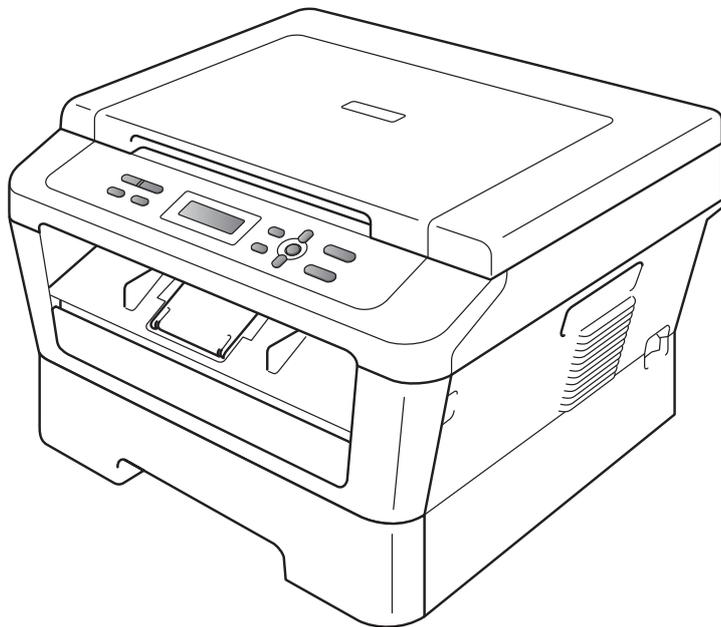


**brother**®

# BASIC USER'S GUIDE



**DCP-7055**  
**DCP-7060D**

Version A

CHN-ENG

# To create a better environment

Please cooperate

Firstly, thank you very much indeed for using our Brother products!

Brother focuses on the earth environment concerned. And make a basic policy which is to concern about the earth environment, including any workflow from product development to discard. The local citizen should be responsible for local society and its environment during these environment protection activities.

Therefore, we hope you'll take part in this environment plan, and pay attention to environment protection points as below while discarding used consumables.

- 1 Please deliver the used package materials to relevant waste disposal office for recycle.
- 2 When you discard used consumables, please follow and carry on relevant local regulations properly.
- 3 When the machine need replacing parts for the maintenance and repair, please discard used circuit boards, used electrical parts and products as disposed electrical materials.
- 4 The power consumption is 0 W after you turn off the machine and unplug it from the AC outlet.
- 5 Some parts in the machine can be used on the same series model machines which produced by the same factory.

Note: If you want to replace the parts, please contact your local Brother repair station.

## User's Guides and where do I find it?

Which manual?	What's in it?	Where is it?
<b>Safety and Legal</b>	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	For Chinese: Printed / In the box For Chinese English: PDF file / Documentation CD-ROM / In the box
<b>Quick Setup Guide</b>	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	
<b>Basic User's Guide</b>	Learn the basic Copy and Scan operations and how to replace consumables. See troubleshooting tips.	
<b>Advanced User's Guide</b>	Learn more advanced operations: Copy, printing reports, and performing routine maintenance.	PDF file / Documentation CD-ROM / In the Box
<b>Software User's Guide</b>	Follow these instructions for Printing and Scanning. Instructions are included for using the Brother ControlCenter utility.	

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## (ADVANCED USER'S GUIDE)

The Advanced User's Guide explains the following features and operations. You can view the Advanced User's Guide on the Documentation CD-ROM.

### **1 General Setup**

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*Memory storage*

*Ecology features*

*Toner Settings*

*LCD Contrast*

*User Settings Report*

*Scanning using a scanner driver*

### **2 Making copies**

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*Copy settings*

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### **A Routine maintenance**

---

*Cleaning the machine*

*Checking the machine*

*Packing and shipping the machine*

### **B Glossary**

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### **C Index**

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## Using the documentation

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

### Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

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

### WARNING

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

### CAUTION

**CAUTION** indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.

### IMPORTANT

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



Electrical Hazard icons alert you to a possible electrical shock.



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



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

## Accessing the 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 Copy, Printer and Scanner. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide** and **Software User's Guide** that are on the Documentation CD-ROM.

### Viewing Documentation

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

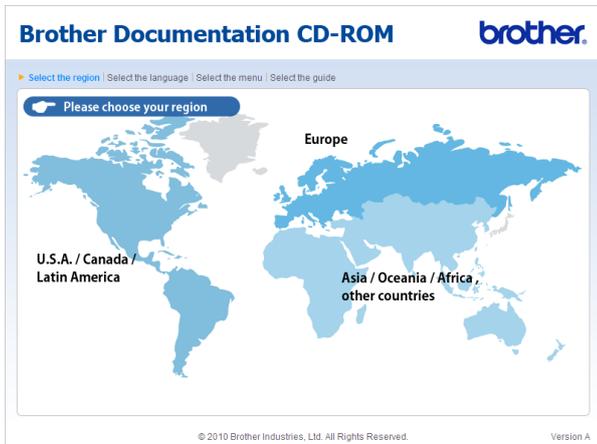


#### Note

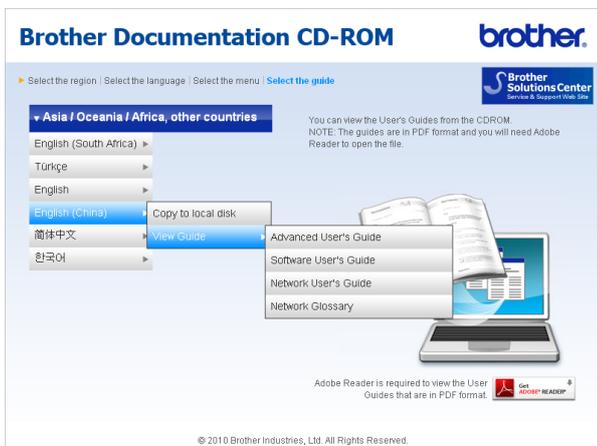
(Windows® users) If the screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **index.html**.

- 2 (Macintosh users) Double-click the Documentation CD-ROM icon, and then double-click **index.html**.

**3** Click your country.



**4** Point to your language, point to **View Guide**, and then click the guide you want to read.



**Note**

- (Windows® users only) Your web browser may display a yellow bar at the top of the page that contains a security warning about Active X controls. For the page to display correctly you must click on **Allow Blocked Content**, then click **Yes** in the Security Warning dialog box.
- (Windows® users only)<sup>1</sup> For faster access, you can copy all user documentation in PDF format to a local folder on your computer. Point to your language, then click **Copy to local disk**.

<sup>1</sup> Microsoft® Internet Explorer® 6.0 or greater.

**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

**Presto! PageManager User's Guide**

**Note**

Presto! PageManager must be downloaded and installed before use.

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

## Accessing Brother Support (Windows®)

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

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



- To access our website, click **Brother Home Page**.
- For the latest news and product support information, click **Brother Solutions Center**.
- To visit our website for original Brother Supplies, click **Supplies Information**.
- To access the Brother CreativeCenter for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the main page, click **Back** or if you have finished, click **Exit**.

## Accessing Brother Support (Macintosh)

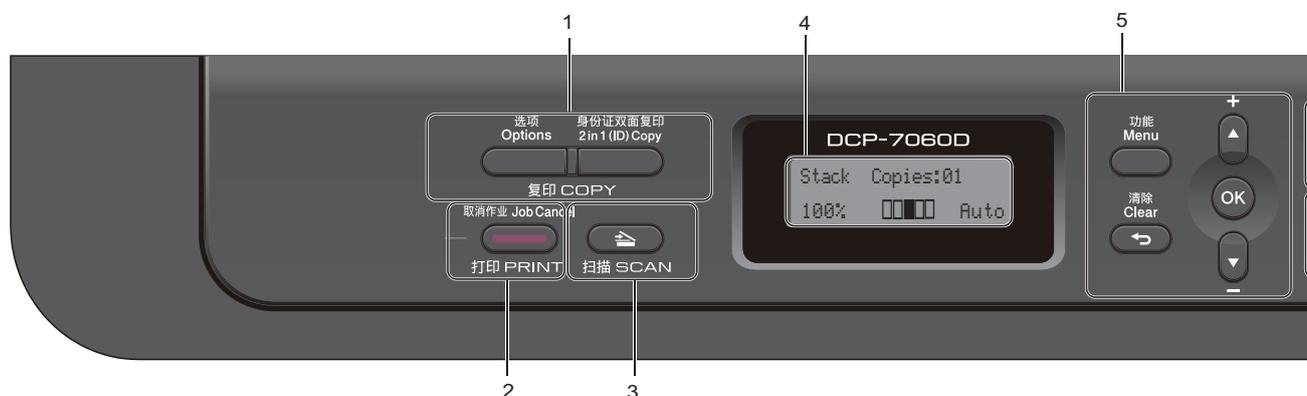
You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the Installation CD-ROM.

- Double-click the **Brother Support** icon. The following screen will appear:



- To download and install Presto! PageManager, click **Presto! PageManager**.
- For the latest news and product support information, click **Brother Solutions Center**.
- To visit our website for original Brother Supplies, click **Supplies Information**.

# Control panel overview



## 1 COPY keys:

### Options

You can quickly and easily choose temporary settings for copying. These settings include:

Quality

Brightness

Contrast

Enlarge/Reduce

Page Layout

### 2 in 1 (ID) Copy

You can copy your Identification card both sides onto one page with the original size.

## 2 PRINT key:

### Job Cancel

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

## 3 SCAN key

Puts the machine in Scan mode.



#### 4 LCD

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

#### 5 Menu keys:

##### Menu

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

##### Clear

Deletes entered data or lets you cancel the current setting.

##### ▲ + or ▼ -

Press to scroll through the menus and options.

##### OK

Lets you store your settings in the machine.

#### 6 Stop/Exit

Stops an operation or exits from a menu.

#### 7 Start

Lets you start making copies or scanning.

## Changing LCD language

You can change the LCD language.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose 1.General Setup.  
Press **OK**.
- 3 Press **▲** or **▼** to choose 0.Local Language.  
Press **OK**.
- 4 Press **▲** or **▼** to choose your language.  
Press **OK**.
- 5 Press **Stop/Exit**.

# 2

## Loading paper

### Loading paper and print media

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

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

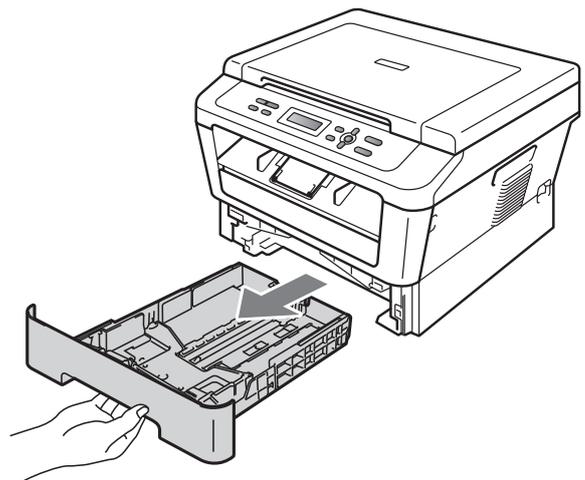
- If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by using the control panel buttons.

### Loading paper in the standard paper tray

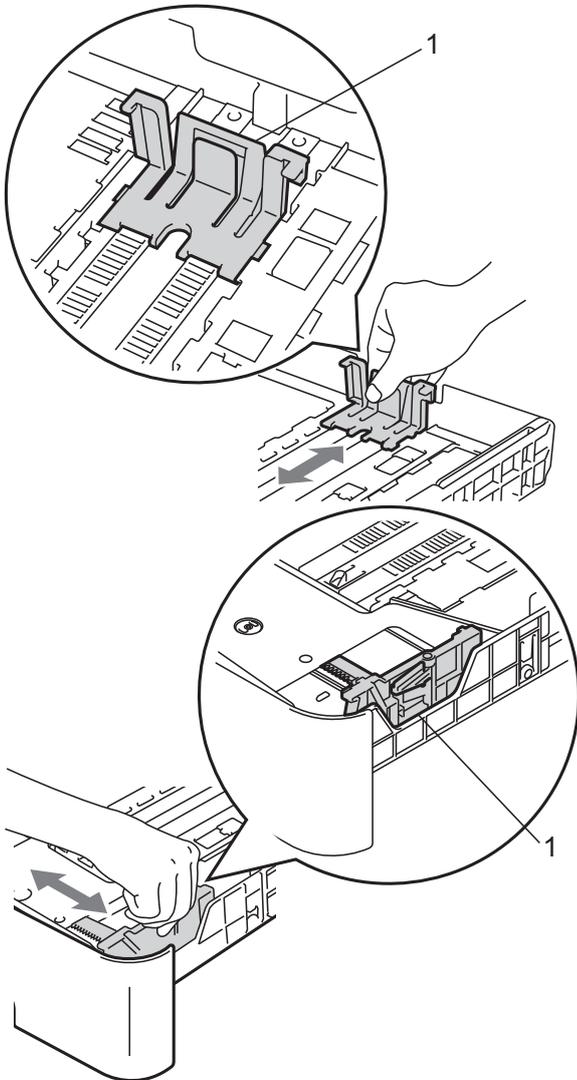
You can load up to 250 sheets. Paper can be loaded up to the maximum paper mark (▼▼▼) on the sliding paper width guide. (For recommended paper to use, see *Paper capacity of the paper trays* on page 15.)

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

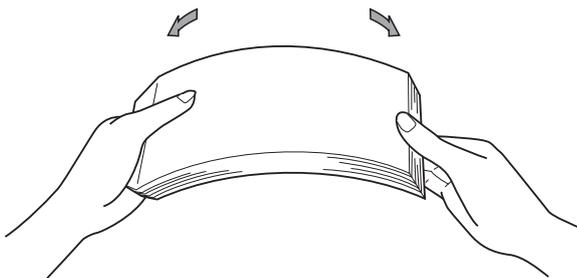
- 1 Pull the paper tray completely out of the machine.



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



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



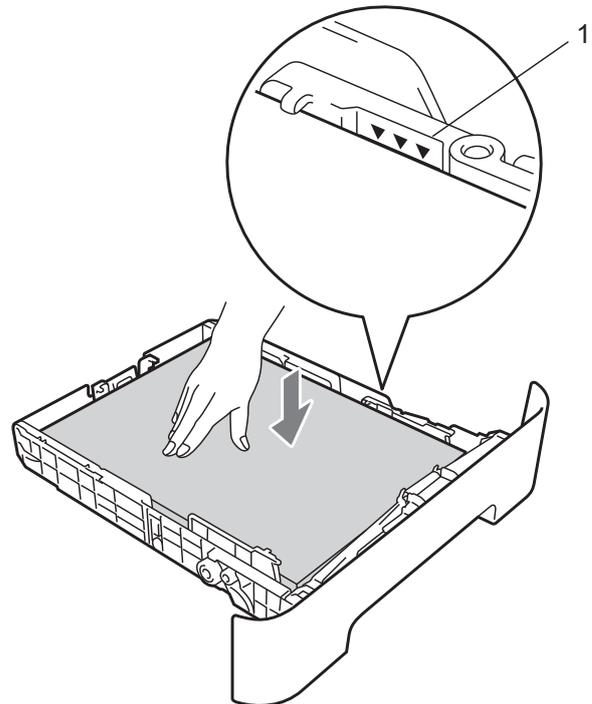
- 4 Put paper in the tray and make sure:

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

Overfilling the paper tray will cause paper jams.

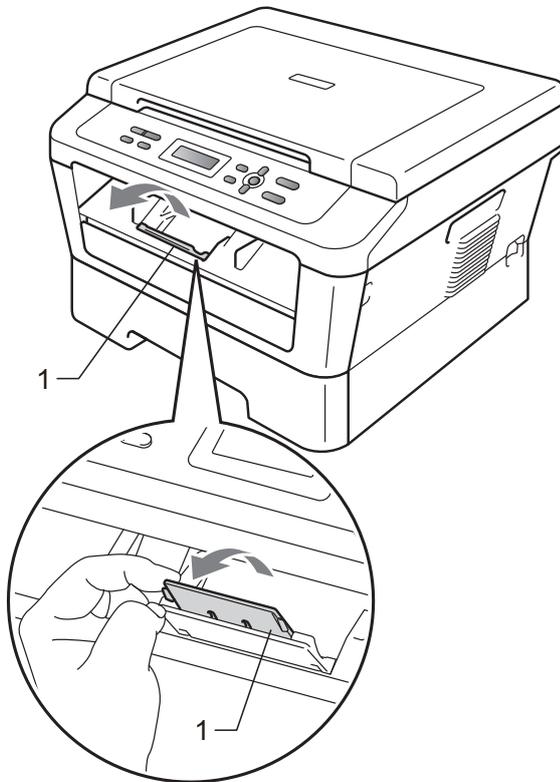
- The side to be printed on must be *face down*.

- The paper guides touch the sides of the paper so it will feed correctly.



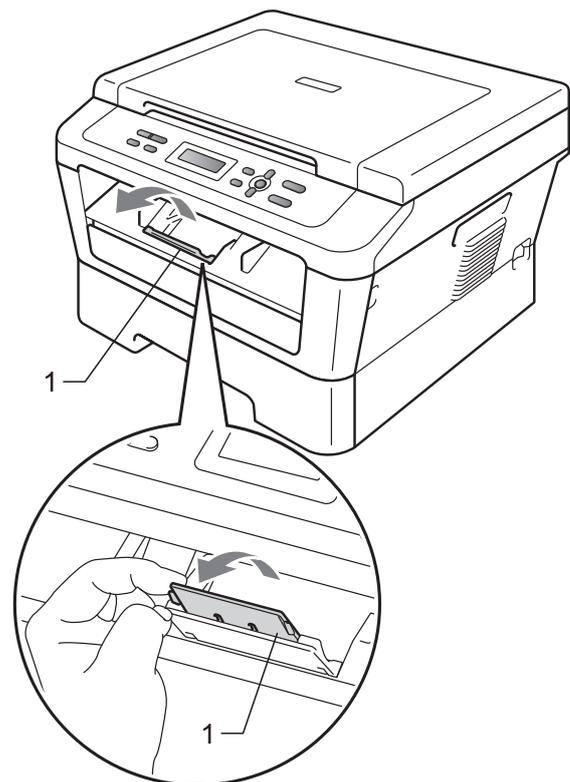
- 5 Put the paper tray firmly back in the machine. Make sure that it is completely inserted into the machine.

- 6 Unfold the support flap (1) to prevent paper from sliding off the face-down output tray.



## Printing on plain paper or recycled paper from the manual feed slot

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



## Loading paper in the manual feed slot

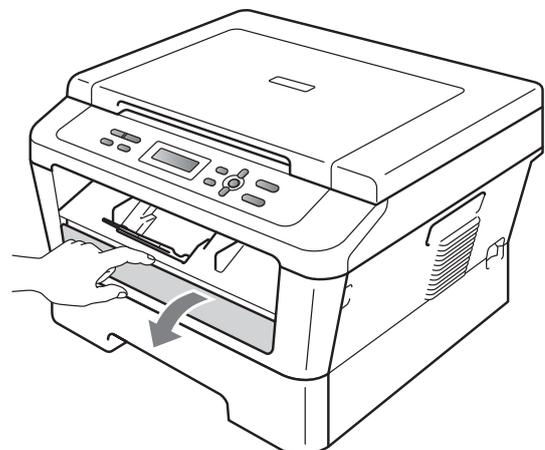
You can load envelopes and special print media one at a time into this slot. Use the manual feed slot to print or copy on labels, envelopes or thicker paper.



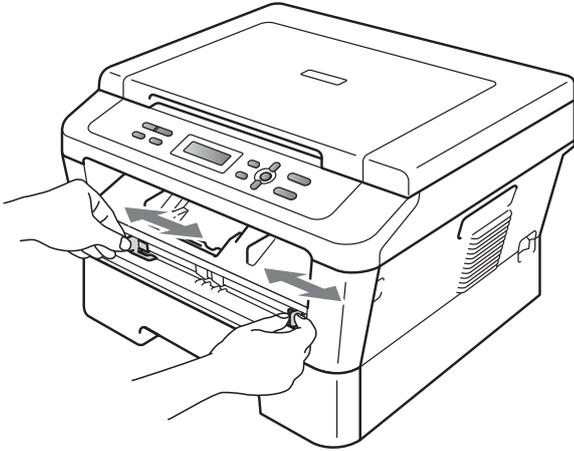
### Note

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

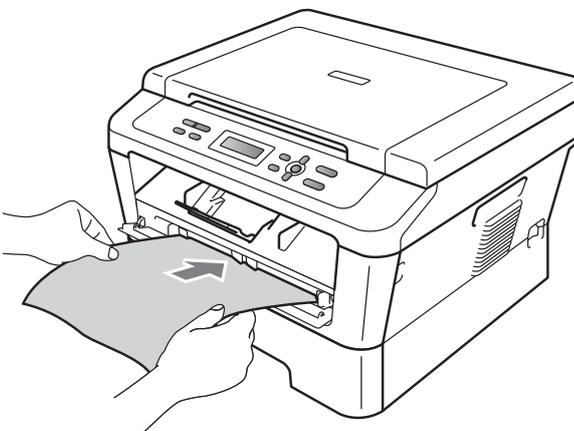
- 2 (For DCP-7060D)  
Open the manual feed slot cover.



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



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



### Printing on thick paper, bond paper, labels, and envelopes

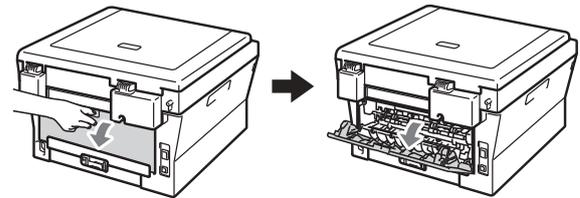
When the back output tray is pulled down, the machine has a straight paper path from the manual feed slot through to the back of the machine. Use this paper feed and output method when you want to print on thick paper, labels or envelopes.



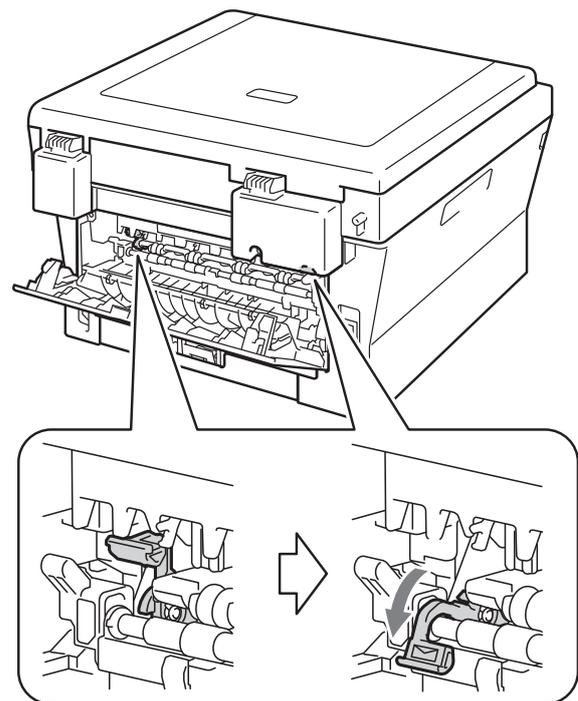
### Note

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

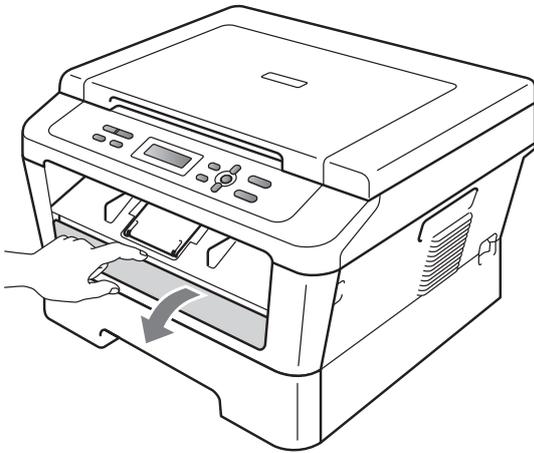
- Open the back cover (back output tray).



