

Basic User's Guide



If you need to contact customer service

Complete the fol	lowing information for future reference:
Model Number:	DCP-9015CDW and DCP-9020CDW
(Circle your mod	el number)
Serial Number: 1	
Date of Purchase	e:
	ee:
Guide with yo	mber is on the back of the unit. Retain this User's our sales receipt as a permanent record of your the event of theft, fire or warranty service.

Register your product online at

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

User's Guides and where do I find them?

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

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

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

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Table of Contents (Advanced User's Guide)

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

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

1 General Setup

Memory storage Automatic Daylight Saving Time Ecology features Touchscreen

2 Security features

Secure Function Lock 2.0 Setting Lock

3 Printing reports

Reports

4 Making copies

Copy settings

A Routine maintenance

Checking the machine Replacing periodic maintenance parts Packing and shipping the machine

B Glossary

C Index

1

General information

Using the documentation

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

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

WARNING

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

IMPORTANT

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

NOTE

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



Electrical Hazard icons alert you to a possible electrical shock.



Fire Hazard icons alert you to the possibility of fire.



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



Prohibition icons indicate actions that must not be performed.

Bold Bold style identifies the

numerical pad numbers of the Touchpanel or on the computer

screen.

Italicized style emphasizes an

important point or refers you to

a related topic.

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

Follow all warnings and instructions marked on the product.

NOTE

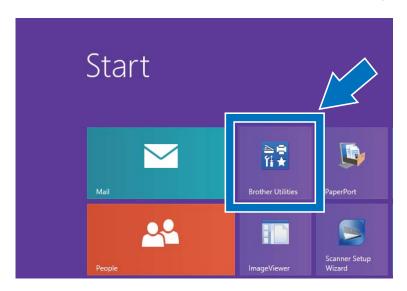
Most of the illustrations in this User's Guide show the DCP-9020CDW.

Accessing Brother Utilities (Windows® 8)

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

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

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



Select your machine from the drop-down list.



3 Choose the function you want to use.

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

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

Viewing Documentation

Viewing Documentation (Windows®)

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

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

(Windows® 8 / Windows Server® 2012)

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

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

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

NOTE

If the Brother screen does not appear, go to **Computer (My Computer)**. (For

Windows® 8: Click (File Explorer) on the taskbar, and then go to **Computer**.) Double-click the CD-ROM icon, and then double-click **start.exe**.

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



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

Viewing Documentation (Macintosh)

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



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

How to find Scanning instructions

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

Software User's Guide

- Scanning
- ControlCenter
- Network Scanning

Nuance™ PaperPort™ 12SE How-to-Guides

(Windows® users)

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

Presto! PageManager User's Guide (Macintosh users)

NOTE

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

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

How to find Network setup instructions

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

- Basic setup instructions: (see Quick Setup Guide.)
- Connection to a wireless access point or router supports Wi-Fi Protected Setup or AOSS™:

(see Quick Setup Guide.)

More information about network setup: (see Network User's Guide.)

How to access the User's Guides for Advanced Features

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

http://solutions.brother.com/

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

Wi-Fi Direct™ Guide

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

Google Cloud Print Guide

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

Mobile Print/Scan Guide for Brother iPrint&Scan

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

Web Connect Guide

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

AirPrint Guide

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

Accessing Brother Support (Windows®)

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

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



- To access our website (http://www.brother.com/), click Brother Home Page.
- For the latest news and product support information (http://solutions.brother.com/), click Brother Solutions Center.
- To visit our website for original Brother Supplies (http://www.brother.com/original/), click Supplies Information.
- To access the Brother CreativeCenter (<u>http://www.brother.com/creativecenter/</u>) for FREE photo projects and printable downloads, click

Brother CreativeCenter.

■ To return to the **Top Menu**, click **Back** or if you have finished, click **Exit**.

Accessing Brother Support (Macintosh)

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

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



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

Control panel overview

The DCP-9015CDW and DCP-9020CDW have the same 3.7 in. (93.4 mm) Touchscreen LCD and Touchpanel.



