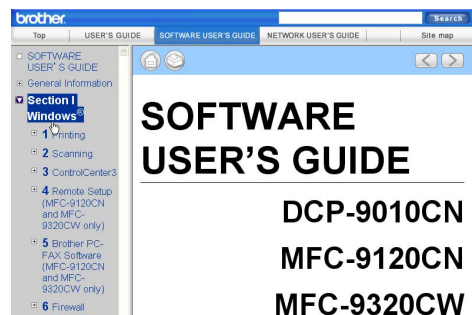
If you have not installed the software, see *Viewing documentation (Windows®)* on page 3.

- 1 From the **Start** menu, point to **Brother**, **DCP-9010CN** from the programs group, then click **User's Guides in HTML format**.

- 2 Click on the manual you want (**SOFTWARE USER'S GUIDE** or **NETWORK USER'S GUIDE**) from the Top Menu.

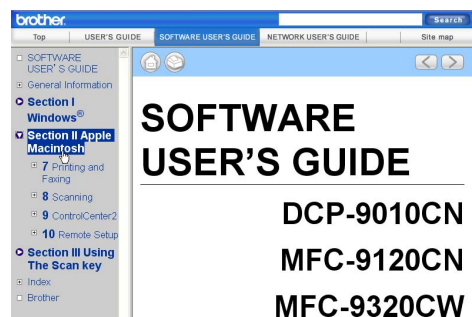


- 3 Click the heading you would like to view from the list at the left of the window.



Macintosh

- 1 Make sure your Macintosh is turned on. Insert the Brother CD-ROM into your CD-ROM drive.
- 2 Double-click the **Documentation** icon.
- 3 Double-click your language folder, and then double-click **top.html**.
- 4 Click on the manual you want (**SOFTWARE USER'S GUIDE** or **NETWORK USER'S GUIDE**) in the top menu, and then click the heading you would like to read from the list at the left of the window.





Appendixes

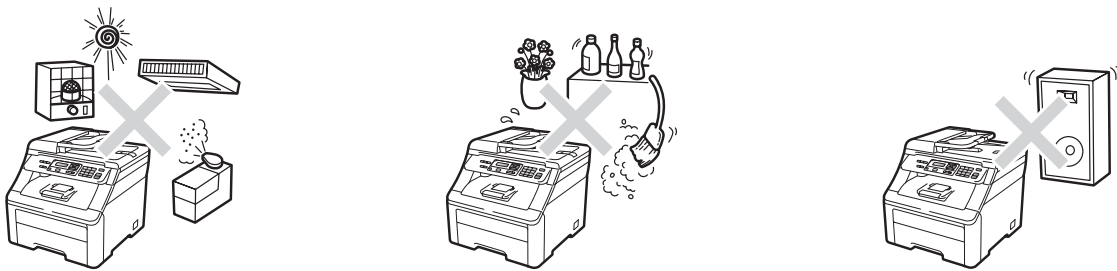
| | |
|--|-----|
| Safety and legal | 36 |
| Options | 41 |
| Troubleshooting and routine maintenance | 43 |
| Menu and features | 105 |
| Specifications | 113 |
| Glossary | 124 |

A

Safety and legal

Choosing a location

Put your machine on a flat, level, stable surface that is free of vibration and shocks, such as a desk. Put the machine near a standard grounded electrical socket. Choose a location where the temperature remains between 10 °C and 32.5 °C and the humidity is between 20% to 80% (without condensation).



! WARNING

DO NOT expose the machine to direct sunlight, excessive heat, open flames, salty or corrosive gasses, moisture or dust.

DO NOT place the machine near heaters, air conditioners, refrigerators, water or chemicals.

! CAUTION

Avoid placing your machine in a high-traffic area.

Avoid placing your machine on a carpet.

DO NOT connect your machine to electrical sockets controlled by wall switches or automatic timers, or to the same circuit as large appliances that might disrupt the power supply.

Disruption of power can delete information from the machine's memory.

Make sure cables leading to the machine do not constitute a trip hazard.

To use the machine safely

Important safety instructions

- 1 Read all of these instructions.
- 2 Save them for later reference.
- 3 Follow all warnings and instructions marked on the product.
- 4 Unplug this product from the wall socket before cleaning inside of the machine. DO NOT use liquid or aerosol cleaners. Use a dry, lint-free soft cloth for cleaning.
- 5 DO NOT place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
- 6 Slots and openings in the casing at the back or bottom are provided for ventilation. To ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heater. This product should never be placed in a built-in installation unless adequate ventilation is provided.
- 7 This product should be connected to an AC power source within the range indicated on the rating label. DO NOT connect it to a DC power source or inverter. If you are not sure, contact a qualified electrician.
- 8 This product is equipped with a 3-wire grounded plug. This plug will only fit into a grounded power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, call your electrician to replace your obsolete outlet. DO NOT defeat the purpose of the grounded plug.
- 9 Use only the power cord supplied with this machine.
- 10 DO NOT allow anything to rest on the power cord. DO NOT place this product where people can walk on the cord.
- 11 Use the product in a well-ventilated area.
- 12 The power cord, including extensions, should be no longer than 5 metres.

DO NOT share the same power circuit with other high powered appliances, such as an air conditioner, copier, shredder, and so on. If you cannot avoid using the machine with these appliances, we recommend that you use a voltage transformer or a high-frequency noise filter.

Use a voltage regulator if the power source is not stable.
- 13 DO NOT place anything in front of the machine that will block printed pages. DO NOT place anything in the path of printed pages.
- 14 Wait until pages have exited the machine before picking them up.

15 Unplug this product from the power socket and refer all servicing to Brother Authorized Service Personnel under the following conditions:

- When the power cord is damaged or frayed.
- If liquid has been spilled into the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions. Incorrect adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
- If the product has been dropped or the casing has been damaged.
- If the product exhibits a distinct change in performance, indicating a need for service.

16 To protect your product against power surges, we recommend the use of a power protection device (Surge Protector).

17 To reduce the risk of fire, electric shock and injury to people, note the following:

- DO NOT use this product near appliances that use water, a swimming pool or in a wet basement.
- DO NOT use the machine during an electrical storm (there is the remote possibility of an electrical shock).
- DO NOT use this product in the vicinity of a gas leak.

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A

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Memory board

This machine has 64 MB of standard memory and one slot for optional memory expansion. You can expand the memory up to 576 MB by installing dual in-line memory modules (SO-DIMMs). When you add the optional memory, it increases the performance for both copier and printer operations.

In general, the machine uses industry-standard SO-DIMM with the following specifications:

Type: 144 pin and 64 bit output

CAS latency: 2

Clock frequency: 100 MHz or more

Capacity: 64, 128, 256 or 512 MB

Height: 31.75 mm

Dram Type: SDRAM 2 Bank

You can find more information about memory modules on this website:

<http://www.buffalo-technology.com/>



Note

- There might be some SO-DIMMs that will not work with the machine.
- For more information, contact your Brother dealer.

Installing extra memory

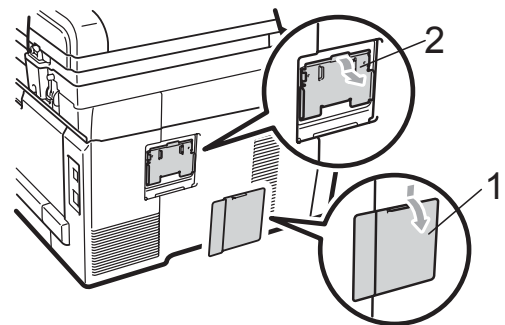
- 1 Turn off the machine's power switch.
- 2 Disconnect the interface cable from the machine, and then unplug the power cord from the electrical socket.



Note

Be sure to turn off the machine's power switch before you install or remove the SO-DIMM.

- 3 Remove the plastic (1) and then metal (2) SO-DIMM covers.

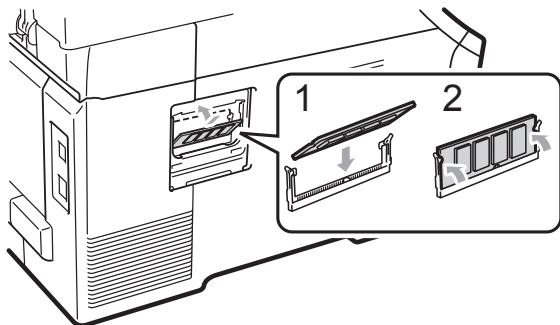


- 4 Unpack the SO-DIMM and hold it by its edges.

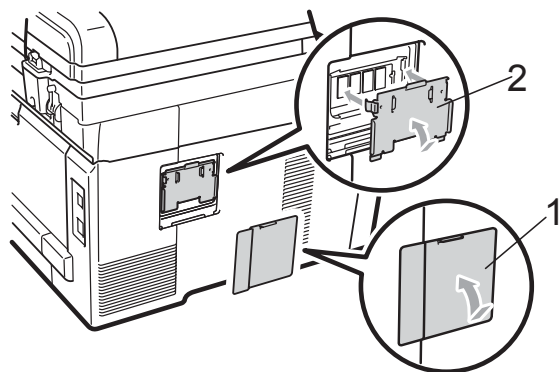
! IMPORTANT

To prevent damage to the machine from static electricity, DO NOT touch the memory chips or the board surface.

- 5 Hold the SO-DIMM by the edges and align the notches in the SO-DIMM with the protrusions in the slot. Insert the SO-DIMM diagonally (1), then tilt it toward the interface board until it clicks into place (2).



- 6 Put the metal (2) and then the plastic (1) SO-DIMM covers back on.



- 7 Plug the machine's power cord back into the electrical socket first, and then connect the interface cable.
- 8 Turn on the machine's power switch.

 **Note**

To make sure that you have installed the SO-DIMM correctly, you can print the user settings page that shows the current memory size. (See *User Settings List* on page 98.)

Troubleshooting

If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips.

Most problems can be easily resolved 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/>.

If you are having difficulty with your machine

Check the chart below and follow the troubleshooting tips.

Copy difficulties

| Difficulties | Suggestions |
|--|--|
| Vertical black line appears in copies. | Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or one or more corona wires are dirty. (See <i>Cleaning the scanner glass</i> on page 67 and <i>Cleaning the corona wires</i> on page 69.) |
| Copies are blank. | Make sure you are loading the document correctly. (See <i>Using the automatic document feeder (ADF)</i> on page 21 or <i>Using the scanner glass</i> on page 22.) |

Printing difficulties

| Difficulties | Suggestions |
|---|---|
| No printout. | <ul style="list-style-type: none"> ■ Check that the machine is plugged in and the power switch is turned on. ■ Check that the toner cartridge and drum unit are installed correctly. (See <i>Replacing the drum units</i> on page 86.) ■ Check the interface cable connection on both the machine and your computer. (See the <i>Quick Setup Guide</i>.) ■ Check that the correct printer driver has been installed and chosen. ■ Check to see if the LCD is showing an error message. (See <i>Error and maintenance messages</i> on page 55.) ■ Check the machine is online: (Windows Vista®) Click the Start button, Control Panel, Hardware and Sound, and then Printers. Right-click Brother DCP-9010CN Printer. Make sure that Use Printer Offline is unchecked. (Windows® XP and Windows Server® 2003) Click the Start button and choose Printers and Faxes. Right-click Brother DCP-9010CN Printer. Make sure that Use Printer Offline is unchecked. (Windows® 2000) Click the Start button and choose Settings and then Printers. Right-click Brother DCP-9010CN Printer. Make sure that Use Printer Offline is unchecked. |
| The machine prints unexpectedly or it prints garbage. | <ul style="list-style-type: none"> ■ Pull out the paper tray and wait until the machine stops printing. Then turn off the machine and disconnect from the power for several minutes. ■ Check the settings in your application to make sure it is set up to work with your machine. |

Printing difficulties (continued)

| Difficulties | Suggestions |
|--|--|
| The machine prints the first couple of pages correctly, then some pages have text missing. | <ul style="list-style-type: none"> ■ Check the settings in your application to make sure that it is set up to work with your machine. ■ Your computer is not recognising the machine's input buffer's full signal. Make sure that you connected the interface cable correctly. (See the <i>Quick Setup Guide</i>.) |
| The headers or footers appear when the document displays on the screen but they do not show up when it is printed. | 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>Unprintable area</i> on page 15.) |
| The machine is not printing or has stopped printing. | <p>Press Job Cancel.</p> <p>As the machine cancels the job and clears it from the memory it may produce an incomplete printout.</p> |

Scanning difficulties

| Difficulties | Suggestions |
|-------------------------------------|--|
| TWAIN errors appear while scanning. | Make sure that the Brother TWAIN driver is chosen as the primary source. In PaperPort™ 11SE, click File, Scan or Get Photo and choose the Brother TWAIN driver. |
| OCR does not work. | Try increasing the scanning resolution. |
| Network scanning does not work. | See <i>Network difficulties</i> on page 46. |

Software difficulties

| Difficulties | Suggestions |
|--|--|
| Cannot install software or print. | Run the Repair MFL-Pro Suite program on the CD-ROM. This program will repair and reinstall the software. |
| Cannot perform '2 in 1' or '4 in 1' printing. | Check that the paper size setting in the application and in the printer driver are the same. |
| The machine does not print from Adobe® Illustrator®. | Try to reduce the print resolution. (See <i>Advanced tab</i> in the <i>Software User's Guide</i> on the CD-ROM.) |

Paper handling difficulties

| Difficulties | Suggestions |
|---|--|
| The machine does not load paper. The LCD shows <i>No Paper</i> or a Paper Jam message. | <ul style="list-style-type: none"> ■ If there is no paper, 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, you should straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray. ■ Reduce the amount of paper in the paper tray, and then try again. ■ Make sure that manual feed mode is not chosen in the printer driver. ■ Clean the paper pick-up roller. See <i>Cleaning the paper pick-up rollers</i> on page 75. ■ If the LCD shows the Paper Jam message and you still have a problem, see <i>Paper jams</i> on page 61. |
| The machine does not feed paper from the manual feed slot. | <ul style="list-style-type: none"> ■ Make sure that Manual is chosen in the printer driver. ■ Make sure the paper or print media is loaded correctly in the manual feed slot. See <i>Loading paper in the manual feed slot</i> on page 11. |
| How do I print on envelopes? | You can load envelopes from the manual feed slot. Your application must be set up 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.) |
| What paper can I use? | You can use thin paper, plain paper, thick paper, bond paper, recycled paper, envelopes and labels that are made for laser machines. (For details, see <i>Acceptable paper and other print media</i> on page 16.) |
| There is a paper jam. | Clear the jammed paper. (See <i>Paper jams</i> on page 61.) |

Print quality difficulties

| Difficulties | Suggestions |
|----------------------------|---|
| Printed pages are curled. | <ul style="list-style-type: none"> ■ Low quality thin or thick paper or not printing on the recommended side of the paper could cause this problem. Try turning over the stack of paper in the paper tray. ■ Make sure that you choose the Paper Type that suits the print media type you are using. (See <i>Acceptable paper and other print media</i> on page 16.) |
| Printed pages are smeared. | The Paper Type setting may be incorrect for the type of print media you are using, or the print media may be too thick or have a rough surface. (See <i>Acceptable paper and other print media</i> on page 16 and <i>Basic tab</i> in the <i>Software User's Guide</i> on the CD-ROM.) |
| Printouts are too light. | <ul style="list-style-type: none"> ■ If this problem occurs when making copies, set Toner Save mode to <code>Off</code> in the machine menu settings. (See <i>Toner Save</i> on page 24.) ■ Set Toner Save mode to <code>Off</code> in the Advanced tab in the printer driver. (See <i>Advanced tab</i> in the <i>Software User's Guide</i> on the CD-ROM.) ■ In the Basic tab of the printer driver, click the Settings button and check the Enhance Black Printing check box. |

Network difficulties

| Difficulties | Suggestions |
|---|---|
| <p>Cannot print over a wired Network.</p> | <p>If you are having Network problems see the <i>Network User's Guide</i> on the CD-ROM for more information.</p> <p>Make sure your machine is powered on and is on-line and in the Ready mode. Print the Network Configuration list to see your current Network settings. (See <i>Network Configuration List</i> on page 99.) Reconnect the LAN cable to the hub to verify that the cable and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable. If the connections are good, the lower LED of the back panel of the machine will be green.</p> |
| <p>The network scanning feature does not work.</p> <p>The network printing feature does not work.</p> | <p>(Windows®) The firewall setting on your PC may be rejecting the necessary network connection. Follow the instructions below to configure Windows® Firewall. If you are using other personal firewall software, see the User's Guide for your software or contact the software manufacturer.</p> <p>(Windows® XP SP2)</p> <ol style="list-style-type: none"> 1 Click the Start button, Control Panel, Network and Internet Connections and then Windows Firewall. Make sure that Windows Firewall on the General tab is set to On. 2 Click the Advanced tab and Settings... 3 Click the Add button. 4 To add port 54925 for network scanning, enter the information below: <ol style="list-style-type: none"> 1. In Description of service: Enter any description, for example "Brother Scanner". 2. In Name or IP address (for example 192.168.0.12) of the computer hosting this service on your network: Enter "Localhost". 3. In External Port number for this service: Enter "54925". 4. In Internal Port number for this service: Enter "54925". 5. Make sure UDP is chosen. 6. Click OK. 5 If you still have trouble with your network connection, click the Add button. 6 To add port 137 for network scanning and network printing, enter the information below: <ol style="list-style-type: none"> 1. In Description of service: Enter any description, for example "Brother network scanning". 2. In Name or IP address (for example 192.168.0.12) of the computer hosting this service on your network: Enter "Localhost". 3. In External Port number for this service: Enter "137". 4. In Internal Port number for this service: Enter "137". 5. Make sure UDP is chosen. 6. Click OK. 7 Make sure that the new setting is added and is checked, and then click OK. |

Network difficulties (continued)

| Difficulties | Suggestions |
|--|---|
| <p>The network scanning feature does not work.</p> <p>The network printing feature does not work.</p> <p>(continued)</p> | <p>(Windows Vista®)</p> <ol style="list-style-type: none"> 1 Click the Start button, Control Panel, Network and Internet, Windows Firewall and click Change settings. 2 When the User Account Control screen appears, do the following. <ul style="list-style-type: none"> ■ Users who have administrator rights: Click Continue. ■ For users who do not have administrator rights: Enter the administrator password and click OK. 3 Make sure that Windows Firewall on the General tab is set to On. 4 Click the Exceptions tab. 5 Click the Add port... button. 6 To add port 54925 for network scanning, enter the information below: <ol style="list-style-type: none"> 1. In Name: Enter any description. (for example “Brother Scanner”) 2. In Port number: Enter “54925”. 3. Make sure UDP is chosen. Then click OK. 7 Make sure that the new setting is added and is checked, and then click OK. 8 If you still have trouble with your network connection such as network scanning or printing, check File and Printer Sharing box in the Exceptions tab and then click OK. |
| <p>Your computer cannot find your machine.</p> | <p>(Windows®) The firewall setting on your PC may be rejecting the necessary network connection. (For details, see the instructions above.)</p> <p>(Macintosh) Re-select your machine in the Device Selector application located in Macintosh HD/Library/Printers/Brother/Utilities/DeviceSelector or from the Model pop-up menu of ControlCenter2.</p> |

Other

| 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. Turn the machine off and unplug the power cord. Wait for ten minutes, then plug in the power cord and turn the machine on.</p> <p>If the problem is not solved, turn off the machine. Plug the power cord into a different known working outlet and turn on the machine.</p> |

Improving the print quality

If you have a print quality problem, print a test page first (**Menu, 3, 2, 3**). If the printout looks good, the problem is probably not the machine. Check the interface cable connections or 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 recommendation.

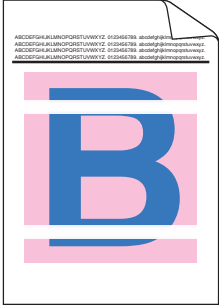
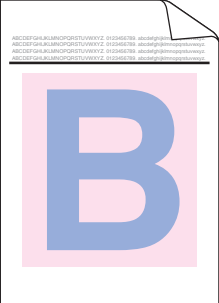
- 1 Check that you use the paper that meets our specifications. (See *Acceptable paper and other print media* on page 16.)

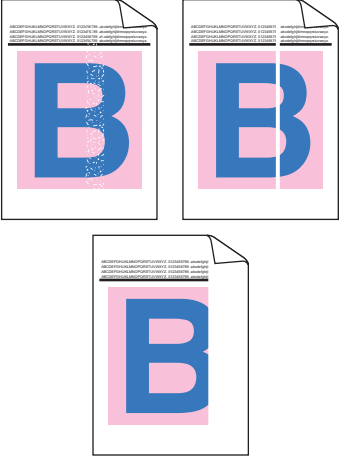
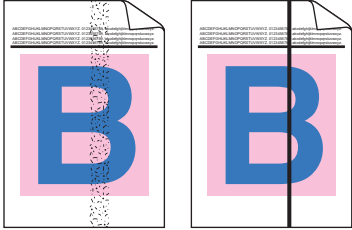
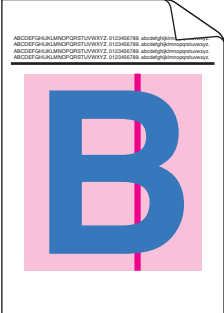


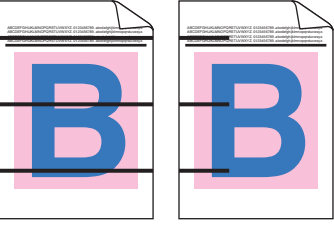

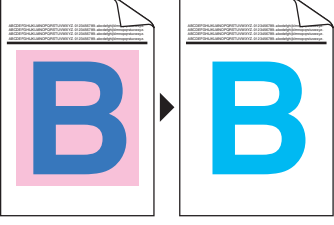
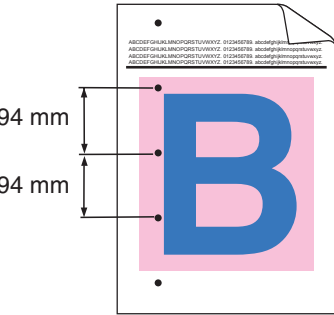
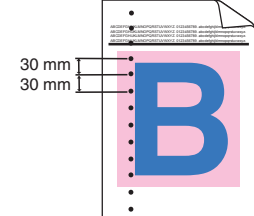
Note

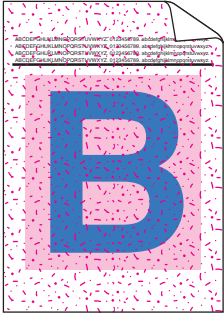
To get the best print quality, we suggest using the recommended paper. (See *Recommended paper and print media* on page 16.)

- 2 Check that the drum units and toner cartridges are installed correctly.