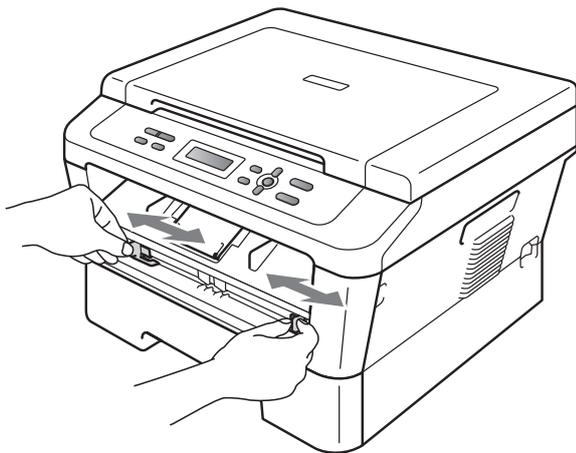
- (For printing envelopes)  
Pull down the two green levers, one on the left-hand side and one on the right-hand side, as shown in the illustration below.



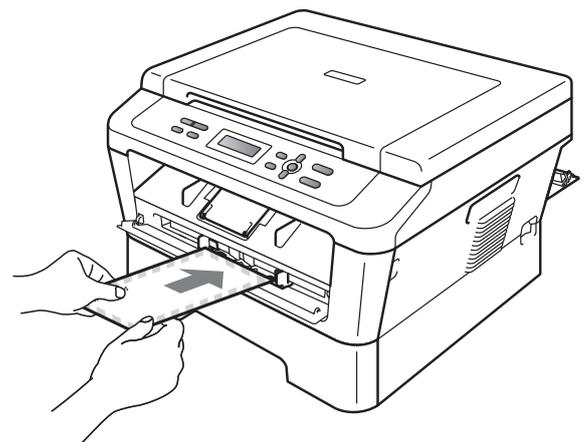
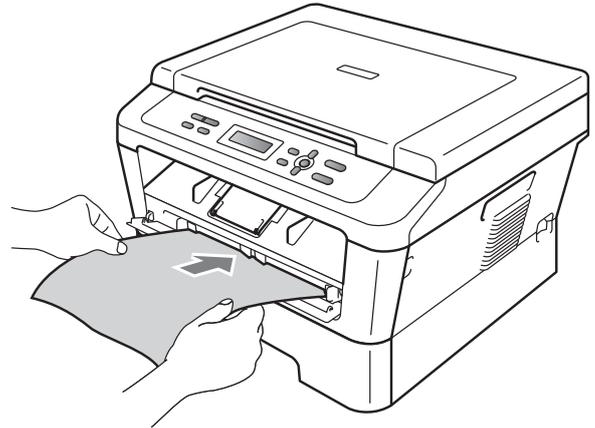
- 3 (For DCP-7060D)  
Open the manual feed slot cover.



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



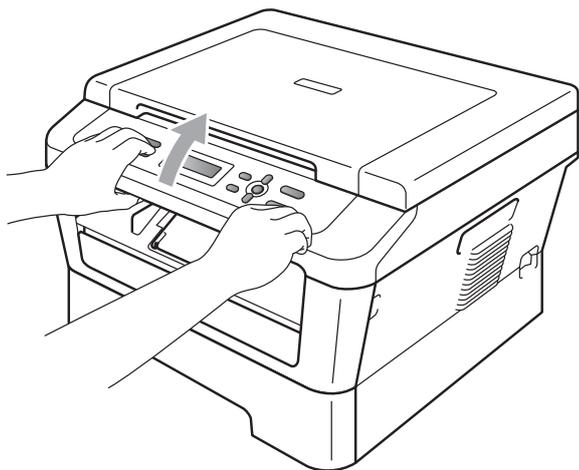
- 5 Using both hands, put one sheet of paper or one envelope in the manual feed slot until the front edge of the paper or envelope touches the paper feed roller. When you feel the machine pull in the paper, let go.



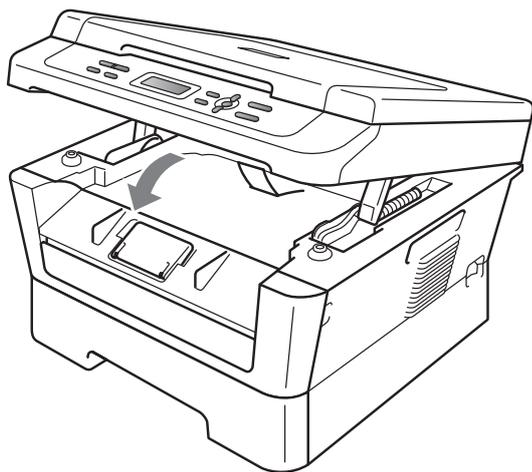
 **Note**

- Put the paper into the manual feed slot with the side to be printed face up.
- Make sure that the print media is straight and in the correct position on the manual feed slot. If it is not, the paper may not be fed correctly, resulting in a skewed printout or a paper jam.
- Do not put more than one sheet of paper in the manual feed slot at any one time, as it may cause a jam.

- If you put any print media in the manual feed slot before the machine is in Ready mode, the print media may be ejected without being printed on.
- To easily remove a small printout from the output tray, lift up the scanner cover by using both hands as shown in the illustration.

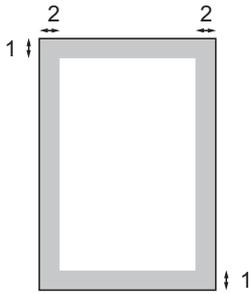


- You can still use the machine while the scanner cover is up. To close the scanner cover, push it down with both hands.



## Unscannable and unprintable areas

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



Usage	Document Size	Top (1) Bottom (1)	Left (2) Right (2)
Copy *a single copy or a 1 in 1 copy	Letter	3 mm	4 mm
	A4	3 mm	3 mm
Scan	Letter	3 mm	3 mm
	A4	3 mm	3 mm
Print	Letter	6 mm	6.35 mm
	A4	6 mm	6.35 mm

# Paper settings

## Paper Type

---

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

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose 1.General Setup.  
Press **OK**.
- 3 Press **▲** or **▼** to choose 1.Paper.  
Press **OK**.
- 4 Press **▲** or **▼** to choose 1.Paper Type.  
Press **OK**.
- 5 Press **▲** or **▼** to choose Thin, Plain, Thick, Thicker, Recycled Paper or Label.  
Press **OK**.
- 6 Press **Stop/Exit**.

- 5 Press **▲** or **▼** to choose A4, Letter, Executive, A5, A5 L, A6, B5, B6, 16K (195x270mm), 16K (184x260mm), 16K (197x273mm).  
Press **OK**.

- 6 Press **Stop/Exit**.

## Paper Size

---

You can use several different sizes of paper for printing copies: A4, Letter, Executive, A5, A5 L, A6, B5, B6, 16K (195x270mm), 16K (184x260mm) or 16K (197x273mm).

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

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose 1.General Setup.  
Press **OK**.
- 3 Press **▲** or **▼** to choose 1.Paper.  
Press **OK**.
- 4 Press **▲** or **▼** to choose 2.Paper Size.  
Press **OK**.

## Acceptable paper and other print media

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

You can use the following types of print media: thin paper, plain paper, thick paper, bond paper, recycled paper, labels or envelopes.

For best results, follow the instructions below:

- DO NOT put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.
- For correct printing, you must choose the same paper size from your software application as the paper in the tray.
- Avoid touching the printed surface of the paper immediately after printing.
- Before you buy a lot of paper, test a small quantity to make sure the paper is suitable.

## Recommended paper and print media

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

Paper Type	Item
Plain paper	APP Blue Flagship 70 g/m <sup>2</sup>
	APP Gold Flagship 80 g/m <sup>2</sup>
	Advanced Agro Double A 80 g/m <sup>2</sup>

## Type and size of paper

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

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

Tray and optional unit	Name
Standard paper tray	Tray 1
Manual feed slot	Manual

## Paper capacity of the paper trays

	Paper size	Paper type	No. of sheets
Paper Tray (Tray 1)	A4, Letter, Executive, A5, A5 (Long Edge), A6, B5, B6, 16K(195x270mm), 16K(184x260mm), 16K(197x273mm)	Plain paper, Thin paper and Recycled paper	up to 250 [80 g/m <sup>2</sup> ]
Manual feed slot (Manual)	Width: 76.2 to 216 mm Length: 116 to 406.4 mm	Plain paper, Thin paper, Thick paper, Thicker paper, Bond paper, Recycled paper, Envelopes and Labels	Single sheet [80 g/m <sup>2</sup> ]

## Recommended paper specifications

The following paper specifications are suitable for this machine.

Basis weight	70-90 g/m <sup>2</sup>
Thickness	80-110 μm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm <sup>3</sup> /100
Grain direction	Long grain
Volume resistivity	10e <sup>9</sup> -10e <sup>11</sup> ohm
Surface resistivity	10e <sup>9</sup> -10e <sup>12</sup> ohm-cm
Filler	CaCO <sub>3</sub> (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Use paper made for plain paper copying.
- Use paper that is 70 to 90 g/m<sup>2</sup>.
- 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 temperature of the machine's fusing process 392 degrees Fahrenheit (200 degrees centigrade).

- If you use bond paper, paper that has a rough surface or paper that is wrinkled or creased, the paper may exhibit degraded performance.

### Types of paper to avoid

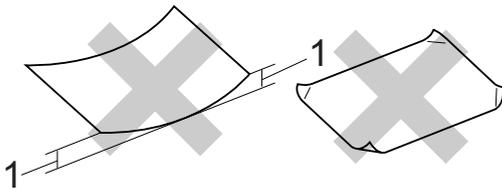
#### ! IMPORTANT

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

DO NOT use paper:

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

- that is curled or warped



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

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

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

## Envelopes

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

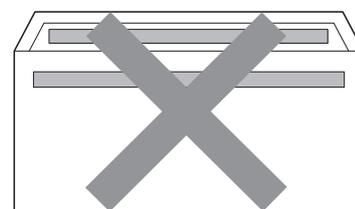
Envelopes can be fed from manual feed slot one at a time. We recommend that you print a test envelope to make sure the print results are what you want before you print or purchase a large quantity of envelopes.

## Types of envelopes to avoid

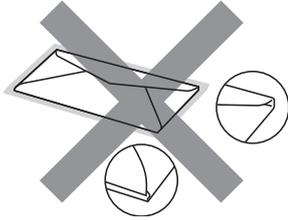
### ! IMPORTANT

DO NOT use envelopes:

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



- with double flaps
- with each side folded as shown in 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.

## Labels

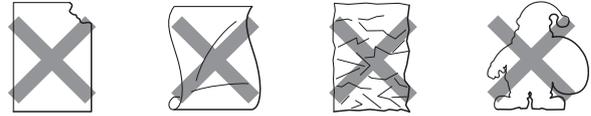
The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label 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 degrees Fahrenheit (200 degrees centigrade) for a period of 0.1 seconds.

Do not feed a label sheet through the machine more than one time.

## Types of labels to avoid

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



## ! IMPORTANT

- DO NOT feed part used label sheets. The exposed carrier sheet will damage your machine.
- 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.
- DO NOT insert labels that have previously been used, or have any labels missing from the sheet.

# 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.

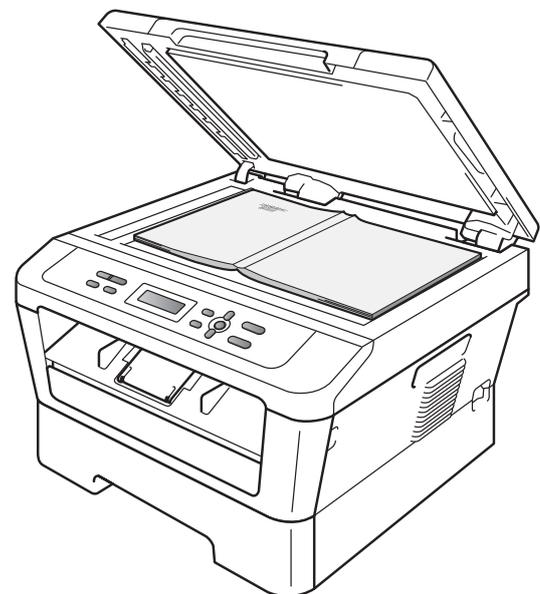
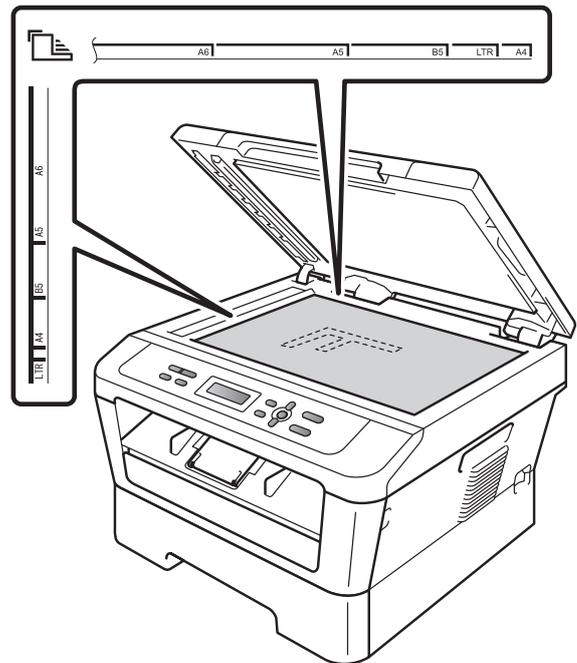
### Document Sizes Supported

Length:	Up to 297.0 mm
Width:	Up to 215.9 mm
Weight:	Up to 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 or press on the cover.

# 4

## Making copies

### How to copy

The following steps show the basic copy operation. For details about each option, see the *Advanced User's Guide* on the CD-ROM.



Stack Copies:01  
100% [ ] [ ] [ ] [ ] Auto

- 1 Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 19.)
- 2 If you make a single copy, press **Start**. If you make multiple copies, do the following:
  - Press or hold ▲ or ▼ to increase or decrease the number of copies and press **Start**.

### Stop copying

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

### Copy settings

You can change the following copy settings:  
Press **Menu**, **Options** or **2 in 1 (ID) Copy** and then press ▲ or ▼ to scroll through the copy settings. When the setting you want is displayed, press **OK**.

For details about changing the copy settings, see *Copy settings* in *Chapter 2* of the *Advanced User's Guide*.

You can change the following copy settings:

- Text & Graph
- Enlarge/Reduce
- Quality
- Brightness
- Contrast
- Page Layout
- Duplex<sup>1</sup>

<sup>1</sup> For DCP-7060D

## Printing a document

The machine can receive data from your computer and print it. To print from a computer, install the printer driver. (See *Printing for Windows*<sup>®</sup> or *Printing and Faxing* for Macintosh in the *Software User's Guide* for the details about the print settings.)

- 1 Install the Brother printer driver on the Installation CD-ROM. (See the *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**.
- 4 Choose the settings you want in the **Properties** dialog box.
  - **Paper Size**
  - **Orientation**
  - **Copies**
  - **Media Type**
  - **Resolution**
  - **Print Settings**
  - **Multiple Page**
  - **Duplex / Booklet**<sup>1</sup>
  - **Paper Source**
- 5 Click **OK** to begin printing.

<sup>1</sup> For DCP-7060D

# 6

## How to scan to a computer

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

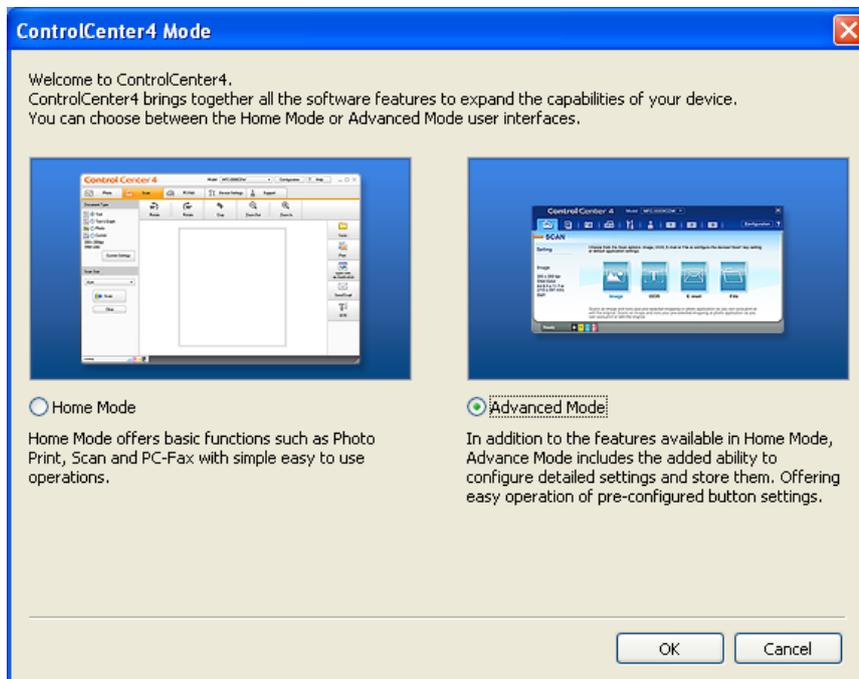
(For Macintosh users) See *Scanning* in the *Software User's Guide*.

#### Note

- The screens on your PC may vary depending on your model.
- The illustrations in this chapter are based on "**Advanced Mode**" interface.

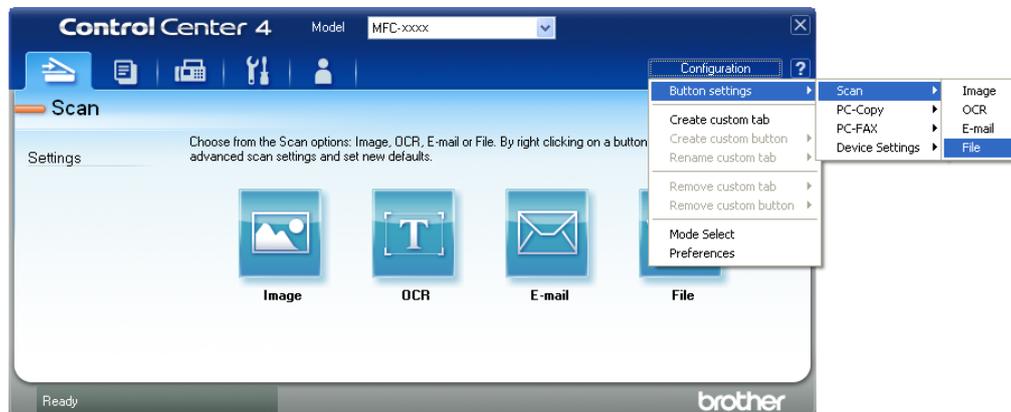
ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications. You can use ControlCenter4 on your computer.

- 1 Load your document. (See *How to load documents* on page 19.)
- 2 Open ControlCenter4 by clicking **start/All Programs/Brother/XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
- 3 Choose **Home Mode** or **Advanced Mode** before you use ControlCenter4.

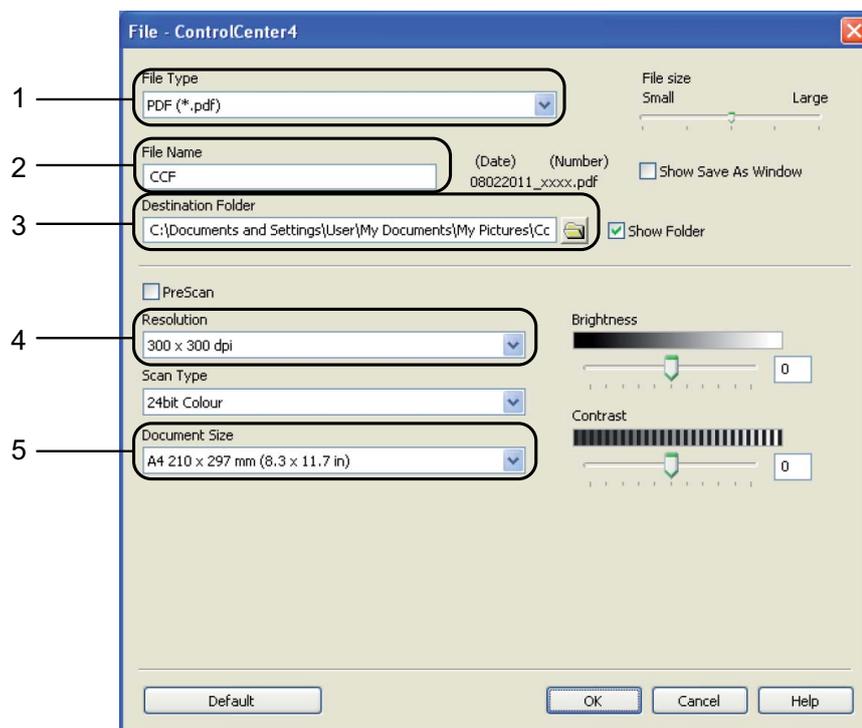


- 4 Make sure the machine you want to use is selected from the **Model** pull-down list.

- 5 Set the file type for saving to a folder. By default, the scanned data is saved as **JPEG (\*.jpg)**. Click **Configuration**, and then select **Button settings**, **Scan** and **File**.



The configuration dialog box appears. You can change the default settings.



- 1 Choose **PDF (\*.pdf)** from the **File Type** pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  **Browse** button.
- 4 You can choose a scanning resolution from the **Resolution** pull-down list.
- 5 You can choose the document size from the pull-down list.

- 6 Click **OK**.

- 7 Click **File**.  
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.



# Changing the SCAN key settings

## Before scanning

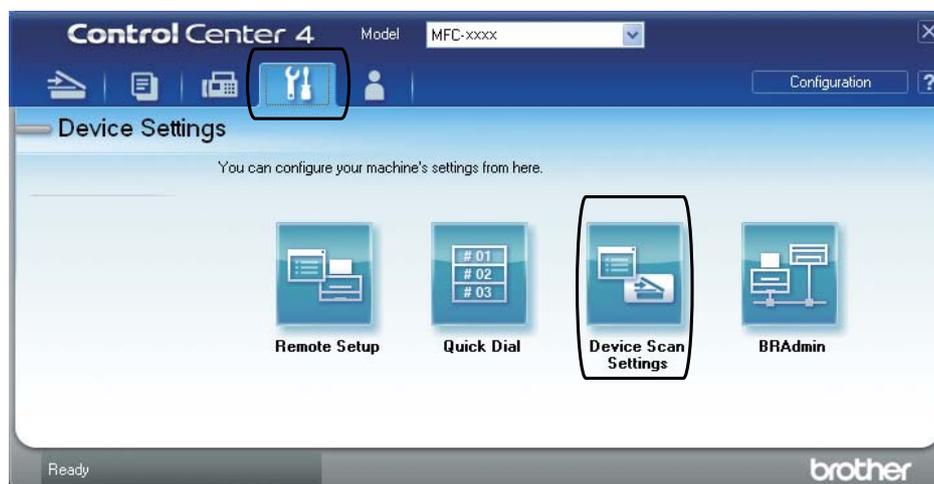
To use the machine as a scanner, install a scanner driver. If the machine is on a network, configure it with a TCP/IP address.