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

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



2 Touchpanel:

■ **S** Back

Press to go back to the previous menu level.

■ Home

Press to return to the Home screen.

■ X Cancel

Press to cancel an operation when illuminated red.

■ Numerical Pad

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

Power On/Off

Press (b) to turn on the machine.

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

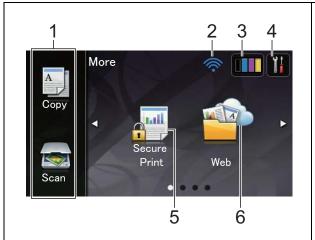
4 RiF

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

Touchscreen LCD

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

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



More screen

The More screen provides access to Copy, Scan, Wi-Fi setup, Toner levels, Setup screen, Secure Print and Web Shortcut.

When the More screen is displayed the machine is in Ready mode. If Secure Function Lock ¹ has been turned on an icon is displayed.

See Advanced User's Guide, Secure Function Lock 2.0.



Shortcut screens

You can quickly create a Shortcut for frequently used functions, such as making a copy, scanning and Web Connect (for more information, see *Shortcut Settings* on page 15).

NOTE

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



1 Modes:

■ Сору

Lets you access Copy mode.

■ Scan

Lets you access Scan mode.

2 Wireless Status

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



If you see wiri at the top on the screen,

you can easily configure the wireless settings by pressing it (for more information, see Quick Setup Guide).

3 (Toner)

See the remaining toner life.

Press to access the Toner menu.

NOTE

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

4 (Settings)

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

5 Secure Print

Lets you access the secure print menu.

6 Web

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

7 Shortcuts

Press to set up Shortcuts.

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

NOTE

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

8 Warning icon (!



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

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

NOTE

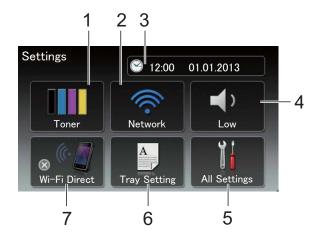
- This product adopts the font of ARPHIC TECHNOLOGY CO.,LTD.
- MascotCapsule UI Framework and MascotCapsule Tangiblet developed by HI CORPORATION are used.
 MascotCapsule is a registered trademark of HI CORPORATION in Japan.



Settings screen

The Touchscreen shows the machines settings when you press ...

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



1 Toner

See the remaining toner life.

Press to access the Toner menu.

2 Network

Press to set up a network connection.

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

3 Date & Time

See the date and time.

Press to access the Date & Time menu.

4 Volume

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

5 All Settings

Press to access the full settings menu.

6 Tray Setting

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

7 Wi-Fi Direct

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

Setting the Ready screen

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

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

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

Basic Operations

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

IMPORTANT

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

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

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

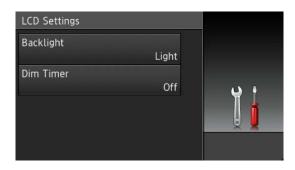


- 4 Press General Setup.
- 5 Swipe up or down, or press ▲ or ▼ to display LCD Settings.

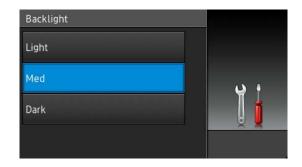


6 Press LCD Settings.

7 Press Backlight.



8 Press Med.



NOTE

Press to go back to the previous level.

9 Press .

Shortcut Settings

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

Adding Copy Shortcuts

The following settings can be included in a copy Shortcut:

- Quality
- Enlarge/Reduce
- Density
- Contrast
- Stack/Sort
- Page Layout
- Colour Adjust
- 2-sided Copy
- Remove Background Colour
- If the displayed screen is More, swipe left or right, or press ◀ or ▶ to display a Shortcut screen.
- Press where you have not added a Shortcut.
- 3 Press Copy.
- 4 Read the information on the Touchscreen, and then confirm it by pressing OK.
- Swipe up or down, or press ▲ or ▼ to display the copy presets, and then press the preset you want.
- 6 Swipe up or down, or press ▲ or ▼ to display the available settings, and then press the setting you want.