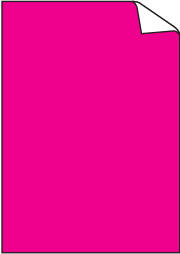
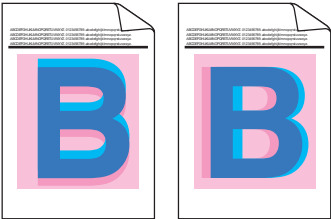

| Examples of poor print quality | Recommendation |
|---|--|
| <p>White lines, bands or ribbing across the page</p>  | <ul style="list-style-type: none"> Put in a new drum unit. (See <i>Replacing the drum units</i> on page 86.) You may only need to replace one drum unit to solve the print problem. To identify which drum needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. |
| <p>Colours are light or unclear on the whole page</p>  | <ul style="list-style-type: none"> Make sure Toner Save mode is off in the control panel of the machine or the printer driver. Make sure that you choose the proper media type in the printer driver or in the machine's Paper Type menu setting. (See <i>Acceptable paper and other print media</i> on page 16 and <i>Basic tab</i> in the <i>Software User's Guide</i> on the CD-ROM.) Shake all four toner cartridges gently. Wipe the windows of all four LED heads with a dry lint free soft cloth. (See <i>Cleaning the LED heads</i> on page 68.) |

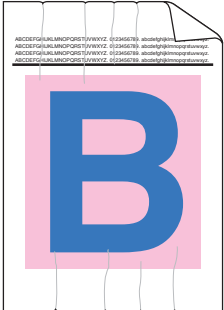

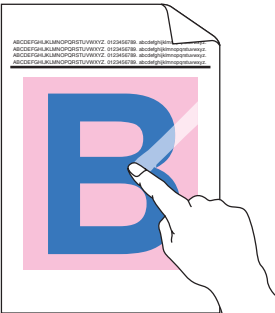
| Examples of poor print quality | Recommendation |
|--|---|
| <p>White streaks or bands down the page</p>  | <ul style="list-style-type: none"> ■ Wipe the windows of all four LED heads with a dry lint free soft cloth. (See <i>Cleaning the LED heads</i> on page 68.) ■ Clean all four drum units. (See <i>Cleaning the drum unit</i> on page 70.) ■ Identify the missing colour and put in a new toner cartridge. (See <i>Replacing a Toner cartridge</i> on page 79.) You may only need to replace one toner cartridge to solve the print problem. To identify which toner cartridge needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. |
| <p>Coloured streaks or bands down the page</p>  | <ul style="list-style-type: none"> ■ Clean all four corona wires (one for each colour) inside the drum unit by sliding the green tab. (See <i>Cleaning the corona wires</i> on page 69.) ■ Make sure the corona wire cleaners are at their home positions (▲). ■ Clean the scanner glass and scanner glass strip. (See <i>Cleaning the scanner glass</i> on page 67.) ■ Replace the toner cartridge that matches the colour of the streak or band. (See <i>Replacing a Toner cartridge</i> on page 79.) You may only need to replace one toner cartridge to solve the print problem. To identify which toner cartridge needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Put in a new drum unit. (See <i>Replacing the drum units</i> on page 86.) You may only need to replace one drum unit to solve the print problem. To identify which drum needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. |
| <p>Vertical streaks in a light background</p>  | <ul style="list-style-type: none"> ■ Wipe the windows of all four LED heads with a dry lint free soft cloth. (See <i>Cleaning the LED heads</i> on page 68.) |

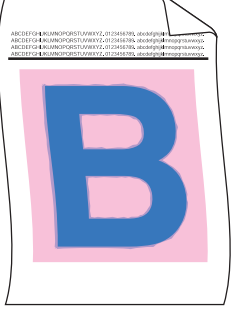
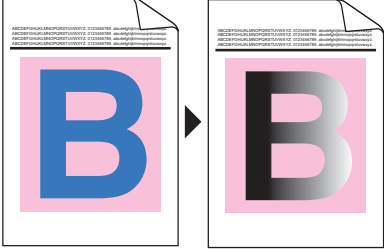

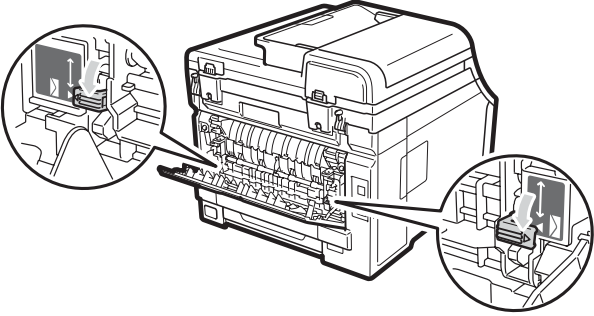
| Examples of poor print quality | Recommendation |
|---|--|
| <p>Coloured lines across the page</p>  | <ul style="list-style-type: none"> ■ If coloured lines appear at 30 mm intervals, replace the toner cartridge that matches the colour of the line. (See <i>Replacing a Toner cartridge</i> on page 79.) ■ If coloured lines appear at 94 mm intervals, put in a new drum unit that matches the colour of the line. (See <i>Replacing the drum units</i> on page 86.) |
| <p>White spots or hollow print</p>  | <ul style="list-style-type: none"> ■ If the problem is not solved after printing a few pages, the drum unit may be stained. Clean all four drum units. (See <i>Small spots on the printed pages</i> in <i>Cleaning the drum unit</i> on page 70.) ■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See <i>Acceptable paper and other print media</i> on page 16 and <i>Basic tab</i> in the <i>Software User's Guide</i> on the CD-ROM.) ■ Check the machine's environment. Conditions such as high humidity can cause white spots or hollow print. (See <i>Choosing a location</i> on page 36.) |
| <p>Completely blank or some colours are missing</p>  | <ul style="list-style-type: none"> ■ Put in a new toner cartridge. (See <i>Replacing a Toner cartridge</i> on page 79.) You may only need to replace one toner cartridge to solve the print problem. To identify which toner cartridge needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Put in a new drum unit. (See <i>Replacing the drum units</i> on page 86.) You may only need to replace one drum unit to solve the print problem. To identify which drum needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. |
| <p>Coloured spots at 94 mm</p>  | <ul style="list-style-type: none"> ■ If the problem is not solved after printing a few pages, the drum unit may have glue from a label stuck on the drum surface. Clean the drum unit. (See <i>Large spots on the printed pages</i> on page 72.) ■ Put in a new drum unit. (See <i>Replacing the drum units</i> on page 86.) You may only need to replace one drum unit to solve the print problem. To identify which drum needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. |
| <p>Coloured spots at 30 mm</p>  | <ul style="list-style-type: none"> ■ Identify the colour causing the problem and put in a new toner cartridge. (See <i>Replacing a Toner cartridge</i> on page 79.) You may only need to replace one toner cartridge to solve the print problem. To identify which toner cartridge needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. |

| Examples of poor print quality | Recommendation |
|---|--|
| <p>Toner scatter or toner stain</p>  | <ul style="list-style-type: none"> ■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. (See <i>Choosing a location</i> on page 36.) ■ Identify the colour causing the problem and put in a new toner cartridge. (See <i>Replacing a Toner cartridge</i> on page 79.) You may only need to replace one toner cartridge to solve the print problem. To identify which toner cartridge needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ If the problem continues, put in a new drum unit. (See <i>Replacing the drum units</i> on page 86.) You may only need to replace one drum unit to solve the print problem. To identify which drum needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. |
| <p>The colour of your printouts is not what you expected</p> | <ul style="list-style-type: none"> ■ Make sure Toner Save mode is off in the control panel of the machine or the printer driver. ■ Perform the calibration. (See <i>Calibration</i> on page 75.) ■ Adjust the colour by using the custom setting in the driver and by using the control panel of the machine. Colours the machine can print and colours you see on a monitor are different. The machine may not be able to reproduce the colours on your monitor. ■ If colours appear in the printed grey areas, make sure there is a check in the Improve Grey Colour check box of the printer driver. (See <i>Basic tab</i> for Windows® printer driver, <i>Advanced tab</i> for Macintosh printer driver or <i>Printer Features</i> for Macintosh BR-Script printer driver in the <i>Software User's Guide</i> on the CD-ROM.) ■ If shaded areas look dull, remove the check from the Improve Grey Colour check box. ■ If a printed black graphic is too light, choose Enhance Black Printing mode in the printer driver. (See <i>Settings Dialog</i> for Windows® printer driver, <i>Advanced options</i> for Windows® BR-Script printer driver, <i>Print Settings</i> for Macintosh printer driver or <i>Printer Features</i> for Macintosh BR-Script printer driver in the <i>Software User's Guide</i> on the CD-ROM.) ■ Identify the colour causing the problem and put in a new toner cartridge. (See <i>Replacing a Toner cartridge</i> on page 79.) You may only need to replace one toner cartridge to solve the print problem. To identify which toner cartridge needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Identify the colour causing the problem and put in a new drum unit. (See <i>Replacing the drum units</i> on page 86.) You may only need to replace one drum unit to solve the print problem. To identify which drum needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. |



| Examples of poor print quality | Recommendation |
|--|--|
| <p>All one colour</p>  | <ul style="list-style-type: none"> ■ Identify the colour causing the problem and put in a new drum unit. (See <i>Replacing the drum units</i> on page 86.) You may only need to replace one drum unit to solve the print problem. To identify which drum needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. |
| <p>Colour misregistration</p>  | <ul style="list-style-type: none"> ■ Make sure that the machine is on a solid level surface. ■ Perform the auto colour registration using the control panel (see <i>Auto Registration</i> on page 76) or perform the manual colour registration using the control panel (see <i>Manual Registration</i> on page 76). ■ Identify the colour causing the problem and put in a new drum unit. (See <i>Replacing the drum units</i> on page 86.) You may only need to replace one drum unit to solve the print problem. To identify which drum needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Put in a new belt unit. (See <i>Replacing the belt unit</i> on page 89.) |
| <p>Uneven density appears periodically across the page</p>  | <ul style="list-style-type: none"> ■ Perform the calibration. (See <i>Calibration</i> on page 75.) ■ Adjust the contrast or brightness when you are in copy mode. (See <i>Adjusting Contrast, Colour and Brightness</i> on page 30.) ■ Identify the colour that is uneven and put in a new toner cartridge for that colour. (See <i>Replacing a Toner cartridge</i> on page 79.) You may only need to replace one toner cartridge to solve the print problem. To identify which toner cartridge needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Identify the colour that is uneven and put in a new drum unit. (See <i>Replacing the drum units</i> on page 86.) You may only need to replace one drum unit to solve the print problem. To identify which drum needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. |
| <p>Thin lines do not print</p> | <ul style="list-style-type: none"> ■ Make sure Toner Save mode is off in the control panel of the machine or the printer driver. ■ Change the print resolution. ■ If you use Windows® printer driver, choose Improve Pattern Printing or Improve Thin Line in Settings of Basic tab. (See <i>Settings Dialog</i> in the <i>Software User's Guide</i> on the CD-ROM.) |

| Examples of poor print quality | Recommendation |
|--|---|
| <p data-bbox="164 338 260 365">Wrinkle</p>  | <ul style="list-style-type: none"> ■ Change to the recommended type of paper. ■ Make sure that the back cover is closed correctly. ■ Make sure that two grey levers inside the back cover are in the up position. ■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See <i>Acceptable paper and other print media</i> on page 16 and <i>Basic tab</i> in the <i>Software User's Guide</i> on the CD-ROM.) |
| <p data-bbox="164 725 325 752">Offset image</p>  | <ul style="list-style-type: none"> ■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See <i>Acceptable paper and other print media</i> on page 16 and <i>Basic tab</i> in the <i>Software User's Guide</i> on the CD-ROM.) ■ Make sure that two grey levers inside the back cover are in the up position. ■ Check the machine's environment. Conditions such as dry and low temperatures may cause this print quality problem. (See <i>Choosing a location</i> on page 36.) ■ Identify the colour causing the problem and put in a new drum unit. (See <i>Replacing the drum units</i> on page 86.) You may only need to replace one drum unit to solve the print problem. To identify which drum needs to be replaced, please visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. |
| <p data-bbox="164 1292 300 1319">Poor fixing</p>  | <ul style="list-style-type: none"> ■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See <i>Acceptable paper and other print media</i> on page 16 and <i>Basic tab</i> in the <i>Software User's Guide</i> on the CD-ROM.) ■ Make sure that two grey levers inside the back cover are in the up position. ■ Choose Improve Toner Fixing mode in the printer driver. (See <i>Other Print Options</i> (For Windows® printer driver), <i>Advanced options</i> (For Windows® BR-Script printer driver), <i>Print Settings</i> (For Macintosh printer driver) or <i>Printer Features</i> (For Macintosh BR-Script printer driver) in the <i>Software User's Guide</i> on the CD-ROM.) If this selection does not provide enough improvement, select Thicker paper in Media Type settings. |

| Examples of poor print quality | Recommendation |
|---|---|
| <p data-bbox="129 340 319 371">Curling or wavy</p>  | <ul style="list-style-type: none"> <li data-bbox="555 340 1426 546">■ Choose Reduce Paper Curl mode in the printer driver when you do not use our recommended paper. (See <i>Other Print Options</i> (For Windows® printer driver), <i>Advanced options</i> (For Windows® BR-Script printer driver), <i>Print Settings</i> (For Macintosh printer driver) or <i>Printer Features</i> (For Macintosh BR-Script printer driver) in the <i>Software User's Guide</i> on the CD-ROM.) <li data-bbox="555 564 1426 698">■ 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. <li data-bbox="555 716 1426 788">■ Store the paper where it will not be exposed to avoid high temperatures and high humidity. |
| <p data-bbox="129 797 434 828">Uneven density or faded</p>  | <ul style="list-style-type: none"> <li data-bbox="555 797 1177 828">■ Fully open the top cover and then close it again. |
| <p data-bbox="129 1155 354 1187">Envelope creases</p>  | <p data-bbox="539 1155 1359 1227">Make sure that the envelope levers are pulled down when you are printing envelopes.</p>  |

Error and maintenance messages

As with any sophisticated office product, errors may occur and consumable items may need 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 below.

You can clear most errors and perform routine maintenance messages 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 |
|--|---|--|
| Belt End Soon | The belt unit is near the end of its life. | Buy a new belt unit before you get a Replace Belt message. |
| Calibrate | Calibration failed. | <p>Press Mono Start or Colour Start and try it again.</p> <ul style="list-style-type: none"> ■ Turn off the machine. Wait a few seconds, then turn it on again. ■ Identify the colour causing the problem and put in a new drum unit. (See <i>Replacing the drum units</i> on page 86.) To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Put in a new belt unit. (See <i>Replacing the belt unit</i> on page 89.) ■ Put in a waste toner box. (See <i>Replacing the waste toner box</i> on page 93.) ■ If the problem continues, call your dealer or Brother Customer Service. |
| <p>Cartridge Error Put the Black (K) Toner Cartridge back in.¹</p> <p>¹ The colour of the problem toner cartridge is shown in the message.</p> | The toner cartridge is not installed correctly. | Take out the drum unit and toner cartridge assembly for the toner colour that is indicated on the LCD. Remove the toner cartridge and then re-install it in the drum. Put the drum unit and toner cartridge assembly back into the machine again. |

| 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 LCD shows Cooling Down, and Wait for a while. | Make sure that 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 ADF cover is not closed completely. | Close the ADF cover of the machine, then press Stop/Exit . |
| | The top cover is not closed completely. | Close the top cover of the machine. |
| Cover is Open | The fuser cover is not closed completely 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 of the machine. ■ Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press Mono Start or Colour Start. |
| DIMM Error | The DIMM is not installed correctly. Or the DIMM is broken. | Turn off the machine. Re-install the DIMM correctly. Wait a few seconds, and then turn it on again. If this error message appears again, replace the DIMM with a new one. (See <i>Installing extra memory</i> on page 41.) |
| Document Jam | The document was not inserted or fed correctly, or the document scanned from the ADF was too long. | See <i>Document jams</i> on page 60 or <i>Using the automatic document feeder (ADF)</i> on page 21. |
| Drum Error | The corona wire on the drum unit needs to be cleaned. | Clean the corona wire on the drum unit. (See <i>Cleaning the corona wires</i> on page 69.) |
| | It is time to replace the drum units. | Replace the drum unit with a new one for the colour that is indicated on the LCD. (See <i>Replacing the drum units</i> on page 86.) |
| Drum End Soon(X) ¹ | The drum unit for the colour indicated on the LCD is near the end of its life. | Buy new drum unit for the colour indicated on the LCD before you get a Replace Drum(X) ¹ message. |
| Drums End Soon | The drum units are near the end of their life. | Buy new drum units before you get a Replace Drums message. |
| Fuser Error | The temperature of fuser unit does not rise at a specified temperature within specified time. | Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on. |
| | The fuser unit is too hot. | |

| Error Message | Cause | Action |
|----------------|---|--|
| Init Unable XX | The machine has a mechanical problem. | Do one of the following: <ul style="list-style-type: none"> ■ Disconnect the machine from the power for several minutes, then reconnect it. ■ If the problem continues, call your Brother dealer. |
| Jam Inside | The paper is jammed inside the machine. | (See <i>Paper jams</i> on page 61.) |
| Jam Rear | The paper is jammed in the back of the machine. | (See <i>Paper jams</i> on page 61.) |
| Jam Tray | The paper is jammed in the paper tray of the machine. | (See <i>Paper jams</i> on page 61.) |
| No Belt Unit | The belt unit is not installed correctly. | Re-install the belt unit. (See <i>Replacing the belt unit</i> on page 89.) |
| No Paper | The machine is out of paper or paper is not correctly loaded in the paper tray. | Do one of the following: <ul style="list-style-type: none"> ■ Refill the paper in the paper tray and press Mono Start or Colour Start or put the paper in the manual feed slot. ■ Remove the paper and load it again. Then press Mono Start or Colour Start. ■ If the problem is not solved, the paper pick-up roller may be stained. Clean the paper pickup roller. (See <i>Cleaning the paper pick-up rollers</i> on page 75.) |
| No Toner | The toner cartridge or the drum unit and toner cartridge assembly is not installed correctly. | Re-install the toner cartridge or the drum unit that is indicated on the LCD. |
| No Waste Toner | The waste toner box is not installed correctly. | Re-install the waste toner box. (See <i>Replacing the waste toner box</i> on page 93.) |
| Out of Memory | The machine's memory is full. | <p>Copy operation in progress</p> <p>Do one of the following:</p> <ul style="list-style-type: none"> ■ Press Mono Start or Colour Start to copy the scanned pages. ■ Press Stop/Exit and wait until the other operations in progress finish, and then try again. ■ Clear the data from the memory. (See <i>Out of memory message</i> on page 32.) <p>Print operation in process</p> <p>Reduce print resolution. (See <i>Advanced tab</i> in the <i>Software User's Guide</i> on the CD-ROM.)</p> |

| Error Message | Cause | Action |
|------------------------------|---|--|
| Print Unable XX | The machine has a mechanical problem. | Do one of the following: <ul style="list-style-type: none"> ■ Disconnect the machine from the power for several minutes, then reconnect it. ■ If the problem continues, call your Brother dealer. |
| Print Unable 1A | One of the issues that can cause this error is that condensation may form inside the machine after a room temperature change. | Turn the power switch off and fully open the top cover. Leave the machine off and open for 30 minutes to remove any condensation from inside the machine, then close the top cover and turn the machine on again. If this does not clear the error, call your dealer or a Brother Customer Service. |
| Registration | Registration failed. | Press Mono Start or Colour Start and try again. Do one of the following: <ul style="list-style-type: none"> ■ Turn off the machine's power switch. Wait a few seconds, then turn it on again. ■ Try Manual Registration, Menu, 3, 7. (See <i>Manual Registration</i> on page 76.) ■ Put in a new belt unit. (See <i>Replacing the belt unit</i> on page 89.) ■ If the problem continues, call your Brother dealer. |
| Replace Belt | It is time to replace the belt unit. | Replace the belt unit. (See <i>Replacing the belt unit</i> on page 89.) |
| Replace Drums | It is time to replace the drum units. | Replace the drum units. (See <i>Replacing the drum units</i> on page 86.) |
| | The drum unit counter was not reset when a new drum was installed. | Reset the drum unit counter. (See <i>Resetting the drum counter</i> on page 89.) |
| Replace Drum(X) ¹ | It is time to replace the drum unit for the indicated colour. | Replace the drum unit for the colour indicated on the LCD. (See <i>Replacing the drum units</i> on page 86.) |
| Replace Fuser | It is time to replace the fuser unit. | Call your Brother dealer to replace the fuser unit. |
| Replace PF Kit | It is time to replace the paper feeding kit. | Call your Brother dealer to replace the PF Kit. |
| Replace Toner | The toner cartridge is at the end of its life. | Replace the toner cartridge for the colour indicated on the LCD. (See <i>Replacing a Toner cartridge</i> on page 79.) |
| 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 93.) |

| Error Message | Cause | Action |
|-----------------|---|---|
| Scan Unable XX | The machine has a mechanical problem. | Do one of the following: <ul style="list-style-type: none"> ■ Disconnect the machine from the power for several minutes, then reconnect it. ■ If the problem continues, call your Brother dealer. |
| Short paper | The paper size detected is shorter than the paper size defined in the print job and the paper size being used requires the back cover to be open. | Open the back cover (back output tray) and remove any printed pages. Leave the back cover open and press Mono Start or Colour Start . |
| Size mismatch | The paper in the tray is not the correct size. | Load the correct size of paper in the tray and set the "Paper Size" (Menu, 1, 1, 2 (See <i>Paper Size</i> on page 23)). |
| Small paper | The paper size defined in the printer driver requires the back cover to be open. | Open the back cover (back output tray) and press Mono Start or Colour Start . (See <i>Printing on thick paper, labels, envelopes or small paper</i> on page 12.) |
| Toner Low | The toner cartridge is near the end of its life. | Buy a new toner cartridge for the colour that is indicated on the LCD before you get a Replace Toner message. |
| WT Box End Soon | The waste toner box is almost full. | Buy a new waste toner box before you get a Replace WT Box message. |

¹ (X) shows the toner cartridge or drum unit colour that is near the end of its life. (K)=Black, (Y)=Yellow, (M)=Magenta, (C)=Cyan.

Document jams

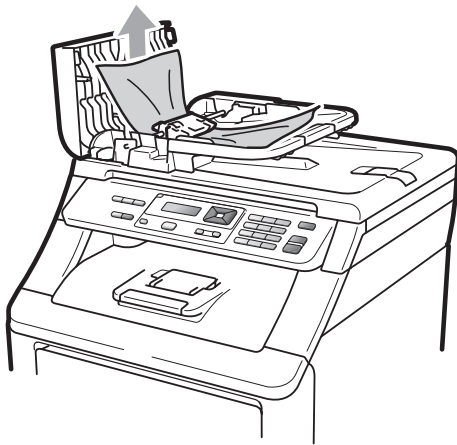
If the document is jammed, follow the steps below.

! IMPORTANT

After removing a jammed document, check that no paper scraps are left in the machine that could cause another jam.

Document is jammed in the top of the ADF unit

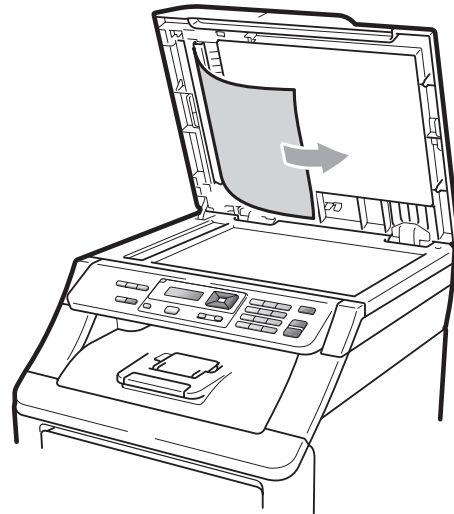
- 1 Take out any paper from the ADF that is not jammed.
- 2 Open the ADF cover.
- 3 Pull the jammed document out to the left.



- 4 Close the ADF cover.
- 5 Press **Stop/Exit**.

Document is jammed under the document cover

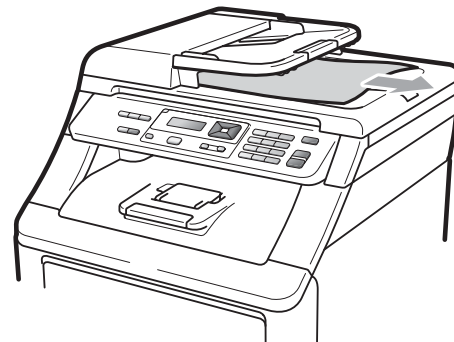
- 1 Take out any paper from the ADF that is not jammed.
- 2 Lift the document cover.
- 3 Pull the jammed document out to the right.



