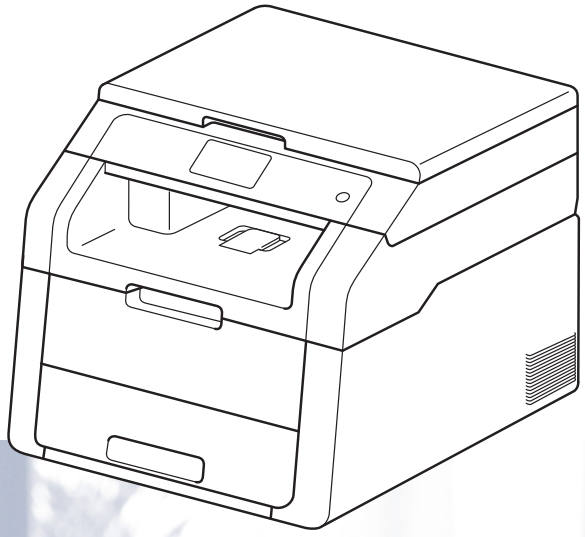
Basic User’s Guide

HL-3180CDW



In USA: Visit the Brother Solutions Center at solutions.brother.com/manuals to download other manuals.

Version 0

USA/CAN

If you must call Customer Service

Complete the following information for future reference:

Model Number: HL-3180CDW

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;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

The most convenient and efficient way to register your new product is online at http://www.brother.com/registration.

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Brother numbers

IMPORTANT

For technical help, you must call the country where you bought the machine. Calls must be made ***from within*** that country.

Register your product

By registering your product with Brother International Corporation, 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;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

Register your new product online at

http://www.brother.com/registration

FAQs (frequently asked questions)

The Brother Solutions Center is our one-stop resource for all your Printer/Multi-Function Center needs. You can download the latest software and utilities and read FAQs and troubleshooting tips to learn how to get the most from your Brother product.

http://support.brother.com

NOTE

You can check here for Brother driver updates.

To keep your machine's performance up to date, check here for the latest firmware upgrade.

For Customer Service

In USA:	http://www.brother-usa.com/support (Self-Service/Email/Chat)
	1-877-BROTHER (1-877-276-8437)
	1-901-379-1215 (assistance via fax)
In Canada:	http://www.brother.ca/support (Self-Service Videos, Email, Chat, Facebook and Twitter Help)

Service Center Locator (USA only)

For the location of a Brother authorized service center, call 1-877-BROTHER (1-877-276-8437) or visit us on-line at http://www.brother-usa.com/service/.

Service Center Locations (Canada only)

For the location of a Brother authorized service center, visit http://www.brother.ca/support.

Ordering accessories and supplies

For best quality results use only genuine Brother accessories, which are available at most Brother retailers. If you cannot find the accessory you need and you have a Visa, MasterCard, Discover, or American Express credit card, you can order accessories directly from Brother. (You can visit us online for a complete selection of the Brother accessories and supplies that are available for purchase.)

NOTE

In Canada, only Visa and MasterCard are accepted.

In USA:	1-877-552-MALL (1-877-552-6255)
	1-800-947-1445 (assistance via fax)
	http://www.brothermall.com/
In Canada:	**http://www.brother.ca/**

Order information

Description	Item
Toner Cartridge <Black>	TN-221BK (Approx. 2,500 pages) [1 2 3]
Toner Cartridge <Cyan>	TN-221C (Approx. 1,400 pages) [1 2 3] TN-225C (Approx. 2,200 pages) [1 2 4]
Toner Cartridge <Magenta>	TN-221M (Approx. 1,400 pages) [1 2 3] TN-225M (Approx. 2,200 pages) [1 2 4]
Toner Cartridge <Yellow>	TN-221Y (Approx. 1,400 pages) [1 2 3] TN-225Y (Approx. 2,200 pages) [1 2 4]
4 pcs. Drum Unit	DR-221CL (Approx. 15,000 pages) [5 6 7]
1 pc. Drum Unit <Black>	DR-221CL-BK (Approx. 15,000 pages) [5 6 8]
1 pc. Drum Unit <Color>	DR-221CL-CMY (Approx. 15,000 pages) [5 6 9]
Belt Unit	BU-220CL (Approx. 50,000 pages) [1]
Waste Toner Box	WT-220CL (Approx. 50,000 pages) [1]
Basic User's Guide	LEF596001 (English for USA and Canada)
	LEF596002 (French for Canada)
Quick Setup Guide	LEF597001 (English for USA and Canada)
	LEF597002 (French for Canada)

1 Letter or A4 size single-sided pages.

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

3 Standard toner cartridge

4 High yield toner cartridge

5 1 page per job

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

7 Contains 4 pc. Drum Set.

8 Contains 1 pc. Black Drum Unit.

9 Contains 1 pc. Color Drum Unit.

Notice - Disclaimer of Warranties (USA and Canada)

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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.

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User’s Guides and where do I find them?

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

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

[1] Visit solutions.brother.com/manuals

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Table of Contents
(Advanced User's Guide)

You can view the Advanced User's Guide:

In USA: Brother Solutions Center at solutions.brother.com/manuals

In Other Countries: PDF file / CD-ROM / In the Box

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

1 General Setup

Memory storage
Volume setting
Automatic Daylight Saving Time
Ecology features
Touchscreen

2 Security features

Secure Function Lock 2.0
Setting Lock

3 Printing reports

Reports

4 Making copies

Copy settings

A Routine maintenance

Cleaning and checking the machine
Replacing periodic maintenance parts
Packing and shipping the machine

B Glossary

C Index

1 General information

Using the documentation

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

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

⚠ WARNING

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

IMPORTANT

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

NOTE

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

Electrical Hazard icons alert you to a possible electrical shock.

Fire Hazard icons alert you to the possibility of fire.

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

Prohibition icons indicate actions that must not be performed.

Bold	Bold style identifies the dial pad numbers of the Touchpanel or on the computer screen.
Italics	Italicized style emphasizes an important point or refers you to a related topic.
`Courier New`	Courier New font identifies the messages shown on the Touchscreen of the machine.

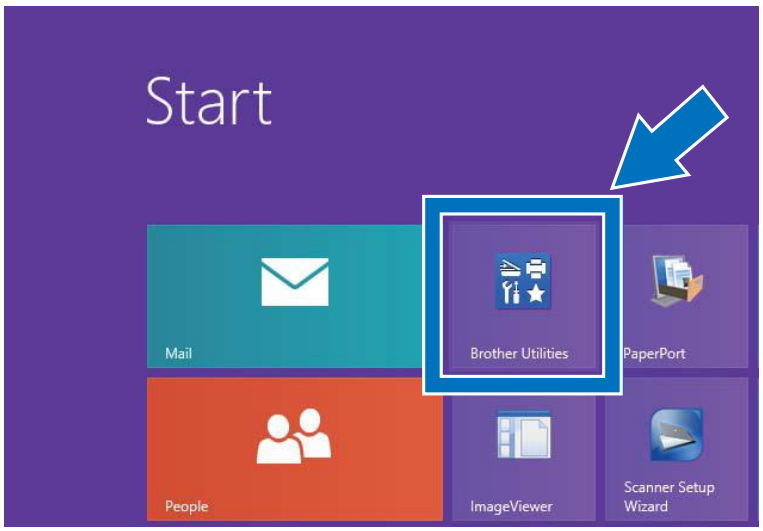
Follow all warnings and instructions marked on the product.

Accessing Brother Utilities (Windows® 8)

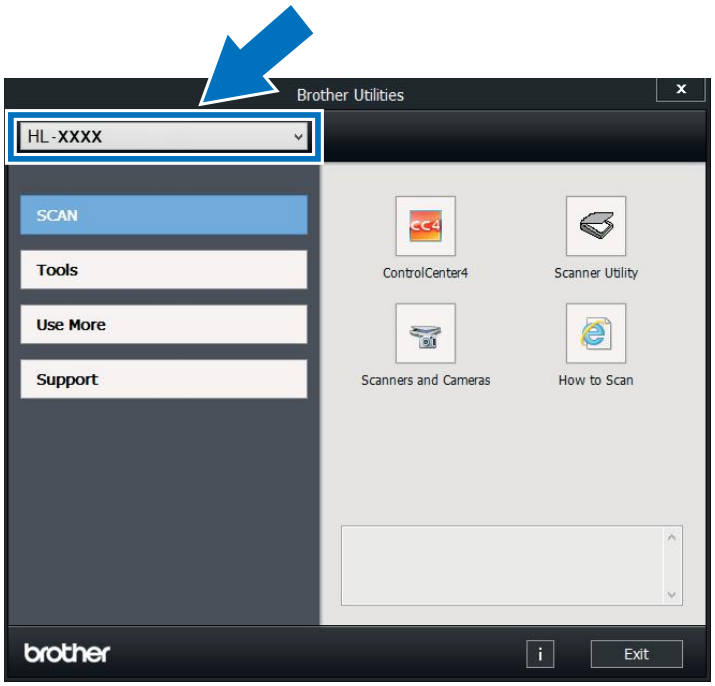
If you are using a tablet running Windows® 8, you can make your selections either by tapping the screen or by clicking with your mouse.

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

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



2. Select your machine.



3. Choose the function you want to use.

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

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features for Copy, Printer, Scanner and Network. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide**, **Software User's Guide** in HTML format and **Network User's Guide** that are on the CD-ROM [1].

[1] **In USA:** You can find the Advanced User's Guide, Software User's Guide and Network User's Guide on the Brother Solutions Center at solutions.brother.com/manuals

Viewing Documentation

Viewing Documentation (Windows®)

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

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

(Windows® 8 / Windows Server® 2012)

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

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

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

NOTE

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

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

4. Click **User's Guides**.
In USA: The Manuals Download screen appears.
5. Click **PDF/HTML documents**. If the country screen appears, select your country. After the list of User's Guides appears, select the Guide you want.

Viewing Documentation (Macintosh)

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

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

How to find Scanning instructions

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

Software User's Guide

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

Nuance™ PaperPort™ 12SE How-to-Guides

(Windows® users)

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

Presto! PageManager User's Guide

(Macintosh users)

NOTE

Presto! PageManager is available as a download from http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang2.dmg

- 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 wireless network.

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

How to access Guides for Advanced Features

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

solutions.brother.com/manuals

Wi-Fi Direct™ Guide

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

Google Cloud Print Guide

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

Mobile Print/Scan Guide for Brother iPrint&Scan

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

Web Connect Guide

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

AirPrint Guide

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

Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as web support (Brother Solutions Center), Customer Service and Brother Authorized Service Centers in *Brother numbers* on page i and on the CD-ROM.

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

- To access our website (http://www.brother.com/) click **Brother Home Page**.
- To view all Brother Numbers, including Customer Service numbers for the USA and Canada, click **Support Information**.
- To access the USA Brother online shopping mall (http://www.brothermall.com/) for additional product and service information, click **Brother Mall.com**.
- To access Canada's Brother online shopping mall (http://www.brother.ca/) for additional product and services information, click **Shop Online (Canada)**.
- For the latest news and product support information (http://support.brother.com), click **Brother Solutions Center**.
- To visit our website for original/genuine Brother supplies (http://www.brother.com/original/), click **Supplies Information**.
- To access the Brother CreativeCenter (http://www.brother.com/creativecenter/) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.

To return to the **Top Menu**, click **Back**.

Or, if you are finished, click **Exit**.

Accessing Brother Support (Macintosh)

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

- Double-click the **Brother Support** icon. Choose your model if needed. The Brother Support screen appears.

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

Control panel overview

The HL-3180CDW has a 3.7 in.Touchscreen LCD and Touchpanel.

1 3.7 in.Touchscreen LCD (Liquid Crystal Display)

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

2 Touchpanel:

- **Back**
  Press to go back to the previous menu level.
- **Home**
  Press to return to the Home screen.
- **Cancel**
  Press to cancel an operation when illuminated in red.
- **Numerical Pad**
  Press the numbers on the Touchpanel to enter the number of copies.

3 Power On/Off

Press to turn on the machine.

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

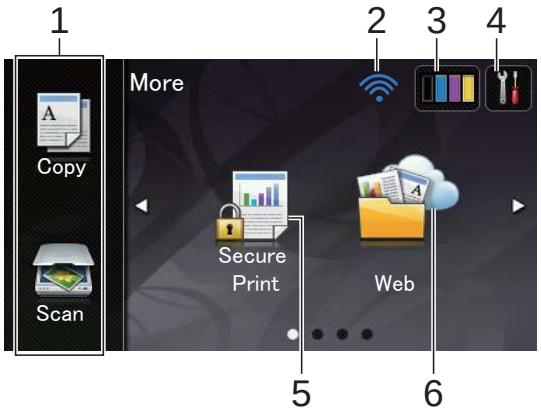
4

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

3.7" Touchscreen LCD

You can select two types of screens for the Home screen. When the Home screen is displayed, you can change the displayed screen by swiping left or right, or pressing ◄ or ►.

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

<table>
<tr>
<td> 
</td>
<td>More screen
The More screen provides access to Copy, Scan, Wi-Fi setup, Toner levels, Setup screen, Secure Print and Web Shortcut.
When the More screen is displayed the machine is in Ready mode. If Secure Function Lock [1] has been turned on an icon is displayed.
[1] See Advanced User's Guide, Secure Function Lock 2.0.</td>
</tr>
<tr>
<td>
</td>
<td>Shortcut screens
You can quickly create a Shortcut for frequently used functions, such as making a copy, scanning and Web Connect (for more information, see Shortcut Settings on page 14).</td>
</tr>
</table>

NOTE

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

1 **Modes:**

- Copy

  Lets you access Copy mode.

- Scan

  Lets you access Scan mode.

2 **Wireless Status**

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

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

3 (**Toner**)

See the remaining toner life.

Press to access the Toner menu.

NOTE

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

4 (**Settings**)

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

5 **Secure Print**

Lets you access the secure print menu.

6 **Web**

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

7 **Shortcuts**

Press to set up Shortcuts.

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

NOTE

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

8 **Warning icon**

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

For details, see *Error and maintenance messages* on page 71.

NOTE

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

MASCOT CAPSULE

Settings screen

The Touchscreen shows the machine's status when you press .

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

1 **Toner**

See the remaining toner life.

Press to access the `Toner` menu.

2 **Network**

Press to set up a network connection.

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

3 **Date & Time**

See the date and time.

Press to access the `Date & Time` menu.

4 **Volume**

See the selected Beep volume level. Press to access the Beep volume setting.

5 **All Settings**

Press to access the full Settings menu.

6 **Tray Setting**

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

7 **Wi-Fi Direct**

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

Setting the Ready screen

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

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

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

Basic Operations

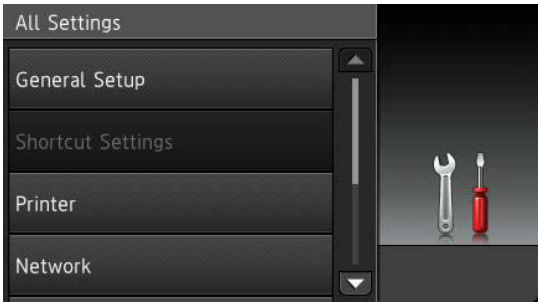
Press your finger on the Touchscreen to operate it. To display and access all the screen menus or options, swipe left, right, up, down, or press ◄► or ▲▼ to scroll through them.

IMPORTANT

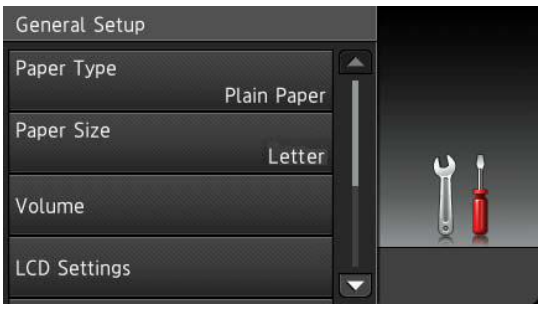
DO NOT press the Touchscreen with a sharp object, such as a pen or stylus. It may damage the machine.

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

1. Press .
2. Press All Settings.
3. Swipe up or down, or press ▲ or ▼ to display General Setup.

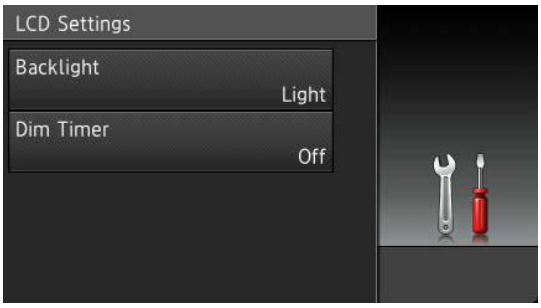


4. Press General Setup.
5. Swipe up or down, or press ▲ or ▼ to display LCD Settings.

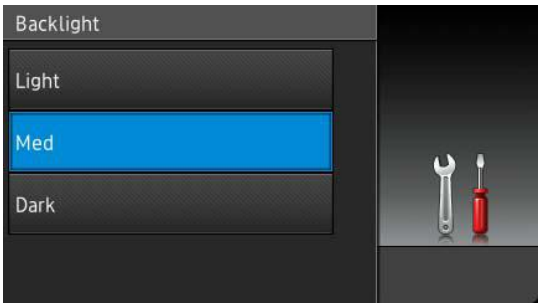


6 Press LCD Settings.

7 Press Backlight.



8 Press Med.



NOTE

Press ↩ to go back to the previous level.

9 Press ⌂.

Shortcut Settings

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

Adding Copy Shortcuts

The following settings can be included in a copy Shortcut:

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

1 If the displayed screen is More, swipe left or right, or press ◄ or ► to display a Shortcut screen.

2 Press ➕ where you have not added a Shortcut.

3 Press Copy.

4 Read the information on the Touchscreen, and then confirm it by pressing OK.

5 Swipe up or down, or press ▲ or ▼ to display the copy presets, and then press the preset you want.

6 Swipe up or down, or press ▲ or ▼ to display the available settings, and then press the setting you want.

7. Swipe up or down, or press ▲ or ▼ to display the available options for the setting, and then press the option you want.
Repeat steps ❻ and ❼ until you have selected all the settings for this Shortcut.

8. When you have finished changing the settings, press Save as Shortcut.

9. Read and confirm the displayed list of settings you selected, and then press OK.

10. Enter a name for the Shortcut using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 128.)
Press OK.

11. Press OK to save your Shortcut.

Adding Scan Shortcuts

The following settings can be included in a scan Shortcut:

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

- PC Select

to FTP / to Network

- Profile Name

1. If the displayed screen is More, swipe left or right, or press ◄ or ► to display a Shortcut screen.

2. Press ➕ where you have not added a Shortcut.

3. Press Scan.

4. Swipe up or down, or press ▲ or ▼ to display the type of scan you want, and then press it.

5. Do one of the following:

   - If you pressed to OCR, to File, to Image or to E-mail, read the information on the Touchscreen, and then press OK to confirm it. Go to step ❻.
   - If you pressed to FTP or to Network, read the information on the Touchscreen, and then press OK to confirm it.

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

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

NOTE

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

6. Do one of the following:

   - When the machine is connected to a computer using a USB connection:

     Press OK to confirm USB is selected as the PC Name. Go to step ❼.
   - When the machine is connected to a network:

     Swipe up or down, or press ▲ or ▼ to display the PC Name, and then press it. Press OK to confirm the PC Name you selected. Go to step ❼.

7. Enter a name for the Shortcut using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 128.)
Press OK.

8. Read the information on the Touchscreen, and then press OK to save your Shortcut.

Adding Web Connect Shortcuts

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

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

NOTE

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

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

NOTE

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

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

NOTE

The Shortcut name will be assigned automatically. If you want to change the Shortcut names, see *Editing Shortcut Names* on page 17.

Changing Shortcuts

You can change the settings in a Shortcut.

NOTE

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

(For more information, see *Deleting Shortcuts* on page 17 and *Adding Web Connect Shortcuts* on page 16.)

1. Press the Shortcut you want. The settings for the Shortcut that you chose are displayed.
2. Change the settings for the Shortcut you chose in step ❶ (for more information, see *Shortcut Settings* on page 14).
3. When you have finished changing settings, press Save as Shortcut.
4. Press OK to confirm.

5. Do one of the following:
   - To overwrite the Shortcut, press Yes. Go to step ❼.
   - If you do not want to overwrite the Shortcut, press No to enter a new Shortcut name. Go to step ❻.
6. To create a new Shortcut, hold down ⌫ to delete the current name, and then enter a new name using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 128.) Press OK.
7. Press OK to confirm.

Editing Shortcut Names

You can edit a Shortcut name.

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

NOTE

You can also press , All Settings and Shortcut Settings.

2. Press Edit Shortcut Name.
3. To edit the name, hold down ⌫ to delete the current name, and then enter a new name using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 128.) Press OK.

Deleting Shortcuts

You can delete a Shortcut.

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

NOTE

You can also press , All Settings and Shortcut Settings.

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

Recalling Shortcuts

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

2 Loading paper

Loading paper and print media

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

When you load paper in the paper tray, note the following:

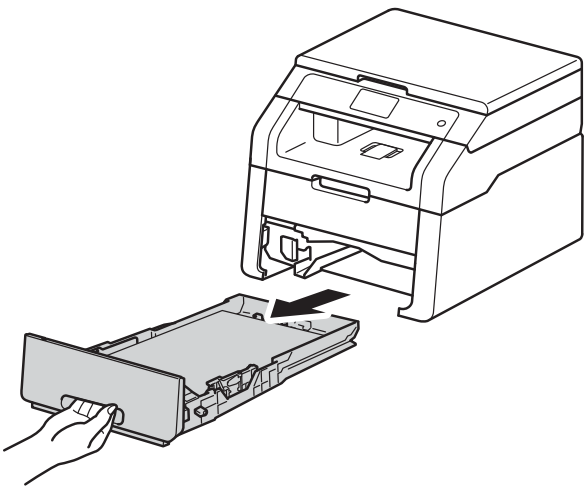
- If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by pressing the buttons on the Touchscreen.

Loading paper in the paper tray

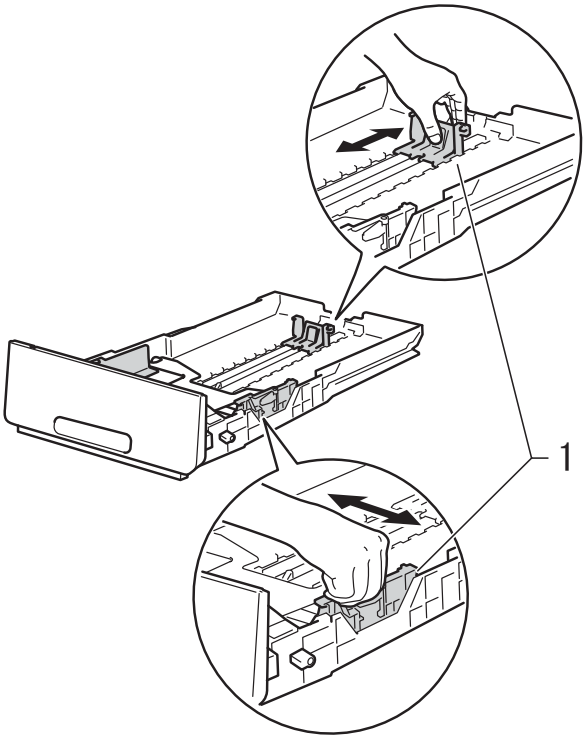
You can load up to 250 sheets in the paper tray. Paper can be loaded up to the maximum paper mark (▼ ▼ ▼) on the right side of the paper tray (for the recommended paper to use, see *Acceptable paper and other print media* on page 26).

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

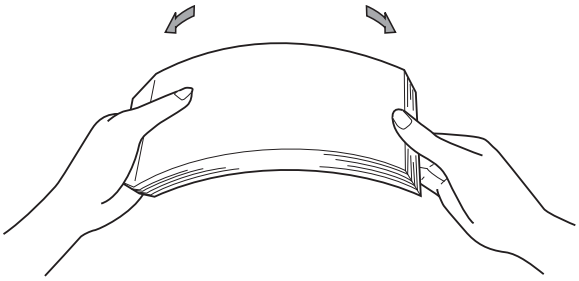
1. Pull the paper tray completely out of the machine.



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



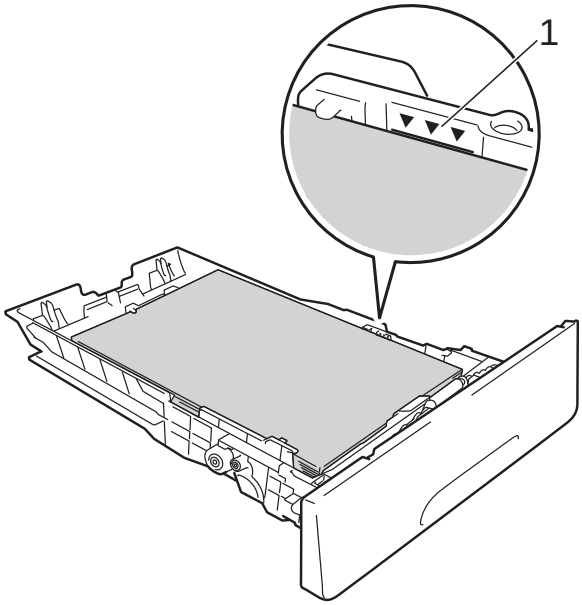
3. Fan the stack of paper well to avoid paper jams and misfeeds.



4 Load paper in the tray and make sure:

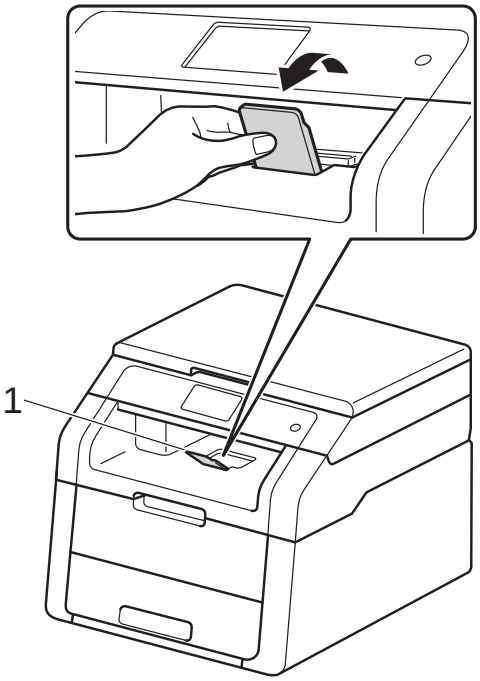
- The paper is below the maximum paper mark (▼ ▼ ▼) (1).

  Overfilling the paper tray will cause paper jams.
- The side to be printed on is *face down*.
- The paper guides touch the sides of the paper so it will feed correctly.