- Install the MFL-Pro Suit (including scanner drivers) on the Installation CD-ROM. (See the *Quick Setup Guide*.)
- Configure the machine with a TCP/IP address if network scanning does not work. (See *Configuring Network Scanning* in the *Software User's Guide*.)

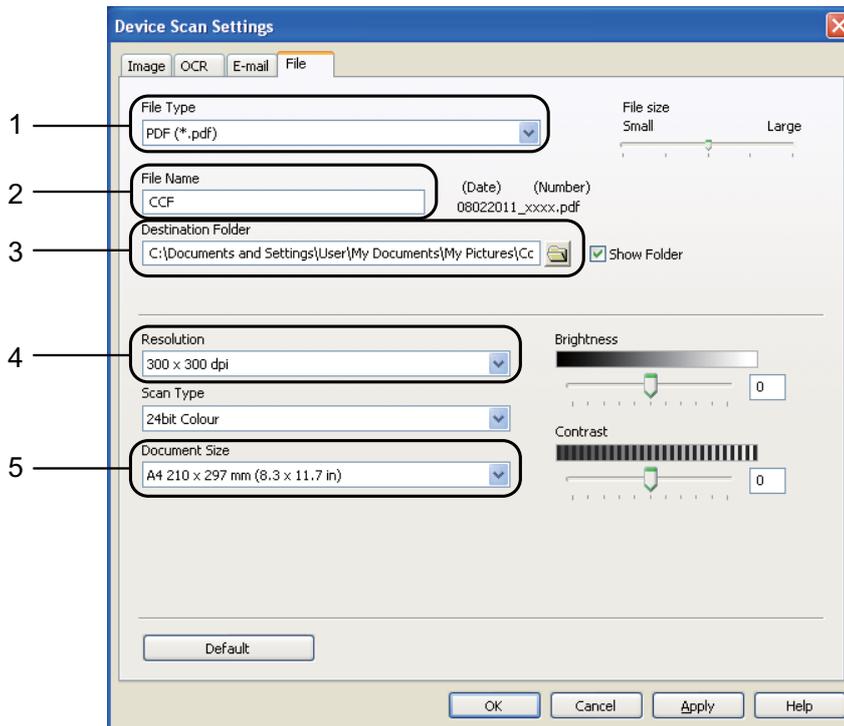
## SCAN key settings

You can change your machine's **SCAN** key settings using ControlCenter4.

- 1 Open ControlCenter4 by clicking **start/All Programs/Brother/XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
- 2 Make sure the machine you want to use is selected from the **Model** pull-down list.
- 3 Click the **Device Settings** tab.
- 4 Click **Device Scan Settings**.



- 5 Choose the **File** tab. You can change the default settings.



- 1 You can choose the file type from the pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  **Browse** button.
- 4 You can choose a scanning resolution from the **Resolution** pull-down list.
- 5 You can choose the document size from the pull-down list.

- 6 Click **OK**.

## Scanning using the SCAN key

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- 1 Load your document. (See *How to load documents* on page 19.)
- 2 Press  (**SCAN**).
- 3 Press ▲ or ▼ to choose `scan to PC`.  
Press **OK**.
- 4 Press ▲ or ▼ to choose `File`.  
Press **OK**.
- 5 (For Network users)  
Press ▲ or ▼ to choose the destination computer you want to send to.  
Press **OK**.  
If the LCD prompts you to enter a PIN number, enter the 4-digit PIN number for the destination computer using the dial pad on the control panel.  
Press **OK**.
- 6 Press **Start**.  
The machine starts the scanning process.



### Note

---

Choose the scan mode you want.

Scan to:

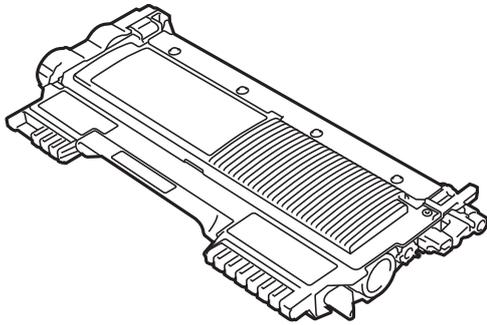
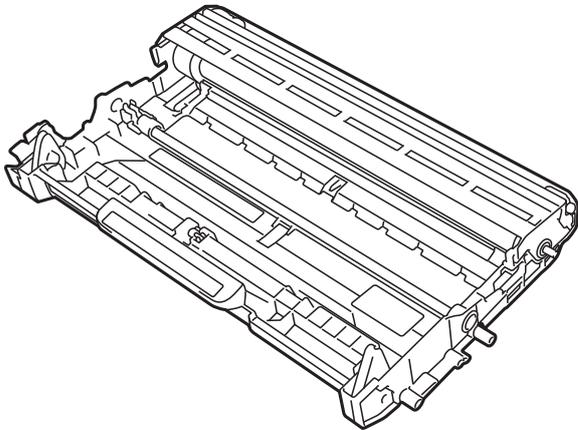
- `E-mail` (Scan to PC)
  - `Image` (Scan to PC)
  - `OCR` (Scan to PC)
  - `File` (Scan to PC)
-

# A

## Routine maintenance

### Replacing the consumable items

The machine will indicate when it is time to replace the consumable items. (See *Replacing the toner cartridge* on page 29 and *Replacing the drum unit* on page 35.) To avoid any inconvenience, you may want to buy spare consumable items before the machine stops printing.

Consumable Items	Model Name	Applicable Models	
<b>Toner cartridge</b> See <i>Replacing the toner cartridge</i> on page 29.	TN-2015	DCP-7055	
	TN-2215	DCP-7060D	
	TN-2225	DCP-7060D	
<b>Drum unit</b> See <i>Replacing the drum unit</i> on page 35.	DR-2245	DCP-7055	
	DR-2250	DCP-7060D	

#### Note

- Discard used consumable items according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office. Be sure to reseal the consumable items tightly so that the material inside does not spill.
- We recommend placing used consumable items on a piece of paper to prevent accidentally spilling or scattering the material inside.
- If you use paper that is not a direct equivalent for the recommended paper, the life of consumable items and machine parts may be reduced.
- The projected life of the toner cartridges is based on ISO/IEC 19752. Frequency of replacement will vary depending on the complexity of printed pages, percentage of coverage and type of media used.

## Replacing the toner cartridge

Model Name: For the model name of toner cartridges, see *Replacing the consumable items* on page 28.

The Standard toner cartridge can print approximately 700 pages (TN-2015) or 1,200 pages (TN-2215)<sup>1</sup>. The High Yield toner cartridge (For DCP-7060D) can print approximately 2,600 pages<sup>1</sup>. Actual page count will vary depending on your average type of document. When a toner cartridge is running low, the LCD shows `Toner Low`.

The toner cartridge that comes supplied with the machine is a Standard toner cartridge.

<sup>1</sup> Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

### ! IMPORTANT

Brother machines are designed to work with toner of a particular specification and will work to a level of optimum performance when used with genuine Brother Original toner cartridges. Brother cannot guarantee this optimum performance if toner or toner cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than genuine Brother Original cartridges with this machine, or the refilling of empty cartridges with toner from other sources. If damage is caused to the drum unit or other part of this machine as a result of the use of toner or toner cartridges other than genuine Brother Original products due to the incompatibility or lack of suitability of those products with this machine, any repairs required as a result may not be covered by the warranty.

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### Note

- It is a good idea to keep a new toner cartridge ready for use when you see the `Toner Low` warning.
- To ensure high quality printing, we recommend that you use only Brother Original toner cartridges. When you want to buy toner cartridges, please call your Brother dealer.
- We recommend that you clean the machine when you replace the toner cartridge. See *Cleaning the machine* on page 40.
- If you change the print density setting for lighter or darker printing, the amount of toner used will change.
- Wait to unpack the toner cartridge until immediately before you put it into the machine.

## Toner Low

Toner Low

If the LCD shows `Toner Low`, buy a new toner cartridge and have it ready before you get a `Replace Toner` message.

## Replace Toner

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

Replace Toner

The machine will stop printing until you replace the toner cartridge. A new and unused original Brother toner cartridge will reset the `Replace Toner` mode.



### Note

To force the machine to continue printing after the LCD shows `Replace Toner`, set the machine to `Continue` mode (Press **Menu**, press **▲** or **▼** to choose `1.General Setup` and press **OK**, press **▲** or **▼** to choose `4.Replace Toner` and press **OK**, press **▲** or **▼** to choose `Continue` and press **OK**.) The machine will continue printing until the LCD shows `Toner Ended`. (For details about the Toner settings, see *Toner Settings* in *Chapter 1* of the *Advanced User's Guide*.)

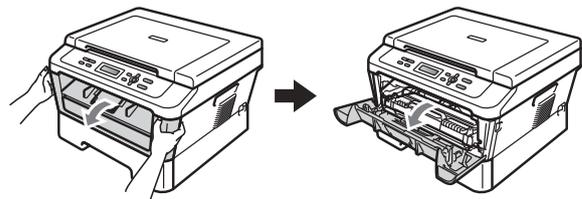
## Toner Ended

Toner Ended

The machine stops printing until you replace the toner cartridge with a new one. (See *Replacing the toner cartridge* on page 30.)

## Replacing the toner cartridge

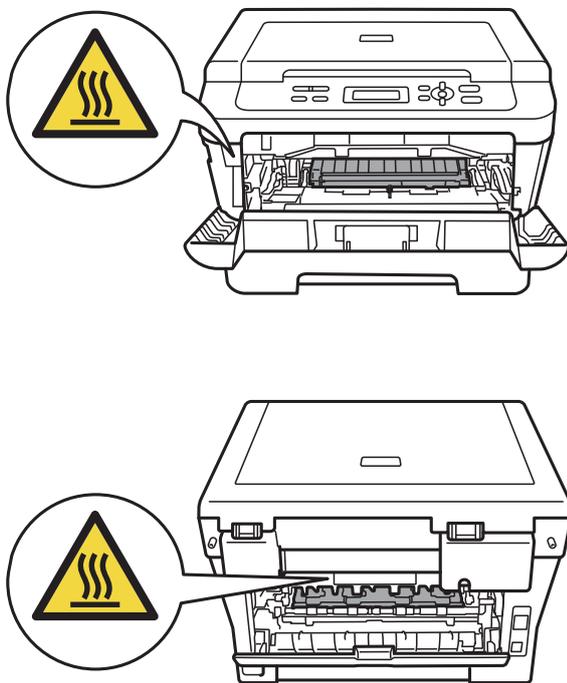
- 1 Make sure that the machine is turned on.
- 2 Open the front cover and leave the machine turned on for 10 minutes to cool down.



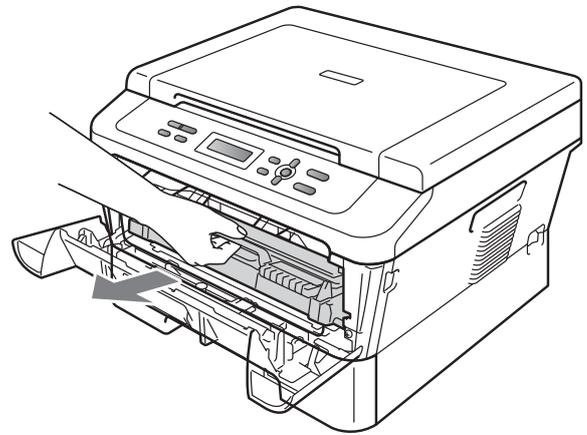
**⚠ CAUTION**

**🔥 HOT SURFACE**

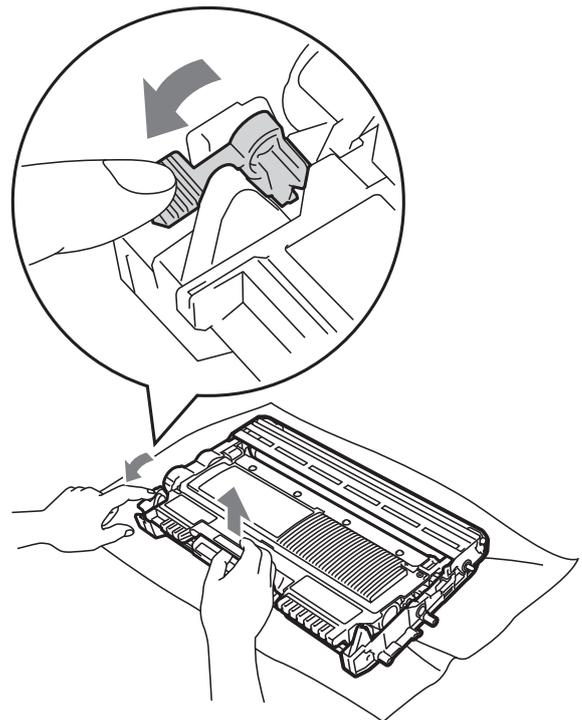
After you have just used the machine, some internal parts of the machine will be extremely hot. When you open the front or back cover (back output tray) of the machine, DO NOT touch the shaded parts shown in the illustration. If you do this, you may burn yourself.



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



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



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## ⚠ WARNING

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

DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray or any type of flammable substance to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock.

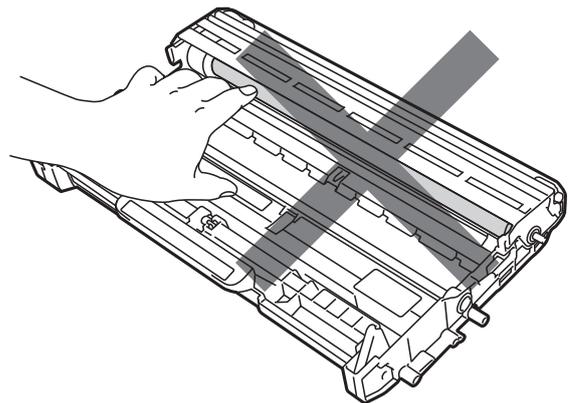
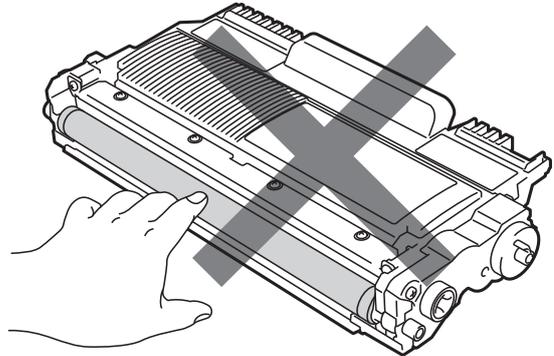
See *To use the product safely* in the *Safety and Legal booklet* for how to clean the machine.



Be careful not to inhale toner.

## ⚠ IMPORTANT

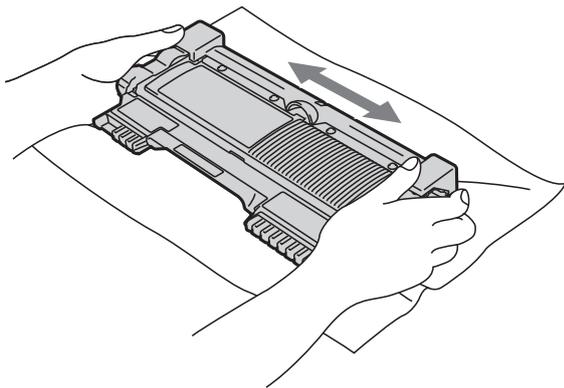
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustration.



### Note

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

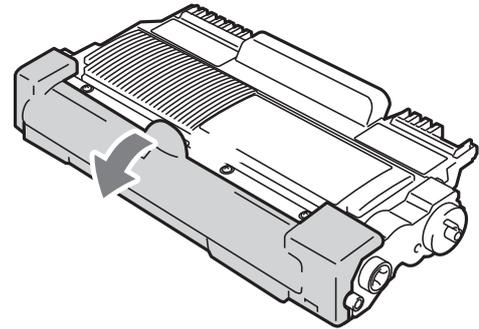
- 5** Unpack the new toner cartridge. Hold the cartridge level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.



### IMPORTANT

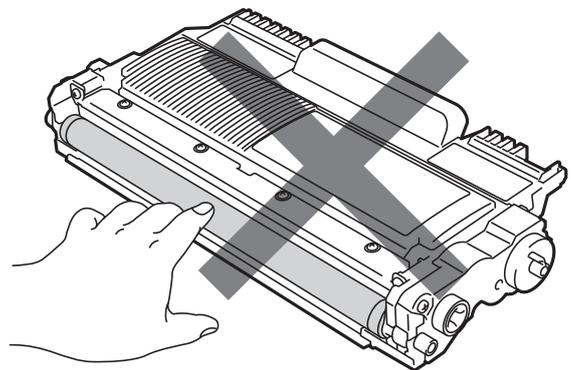
Unpack the toner cartridge just before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.

- 6** Pull off the protective cover.



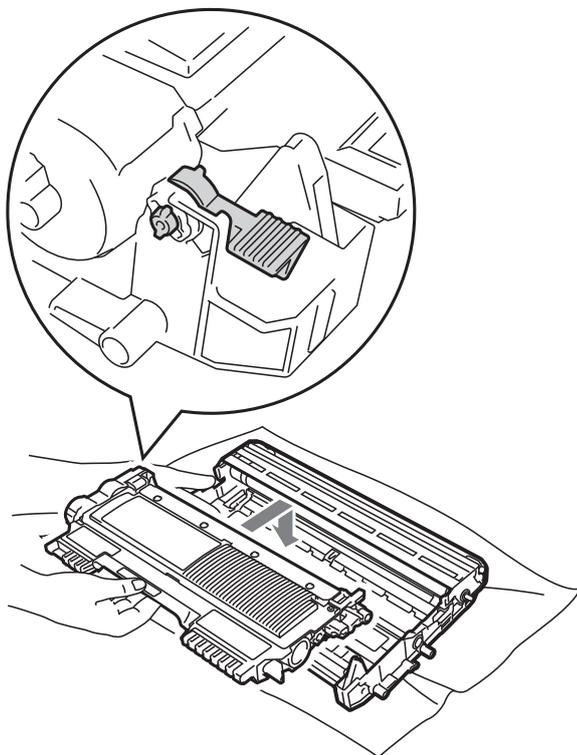
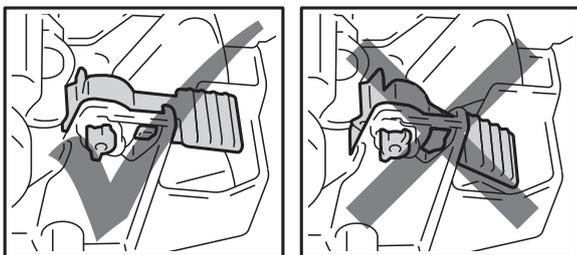
### IMPORTANT

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

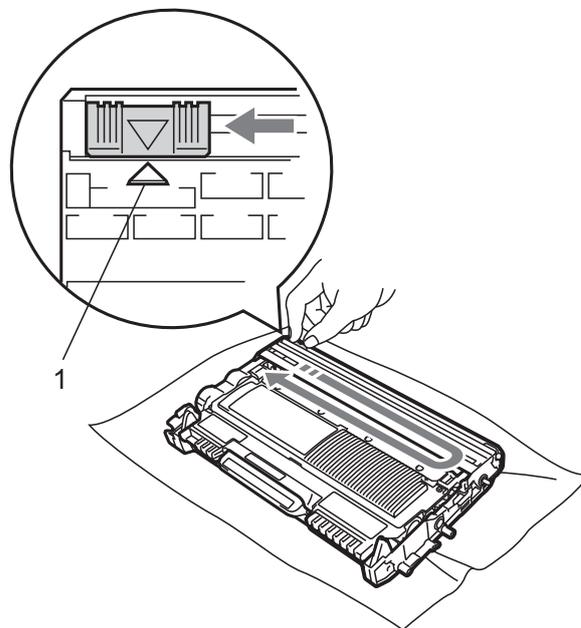


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- 7 Put the new toner cartridge firmly into the drum unit so that it locks into place. If you put it in correctly, the green lock lever will lift automatically.



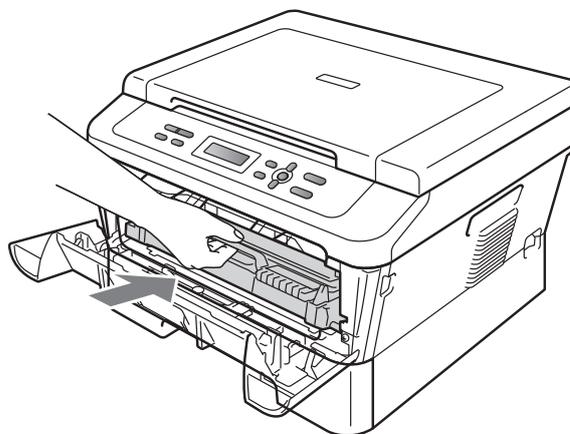
- 8 Clean the primary corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



#### Note

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

- 9 Put the drum unit and toner cartridge assembly back into the machine. Close the front cover.



**Note**

After replacing the toner cartridge, DO NOT turn off the machine's power switch or open the front cover until the LCD returns to Ready mode.

## Replacing the drum unit

Model name:

DR-2245 (For DCP-7055)

DR-2250 (For DCP-7060D)

A new drum unit can print approximately 12,000 A4 or Letter size single-sided pages.

### ! IMPORTANT

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

### Drum Error

Drum Error

The corona wire has become dirty. Clean the corona wire in the drum unit. (See *Cleaning the corona wire* on page 42.)

If you cleaned the corona wire and Drum Error was not cleared, replace the drum unit with a new one.

### Replace Drum

Replace Drum

Please replace the drum unit with a new one. We recommend a genuine Brother Original drum unit be installed at this time.

After replacement, reset the drum counter by following the instructions included with the new drum unit.

### Drum Stop

Drum Stop

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

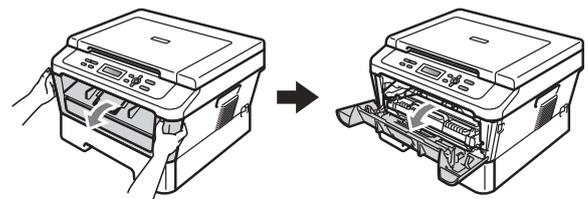
After replacement, reset the drum counter by following the instructions included with the new drum unit.

### Replacing the drum unit

### ! IMPORTANT

- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- Every time you replace the drum unit, clean the inside of the machine. (See *Cleaning the machine* on page 40.)

- 1 Make sure that the machine is turned on.
- 2 Open the front cover and leave the machine turned on for 10 minutes to cool down.