- 4 Close the document cover.
- 5 Press **Stop/Exit**.

Document is jammed at the output tray

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



- 3 Press **Stop/Exit**.

Paper jams

To clear paper jams, please follow the steps in this section.

! IMPORTANT

Please confirm that you have installed all toner cartridges and drum units in the machine. Failure to install these items or incorrect installation may cause a paper jam in your Brother machine.



Note

If the error message remains, open and close the top cover and fuser cover firmly to reset the machine.



Note

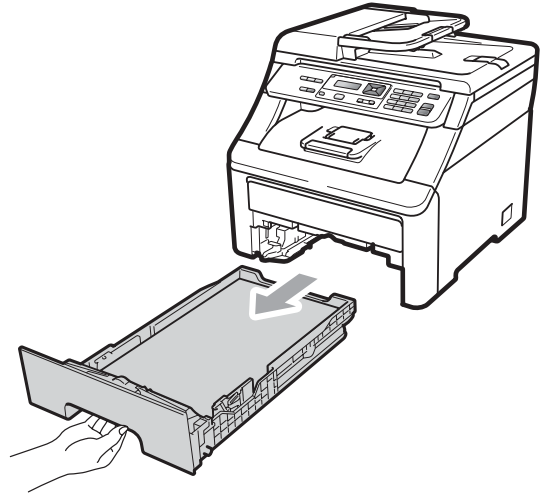
The LCD names for the paper trays are as follows:

- Standard paper tray: Tray
- Manual Feed Slot: Manual Feed

Paper is jammed in the Paper Tray

If the LCD 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.



! IMPORTANT

If the paper cannot easily be removed in this direction, stop and follow the instructions for *Paper is jammed inside the machine* on page 64.



Note

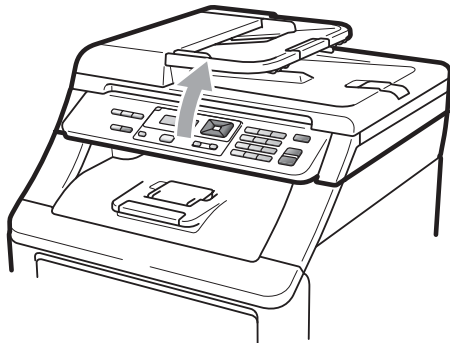
Pulling out the jammed paper downwards allows you to remove the paper easier.

- 3 Make sure the paper is below the maximum paper mark (▼) of the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure that the guides are firmly in the slots. (See *Loading paper in the standard paper tray* on page 9.)
- 4 Put the paper tray firmly back in the machine.
- 5 Press **Mono Start** or **Colour Start** to resume printing.

Paper is jammed at the output paper tray

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

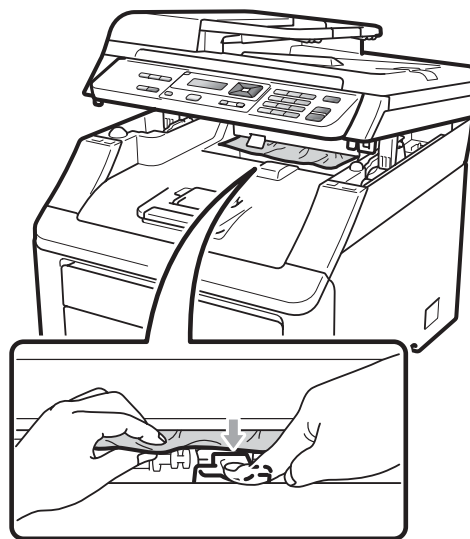
- 1 Open the scanner using both hands.



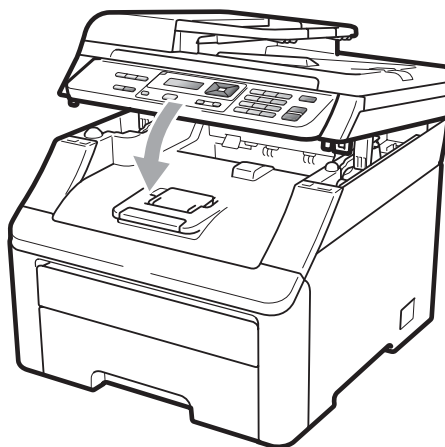
Note

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

- 2 Press down the green lever and remove the paper.



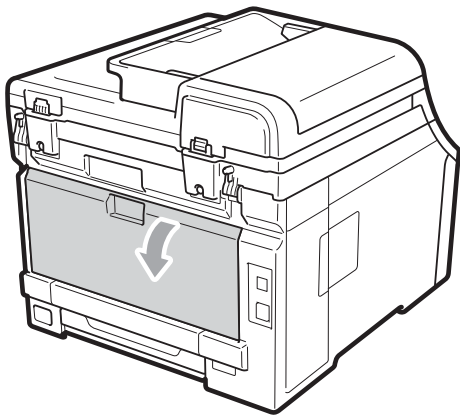
- 3 Push the scanner down with both hands to close it.



Paper is jammed at the back of the machine

If the LCD shows **Jam Rear**, a paper jam has occurred behind the face-up output tray. Follow these steps:

- 1 Turn off the machine. Disconnect all cables, and then unplug the power cord from the electrical socket. Leave the machine turned off for 10 minutes to cool down.
- 2 Open the back cover.

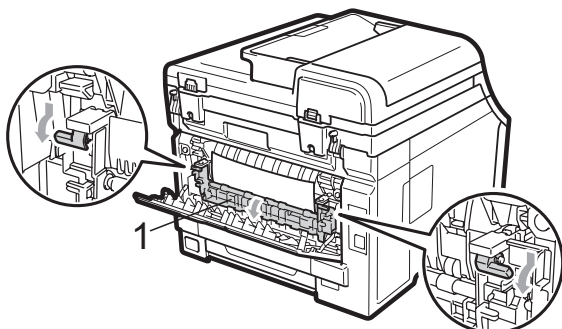


⚠ CAUTION

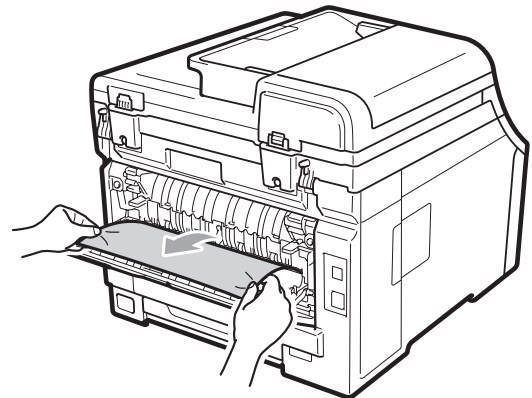
🔥 HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait at least 10 minutes for the machine to cool down before attempting to clear the paper jam.

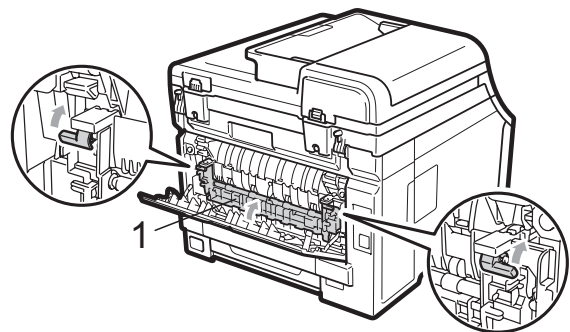
- 3 Push down and pull the green tabs at the left and right hand sides toward you and fold down the fuser cover (1).



- 4 Using both hands, gently pull the jammed paper out of the fuser unit.



- 5 Close the fuser cover (1).

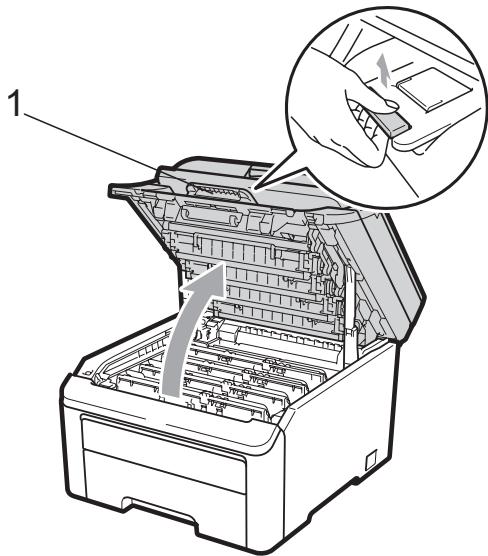


- 6 Fully close the back cover.
- 7 Plug the machine's power cord back into the electrical socket first, and reconnect all cables. Turn on the machine's power switch.

Paper is jammed inside the machine

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

- 1 Turn off the machine. Disconnect all cables, and then unplug the power cord from the electrical socket.
- 2 Fully open the top cover by lifting up on the handle (1).



⚠ CAUTION

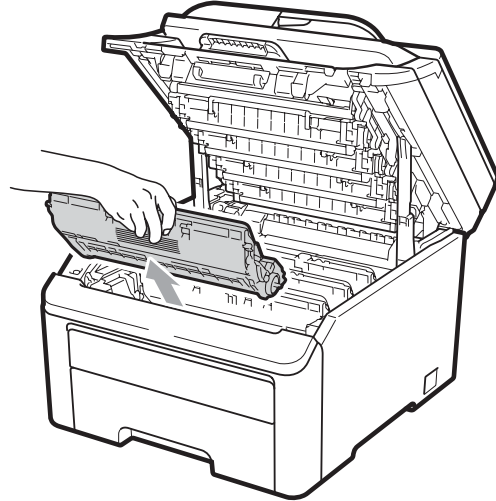
🔥 HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait at least 10 minutes for the machine to cool down before attempting to clear the paper jam.

⚠ IMPORTANT

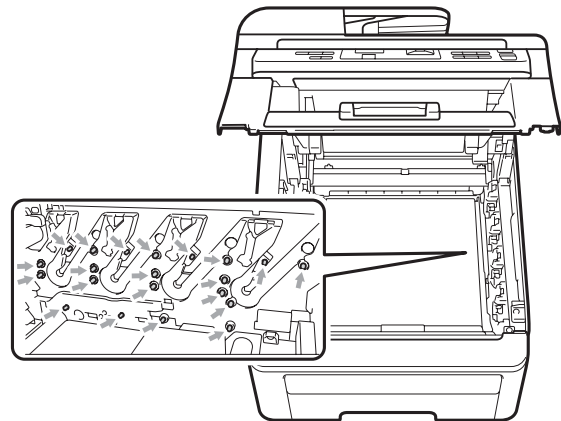
When the scanner is open, you cannot open the top cover.

- 3 Take out all the drum unit and toner cartridge assemblies. Repeat this for all the drum unit and toner cartridge assemblies.



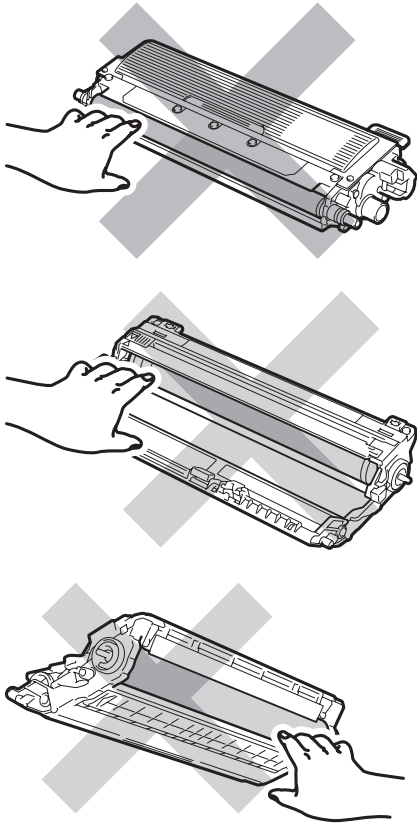
⚠ IMPORTANT

- We recommend that you place the drum unit and toner cartridge assemblies on a clean, flat surface with a sheet of disposable paper or cloth 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.

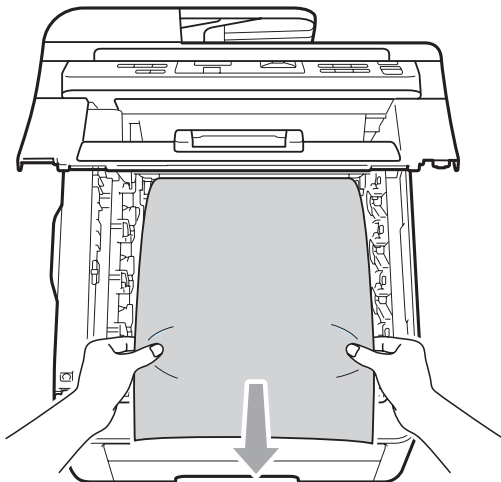


- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.

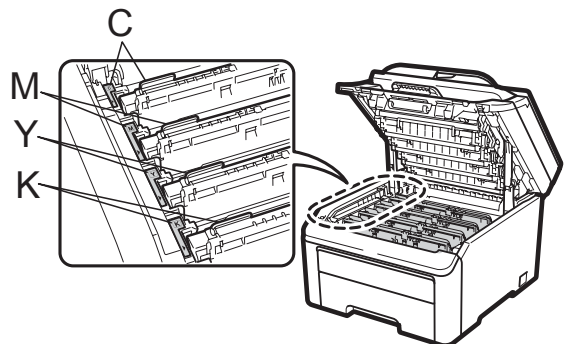
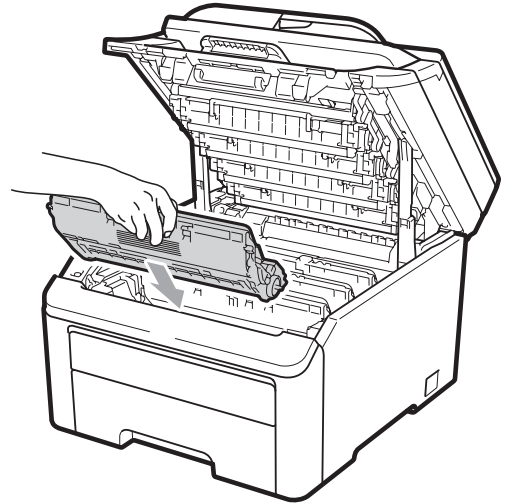
- To avoid print quality problems, **DO NOT** touch the shaded parts shown in the illustrations.



- 4 Pull out the jammed paper slowly.



- 5 Slide each drum unit and toner cartridge assembly into the machine. Make sure that you match the toner cartridge colour to the same colour label on the machine. Repeat this for all the drum unit and toner cartridge assemblies.



C-Cyan M-Magenta Y-Yellow K-Black

- 6 Close the top cover.
- 7 Plug the machine's power cord back into the electrical socket first, and reconnect all cables. Turn on the machine.

Routine maintenance

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

Use neutral detergents. Cleaning with volatile liquids such as thinner or benzene will damage the surface of the machine.

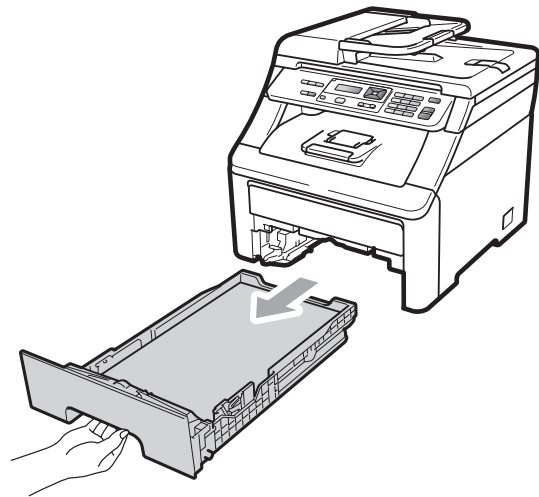
DO NOT use any flammable substances, spray or organic solvent/liquids containing alcohol/ammonia to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock. (For more information see *Important safety instructions* on page 37.)



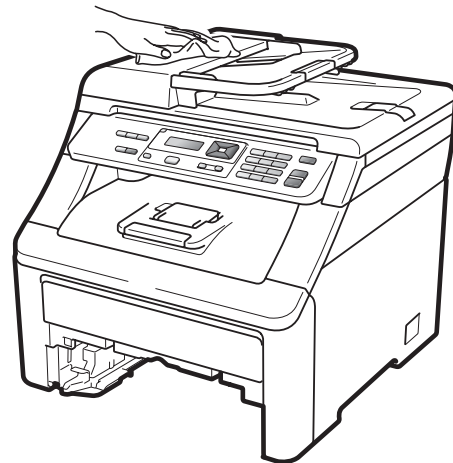
Be careful not to inhale toner.

Cleaning the outside of the machine

- 1 Turn off the machine. Disconnect all cables, and then unplug the power cord from the electrical socket.
- 2 Pull the paper tray completely out of the machine.

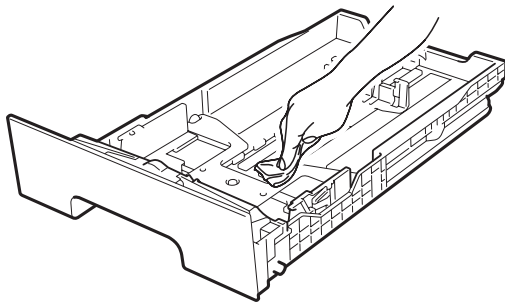


- 3 Wipe the outside of the machine with a dry, lint-free soft cloth to remove dust.



- 4 Remove any paper that is in the paper tray.

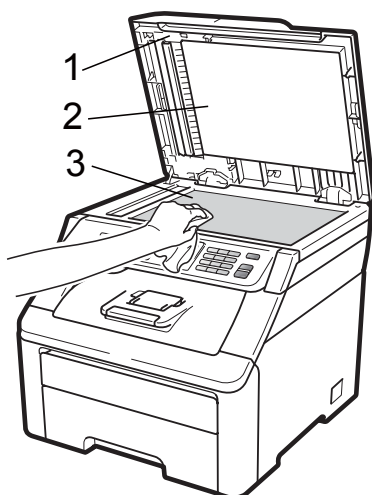
- Wipe the inside and the outside of the paper tray with a dry, lint-free soft cloth to remove dust.



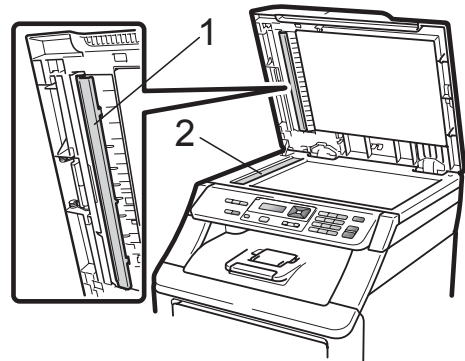
- Re-load the paper and put the paper tray firmly back in the machine.
- Plug the machine's power cord back into the electrical socket first, and reconnect all cables. Turn on the machine.

Cleaning the scanner glass

- Turn off the machine. Disconnect all cables and then unplug the power cord from the electrical socket.
- Lift the document cover (1). Clean the white plastic surface (2) and scanner glass (3) underneath it with a soft lint-free cloth moistened with water.



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



- Plug the machine's power cord back into the electrical socket first, and reconnect all cables. Turn on the machine.



Note

In addition to cleaning the scanner glass and glass strip with a soft lint-free cloth 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.

Cleaning the LED heads

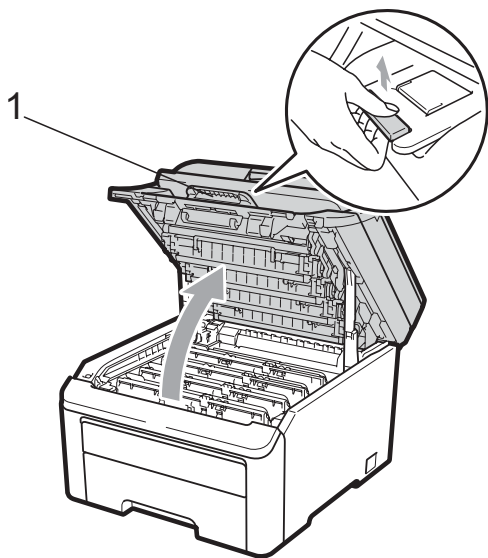
⚠ WARNING

DO NOT use any flammable substances, spray or organic solvent/liquids containing alcohol/ammonia to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock. For more information see *Important safety instructions* on page 37.

⚠ IMPORTANT

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

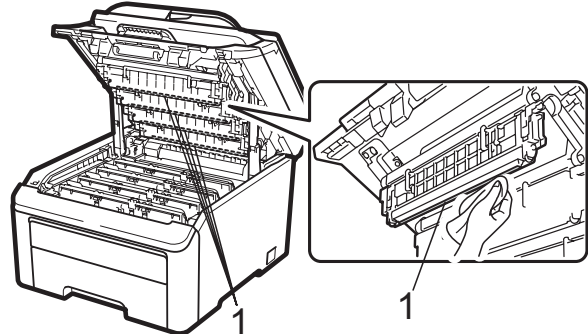
- 1 Before you clean the inside of the machine, turn off the machine. Unplug the power cord from the electrical socket.
- 2 Fully open the top cover by lifting up on the handle (1).



⚠ IMPORTANT

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

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

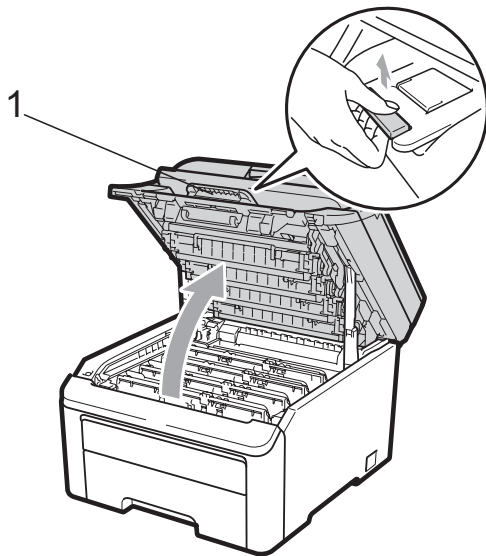


- 4 Close the top cover of the machine.
- 5 Plug the machine's power cord back into the electrical socket. Turn on the machine.

Cleaning the corona wires

If you have print quality problems, clean the corona wires as follows:

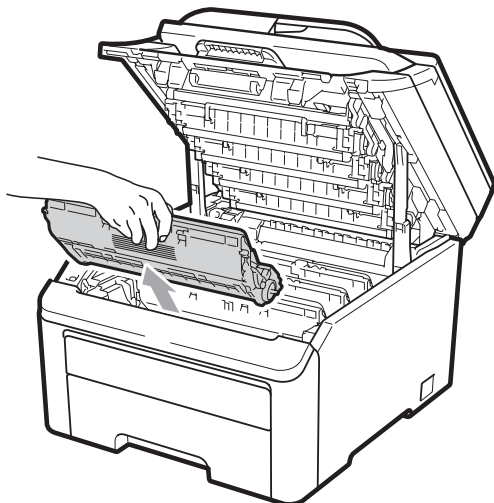
- 1 Turn off the machine. Disconnect all cables, and then unplug the power cord from the electrical socket.
- 2 Fully open the top cover by lifting up on the handle (1).