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

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



Loading paper in the manual feed slot

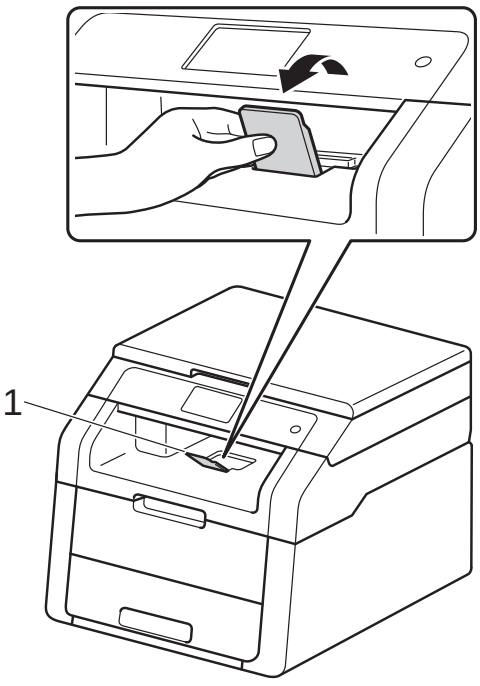
You can load envelopes and special print media one-at-a-time into this slot. Use the manual feed slot to print or copy on labels, envelopes, thicker paper or glossy paper (for the recommended paper to use, see *Acceptable paper and other print media* on page 26).

NOTE

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

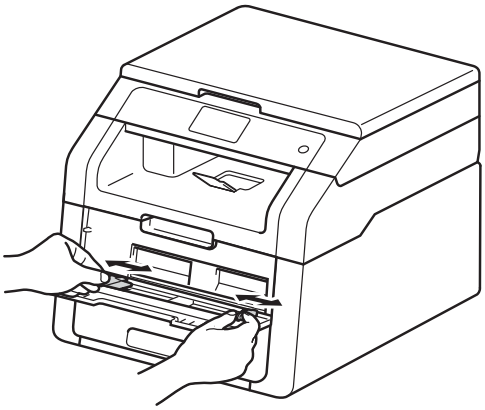
Printing on plain paper, thin paper, recycled paper and bond paper from the manual feed slot

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

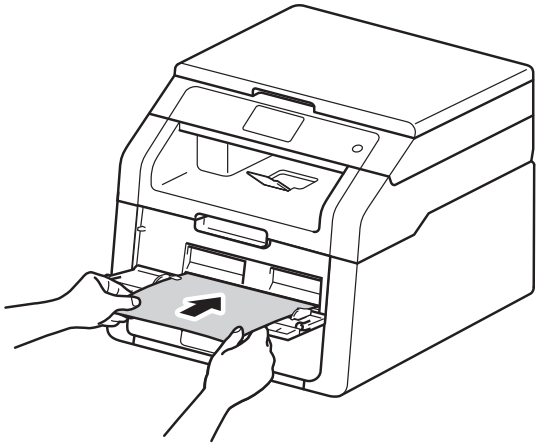


2. Open the manual feed slot cover.

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



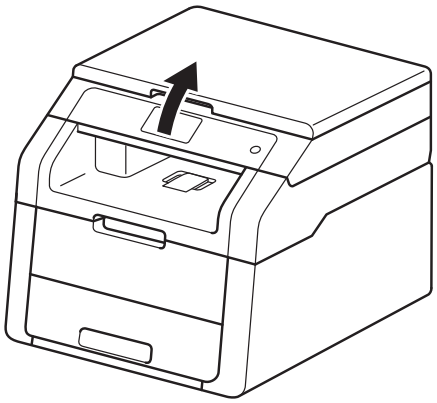
4 Use both hands to push one sheet of paper *firmly* into the manual feed slot until the top edge of the paper presses against the paper feed rollers. Continue pressing the paper against the rollers for about two seconds, or until the machine grabs the paper and pulls it in further.



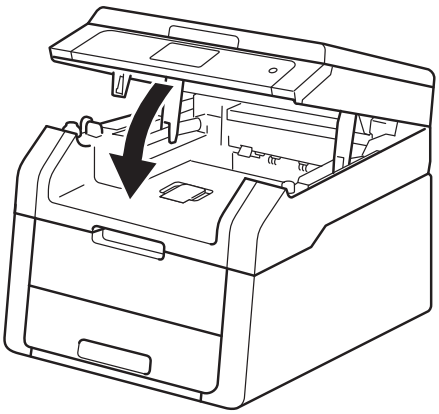
NOTE

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

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



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

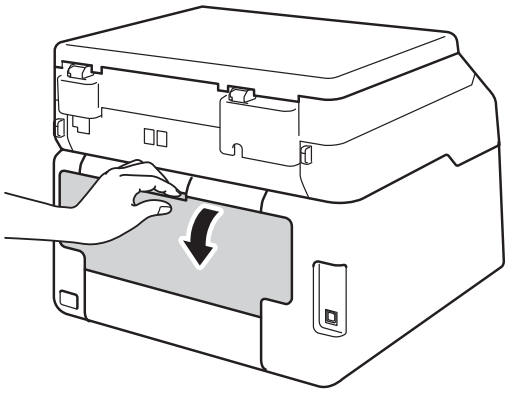


5 After the Touchscreen shows `Manual Feed`, return to step ❹ to load the next sheet of paper. Repeat for each page you want to print.

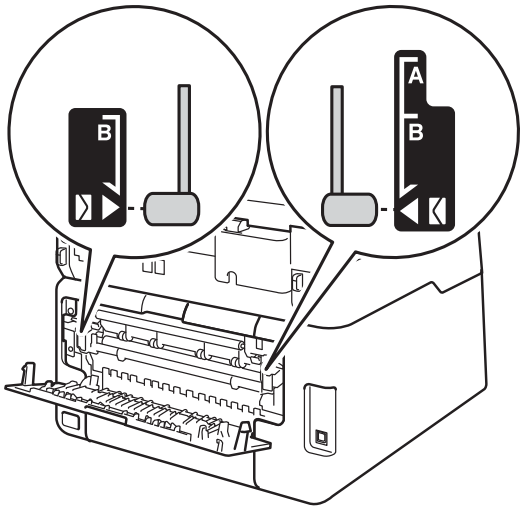
Printing on thick paper, labels, envelopes and glossy paper from the manual feed slot

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

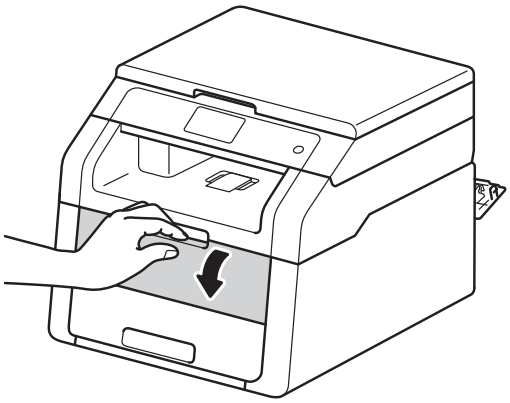
1. Open the back cover (face-up output tray).



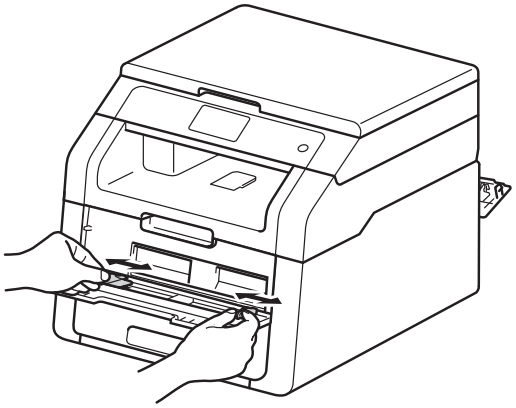
2. (For printing envelopes only)
Pull down the two gray levers, one on the left side and one on the right side, as shown in the illustration.



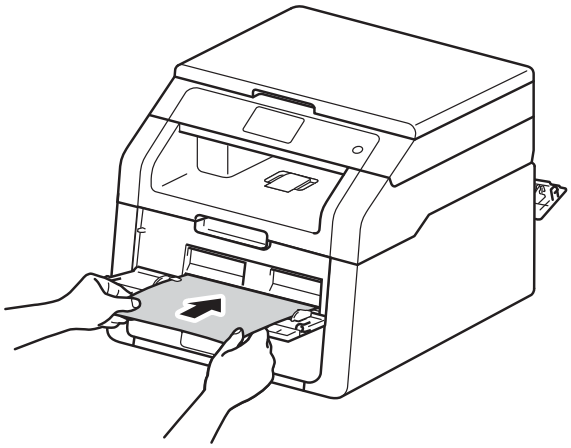
3. Open the manual feed slot cover.

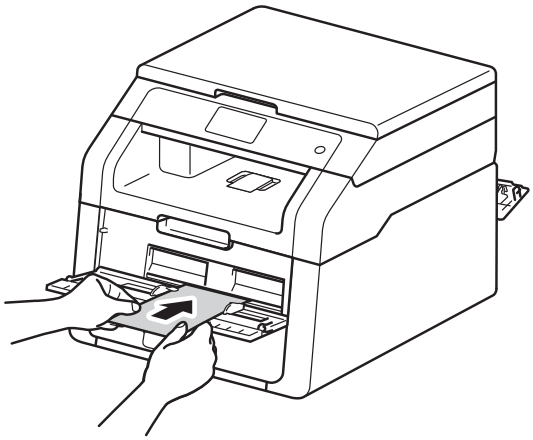


4. Use both hands to slide the manual feed slot paper guides to the width of the paper that you are going to use.



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





NOTE

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

6 Send the print data to the machine.

NOTE

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

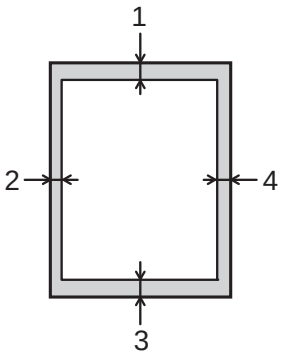
7 After the Touchscreen shows `Manual Feed`, return to step ❺ to load the next sheet of paper. Repeat for each page you want to print.

8 (For printing envelopes)
When you have finished printing, return the two gray levers, that you pulled down at step ❷, back to their original positions.

9 Close the back cover (face-up output tray) until it locks in the closed position.

Unscannable and unprintable areas

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



Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Copy* *a single copy or a 1 in 1 copy	Letter	0.16 in. (4 mm)	0.16 in. (4 mm)
	A4	0.16 in. (4 mm)	0.12 in. (3 mm)
Scan	Letter	0.12 in. (3 mm)	0.12 in. (3 mm)
	A4	0.12 in. (3 mm)	0.12 in. (3 mm)
Print	Letter	0.16 in. (4.2 mm)	0.16 in. (4.2 mm)
	A4	0.16 in. (4.2 mm)	0.16 in. (4.2 mm)
	Legal	0.16 in. (4.2 mm)	0.16 in. (4.2 mm)

Paper settings

Paper Size

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

You can use the following sizes of paper: Letter, A4, Legal, Executive, A5, A5 L (Long Edge), A6 and Folio.

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

Paper Type

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

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

Acceptable paper and other print media

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

You can use the following types of print media: plain paper, thin paper, thick paper, thicker paper, bond paper, recycled paper, labels, envelopes or glossy paper (see *Print media* on page 132).

For best results, follow these instructions:

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

Recommended paper and print media

To get the best print quality, we recommend using the paper in the table.

Paper Type	Item
Plain Paper	Xerox 4200DP 20 lb
	Hammermill Laser Print (24 lb=90 g/m^2)
Recycled Paper	No specific brand recommended
Labels	Avery laser labels white #5160
Envelopes	No specific brand recommended
Glossy Paper	NewPage Futura Laser Gloss 80 lb Text (118 g/m^2) Xerox Digital Color Elite Gloss

Type and size of paper

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

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

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

Paper capacity of the paper trays

	Paper size	Paper types	No. of sheets
Paper Tray (Tray 1)	Letter, A4, Legal, B5 (JIS), Executive, A5, A5 L, A6, Folio [1]	Plain paper, Thin paper, Recycled paper	up to 250 20 lb (80 g/m^2)
Manual Feed Slot	Width: 3.0 to 8.5 in. (76.2 to 215.9 mm) Length: 4.57 to 14 in. (116 to 355.6 mm)	Plain paper, Thin paper, Thick paper, Thicker paper, Bond paper, Recycled paper, Envelopes, Labels, Glossy paper	1 sheet 1 Envelope

[1] Folio size is 8.5 in. × 13 in. (215.9 mm × 330.2 mm).

Recommended paper specifications

The following paper specifications are appropriate for this machine.

Basis weight	20-24 lb (75-90 g/m^2)
Thickness	80-110 μm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm^3/100
Grain direction	Long grain
Volume resistivity	10e^9-10e^{11} ohm
Surface resistivity	10e^9-10e^{12} ohm-cm
Filler	$CaCO_3$ (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Use plain paper that is appropriate for laser/LED machines to make copies.
- Use paper that is 20 to 24 lb (75 to 90 g/m^2).
- Use long grain paper with a neutral Ph value, and a moisture content of approx. 5%.
- This machine can use recycled paper that meets DIN 19309 specifications.

Handling and using special paper

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

Some important guidelines when selecting paper are:

- DO NOT use inkjet paper because it may cause a paper jam or damage your machine.
- Preprinted paper must use ink that can withstand the 392 °F (200 °C) temperature of the machine's fusing process.
- If you use bond paper, paper having a rough surface, or paper that is wrinkled or creased, the paper may exhibit degraded performance.

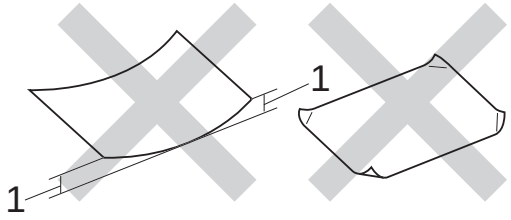
Types of paper to avoid

IMPORTANT

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

DO NOT use paper:

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



1 A curl of 0.08 in. (2 mm) or greater may cause jams to occur.

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

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

Envelopes

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

Envelopes can only be fed through the manual feed slot.

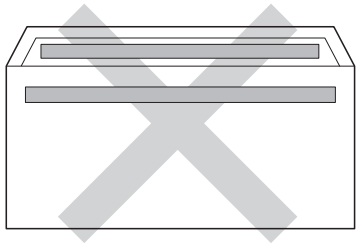
We recommend that you print a test envelope to make sure the print results are what you want.

Types of envelopes to avoid

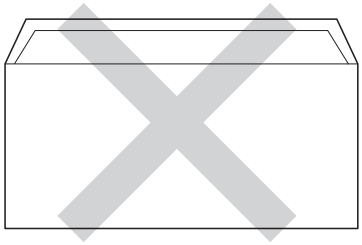
IMPORTANT

DO NOT use envelopes:

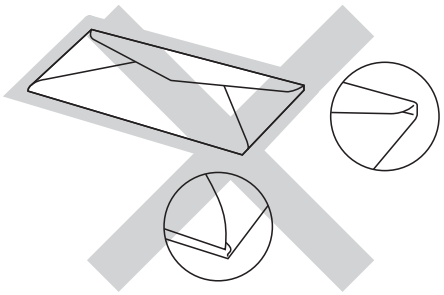
- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (raised writing)
- that were previously printed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



- with double flaps as shown in the figure below



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



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

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

Labels

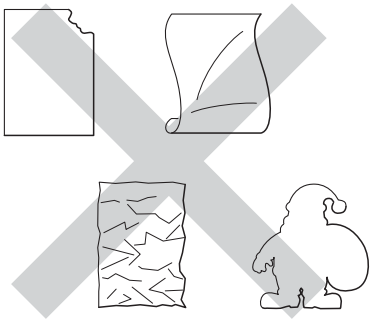
The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label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

All labels used in this machine must be able to withstand a temperature of 392 °F (200 °C) for a period of 0.1 seconds.

Labels can only be fed through the manual feed slot.

Types of labels to avoid

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



IMPORTANT

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

3 Loading documents

How to load documents

You can make copies and scan from the scanner glass.

Using the scanner glass

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

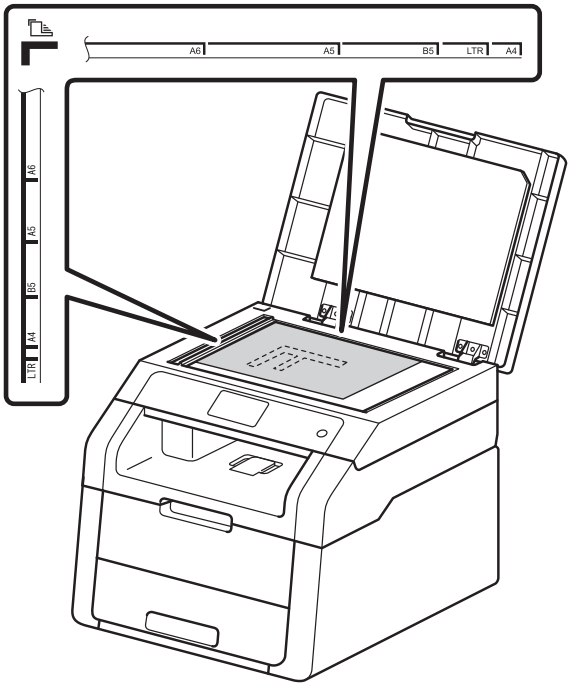
Document Sizes Supported

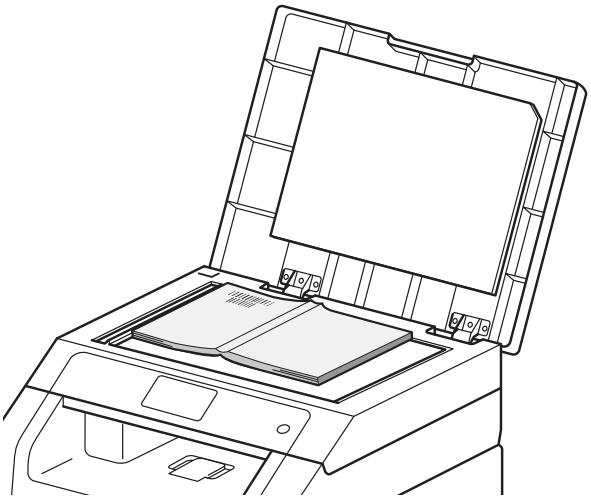
Length:	Up to 11.8 in. (300.0 mm)
Width:	Up to 8.5 in. (215.9 mm)
Weight:	Up to 4.4 lb (2.0 kg)

How to load documents

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.

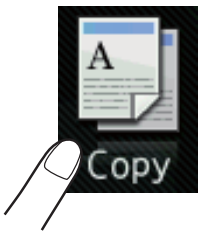
4 Making copies

How to copy

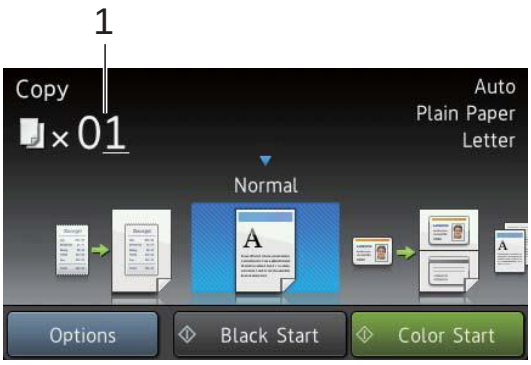
The following steps show the basic copy operation.

1. Load your document *face down* on the scanner glass (see *Using the scanner glass* on page 31).

2. Press the Copy button on the Touchscreen.



- The Touchscreen shows



1 No. of Copies
You can enter the number of copies by using the dial pad.

3. For multiple copies, enter the two-digit number (up to 99).

4. Press Color Start or Black Start.

Stop copying

To stop copying, press .

Copy preset settings

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

The following preset settings are available.

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

1. Load your document.

2. Press (Copy).

3. Swipe left or right to display Receipt, Normal, 2in1(ID), 2in1, 2-sided(1→2) or Paper Save, and then press the option you want.

4. Enter the number of copies you want.

5. Do one of the following:
   - To change more settings, go to step ❻.
   - If you have finished changing settings, go to step ❾.

6. Press Options.

7. Swipe up or down, or press ▲ or ▼ to display the available settings, and then press the setting you want.

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

NOTE

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

9 Press Color Start or Black Start.

Copy Options

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

(Advanced User's Guide)

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

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

5 How to print from a computer

Printing a document

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

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

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

6 How to scan to a computer

Before scanning

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

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

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

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

NOTE

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

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

1. Load your document (see *How to load documents* on page 31).

2. Do one of the following:

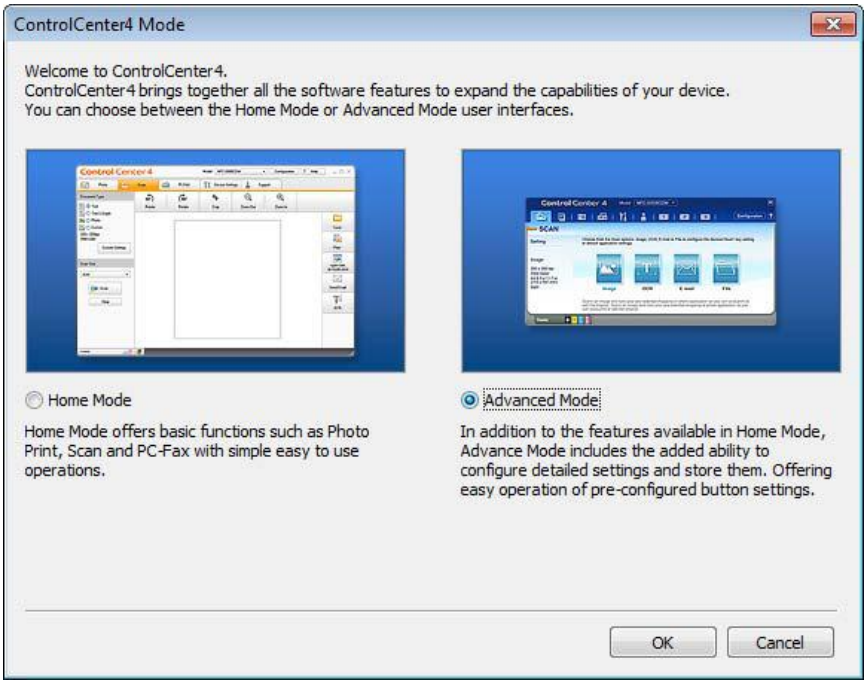
   - (Windows® XP, Windows Vista® and Windows® 7)

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

   - (Windows® 8)

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

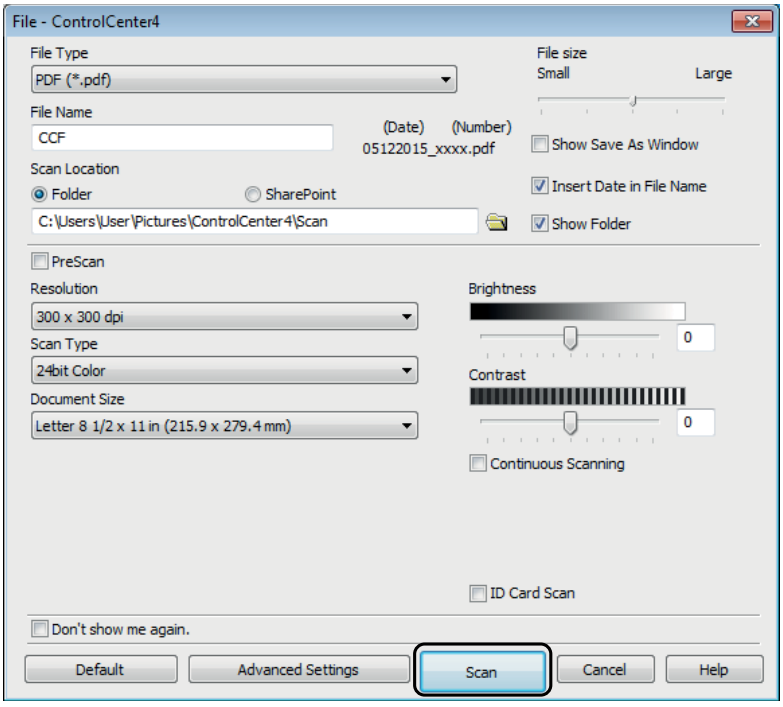
3. If the ControlCenter4 Mode screen appears, choose the **Advanced Mode** and then click **OK**.



4 Make sure the machine you want to use is selected from the **Model** pull-down list.

5 Click **File**.

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



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

1. Load your document (see *How to load documents* on page 31).
2. Press Scan.

3. Swipe left or right to display to File.

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

4. Press OK.
When the machine is connected to a network, press the computer name.
Do one of the following:
   - If you want to use the default settings, go to step ❾.
   - If you want to change the default settings, go to step ❺.
5. Press Options.
6. Press Set with Touch Panel.
Press On.
7. Choose the settings for Scan Type, Resolution, File Type, Scan Size and Remove Background Color as needed.
8. Press OK.
9. Press Start.
The machine starts the scanning process.

NOTE

The following scan modes are available.

- to Network (Windows®)
- to FTP
- to E-mail
- to Image
- to OCR
- to File
- WS Scan [1] (Web Services Scan)

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

A Routine maintenance

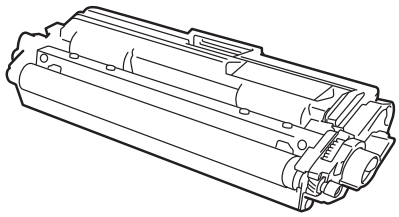
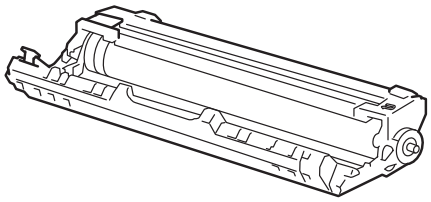
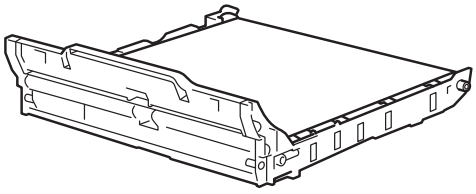
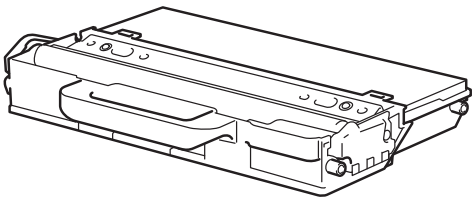
Replacing the consumable items

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

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

NOTE

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

Toner cartridge	Drum unit
See *Replacing the toner cartridges* on page 44. Order No. TN-221BK, TN-221C, TN-221M, TN-221Y, TN-225C, TN-225M, TN-225Y	See *Replacing the drum units* on page 54. Order No. DR-221CL (4 pc. drum set) or DR-221CL-BK, DR-221CL-CMY (single drums)
	
Belt unit	**Waste toner box**
See *Replacing the belt unit* on page 60. Order No. BU-220CL	See *Replacing the waste toner box* on page 64. Order No. WT-220CL
	

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

Touchscreen messages	Consumable item to get ready	Approximate life	How to replace	Order No.
Toner Low Prepare New Toner Cartridge.	Toner cartridge BK = Black C = Cyan M = Magenta Y = Yellow	<Black> 2,500 pages [1 2 5] <Cyan, Magenta, Yellow> 1,400 pages [1 2 5] 2,200 pages [1 2 6]	See page 44.	TN-221BK [5] TN-221C [5] TN-221M [5] TN-221Y [5] TN-225C [6] TN-225M [6] TN-225Y [6]
Drum End SoonX	1 Drum unit X = BK, C, M, Y BK = Black C = Cyan M = Magenta Y = Yellow	15,000 pages [1 3 4]	See page 55.	4 Drum units: DR-221CL 1 Drum unit: DR-221CL-BK DR-221CL-CMY
Belt End Soon	Belt unit	50,000 pages [1]	See page 60.	BU-220CL
WT Box End Soon	Waste toner box	50,000 pages [1]	See page 64.	WT-220CL

1 Letter or A4 size single-sided pages.

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

3 1 page per job

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

5 Standard toner cartridge

6 High yield toner cartridge

A

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

Touchscreen messages	Consumable item to replace	Approximate life	How to replace	Order No.
Replace Toner	Toner cartridge The Touchscreen shows the toner cartridge color that you must replace. BK = Black C = Cyan M = Magenta Y = Yellow	<Black> 2,500 pages [1 2 5] <Cyan, Magenta, Yellow> 1,400 pages [1 2 5] 2,200 pages [1 2 6]	See page 44.	TN-221BK [5] TN-221C [5] TN-221M [5] TN-221Y [5] TN-225C [6] TN-225M [6] TN-225Y [6]
Replace DrumX	Drum unit X = BK, C, M, Y BK = Black C = Cyan M = Magenta Y = Yellow	15,000 pages [1 3 4]	See page 55.	4 Drum units: DR-221CL 1 Drum unit: DR-221CL-BK DR-221CL-CMY
Drum Stop	Drum unit			
Replace Belt	Belt unit	50,000 pages [1]	See page 60.	BU-220CL
Replace WT Box	Waste toner box	50,000 pages [1]	See page 64.	WT-220CL
Replace Fuser	Fuser unit	50,000 pages [1]	Call Brother Customer Service or your local Brother dealer for a replacement fuser unit.	
Replace PF kit	Paper feeding kit	50,000 pages [1]	Call Brother Customer Service or your local Brother dealer for a replacement paper feeding kit.	