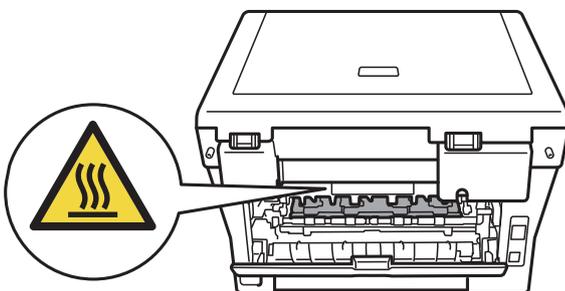
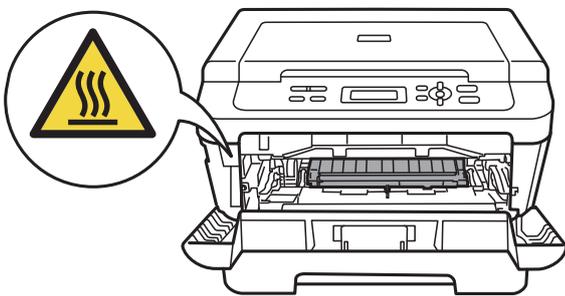


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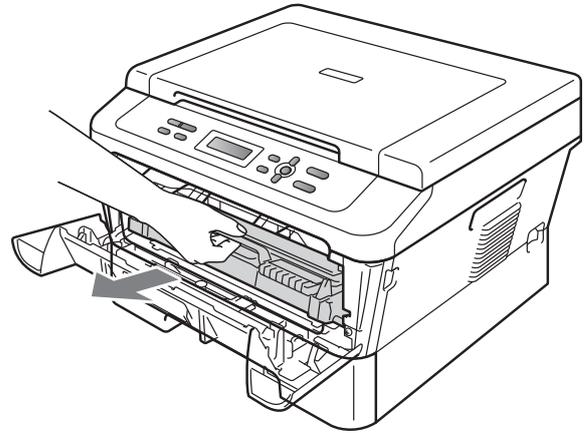
## ⚠ CAUTION

### 🔥 HOT SURFACE

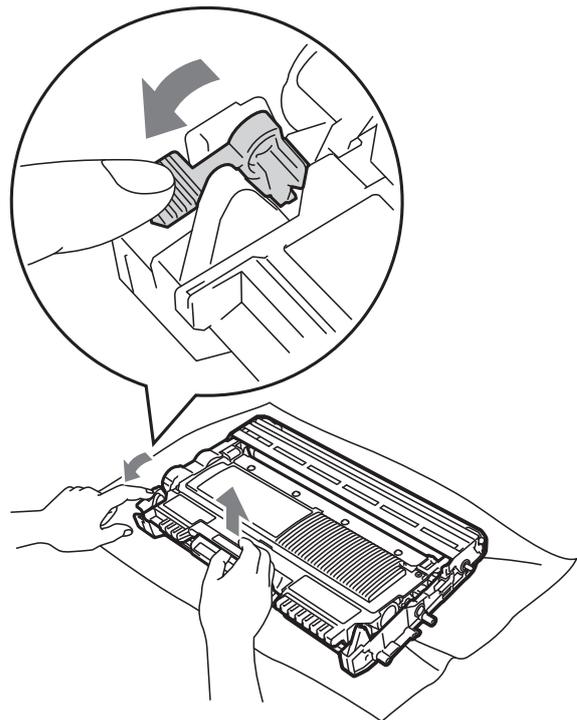
After you have just used the machine, some internal parts of the machine will be extremely hot. When you open the front or back cover (back output tray) of the machine, DO NOT touch the shaded parts shown in the illustration. If you do this, you may burn yourself.



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



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



## ⚠ WARNING

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

DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray, or any type of flammable substance to clean the outside or inside of the machine. Doing this may cause a fire or electrical shock.

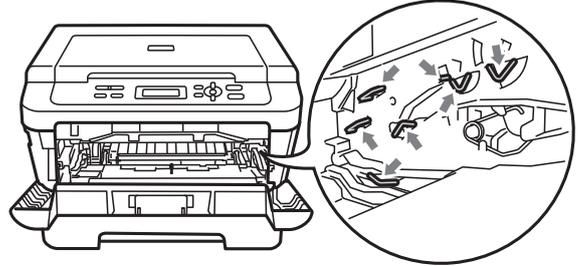
See *To use the product safely* in the *Safety and Legal booklet* for how to clean the machine.



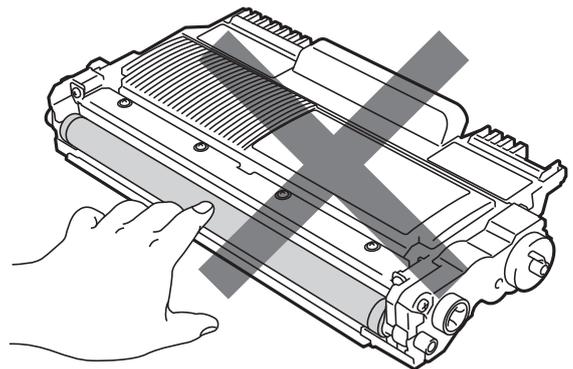
Be careful not to inhale toner.

## ⚠ IMPORTANT

- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



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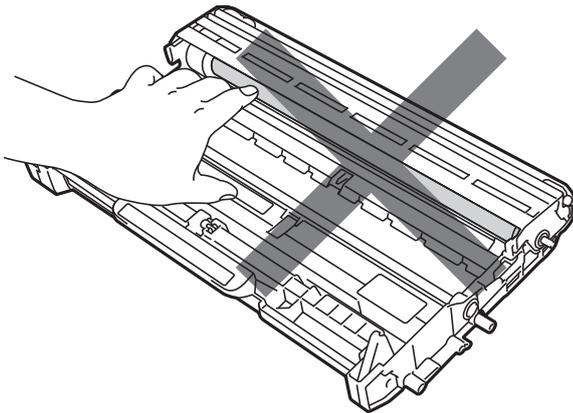
 **Note**

If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office. Be sure to reseal the consumable items tightly so that the material inside does not spill.

**5** Unpack the new drum unit.

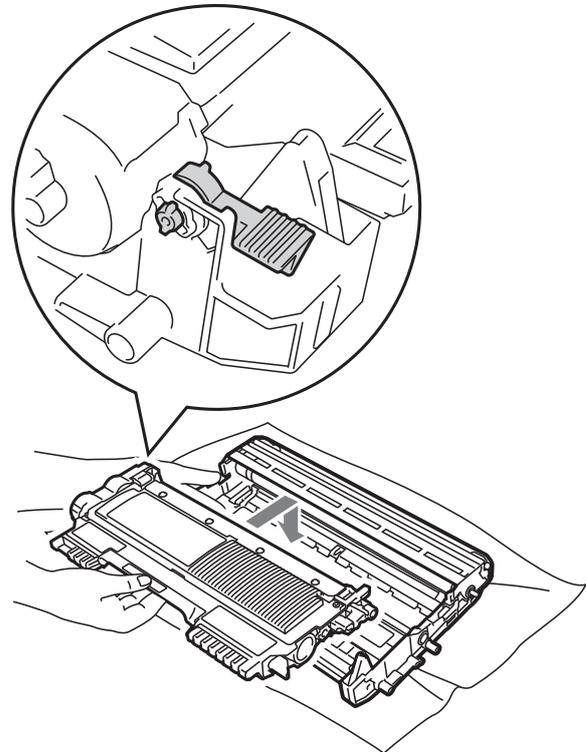
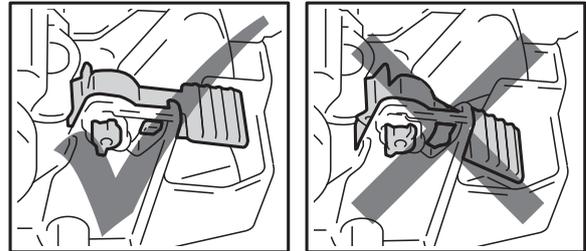
**! IMPORTANT**

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



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

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



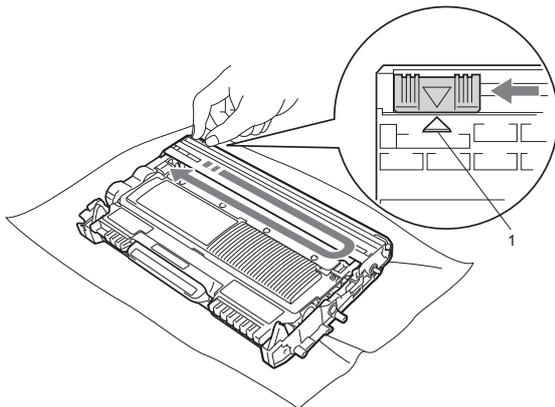
 **Note**

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

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

### ⚠ CAUTION

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



- 8 Put the new drum unit and toner cartridge assembly in the machine.

### Resetting the drum counter

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

- 1 Open the front cover and press **Clear**. To confirm you are installing a new drum, press ▲.
- 2 When the LCD shows *Accepted*, close the front cover.

## Cleaning the machine

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

### WARNING

DO NOT use any flammable substances, spray or organic solvent/liquids containing alcohol/ammonia to clean the outside or inside of the machine. Doing this may cause a fire or electrical shock. See *To use the product safely* in the *Safety and Legal booklet* for how to clean the machine.



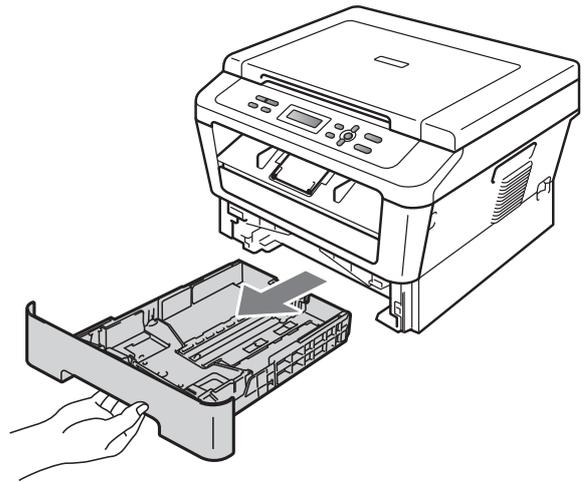
Be careful not to inhale toner.

### IMPORTANT

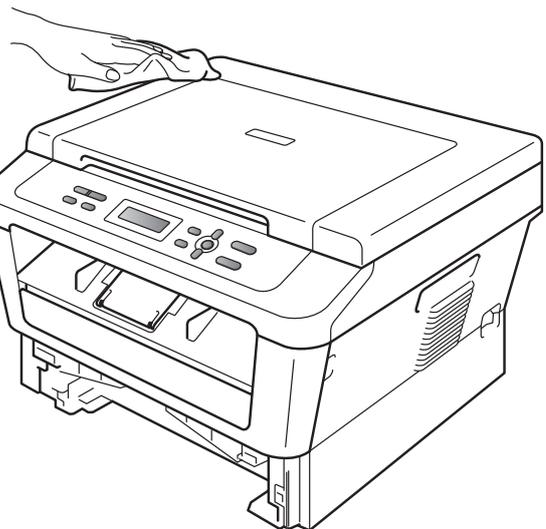
Use neutral detergents. Cleaning with volatile liquids such as thinner or benzine will damage the surface of the machine.

## Cleaning the outside of the machine

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

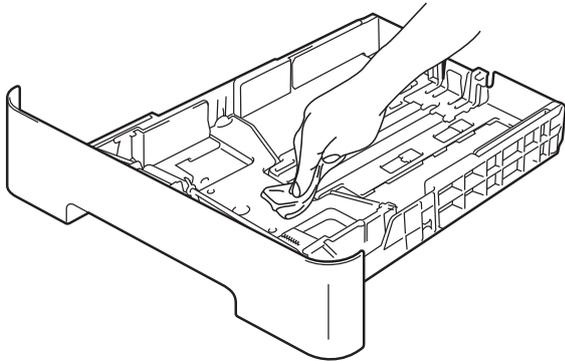


- 3 Wipe the outside of the machine with a dry, lint-free soft cloth to remove dust.



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

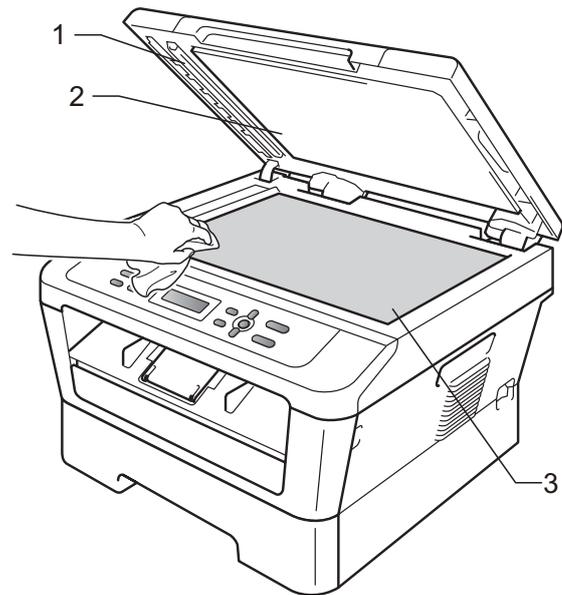
- 5 Wipe the inside and the outside of the paper tray with a dry, lint-free soft cloth to remove dust.



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

## Cleaning the scanner glass

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



### Note

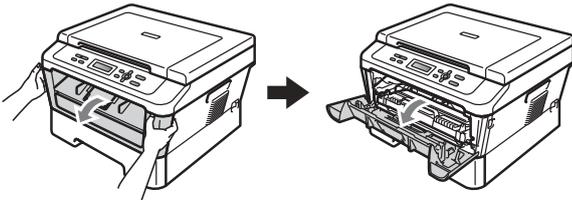
In addition to cleaning the scanner glass and glass strip with a soft lint-free cloth moistened with water, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning process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

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

## Cleaning the corona wire

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

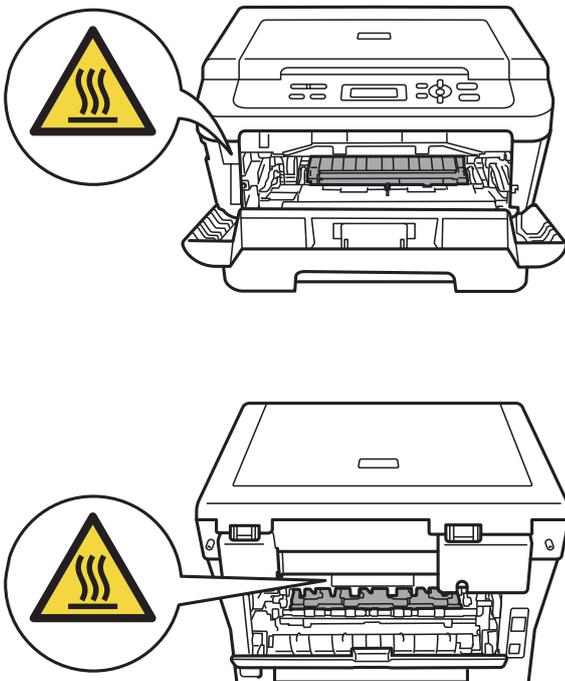
- 1 Open the front cover and leave the machine turned on for 10 minutes to cool down.



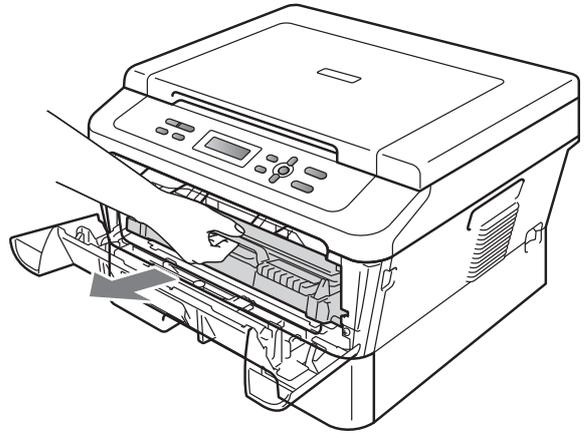
### ⚠ WARNING

#### 🔥 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.



- 2 Slowly take out the drum unit and toner cartridge assembly.

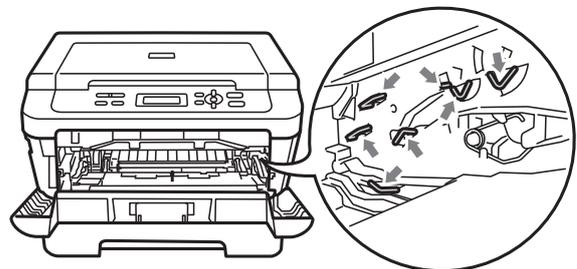


### ⚠ CAUTION

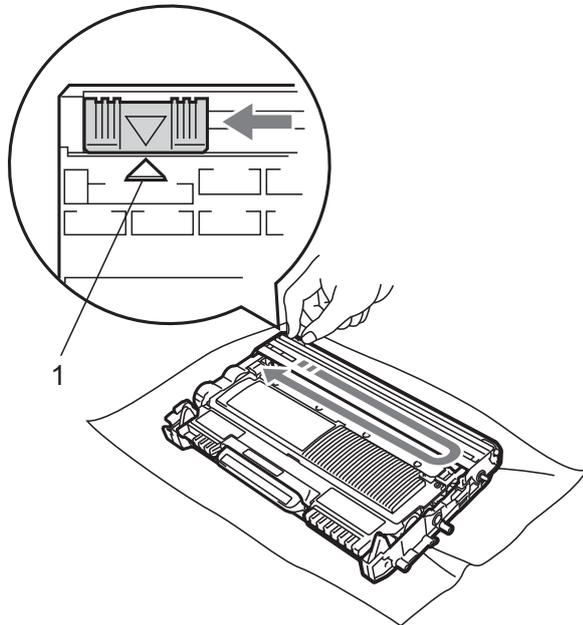
We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

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

To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in the illustration.



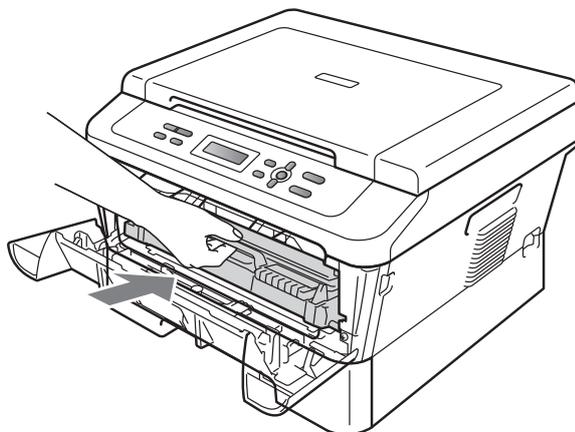
- 3 Clean the corona wire inside the drum unit by gently sliding the green tab from right to left and left to right several times.



#### Note

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

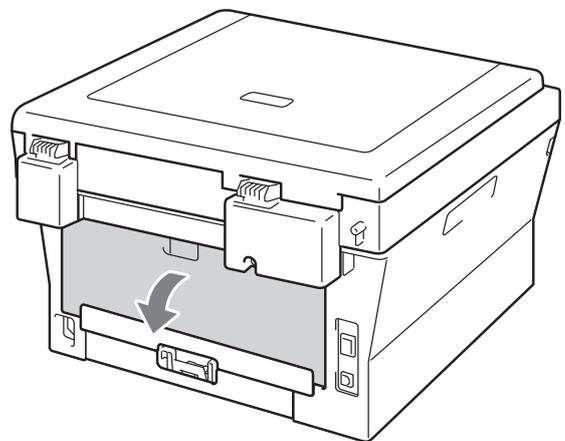
- 4 Put the drum unit and toner cartridge assembly back into the machine. Close the front cover.



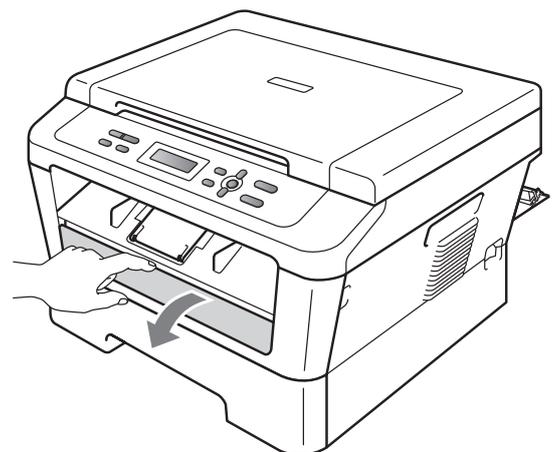
## Cleaning the drum unit

If you have print quality problems, the drum may have foreign material, such as glue from a label stuck on the drum surface. Follow the steps below to solve the problem.

- 1 Prepare blank A4 or Letter size paper.
- 2 Make sure the machine is in Ready mode.
- 3 Open the back cover (face-up output tray).



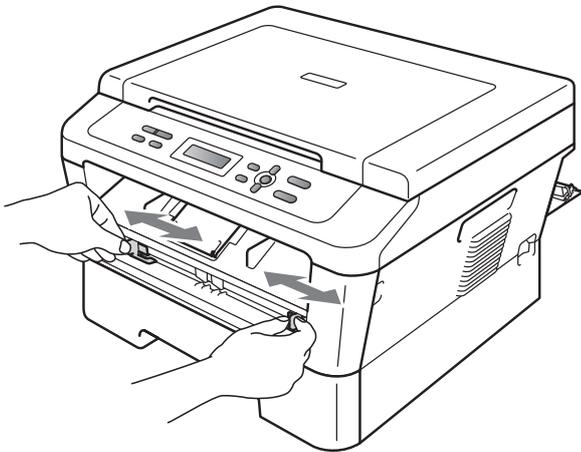
- 4 Open the manual feed slot cover.



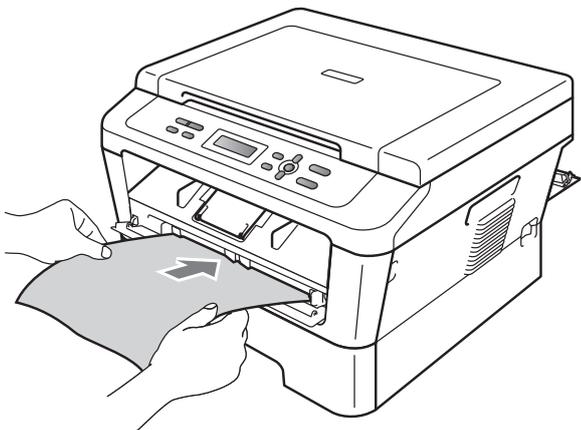
- 5 Press **Clear** and **Menu** at the same time. The **Drum Cleaning** message will appear on the LCD.

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



- 7 Using both hands, put one piece of A4 or Letter size paper in the manual feed slot until the top edge of the paper touches the paper feed roller. When you feel the machine pull in the paper, let go. The machine will start the Drum Cleaning process.



#### Note

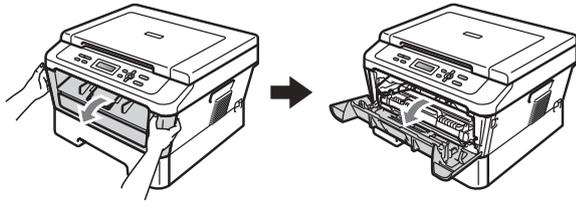
- The machine makes a mechanical noise during the Drum Cleaning process because the machine rotates the OPC drum in reverse. This noise is not due to a malfunction of the machine.
- DO NOT put more than one sheet of paper in the manual feed slot at any one time, as it may cause a jam.

- If the paper in the manual feed slot is other than A4 or Letter size, the machine will stop the Drum Cleaning process and eject the paper.
- Make sure that the paper is straight and in the correct position in the manual feed slot. If it is not, it may not be fed correctly, resulting in a paper jam.
- DO NOT close the back cover (face-up output tray) during the Drum Cleaning process. The machine will stop the Drum Cleaning process and eject the paper. It may cause a jam.
- If the machine receives a print job before you put one piece of paper in the manual feed slot, the machine stops the Drum Cleaning process and print the print job.

- 8 When the machine has finished cleaning, the machine returns to the Ready mode.
- 9 Repeat steps 5 to 8 two more times using a new blank sheet of paper each time. Upon completion please discard the used paper.

If the problem is not solved yet, follow the steps below.