! IMPORTANT

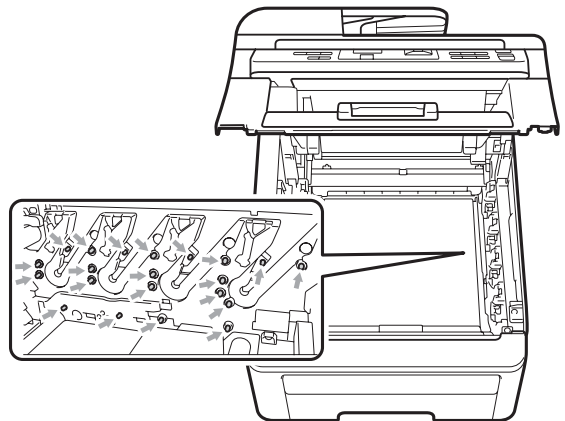
When the scanner is open, you cannot open the top cover.

- 3 Take out the drum unit and toner cartridge assemblies.

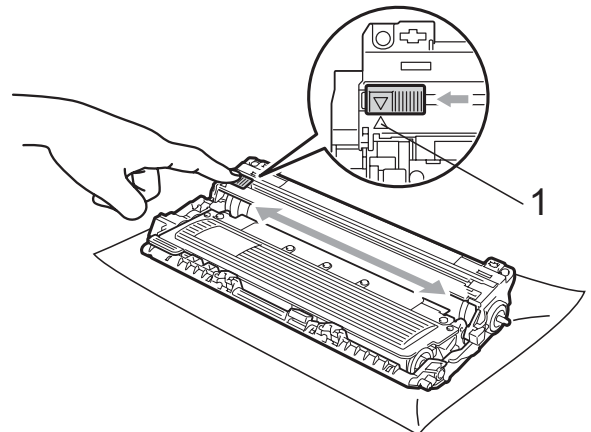


! IMPORTANT

- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth 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.



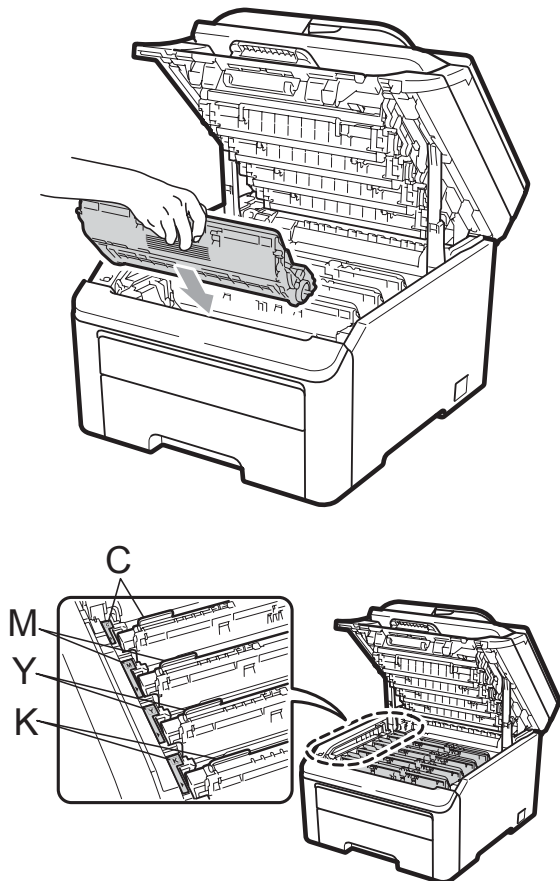
- 4 Clean the primary corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



Note

Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

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



C-Cyan M-Magenta Y-Yellow K-Black

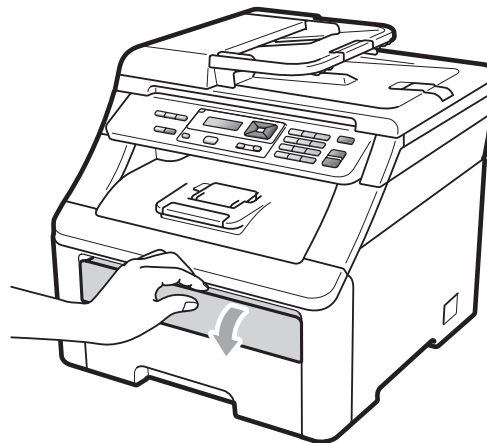
- 6 Repeat steps 3 to 5 to clean the remaining corona wires.
- 7 Close the top cover of the machine.
- 8 Plug the machine's power cord back into the electrical socket first, and then reconnect all cables. Turn on the machine.

Cleaning the drum unit

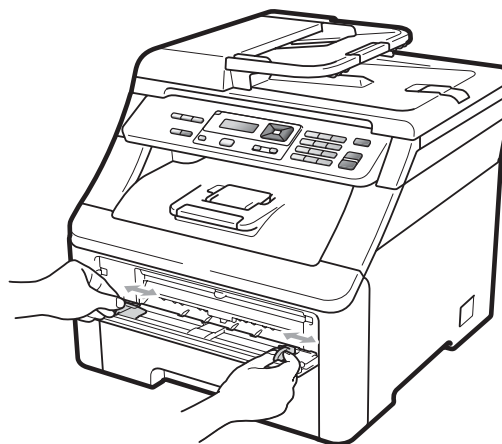
Small spots on the printed pages

If your printout has any small white or coloured spots, follow the steps below to solve the problem.

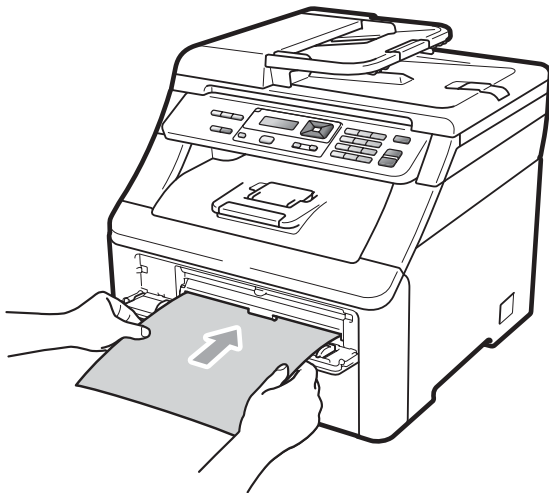
- 1 Open the manual feed slot cover.



- 2 Using both hands, slide the manual feed slot paper guides to the width of the paper that you are going to use.



- 3 Using both hands, put one blank sheet of paper in the manual feed slot until the front edge of the paper touches the paper feed roller. Wait until the machine automatically feeds the paper. When you feel the machine pull in the paper, let go.



 **Note**

- Make sure that 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 paper jam.
- Do not put more than one piece of paper in the manual feed slot at any one time, as it may cause a jam.
- If you put paper in the manual feed slot before the machine is in the Ready mode, an error may occur and the machine will stop printing.

- 4 Make sure that the machine is in the Ready mode.
Press **Menu, 3, 8.**

Drum Cleaning
Press Start

- 5 Press **Mono Start** or **Colour Start**. The machine will pull in the piece of paper and start cleaning the drum unit.

Drum Cleaning
Please Wait



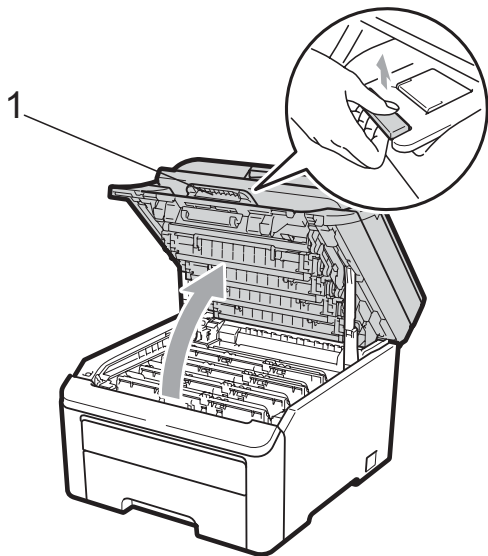
- 6 When the machine has finished cleaning, **Completed** appears on the LCD. Press **Stop/Exit** so that the machine returns to the Ready mode.

- 7 Repeat steps 3 to 6 two more times using a new blank sheet of paper each time. Upon completion please discard the used paper. If the print problem is not resolved please contact your Brother dealer.

Large spots on the printed pages

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

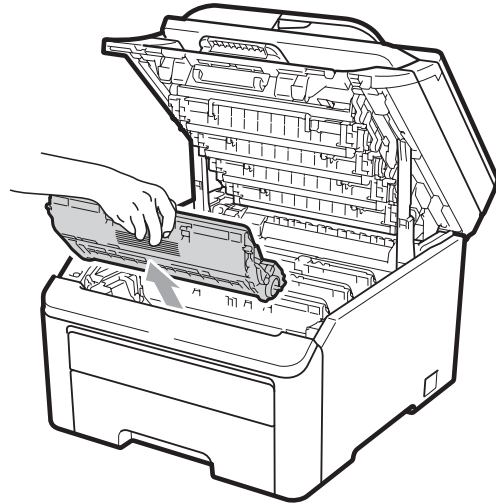
- 1 Turn off the machine. Disconnect all cables, and then unplug the power cord from the electrical socket.
- 2 Fully open the top cover by lifting up on the handle (1).



! IMPORTANT

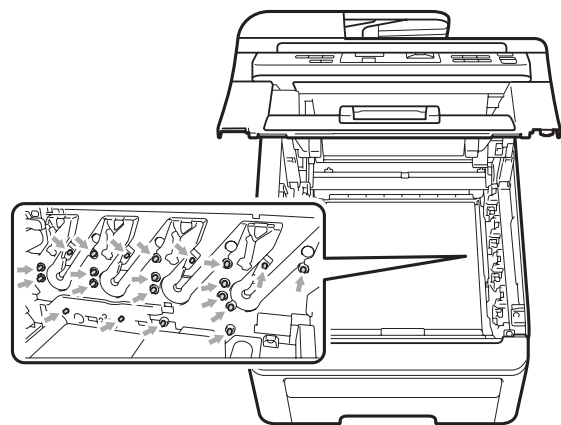
When the scanner is open, you cannot open the top cover.

- 3 See the print sample to identify the colour causing the problem. The colour of the spots is the colour of the drum you should clean. For example, if the spots are cyan, you should clean the drum for cyan. Take out the drum unit and toner cartridge assembly of the colour causing the problem.

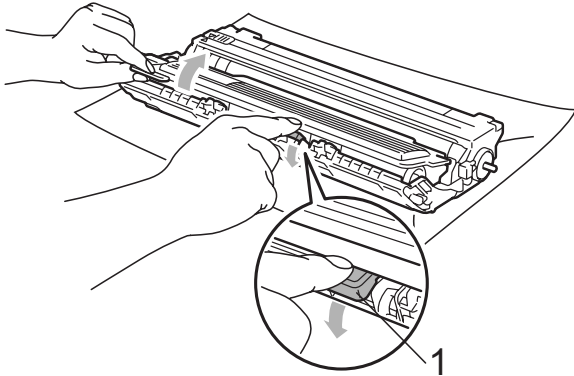


! IMPORTANT

- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth 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.



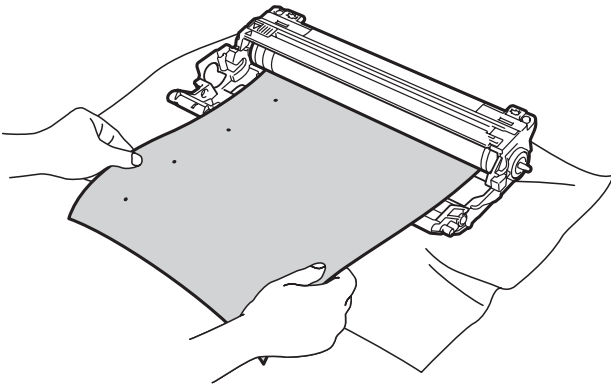
- 4 Push down the green-labelled lock lever (1) and take the toner cartridge out of the drum unit.



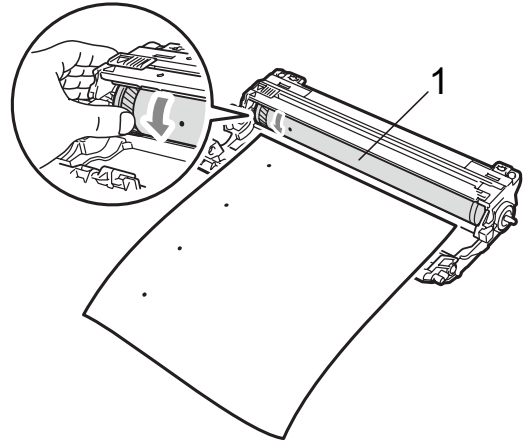
! IMPORTANT

Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.

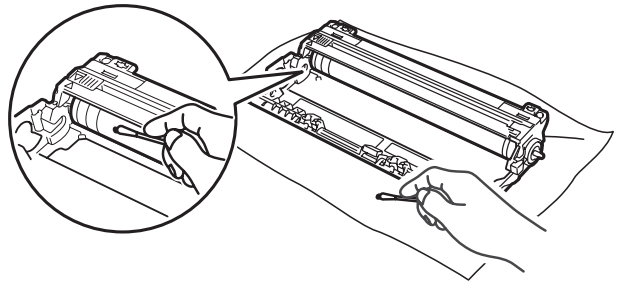
- 5 Put the print sample in front of the drum unit, and find the exact position of the poor print.



- 6 Turn the drum unit gear by hand while looking at the surface of the OPC drum (1).



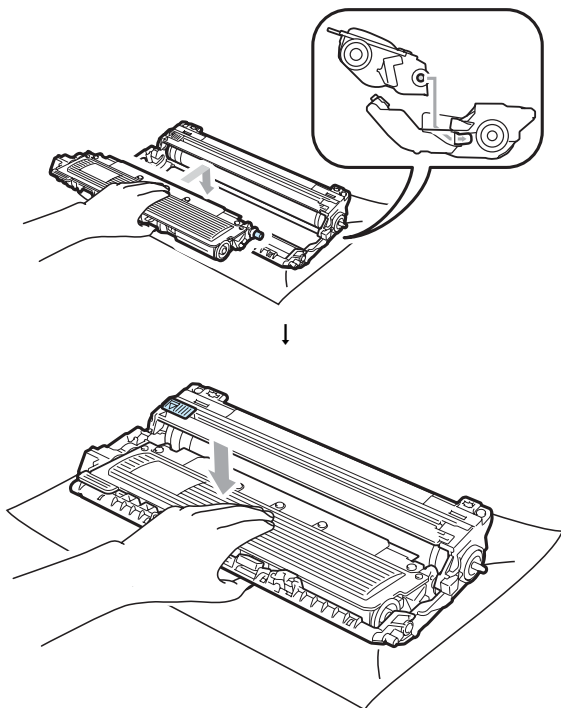
- 7 When you have found the mark on the drum that matches the print sample, wipe the surface of the OPC drum with a dry cotton swab until the dust or glue on the surface comes off.



! IMPORTANT

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

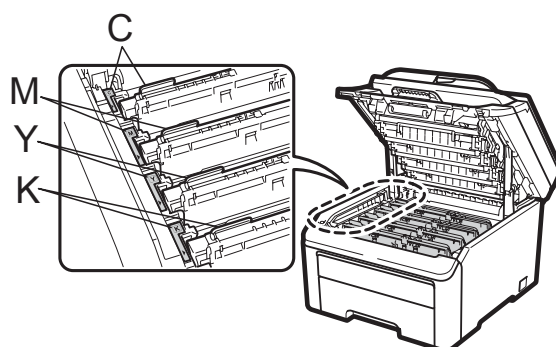
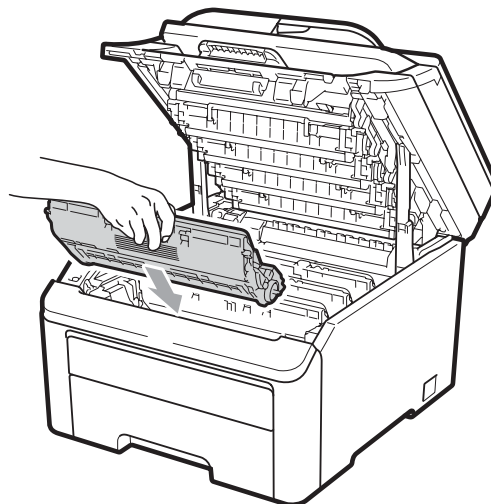
- 8 Put the toner cartridge back firmly into the drum unit until you hear it lock into place.



 **Note**

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

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



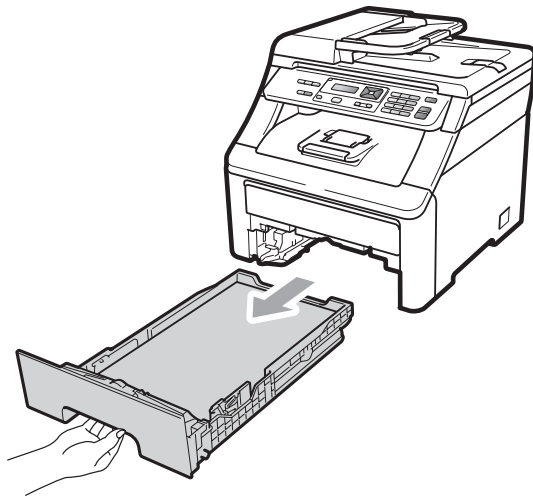
C-Cyan M-Magenta Y-Yellow K-Black

- 10 Close the top cover of the machine.
- 11 Plug the machine's power cord back into the electrical socket first, and then reconnect all cables. Turn on the machine.

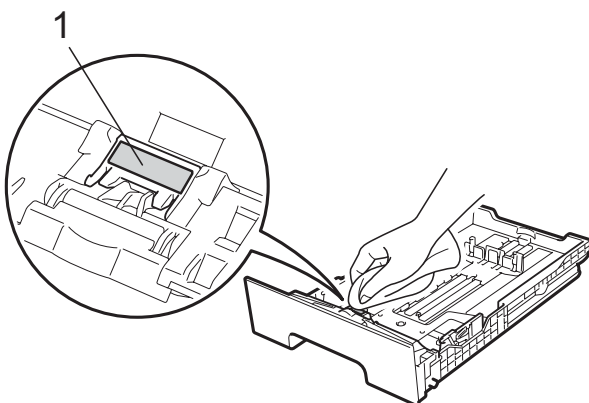
Cleaning the paper pick-up rollers

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

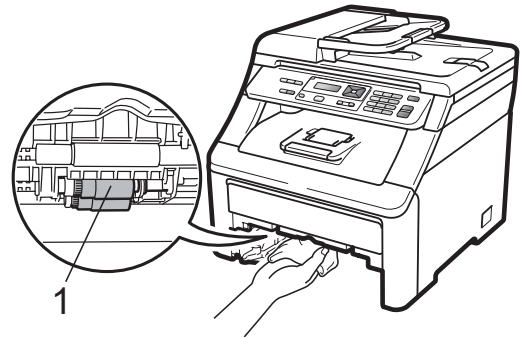
- 1 Turn off the machine. Unplug the power cord from the electrical socket.
- 2 Pull the paper tray completely out of the machine.



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



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



- 5 Put the paper tray back in the machine.
- 6 Plug the machine's power cord back into the electrical socket. Turn on the machine.

Calibration

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

- 1 Press **Menu, 3, 5**.
- 2 Press **▲** or **▼** to select **Calibrate**.
- 3 Press **OK**.
- 4 Press **1** to select **Yes**.
- 5 Press **Stop/Exit**.

You can reset the calibration parameters back to those set at the factory.

- 1 Press **Menu, 3, 5**.
- 2 Press **▲** or **▼** to **Reset**.
- 3 Press **OK**.
- 4 Press **1** to select **Yes**.

- 5 Press **Stop/Exit**.

Note

- If an error message is displayed, press **Stop/Exit** and try again. For more information, see *Error and maintenance messages* on page 55.
- If you print using Windows® printer driver, you need to perform the calibration from the Windows® printer driver. See *Advanced tab* in the *Software User's Guide* on the CD-ROM.
- If you print using the Macintosh printer driver, you need to perform the calibration using the status monitor. See *Status Monitor* in the *Software User's Guide* on the CD-ROM. When the **Status Monitor** is open, choose **Control / Color Calibration** from the menu bar.

Auto Registration

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 **Menu, 3, 6, 1**.
- 2 To start, press **1**.
To exit, press **2**.
- 3 Press **Stop/Exit**.

Frequency

You can set the machine to carry out auto registration regularly, and also how often it occurs.

- 1 Press **Menu, 3, 6, 2**.
- 2 Press **▲** or **▼** to choose *Low, Medium, High* or *Off*.
Press **OK**.
- 3 Press **Stop/Exit**.

Manual Registration

If colour still appears incorrectly after auto-registration, you will need to perform manual registration.

- 1 Press **Menu, 3, 7, 1**.
- 2 Press **Mono Start** or **Colour Start** to start printing the colour registration chart.
- 3 When the machine has finished printing the registration sheet, press **2** (*Set Registration*) to correct the colour manually.
- 4 Starting at **1** (Magenta) on the chart, check which coloured bar has the most uniform print density and enter its number into the machine using the **▲** and **▼** keys.
Press **OK**.
Repeat for **2** (Cyan), **3** (Yellow), **4, 5, 6** to **9**.
- 5 Press **Stop/Exit**.

Replacing the consumable items

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

| LCD messages | Consumable item to replace | Approximate life | How to replace | Model name |
|--|--|---|----------------|---|
| Toner Low Prepare New X Toner Cartridge. | Toner cartridge X = Cyan, Magenta, Yellow, Black | <Black> 2,200 pages ^{1 2} <Cyan, Magenta, Yellow> 1,400 pages ^{1 2} | See page 79. | TN-230BK, TN-230C, TN-230M, TN-230Y |
| Drums End Soon | 4 Drum units | 15,000 pages ^{1 3 4} | See page 85. | DR-230CL ⁵ |
| Drum End Soon(X) | 1 Drum unit X = C, M, Y, K C = Cyan M = Magenta Y = Yellow K = Black | 15,000 pages ^{1 3 4} | See page 85. | DR-230CL-BK ⁶ , DR-230CL-CMY ⁷ |
| Belt End Soon | Belt unit | 50,000 pages ¹ | See page 89. | BU-200CL |
| WT Box End Soon | Waste toner box | 50,000 pages ¹ | See page 93. | WT-200CL |

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 Contains 4pc. Drum Set.

⁶ Contains 1pc. Black Drum Unit.

⁷ Contains 1pc. Colour Drum Unit.

You will need to replace certain parts and clean the machine regularly.

| LCD messages | Consumable item to replace | Approximate life | How to replace | Model name |
|-------------------------|--|--|---|---|
| Replace Toner | Toner cartridge | <Black> 2,200 pages ^{1 2} <Cyan, Magenta, Yellow> 1,400 pages ^{1 2} | See page 79. | TN-230BK, TN-230C, TN-230M, TN-230Y |
| Replace Drums | 4 Drum units | 15,000 pages ^{1 3 4} | See page 86. | DR-230CL ⁵ |
| Replace Drum(X) | 1 Drum unit X = C, M, Y, K C = Cyan M = Magenta Y = Yellow K = Black | 15,000 pages ^{1 3 4} | See page 86. | DR-230CL-BK ⁶ , DR-230CL-CMY ⁷ |
| Drum Error ⁸ | Drum unit | 15,000 pages ^{1 3 4} | See page 86. | |
| Replace Belt | Belt unit | 50,000 pages ¹ | See page 89. | BU-200CL |
| Replace WT Box | Waste toner box | 50,000 pages ¹ | See page 93. | WT-200CL |
| Replace Fuser | Fuser unit | 50,000 pages ¹ | Call your dealer or Brother Customer Service for a replacement fuser unit. | |
| Replace PF Kit | Paper feeding kit | 50,000 pages ¹ | Call your dealer or Brother Customer Service 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 Contains 4pc. Drum Set.