1 Letter or A4 size single-sided pages.

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

3 1 page per job

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

5 Standard toner cartridge

6 High yield toner cartridge

NOTE

- Visit http://www.brother.com/original/index.html for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, 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 for each of the toner cartridges is based on ISO/ICE 19798. Frequency of replacement will vary depending on the print volume, percentage of coverage, types of media used, and powering on/off the machine.
- Frequency of replacement consumables except toner cartridges will vary depending on the print volume, types of media used, and powering on/off the machine.

Replacing the toner cartridges

Order No. TN-221BK [1], TN-221C [1], TN-221M [1], TN-221Y [1], TN-225C [2], TN-225M [2], TN-225Y [2]

The Standard toner cartridge can print approximately 2,500 pages [3] (Black) or approximately 1,400 pages [3] (Cyan, Magenta, Yellow). The High Yield toner cartridge can print approximately 2,200 pages [3] (Cyan, Magenta, Yellow). Actual page count will vary depending on your average type of document.

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

The toner cartridges that come supplied with the machine must be replaced after approximately 1,000 pages [3].

[1] Standard toner cartridge

[2] High yield toner cartridge

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

NOTE

- The indication of remaining toner life will vary depending on the types of documents printed and customer's usage.
- It is a good idea to keep a new toner cartridge ready for use when you see the `Toner Low` warning.
- To ensure high quality printing, we recommend that you use only Genuine Brother Brand toner cartridges. When you want to buy toner cartridges, call Brother Customer Service.
- We recommend that you clean the machine when you replace the toner cartridge (see Advanced User's Guide: *Cleaning and checking the machine*).
- DO NOT unpack the new toner cartridge until you are ready to install it.

Toner Low

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

Replace Toner

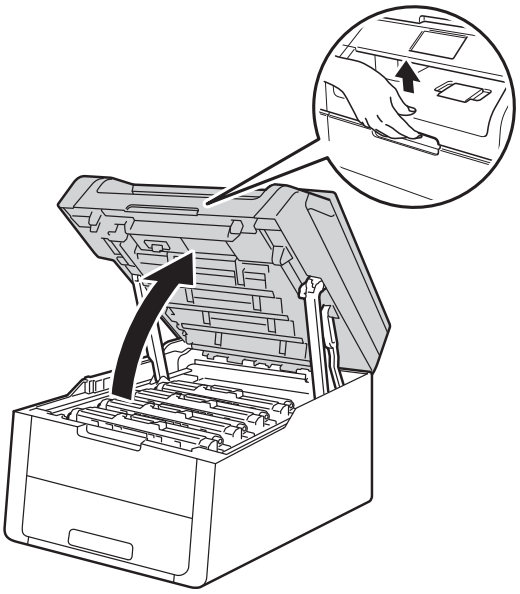
When the Touchscreen shows `Replace Toner` the machine will stop printing until you replace the toner cartridge.

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

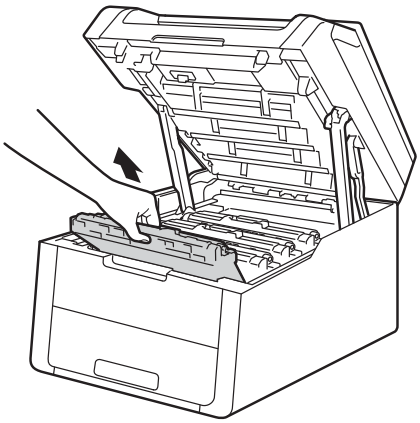
A new genuine Brother toner cartridge will reset the Replace Toner mode.

Replacing the toner cartridges

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



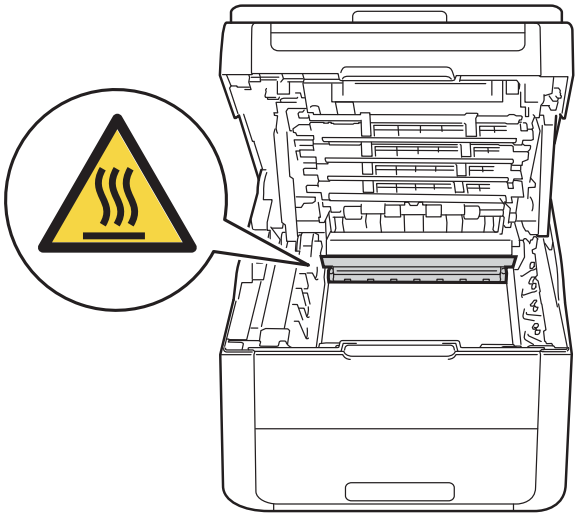
3. Remove the toner cartridge and drum unit assembly for the color shown on the Touchscreen.



WARNING

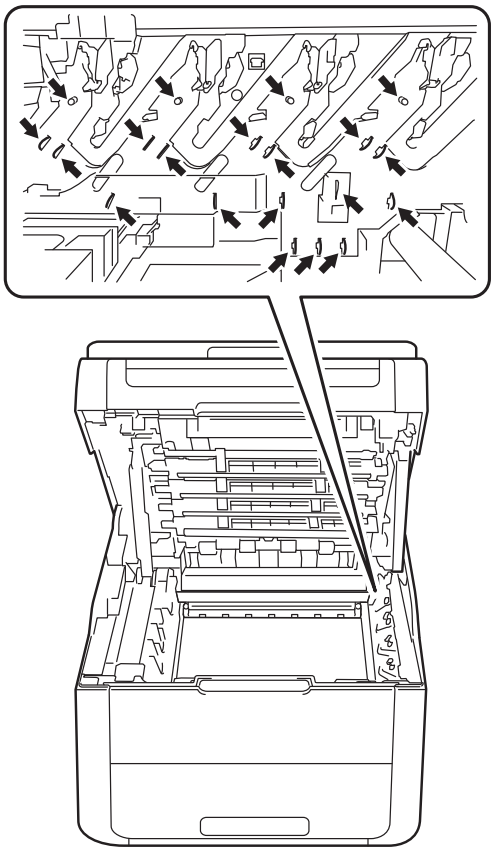
HOT SURFACE

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

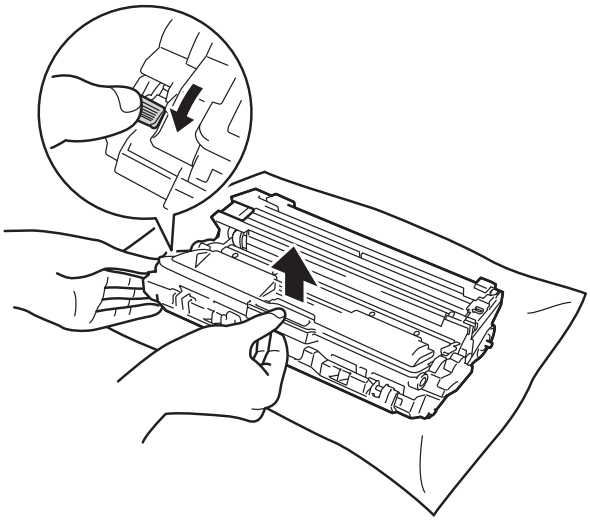


IMPORTANT

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



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



WARNING

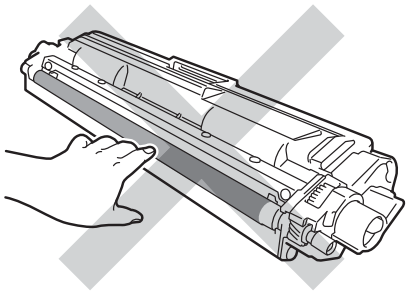
- DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could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

  (See Product Safety Guide: *To use the product safely*.)

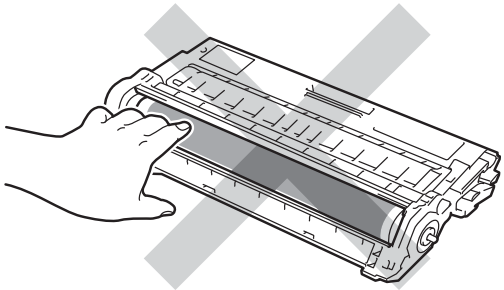
IMPORTANT

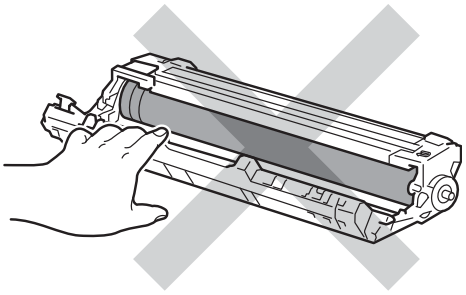
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

<Toner cartridge>



<Drum unit>



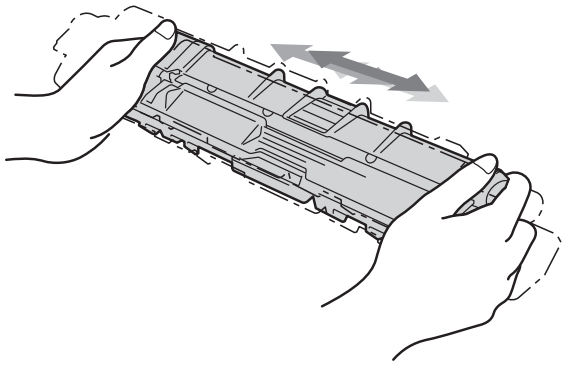


- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with disposable paper underneath it in case you accidentally spill or scatter toner.

NOTE

- Be sure to seal up the used toner cartridge tightly in a bag so that toner powder does not spill out of the cartridge.
- Visit http://www.brother.com/original/index.html for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

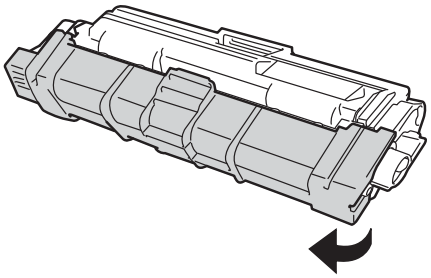
5 Unpack the new toner cartridge. Hold the cartridge level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.



IMPORTANT

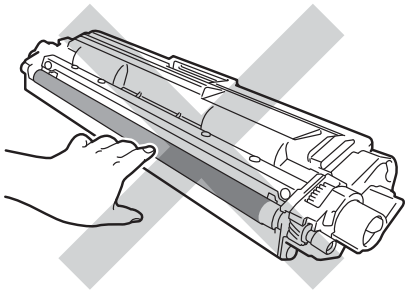
- DO NOT unpack the new toner cartridge until you are ready to install it. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is placed in direct sunlight (or room light for long periods of time), the unit may be damaged.
- Brother strongly recommends that you DO NOT refill the toner cartridge provided with your machine. We also strongly recommend that you continue to use only Genuine Brother Brand replacement toner cartridges. Use or attempted use of third party toner and/or cartridges in the Brother machine may cause damage to the machine and/or may result in unsatisfactory print quality. Our limited warranty coverage does not apply to any problem that is caused by the use of third party toner and/or cartridges. To protect your investment and obtain premium performance from the Brother machine, we strongly recommend the use of Genuine Brother Supplies.

6 Pull off the protective cover.

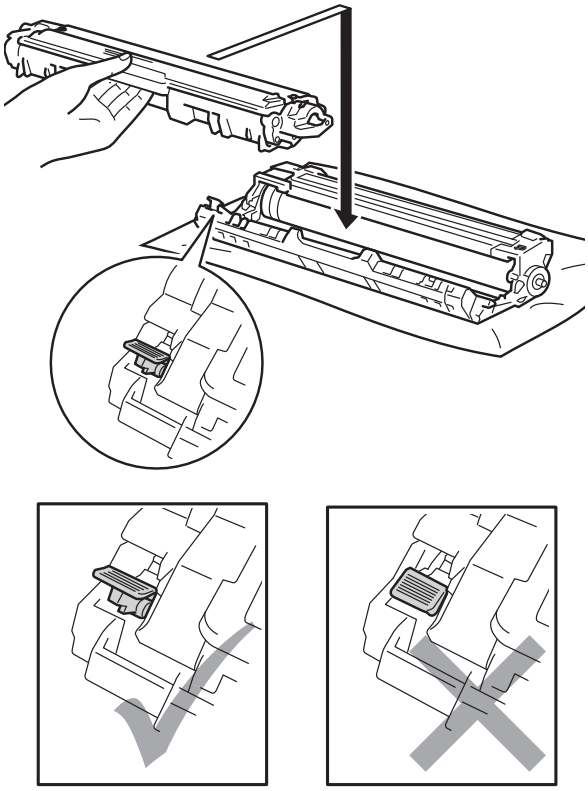


IMPORTANT

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



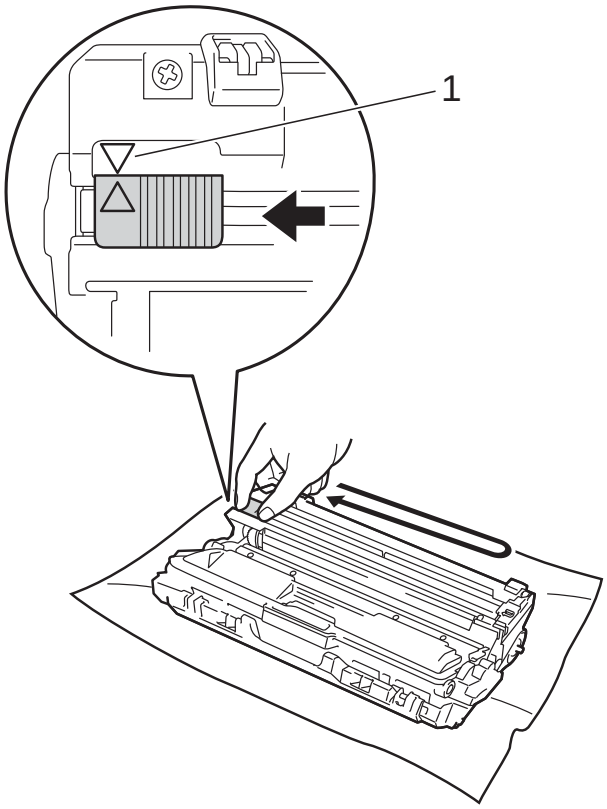
7 Put the new toner cartridge firmly into the drum unit until you hear it lock into place. If you put it in correctly, the green lock lever on the drum unit will lift automatically.



NOTE

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

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



NOTE

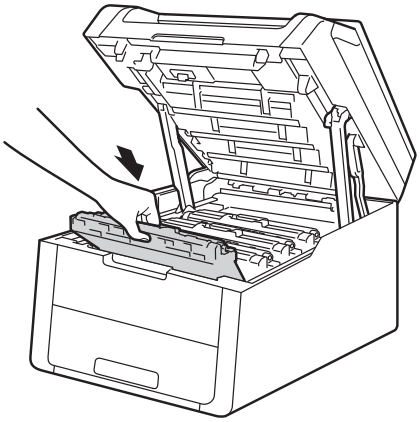
Be sure to return the tab to the Home position (▲) (1). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

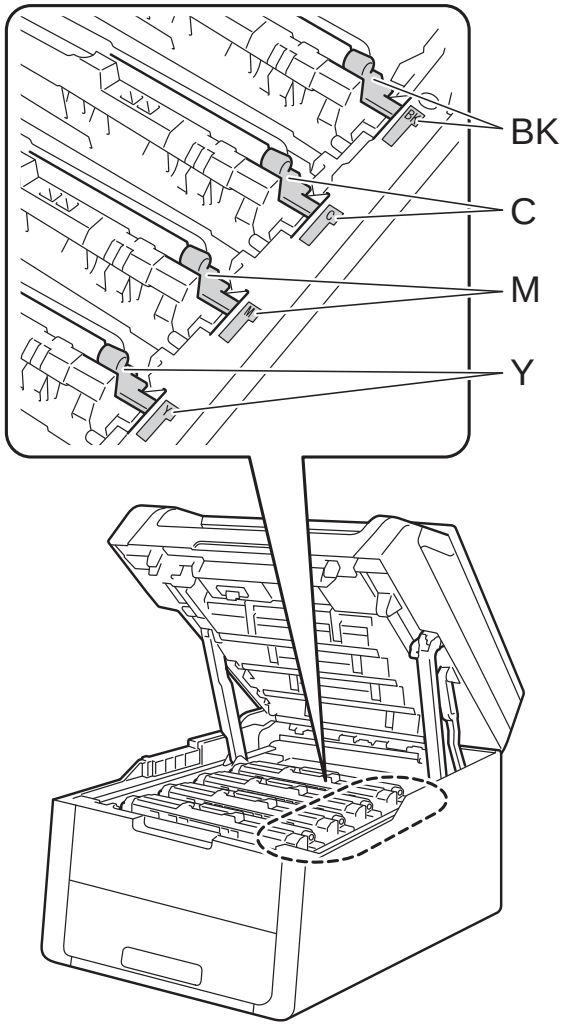
9 Repeat step ❸ and step ❽ to clean each of three remaining corona wires.

NOTE

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

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





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

11 Close the top cover of the machine.

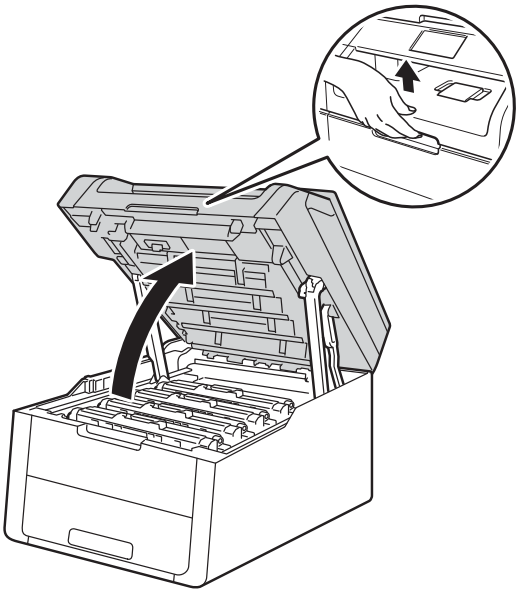
NOTE

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

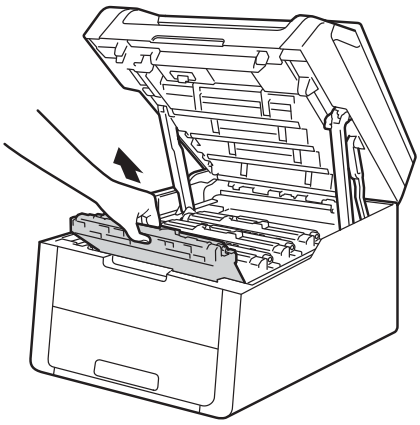
Cleaning the corona wires

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

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



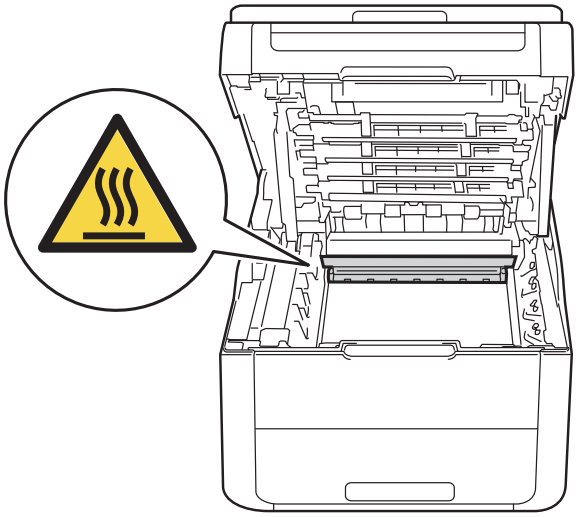
2. Remove the toner cartridge and drum unit assembly.



WARNING

HOT SURFACE

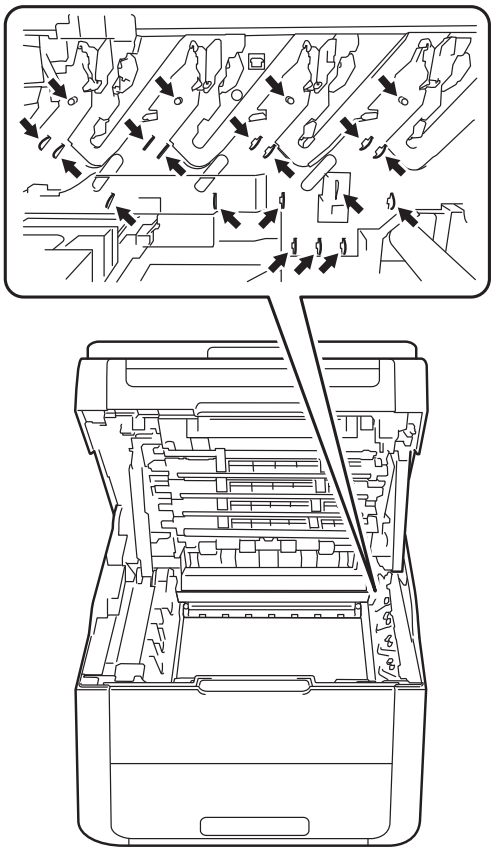
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



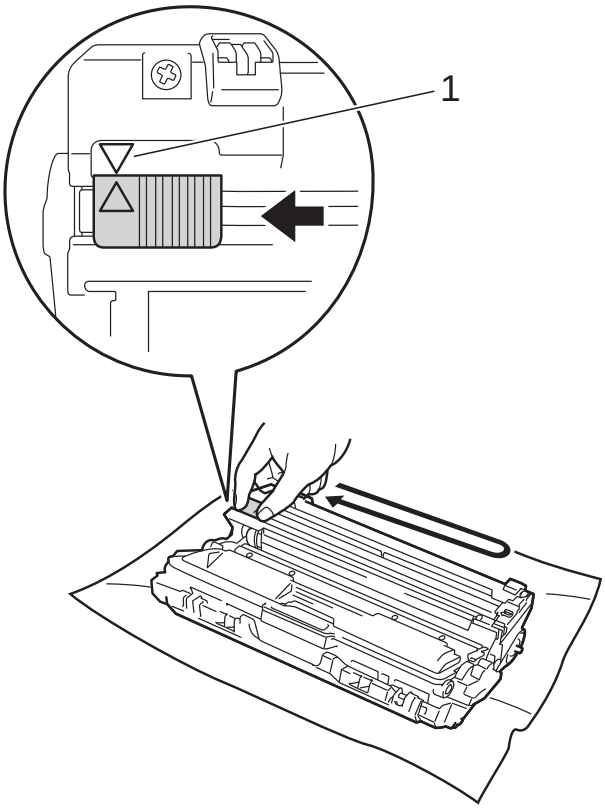
A

IMPORTANT

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



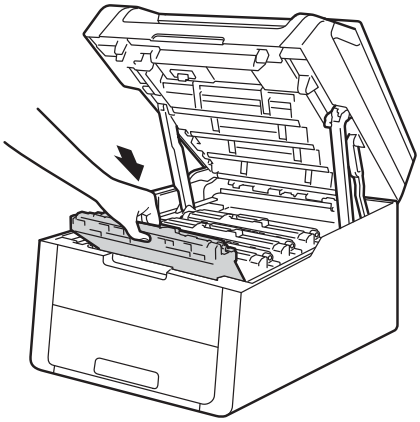
3 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.

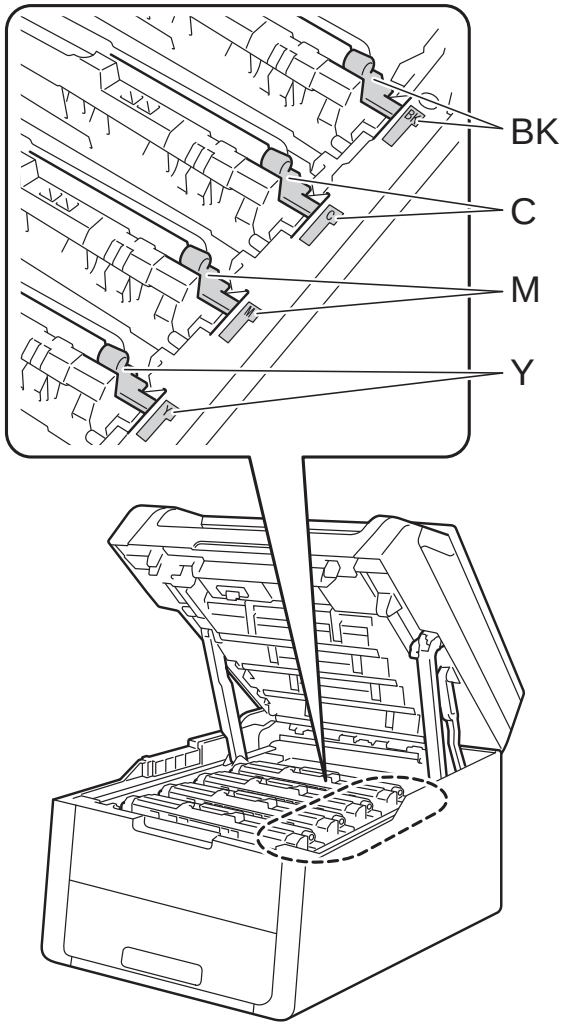


NOTE

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

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





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

5 Repeat steps ❷ - ❹ to clean the three remaining corona wires.

NOTE

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

6 Close the top cover of the machine.

Replacing the drum units

Order No. DR-221CL 4 pc. Drum Set or single drum units DR-221CL-BK, DR-221CL-CMY

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

DR-221CL Drum Set contains four drum units, one Black (DR-221CL-BK) and three Color (DR-221CL-CMY).