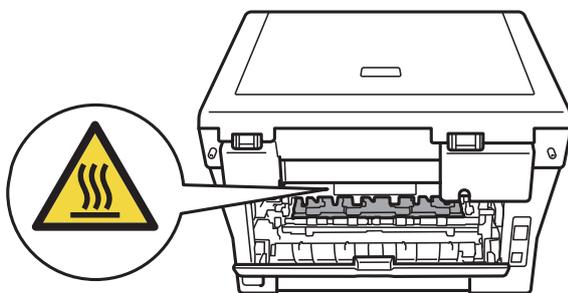
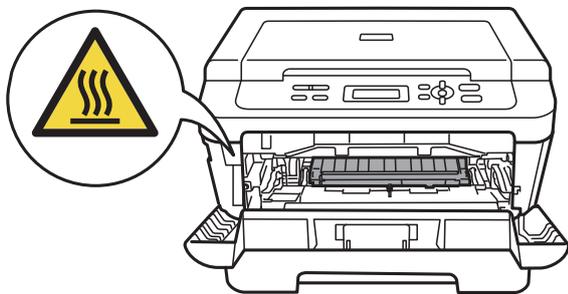
- 1 Open the front cover and leave the machine turned on for 10 minutes to cool down.



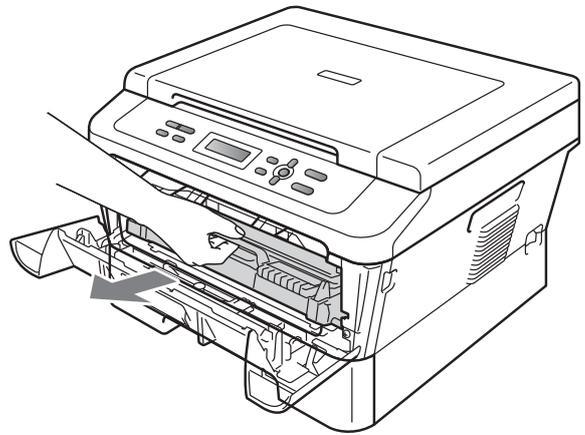
## ⚠ WARNING

### 🔥 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.



- 2 Slowly take out the drum unit and toner cartridge assembly.

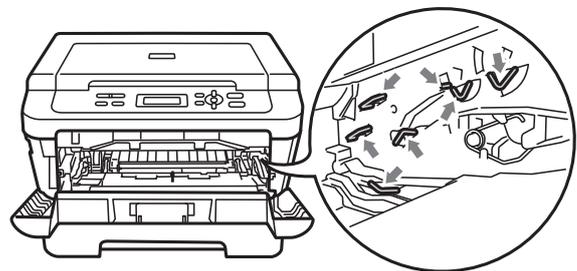


## ⚠ CAUTION

We recommend that you put the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

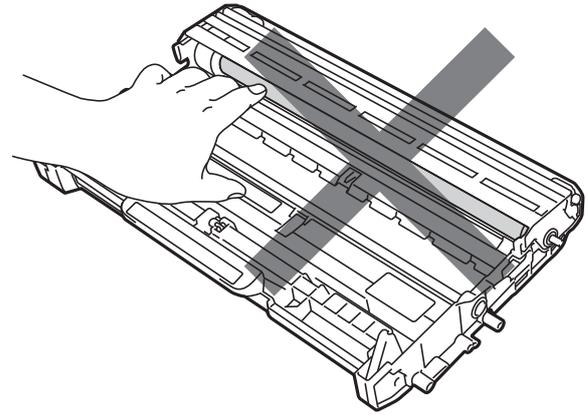
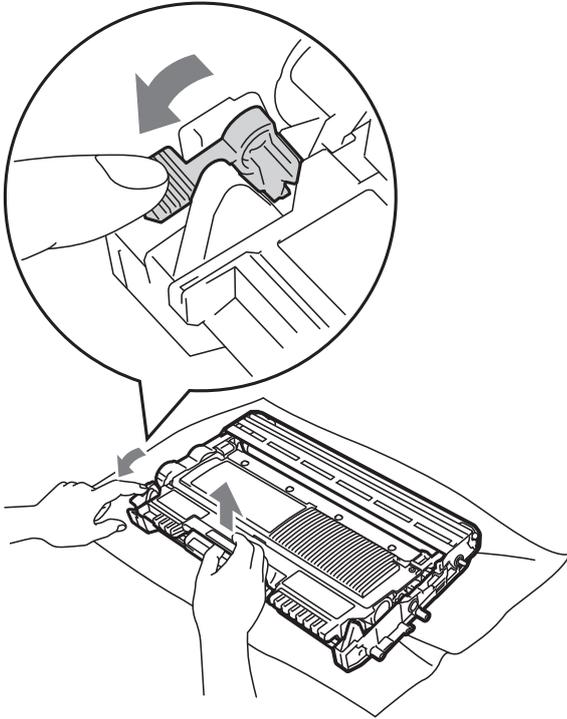
Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.

To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in the illustration.

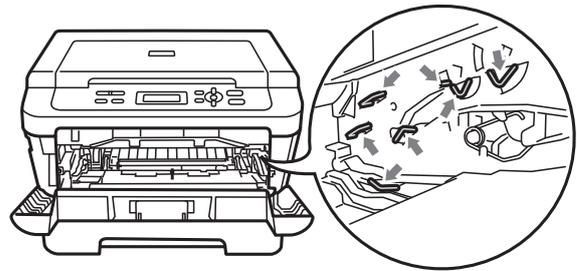


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- 3 Push down the green lock lever and take the toner cartridge out of the drum unit.

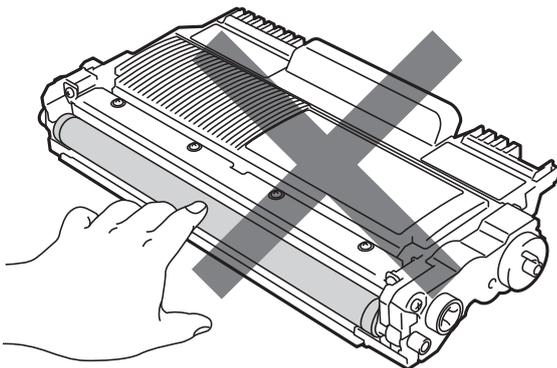


- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

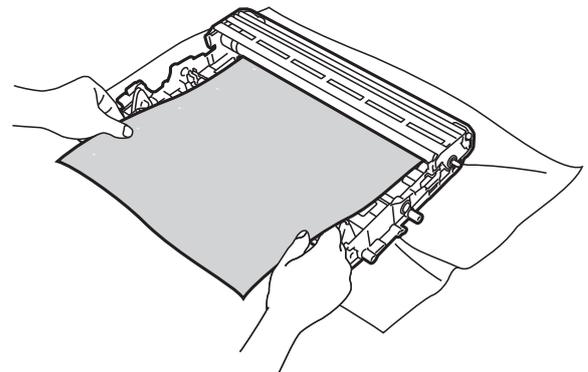


## ! IMPORTANT

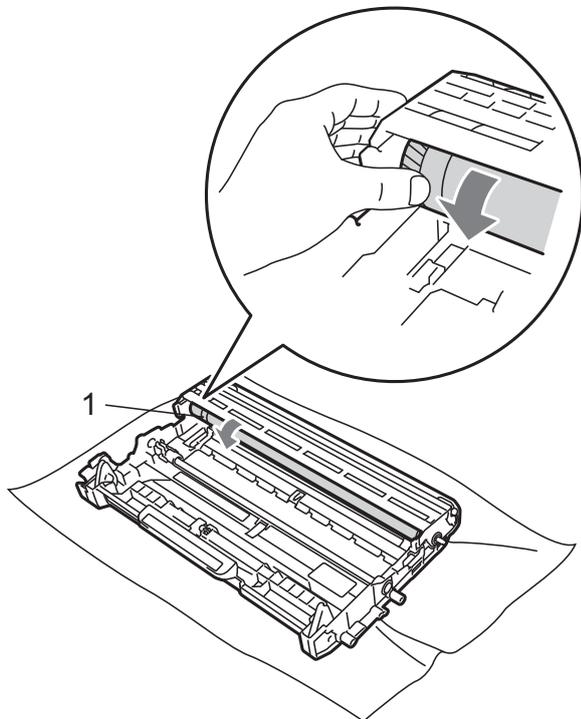
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations below.



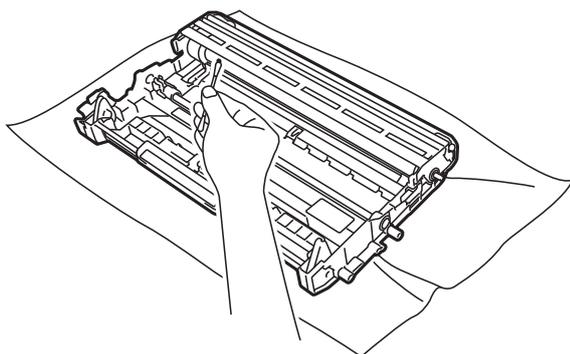
- 4 Put the print sample in front of the drum unit, and find the exact position of the poor print.



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



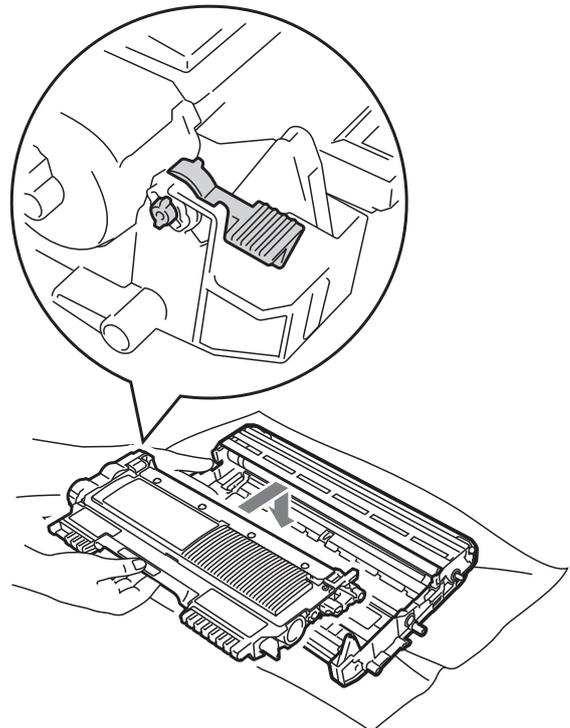
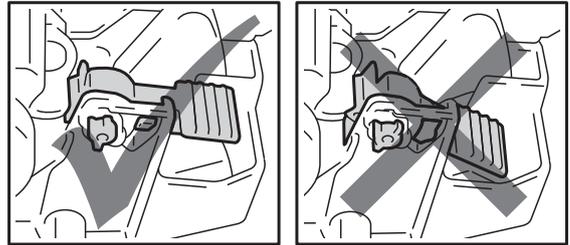
- 6 When you have found the mark on the drum that matches the print sample, wipe the surface of the OPC drum with a dry cotton swab until the dust or glue on the surface comes off.



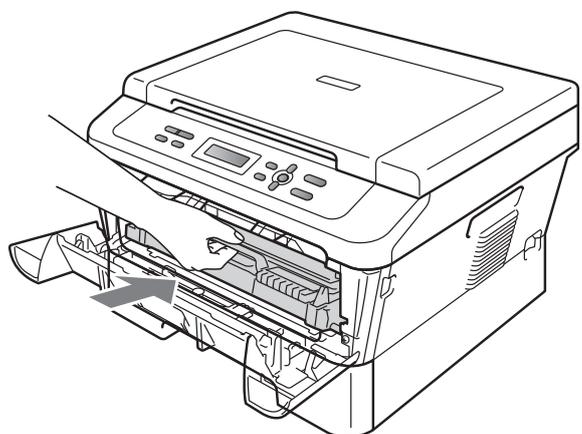
**! IMPORTANT**

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

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



- 8 Put the drum unit and toner cartridge assembly back in the machine.



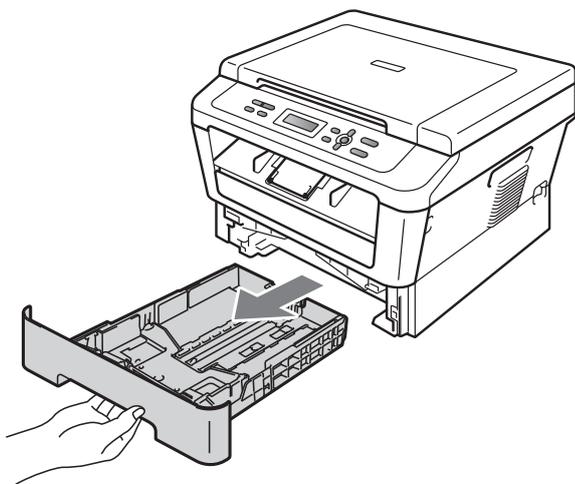
- 9 Close the front cover.

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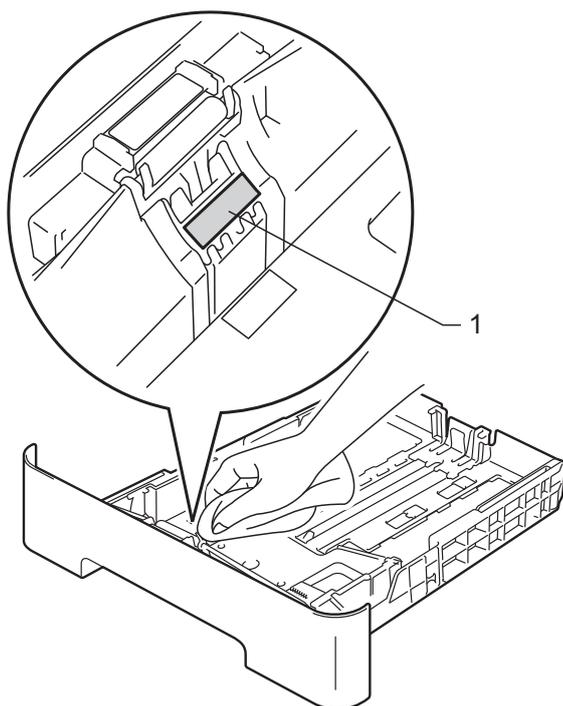
## Cleaning the paper pick-up rollers

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

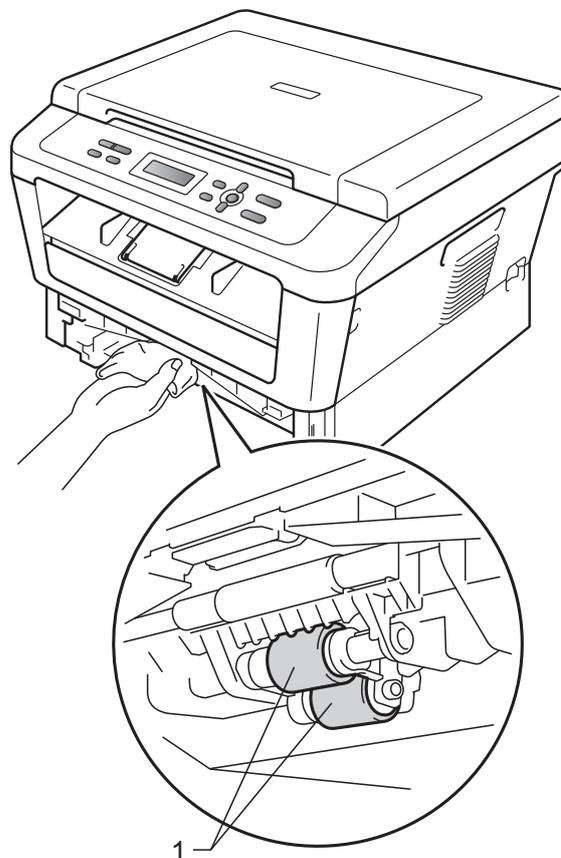
- 1 Turn off the machine. Unplug the power cord from the electrical socket.
- 2 Pull the paper tray completely out of the machine.



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



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



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

# B

# Troubleshooting

## Error and maintenance messages

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

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

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

Error Message	Cause	Action
Cartridge Error	The toner cartridge is not installed correctly.	Pull out the drum unit and remove the toner cartridge, then re-install the toner cartridge in the drum unit.
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the LCD shows <i>Cooling Down</i> , and <i>Wait for a while</i> .	Make sure that you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something.  If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes.  If the fan is not spinning, disconnect the machine from the power for several minutes then reconnect it.
Cover is Open	The front cover is not completely closed.	Close the front cover of the machine.
Cover is Open	The fuser cover is not completely closed or paper was jammed in the back of the machine when you turned on the power.	<ul style="list-style-type: none"> <li>■ Close the fuser cover of the machine.</li> <li>■ Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press <b>Start</b>.</li> </ul>
Drum Error	The corona wire on the drum unit needs to be cleaned.	Clean the corona wire on the drum unit. (See <i>Cleaning the corona wire</i> on page 42.)
Drum Stop	It is time to replace the drum unit.	Replace the drum unit. (See <i>Replacing the drum unit</i> on page 35.)
Duplex Disabled	The duplex tray is removed or is not correctly installed.	Carefully put the duplex tray into the machine until it clicks into place.
	The back of the machine is not closed completely.	Close the back cover of the machine.
EL Error	The machine has a mechanical problem.	Open the front cover and close it again.

Error Message	Cause	Action
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power turned on.
	The fuser unit is too hot.	
Init Unable XX (XX = Error Code)	The machine has a mechanical problem.	<ul style="list-style-type: none"> <li>■ Disconnect the machine from the power for several minutes and then reconnect it.</li> <li>■ If the problem continues, call your Brother dealer.</li> </ul>
Jam Duplex	The paper is jammed in the duplex tray at the back of the machine.	(See <i>Paper is jammed in the Duplex Tray</i> on page 59.)
Jam Inside	The paper is jammed inside the machine.	(See <i>Paper is jammed inside the machine</i> on page 55.)
Jam Rear	The paper is jammed in the back of the machine.	(See <i>Paper is jammed at the back of the machine</i> on page 53.)
Jam Tray	The paper is jammed in the paper tray of the machine.	(See <i>Paper is jammed in the standard paper tray</i> on page 52.)
No Paper	The machine is out of paper or paper is not correctly loaded in the paper tray.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ Refill the paper in the paper tray and press <b>Start</b>.</li> <li>■ Remove the paper and load it again. Then press <b>Start</b>.</li> <li>■ If the problem is not resolved, the paper pick-up roller may need to be cleaned. Clean the paper pick-up roller. (See <i>Cleaning the paper pick-up rollers</i> on page 48.)</li> </ul>
Manual Feed	Manual feed was selected as the paper source when there was no paper in the manual feed slot.	Place a sheet of paper in the manual feed slot. (See <i>Loading paper in the manual feed slot</i> on page 9.)
No Toner	The toner cartridge is not installed correctly.	Pull out the drum unit. Take out the toner cartridge and then put it back into the drum unit.
Out of Memory	The machine's memory is full.	<p><b>Do one of the following:</b></p> <ul style="list-style-type: none"> <li>■ Press <b>Start</b> to copy the scanned pages. (Copy operation in progress)</li> <li>■ Press <b>Stop/Exit</b> and wait until the other operations in progress finish, and then try again.</li> <li>■ Reduce print resolution. (See the <i>Basic tab in the Software User's Guide</i>.)</li> </ul>

Error Message	Cause	Action
Print Unable XX (XX = Error Code)	The machine has a mechanical problem.	Do one of the following: <ul style="list-style-type: none"> <li>■ Disconnect the machine from the AC power outlet for several minutes, then reconnect it.</li> <li>■ If the problem continues, call your Brother dealer.</li> </ul>
Replace Drum	It is time to replace the drum unit.	Replace the drum unit. (See <i>Replacing the drum unit</i> on page 35.)
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter. (See <i>Resetting the drum counter</i> on page 39.)
Replace Toner	The machine will stop printing until you replace the toner cartridge.	If you have set the Toner setting to <i>Stop</i> , replace the toner cartridge with a new and unused original Brother toner cartridge. This will reset the Replace Toner mode. (See <i>Replacing the toner cartridge</i> on page 29.)  If you have set the Toner setting to <i>Continue</i> , the machine will continue to print data until the LCD shows <i>Toner Ended</i> . For how to operate the machine in <i>Continue</i> mode, see <i>Toner Settings</i> in <i>Chapter 1</i> of the <i>Advanced User's Guide</i> .
Size Error DX	The paper in the tray is not a suitable size for automatic duplex printing.	Load A4 paper for automatic duplex printing, and then press <b>Start</b> . (See <i>Print media</i> on page 84.)
Toner Ended	It is time to replace the toner cartridge.	Replace the toner cartridge with a new one. (See <i>Replacing the toner cartridge</i> on page 29.)
Toner Low	You will need to replace the toner cartridge soon.	Buy a new toner cartridge before you get a <i>Replace Toner</i> message.

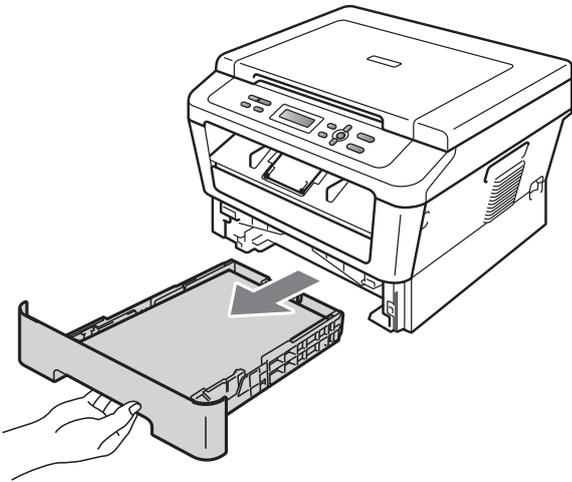


# Paper Jams

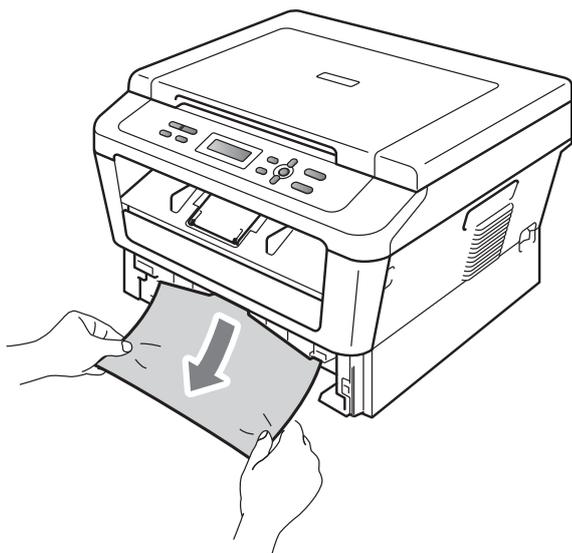
## Paper is jammed in the standard paper tray

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

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



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



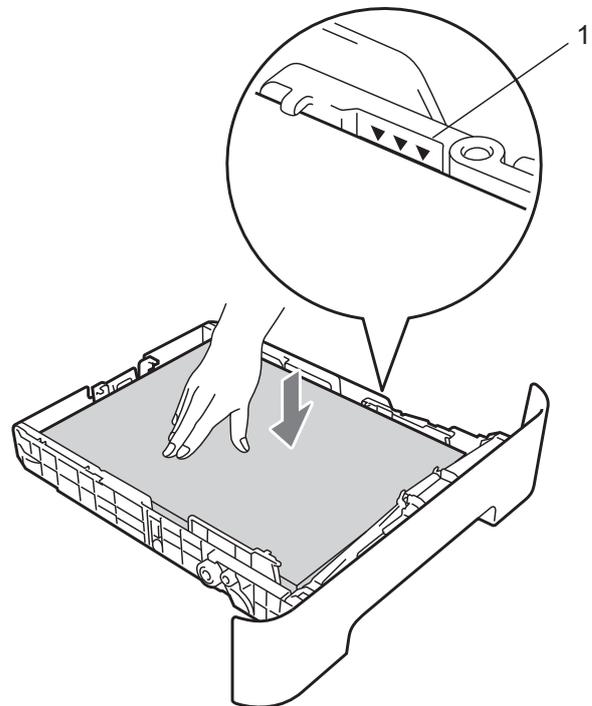
## ! IMPORTANT

If the paper cannot easily be removed in this direction, stop and follow the instructions for *Paper is jammed inside the machine* on page 55.