⁶ Contains 1pc. Black Drum Unit.

⁷ Contains 1pc. Colour Drum Unit.

⁸ The Drum Error message has two cases: If the scroll message shows Replace the Drum Unit. you will need to replace the drum unit. If the scroll message shows Slide the Green tab on Drum Unit. you do not need to replace the drum unit, you just need to clean the corona wires. (See *Cleaning the corona wires* on page 69.)

 **Note**

- Discard used consumable items according to local regulations. If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.
- 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 of the toner cartridges is based on ISO/IEC 19798. Frequency of replacement will vary depending on the complexity of printed pages, percentage of coverage and type of media used.

Replacing a Toner cartridge

The Standard toner cartridges can print approximately 2,200 pages (black) or approximately 1,400 pages (yellow, magenta, cyan)¹. Actual page count will vary depending on your average type of document. The machine is supplied with a Starter cartridge that will need to be replaced after approximately 1,000 pages¹. When a toner cartridge is running low, the LCD shows `Toner Low`.

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

 **Note**

- 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 use only Genuine Brother Brand toner cartridges. When you want to buy toner cartridges, please call your Brother dealer.
- We recommend that you clean the machine when you replace the toner cartridge. See *Routine maintenance* on page 66.
- If you change the print density setting for lighter or darker printing, the amount of toner used will change.
- Wait to unpack the toner cartridge until immediately before you put it into the machine.

Toner Low message

`Toner Low
Prepare...`

If the LCD shows `Toner Low Prepare New X Toner Cartridge.`, the machine has nearly run out of toner. Buy a new toner cartridge and have it ready before you get a `Replace Toner` message. The LCD shows the toner colour that is near the end of its life (Black, Yellow, Magenta or Cyan).

Replace Toner message

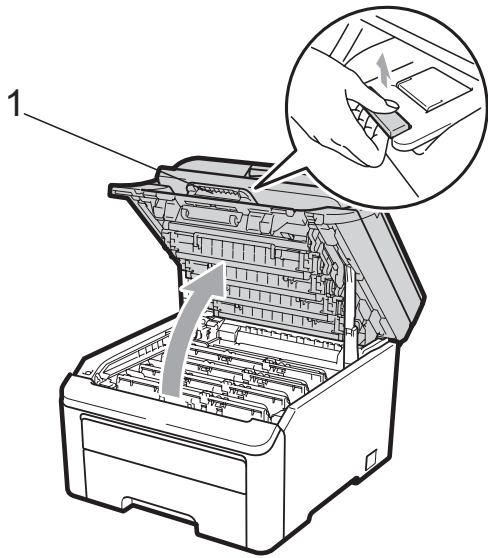
When the following message appears on the LCD, you need to replace the toner cartridge:

`Replace Toner`

The scrolling message on the LCD indicates which colour you need to replace.

- 1 Turn off the machine. Unplug the power cord from the electrical socket.

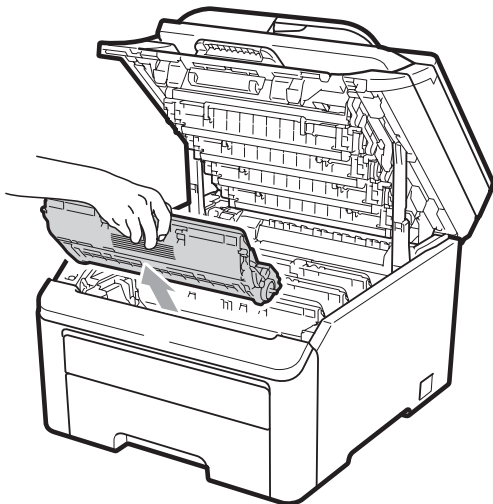
- 2 Fully open the top cover by lifting up on the handle (1).



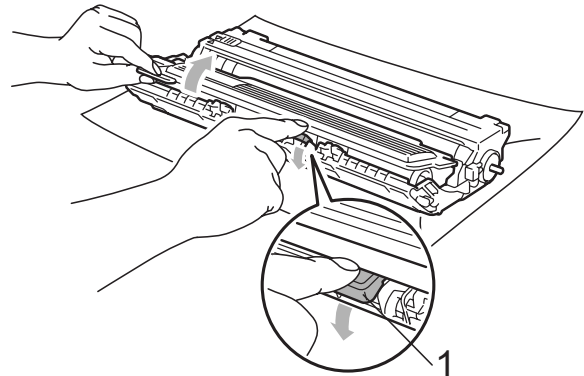
! IMPORTANT

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

- 3 Take out the drum unit and toner cartridge assembly for the colour shown on the LCD.



- 4 Push down the green-labelled lock lever (1) and take the toner cartridge out of the drum unit.



! WARNING

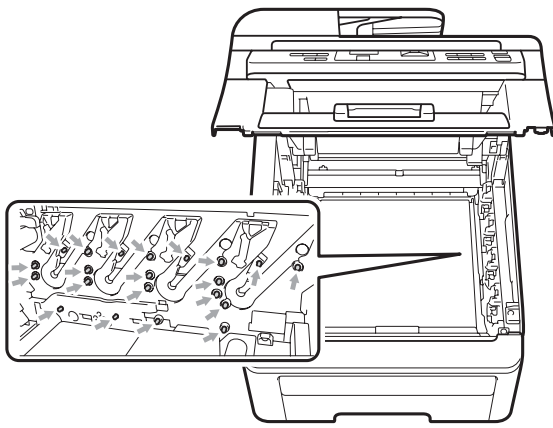
DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.

DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray or any type of flammable substance to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock. See *Routine maintenance* on page 66 for how to clean the machine.

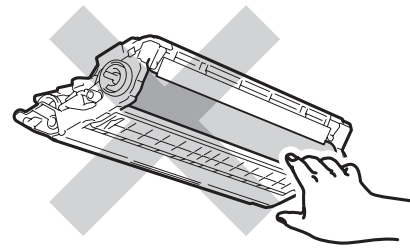
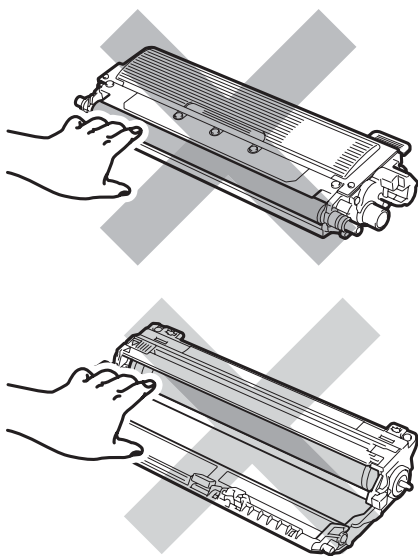
Be careful not to inhale toner.

! IMPORTANT

- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat, level, stable surface with a sheet of disposable paper or cloth 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.



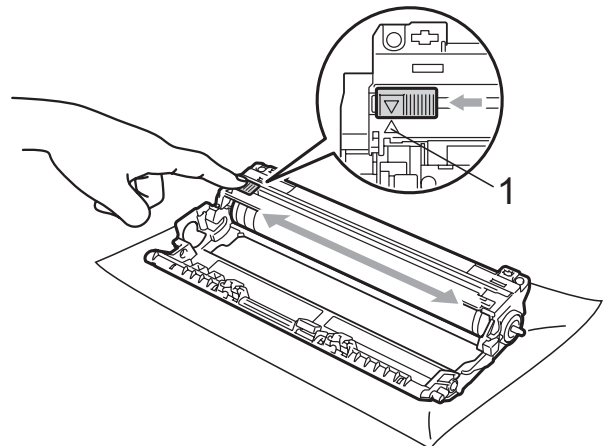
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



Note

- Be sure to seal up the toner cartridge tightly in a suitable bag so that toner powder does not spill out of the cartridge.
- Discard used consumable items according to local regulations. If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

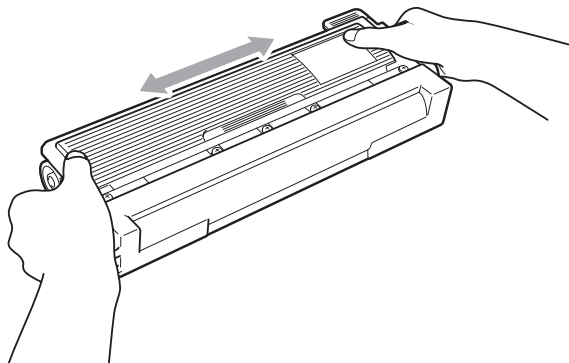
- 5 Clean the primary corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



Note

Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

- 6 Unpack the new toner cartridge. Gently shake it from side to side several times to distribute the toner evenly inside the cartridge.



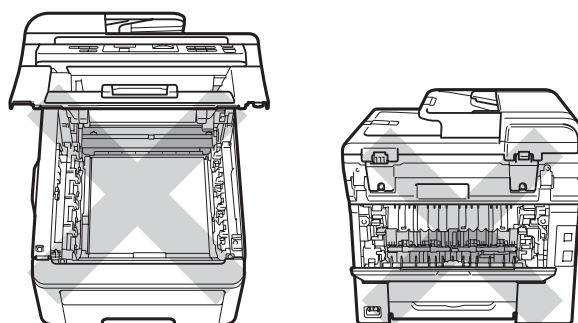
! IMPORTANT

- 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 put in direct sunlight or room light, the unit may be damaged.

! CAUTION

! HOT SURFACE

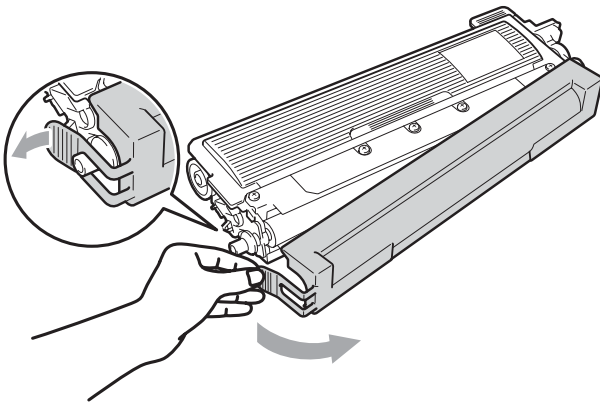
Put the toner cartridge in the drum unit immediately after you have removed the protective cover. To prevent any degradation to the print quality, DO NOT touch the shaded parts shown in the illustrations.



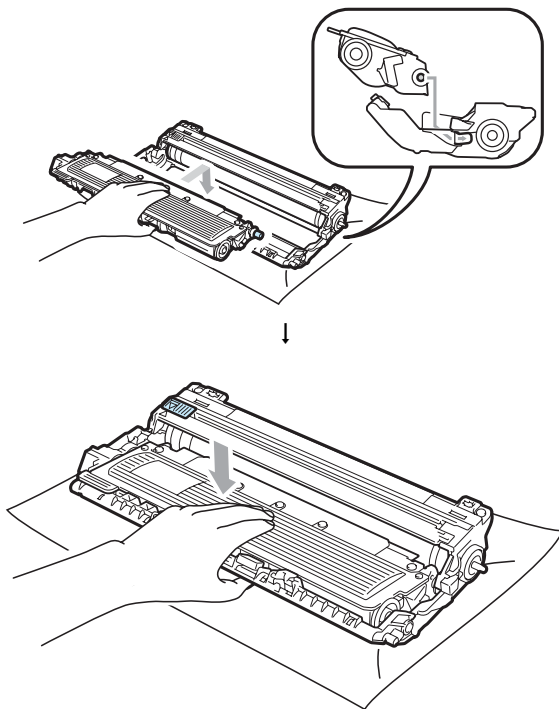
! IMPORTANT

Brother machines are designed to work with toner of a particular specification and will work to a level of optimum performance when used with genuine Brother toner cartridges (TN-230BK/TN-230C/TN-230M/TN-230Y). 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 genuine Brother 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 part of this machine as a result of the use of toner or toner cartridges other than genuine Brother 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.

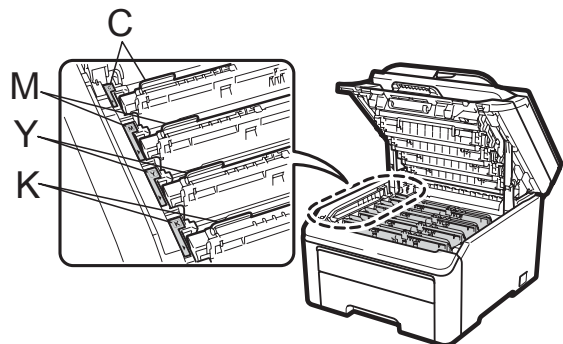
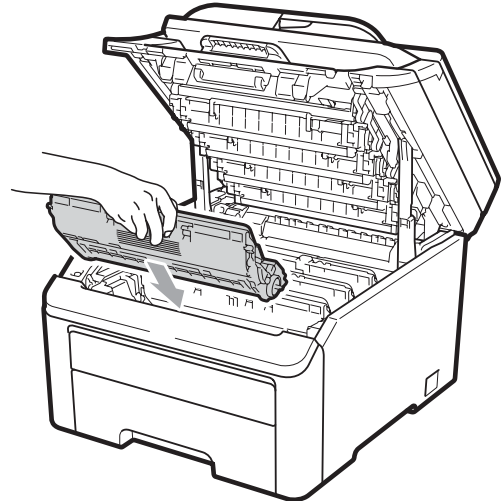
- 7 Pull off the protective cover.



- 8 Put the new toner cartridge firmly into the drum unit until you hear it lock into place.



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



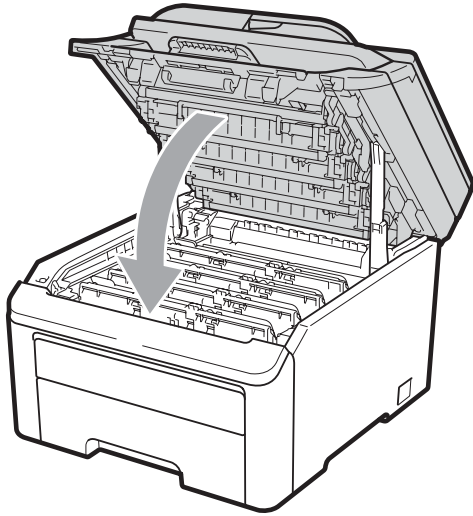
C-Cyan M-Magenta Y-Yellow K-Black



Note

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

- 10 Close the top cover of the machine.



- 11 Plug the machine's power cord back into the electrical socket first, and reconnect all cables. Turn on the machine.



Note

DO NOT turn off the machine or open the top cover until the LCD returns to the Ready mode.

! 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.

Drum units

A new drum set (model no. DR-230CL) can print approximately 15,000 A4 or Letter size single-sided pages. The DR-230CL drum set contains 4 drum units -

1 Black (DR-230CL-BK) and 3 Colour (DR-230CL-CMY). As the drums rotate in unison during the various stages of operation (even if you are only printing in one colour) and because damage to a single drum unit is not likely, you will need to replace all of the drums at once. We have no control over the many factors that determine the actual drum life, therefore we cannot guarantee a minimum number of pages that will be printed by your drum. The printer should be used only in a clean, dust-free environment with adequate ventilation. Drum wear and tear occurs due to use and rotation of the drum and interaction with paper, toner and other materials in the paper path.

When a drum reaches the factory-established rotation limit corresponding to the rated page yield, the product LCD display will advise you to replace the applicable drum(s). The product will continue to function, however, print quality may not be optimal.

Drum End Soon messages

Drums End Soon

If the LCD shows `Drums End Soon`, it means the drum kit is near the end of its life. Buy a new drum kit (DR-230CL) and have it ready before you get a `Replace Drums` message. To replace the drum units, see *Replacing the drum units* on page 86.

! IMPORTANT

For best performance, use only Genuine Brother drum units and Genuine Brother 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 printer itself. Warranty coverage may not apply to problems caused by the use of a third-party drum unit or toner unit.

Note

Drum End Soon(X)

If only a specified drum is near the end of its life, the LCD shows the `Drum End Soon(X)` message. (X) indicates the drum unit colour that is near the end of its life. ((K) =Black, (Y)=Yellow, (M)=Magenta, (C)=Cyan.) Call your Brother dealer to buy a new drum unit DR-230CL-BK (for Black) or a DR-230CL-CMY (for either Y, M, C colours) and have it ready before you get a `Replace Drums` message. During the normal lifespan of a drum kit the `Drum End Soon(X)` message will not appear. The message will only refer to a specific drum if a single unit has been replaced previously due to damage or error.

Replace Drums messages

When the following message appears on the LCD, you need to replace the drum kit:

Replace Drums

Drum Error

<Scrolling message>

Replace the Drum Unit. Black/ Cyan/ Magenta/ Yellow. Refer to the User's Guide.¹

¹ Only the colour you need to replace will be shown

The `Drum Error` message has two cases: If the scrolling message shows

`Replace the Drum Unit.`, you will need to replace the drum unit. If the scrolling message shows

`Slide the Green tab on Drum Unit.`, you do not need to replace the drum unit, you just need to clean the corona wires. (See *Cleaning the corona wires* on page 69.)

! IMPORTANT

For best performance, use only Genuine Brother drum units and Genuine Brother 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 printer itself. Warranty coverage may not apply to problems caused by the use of a third-party drum unit or toner unit.

Note

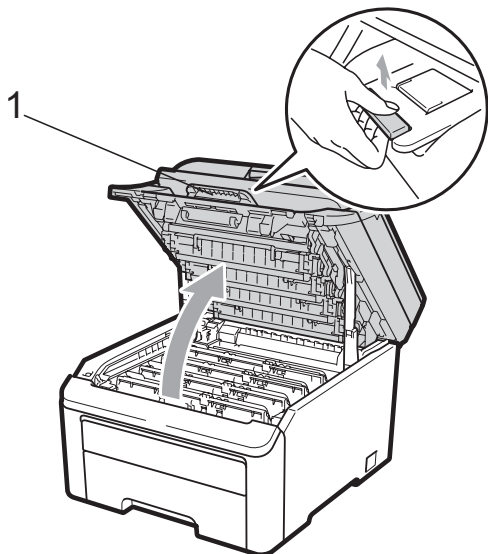
If only the specified drum needs to be replaced, the LCD shows the **Replace Drum(X)** message. (X) indicates the drum unit colour that you need to replace. ((K)=Black, (Y)=Yellow, (M)=Magenta, (C)=Cyan.) During the normal lifespan of a drum kit the **Replace Drum(X)** message will not appear. The message will only refer to a specific drum if a single unit has been replaced previously due to damage or error.

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 *Routine maintenance* on page 66.)

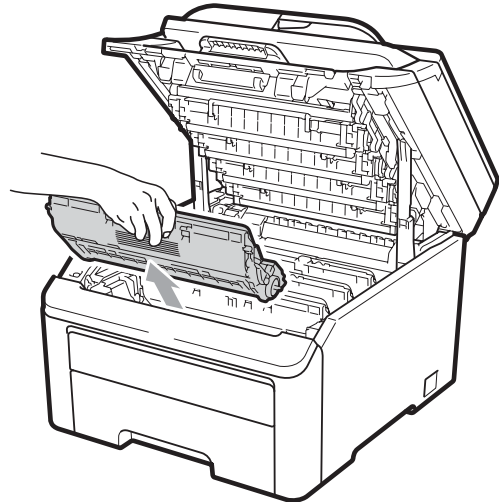
- 1 Turn off the machine. Unplug the power cord from the electrical socket.
- 2 Fully open the top cover by lifting up on the handle (1).



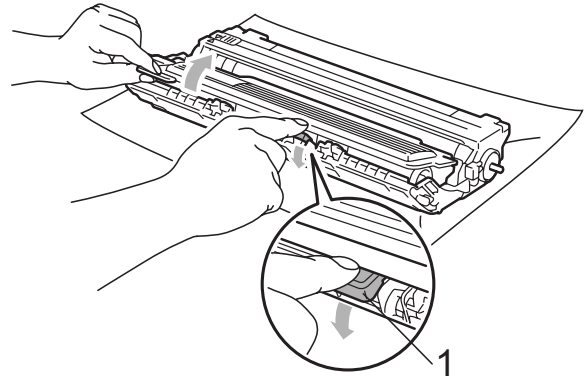
! IMPORTANT

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

- 3 Take out the drum unit and toner cartridge assembly for the colour shown on the LCD.



- 4 Push down the green-labelled lock lever (1) and take the toner cartridge out of the drum unit.



! WARNING

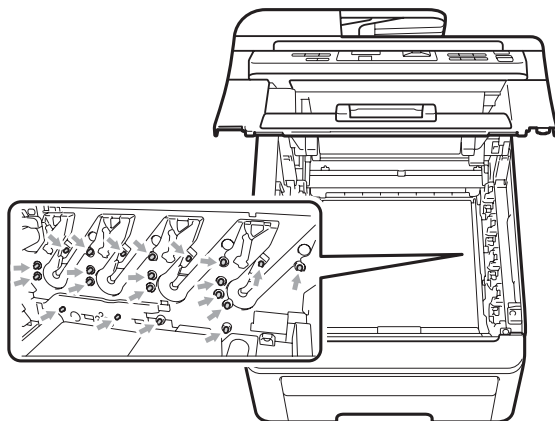
DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.

DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray, or any type of flammable substance to clean the outside or inside of the machine. Doing this may cause a fire or electrical shock. See *Routine maintenance* on page 66 for how to clean the machine.

Be careful not to inhale toner.

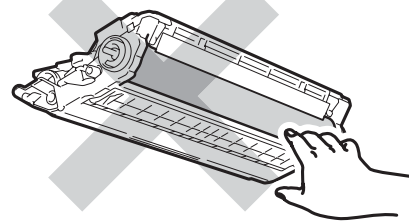
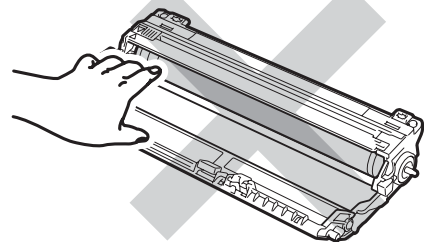
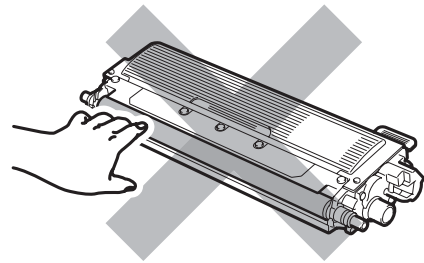
! IMPORTANT

- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth 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.



- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.