DR-221CL-BK contains one Black drum. DR-221CL-CMY contains one Color drum.

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. In designing this product, Brother decided to use the number of rotations of the drum as a reasonable determinant of the drum life. When a drum reaches the factory-established rotation limit corresponding to the rated page yield, the product's Touchscreen LCD will advise you to replace the applicable drum(s). The product will continue to function; however, print quality may not be optimal.

As the drums rotate in unison during the various stages of operation (regardless of whether toner is deposited on the page) and because damage to a single drum unit is not likely, you must replace all of the drums at once (unless you replaced an individual drum [DR-221CL-BK for Black and DR-221CL-CMY for Color] for reasons other than reaching its rated life). For your convenience, Brother sells the drum units as a set of four (DR-221CL).

NOTE

- There are many factors that determine the actual drum life, such as the temperature, humidity, type of paper, type of toner used and so on. Under ideal conditions, the average drum life is estimated at approximately 15,000 pages. The actual number of pages that your drum will print may be significantly less than this estimate. Because we have no control over the many factors that determine the actual drum life, we cannot guarantee a minimum number of pages that will be printed by your drum.
- For best performance, use only genuine Brother toner. The machine should be used only in a clean, dust-free environment with adequate ventilation.
- Printing with a non-Brother drum unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage does not apply to problems caused by the use of a non-Brother drum unit.

Drum !

The corona wires are dirty. Clean the corona wires in the four drum units (see *Cleaning the corona wires* on page 51).

If you cleaned the corona wires and the `Drum !` error was not cleared, then the drum unit is at the end of its life. Replace the drum units with a new set.

Drum End SoonX

If only a specified drum is near the end of its life, the Touchscreen shows the `Drum End SoonX` message. The `X` indicates the drum unit color that is near the end of its life. (`BK`=Black, `C`=Cyan, `M`=Magenta, `Y`=Yellow). We recommend you keep genuine Brother drum units ready for installation. Buy a new drum unit DR-221CL-BK (for Black) or a DR-221CL-CMY (for either C, M, Y color) and have it ready before you get a `Replace DrumX` message.

Replace DrumX

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

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

After replacement, reset the drum counter by following the instructions included with the new drum unit (see *Resetting the drum counter* on page 60).

Drum Stop

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

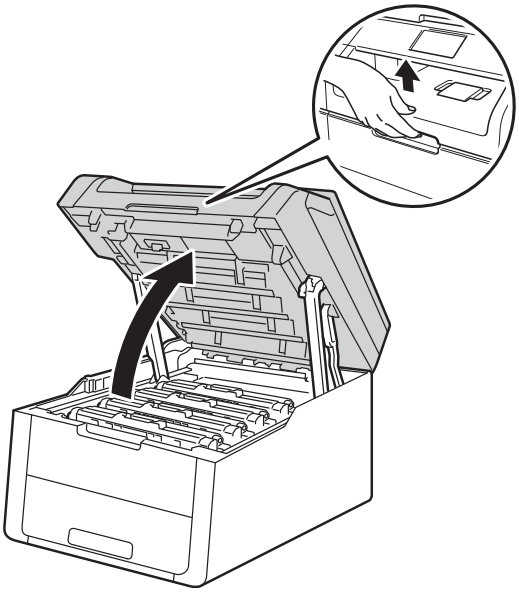
After replacement, reset the drum counter by following the instructions included with the new drum unit (see *Resetting the drum counter* on page 60).

Replacing the drum units

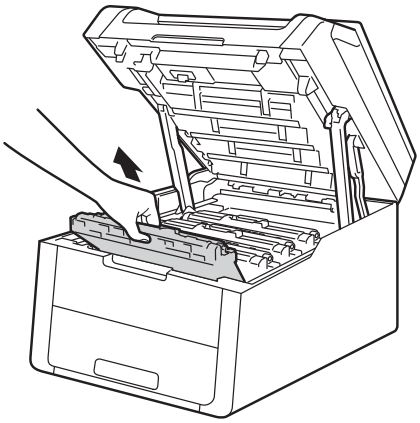
IMPORTANT

- 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 Advanced User's Guide: *Cleaning and checking the machine*).
- DO NOT unpack the new drum unit until you are ready to install it. Exposure to direct sunlight (or room light for long periods of time) may damage the drum unit.

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



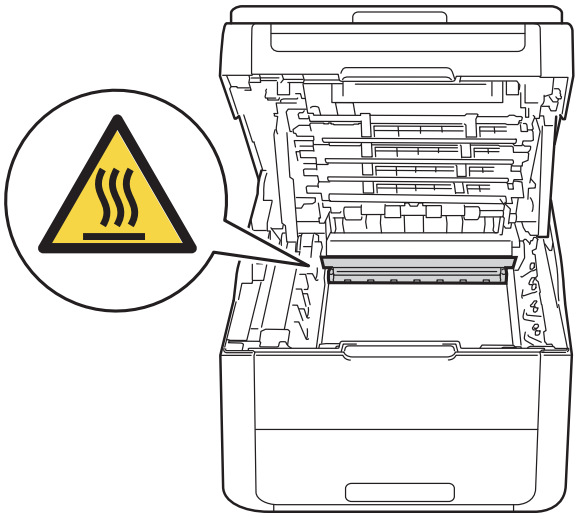
3 Remove the toner cartridge and drum unit assembly for the color shown on the Touchscreen.



WARNING

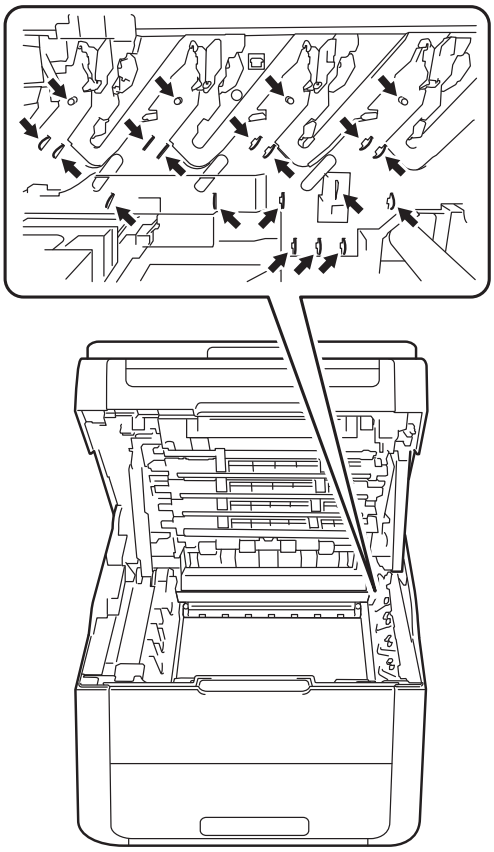
HOT SURFACE

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

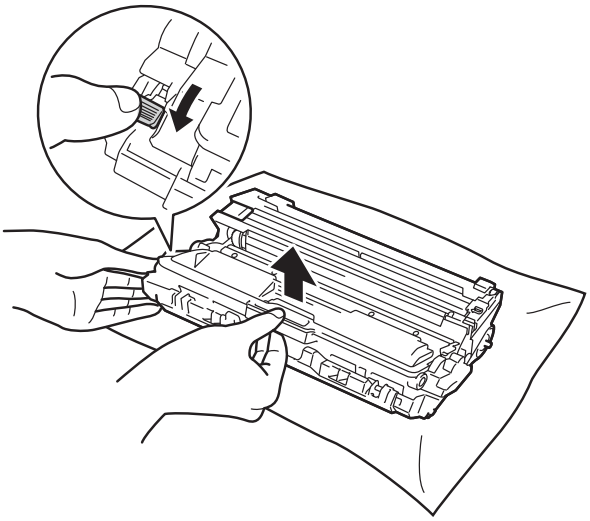


IMPORTANT

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



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



WARNING

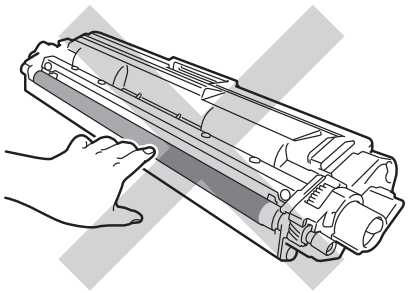
- DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could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

  (See Product Safety Guide: *To use the product safely*.)

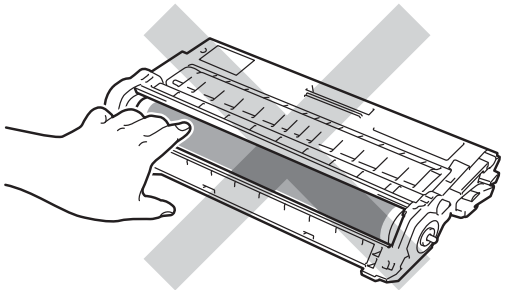
IMPORTANT

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

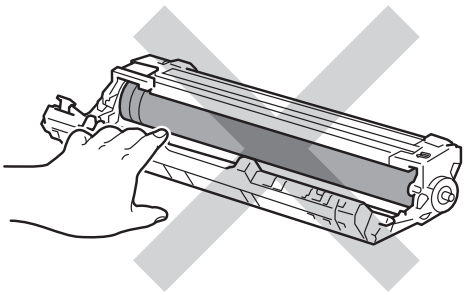
<Toner cartridge>



<Drum unit>



A



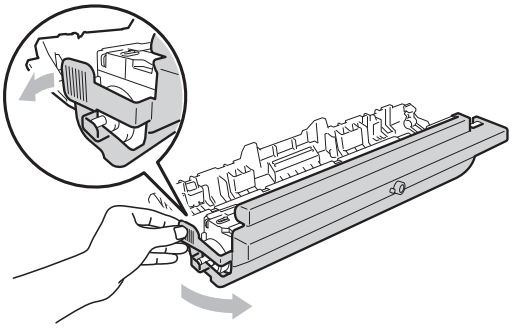
- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with disposable paper underneath it in case you accidentally spill or scatter toner.

NOTE

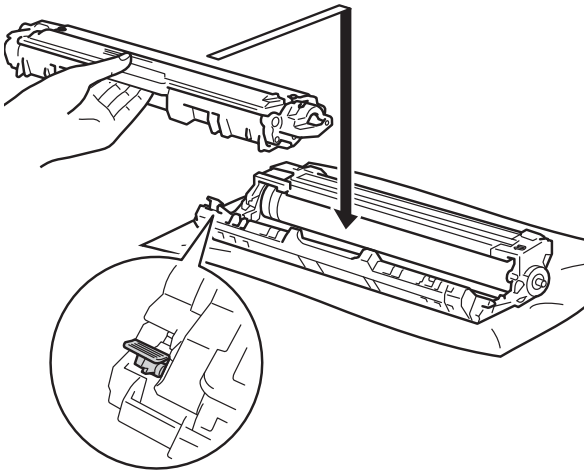
- Be sure to seal up the used drum unit tightly in a bag so that toner powder does not spill out of the drum unit.
- Visit http://www.brother.com/original/index.html for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

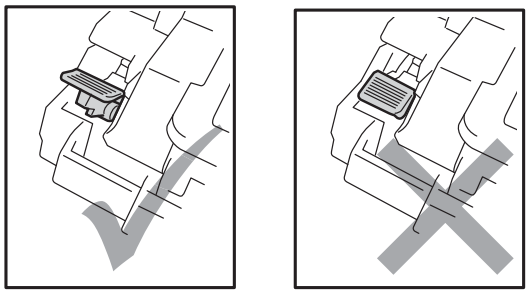
5 Unpack the new drum unit.

6 Pull off the protective cover.



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

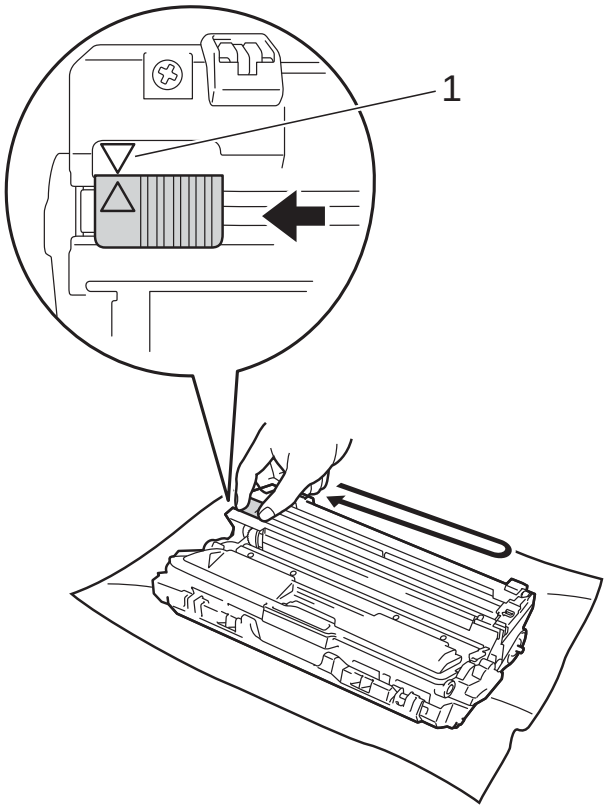




NOTE

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

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



NOTE

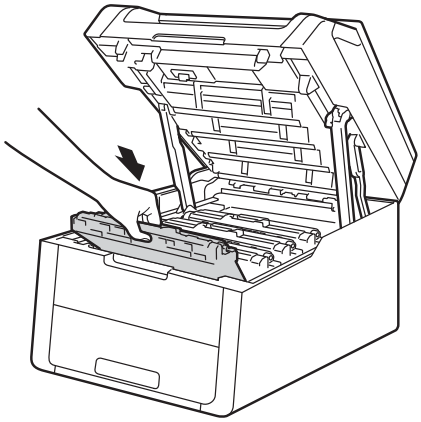
Be sure to return the tab to the Home position (▲) (1). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

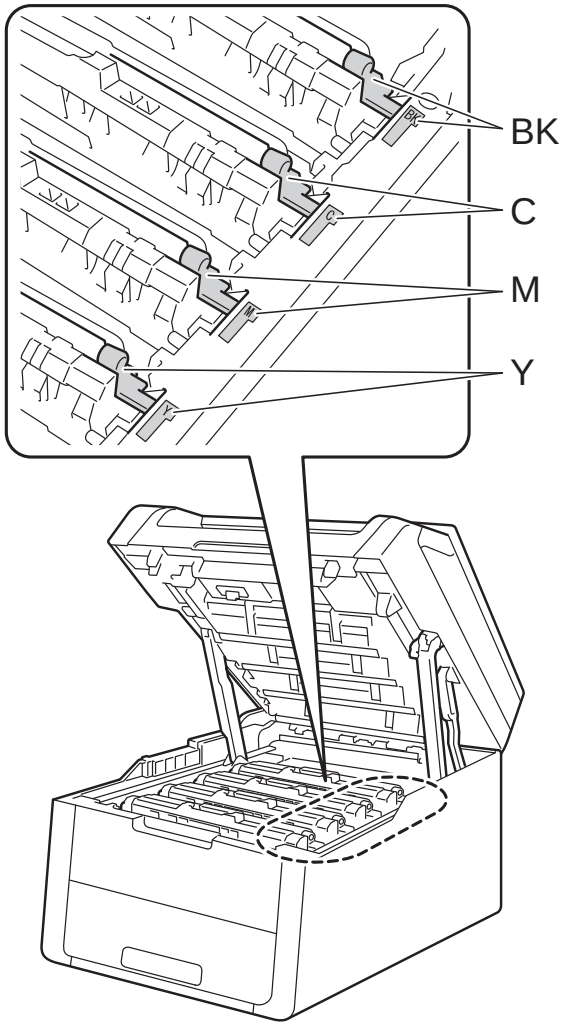
9 Repeat step ❸ and step ❽ to clean each of the three remaining corona wires.

NOTE

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

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





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

A

11 Close the top cover of the machine.

Resetting the drum counter

When you replace the drum unit with a *new* one, you must reset the drum counter by completing the following steps.

IMPORTANT

Do not reset the drum counter when you only replace the toner cartridge.

1 Press to interrupt the error.

2 Press .

3 Press `All Settings`.

4 Swipe up or down, or press ▲ or ▼ to display `Machine Info.`.

5 Press `Machine Info.`.

6 Press `Parts Life`.

7 Touch the dial pad area to light up the LEDs.

8 Press # until the Touchscreen message changes.

9 Press the color of the drum unit you replaced.

10 Press `Yes`.

11 Press .

Replacing the belt unit

Order No. BU-220CL

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

Replace Belt

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

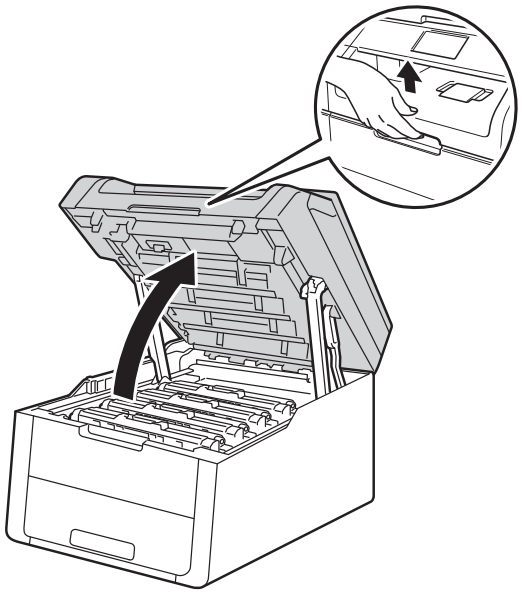
After replacement, reset the belt unit by following the instructions included with the new belt unit (see *Resetting the belt unit counter* on page 63).

IMPORTANT

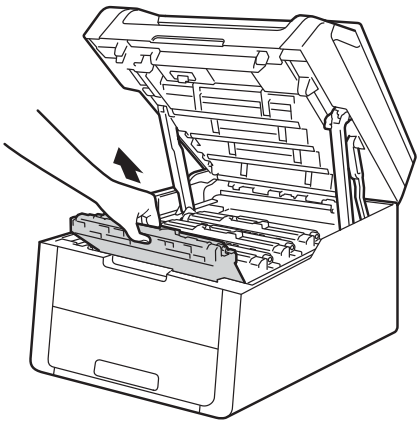
- DO NOT touch the surface of the belt unit. If you touch it, it could degrade print quality.
- Damage caused by incorrect handling of the belt unit may void your warranty.

1 Make sure the machine is turned on.

2 Open the top cover until it locks in the open position.



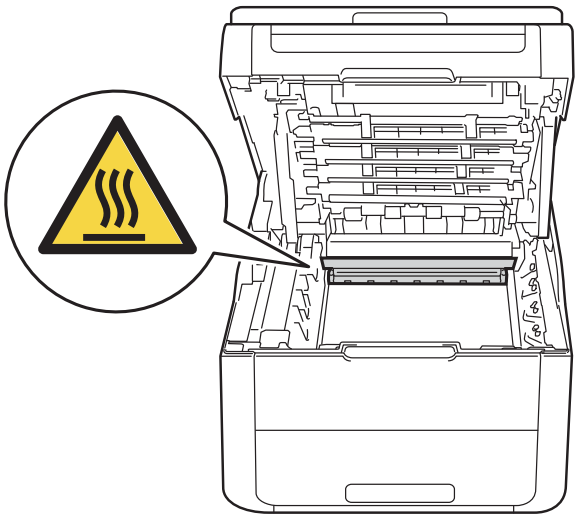
3 Remove all of the toner cartridge and drum unit assemblies.



WARNING

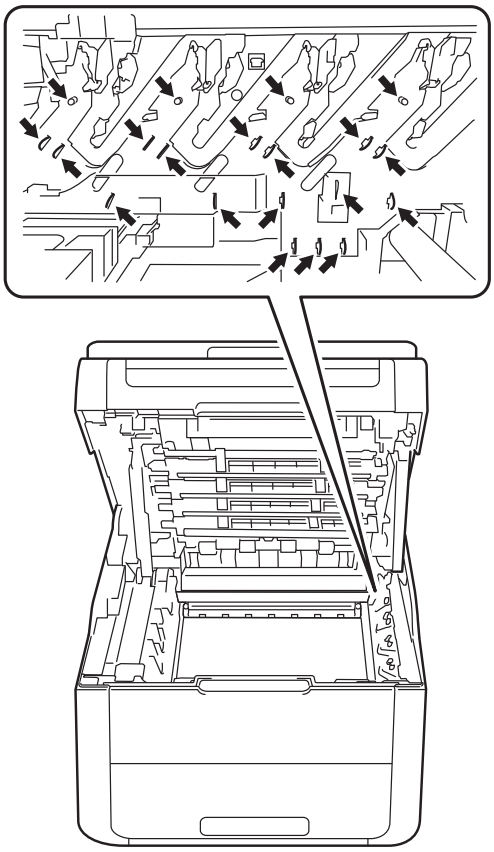
HOT SURFACE

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

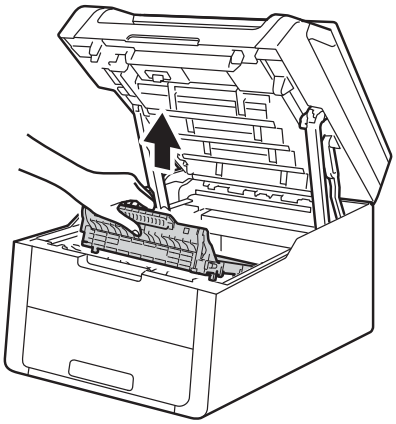


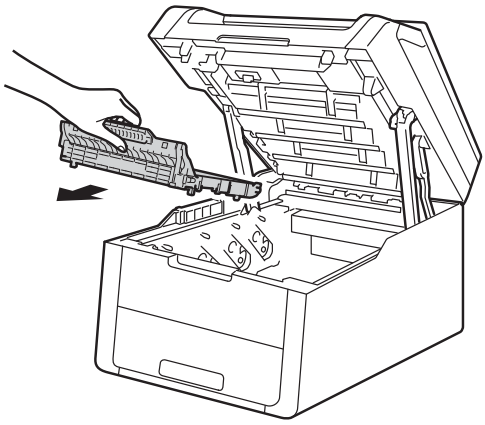
IMPORTANT

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



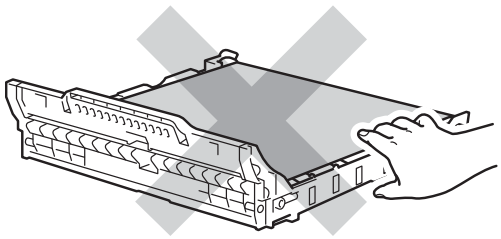
4 Hold the green handle of the belt unit and lift the belt unit up, and then pull it out.

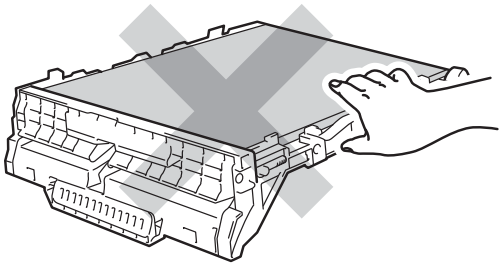




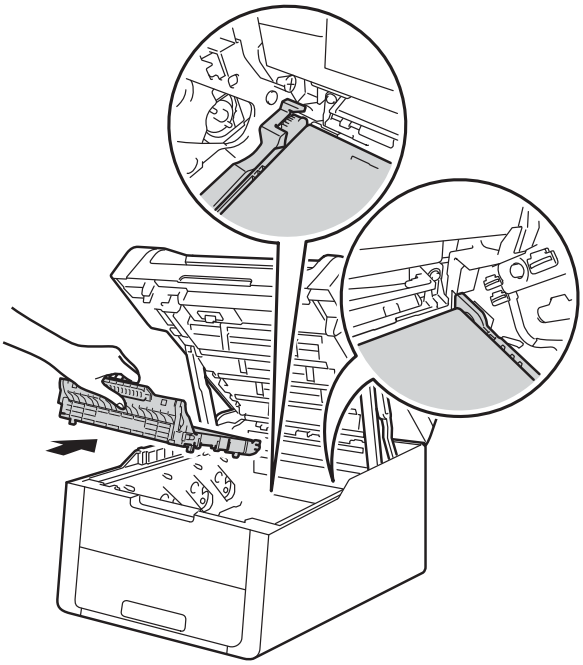
IMPORTANT

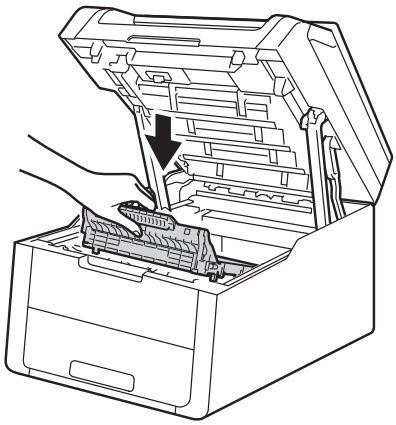
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



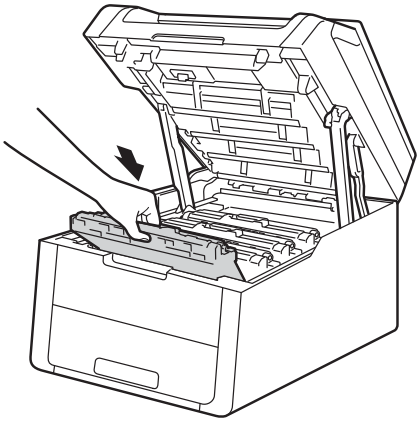


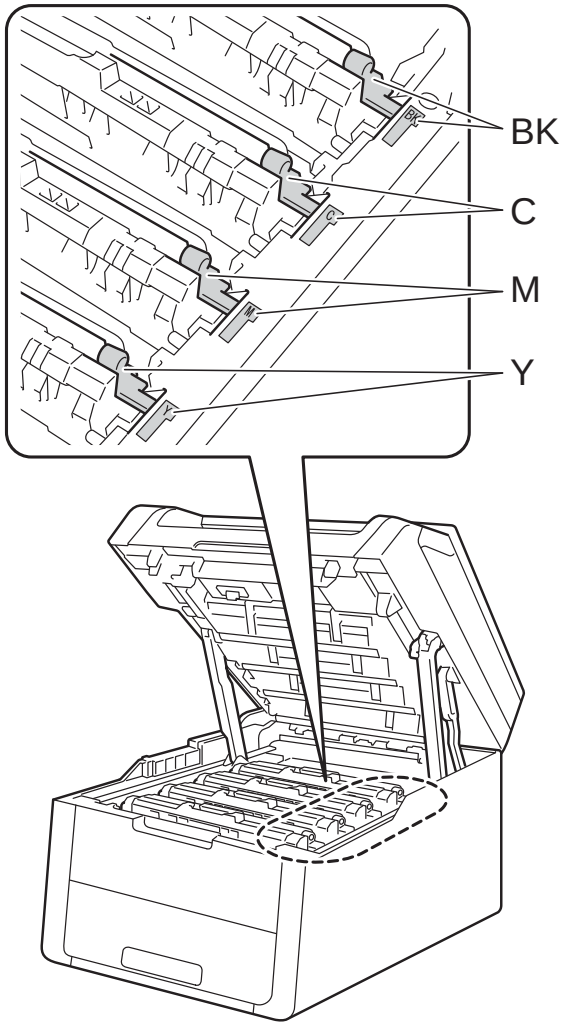
5 Unpack the new belt unit and put the new belt unit in the machine.