### Note

Pulling out the jammed paper downwards allows you to remove the paper more easily.

- 3 Make sure the paper is below the maximum paper mark (▼▼▼) (1) of the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure that the guides are firmly in the slots. (See *Loading paper in the standard paper tray* on page 7.)

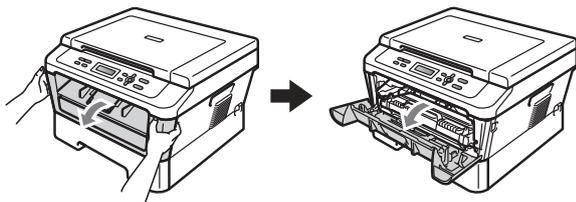


- 4 Put the paper tray firmly back in the machine.

## Paper is jammed at the back of the machine

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

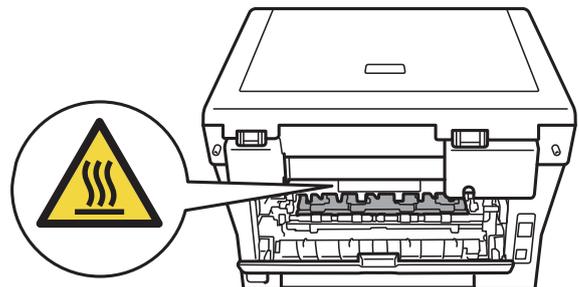
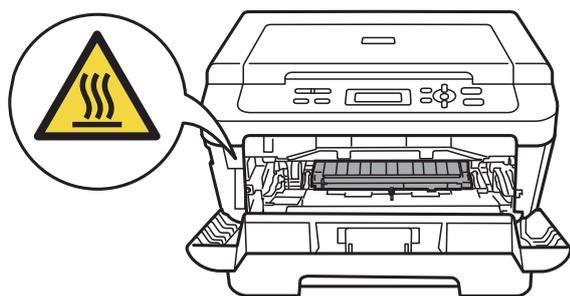
- 1 Open the front cover. Leave the machine turned on for 10 minutes to cool down.



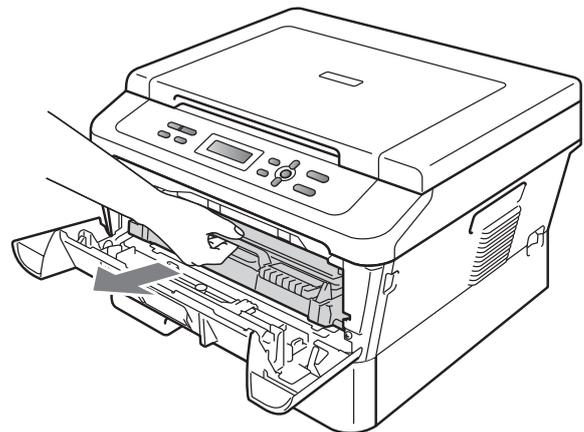
### ⚠ CAUTION

#### 🔥 HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. When you open the front or back cover (back output tray) of the machine, **DO NOT** touch the shaded parts shown in the illustration. If you do this, you may burn yourself.



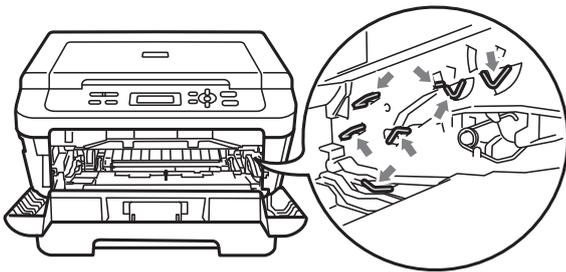
- 2 Slowly take out the drum unit and toner cartridge assembly.



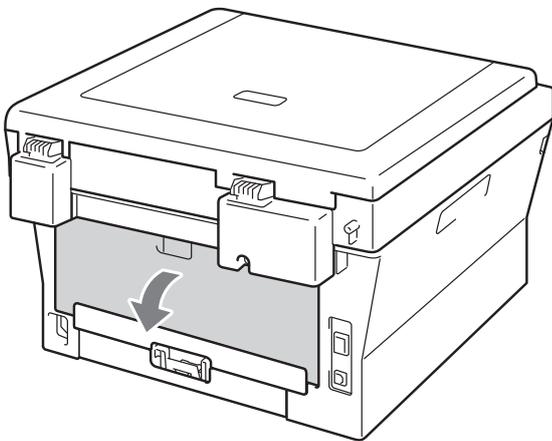
B

## ! IMPORTANT

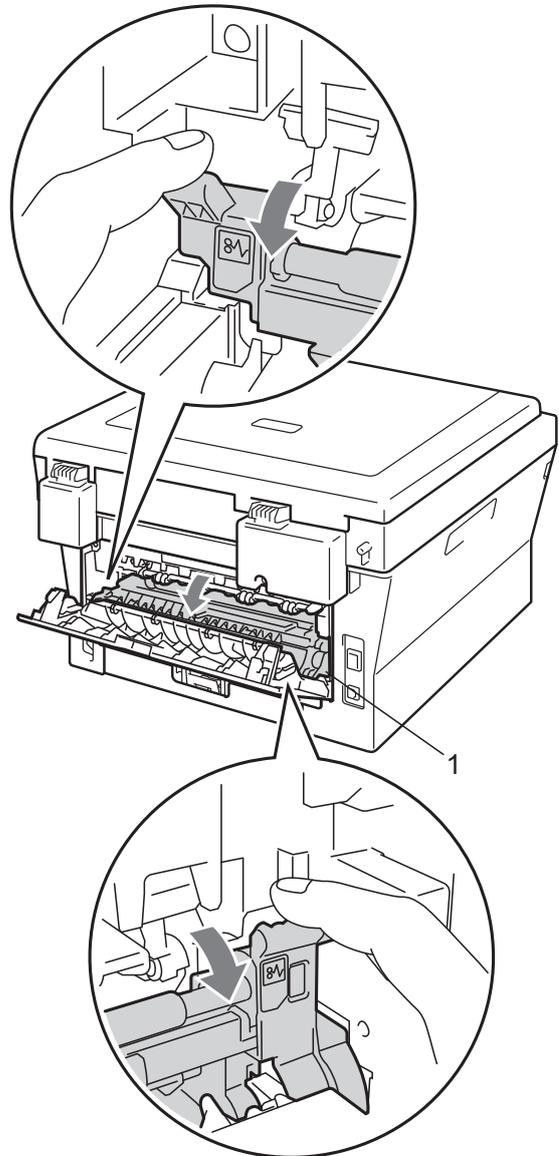
- We recommend that you place the drum unit and the toner cartridges on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes shown in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



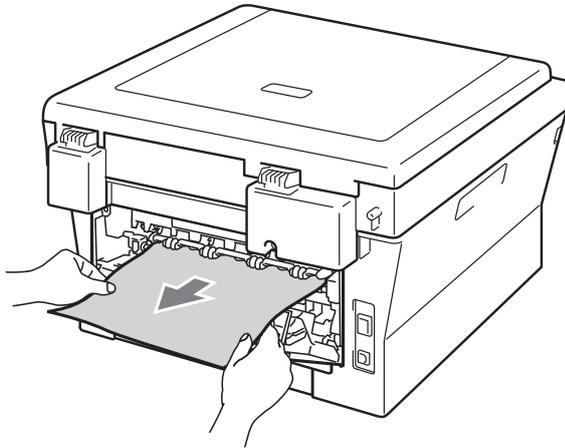
- 3 Open the back cover (face-up output tray).



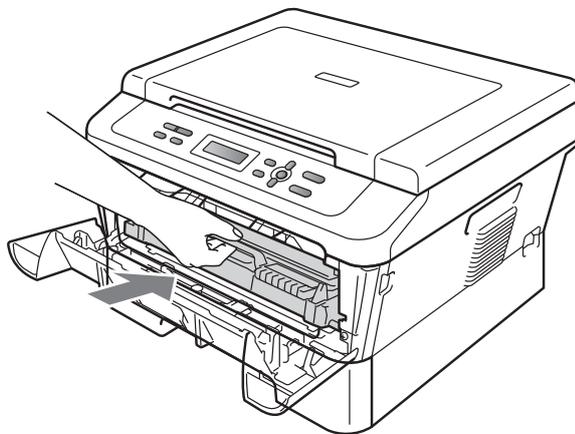
- 4 Pull down the tabs at the left and right hand sides to open the fuser cover (1).



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



- Close the fuser cover and the back cover (face-up output tray).
- Put the drum unit and toner cartridge assembly back into the machine.

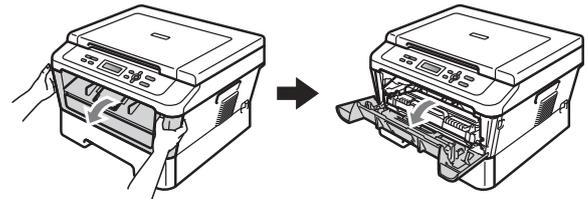


- Close the front cover. If the machine does not start printing automatically, press **Start**.

## Paper is jammed inside the machine

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

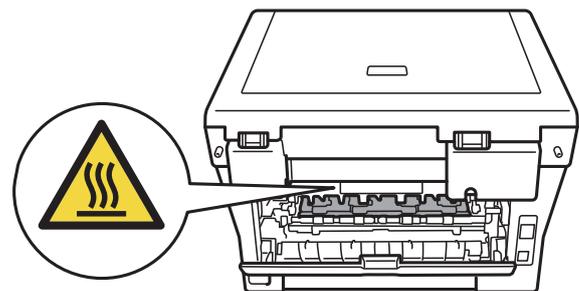
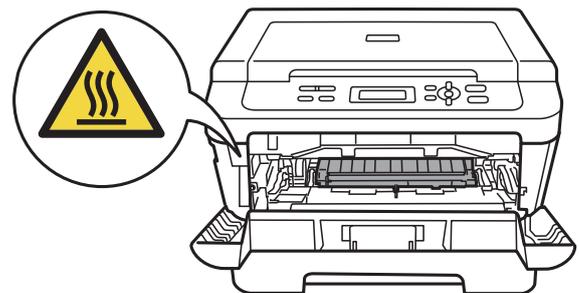
- Leave the machine turned on for 10 minutes to cool down.
- Open the front cover.



### ⚠ CAUTION

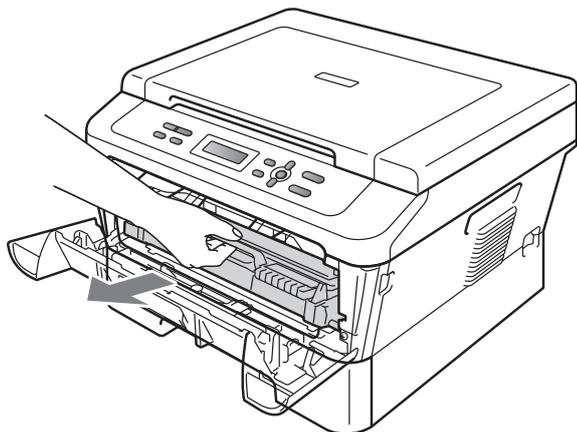
#### 🔥 HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. When you open the front or back cover (back output tray) of the machine, **DO NOT** touch the shaded parts shown in the illustration. If you do this, you may burn yourself.



B

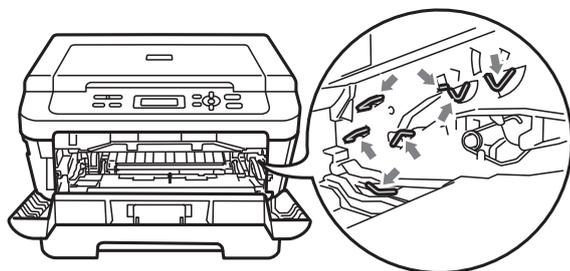
- 3 Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out of the inside of the machine.



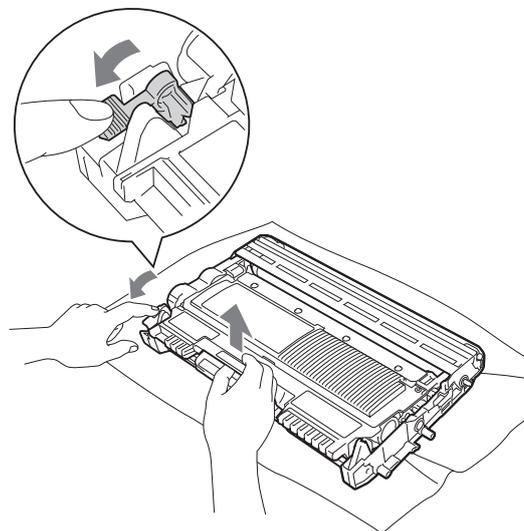
If you cannot remove the drum unit and toner cartridge assembly easily, do not use extra force. Instead, go to step 7.

### ! IMPORTANT

- We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth 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.

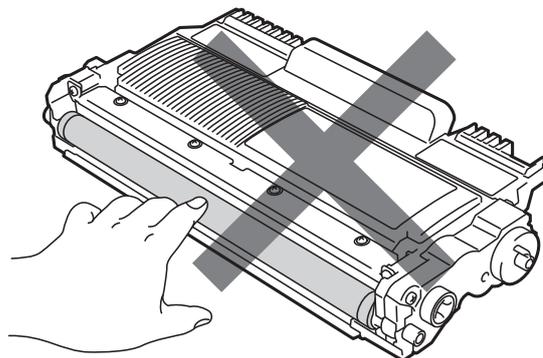


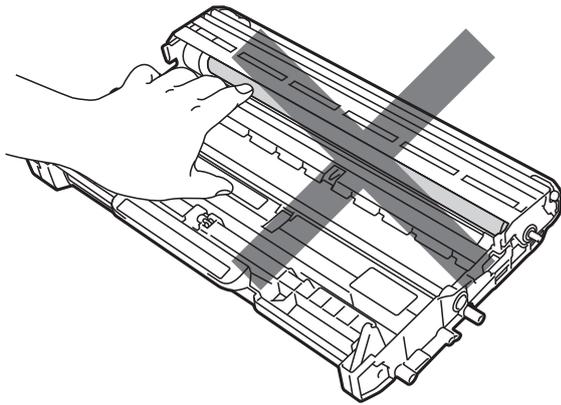
- 4 Push down the green lock lever and take the toner cartridge out of the drum unit. Clear the jammed paper if there is any inside the drum unit.



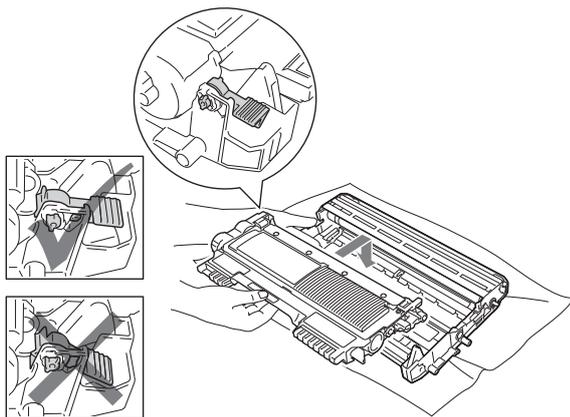
### ! IMPORTANT

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



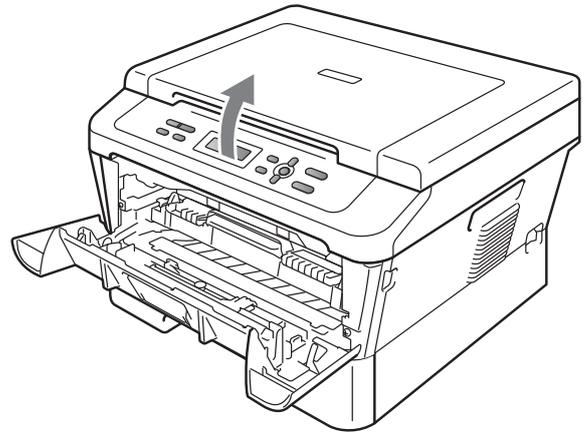


- 5 Put the toner cartridge back into the drum unit until you hear it lock into place. If you put the cartridge in correctly, the green lock lever will lift automatically.

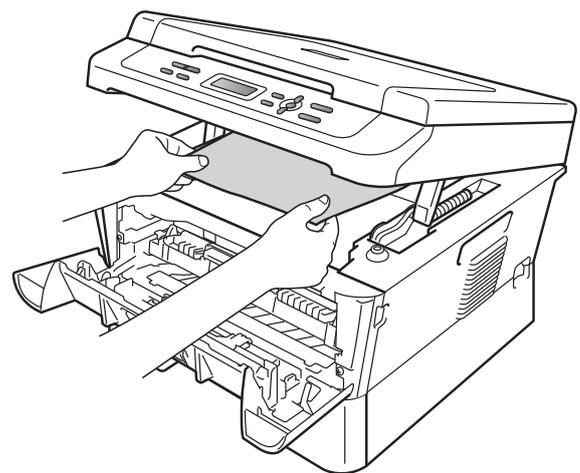


- 6 If you were able to remove the drum unit and toner cartridge assembly and the jammed paper, you have cleared the paper jam. Put the drum unit and toner cartridge assembly back into the machine and close the front cover. If the machine does not start printing automatically, press **Start**.

- 7 Lift the scanner cover.



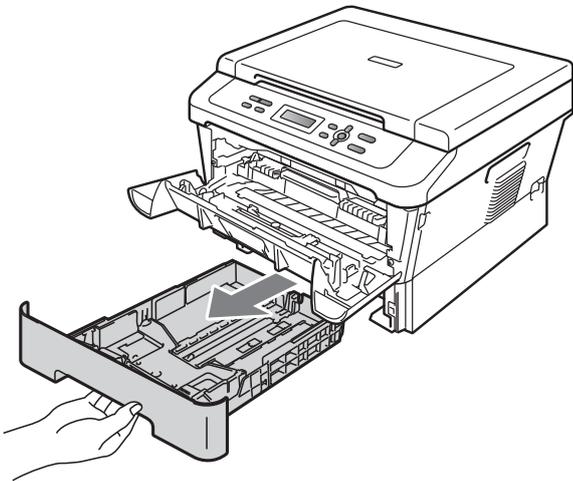
Use both hands to carefully pull the jammed paper up and out of the output tray opening.



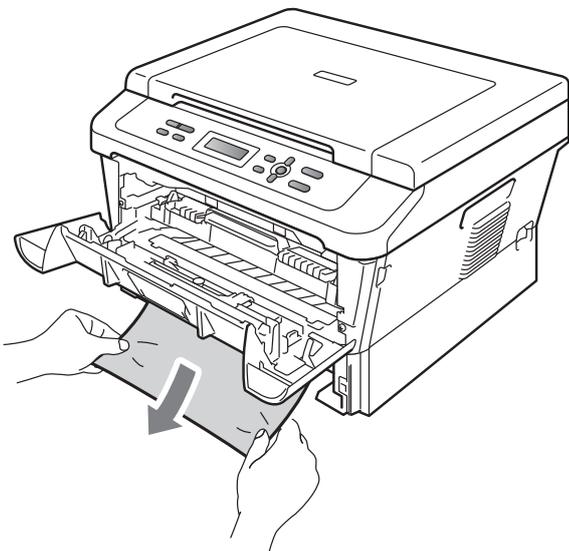
- 8 Close the scanner cover.

B

- 9 If you could not pull the jammed paper out of the output tray opening as shown in step 7, take the paper tray completely out of the machine.



- 10 Pull the jammed paper out of the paper tray opening.



- 11 Put the paper tray back into the machine. If you have removed the jammed paper, you have cleared the paper jam.



#### Note

- If the LCD shows a **Jam Inside** message, check if there is a torn piece of paper inside the machine and drum unit by following the instructions in steps 3 to 6.

- If you turn off the machine while the LCD shows a **Jam Inside** message, the machine will print incomplete data from your computer.

## Paper is jammed in the Duplex Tray

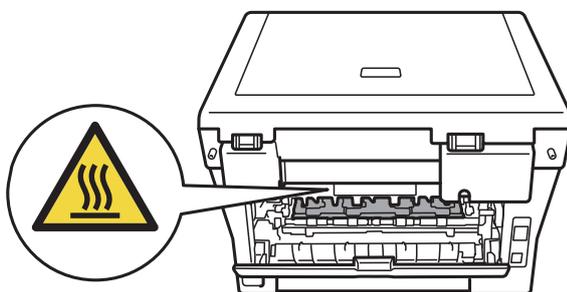
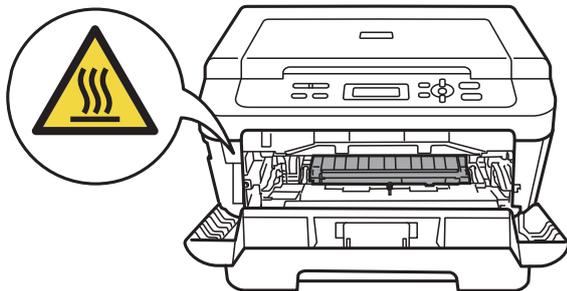
If the LCD shows `Jam Duplex`, follow these steps:

- 1 Leave the machine turned on for 10 minutes to cool down.

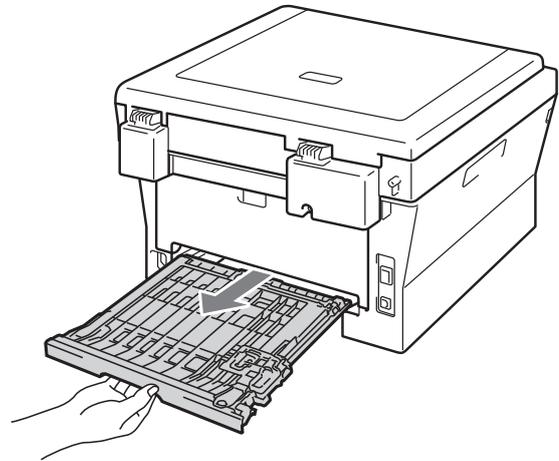
### ⚠ CAUTION

#### 🔥 HOT SURFACE

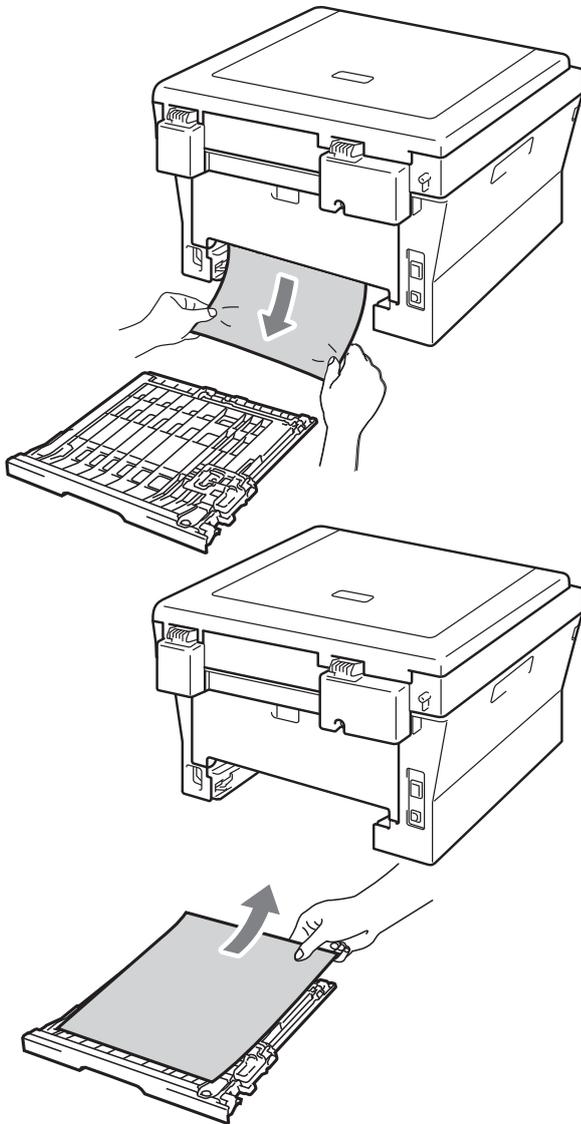
After you have just used the machine, some internal parts of the machine will be extremely hot. When you open the front or back cover (back output tray) of the machine, DO NOT touch the shaded parts shown in the illustration. If you do this, you may burn yourself.