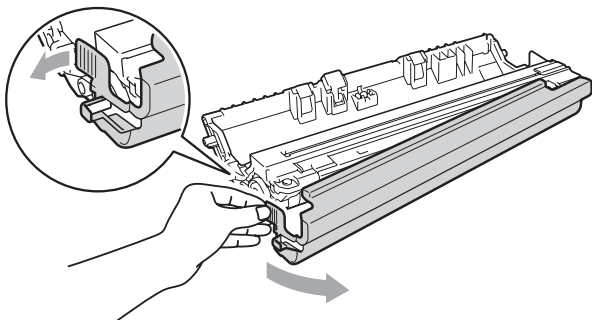
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



Note

- Be sure to seal up the toner cartridge tightly in a suitable bag so that toner powder does not spill out of the cartridge.
- Discard used consumable items according to local regulations. If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

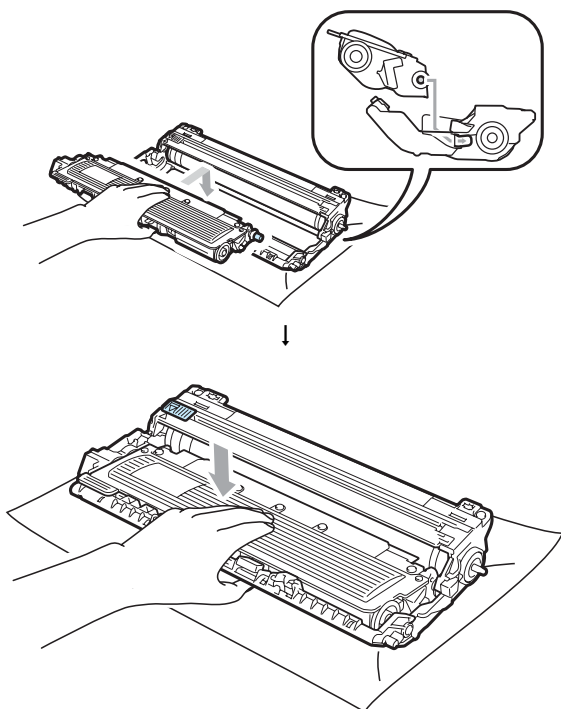
- 5 Unpack the new drum unit and remove the protective cover.



! IMPORTANT

Unpack the drum unit just before you put it in the machine. Exposure to direct sunlight or room light may damage the drum unit.

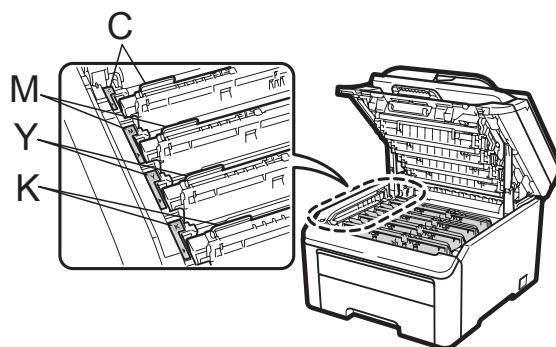
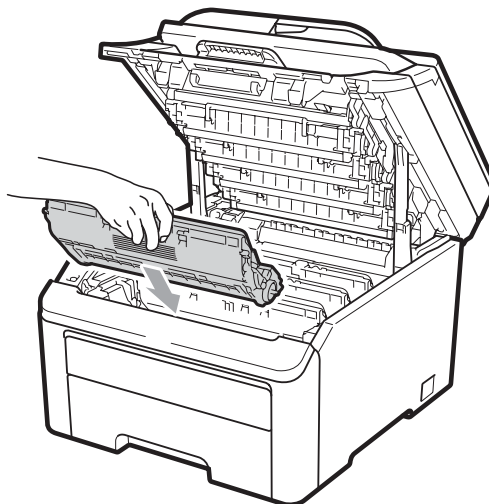
- 6 Put the toner cartridge firmly into the new drum unit until you hear it lock into place.



! IMPORTANT

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

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



C-Cyan M-Magenta Y-Yellow K-Black

- 8 Close the top cover of the machine.

Resetting the drum counter

When you replace a drum unit with a new one, you need to reset the drum counter by completing the following steps:

- 1 Plug the machine's power cord back into the electrical socket first, and reconnect all cables. Turn on the machine.
- 2 Press **Menu**, **5**, **6**.
- 3 Press **▲** or **▼** to choose the colour of the drum you replaced. Press **OK**.
- 4 Press **1** to reset the drum unit counter.
- 5 Press **Stop/Exit**.

Replacing the belt unit

Order No. BU-200CL

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

Belt End Soon message

Belt End Soon

If the LCD shows `Belt End Soon`, it means the belt unit is near the end of its life. Buy a new belt unit and have it ready before you get a `Replace Belt` message.

Replace Belt message

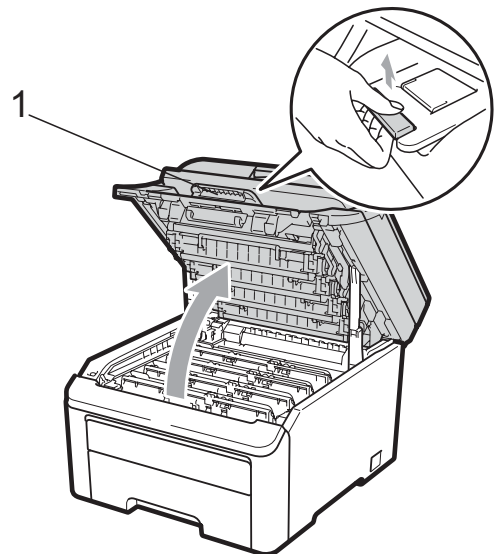
When the following message appears on the LCD, you need to replace the belt unit:

Replace Belt

! IMPORTANT

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

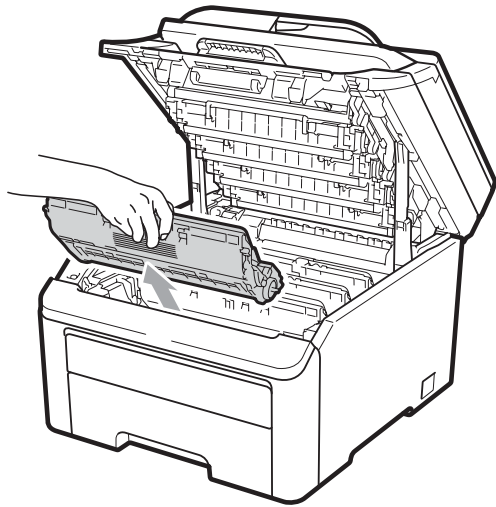
- 1 Turn off the machine. Unplug the power cord from the electrical socket.
- 2 Fully open the top cover by lifting up on the handle (1).



! IMPORTANT

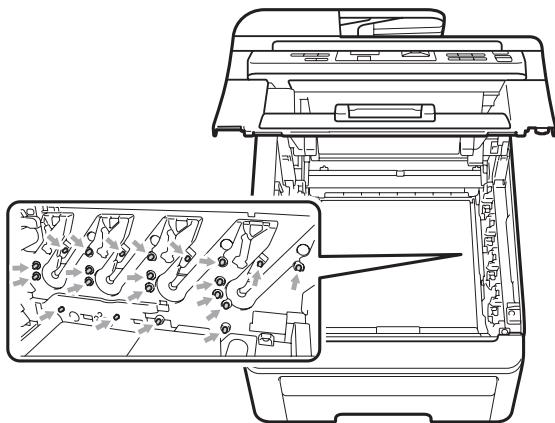
When the scanner is open, you cannot open the top cover.

- 3 Take out all the drum unit and toner cartridge assemblies.



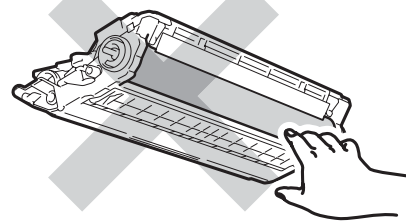
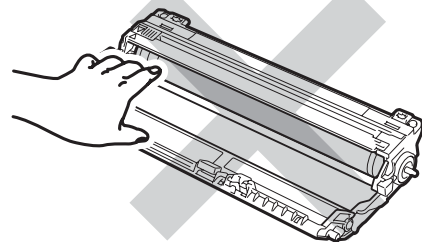
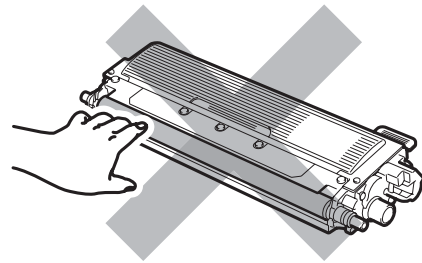
! IMPORTANT

- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth 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.

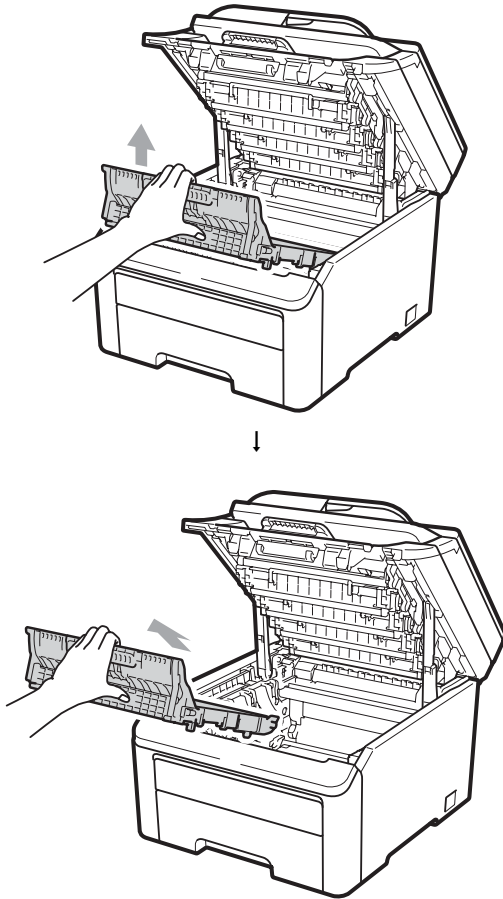


- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.

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

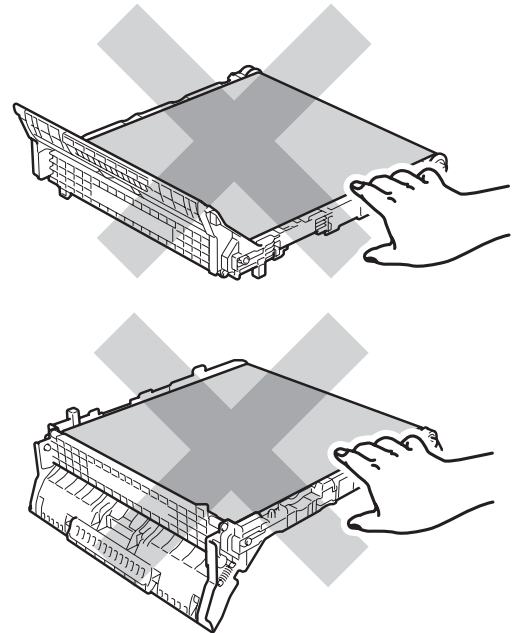


- 4 Hold the green handle of the belt unit and lift the belt unit up, then pull it out.

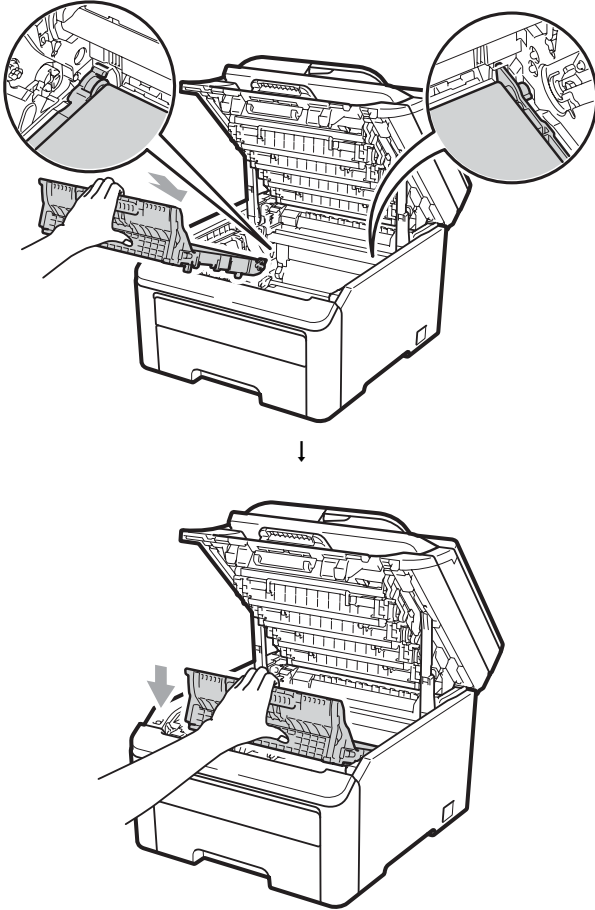


! IMPORTANT

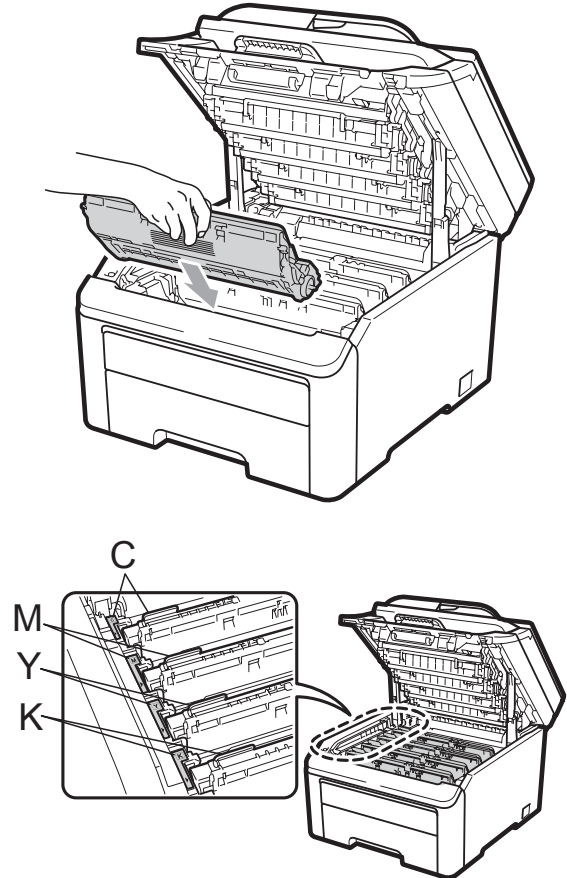
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustration.



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



- 6 Slide each drum unit and toner cartridge assembly into the machine. Make sure that you match the toner cartridge colour to the same colour label on the machine. Repeat this for all the drum unit and toner cartridge assemblies.



C-Cyan M-Magenta Y-Yellow K-Black

- 7 Close the top cover of the machine.

When you replace a belt unit with a new one, you need to reset the belt unit counter by completing the following steps:

- 1 Plug the machine's power cord back into the electrical socket first, and reconnect all cables. Turn on the machine.
- 2 Press **Menu**, **5**, **6**.
- 3 Press **▲** or **▼** to select **Belt Unit**. Press **OK**.
- 4 Press **1** to reset the belt unit counter.
- 5 Press **Stop/Exit**.

Replacing the waste toner box

Order No. WT-200CL

A new waste toner box can print approximately 50,000 A4 or Letter size single-sided pages.

WT Box End Soon message

WT Box End Soon

If the LCD 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 message

When the following message appears on the LCD, you need to replace the waste toner box:

Replace WT Box

! IMPORTANT

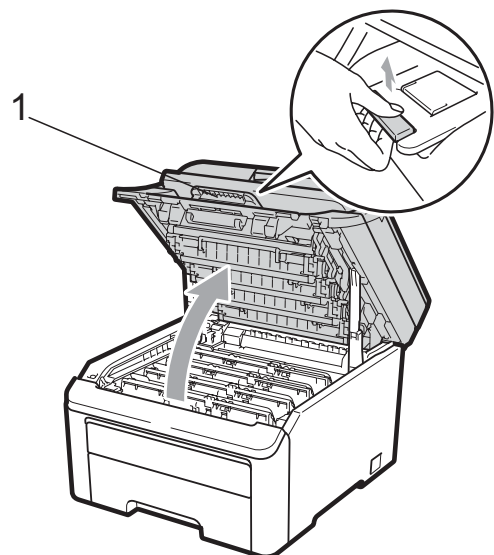
DO NOT reuse the waste toner box.

! WARNING

DO NOT put the waste toner box into a fire. It could explode.

Be careful not to spill the toner. DO NOT inhale or allow it to get into your eyes.

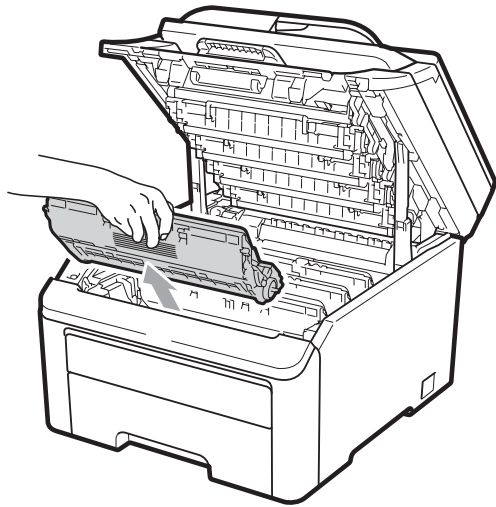
- 1 Turn off the machine. Unplug the power cord from the electrical socket.
- 2 Fully open the top cover by lifting up on the handle (1).



! IMPORTANT

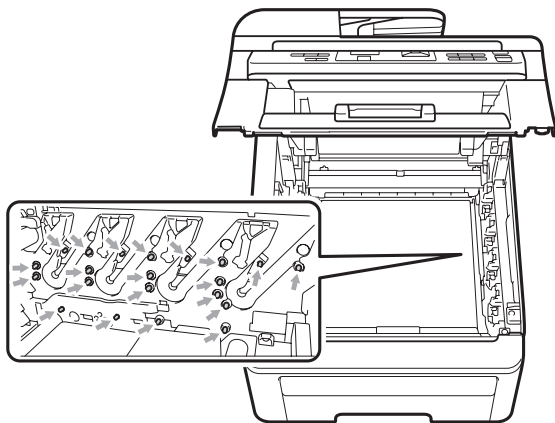
When the scanner is open, you cannot open the top cover.

- 3 Take out all the drum unit and toner cartridge assemblies.



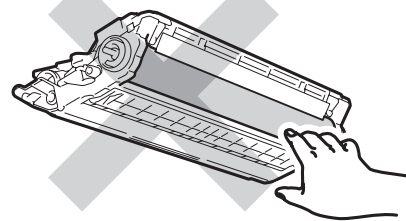
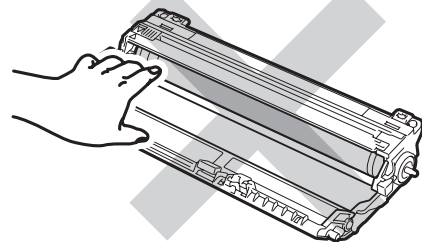
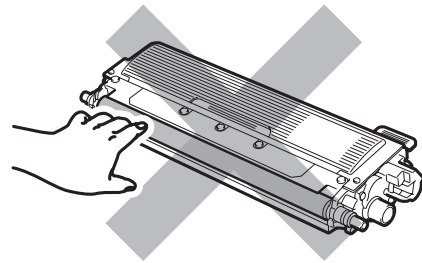
! IMPORTANT

- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth 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.

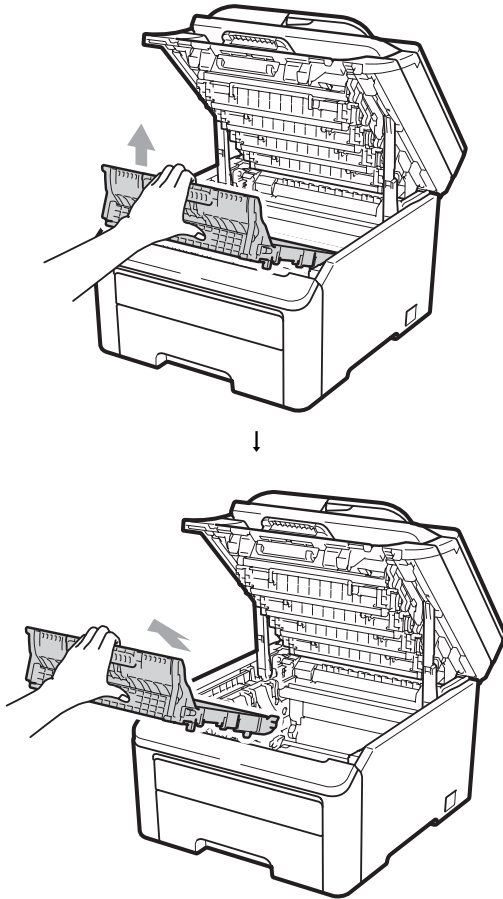


- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.

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

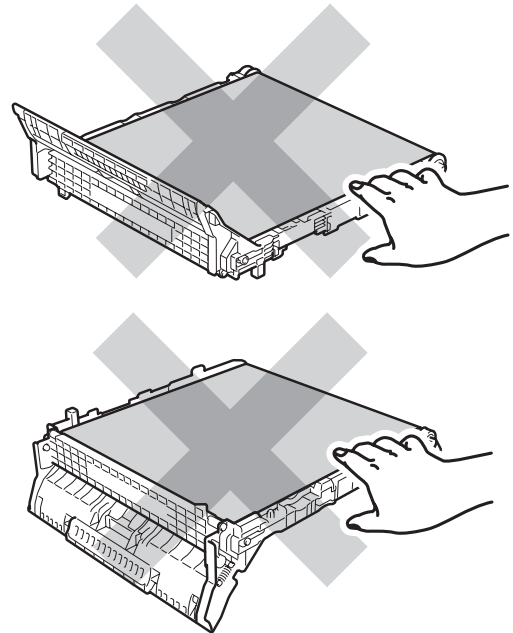


- 4 Hold the green handle of the belt unit and lift the belt unit up, then pull it out.

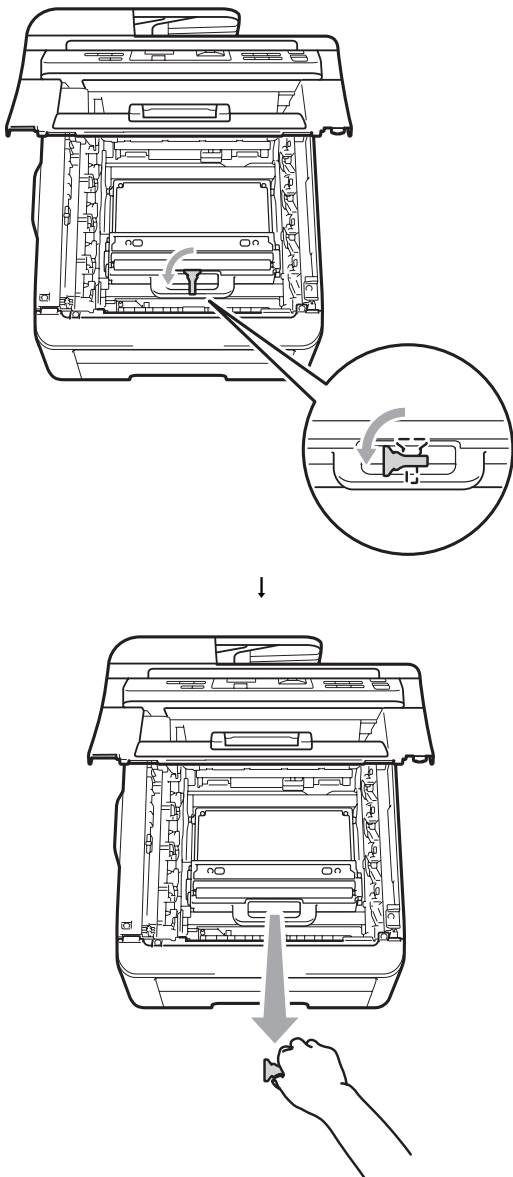


! IMPORTANT

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



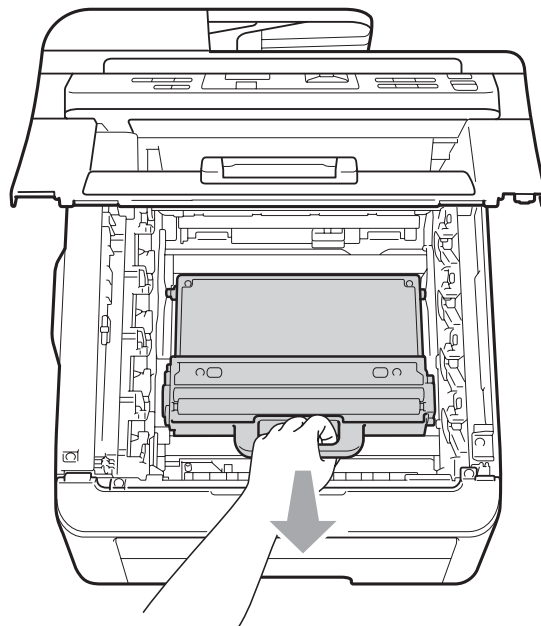
- 5 Remove the orange packing material and discard it.