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





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

7 Close the top cover of the machine.

Resetting the belt unit counter

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

1 Press to interrupt the error.

2 Press .

3 Press `All Settings`.

4 Swipe up or down, or press ▲ or ▼ to display `Machine Info.`.

5 Press `Machine Info.`.

6 Press `Parts Life`.

7 Touch the dial pad area to light up the LEDs.

8 Press # until the Touchscreen message changes.

9 Press `Belt Unit`.

10 Press `Yes`.

11 Press .

A

Replacing the waste toner box

Order No. WT-220CL

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

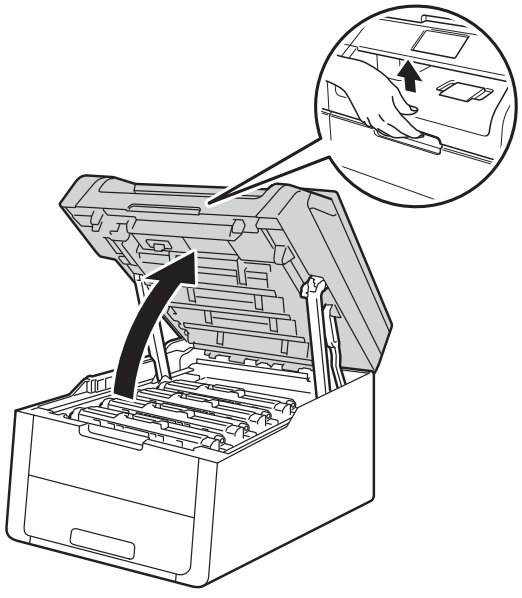
WT Box End Soon

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

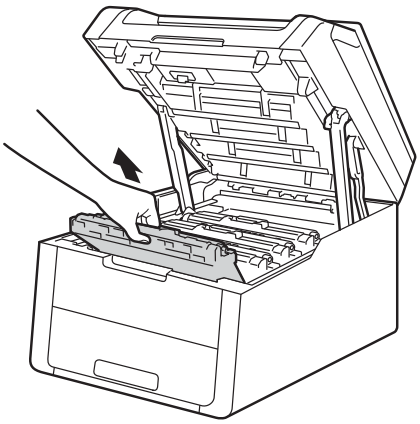
Replace WT Box

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

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



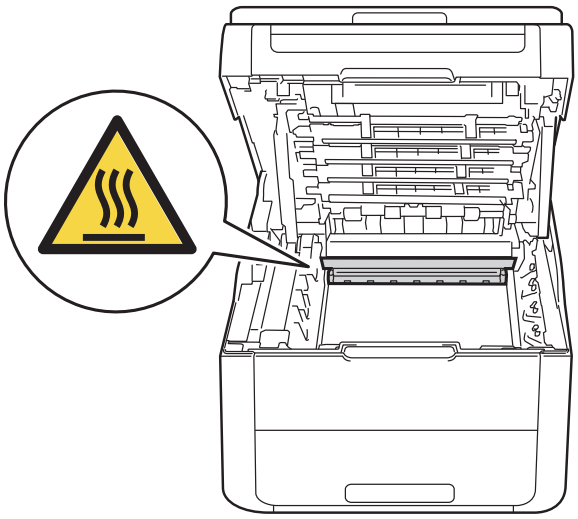
3. Remove all of the toner cartridge and drum unit assemblies.



WARNING

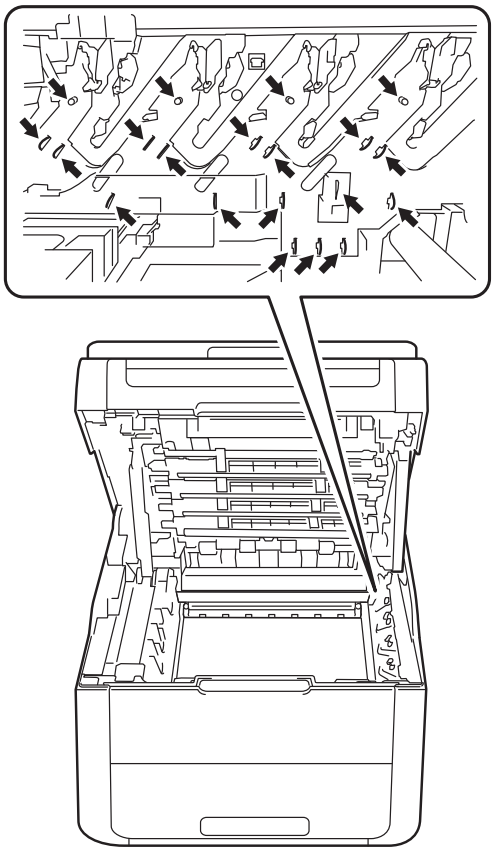
HOT SURFACE

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

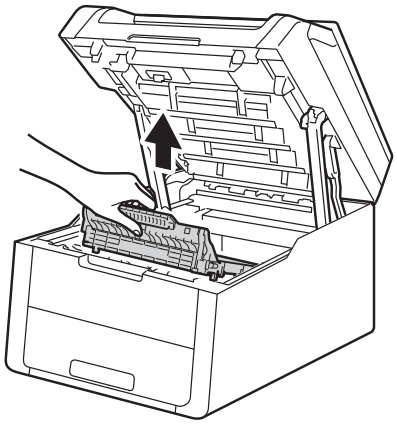


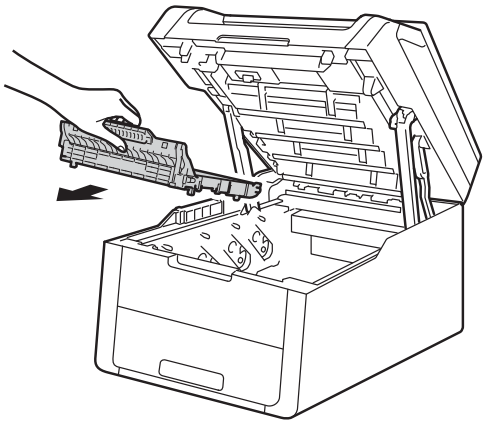
IMPORTANT

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



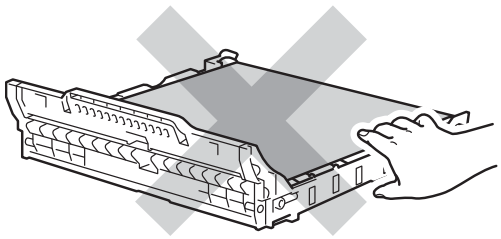
4 Hold the green handle of the belt unit and lift the belt unit up, and then pull it out.





IMPORTANT

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



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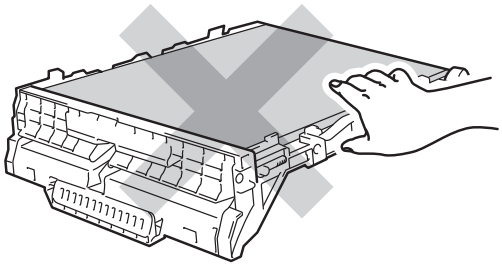
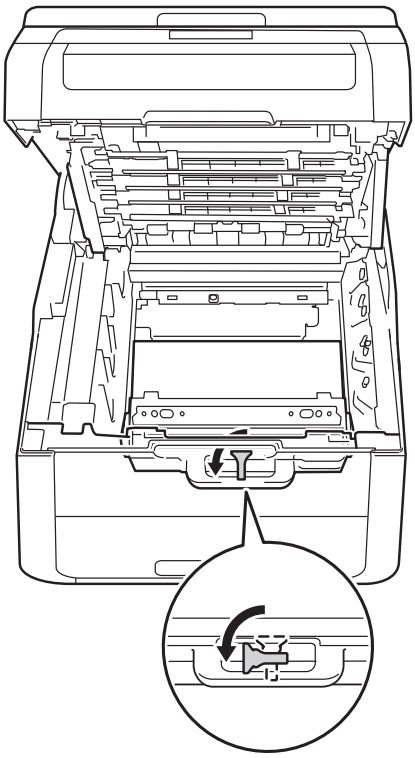
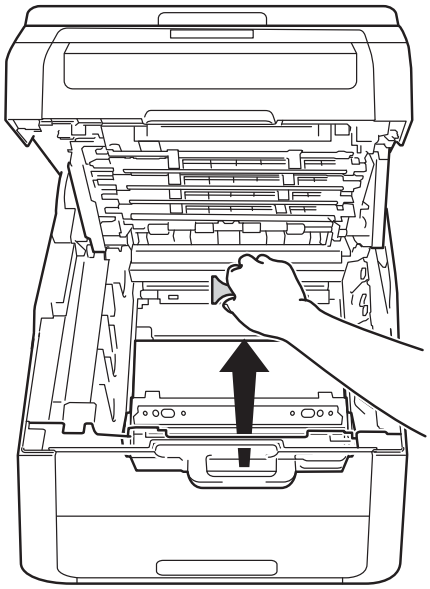


5 Remove the orange packing material and discard it.

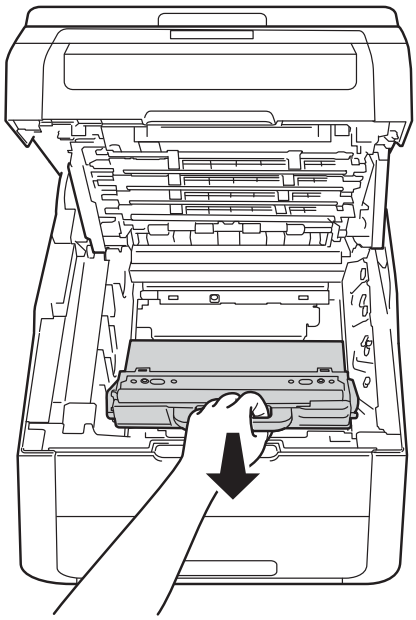




NOTE

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

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



WARNING

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

  (See Product Safety Guide: *To use the product safely*.)

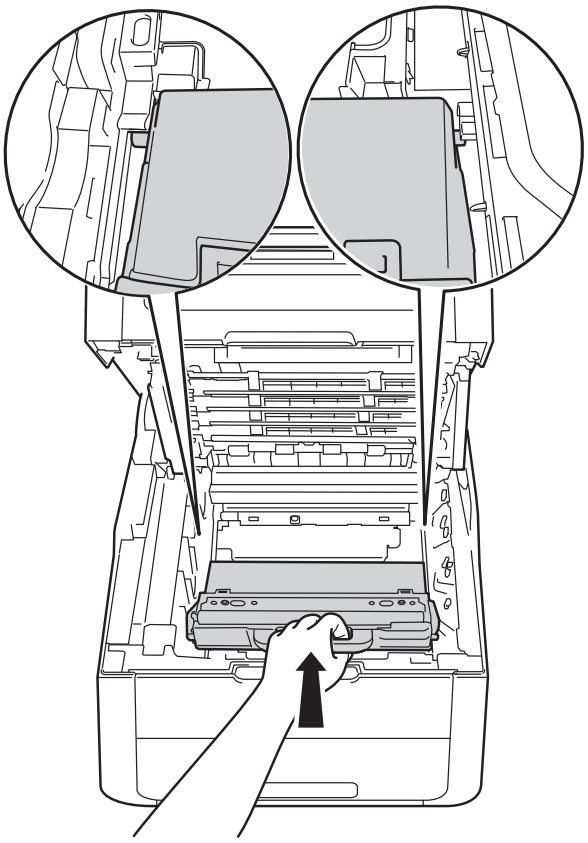
IMPORTANT

DO NOT reuse the waste toner box.

NOTE

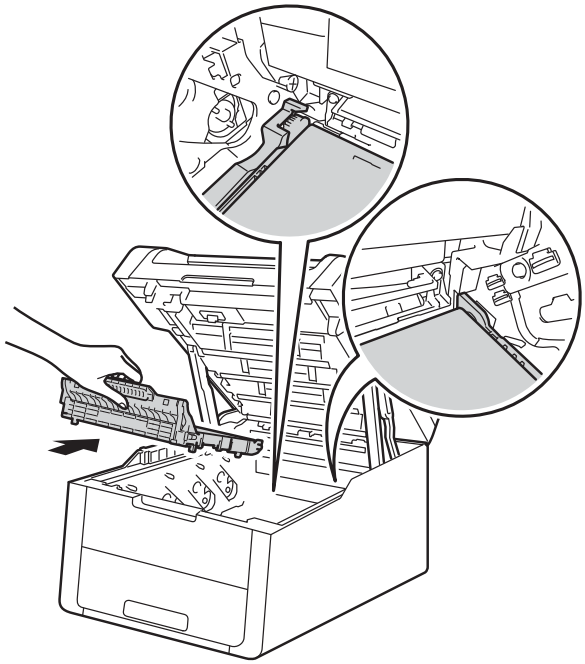
- Be sure to seal up the waste toner box tightly in a bag so that toner powder does not spill out of the waste toner box.
- Discard the used waste toner box according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

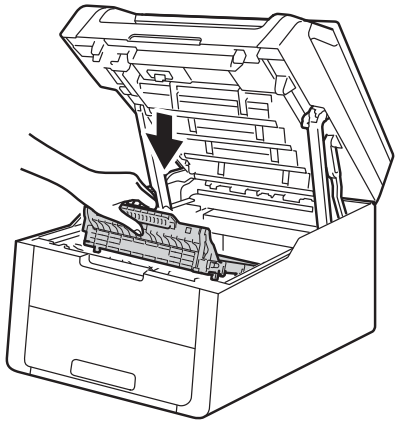
7 Unpack the new waste toner box and place it in the machine.



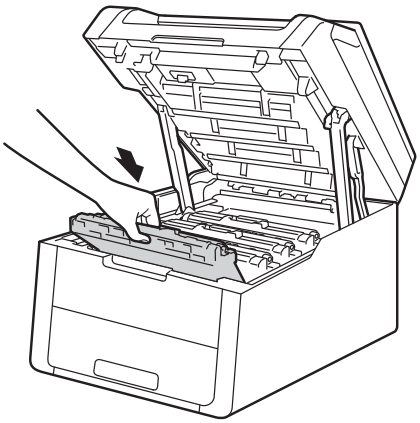
A

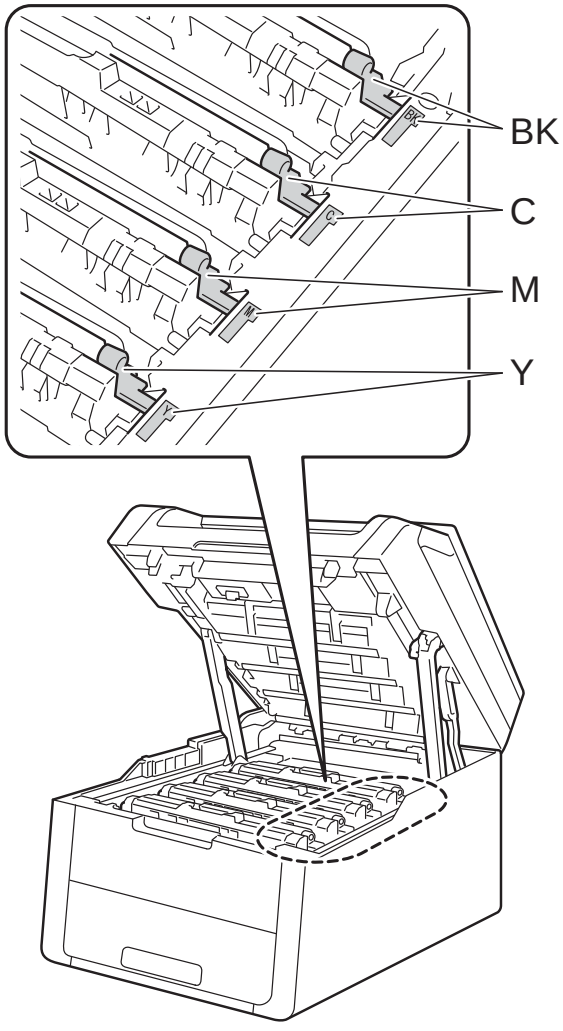
8 Put the belt unit back in the machine.





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





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

10 Close the top cover of the machine.

B Troubleshooting

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

In USA:
Visit the Brother Solutions Center at solutions.brother.com/manuals to download the other manuals.

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

Visit us at http://support.brother.com.

Identifying your problem

First, check the following:

- The machine's power cord is connected correctly and the machine's power is on. If the machine does not turn on after connecting the power cord, see *Other difficulties* on page 90.
- All of the protective parts have been removed.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer, or the wireless connection is set up on both the machine and your computer.
- Touchscreen Messages

  (See *Error and maintenance messages* on page 71.)

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

Paper handling and Printing problems:

- *Printing difficulties* on page 86
- *Paper handling difficulties* on page 87

Copying problems:

- *Copying difficulties* on page 88

Scanning problems:

- *Scanning difficulties* on page 88

Software and Network problems:

- *Software difficulties* on page 88
- *Network difficulties* on page 89

Error and maintenance messages

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

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

Visit us at http://support.brother.com.

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

Error Message	Cause	Action
`2-sided Disabled`	The back cover of the machine is not closed completely.	Close the back cover of the machine until it locks into the closed position.
`Access Denied`	The function you want to use is restricted by Secure Function Lock 2.0.	Call your administrator to check your Secure Function Lock Settings.
`Calibration failed.`	Calibration failed.	Press `OK` and try it again. ■ Press and hold down to turn off the machine. Wait a few seconds, and then turn on the machine again. Perform the color calibration again using the Touchscreen or the printer driver (see Advanced User's Guide: *Calibration*). ■ Put in a new belt unit (see *Replacing the belt unit* on page 60). ■ If the problem continues, call Brother Customer Service or your local Brother dealer.
`Cartridge Error` `Put the Toner Cartridge back in`X [1] [1] (X) shows the toner cartridge color with the problem. (BK)=Black, (Y)=Yellow, (M)=Magenta, (C)=Cyan.	The toner cartridge is not installed correctly.	Pull out the toner cartridge and drum unit assembly for the color that is indicated on the Touchscreen. Remove the toner cartridge, and put it back into the drum unit again. Put the toner cartridge and drum unit assembly back in the machine. If the problem continues, call Brother Customer Service or your local Brother dealer.

Error Message	Cause	Action
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the Touchscreen shows Cooling Down and Wait for a while.	Make sure you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something. If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes. If the fan is not spinning, disconnect the machine from the power for several minutes, then reconnect it.
Cover is Open.	The top cover is not completely closed.	Close the top cover of the machine.
	The fuser cover is not completely closed or paper was jammed in the back of the machine when you turned on the power.	■ Close the fuser cover located inside the back cover of the machine. ■ Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press Start (see *Paper is jammed at the back of the machine* on page 79).
Drum !	The corona wires on the drum units must be cleaned.	Clean the corona wires on the drum units (see *Cleaning the corona wires* on page 51).
	The drum unit or the toner cartridge and drum unit assembly is not installed correctly.	Put the toner cartridge into the drum unit that is indicated on the Touchscreen. Then reinstall the toner cartridge and drum unit assembly into the machine.
Drum End SoonX [1] [1] (X) shows the drum unit color that is near the end of its life. (BK)=Black, (Y)=Yellow, (M)=Magenta, (C)=Cyan.	The drum unit for the color indicated on the Touchscreen is near the end of its life.	Order a new drum unit for the color indicated on the Touchscreen before you get a Replace DrumX message.
Drum Stop	It is time to replace the drum unit.	Replace the drum unit for the color indicated on the Touchscreen. (see *Replacing the drum units* on page 55).
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	Press and hold down to turn the machine off, wait a few seconds, and then turn it on again. Leave the machine idle for 15 minutes with the power on.
	The fuser unit is too hot.	
Jam 2-sided	The paper is jammed underneath the paper tray or the fuser unit.	See *Paper is jammed underneath the paper tray* on page 84.
Jam Inside	The paper is jammed inside the machine.	See *Paper is jammed inside the machine* on page 81.

Error Message	Cause	Action
Jam Manual Feed	The paper is jammed in the manual feed slot of the machine.	See *Paper is jammed in the manual feed slot* on page 77.
Jam Rear	The paper is jammed in the back of the machine.	See *Paper is jammed at the back of the machine* on page 79.
Jam Tray	The paper is jammed in the paper tray of the machine.	See *Paper is jammed in the paper tray* on page 77.
Limit Exceeded	The print limit set in Secure Function Lock 2.0 was reached.	Call your administrator to check your Secure Function Lock Settings.
Log Access Error	The machine could not access the print log file in the server.	Call your administrator to check the Store Print Log to Network settings. For more information, see Network User's Guide: *Store Print Log to Network*
Low Temperature	The room temperature is too low for the machine to operate.	Increase the room temperature to allow the machine to operate.
Manual Feed	**Manual** was selected as the paper source when there was no paper in the manual feed slot.	Place paper in the manual feed slot (see *Loading paper in the manual feed slot* on page 20).
No Belt Unit	The belt unit is not installed correctly.	Reinstall the belt unit (see *Replacing the belt unit* on page 60).
No Paper	The machine is out of paper in the paper tray, or paper is not correctly loaded in the paper tray.	Do one of the following: ■ Refill paper in the paper tray. Make sure the paper guides are set to the correct size. ■ Remove the paper and load it again. Make sure the paper guides are set to the correct size.
No Permission	Printing color documents is restricted by Secure Function Lock 2.0. The print job will be canceled.	Call your administrator to check your Secure Function Lock Settings.
No Toner	The toner cartridge or the toner cartridge and drum unit assembly is not installed correctly.	Remove the toner cartridge and drum unit assembly for the color indicated on the Touchscreen. Remove the toner cartridge from the drum unit, and reinstall the toner cartridge back into the drum unit. Reinstall the toner cartridge and drum unit assembly back in the machine. If the problem continues, replace the toner cartridge (see *Replacing the toner cartridges* on page 44).
No Tray	The paper tray is not installed or not installed correctly.	Reinstall the paper tray.
No Waste Toner	The waste toner box is not installed correctly.	Reinstall the Waste Toner Box (see *Replacing the waste toner box* on page 64).

Error Message	Cause	Action
Out of Memory	The machine's memory is full.	Reduce the print resolution. (See Software User's Guide.)
Out of Memory Secure Print Data is full. Press Stop Key and delete the previously stored data.	The machine's memory is full.	Press and delete the previously stored secure print data.
Print Unable XX	The machine has a mechanical problem.	Do one of the following: ■ Press and hold down to turn the machine off, wait a few minutes, and then turn it on again. ■ If the problem continues, call Brother Customer Service.
Registration failed.	Registration failed.	Press OK and try again. ■ Press and hold down to turn off the machine. Wait a few seconds, then turn it on again. Perform the auto color registration using the Touchscreen (see Advanced User's Guide: *Auto Registration*). ■ Put in a new belt unit (see *Replacing the belt unit* on page 60). ■ If the problem continues, call Brother Customer Service.
Replace Belt	It is time to replace the belt unit.	Replace the belt unit (see *Replacing the belt unit* on page 60).
Replace DrumX [1] [1] (X) shows drum unit color that must be replaced. BK=Black, C=Cyan, M=Magenta, Y=Yellow.	It is time to replace the drum unit.	Replace the drum unit for the color indicated on the Touchscreen (see *Replacing the drum units* on page 55).
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter. (see *Resetting the drum counter* on page 60).

Error Message	Cause	Action
Replace Fuser	It is time to replace the fuser unit.	Call Brother Customer Service or a Brother Authorized Service Center to replace the fuser unit. To replace Fuser Unit contact Brother Customer Service at: 1-877-BROTHER (1-877-276-8437) **(in USA)** http://www.brother.ca/support **(in Canada)** or to locate a Brother Authorized Service Center, visit: http://www.brother-usa.com/service/
Replace PF kit	It is time to replace the paper feeding kit.	Call Brother Customer Service or a Brother Authorized Service Center to replace the PF Kit. To replace PF Kit contact Brother Customer Service at: 1-877-BROTHER (1-877-276-8437) **(in USA)** http://www.brother.ca/support **(in Canada)** or to locate a Brother Authorized Service Center, visit us at: http://www.brother-usa.com/service/
Replace Toner [1] [1] The Touchscreen shows the toner cartridge color that you must replace. BK=Black, C=Cyan, M=Magenta, Y=Yellow	The toner cartridge is at the end of its life. The machine will stop all print operations.	Replace the toner cartridge for the color indicated on the Touchscreen (see *Replacing the toner cartridges* on page 44).
Replace WT Box	It is time to replace the waste toner box.	Replace the waste toner box (see *Replacing the waste toner box* on page 64).
Scan Unable XX	The machine has a mechanical problem.	■ Press and hold down to turn the machine off, and then turn it on again. ■ If the problem continues, call Brother Customer Service.
Short paper	The length of the paper in the tray is too short for the machine to deliver it to the Face down output tray.	Open the back cover (face-up output tray) to let the printed page exit onto the face up output tray. Remove the printed pages and then press Start.
Size Error 2-sided	The paper in the tray is not the correct size and is not available for automatic 2-sided printing.	Load the correct size of paper in the tray and set the size of paper for the tray (see *Paper Size* on page 25). The paper size you can use for automatic 2-sided printing is Letter, Legal or Folio.

Error Message	Cause	Action
Size mismatch	The paper in the tray is not the correct size.	Load the correct size of paper in the tray and set the size of paper to the tray (see *Paper Size* on page 25).
Small paper	The paper size specified in the printer driver is too small for the machine to deliver it to the Face-down output tray.	Open the back cover (back output tray) to let the printed paper out on the back output tray and then press Start.
Toner Error	One or more toner cartridges are not installed correctly.	Pull out the drum units. Remove all of the toner cartridges, and then put them back into the drum units.
Toner Low	If the Touchscreen shows Toner Low you can still print; however, the machine is telling you that the toner cartridge is near the end of its life.	Order a new toner cartridge for the color that is indicated on the Touchscreen now so a replacement toner cartridge will be available when the Touchscreen shows Replace Toner.
Touchscreen Initialization Failed	The Touchscreen was pressed before the power on initialization was completed.	Make sure nothing is touching or resting on the Touchscreen.
	Debris may be stuck between the lower part of the Touchscreen and its frame.	Insert a piece of stiff paper between the lower part of the Touchscreen and its frame and slide it back and forth to push out the debris.
WT Box End Soon	The waste toner box is near the end of its life.	Buy a new waste toner box before you get a Replace WT Box message.