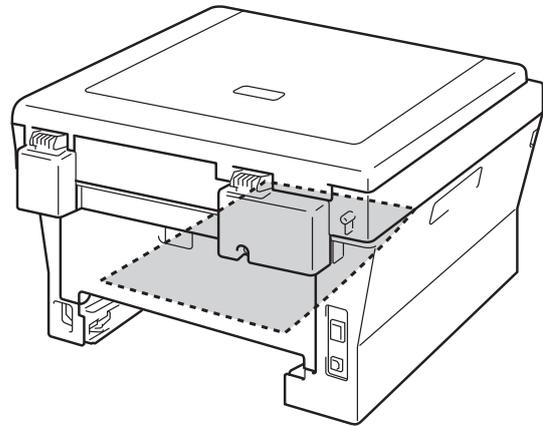
- 2 Pull the duplex tray completely out of the machine.



- 3 Pull the jammed paper out of the machine or the duplex tray.



- 4 Make sure that no paper remains under the machine.



- 5 Put the duplex tray back in the machine.

## If you are having difficulty with your machine

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

Most problems can be easily resolved by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

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

Check the chart below and follow the troubleshooting tips.

### Copy difficulties

Difficulties	Suggestions
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or the corona wire is dirty. (See <i>Cleaning the scanner glass</i> on page 41 and <i>Cleaning the corona wire</i> on page 42.)
Copies are blank.	Make sure you are loading the document correctly. (See <i>Using the scanner glass</i> on page 19.)

### Printing difficulties

Difficulties	Suggestions
Poor print quality	See <i>Improving the print quality</i> on page 64.
No printout.	<ul style="list-style-type: none"> <li>■ Check that the machine is plugged in and the power switch is turned on.</li> <li>■ Check that the toner cartridge and drum unit are installed correctly. (See <i>Replacing the drum unit</i> on page 35.)</li> <li>■ Check the interface cable connection on both the machine and your computer. (See the <i>Quick Setup Guide</i>.)</li> <li>■ Check that the correct printer driver has been installed and chosen.</li> <li>■ Check to see if the LCD is showing an error message. (See <i>Error and maintenance messages</i> on page 49.)</li> <li>■ Check the machine is online:                      (Windows® 7 and Windows Server® 2008 R2) Click the <b>Start</b> button and <b>Devices and Printers</b>. Right-click <b>Brother DCP-XXXX Printer</b>. Make sure that <b>Use Printer Offline</b> is unchecked.                      (Windows Vista®) Click the <b>Start</b> button, <b>Control Panel, Hardware and Sound</b>, and then <b>Printers</b>. Right-click <b>Brother DCP-XXXX Printer</b>. Make sure that <b>Use Printer Offline</b> is unchecked.                      (Windows® XP and Windows Server® 2003/2008) Click the <b>Start</b> button and choose <b>Printers and Faxes</b>. Right-click <b>Brother DCP-XXXX Printer</b>. Make sure that <b>Use Printer Offline</b> is unchecked.                      (Windows® 2000) Click the <b>Start</b> button and choose <b>Settings</b> and then <b>Printers</b>. Right-click <b>Brother DCP-XXXX Printer</b>. Make sure that <b>Use Printer Offline</b> is unchecked.</li> </ul>



## Printing difficulties (continued)

Difficulties	Suggestions
The machine prints unexpectedly or it prints garbage.	<ul style="list-style-type: none"> <li>■ Press <b>Job Cancel</b> to cancel print jobs.</li> <li>■ Check the settings in your application to make sure it is set up to work with your machine.</li> <li>■ Pull out the paper tray and wait until the machine stops printing. Then turn off the machine's power switch and disconnect from the power for several minutes.</li> </ul>
The machine prints the first couple of pages correctly, then some pages have text missing.	<ul style="list-style-type: none"> <li>■ Check the settings in your application to make sure that it is set up to work with your machine.</li> <li>■ Your computer is not recognising the machine's input buffer's full signal. Make sure that you connected the interface cable correctly. (See the <i>Quick Setup Guide</i>.)</li> </ul>
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. (See <i>Unscannable and unprintable areas</i> on page 13.)
The machine does not print on both sides of the paper even though the printer driver setting is Duplex.	Check the paper size setting in the printer driver. You need to choose A4 [60 to 105 g/m <sup>2</sup> ].
The machine is not printing or has stopped printing.	<p>Press <b>Job Cancel</b>.</p> <p>As the machine cancels the job and clears it from the memory it may produce an incomplete printout.</p>

## Scanning difficulties

Difficulties	Suggestions
TWAIN errors appear while scanning.	Make sure that the Brother TWAIN driver is chosen as the primary source. In Presto! PageManager, click <b>File, Select source</b> and choose the Brother TWAIN driver.
OCR does not work.	<p>Try increasing the scanning resolution.</p> <p>(Macintosh users) Presto! PageManager must be downloaded and installed before use. See <i>Accessing Brother Support (Macintosh)</i> on page 3 for further instructions.</p>

## Software difficulties

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

## Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper. The LCD shows <i>No Paper</i> or a Paper Jam message.	<ul style="list-style-type: none"> <li>■ If there is no paper, load a new stack of paper into the paper tray.</li> <li>■ If there is paper in the paper tray, make sure it is straight. If the paper is curled, you should straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray.</li> <li>■ Reduce the amount of paper in the paper tray, and then try again.</li> <li>■ Make sure that manual feed mode is not chosen in the printer driver.</li> <li>■ Clean the paper pick-up roller. See <i>Cleaning the paper pick-up rollers</i> on page 48.</li> <li>■ If the LCD shows the Paper Jam message and you still have a problem, see <i>Error and maintenance messages</i> on page 49.</li> </ul>
How do I print on envelopes?	You can load envelopes from the manual feed slot. Your application must be set up to print the envelope size you are using. This is usually done in the Page Setup or Document Setup menu of your application.
What paper can I use?	You can use thin paper, plain paper, thick paper, bond paper, recycled paper, envelopes and labels that are made for laser machines. (For details, see <i>Acceptable paper and other print media</i> on page 15.) <ul style="list-style-type: none"> <li>■ You can load envelopes from the manual feed slot.</li> </ul>
There is a paper jam.	Clear the jammed paper. (See <i>Paper Jams</i> on page 52.)

## Print quality difficulties

Difficulties	Suggestions
Printed pages are curled.	<ul style="list-style-type: none"> <li>■ Low quality thin or thick paper or not printing on the recommended side of the paper could cause this problem. Try turning over the stack of paper in the paper tray.</li> <li>■ Make sure that you choose the Paper Type that suits the print media type you are using. (See <i>Acceptable paper and other print media</i> on page 15.)</li> </ul>
Printed pages are smeared.	The Paper Type setting may be incorrect for the type of print media you are using, or the print media may be too thick or have a rough surface. (See <i>Acceptable paper and other print media</i> on page 15 and <i>Basic tab</i> in the <i>Software User's Guide</i> .)
Printouts are too light.	<ul style="list-style-type: none"> <li>■ If this problem occurs when making copies or printing, set Toner Save mode to Off in the machine menu settings. (See <i>Toner Save</i> in <i>Chapter 1</i> of the <i>Advanced User's Guide</i>.)</li> <li>■ Set Toner Save mode to <b>Off</b> in the <b>Advanced</b> tab in the printer driver. (See <i>Advanced tab</i> in the <i>Software User's Guide</i>.)</li> </ul>

## Other

Difficulties	Suggestions
The machine will not turn on.	<p>Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Turn the machine off and unplug the power cord. Wait for ten minutes, then plug in the power cord and turn the machine on.</p> <p>If the problem is not solved, turn off the machine. Plug the power cord into a different known working outlet and turn on the machine.</p>

# Improving the print quality

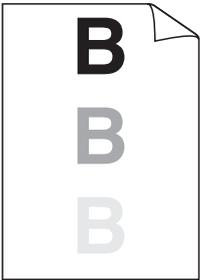
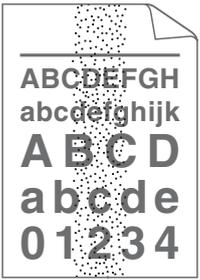
If you have a print quality problem, make a copy first (put a document on the scanner glass and press **Start**). If the printout looks good, the problem is probably not the machine. Check the interface cable connections or try printing a different document. If the printout or test page printed from the machine has a quality problem, check the following steps first. And then, if you still have a print quality problem, check the chart below and follow the recommendations.

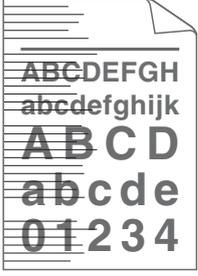
 **Note**

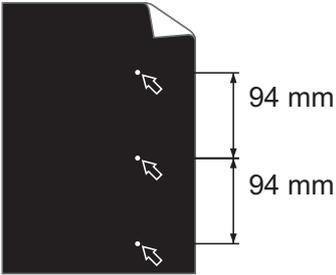
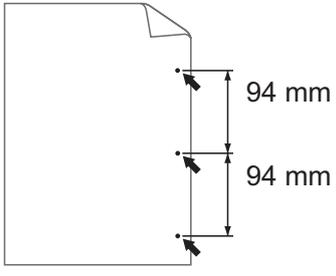
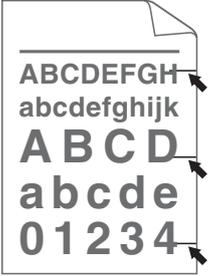
Brother does not recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with toner from other sources.

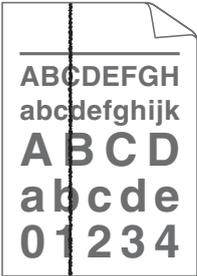
- 1 To get the best print quality, we suggest using the recommended paper. Check that you use paper that meets our specifications. (See *Acceptable paper and other print media* on page 15.)
- 2 Check that the drum unit and toner cartridge assembly are installed correctly.

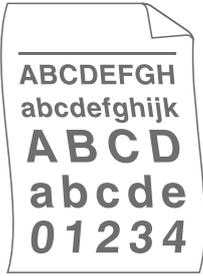
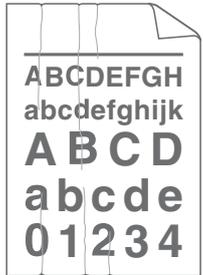
Examples of poor print quality	Recommendation
 <p style="text-align: center;">Faint</p>	<ul style="list-style-type: none"> <li>■ Take out the drum unit and toner cartridge assembly. Hold the assembly level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.</li> <li>■ Check if the Toner Setting in <i>Replace Toner</i> is set to <i>Continue</i> (Continue mode). See <i>Toner settings</i> in <i>Chapter 1</i> of the <i>Advanced User's Guide</i>.</li> <li>■ Check the machine's environment. Conditions such as humidity, high temperatures, and so on, may cause this print fault. See the <i>Safety and Legal booklet</i>.</li> <li>■ If the whole page is too light, Toner Save mode may be on. Turn off <i>Toner Save</i> mode in the machine menu settings or <b>Toner Save</b> mode in the printer <b>Properties</b> of the driver. See <i>Toner save</i> in <i>Chapter 1</i> of the <i>Advanced User's Guide</i> or <i>Advanced tab</i> in <i>Chapter 2</i> of the <i>Software User's Guide</i>.</li> <li>■ Clean the corona wire of the drum unit. See <i>Cleaning the corona wire</i> on page 42.</li> <li>■ Put in a new toner cartridge. See <i>Replacing the toner cartridge</i> on page 29.</li> <li>■ Put in a new drum unit. See <i>Replacing the drum unit</i> on page 35.</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="264 645 496 678"><b>Grey background</b></p>	<ul style="list-style-type: none"> <li data-bbox="635 302 1458 369">■ Make sure that you use paper that meets our specifications. See <i>Acceptable paper and other print media</i> on page 15.</li> <li data-bbox="635 383 1406 483">■ Check the machine's environment. Conditions such as high temperatures and high humidity can increase the amount of background shading. See the <i>Safety and Legal booklet</i>.</li> <li data-bbox="635 497 1441 564">■ Put in a new toner cartridge. See <i>Replacing the toner cartridge</i> on page 29.</li> <li data-bbox="635 577 1465 611">■ Put in a new drum unit. See <i>Replacing the drum unit</i> on page 35.</li> </ul>
 <p data-bbox="339 1037 424 1070"><b>Ghost</b></p>	<ul style="list-style-type: none"> <li data-bbox="635 694 1406 824">■ Make sure that you use paper that meets our specifications. Rough-surfaced paper or thick print media may cause this problem. See <i>Acceptable paper and other print media</i> on page 15.</li> <li data-bbox="635 837 1458 967">■ Make sure that you choose the correct media type in the printer driver or in the machine's Paper Type menu setting. See <i>Acceptable paper and other print media</i> on page 15 and <i>Basic tab</i> in <i>Chapter 2</i> of the <i>Software User's Guide</i>.</li> <li data-bbox="635 981 1458 1111">■ Choose <b>Reduce Ghosting</b> mode in the printer driver. See <i>Ghost Reduction Setting</i> in <i>Chapter 2</i> (for Windows®) or <i>Chapter 8</i> (for Macintosh) of the <i>Software User's Guide</i>.</li> <li data-bbox="635 1124 1441 1191">■ Put in a new toner cartridge. See <i>Replacing the toner cartridge</i> on page 29.</li> <li data-bbox="635 1205 1465 1238">■ Put in a new drum unit. See <i>Replacing the drum unit</i> on page 35.</li> <li data-bbox="635 1252 1430 1285">■ The fuser unit may be contaminated. Call your Brother dealer.</li> </ul>
 <p data-bbox="288 1641 472 1675"><b>Toner specks</b></p>	<ul style="list-style-type: none"> <li data-bbox="635 1299 1458 1400">■ Make sure that you use paper that meets our specifications. Rough-surfaced paper may cause the problem. See <i>Acceptable paper and other print media</i> on page 15.</li> <li data-bbox="635 1413 1458 1480">■ Clean the corona wire and the drum unit. See <i>Cleaning the corona wire</i> on page 42 and <i>Cleaning the drum unit</i> on page 43.</li> <li data-bbox="635 1494 1422 1561">■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> on page 35.</li> <li data-bbox="635 1574 1430 1608">■ The fuser unit may be contaminated. Call your Brother dealer.</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="264 647 427 678"><b>Hollow print</b></p>	<ul style="list-style-type: none"> <li data-bbox="598 304 1423 367">■ Make sure that you use paper that meets our specifications. See <i>Acceptable paper and other print media</i> on page 15.</li> <li data-bbox="598 387 1423 517">■ Choose <b>Thick Paper</b> mode in the printer driver, choose <b>Thick</b> in the machine's Paper Type menu setting or use thinner paper than you are currently using. See <i>Paper Type</i> on page 14 and <i>Basic tab</i> in the <i>Software User's Guide</i>.</li> <li data-bbox="598 537 1423 636">■ Check the machine's environment. Conditions such as high humidity can cause hollow print. See the <i>Safety and Legal booklet</i>.</li> <li data-bbox="598 656 1423 719">■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> on page 35.</li> </ul>
 <p data-bbox="285 1079 403 1111"><b>All black</b></p>	<ul style="list-style-type: none"> <li data-bbox="598 736 1423 866">■ Clean the corona wire inside the drum unit by sliding the green tab from left to right and right to left several times. Be sure to return the green tab to the home position (▲). See <i>Cleaning the corona wire</i> on page 42.</li> <li data-bbox="598 887 1423 949">■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> on page 35.</li> <li data-bbox="598 969 1423 1001">■ The fuser unit may be contaminated. Call your Brother dealer.</li> </ul>
 <p data-bbox="161 1469 529 1500"><b>White lines across the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="598 1126 1423 1189">■ Make sure that you use paper that meets our specifications. A rough surfaced paper or thick print media can cause problems.</li> <li data-bbox="598 1209 1423 1339">■ Make sure that you choose the appropriate media type in the printer driver or in the machine's Paper Type menu setting. See <i>Acceptable paper and other print media</i> on page 15 and <i>Basic tab</i> in the <i>Software User's Guide</i>.</li> <li data-bbox="598 1359 1423 1458">■ The problem may disappear by itself. Print multiple pages to clear this problem, especially if the machine has not been used for a long time.</li> <li data-bbox="598 1478 1423 1541">■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> on page 35.</li> </ul>
 <p data-bbox="197 1901 493 1933"><b>Lines across the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="598 1559 1423 1621">■ Clean the corona wire of the drum unit. See <i>Cleaning the corona wire</i> on page 42.</li> <li data-bbox="598 1641 1423 1704">■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> on page 35.</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="188 645 571 712"><b>White lines, bands or ribbing across the page</b></p>	<ul style="list-style-type: none"> <li>■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem.</li> <li>■ If the problem is not solved after printing a few pages, put in a new drum unit. (See <i>Replacing the drum unit</i> on page 35.)</li> </ul>
 <p data-bbox="193 1070 564 1137">White Spots on black text and graphics at 94 mm intervals</p>  <p data-bbox="188 1480 571 1518">Black Spots at 94 mm intervals</p>	<ul style="list-style-type: none"> <li>■ Make ten copies of a blank, white sheet of paper. See <i>How to copy</i> on page 20. If the problem is not solved, the drum unit may have glue from a label stuck on the OPC drum surface. Clean the drum unit. See <i>Cleaning the drum unit</i> on page 43.</li> <li>■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> on page 35.</li> </ul>
 <p data-bbox="185 1877 576 1944"><b>Black toner marks across the page</b></p>	<ul style="list-style-type: none"> <li>■ Make sure that you use paper that meets our specifications. See <i>Acceptable paper and other print media</i> on page 15.</li> <li>■ If you use label sheets for laser printers, the glue from the sheets may sometimes stick to the OPC drum surface. Clean the drum unit. See <i>Cleaning the drum unit</i> on page 43.</li> <li>■ Do not use paper that has clips or staples because they will scratch the surface of the drum.</li> <li>■ If the unpacked drum unit is in direct sunlight or room light, the unit may be damaged.</li> <li>■ The toner cartridge may be damaged. Put in a new toner cartridge. See <i>Replacing the toner cartridge</i> on page 29.</li> <li>■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> on page 35.</li> </ul>

Examples of poor print quality	Recommendation
 <p><b>Black lines down the page</b> Printed pages have toner stains down the page.</p>	<ul style="list-style-type: none"> <li>■ Clean the corona wire inside the drum unit by sliding the green tab. See <i>Cleaning the corona wire</i> on page 42.</li> <li>■ Make sure the green tab of the corona wire is at the home position (▲).</li> <li>■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> on page 35.</li> <li>■ The toner cartridge may be damaged. Put in a new toner cartridge. See <i>Replacing the toner cartridge</i> on page 29.</li> <li>■ The fuser unit may be contaminated. Call your Brother dealer.</li> </ul>
 <p><b>White lines down the page</b></p>	<ul style="list-style-type: none"> <li>■ The toner cartridge may be damaged. Put in a new toner cartridge. See <i>Replacing the toner cartridge</i> on page 29.</li> <li>■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> on page 35.</li> <li>■ Check if the Toner Setting in <i>Replace Toner</i> is set to <i>Continue</i> (Continue mode). See <i>Toner settings</i> in <i>Chapter 1</i> of the <i>Advanced User's Guide</i>.</li> <li>■ Make sure that a torn piece of paper is not stuck inside the machine blocking the scanner.</li> </ul>
 <p><b>Page skewed</b></p>	<ul style="list-style-type: none"> <li>■ Make sure that the paper or other print media is loaded correctly in the paper tray and that the guides are not too tight or too loose against the paper stack.</li> <li>■ Set the paper guides correctly. See <i>Loading paper</i> on page 7.</li> <li>■ If you are using the manual feed slot, see <i>Loading paper in the manual feed slot</i> on page 9.</li> <li>■ The paper tray may be too full. See <i>Loading paper</i> on page 7.</li> <li>■ Check the paper type and quality. See <i>Acceptable paper and other print media</i> on page 15.</li> <li>■ Check for loose objects such as torn paper inside the machine.</li> <li>■ Verify that the two green envelope levers inside the back cover are set to the same position.</li> <li>■ Verify that the two grey Anti-Curl Levers inside the back cover are set to the same position.</li> <li>■ If the problem only occurs during duplex printing, check for torn paper in the duplex tray, verify that the duplex tray is inserted completely, and verify that the back cover is closed completely.</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="277 640 480 674"><b>Curled or wavy</b></p>	<ul style="list-style-type: none"> <li data-bbox="635 304 1466 405">■ Check the paper type and quality. High temperatures and high humidity will cause paper to curl. See <i>Acceptable paper and other print media</i> on page 15.</li> <li data-bbox="635 416 1466 562">■ If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray.</li> <li data-bbox="635 573 1466 640">■ Open the back cover (<i>face-up output tray</i>) for the machine to eject printed pages onto the <i>face-up</i> output tray.</li> <li data-bbox="635 651 1466 801">■ Choose <b>Reduce Paper Curl</b> mode in the printer driver when you do not use our recommended paper. See <i>Other Print Options</i> (for Windows®) or <i>Print Settings</i> (For Macintosh) in the <i>Software User's Guide</i>.</li> </ul>
 <p data-bbox="245 1149 512 1182"><b>Wrinkles or creases</b></p>	<ul style="list-style-type: none"> <li data-bbox="635 813 1466 880">■ Make sure that the paper is loaded correctly. See <i>Loading paper</i> on page 7.</li> <li data-bbox="635 891 1466 958">■ Check the paper type and quality. See <i>Acceptable paper and other print media</i> on page 15.</li> <li data-bbox="635 969 1466 1037">■ Turn over the stack of paper in the tray or try rotating the paper 180° in the input tray.</li> </ul>

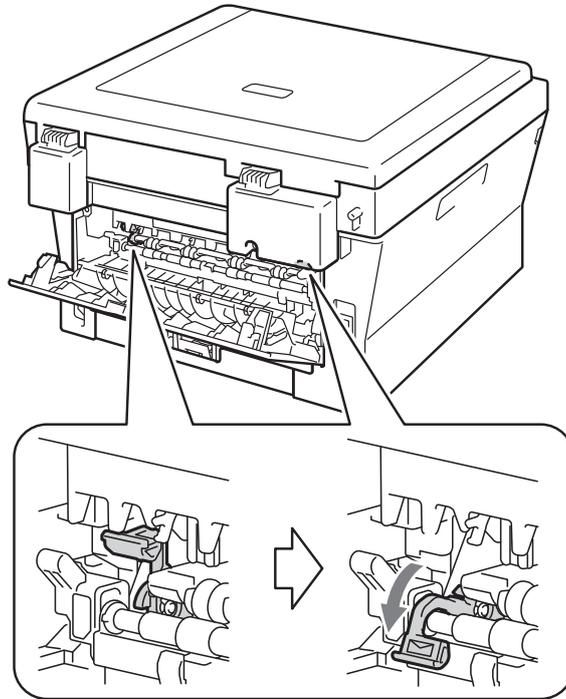
### Examples of poor print quality



Envelope creases

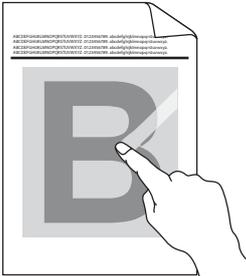
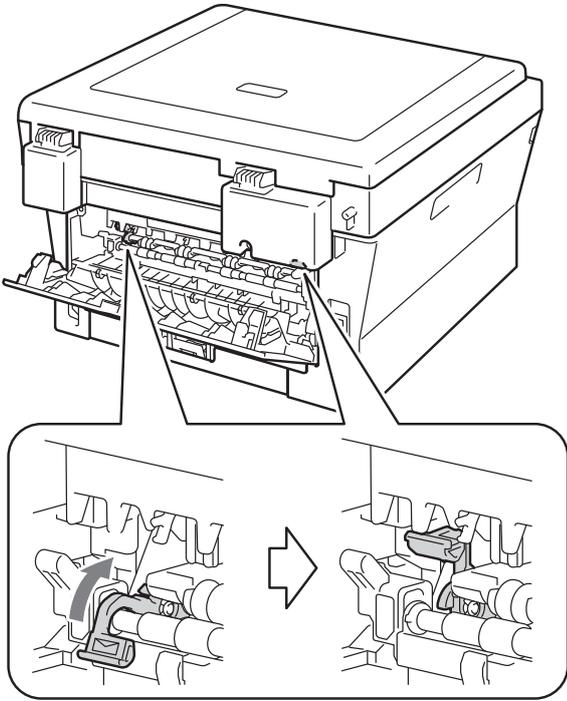
### Recommendation

- Make sure that the two green envelope levers inside the back cover are pulled down when you print the envelope.