 **Note**

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

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



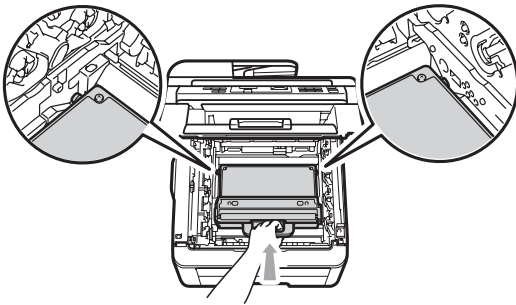
 **CAUTION**

Handle the waste toner box carefully in case you accidentally spill or scatter toner. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.

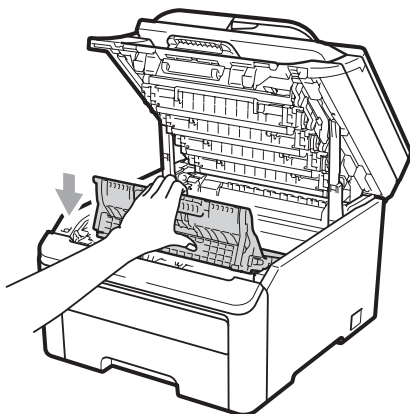
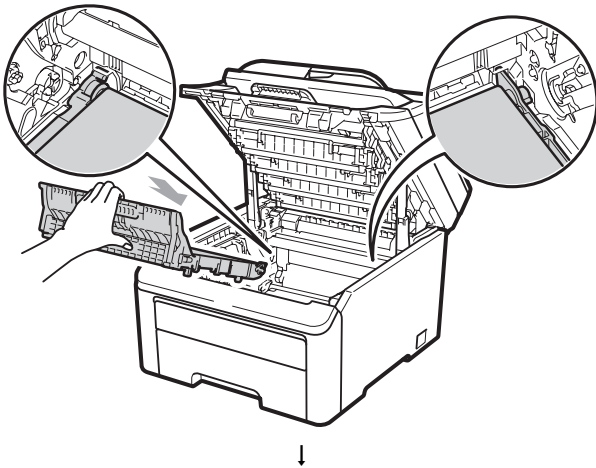
 **Note**

Discard the used waste toner box according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

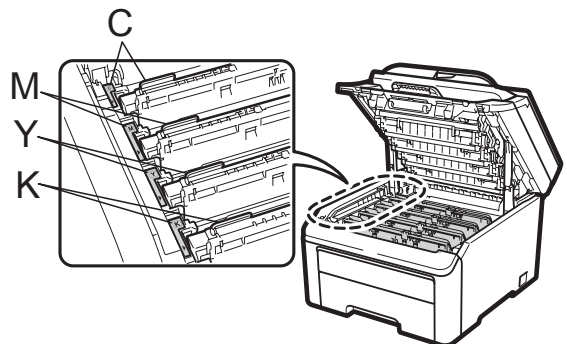
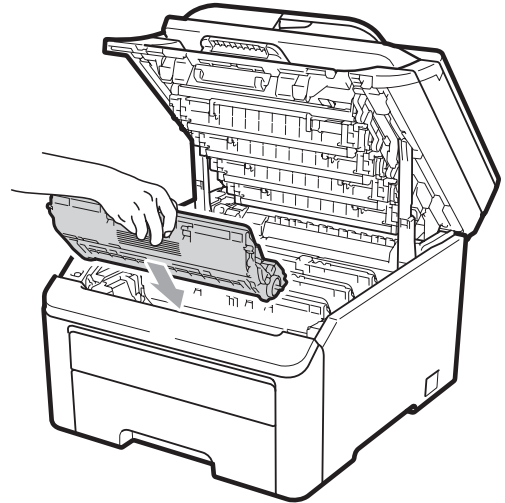
7. Unpack the new waste toner box and put it in the machine.



8. Put the belt unit in the machine.



9. Slide each drum unit and toner cartridge assembly into the machine. Make sure that you match the toner cartridge colour to the same colour label on the machine. Repeat this for all the drum unit and toner cartridge assemblies.



C-Cyan M-Magenta Y-Yellow K-Black

10. Close the top cover of the machine.

Replacing periodic maintenance parts

The periodic maintenance parts will need to be replaced regularly to maintain the print quality. The parts listed below will have to be replaced after printing approximately 50,000 pages¹. Please call your Brother dealer when the following messages appear on the LCD.

¹ A4 or Letter size single-sided pages.

| LCD message | Description |
|----------------|---|
| Replace PF Kit | Replace the paper feeding kit for the paper tray. |
| Replace Fuser | Replace the fuser unit. |

Machine Information

Checking the Serial Number

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

- 1 Press **Menu**, **5**, **1**.
- 2 Press **Stop/Exit**.

Checking the Page Counters

You can see the machine's Page Counters for copies, printed pages, reports and lists or a summary total.

- 1 Press **Menu**, **5**, **2**.
- 2 Press **▲** or **▼** to see **Total**, **List**, **Copy** or **Print**.
- 3 Press **Stop/Exit**.

User Settings List

You can print a list of the settings you programmed.

- 1 Press **Menu**, **5**, **3**.

```
Machine Info.  
3.User Settings
```

- 2 Press **Mono Start** or **Colour Start**.
- 3 Press **Stop/Exit**.

Network Configuration List

The Network Configuration List is a report listing the current network configuration including the network print server settings.



Note

Node name: Node name appears in the Network Configuration List. The default node name is "BRNXXXXXXXXXXXX".

- 1 Press **Menu, 5, 4.**

```
Machine Info.
4.Network Config
```

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

Checking the remaining life of parts

You can see the machine's parts life on the LCD.

- 1 Press **Menu, 5, 5.**

```
Machine Info.
5.Parts Life
```

- 2 Press **▲** or **▼** to choose 1.Drum, 2.Belt Unit, 3.PF Kit or 4.Fuser. Press **OK.**

- 3 Press **Stop/Exit.**

Reset functions

The following reset functions are available:

- 1 **Network**

You can reset the 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 settings back to the settings that were set at the factory.

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

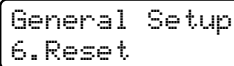


Note

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

How to reset the machine

- 1 Press **Menu**, **1**, **6**.



General Setup
6.Reset

- 2 Press **▲** or **▼** to choose the reset function you want to use.
Press **OK**.

- 3 Do one of the following;
 - To reset the settings, press **1** and go to step **4**.
 - To exit without making changes, press **2** and go to step **5**.

- 4 You will be asked to reboot the machine. Do one of the following;
 - To reboot the machine press **1**. The machine will begin the reset.
 - To exit without rebooting the machine, press **2**. Go to step **5**.

- 5 Press **Stop/Exit**.



Note

You can also reset the Network settings by pressing **Menu**, **4**, **0**.

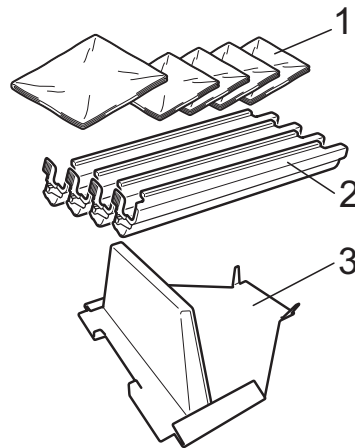
Packing and shipping the machine

When you transport the machine, use the packing materials that came with your machine. If you do not pack the machine correctly, you could void your warranty.

⚠ CAUTION

When shipping the machine, each drum unit / toner cartridge assembly and the waste toner box must be removed from the machine and put in a plastic bag. Failure to remove these items and put them in plastic bags before shipping may cause severe damage to the machine and may void the warranty.

Make sure that you have the following parts for repacking:



- 1 **Plastic bags** - to be supplied by you, the user; one for the waste toner box, and one each for the four drum and toner cartridge assemblies
- 2 **Protective covers** that were attached to the original drum and toner cartridge assemblies
- 3 **Packing material** for locking the belt unit

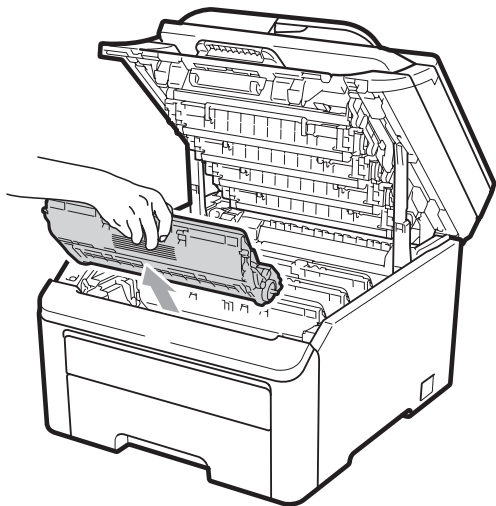
⚠ WARNING

This machine is heavy and weighs approximately 22.7 kg. To prevent injuries use at least two people to lift the machine. Be careful not to pinch your fingers when you put the machine back down.

! IMPORTANT

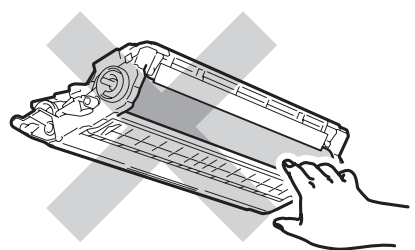
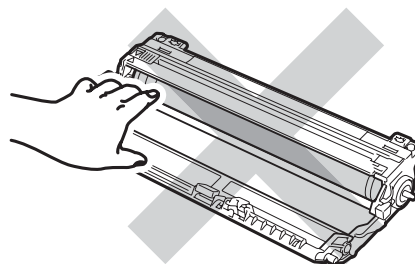
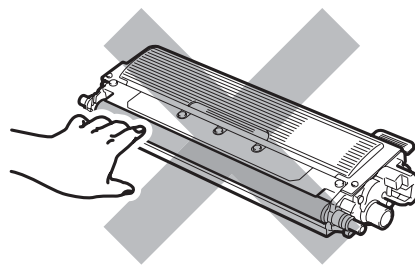
Make sure that the machine has fully cooled down by leaving it disconnected from the power for at least 30 minutes before packing.

- 1 Turn off the machine.
- 2 Unplug all the cables and AC power cord from the machine.
- 3 Fully open the top cover and take out all the drum unit and toner cartridge assemblies.

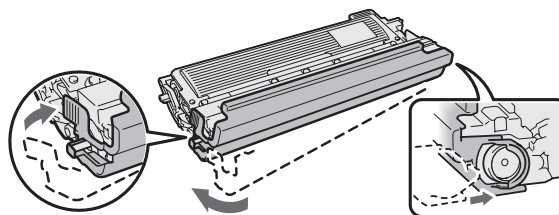


⚠ CAUTION

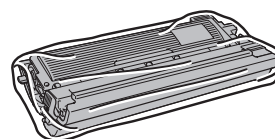
DO NOT touch the shaded parts shown in the illustrations.



- 4 Attach the protective cover to each of the drum unit and toner cartridge assemblies.

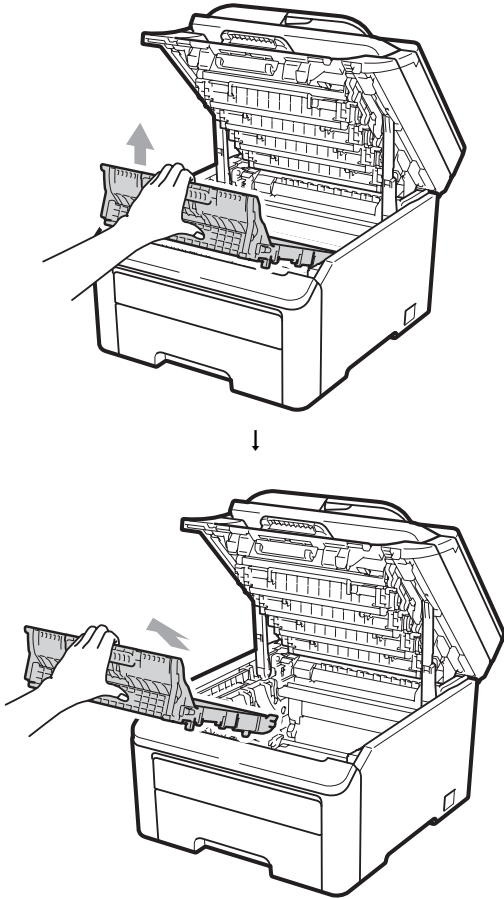


- 5 Put each assembly into a plastic bag and completely seal each bag.

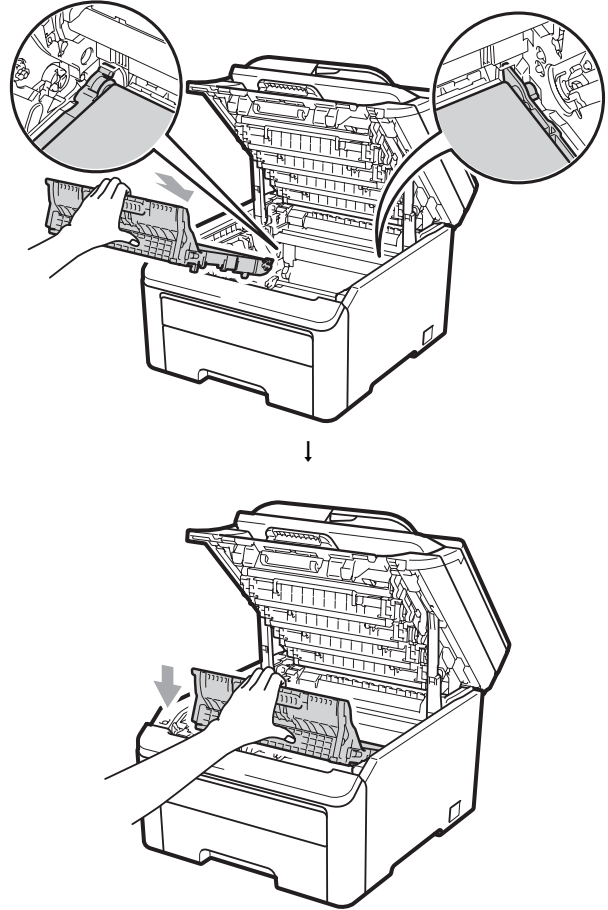


C

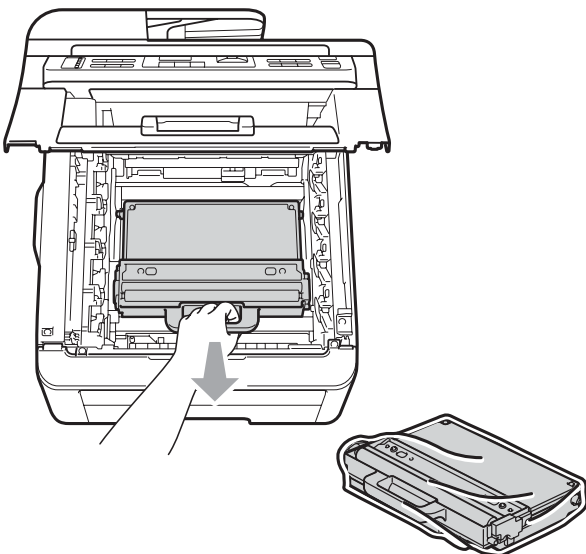
- 6 Remove the belt unit by holding the green handle and lifting the belt unit up and out of the machine.



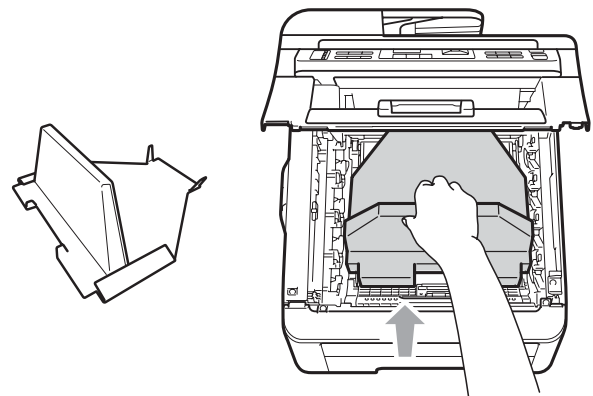
- 8 Reinstall the belt unit back in the machine.



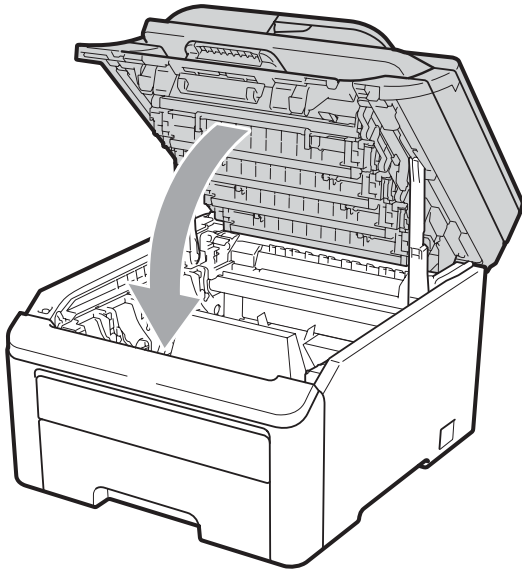
- 7 Remove the waste toner box from the machine, and then put it in a plastic bag and seal the bag completely.



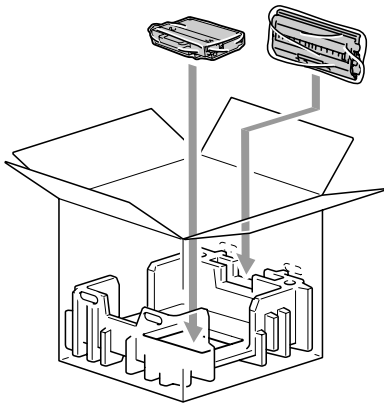
- 9 Reinstall the original packing material into the machine.



- 10 Close the top cover.

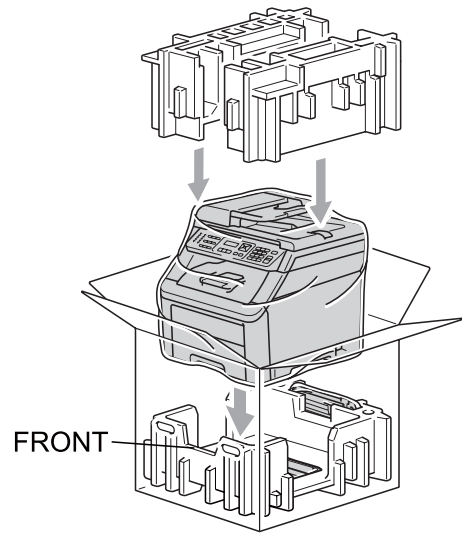


- 11 Put the waste toner box and one drum unit and toner cartridges assembly in the Styrofoam piece.

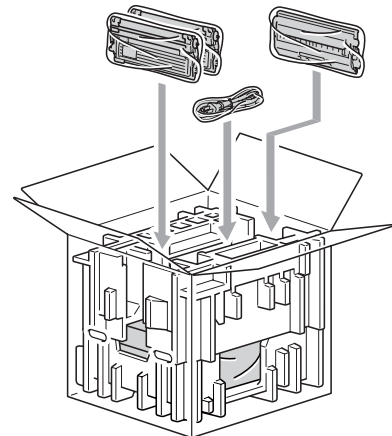


- 12 Using two people, place the machine into the plastic bag.

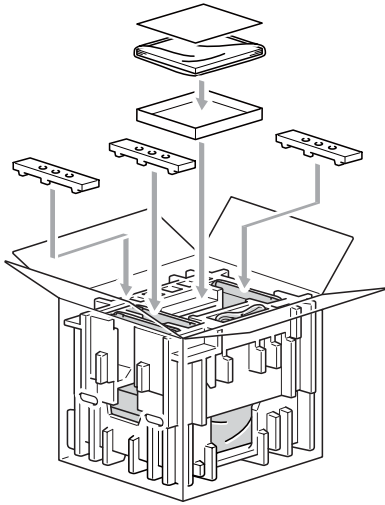
- 13 Put the machine and the Styrofoam pieces into the carton. Match the front side of the machine to the "FRONT" mark on the Styrofoam pieces. Put the Styrofoam pieces for the drum unit and toner cartridge assemblies on the top of the machine.



- 14 Put the power cord, and the three remaining drum unit and toner cartridge assemblies into the Styrofoam pieces as shown in the illustration.



- 15 Put the four carton trays on the top.



- 16 Close the carton and tape it shut.

On-screen programming

Your machine has been designed to be easy to use. The LCD provides on-screen programming using the menu keys.

We have created step by step on-screen instructions to help you program your machine. Simply follow the steps as they guide you through the menu selections and programming options.

Menu table

You can program your machine by using the *Menu table* on page 107. These pages list the menu selections and options.

Press **Menu** followed by the menu numbers to program your machine.

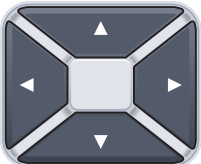









For example, to set *Beeper* volume to *Low*:

- 1 Press **Menu**, **1**, **2**.
- 2 Press ▲ or ▼ to choose *Low*.
- 3 Press **OK**.

Memory storage

Your menu settings are stored permanently, and in the event of a power failure will *not* be lost. Temporary settings (for example, *Contrast*) will be lost.

Menu keys

| | | | |
|--|---|---|---|
|  | | | |
| Menu | Scan | Clear/Back | OK |
|  |  |  |  |
| Menu | Access the menu. | | |
| OK | Go to the next menu level. Accept an option. | | |
| Clear/Back | Exit the menu by pressing repeatedly. Go back to the previous menu level. | | |
|   | Scroll through the current menu level. | | |
|   | Go back to the previous menu level or forward to the next menu level. | | |
| Stop/Exit | Exit the menu or stop the current operation. | | |
|  | | | |

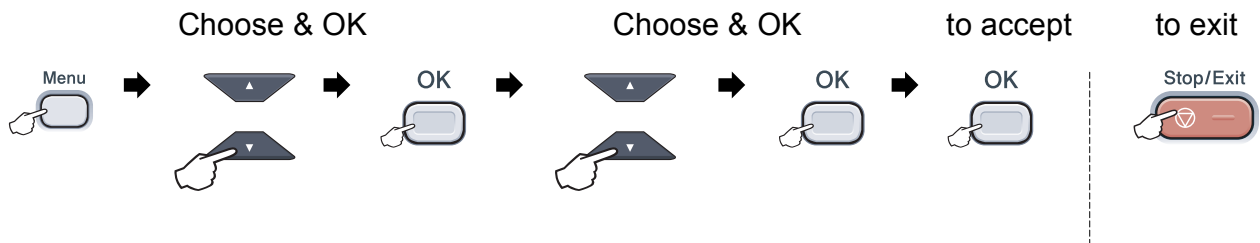
How to access the menu mode

- 1 Press **Menu**.
- 2 Choose an option.
 - Press **1** for General Setup menu.
 - Press **2** for Copy menu.
 - Press **3** for Printer menu.
 - Press **4** for Network menu.
 - Press **5** for Machine Info. menu.