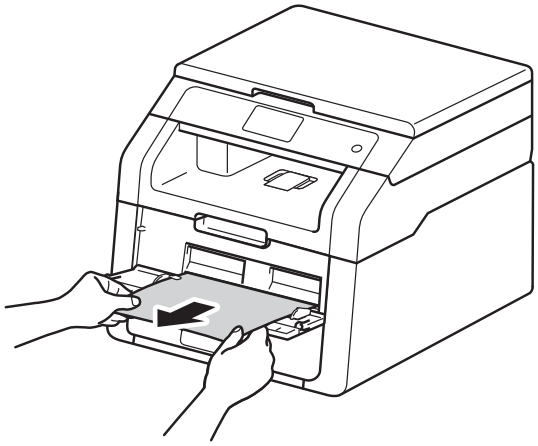
Paper Jams

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

Paper is jammed in the manual feed slot

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

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

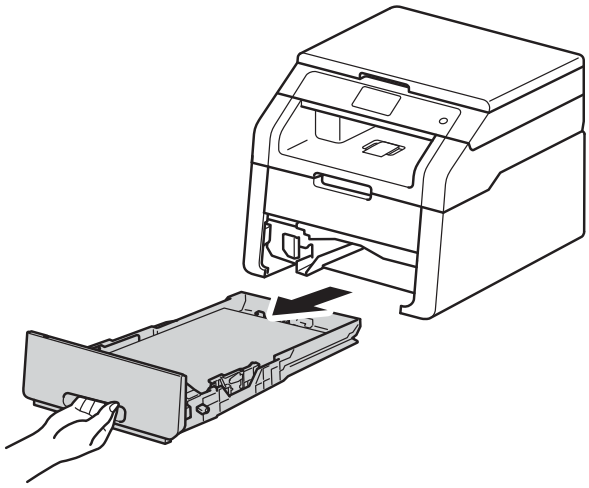


2. Press `Start` to resume printing.

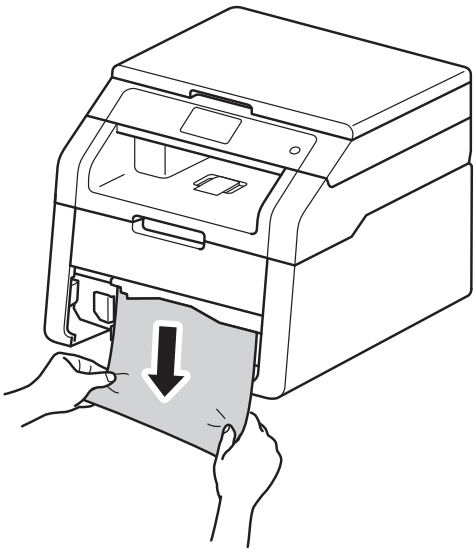
Paper is jammed in the paper tray

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

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



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



NOTE

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

B

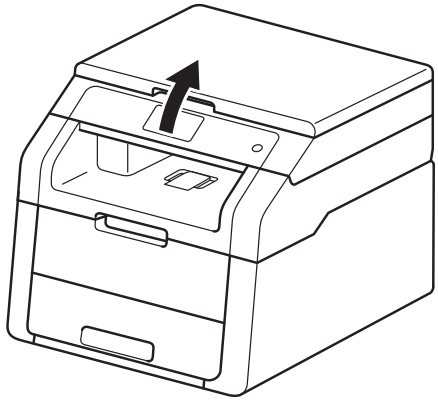
3 Make sure the paper is below the maximum paper mark (▼ ▼ ▼) in the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure the guides are firmly in the slots.

4 Put the paper tray firmly back in the machine.

Paper is jammed at the output paper tray

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

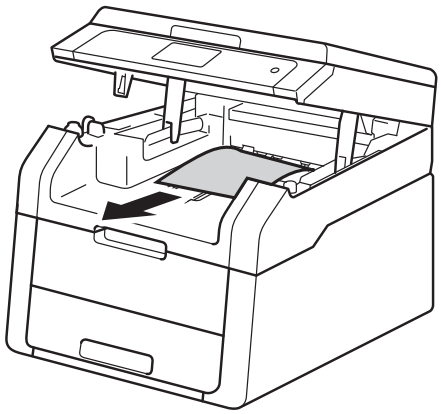
1 Use both hands to open the scanner.



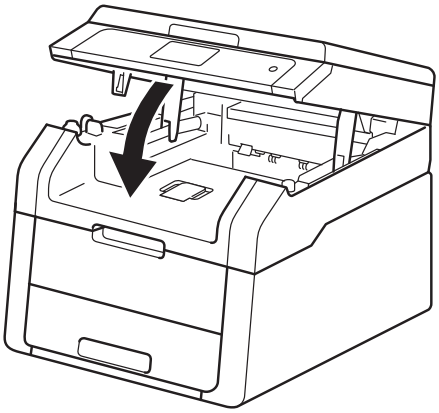
NOTE

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

2 Remove the paper.



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

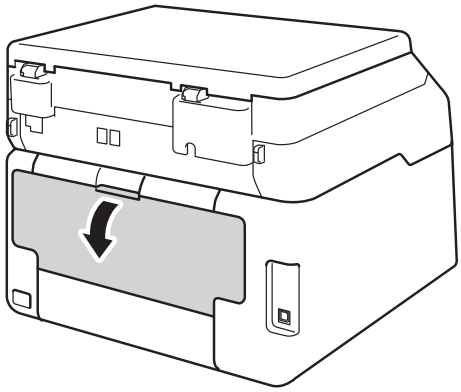


Paper is jammed at the back of the machine

If the Touchscreen shows `Jam Rear`, a paper jam occurred behind the back cover. Follow these steps:

1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.

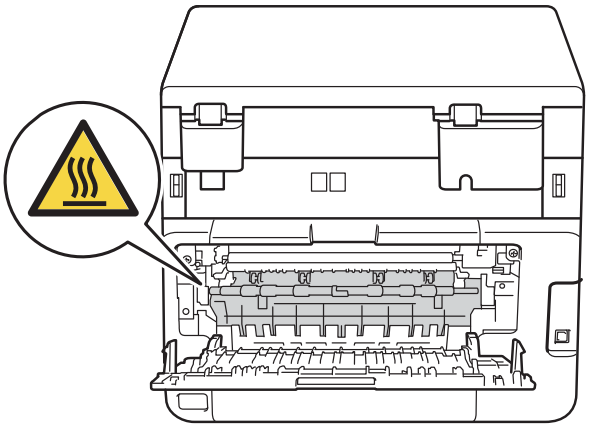
2 Open the back cover.



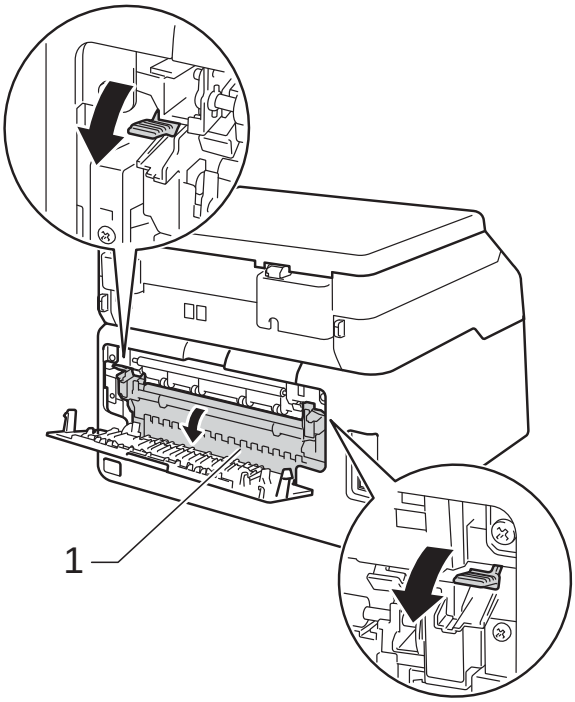
WARNING

HOT SURFACE

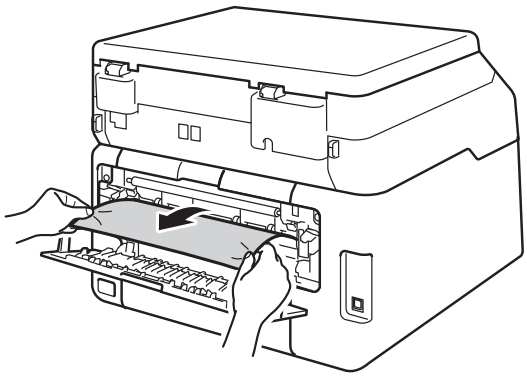
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



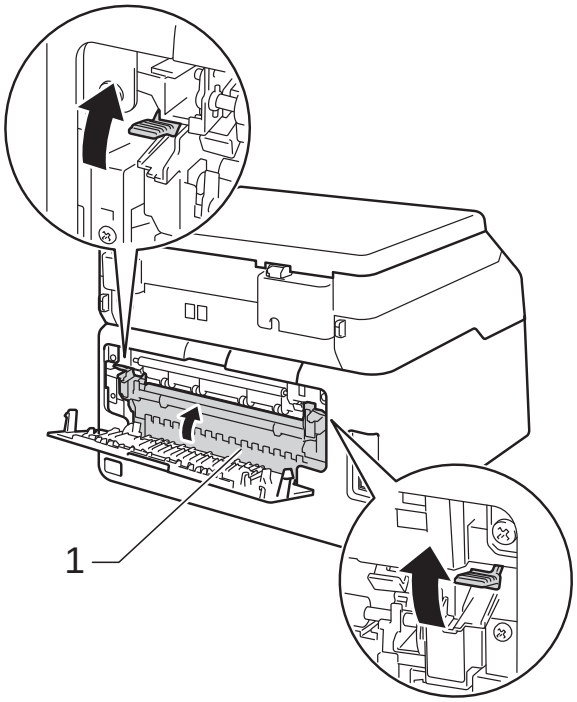
3 Pull the green tabs at the left and right sides toward you to release the fuser cover (1).



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



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

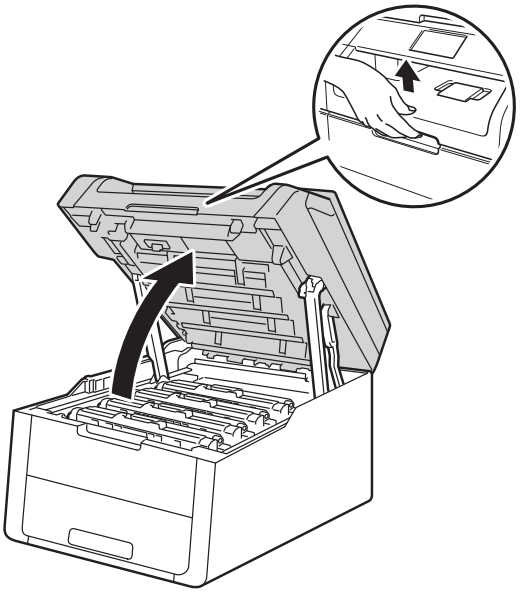


6 Close the back cover until it locks in the closed position.

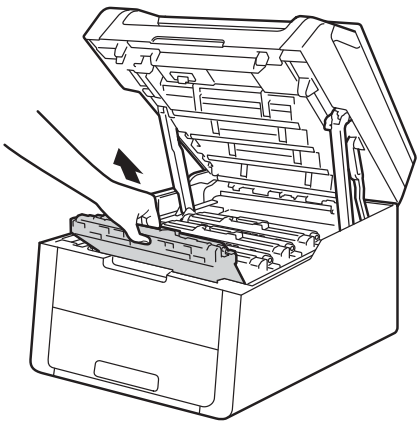
Paper is jammed inside the machine

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

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



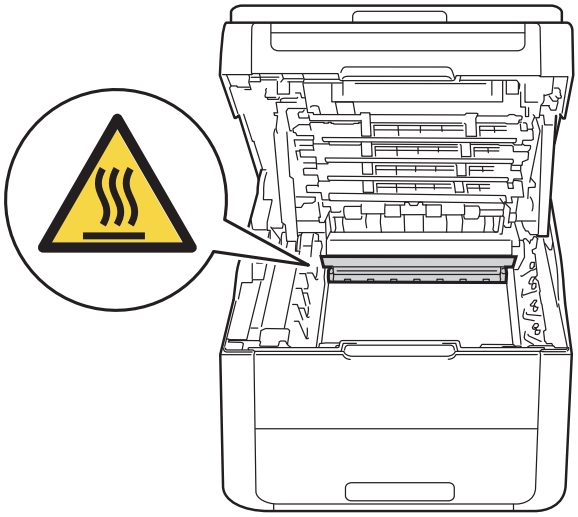
3. Remove all of the toner cartridge and drum unit assemblies.



WARNING

HOT SURFACE

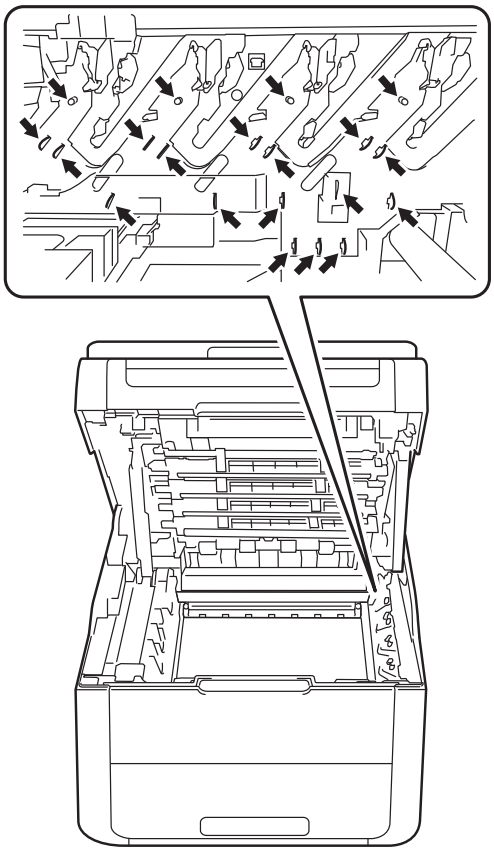
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



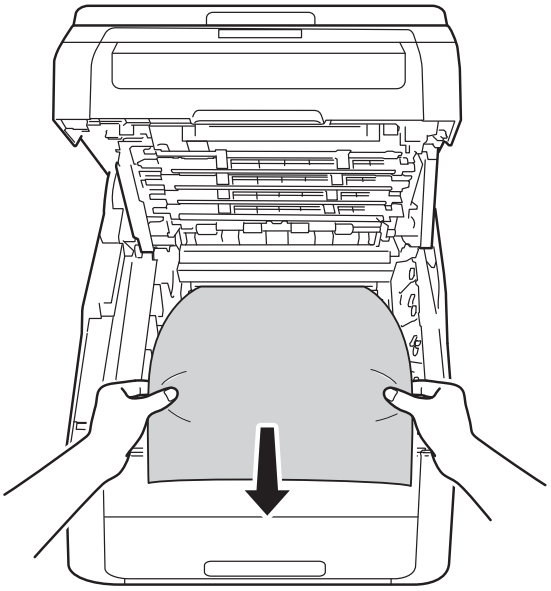
B

IMPORTANT

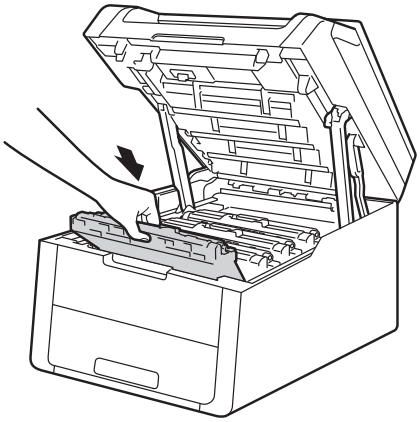
- We recommend that you place the toner cartridge and drum unit assemblies on a clean, flat surface with disposable paper underneath them in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

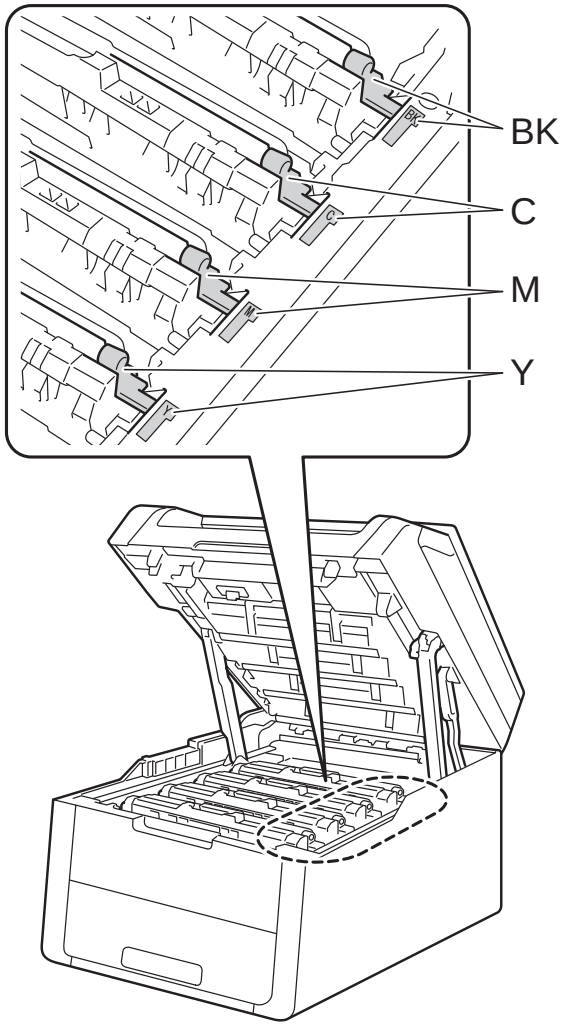


4 Pull out the jammed paper slowly.



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





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

6 Close the top cover of the machine.

NOTE

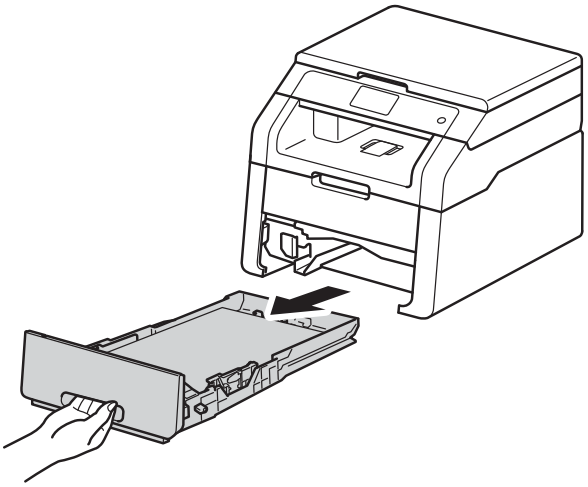
If you turn off the machine during `Jam Inside` is on the Touchscreen, the machine will print incomplete data from your computer when it is turned on. Before you turn on the machine, delete the job from your computer's print spooler.

Paper is jammed underneath the paper tray

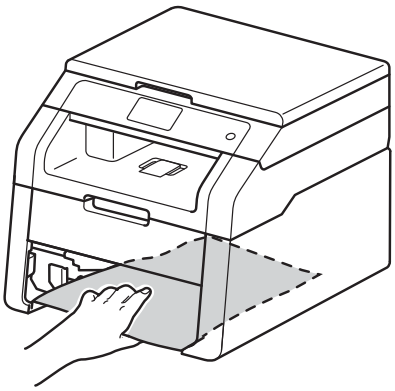
If the Touchscreen shows `Jam 2-sided`, follow these steps:

1. Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.

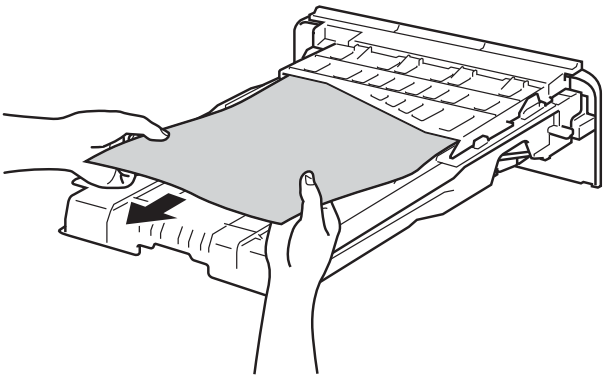
2. Pull the paper tray completely out of the machine.



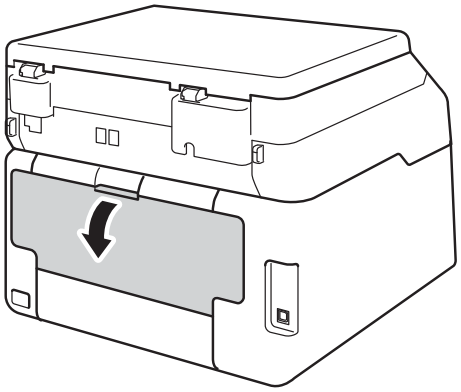
3. Make sure the jammed paper does not remain inside the machine.



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



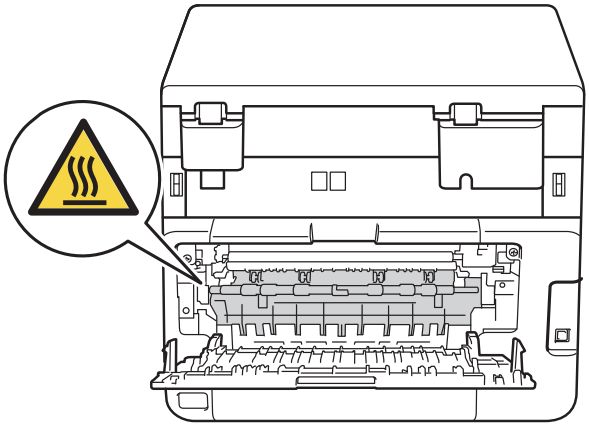
5. If the paper is not caught in the paper tray, open the back cover.



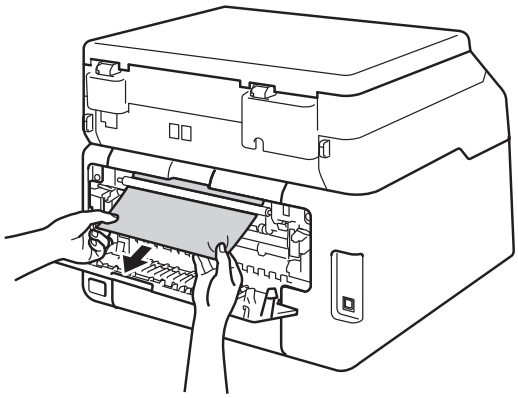
WARNING

HOT SURFACE

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



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



7. Close the back cover until it locks in the closed position.

8. Put the paper tray firmly back in the machine.

If you are having difficulty with your machine

IMPORTANT

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

  Visit us at http://support.brother.com.
- Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

Printing difficulties

Difficulties	Suggestions
No printout.	Check that the correct printer driver has been installed and selected.
	Check to see if the Touchscreen is showing an error message (see *Error and maintenance messages* on page 71).
	Check that the machine is online: (Windows® 7 and Windows Server® 2008 R2) Click the (**Start**) button > **Devices and Printers**. Right-click **Brother HL-XXXX Printer** and click **See what's printing**. Click **Printer** in the menu bar. Make sure **Use Printer Offline** is cleared. (Windows Vista® and Windows Server® 2008) Click the (**Start**) button > **Control Panel** > **Hardware and Sound** > **Printers**. Right-click **Brother HL-XXXX Printer**. Make sure **Use Printer Online** is not listed. If it is listed, click this option to set the driver Online. (Windows® XP and Windows Server® 2003) Click the **Start** button > **Printers and Faxes**. Right-click **Brother HL-XXXX Printer**. Make sure **Use Printer Online** is not listed. If it is listed, click this option to set the driver Online. (Windows® 8 and Windows Server® 2012) Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings** > **Control Panel**. In the **Hardware and Sound** (Hardware) group, click **View devices and printers**. Right-click the **Brother HL-XXXX Printer** > **See what's printing**. If printer driver options appear, select your printer driver. Click **Printer** in the menu bar and make sure that **Use Printer Offline** is not selected.
	Call your administrator to check your Secure Function Lock settings.
	Check that the machine is not in Power Off mode. If the machine is in Power Off mode, press and hold down on the control panel, and then re-send print data (see Advanced User's Guide: *Auto Power Off*).

Printing difficulties (continued)

Difficulties	Suggestions
The machine is not printing or has stopped printing.	Press . The machine will cancel the print job and clear it from the memory. The printout may be incomplete.
The headers or footers appear when the document displays on the screen but they are not on the printed page.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this (see *Unscannable and unprintable areas* on page 24).
The machine prints unexpectedly or it prints garbage.	Press to cancel print jobs.
	Check the settings in your application to make sure they are set up to work with your machine.
The machine prints the first couple of pages correctly, then some pages have missing text.	Check the settings in your application to make sure they are set up to work with your machine.
	Your computer is not recognizing the full signal of the machine's input buffer. Make sure you connected the interface cable correctly (see Quick Setup Guide).
The machine does not print on both sides of the paper even though the printer driver setting is 2-sided.	Check the paper size setting in the printer driver. You must choose Letter, Legal or Folio paper that is 16 to 28 lb (60 to 105 g/m^2).
Cannot perform 'Page Layout' printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time.
The machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution (see Software User's Guide).
Poor print quality	See *Improving the print quality* on page 91.

Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper.	If the Touchscreen shows a Paper Jam message and you still have a problem, see *Error and maintenance messages* on page 71.
	If the paper tray is empty, load a new stack of paper into the paper tray.
	If there is paper in the paper tray, make sure it is straight. If the paper is curled, straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back in the paper tray.
	Reduce the amount of paper in the paper tray, and then try again.
	Make sure **Manual** is not selected for **Paper Source** in the printer driver.
	Clean the paper pick-up rollers (see Advanced User's Guide: *Cleaning the paper pick-up rollers*).
The machine does not feed paper from the Manual feed slot.	Use both hands to push one sheet of paper firmly into the manual feed slot until the top edge of the paper presses against the paper feed rollers. Continue pressing the paper against the rollers until the machine grabs the paper and pulls it in further.
	Put only one sheet of paper in the manual feed slot.
	Make sure **Manual** is selected for **Paper Source** in the printer driver.

Paper handling difficulties (continued)

Difficulties	Suggestions
How do I print on envelopes?	Load one envelope at a time in the manual feed slot. Your application must be set to print the envelope size you are using. This is usually done in the Page Setup or Document Setup menu of your application (see your application's manual for more information).