### Note

When you have finished printing, open the back cover and reset the two green levers back to their original position.

Examples of poor print quality	Recommendation
 <p data-bbox="304 645 454 676">Poor fixing</p>	<ul style="list-style-type: none"> <li data-bbox="635 304 1460 369">■ Open the back cover and make sure that the two green envelope levers on the left and right hand sides are in the up position.</li> </ul>  <ul style="list-style-type: none"> <li data-bbox="635 1182 1460 1348">■ Choose <b>Improve Toner Fixing</b> mode in the printer driver. See <i>Other Print Options</i> (for Windows®) or <i>Print Settings</i> (For Macintosh) in the <i>Software User's Guide</i>. If this selection does not provide enough improvement, select <b>Thicker Paper</b> in <b>Media Type</b> settings.</li> </ul>

B

## Examples of poor print quality



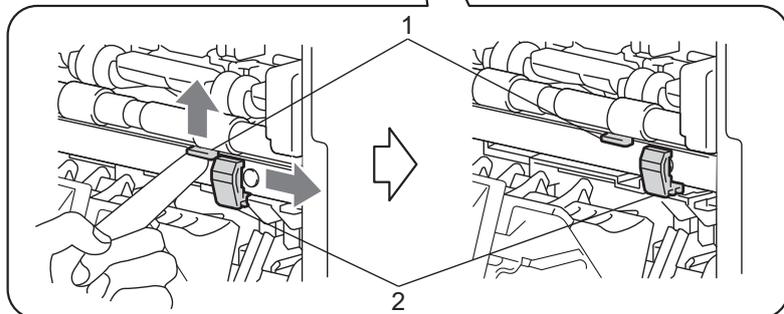
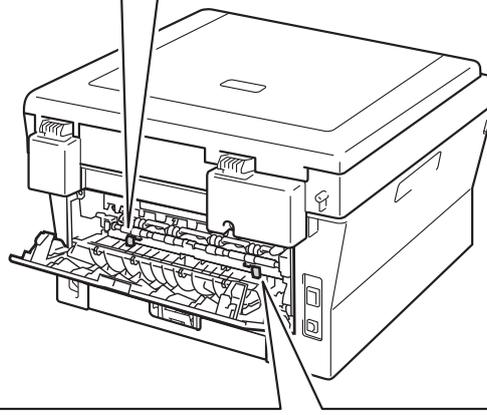
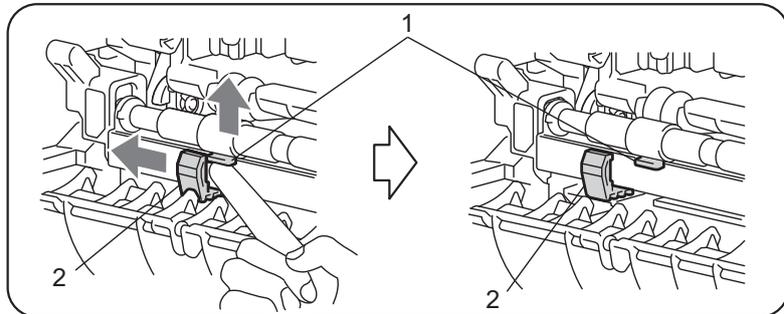
Curled

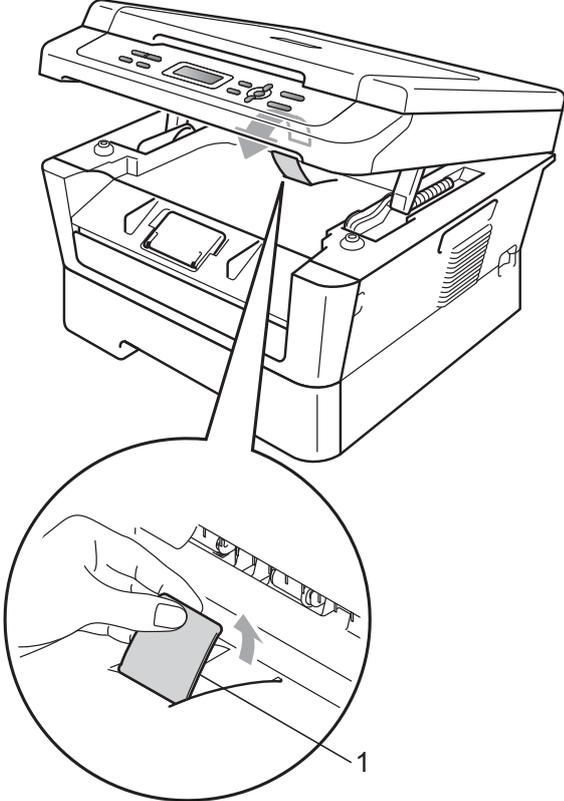
## Recommendation

- Choose **Reduce Paper Curl** mode in the printer driver when you do not use our recommended paper. See *Other Print Options* (for Windows®) or *Print Settings* (For Macintosh) in the *Software User's Guide*.
- Turn the paper over in the paper tray, and print again. (Excluding letterhead paper) If the problems remains, switch the Anti-Curl Levers as follows:

1 Open the back cover.

2 Lift the lever (1) and slide the two grey levers (2) in the direction of the arrow.



Examples of poor print quality	Recommendation
 <p data-bbox="333 656 426 689"><b>Curled</b></p>	<ul style="list-style-type: none"> <li data-bbox="632 304 1129 338">■ Lift up the output tray support flap (1).</li> </ul> 

# Machine Information

## Checking the Serial Number

---

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

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose 3.Machine Info..  
Press **OK**.
- 3 Press **▲** or **▼** to choose 1.Serial No..  
Press **OK**.
- 4 Press **Stop/Exit**.

## Reset functions

---

The following reset function is available:

All Settings

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

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



### Note

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Unplug the interface cable before you choose All Settings.

---

## How to reset the machine

---

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose 1.General Setup.  
Press **OK**.
- 3 Press **▲** or **▼** to choose 5.Reset.  
Press **OK**.
- 4 Press **OK**.
- 5 Do one of the following:
  - To reset the settings, press **▲** to choose Reset. Then go to step 6.
  - To exit without making changes, press **▼** to choose Exit.  
Then go to step 7.
- 6 You will be asked if you want to reboot the machine. Do one of the following:
  - To reboot the machine, press **▲** to choose Yes.  
The machine will begin the reset.
  - To exit without rebooting, press **▼** to choose No.  
Then go to step 7.
- 7 Press **Stop/Exit**.

## On-screen programming

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

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

### Menu table

---

You can program your machine by using the *Menu table* on page 77. These pages list the menu selections and options. Press **Menu** and then press **▲** or **▼** to access the menus and program your machine. For example, to set Copy Quality to Photo Quality

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose 2.Copy.  
Press **OK**.
- 3 Press **▲** or **▼** to choose 1.Quality.  
Press **OK**.
- 4 Press **▲** or **▼** to choose Photo.  
Press **OK**.
- 5 Press **Stop/Exit**.

## How to access the menu mode

---

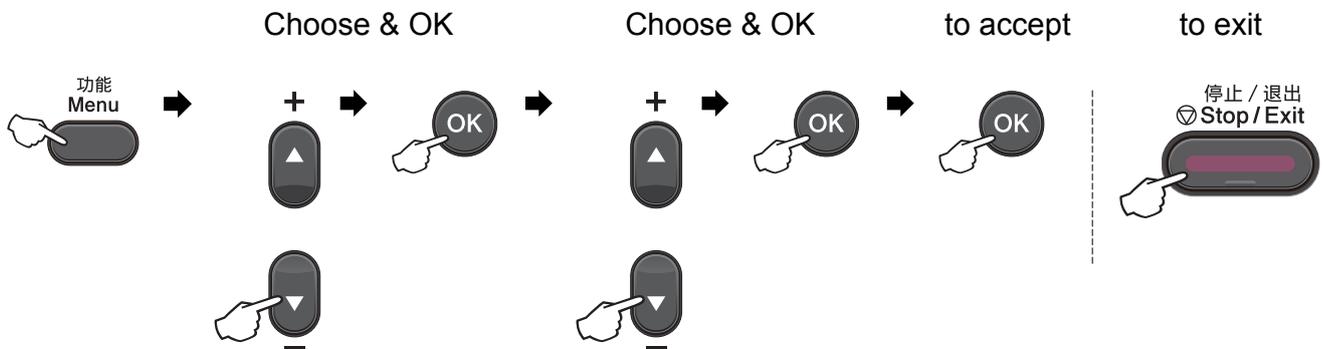
- 1 Press **Menu**.
- 2 Choose an option. You can scroll through each menu level by pressing **▲** or **▼** for the direction you want.
- 3 Press **OK** when the option you want appears on the LCD.  
The LCD will then show the next menu level.
- 4 Press **▲** or **▼** to scroll to your next menu selection.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

# Menu keys

	Access the menu.
	Go to the next menu level. Accept an option.
	Exit the menu by pressing repeatedly. Go back to the previous menu level.
	Scroll through the current menu level.
	Exit the menu.

# Menu table

The factory settings are shown in Bold with an asterisk.



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1. General Setup	1. Paper	1. Paper Type	—	Thin <b>Plain*</b> Thick Thicker Recycled Paper Label	Sets the type of paper in the paper tray.	14
		2. Paper Size	—	<b>A4*</b> Letter Executive A5 A5 L A6 B5 B6 16K (195x270mm) 16K (184x260mm) 16K (197x273mm)	Sets the size of the paper in the paper tray.	
	2. Ecology	1. Toner Save	—	On <b>Off*</b>	Increases the page yield of the toner cartridge.	See <sup>1</sup> .
<sup>1</sup> See <i>Advanced User's Guide</i> .						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1. General Setup (Continued)	2. Ecology (Continued)	2. Sleep Time	—	Range varies depending on models. <b>003Min*</b>	Conserves power.	See <sup>1</sup> .
	3. LCD Contrast	—	—	-□□□□■+ -□□□□□+ -□□■□□+* -□■□□□+ -■□□□□+	Adjusts the contrast of the LCD.	
	4. Replace Toner	—	—	Continue <b>Stop*</b>	The machine will stop printing until you replace the toner cartridge.	
	5. Reset	1. All Settings	—	▲ <b>Reset</b> ▼ <b>Exit</b>	Restores the machine's settings to the original factory default settings.	74
	0. Local Language	—	(Choose your language)	—	Allows you to change the LCD language for your country.	6

<sup>1</sup> See *Advanced User's Guide*.



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	Page
2. Copy (Continued)	1. Quality	—	<b>Auto*</b> Text Photo Graph	You can choose the Copy resolution for your type of document.	See <sup>1</sup> .
	2. Brightness	—	-□□□□■+ -□□□■□+ -□□■□□+* -□■□□□+ -■□□□□+	Adjust the brightness for copies.	
	3. Contrast	—	-□□□□■+ -□□□■□+ -□□■□□+* -□■□□□+ -■□□□□+	Adjusts the contrast for copies.	
<sup>1</sup> See <i>Advanced User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page
3. Machine Info.	1. Serial No.	—	—	You can check the serial number of your machine.	74
	2. Page Counter	—	Total List Copy Print	You can check the number of total pages the machine has printed during its life.	See <sup>1</sup> .
	3. User Settings	—	—		
	4. Drum Life	—	—	You can check the percentage of a Drum life that remains available.	
<sup>1</sup> See <i>Advanced User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					

# D

# Specifications

## General



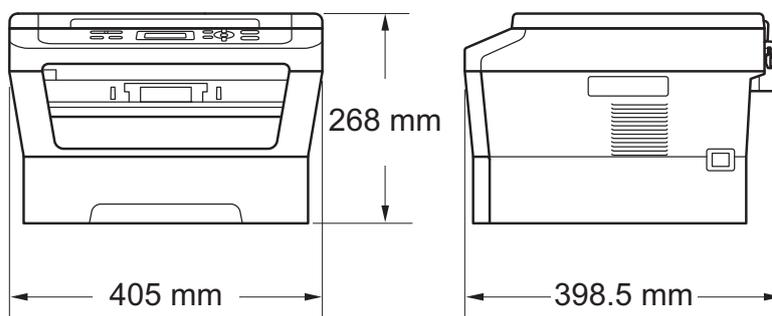
### Note

This chapter provides a summary of the machines' specifications. For additional specifications visit <http://www.brother-cn.net/> for details.

<b>Printer Type</b>	Laser
<b>Print Method</b>	Electrophotography by semiconductor laser beam scanning
<b>Memory Capacity</b>	(For DCP-7055) 16 MB (For DCP-7060D) 32 MB
<b>LCD (liquid crystal display)</b>	10 characters × 2 lines
<b>Power Source</b>	220 - 240 V AC 50/60Hz
<b>Power Consumption</b> <sup>1</sup>	Peak: 1080 W Copying (Average): Approx. 445 W <sup>2</sup> at 25 °C (77 °F) Deep Sleep (Average): Approx. 0.9 W Ready (Average): Approx. 55 W at 25 °C (77 °F)

<sup>1</sup> USB connection to PC

<sup>2</sup> When making a copy from one sheet

**Dimensions****Weight**

With Consumables: (For DCP-7055) 9.8 kg  
(For DCP-7060D) 10.1 kg

**Noise level****Sound power**<sup>1</sup>

Operating (Copying):	(For DCP-7055) L <sub>wAd</sub> = 6.60 B (A)
	(For DCP-7060D) L <sub>wAd</sub> = 6.74 B (A)
Standby:	L <sub>wAd</sub> = 4.30 B (A)

**Sound pressure**

Operating (Printing):	LP <sub>Am</sub> = 53 dB (A)
Standby:	LP <sub>Am</sub> = 30 dB (A)

<sup>1</sup> Measured in accordance with ISO 9296.

**Temperature**

Operating: 10 to 32.5°C

Storage: 0 to 40°C

**Humidity**

Operating: 20 to 80% (without condensation)

Storage: 10 to 90% (without condensation)

## Document Size

**Document Size  
(Single-sided)**

Scanner Glass Width: Max. 215.9 mm

Scanner Glass Length: Max. 297 mm

# Print media

<b>Paper Input</b>	<b>Paper Tray</b>	
	■ Paper Type:	Plain paper, Thin paper or Recycled paper
	■ Paper Size:	Letter, A4, B5 (ISO/JIS), A5, A5 (Long Edge), B6 (ISO), A6, Executive, 16K(195x270mm), 16K(184x260mm), 16K(197x273mm)
	■ Paper Weight:	60 to 105 g/m <sup>2</sup>
	■ Maximum Paper Tray Capacity:	Up to 250 sheets of 80 g/m <sup>2</sup> Plain paper
	<b>Manual Feed Slot (Manual)</b>	
	■ Paper Type:	Envelopes, Labels <sup>1</sup> , Thin paper, Thick paper, Thicker paper, Recycled paper, Bond paper or Plain paper
	■ Paper Size:	Width: 76.2 to 216 mm Length: 116 to 406.4 mm
	■ Paper Weight:	60 to 163 g/m <sup>2</sup> <sup>2</sup>
	■ Maximum Paper Tray Capacity:	One sheet at a time 80 g/m <sup>2</sup> Plain paper
<b>Paper Output</b>	<b>Face-Down Output Tray</b>	Up to 100 sheets ( <i>face down</i> print delivery to the <i>Face down</i> output paper tray)
	<b>Face-Up Output Tray</b>	One sheet ( <i>face up</i> print delivery to the <i>Face up</i> output paper tray)
<b>Duplex Printing</b> (For DCP-7060D)	■ Paper Size (Automatic Duplex):	A4
	■ Paper Weight (Automatic Duplex):	60 to 105 g/m <sup>2</sup>
	■ Paper Type (Automatic Duplex):	Plain paper or Recycled paper

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

<sup>2</sup> 60 to 105 g/m<sup>2</sup> for duplex print.

# Copy

<b>Color/Monochrome</b>	Monochrome
<b>Copy Width</b>	Max. 204 mm
<b>Multiple Copies</b>	Stacks or Sorts up to 99 pages
<b>Reduce/Enlarge</b>	25% to 400% (in increments of 1%)
<b>Resolution</b>	Up to 600 × 600 dpi
<b>First Copy Out Time</b>	(For DCP-7055) Less than 12 seconds (from the READY mode and standard tray) (For DCP-7060D) Less than 11 seconds (from the READY mode and standard tray)
<b>Ready</b>	At 25°C (77°F)

# Scanner

<b>Colour/Black</b>	Yes/Yes
<b>TWAIN Compliant</b>	Yes (Windows® 2000 Professional/Windows® XP/ Windows® XP Professional x64 Edition/Windows Vista®/ Windows® 7)  Mac OS X 10.4.11, 10.5.x, 10.6.x <sup>1</sup>
<b>WIA Compliant</b>	Yes (Windows® XP/Windows Vista®/Windows® 7)
<b>Colour Depth</b>	48 bit internal / 24 bit external colour
<b>Resolution</b>	Up to 19200 × 19200 dpi (interpolated) <sup>2</sup>  Up to 600 × 2400 dpi (optical) <sup>2</sup> (from Scanner Glass)
<b>Scanning Width</b>	Max. 204 mm
<b>Greyscale</b>	256 levels

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

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

# Printer

<b>Automatic 2-sided (Duplex) Print</b> (For DCP-7060D)	Yes
<b>Resolution</b>	600 dpi × 600 dpi, HQ1200 (2400 × 600 dpi) quality
<b>Print Speed (Duplex)</b>	Up to 5 pages/minute (A4 size) <sup>1</sup>
<b>Print Speed</b>	(For DCP-7055) Up to 20 pages/minute (A4 size) <sup>1</sup> (For DCP-7060D) Up to 24 pages/minute (A4 size) <sup>1</sup>
<b>First Print Out Time</b>	(For DCP-7055) Less than 10.0 seconds (from the READY mode and standard tray) (For DCP-7060D) Less than 8.5 seconds (from the READY mode and standard tray)

<sup>1</sup> The print speed may vary depending on the type of document you print.

# Interfaces

## USB

We recommend to use a USB cable (Type A/B) that is no more than 2 metres long.<sup>1 2</sup>

- <sup>1</sup> 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.
- <sup>2</sup> Third-party USB ports are not supported.

# Computer requirements

Minimum System Requirements and Supported PC Software Functions										
Computer Platform & Operating System Version		Processor Minimum Speed	Minimum RAM	Recommended RAM	Hard Disk Space to install		Supported PC Software Functions	Supported PC Interface <sup>3</sup>		
					For Drivers	For Applications				
Windows <sup>®</sup> Operating System <sup>1</sup>	Windows <sup>®</sup> 2000 Professional <sup>4</sup>	Intel <sup>®</sup> Pentium <sup>®</sup> II or equivalent	64 MB	256 MB	150 MB	500 MB	Printing, Scanning	USB		
	Windows <sup>®</sup> XP Home <sup>2 4</sup> Windows <sup>®</sup> XP Professional <sup>2 4</sup>		128 MB							
	Windows <sup>®</sup> XP Professional x64 Edition <sup>2 4</sup>	64-bit (Intel <sup>®</sup> 64 or AMD64) supported CPU	256 MB	512 MB						
	Windows Vista <sup>®</sup> <sup>2 4</sup>	Intel <sup>®</sup> Pentium <sup>®</sup> 4 or equivalent 64-bit (Intel <sup>®</sup> 64 or AMD64) supported CPU	512 MB	1 GB					500 MB	1.2 GB
	Windows <sup>®</sup> 7 <sup>2 4</sup>	Intel <sup>®</sup> Pentium <sup>®</sup> 4 or equivalent 64-bit (Intel <sup>®</sup> 64 or AMD64) supported CPU	1 GB (32-bit) 2 GB (64-bit)	1 GB (32-bit) 2 GB (64-bit)					650 MB	

### Minimum System Requirements and Supported PC Software Functions

Computer Platform & Operating System Version		Processor Minimum Speed	Minimum RAM	Recommended RAM	Hard Disk Space to install		Supported PC Software Functions	Supported PC Interface <sup>3</sup>
					For Drivers	For Applications		
Windows® Operating System <sup>1</sup>	Windows Server® 2003 (print only via network)	Intel® Pentium® III or equivalent	256 MB	512 MB	50 MB	N/A	Printing	
	Windows Server® 2003 x64 Edition (print only via network)	64-bit (Intel®64 or AMD64) supported CPU						
	Windows Server® 2008 (print only via network)	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	512 MB	2 GB				
	Windows Server® 2008 R2 (print only via network)	64-bit (Intel®64 or AMD64) supported CPU						
Macintosh Operating System	Mac OS X 10.4.11 10.5.x	PowerPC G4/G5 Intel® Core™ Processor	512 MB	1 GB	80 MB	400 MB	Printing, Scanning	USB
	Mac OS X 10.6.x	Intel® Core™ Processor	1 GB	2 GB				

<sup>1</sup> Internet Explorer® 6.0 or greater.

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

<sup>3</sup> Third-party USB ports are not supported.

<sup>4</sup> Presto! PageManager on the CD-ROM supports Microsoft® Windows® 2000, Windows® XP, Windows Vista® and Windows® 7.

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

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

## Consumable items

<b>Toner Cartridge</b>	Standard Toner Cartridge:	
	TN-2015 (For DCP-7055)	Approx. 700 pages (A4) <sup>1</sup>
	TN-2215 (For DCP-7060D)	Approx. 1,200 pages (A4) <sup>1</sup>
	High-Yield Toner Cartridge:	
	TN-2225 (For DCP-7060D)	Approx. 2,600 pages (A4) <sup>1</sup>
<b>Drum Unit</b>	DR-2245 (For DCP-7055)	Approx. 12,000 pages (A4) <sup>2</sup>
	DR-2250 (For DCP-7060D)	

<sup>1</sup> Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

<sup>2</sup> Drum yield is approximate, and may vary by type of use.



### Note

- Brother does not recommend the use of consumables other than genuine Brother consumables.
- Your machine warranty may not cover any damage arising from the use of non genuine Brother consumables.

# E

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## C

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