You can also scroll through each menu level by pressing **▲** or **▼** for the direction you want.
- 3 Press **OK** when the option you want appears on the LCD.
The LCD will then show the next menu level.
- 4 Press **▲** or **▼** to scroll to your next menu selection.
- 5 Press **OK**.
When you have finished setting an option, the LCD will show *Accepted*.
- 6 Press **Stop/Exit** to exit Menu mode.

Menu table

The factory settings are shown in Bold with an asterisk.



| Main Menu | Submenu | Menu Selections | Options | Descriptions | Page |
|------------------|-----------------|-----------------|---|--|------|
| 1. General Setup | 1. Paper | 1. Paper Type | Thin Plain* Thick Thicker Recycled Paper | Sets the type of paper in the paper tray. | 23 |
| | | 2. Paper Size | A4* Letter Legal Executive A5 A5 L A6 B5 B6 Folio | Sets the size of the paper in the paper tray. | 23 |
| | 2. Beeper | — | Off Low Med* High | Adjusts the volume level of the beeper. | 23 |
| | 3. Ecology | 1. Toner Save | On Off* | Increases the page yield of the toner cartridge. | 24 |
| | | 2. Sleep Time | Range varies depending on model. 005Min* | Conserves power. | 24 |
| | 4. LCD Contrast | — | ▼ -□□□■+ ▲ ▼ -□□□■+ ▲ ▼ -□□■□+ ▲* ▼ -□■□□+ ▲ ▼ -■□□□+ ▲ | Adjusts the contrast of the LCD. | 24 |

| Main Menu | Submenu | Menu Selections | Options | Descriptions | Page |
|---------------------------------|-------------------|-------------------|---|---|---|
| 1. General Setup (Continued) | 5. Document Scan | 1. Glass ScanSize | A4* Letter | Adjusts the scan area of the scanner glass to the size of the document. | See <i>Software User's Guide</i> on the CD-ROM. |
| | 6. Reset | 1. Network | 1. Reset 2. Exit | Restores all network settings to factory default. | 99 |
| | | 2. All Settings | 1. Reset 2. Exit | Restores all the machine settings to factory default. | 99 |
| | 0. Local Language | — | (Choose your language.) | Allows you to change the LCD language for your country. | See <i>Quick Setup Guide</i> . |
| 2. Copy | 1. Quality | — | Text Photo Auto* | You can choose the Copy resolution for your type of document. | 29 |
| | 2. Brightness | — | ▼ -□□□■+ ▲ ▼ -□□□■+ ▲ ▼ -□□■□+ ▲* ▼ -□■□□+ ▲ ▼ -■□□□+ ▲ | Adjust the brightness for copies. | 30 |
| | 3. Contrast | — | ▼ -□□□■+ ▲ ▼ -□□□■+ ▲ ▼ -□□■□+ ▲* ▼ -□■□□+ ▲ ▼ -■□□□+ ▲ | Adjusts the contrast for copies. You can change to the higher Copy resolution when you make a text copy with 100% ratio using the scanner glass. | 30 |

| Main Menu | Submenu | Menu Selections | Options | Descriptions | Page |
|------------------------|------------------|-------------------------------|---|--|--|
| 2. Copy (Continued) | 4. Color Adjust | 1. Red | ▼ -□□□■+ ▲ ▼ -□□□■+ ▲ ▼ -□□■□+ ▲* ▼ -□■□□+ ▲ ▼ -■□□□+ ▲ | Adjusts the red colour for copies. | 30 |
| | | 2. Green | ▼ -□□□■+ ▲ ▼ -□□□■+ ▲ ▼ -□□■□+ ▲* ▼ -□■□□+ ▲ ▼ -■□□□+ ▲ | Adjusts the green colour for copies. | |
| | | 3. Blue | ▼ -□□□■+ ▲ ▼ -□□□■+ ▲ ▼ -□□■□+ ▲* ▼ -□■□□+ ▲ ▼ -■□□□+ ▲ | Adjusts the blue colour for copies. | |
| 3. Printer | 1. Emulation | — | Auto* HP LaserJet BR-Script 3 | Chooses the emulation mode. | See Software User's Guide on the CD-ROM. |
| | 2. Print Options | 1. Internal Font | 1. HP LaserJet 2. BR-Script 3 | Prints a list of the machine's internal fonts. | |
| | | 2. Configuration | — | Prints a list of the machine's printer settings. | |
| | | 3. Test Print | — | Prints a test page. | |
| | 3. Output Color | — | Auto* Color B&W | Chooses colour or black & white printed documents. If you choose Auto, the machine selects a suitable option for the document (colour or B&W). | |
| | 4. Reset Printer | — | 1. Reset 2. Exit | Restores the printer settings to the original factory default settings. | |
| | 5. Calibration | — | Calibrate Reset | Adjusts the colour density or returns the colour calibration to the factory settings. | 75 |
| 6. Auto Regist. | 1. Registration | 1. Start 2. Exit | Adjust the print position of each colour automatically. | 76 | |
| | 2. Frequency | Low Medium* High Off | Set the interval time you want to carry out the auto registration. | | |

| Main Menu | Submenu | Menu Selections | Options | Descriptions | Page |
|---------------------------|-------------------|-----------------|--|--|--|
| 3. Printer (Continued) | 7. Manual Regist. | 1. Print Chart | — | Print the chart to manually check the registration of the colours. | 76 |
| | | 2. Set Regist. | 1 Magenta 2 Cyan 3 Yellow 4 Magenta 5 Cyan 6 Yellow 7 Magenta 8 Cyan 9 Yellow | Sets the correction value on the chart you printed from Print Chart. | |
| | 8. Drum Cleaning | — | — | Carry out cleaning the drum unit to improve the print quality problem. | 70 |
| 4. Network | 1. TCP/IP | 1. Boot Method | Auto* Static RARP BOOTP DHCP | Chooses the BOOT method that best suits your needs. | See <i>Network User's Guide</i> on the CD-ROM. |
| | | 2. IP Address | [000-255]. [000-255]. [000-255]. [000-255] | Enter the IP address. | |
| | | 3. Subnet Mask | [000-255]. [000-255]. [000-255]. [000-255] | Enter the Subnet mask. | |
| | | 4. Gateway | [000-255]. [000-255]. [000-255]. [000-255] | Enter the Gateway address. | |
| | | 5. Node Name | BRNXXXXXXXXXXXX | Enter the Node name. | |
| | | 6. WINS Config | Auto* Static | Chooses the WINS configuration mode. | |
| | | 7. 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. | |

| Main Menu | Submenu | Menu Selections | Options | Descriptions | Page | | |
|---------------------------|--------------------------|-----------------|--|--|---|----|---|
| 4. Network (Continued) | 1. TCP/IP (Continued) | 8. 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. | See <i>Network User's Guide</i> on the CD-ROM. | | |
| | | 9. APIPA | On* Off | Automatically allocates the IP address from the link-local address range. | | | |
| | | 0. 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. | | | |
| | 2. Ethernet | — | Auto* 100B-FD 100B-HD 10B-FD 10B-HD | Chooses the Ethernet link mode. | | | |
| | 0. Network Reset | 1. Reset | — | Restore all network settings to factory default. | | | |
| | | 2. Exit | — | | | | |
| 5. Machine Info. | 1. Serial No. | — | — | You can check the serial number of your machine. | 98 | | |
| | 2. Page Counter | — | Total List Copy Print | You can check the number of total pages the machine has printed during its life. | 98 | | |
| | 3. User Settings | — | — | Lists your settings. | 98 | | |
| | 4. Network Config | — | — | Lists your Network settings. | 99 | | |
| | 5. Parts Life | 1. Drum | 1. Black (K) | 1. Black (K) 2. Cyan (C) 3. Magenta (M) 4. Yellow (Y) | You can check the percentage of a machine part's life that remains available. | 99 | |
| | | | 2. Belt Unit | | | | — |
| | | | 3. PF Kit | | | | — |
| 4. Fuser | | | — | | | | |

Entering text

When setting certain menu selections, you will need to type text characters. The numeric keys have letters printed on them.

Press the appropriate numeric key the number of times shown in this reference table to access the character you want.

| Press Key | one time | two times | three times | four times | five times | six times | seven times | eight times | nine times |
|-----------|----------|-----------|-------------|------------|------------|-----------|-------------|-------------|------------|
| 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 2 | a | b | c | A | B | C | 2 | a | b |
| 3 | d | e | f | D | E | F | 3 | d | e |
| 4 | g | h | i | G | H | I | 4 | g | h |
| 5 | j | k | l | J | K | L | 5 | j | k |
| 6 | m | n | o | M | N | O | 6 | m | n |
| 7 | p | q | r | s | P | Q | R | S | 7 |
| 8 | t | u | v | T | U | V | 8 | t | u |
| 9 | w | x | y | z | W | X | Y | Z | 9 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| # | – | – | – | – | – | – | – | – | – |
| * | – | – | – | – | – | – | – | – | – |

Inserting spaces

To enter a space in a number, press ► once between numbers. To enter a space in a name, press ► twice between characters.

Making corrections

If you entered a letter incorrectly and want to change it, press ◀ to move the cursor to the incorrect character, and then press **Clear/Back**.

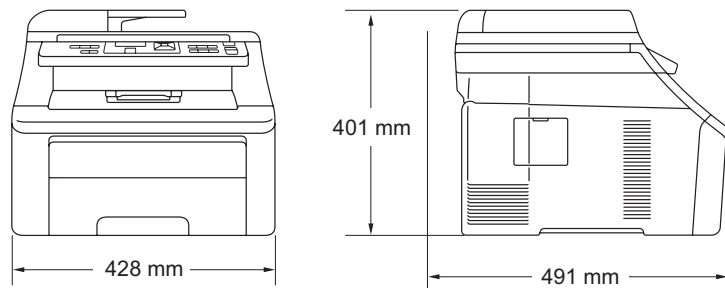
Repeating letters

To enter a character on the same key as the previous character, press ► to move the cursor right before pressing the key again.

General

| | |
|-------------------------------------|---|
| Printer Type | LED |
| Print Method | Electrophotographic LED |
| Memory Capacity | 64 MB |
| LCD (liquid crystal display) | 16 characters × 2 lines |
| Power Source | 220 - 240 V AC 50/60 Hz |
| Power Consumption | Peak: 1176 W Copying: Average 480 W ¹ Sleep: Average 10 W Standby: Average 75 W |

Dimensions



Weight

Without Drum/Toner Unit: 19.9 kg

Noise level

Sound power

Operating LWad = 6.42 Bell (A)

(Colour Copying) ²:

(Monochrome Copying): LWad = 6.46 Bell (A)

Office equipment with LWad > 6.30 Bell (A) is not suitable for use in room where people do primarily intellectual work. Such equipment should be placed in separate rooms because of the noise emission.

Standby: LWad = 4.31 Bell (A)

Sound pressure

Operating (Printing): LPAm 53 dB (A)

Standby: LPAm 30 dB (A)

¹ When making a copy from one sheet

² Measured in accordance with ISO9296

| | | |
|--|--------------|---|
| 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 (Staggered) [80 g/m ²] |
| | | Recommended Environment for Best Results: |
| | Temperature: | 20 to 30 °C |
| | Humidity: | 50% to 70% |
| | Paper: | Xerox Premier TCF 80 g/m ² or Xerox Business 80 g/m ² |
| Paper Tray | | 250 Sheets [80 g/m ²] |

Print media

Paper Input

Paper Tray

- Paper Type: Thin paper, Plain paper or Recycled paper
- Paper Size: A4, Letter, B5 (ISO), A5, A5 (Long Edge), B6 (ISO), A6, Executive, Legal and Folio
- Paper Weight: 60 to 105 g/m²
- Maximum Paper Tray Capacity: Up to 250 sheets of 80 g/m² Plain Paper

Manual Feed Slot

- Paper Type: Thin paper, Plain Paper, Thick paper, Thicker paper, Bond paper, Recycled Paper, Envelopes or Labels ¹
- Paper Size: Width: 76.2 to 220 mm ²
Length: 116 to 406.4 mm ²
- Paper Weight: 60 to 163 g/m²

Paper Output Up to 100 sheets (face down print delivery to the output paper tray)

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.

² When using paper that is smaller than 105 × 148 mm (or A6 size) open the back cover (back output tray).

Copy

| | |
|---|--|
| Colour/Monochrome | Yes/Yes |
| Document Size | ADF Width: 148 to 215.9 mm ADF Length: 148 to 355.6 mm Scanner Glass Width: Max. 215.9 mm Scanner Glass Length: Max. 297 mm |
| Copy Width | Max. 208 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 (Monochrome) | Less than 19 seconds ¹ (from READY mode) |
| First Copy Out Time (Colour) | Less than 24 seconds ¹ (from READY mode) |

¹ The first copy out time may vary depending on scanner lamp warm up time.

Scan

| | |
|--------------------------|--|
| Colour/Monochrome | Yes/Yes |
| TWAIN Compliant | Yes (Windows [®] 2000 Professional/Windows [®] XP/ Windows [®] XP Professional x64 Edition/Windows Vista [®]) Mac OS X 10.3.9 or greater ¹ |
| WIA Compliant | Yes (Windows [®] XP/Windows Vista [®]) |
| Colour Depth | 24 bit colour |
| 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) |
| Document Size | ADF Width: 148.0 to 215.9 mm ADF Length: 148.0 to 355.6 mm Scanner Glass Width: Max. 215.9 mm Scanner Glass Length: Max. 297 mm |
| Scanning Width | Max. 210 mm |
| Greyscale | 256 levels |

¹ For the latest driver updates for the Mac 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[®] (resolution up to 19200 × 19200 dpi can be chosen by using the scanner utility)

Print

| | |
|--|--|
| Emulations | PCL6, BR-Script3 (PostScript®3™) |
| Printer Driver | Host-Based Driver for Windows® 2000 Professional/ Windows® XP/Windows® XP Professional x64 Edition/ Windows Vista®/Windows Server® 2003 ¹ / Windows Server® 2003 x64 Edition ¹ /Windows Server® 2008 ¹ BR-Script3 (PPD file) for Windows® 2000 Professional/ Windows® XP/Windows® XP Professional x64 Edition/ Windows Vista®/Windows Server® 2003 ¹ /Windows Server® 2008 ¹ Macintosh Printer Driver for Mac OS X 10.3.9 or greater ² BR-Script3 (PPD file) for Mac OS X 10.3.9 or greater ² |
| Resolution | 600 dpi × 600 dpi, 2400 dpi (600 × 2400) |
| Print Speed (Monochrome) | Up to 16 pages/minute (A4 size) ³ |
| Print Speed (Colour) | Up to 16 pages/minute (A4 size) ³ |
| First Print Out Time (Monochrome) | Less than 15 seconds (from the READY mode and standard tray) |
| First Print Out Time (Colour) | Less than 16 seconds (from the READY mode and standard tray) |
| First Copy Out Time (Monochrome) | Less than 19 seconds (from the READY mode and standard tray) |
| First Copy Out Time (Colour) | Less than 24 seconds (from the READY mode and standard tray) |

¹ Print only via network.

² For the latest driver updates for the Mac OS X you are using, visit us at <http://solutions.brother.com/>.

³ The print speed may change depending on the type of document you print.

Interfaces

USB Use a USB 2.0 interface cable that is no longer than 2 m.^{1 2}

LAN³ Use an Ethernet UTP cable category 5 or greater.

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 See *Ethernet wired network* on page 122 and the *Network User's Guide* on the CD-ROM for detailed network specifications.

Computer requirements

| Minimum System Requirements and Supported PC Software Functions | | | | | | | | |
|---|--|---|-------------|-----------------|----------------------------|------------------|---------------------------------|-------------------------------------|
| Computer Platform & Operating System Version | | Processor Minimum Speed | Minimum RAM | Recommended RAM | Hard Disk Space to install | | Supported PC Software Functions | Supported PC Interface ³ |
| | | | | | For Drivers | For Applications | | |
| Windows [®] Operating System ¹ | Windows [®] 2000 Professional ⁴ | Intel [®] Pentium [®] II or equivalent | 64 MB | 256 MB | 150 MB | 310 MB | Printing, Scanning | USB, 10/100 Base Tx (Ethernet) |
| | Windows [®] XP Home ^{2 4} Windows [®] XP Professional ^{2 4} | | 128 MB | | | | | |
| | Windows [®] XP Professional x64 Edition ² | 64-bit (Intel [®] 64 or AMD64) supported CPU | 256 MB | 512 MB | | | | |
| | Windows Vista [®] ² | Intel [®] Pentium [®] 4 or equivalent 64-bit (Intel [®] 64 or AMD64) supported CPU | 512 MB | 1 GB | 500 MB | 500 MB | | |
| | Windows Server [®] 2003 (print only via network) | Intel [®] Pentium [®] III or equivalent | 256 MB | 512 MB | 50 MB | N/A | Printing | 10/100 Base Tx (Ethernet) |
| | Windows Server [®] 2003 x64 Edition (print only via network) | 64-bit (Intel [®] 64 or AMD64) supported CPU | | | | | | |
| | Windows Server [®] 2008 (print only via network) | Intel [®] Pentium [®] 4 or equivalent 64-bit (Intel [®] 64 or AMD64) supported CPU | 512 MB | 2 GB | | | | |
| Macintosh Operating System | Mac OS X 10.3.9 - 10.4.3 | PowerPC G4/G5, PowerPC G3 350MHz | 128 MB | 256 MB | 80 MB | 400 MB | Printing, Scanning | USB, 10/100 Base Tx (Ethernet) |
| | Mac OS X 10.4.4 or greater ⁵ | PowerPC G4/G5, Intel [®] Core™ Processor | 512 MB | 1 GB | | | | |

¹ Internet Explorer[®] 5.5 or greater.

² For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 x 19200 dpi.

³ Third party USB ports are not supported.

⁴ PaperPort™ 11SE supports Microsoft[®] SP4 or higher for Windows[®] 2000 and SP2 or higher for Windows[®] XP.

⁵ For the latest driver updates for the Mac OS X you are using, visit us at <http://solutions.brother.com/>.

Consumable items

| | | |
|-----------------------------|---------------------------|--|
| Toner Cartridge Life | Starter Toner Cartridge: | Approx. 1,000 pages (A4) ¹ |
| | Standard Toner Cartridge: | |
| | TN-230BK (Black): | Approx. 2,200 pages (A4) ¹ |
| | TN-230C (Cyan): | Approx. 1,400 pages (A4) ¹ |
| | TN-230M (Magenta): | Approx. 1,400 pages (A4) ¹ |
| | TN-230Y (Yellow): | Approx. 1,400 pages (A4) ¹ |
| Drum Unit | DR-230CL ² | Approx. 15,000 pages (A4) ⁵ |
| | DR-230CL-BK ³ | |
| | DR-230CL-CMY ⁴ | |
| Belt Unit | BU-200CL | Approx. 50,000 pages (A4) |
| Waste Toner Box | WT-200CL | Approx. 50,000 pages |

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

² Contains 4 pc. Drum Set

³ Contains 1 pc. Black Drum Unit

⁴ Contains 1 pc. Colour Drum Unit

⁵ Drum yield is approximate, and may vary by type of use.

Ethernet wired network

| | |
|---------------------------------|--|
| Network board model name | NC-6700h |
| LAN | You can connect your machine to a network for Network Printing, Network Scanning. ¹ |
| Support for | Windows [®] 2000 Professional, Windows [®] XP, Windows [®] XP Professional x64 Edition, Windows Vista [®] , Windows Server [®] 2003 ¹ , Windows Server [®] 2003 x64 Edition ¹ , Windows Server [®] 2008 ¹ Mac OS X 10.3.9 or greater ^{2 3} |
| Protocols | IPv4: ARP, RARP, BOOTP, DHCP, APIPA (Auto IP), WINS/NetBIOS name resolution, DNS Resolver, mDNS, LLNMR responder, LPR/LPD, Custom Raw Port/Port9100, IPP/IPPS, FTP Client and Server, TELNET Server, HTTP/HTTPS Server, SSL/TLS, TFTP Client and Server, SMTP Client, APOP, POP before SMTP, SMTP-AUTH, SNMPv1/v2c/v3, ICMP, LLTD responder, Web Services Print, CIFS Client, SNTF IPv6: (Turned off as default) NDP, RA, DNS resolver, mDNS, LLNMR responder, LPR/LPD, Custom Raw Port/Port9100, IPP/IPPS, FTP Client and Server, TELNET Server, HTTP/HTTPS server, SSL/TLS, TFTP Client and Server, SMTP Client, APOP, POP before SMTP, SMTP-AUTH, SNMPv1/v2c/v3, ICMPv6, LLTD responder, Web Services Print, CIFS Client, SNTF |
| Network type | Ethernet 10/100 BASE-TX Auto Negotiation (Wired LAN) |

Management utilities ⁴

BRAdmin Light for Windows[®] 2000 Professional, Windows[®] XP, Windows[®] XP Professional x64 Edition, Windows Vista[®], Windows Server[®] 2003, Windows Server[®] 2003 x64 Edition, Windows Server[®] 2008 and Mac OS X 10.3.9 or greater ³

BRAdmin Professional for Windows[®] 2000 Professional, Windows[®] XP, Windows[®] XP Professional x64 Edition, Windows Vista[®], Windows Server[®] 2003, Windows Server[®] 2003 x64 Edition and Windows Server[®] 2008

Web BRAdmin for Windows[®] 2000 Professional, Windows[®] XP, Windows[®] XP Professional x64 Edition, Windows Vista[®], Windows Server[®] 2003, Windows Server[®] 2003 x64 Edition and Windows Server[®] 2008

Client computers with a web browser supporting Java.

¹ Print only via network.

² Mac OS X 10.3.9 or greater (mDNS)

³ For the latest driver updates for the Mac OS X you are using, visit us at <http://solutions.brother.com/>.

⁴ BRAdmin Professional and Web BRAdmin are available as a download from <http://solutions.brother.com/>.

F

Glossary

This is a comprehensive list of features and terms that appear in Brother manuals. Availability of these features depends on the model you purchased.

ADF (automatic document feeder)

The document can be placed in the ADF and scanned one page at a time automatically.

Beeper Volume

Volume setting for the beep when you press a key or make an error.

Cancel Job

Cancels a programmed print job and clears the machine's memory.

Contrast

Setting to compensate for dark or light documents, by making copies of dark documents lighter and light documents darker.

Greyscale

The shades of grey available for copying photographs.

LCD (liquid crystal display)

The display screen on the machine that shows interactive messages during On-Screen Programming.

Menu mode

Programming mode for changing your machine's settings.

OCR (optical character recognition)

The bundled ScanSoft™ PaperPort™ 11SE with OCR or Presto! PageManager software application converts an image of text to text you can edit.

Resolution

The number of vertical and horizontal lines per inch.

Scanning

The process of sending an electronic image of a paper document into your computer.

Temporary settings

You can choose certain options for each copy without changing the default settings.

User Settings List

A printed report that shows the current settings of the machine.

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brother[®]

The machine 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.