Copying difficulties

Difficulties	Suggestions
Cannot make a copy.	Make sure you pressed Copy and the machine is in Copy mode (see *How to copy* on page 32).
	Call your administrator to check your Secure Function Lock Settings.
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the scanner glass, or the corona wires are dirty. Clean the scanner glass and white plastic above them (see *Cleaning the corona wires* on page 51 and see Advanced User's Guide: *Cleaning the scanner*).
Copies are blank.	Make sure you are loading the document correctly (see *Using the scanner glass* on page 31).

Scanning difficulties

Difficulties	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is selected as the primary source in your scanning application. For example, in Nuance™ PaperPort™ 12SE, click **Desktop** > **Scan Settings** > **Select** to choose the Brother TWAIN/WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is selected as the primary source. In PageManager, click **File** > **Select Source** and choose the Brother TWAIN driver. Macintosh users can also scan documents using the ICA Scanner Driver (see Software User's Guide).
OCR does not work.	Try increasing the scanning resolution. (Macintosh users) Make sure you downloaded and installed Presto! PageManager from http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang2.dmg
Network scanning does not work.	See *Network difficulties* on page 89.
Cannot scan.	Call your administrator to check your Secure Function Lock Settings.

Software difficulties

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

Network difficulties

Difficulties	Suggestions
Cannot print and scan over a network after completing the software installation.	When the *Cannot print to the networked printer.* screen appears, follow the on-screen instructions. If the problem is not solved, see Network User's Guide:*Troubleshooting*.
The network scanning feature does not work.	**(Windows® and Macintosh)** The network scanning feature may not work due to the firewall settings. Change or disable the firewall settings. It is necessary to set the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below: ■ In Name: Enter any description, for example Brother NetScan. ■ In Port number: Enter 54925. ■ In Protocol: Make sure UDP is selected. See the instruction manual that came with your third-party Security/Firewall Software or call the software manufacturer. For more information, you can read FAQs and troubleshooting suggestions at http://support.brother.com.
	(Macintosh) Re-select your machine in the **Device Selector** window from the Model pop-up menu in the main screen of **ControlCenter2**.
The Brother software cannot be installed.	**(Windows®)** If the Security Software warning appears on the computer screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run. **(Macintosh)** If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it and then install the Brother software.
Cannot connect to the wireless network.	Investigate the problem using the `WLAN Report`. Press , `All Settings`, `Print Reports`, `WLAN Report` and then press `OK` (see Quick Setup Guide).

B

Other difficulties

Difficulties	Suggestions
The machine will not turn on.	Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Press and hold down to turn off the machine and unplug the power cord. Wait for ten minutes, then plug in the power cord and press to turn on the machine. If the problem is not solved, turn off the machine. If you are using a backup battery or surge suppressor device, disconnect it to make sure it is not the problem. Plug the machine's power cord directly into a different known working wall outlet and press to turn on the machine.
The machine cannot print EPS data that includes binary with the BR-Script3 printer driver.	**(Windows®)** To print EPS data, do the following: 1 For Windows® 7 and Windows Server® 2008 R2: Click the (**Start**) button > **Devices and Printers**. For Windows Vista® and Windows Server® 2008: Click the (**Start**) button > **Control Panel** > **Hardware and Sound** > **Printers**. For Windows® XP and Windows Server® 2003: Click the **Start** button > **Printers and Faxes**. For Windows® 8 and Windows Server® 2012: Move your mouse to the lower right corner of your desktop. When the menu bar appears, click **Settings** > **Control Panel**. In the **Hardware and Sound** [1] group, click **View devices and printers**. 2 For Windows® 7, Windows® XP, Windows Vista®, Windows Server® 2003, Windows Server® 2008 and Windows Server® 2008R2: Right-click the **Brother HL-XXXX** [2] icon and select **Printer properties** [3], and then select **Brother HL-XXXX BR-Script3**. For Windows® 8 and Windows Server® 2012: Right-click the **Brother HL-XXXX BR-Script3** icon, select **Printer properties**. 3 From the **Device Settings** tab, choose **TBCP** (Tagged binary communication protocol) in **Output Protocol**. **(Macintosh)** If your machine is connected to a computer with a USB interface, you cannot print EPS data that includes binary. You can print the EPS data at the machine through a network. For help installing the BR-Script3 printer driver through the network, visit the Brother Solutions Center at http://support.brother.com.

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

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

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

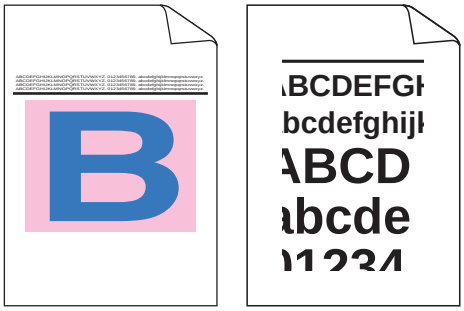
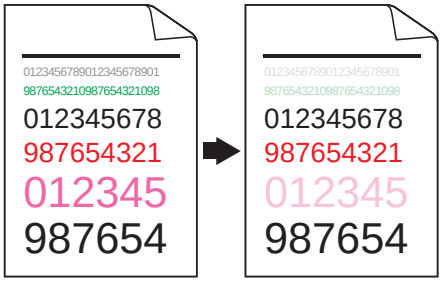
Improving the print quality

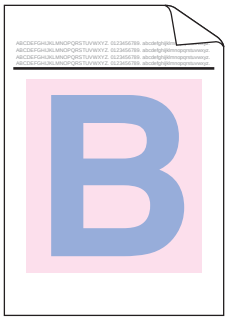
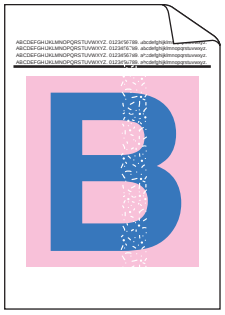
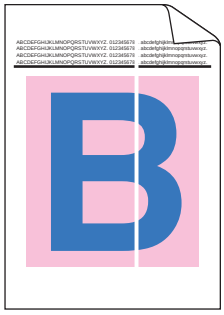
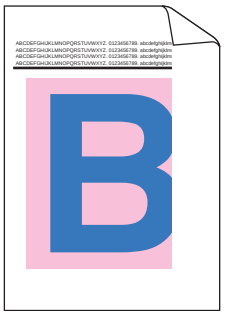
If you have a print quality problem, print a test page first (, `All Settings`, `Printer`, `Print Options`, `Test Print`). If the printout looks good, the problem is probably not the machine. Check the interface cable connections and try printing a different document. If the printout or test page printed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

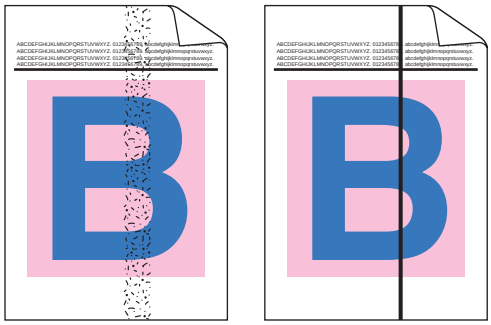
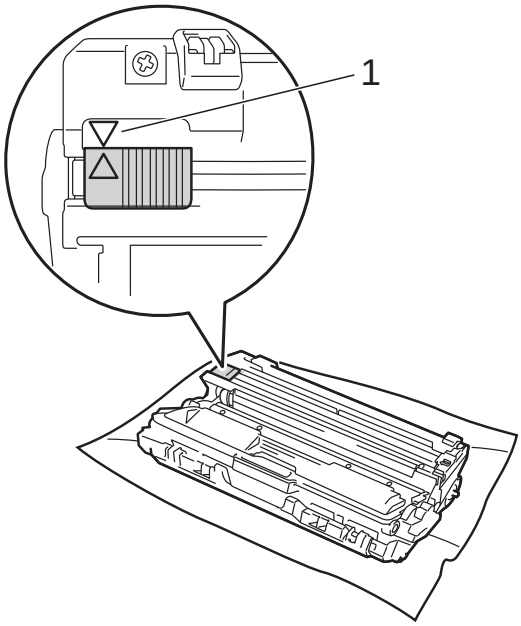
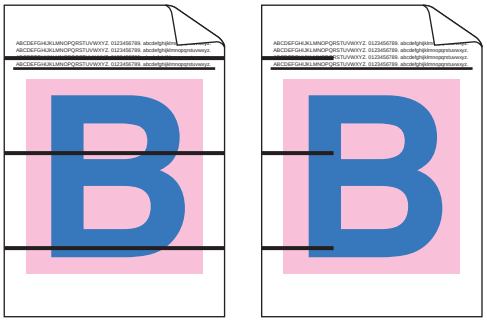
NOTE

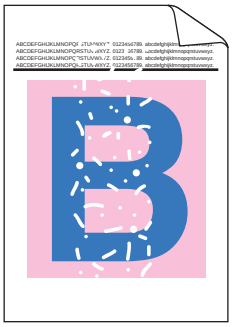
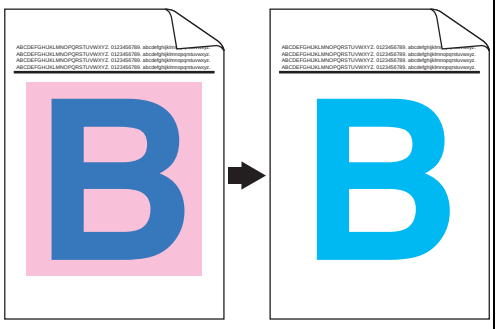
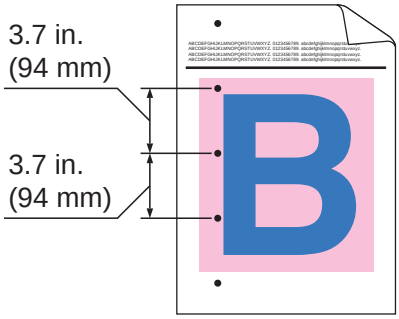
Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

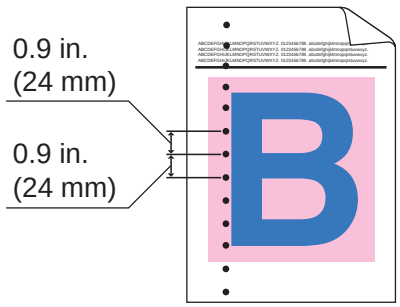
1. To get the best print quality, we suggest using recommended paper. Make sure you use paper that meets our specifications (see *Acceptable paper and other print media* on page 26).
2. Check that the drum units and toner cartridges are installed correctly.

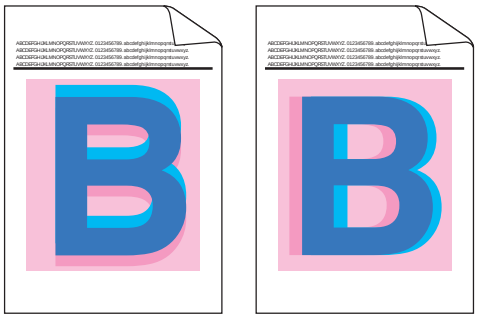
Examples of poor print quality	Recommendation
 **Printed pages are compressed, horizontal stripes appear, or characters in the top, bottom, left and right margins are cut off**	■ Adjust the print margins on your application and reprint the job.
 **Colored letters and thin letters in the original document are light or faint in the copy**	■ Choose `Text` or `Receipt` in the copy quality setting (see Advanced User's Guide: *Improving copy quality*). ■ Adjust the copy density and contrast (see Advanced User's Guide: *Adjusting Density and Contrast*).

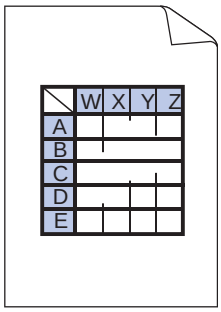
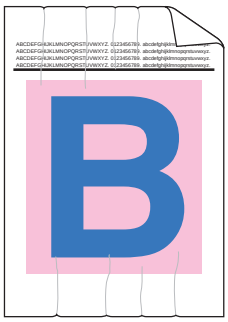
Examples of poor print quality	Recommendation
 **Colors are light or faint on the whole page**	■ Perform the calibration using the Touchscreen or the printer driver (see Advanced User's Guide: *Calibration*). ■ Adjust the copy density and contrast if you are copying (see Advanced User's Guide: *Adjusting Density and Contrast*). ■ Make sure Toner Save mode is off in the Touchscreen or the printer driver. ■ Make sure the media type setting in the driver matches the type of paper you are using (see *Acceptable paper and other print media* on page 26). ■ Shake all four toner cartridges gently. ■ Wipe the windows of all four LED heads with a *dry* lint free soft cloth (see Advanced User's Guide: *Cleaning the LED heads*).
   **White streaks or bands down the page**	■ Wipe the windows of all four LED heads with a *dry* lint free soft cloth (see Advanced User's Guide: *Cleaning the LED heads*). ■ Make sure foreign material such as a torn piece of paper, sticky notes or dust is not inside the machine and around the drum unit and toner cartridge. ■ Clean the drum unit (see Advanced User's Guide: *Cleaning the drum unit*).

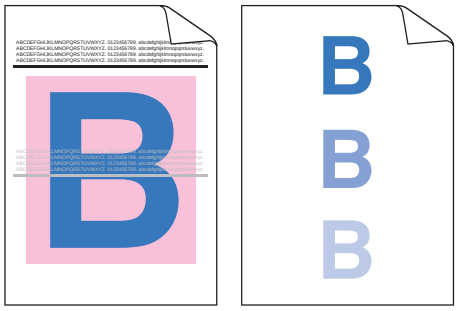
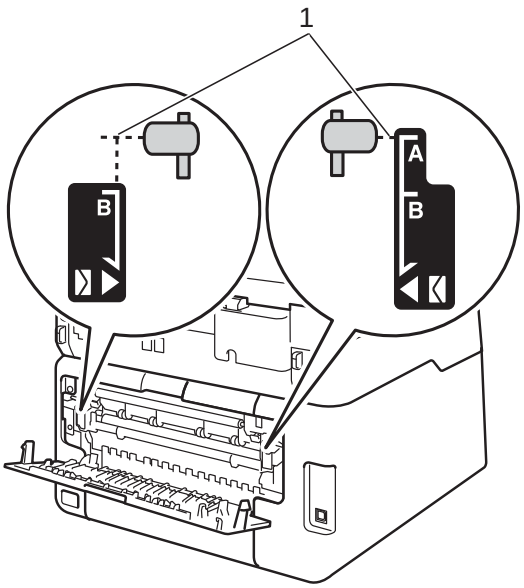
Examples of poor print quality	Recommendation
 **Colored streaks or bands down the page**	■ Clean all four corona wires (one for each color) inside the drum unit by sliding the green tab (see *Cleaning the corona wires* on page 51). ■ Make sure the green tab of the corona wire is at the home position (▲)(1).  ■ Replace the toner cartridge that matches the color of the streak or band (see *Replacing the toner cartridges* on page 45). To identify the color of the toner cartridge, visit us at http://support.brother.com to view our FAQs and troubleshooting tips. ■ The drum unit may be damaged. Install a new drum unit (see *Replacing the drum units* on page 55.) To identify the color of the drum unit, visit us at http://support.brother.com to view our FAQs and troubleshooting tips.
 **Colored lines across the page**	■ Identify the color causing the problem and replace the toner cartridge that matches the color of the line (see *Replacing the toner cartridges* on page 45). To identify the color of the toner cartridge, visit us at http://support.brother.com to view our FAQs and troubleshooting tips. ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 55). To identify the color of the drum unit, visit us at http://support.brother.com to view our FAQs and troubleshooting tips.

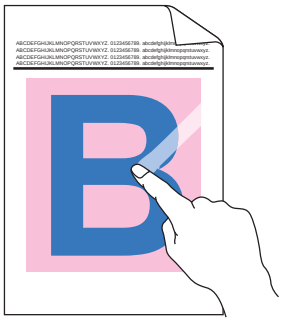
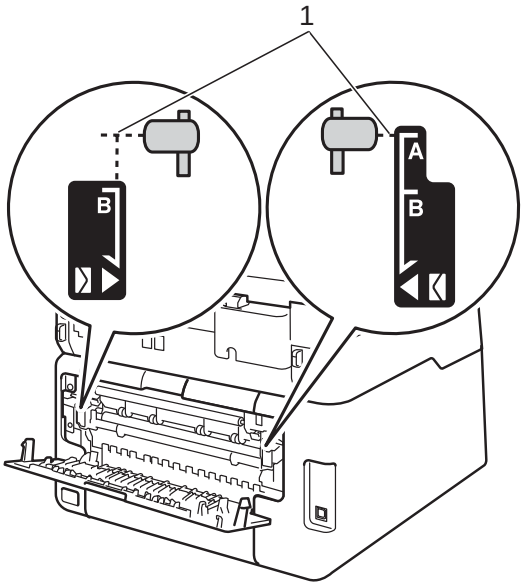
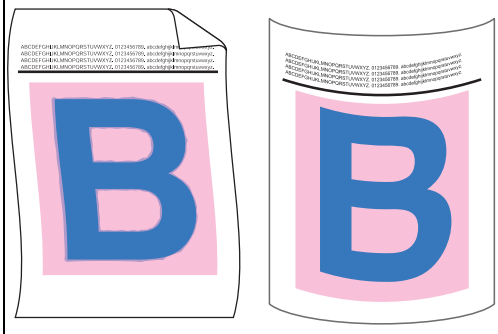
Examples of poor print quality	Recommendation
 **White spots or hollow print**	■ Make sure the media type setting in the driver matches the type of paper you are using (see *Acceptable paper and other print media* on page 26). ■ Check the machine's environment. Conditions such as high humidity can cause hollow print (see Product Safety Guide: *Choosing a location*). ■ If the problem is not solved after printing a few pages, foreign material, such as glue from a label, may be stuck on the drum surface (see Advanced User's Guide: *Cleaning the drum unit*). ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 55). To identify the color of the drum unit, visit us at http://support.brother.com to view our FAQs and troubleshooting tips.
 **Blank page or some colors are missing**	■ Identify the color causing the problem and put in a new toner cartridge (see *Replacing the toner cartridges* on page 45). To identify the color of the toner cartridge, visit us at http://support.brother.com to view our FAQs and troubleshooting tips. ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 55). To identify the color of the drum unit, visit us at http://support.brother.com to view our FAQs and troubleshooting tips.
 **Colored spots at 3.7 in. (94 mm)**	■ If the problem is not solved after printing a few blank pages, foreign material, such as glue from a label, may be stuck on the drum surface. Clean the drum unit (see Advanced User's Guide: *Cleaning the drum unit*). ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 55). To identify the color of the drum unit, visit us at http://support.brother.com to view our FAQs and troubleshooting tips.

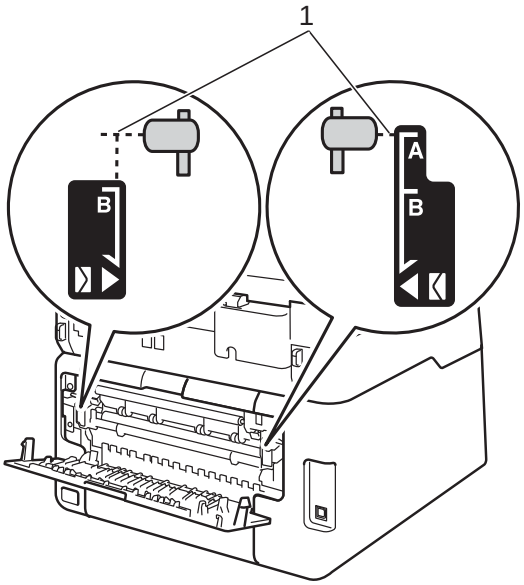
Examples of poor print quality	Recommendation
 **Colored spots at 0.9 in. (24 mm)**	■ Identify the color causing the problem and put in a new toner cartridge (see *Replacing the toner cartridges* on page 45). To identify the color of the toner cartridge, visit us at http://support.brother.com to view our FAQs and troubleshooting tips.
 Toner scatter or toner stain	■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. ■ Identify the color causing the problem and put in a new toner cartridge (see *Replacing the toner cartridges* on page 45). To identify the color of the toner cartridge, visit us at http://support.brother.com to view our FAQs and troubleshooting tips. ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 55). To identify the color of the drum unit, visit us at http://support.brother.com to view our FAQs and troubleshooting tips.

Examples of poor print quality	Recommendation
The color of your printouts is not what you expected	■ To improve the color density, calibrate the colors using first the Touchscreen and then the printer driver (see Advanced User's Guide: *Calibration*). ■ To adjust the print position of colors for sharper edges, perform an automatic color registration using the Touchscreen (see Advanced User's Guide: *Auto Registration*). ■ Adjust the copy density and contrast if you are copying (see Advanced User's Guide: *Adjusting Density and Contrast*). ■ Make sure Toner Save mode is off in the Touchscreen or the printer driver (see Software User's Guide). ■ If the print quality of the black portion is not what you expected, select the **Print Text in Black** check box in the printer driver (see Software User's Guide). ■ If the print quality is poor, clear the **Improve Gray Color** check box in the printer driver (see Software User's Guide). ■ Identify the color causing the problem and put in a new toner cartridge (see *Replacing the toner cartridges* on page 45). To identify the color of the toner cartridge, visit us at http://support.brother.com to view our FAQs and troubleshooting tips. ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 55). To identify the color of the drum unit, visit us at http://support.brother.com to view our FAQs and troubleshooting tips.
 **Color misregistration**	■ Make sure the machine is on a solid level surface. ■ Perform the auto color registration using the Touchscreen (see Advanced User's Guide: *Auto Registration*). ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 55). To identify the color of the drum unit, visit us at http://support.brother.com to view our FAQs and troubleshooting tips. ■ Install a new belt unit (see *Replacing the belt unit* on page 60).

Examples of poor print quality	Recommendation
 Uneven density appears periodically across the page	■ Perform the calibration using the Touchscreen or the printer driver (see Advanced User's Guide: *Calibration*). ■ Adjust the copy density and contrast if you are copying (see Advanced User's Guide: *Adjusting Density and Contrast*). ■ Clear the **Improve Gray Color** check box in the printer driver. (See Software User's Guide.) ■ Identify the color causing the problem and put in a new toner cartridge (see *Replacing the toner cartridges* on page 45). To identify the color of the toner cartridge, visit us at http://support.brother.com to view our FAQs and troubleshooting tips. ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 55). To identify the color of the drum unit, visit us at http://support.brother.com to view our FAQs and troubleshooting tips.
 **Missing thin lines in images**	■ Make sure Toner Save mode is off in the Touchscreen or the printer driver (see Software User's Guide). ■ Change the print resolution. ■ If you use a Windows printer driver, choose **Improve Pattern Printing** in Print Setting of Basic tab (see Software User's Guide).
 **Wrinkle**	■ Make sure the back cover is closed correctly. ■ Make sure the two gray levers inside the back cover are in the up position. ■ Make sure the media type setting in the driver matches the type of paper you are using (see *Acceptable paper and other print media* on page 26).

Examples of poor print quality	Recommendation
 **Ghost**	■ Check the machine's environment. Conditions such as low humidity and low temperatures may cause this print quality problem (see Product Safety Guide: *Choosing a location*). ■ Make sure the media type setting in the driver matches the type of paper you are using (see *Acceptable paper and other print media* on page 26). ■ Make sure the two gray levers inside the back cover are in the up position (1). Pull up the two gray levers until they stop.  ■ Identify the color causing the problem and install a new drum unit (see *Replacing the drum units* on page 55). To identify the color of the drum unit, visit us at http://support.brother.com to view our FAQs and troubleshooting tips.

Examples of poor print quality	Recommendation
 **Poor fixing**	■ Make sure the two gray levers inside the back cover are in the up position (1). Pull up the two gray levers until they stop.  ■ Make sure the media type setting in the driver matches the type of paper you are using (see *Acceptable paper and other print media* on page 26). ■ Choose **Improve Toner Fixing** mode in the printer driver (see Software User's Guide). If this selection does not provide enough improvement, change the printer driver setting in **Media Type** to a thick setting. If you are printing an envelope, choose **Env. Thick** in the media type setting.
 **Curled or wavy**	■ Choose **Reduce Paper Curl** mode in the printer driver (see Software User's Guide). If the problem is not solved, choose **Plain Paper** in the media type setting. ■ If you are printing an envelope, choose **Env. Thin** in the Media Type Setting of the printer driver. ■ If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray. ■ Store the paper where it will not be exposed to high temperatures and high humidity. ■ Open the back cover (face-up output tray) to let the printed paper exit onto the face-up output tray.

Examples of poor print quality	Recommendation
 Envelope Creases	■ Make sure the envelope levers inside the back cover are pulled down to the envelope position when you print envelopes (see *Loading paper in the manual feed slot* on page 20). **NOTE** When you have finished printing, open the back cover and reset the two gray levers back to their original positions (1). Pull up the two gray levers until they stop. 

Machine Information

Checking the Serial Number

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

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

Checking the Firmware Version

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

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

B

Reset functions

The following reset functions are available:

1 Network

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

2 All Settings

You can reset all the machine's settings back to the settings that were set at the factory.

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

How to reset the machine

1. Press .
2. Press All Settings.
3. Swipe up or down, or press ▲ or ▼ to display Initial Setup.
4. Press Initial Setup.
5. Press Reset.
6. Press Network or All Settings to choose the reset function you want.
7. Do one of the following;
   - To reset the settings, press Yes and go to step 8.
   - To exit without making changes, press No and go to step 9.
8. You will be asked to reset the machine. Do one of the following;
   - To reset the machine press Yes for 2 seconds. The machine will begin the reset.
   - To exit without resetting the machine, press No. Go to step 9.

NOTE

If you do not reboot your machine, the reset will not finish and your settings will remain unchanged.

9. Press .

NOTE

You can also reset the Network settings by pressing , All Settings, Network, Network Reset.

C Settings and features tables

Using the Settings Tables

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

Settings Tables

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

(Settings)

Level 1	Level 2	Level 3	Options	Descriptions	See Page
(**Date & Time**)	**Date**	—	—	Add the date and time on the Touchscreen.	See ‡.
	Time	—	—		
	Clock Type	—	**12h Clock*** 24h Clock	Choose the time format from 12-hour or 24-hour.	
	Auto Daylight	—	On **Off***	Change for Daylight Saving Time automatically.	See ◆.
	Time Zone	—	UTCXXX:XX	Set the time zone for your country.	See ‡.
(**Toner**)	See *Toner* on page 125.			Access the Toner menus.	125
Network	**WLAN**	See *WLAN* on page 109.		Access the WLAN setting menus.	109
(**Volume**)	**Beep**	—	Off **Low*** Med High	Access the beep volume setting menu.	See ◆.
WiFi Direct	See *Wi-Fi Direct* on page 111.			Access the Wi-Fi Direct™ setting menus.	111

◆ See Advanced User's Guide.

‡ See Quick Setup Guide.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Tray Setting	**Paper Type**	—	Thin **Plain Paper*** Thick Thicker Recycled Paper	Set the type of paper in the paper tray.	25
	Paper Size	—	**Letter*** A4 Legal EXE A5 A5 L A6 Folio	Set the size of paper in the paper tray.	25
All Settings	See *All settings* on page 106.			Select your default settings.	106
	◆ See Advanced User's Guide. ‡ See Quick Setup Guide.				
	The factory settings are shown in Bold with an asterisk.				

C

All settings

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
General Setup	Paper Type	—	—	Thin **Plain Paper*** Thick Thicker Recycled Paper	Set the type of paper in the paper tray.	25
	Paper Size	—	—	**Letter*** A4 Legal EXE A5 A5 L A6 Folio	Set the size of paper in the paper tray.	25
	Volume	Beep	—	Off **Low*** Med High	Adjust the beeper volume.	See ◆.
	LCD Settings	Backlight	—	**Light*** Med Dark	Adjust the brightness of the Touchscreen backlight.	
		Dim Timer	—	**Off*** 10Secs 20Secs 30Secs	Set how long the Touchscreen backlight stays on after the last key press.	

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
General Setup (continued)	Button Settings	Home Button Settings	—	**More*** Shortcuts 1 Shortcuts 2 Shortcuts 3	Set the screen that is displayed when you press Home ( ) on the Touchpanel.	13
	Ecology	Toner Save	—	On **Off***	Increase the page yield of the toner cartridge.	See ◆.
		Sleep Time	—	Range varies depending on the model. **3 Mins***	Conserve power.	
		Auto Power Off		**Off*** 1hour 2hours 4hours 8hours	Set the number of hours that the machine will remain in Deep Sleep mode before going into Power Off mode.	
	Security	Function Lock	Set Password	Verify	You can restrict selected machine operations for up to 25 restricted users and for all other non-authorized Public users.	
			Lock Off→On	—		
		Setting Lock	Set Password	Verify	Stop unauthorized users from changing the machine's settings.	
			Lock Off→On	—		
Shortcut Settings	(Choose shortcut button.)	Edit Shortcut Name	—	—	Change the shortcut name.	17
		Delete	—	—	Delete the shortcut.	17
◆ See Advanced User's Guide.						
The factory settings are shown in Bold with an asterisk.						

C

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Printer	**Emulation**	—	—	**Auto*** HP LaserJet BR-Script 3	Choose the emulation mode.	See □.
	Print Options	**Internal Font**	HP LaserJet BR-Script 3	—	Print a list of the machine's internal fonts.	
		Configuration	—	—	Print a list of the machine's printer settings.	
		Test Print	—	—	Print a test page.	
	2-sided	—	—	**Off*** Long Edge Short Edge	Enable or disable 2-sided printing and choose long edge or short edge.	
	Auto Continue	—	—	**On*** Off	Select this setting if you want the machine to clear paper size errors and to use the paper in the tray.	
	Output Color	—	—	**Auto*** Color Black and White	Choose color or black & white for printed documents. If you choose Auto, the machine selects an appropriate option for the document (color or black & white).	
	Reset Printer	—	—	Yes No	Restore the printer settings to the factory settings.	
	Calibration	**Calibrate**	—	Yes No	Adjusts the color density.	See ◆.
		Reset	—	Yes No	Returns the color calibration to the factory settings.	
	Auto Regist.	—	—	Yes No	Adjusts the print position of each color automatically.	
	Frequency	—	—	**Normal*** Low Off	Set the interval time of the auto registration and calibration.	

◆ See Advanced User's Guide.

□ See Software User's Guide.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network +	**WLAN**	**TCP/IP**	**Boot Method**	—	**Auto*** Static RARP BOOTP DHCP	Choose the BOOT method that best suits your needs.
			(**IP Boot Tries**)	—	**3*** [00000-32767]	Specifies the number of attempts the machine will try to obtain an IP address when the Boot Method is set to any setting except Static.
			IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
			Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
			Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
			Node Name	—	BRWXXXXXXXXXXXX	Enter the Node name. (Up to 32 characters)
			WINS Configuration	—	**Auto*** Static	Chooses the WINS configuration mode.
	+ See Network User's Guide. ♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://support.brother.com. ● Visit the Brother Solutions Center to download the Web Connect Guide at http://support.brother.com.					
	The factory settings are shown in Bold with an asterisk.					

C

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	**WLAN** (continued)	**TCP/IP** (continued)	**WINS Server**	—	Primary [000-255].[000-255].[000-255].[000-255] Secondary [000-255].[000-255].[000-255].[000-255]	Specifies the IP address of the primary or secondary WINS server.
			DNS Server	—	Primary [000-255].[000-255].[000-255].[000-255] Secondary [000-255].[000-255].[000-255].[000-255]	Specifies the IP address of the primary or secondary DNS server.
			APIPA	—	**On*** Off	Automatically allocates the IP address from the link-local address range.
			IPv6	—	On **Off***	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://support.brother.com for more information.
		Setup Wizard	—	—	—	You can configure your internal print server.
		WPS/AOSS	—	—	—	You can easily configure your wireless network settings using the one-button push method.

+ See Network User's Guide.

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

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

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	**WLAN** (continued)	**WPS w/PIN Code**	—	—	—	You can easily configure your wireless network settings using WPS with a PIN code.
		WLAN Status	**Status**	—	Active(11b) Active(11g) Active(11n) WLAN Off AOSS Active Connection Failed	You can see the current wireless network status.
			Signal	—	Strong Medium Weak None	You can see the current wireless network signal strength.
			SSID	—	—	You can see the current SSID.
			Comm. Mode	—	Ad-hoc Infrastructure None	You can see the current Communication Mode.
		MAC Address	—	—	—	Shows the MAC address of the machine.
		Set to Default	—	—	Yes No	Restore the wireless network settings to factory setting.
		WLAN Enable	—	—	On **Off***	Enable or disable the wireless LAN manually.
	Wi-Fi Direct ♣	**Push Button**	—	—	—	You can easily configure your Wi-Fi Direct™ network settings using the one-button push method.
	+ See Network User's Guide. ♣ Visit the Brother Solutions Center to download the Wi-Fi Direct™ Guide at http://support.brother.com. ● Visit the Brother Solutions Center to download the Web Connect Guide at http://support.brother.com.					
	The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	**Wi-Fi Direct** ♣ (continued)	**PIN Code**	—	—	—	You can easily configure your Wi-Fi Direct™ network settings using WPS with a PIN code.
		Manual	—	—	—	You can manually configure your Wi-Fi Direct™ network settings.
		Group Owner	—	—	On **Off***	Sets your machine as the Group Owner.
		Device Information	**Device Name**	—	—	You can see the device name of your machine.
			SSID	—	—	Shows the SSID of the Group Owner. When the machine is not connected, Touchscreen shows Not Connected.
			IP Address	—	—	You can see the current IP Address of your machine.
		Status Information	**Status**	—	G/O Active(**) Client Active Not Connected Off ** = the number of devices	You can see the current Wi-Fi Direct™ network status.
			Signal	—	Strong Medium Weak None	You can see the current Wi-Fi Direct™ network signal strength. When your machine acts as the Group Owner, the Touchscreen always shows Strong.

+ See Network User's Guide.

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

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

The factory settings are shown in Bold with an asterisk.

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

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

C

Level 1	Level 2	Level 2	Level 2	Options	Descriptions	See Page
Machine Info.	**Serial No.**	—	—	—	Check the serial number of your machine.	101
	Firmware Version	**Main Version**	—	—	Check the firmware version of your machine.	101
		Sub1 Version	—	—		
		Sub2 Version	—	—		
	Page Counter	**Total**	—	Color Black and White	Check the number of total color or black & white pages the machine has printed during its life.	See ◆.
		List	—	Color Black and White		
		Copy	—	Color Black and White		
		Print	—	Color Black and White		
	Parts Life	**Drum Black (BK)**	—	—	Check the percentage of a machine part's life that remains available.	
		Drum Cyan(C)	—	—		
		Drum Magenta(M)	—	—		
		Drum Yellow(Y)	—	—		
		Belt Unit	—	—		
		Fuser	—	—		
		PF kit	—	—		

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Initial Setup	Date & Time	Date	—	—	Put the date and time on the Touchscreen.	See ‡.
		Time	—	—		
		Clock Type	—	**12h Clock*** 24h Clock	Chooses the time format from 12-hour or 24-hour.	
		Auto Daylight	—	On **Off***	Changes for Daylight Saving Time automatically.	See ◆.
		Time Zone	—	UTCXXX:XX	Sets the time zone for your country.	See ‡.
	Reset	Network	—	Yes No	Restores all network settings to the factory settings.	102
		All Settings	—	Yes No	Restores all the machine settings to the factory settings.	
	Local Language	—	—	(in USA) **English*** Español (in Canada) **English*** Français	Change the Touchscreen language for your country.	See ‡.

◆ See Advanced User's Guide.

‡ See Quick Setup Guide.

The factory settings are shown in Bold with an asterisk.

C

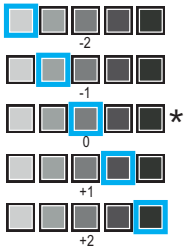
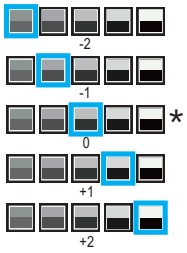
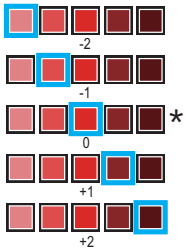
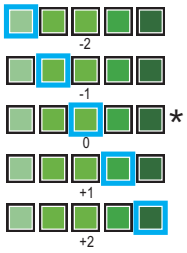
Features Tables

Copy

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	See Page
Black Start	—	—	—	—	Make a black & white or gray scale copy.	—
Color Start	—	—	—	—	Make a color copy.	
Receipt **Normal** **2in1(ID)** **2in1** **2-sided(1→2)** **Paper Save**	—	—	—	—	Choose the desired settings from the preset items.	32
Options	**Quality**	—	**Auto*** Text Photo Receipt	—	Choose the Copy resolution for your type of document.	See ◆.
	Enlarge/Reduce	—	**100%***	—	—	
			Enlarge	200% 141% A5→A4 104% EXE→LTR	Choose an enlargement ratio for the next copy.	
			Reduce	97% LTR→A4 94% A4→LTR 91% Full Page 85% LTR→EXE 83% 78% 70% A4→A5 50%	Choose a reduction ratio for the next copy.	
			Custom(25-400%)	—	Enter an enlargement or reduction ratio.	

◆ See Advanced User's Guide.

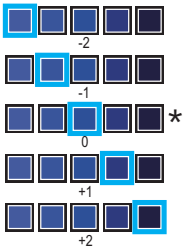
The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	See Page
Options (continued)	**Density**	—		—	Adjust the Density for copies.	See ◆.
	Contrast	—		—	Adjust the contrast for copies.	
	Stack/Sort	—	**Stack*** Sort	—	Choose to stack or sort multiple copies.	
	Page Layout	—	**Off(1in1)*** 2in1(P) 2in1(L) 2in1(ID) 4in1(P) 4in1(L)	—	Make N in 1 and 2 in 1 ID copies.	
	Color Adjust	**Red**		—	Adjust the red color for copies.	
		Green		—	Adjust the green color for copies.	

◆ See Advanced User's Guide.

The factory settings are shown in Bold with an asterisk.

C

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	See Page
Options (continued)	**Color Adjust** (continued)	**Blue**		—	Adjust the blue color for copies.	See ◆.
	2-sided Copy	—	**Off*** 1-sidedi2-sided Long Edge Flip 1-sidedi2-sided Short Edge Flip	—	Enable or disable 2-sided copying and choose long edge or short edge.	
	Advanced Settings	—	**Off*** Remove Background Color	—	Change the amount of background color that is removed.	
				Low **Medium*** High		
	Save as Shortcut	—	—	—	Add the current settings as a shortcut.	
	◆ See Advanced User's Guide.					
	The factory settings are shown in Bold with an asterisk.					

Scan

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
to OCR	(PC Select)	**Options**	See *Options (to OCR)* on page 121.			See ☐.
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to File	(PC Select)	**Options**	See *Options (to File, to Image and to E-mail)* on page 122.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to Image	(PC Select)	**Options**	See *Options (to File, to Image and to E-mail)* on page 122.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to E-mail	(PC Select)	**Options**	See *Options (to File, to Image and to E-mail)* on page 122.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to FTP	(Profile name)	**Options**	See *Options (to FTP and to Network)* on page 123.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	
to Network	(Profile name)	**Options**	See *Options (to FTP and to Network)* on page 123.			
		Save as Shortcut	—	—	Add the current settings as a shortcut.	
		Start	—	—	Start scanning.	

☐ See Software User's Guide.

The factory settings are shown in Bold with an asterisk.

C

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
WS Scan (Appears when you install a Web Services Scanner, which is displayed in your computer's Network explorer.)	**Scan**	—	—	—	Scan data using Web Service protocol.	See ☐.
	Scan for E-mail	—	—	—		
	Scan for Fax	—	—	—		
	Scan for Print	—	—	—		
	☐ See Software User's Guide.					
	The factory settings are shown in Bold with an asterisk.					

Options (to OCR)

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

C

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

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

Options (to FTP and to Network)

Level 1	Level 2	Options	Descriptions	See Page
Options	**Scan Type**	**Color***	Choose the scan type for your document.	See ☐.
		Gray		
		Black and White		
	Resolution	(When you select Color in Scan Type)	Choose the scan resolution and file format for your document.	
		100 dpi		
		200 dpi*		
		300 dpi		
		600 dpi		
		Auto		
		(When you select Gray in Scan Type)		
		100 dpi		
		200 dpi*		
		300 dpi		
		Auto		
		(When you select Black and White in Scan Type)		
		200 dpi*		
		300 dpi		
		200x100		

☐ See Software User's Guide.

The factory settings are shown in Bold with an asterisk.

C

Level 1	Level 2	Options	Descriptions	See Page
Options (continued)	**File Type**	(When you select Color or Gray in Scan Type) **PDF*** JPEG PDF/A Secure PDF Signed PDF XPS (When you select Black and White in Scan Type) **PDF*** PDF/A Secure PDF Signed PDF TIFF	Choose the scan resolution and file format for your document.	See ☐.
	Glass Scan Size	A4 **Letter***	To scan an A4 sized document, you must change the Glass Scan Size setting.	
	File Name	**BRWXXXXXXXXXXX*** Estimate Report Order sheet Contract sheet Check Receipt <Manual>	Choose preset file names. If you choose <Manual>, you can name the file as you like.	
	File Size	Small **Medium*** Large	Choose the file size for color or gray scale scanning.	
	Remove Background Color	**Off*** Low Medium High	Change the amount of background color that is removed.	
	User Name	—	Enter the user name.	

☐ See Software User's Guide.

The factory settings are shown in Bold with an asterisk.

Toner

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

Wi-Fi Setup

NOTE

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

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

Web (More screen)

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

Shortcut

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Add Shortcut	**Copy**	**Receipt**	—	See *Options* on page 116.	Choose the desired settings from the preset items.	14
		Normal	—			
		2in1(ID)	—			
		2in1	—			
		2-sided(1→2)	—			
		Paper Save	—			
	Scan	**to File**	—	PC Select	Scan a black & white or a color document into your computer.	15
		to OCR	—	PC Select	Convert your text document to an editable text file.	15
		to Image	—	PC Select	Scan a color picture into your graphics application.	15
		to E-mail	—	PC Select	Scan a black & white or a color document into your E-mail application.	15
		to Network	—	Profile Name	Send scanned data to a CIFS server on your local network or on the Internet.	15
		to FTP	—	Profile Name	Send scanned data via FTP.	15
The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Add Shortcut (continued)	**Web**	Picasa Web Albums™	—	—	Visit the Brother Solutions Center to download the Web Connect Guide at http://support.brother.com.	16
		Google Drive™	—	—		
		Flickr®	—	—		
		Facebook	—	—		
		Evernote	—	—		
		Dropbox	—	—		
	The factory settings are shown in Bold with an asterisk.					

Entering text

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

Press A 1 @ to cycle among letters, numbers and special characters.

Press ⬆ aA to cycle between upper and lower case letters.

Inserting spaces

To enter a space, press Space or ▶.

Making corrections

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

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

NOTE

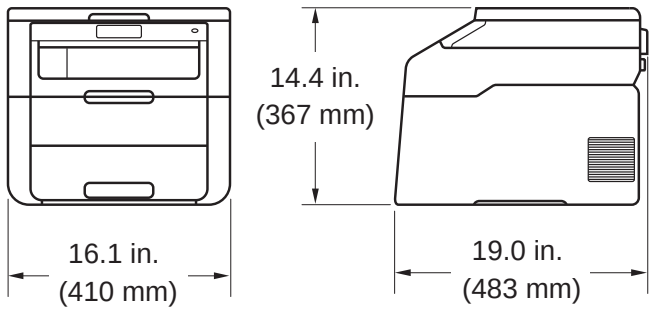
- The characters available may differ depending on your country.
- The keyboard layout may differ depending on the function you are setting.

D Specifications

General

NOTE

This chapter provides a summary of the machines' specifications. For additional specifications visit us at http://www.brother.com/.

Model		HL-3180CDW
Printer Type		LED
Print Method		Electrophotographic LED Printer
Memory Capacity		192 MB
LCD (liquid crystal display)		3.7 in. (93.4 mm) TFT Color Touchscreen LCD [1] and Touchpanel
Power Source		110 - 120 V AC 50/60 Hz
Power Consumption [2] (Average)	Peak	Approx. 1188 W
	Printing	Approx. 380 W at 77 °F (25 °C)
	Copying	Approx. 380 W at 77 °F (25 °C)
	Ready	Approx. 70 W at 77 °F (25 °C)
	Sleep	Approx. 8.5 W
	Deep Sleep	Approx. 1.3 W
	Power Off [3 4]	Approx. 0.03 W
Dimensions		
Weights (with consumables)		47.8 lb (21.7 kg)

1 Measured diagonally

2 USB connections to computer

3 Measured according to IEC 62301 Edition 2.0

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

Model			HL-3180CDW
Noise Level	Sound Pressure	Printing	L_{PAm} = 53.0 dB (A)
		Ready	L_{PAm} = 33 dB (A)
	Sound Power	Printing (Color)	L_{WAd} = 6.39 B (A)
		Printing (Black & White)	L_{WAd} = 6.42 B (A)
		Ready	L_{WAd} = 4.44 B (A)
Temperature		Operating	50 °F to 90.5 °F (10 to 32.5 °C)
		Storage	32 °F to 104 °F (0 to 40 °C)
Humidity		Operating	20 to 80% (without condensation)
		Storage	10 to 90% (without condensation)

Document Size

Model		HL-3180CDW
Document Size	Scanner Glass Width	Max. 8.5 in. (215.9 mm)
	Scanner Glass Length	Max. 11.8 in. (300.0 mm)

Print media

Model			HL-3180CDW
Paper Input	Paper Tray	Paper Type	Plain Paper, Thin Paper, Recycled Paper
		Paper Size	Letter, A4, B5 (JIS), A5, A5 (Long Edge), A6, Executive, Legal, Folio
		Paper Weight	16 to 28 lb (60 to 105 g/m^2)
		Maximum Paper Capacity	Up to 250 sheets of 20 lb (80 g/m^2) Plain Paper
	Manual Feed Slot	Paper Type	Plain Paper, Thin Paper, Thick Paper, Thicker Paper, Recycled Paper, Bond Paper, Label, Envelope, Env.Thin, Env.Thick, Glossy Paper
		Paper Size	Width: 3.0 to 8.5 in (76.2 to 215.9 mm) Length: 4.57 to 14 in (116 to 355.6 mm)
		Paper Weight	16 to 43 lb (60 to 163 g/m^2)
		Maximum Paper Capacity	One sheet at a time
Paper Output [1]	Face-Down Output Tray		Up to 100 sheets of 20 lb (80 g/m^2) Plain Paper (face-down delivery to the face-down output paper tray)
	Face-Up Output Tray		One sheet (face-up delivery to the face-up output tray)
2-sided	Automatic 2-sided Printing	Paper Type	Plain Paper, Thin Paper, Recycled Paper
		Paper Size	Letter, Legal, Folio
		Paper Weight	16 to 28 lb (60 to 105 g/m^2)

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

Copy

Model		HL-3180CDW
Copy Width		Max. 8.27 in. (210 mm)
Multiple Copies		Stacks or Sorts up to 99 pages
Reduce/Enlarge		25% to 400% (in increments of 1%)
Resolution		Up to 600 × 600 dpi
First Copy Out Time [1]	Black & White	Less than 19 seconds at 73.4 °F (23 °C) / 115 V
	Color	Less than 22 seconds at 73.4 °F (23 °C) / 115 V

[1] From Ready mode and standard tray

Scanner

Model		HL-3180CDW
Color / Black		Yes / Yes
TWAIN Compliant		Yes (Windows® XP / Windows Vista® / Windows® 7 / Windows® 8 Mac OS X v10.6.8 / 10.7.x / 10.8.x [1])
WIA Compliant		Yes (Windows® XP / Windows Vista® / Windows® 7 / Windows® 8)
ICA Compliant		Yes (Mac OS X v10.6.8 / 10.7.x / 10.8.x)
Color Depth	Color	48 bit color processing (Input) 24 bit color processing (Output)
	Gray Scale	16 bit color processing (Input) 8 bit color processing (Output)
Resolution		Up to 19200 × 19200 dpi (interpolated) [2] Up to 1200 × 2400 dpi (optical) [2] (from Scanner Glass)
Scanning Width		Max. 8.27 in. (210 mm)

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

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

Printer

Model		HL-3180CDW
Automatic 2-sided Print		Yes
Emulations		PCL6, BR-Script3 (PostScript® 3™)
Resolution		600 dpi × 600 dpi, 2400 dpi (600 dpi × 2400 dpi) quality
Print Speed (2-sided)	Black & White	Up to 7 sides/minute (Up to 3.5 sheets/minute) (Letter size) [1]
	Color	Up to 7 sides/minute (Up to 3.5 sheets/minute) (Letter size) [1]
Print Speed	Black & White	Up to 23 pages/minute (Letter size) [1]
	Color	Up to 23 pages/minute (Letter size) [1]
First Print Time [2]	Black & White	Less than 16 seconds at 73.4 °F (23 °C) / 115 V
	Color	Less than 16 seconds at 73.4 °F (23 °C) / 115 V

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

2 From Ready mode and standard tray

D

Interfaces

Model	HL-3180CDW
USB	Hi-Speed USB 2.0 [1] [2] We recommend using a USB 2.0 cable (Type A/B) that is no more than 6 feet (2.0 meters) long.
Wireless LAN [3]	IEEE 802.11b/g/n (Infrastructure mode/Ad-hoc mode) IEEE 802.11g/n (Wi-Fi Direct™)

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

2 Third party USB ports are not supported.

3 For detailed network specifications, see *Network* on page 137 and Network User's Guide.

Network

NOTE

- You can connect your machine to a network for Network Printing and Network Scanning [1]. Also included is Brother BRAdmin Light [2] [3] Network Management software.
- For more information about the Network specifications, see Network User's Guide.

Model		HL-3180CDW
Protocols	IPv4	ARP, RARP, BOOTP, DHCP, APIPA(Auto IP), WINS/NetBIOS name resolution, DNS Resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, POP3, SMTP Client, IPP/IPPS, FTP Client and Server, CIFS Client, TELNET Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, ICMP, Web Services (Print/Scan), SNTP Client
	IPv6	NDP, RA, DNS resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, IPP/IPPS, FTP Client and Server, CIFS Client, TELNET Server, SNMPv1/v2c, HTTP/HTTPS server, TFTP client and server, SMTP Client, ICMPv6, SNTP Client, Web Service
Security Protocols	Wireless	APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP), SNMP v3, 802.1x (LEAP, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos
Wireless Network Security		WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)
Wireless Network Setup Support Utility	**AOSS™**	Yes
	WPS	Yes

[1] See *Computer requirements* on page 138.

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

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

Computer requirements

<table>
<tr><th colspan="2" rowspan="2">Computer Platform & Operating System Version</th><th colspan="2">PC Interface</th><th rowspan="2">Processor</th><th colspan="2">Hard Disk Space to install</th></tr>
<tr><th>USB [2]</th><th>Wireless 802.11b/g/n</th><th>For Drivers</th><th>For Applications</th></tr>
<tr><td rowspan="10">Windows® Operating System</td><td>Windows® XP Home [1] [3]
Windows® XP Professional [1] [3]</td><td colspan="2" rowspan="5">Printing
Scanning</td><td>32bit (x86) or 64bit (x64) processor</td><td rowspan="2">150 MB</td><td rowspan="2">310 MB</td></tr>
<tr><td>Windows® XP Professional x64 Edition [1] [3]</td><td>64bit (x64) processor</td></tr>
<tr><td>Windows Vista® [1] [3]</td><td rowspan="3">32bit (x86) or 64bit (x64) processor</td><td>500 MB</td><td>500 MB</td></tr>
<tr><td>Windows® 7 [1] [3]</td><td rowspan="2">650 MB</td><td rowspan="2">1.2 GB</td></tr>
<tr><td>Windows® 8 [1] [3]</td></tr>
<tr><td>Windows Server® 2003</td><td rowspan="5">N/A</td><td rowspan="5">Printing</td><td>32bit (x86) or 64bit (x64) processor</td><td rowspan="5">50 MB</td><td rowspan="5">N/A</td></tr>
<tr><td>Windows Server® 2003 x64 Edition</td><td>64bit (x64) processor</td></tr>
<tr><td>Windows Server® 2008</td><td>32bit (x86) or 64bit (x64) processor</td></tr>
<tr><td>Windows Server® 2008 R2</td><td rowspan="2">64bit (x64) processor</td></tr>
<tr><td>Windows Server® 2012</td></tr>
<tr><td rowspan="3">Macintosh Operating System</td><td>Mac OS X v10.6.8</td><td colspan="2" rowspan="3">Printing
Scanning</td><td rowspan="3">Intel® Processor</td><td rowspan="3">80 MB</td><td rowspan="3">400 MB</td></tr>
<tr><td>OS X v10.7.x</td></tr>
<tr><td>OS X v10.8.x</td></tr>
</table>

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

2 Third party USB ports are not supported.

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

For the latest driver updates, visit http://support.brother.com.

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Consumable items

Model			HL-3180CDW	Order No.
Toner Cartridge	Inbox	Black	Approx. 1,000 pages Letter or A4 page [1]	—
		Cyan Magenta Yellow	Approx. 1,000 pages Letter or A4 page [1]	—
	Standard	Black	Approx. 2,500 pages Letter or A4 page [1]	TN-221BK
		Cyan Magenta Yellow	Approx. 1,400 pages Letter or A4 page [1]	TN-221C TN-221M TN-221Y
	High Yield	Black	—	—
		Cyan Magenta Yellow	Approx. 2,200 pages Letter or A4 page [1]	TN-225C TN-225M TN-225Y
Drum Unit			Approx. 15,000 pages Letter or A4 page (1 page / job) [2]	DR-221CL [3] DR-221CL-BK [4] DR-221CL-CMY [5]
Belt Unit			Approx. 50,000 pages Letter or A4 page	BU-220CL
Waste Toner Box			Approx. 50,000 pages Letter or A4 page	WT-220CL

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

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

3 Contains 4 pc. Drum Set.

4 Contains 1 pc. Black Drum Unit.

5 Contains 1 pc. Color Drum Unit.

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