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

Adding Scan Shortcuts

The following settings can be included in a scan Shortcut:

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

■ PC Select

to FTP/to Network

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

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

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

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

NOTE

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

- 6 Do one of the following:
 - When the machine is connected to a computer using a USB connection:

Press OK to confirm USB is selected as the PC Name. Go to step **7**.

■ When the machine is connected to a network:

Swipe up or down, or press ▲ or ▼ to display the PC Name, and then press it. Press OK to confirm the PC Name you selected. Go to step ⑦.

- 7 Enter a name for the Shortcut using the keyboard on the Touchscreen. (To help you enter letters, see *Entering text* on page 148.)
 Press OK.
- 8 Read the information on the Touchscreen, and then press OK to save your Shortcut.

Adding Web Connect Shortcuts

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

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

NOTE

- Web services may have been added and/or service names may have been changed by the provider since this document was published.
- To add a Web Connect Shortcut, you must have an account with the desired service (for more information, see Web Connect Guide).
- 1 If the displayed screen is More, swipe left or right, or press ◀ or ▶ to display a Shortcut screen.
- 2 Press where you have not added a Shortcut.
- 3 Press Web.
- 4 If Information about the Internet connection is displayed, read the information and confirm it by pressing OK.
- 5 Swipe left or right, or press ◀ or ▶ to display the available services, and then press your desired service.
- 6 Press your account.
 If the account needs a PIN code, enter the PIN for the account using the keyboard on the Touchscreen.
 Press OK.

Press the function you want.

NOTE

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

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

NOTE

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

Changing Shortcuts

You can change the settings in a Shortcut.

NOTE

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

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

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

Editing Shortcut Names

You can edit a Shortcut name.

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

NOTE

You can also press , All Settings and Shortcut Settings.

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

 Press OK.

Deleting Shortcuts

You can delete a Shortcut.

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

NOTE

You can also press , All Settings and Shortcut Settings.

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

Recalling Shortcuts

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

Volume settings

Beeper volume

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

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

Loading paper

Loading paper and print media

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

NOTE

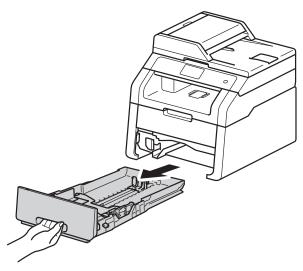
If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by pressing the buttons on the Touchscreen.

Loading paper in the paper tray

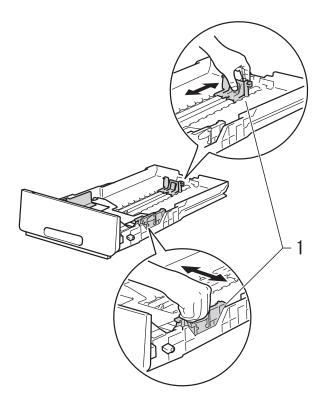
You can load up to 250 sheets in the paper tray. Paper can be loaded up to the maximum paper mark (▼ ▼ ▼) on the right side of the paper tray (for recommended paper, see *Acceptable paper and other print media* on page 28).

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

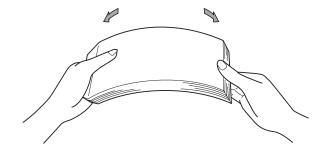
1 Pull the paper tray completely out of the machine.



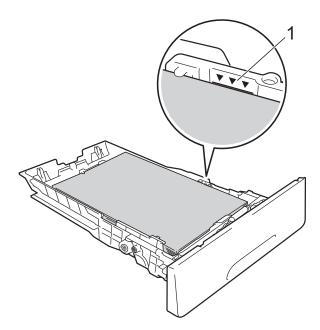
While pressing the green paper-guide release levers (1), slide the paper guides to fit the paper you are loading in the tray. Make sure the guides are firmly in the slots.



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

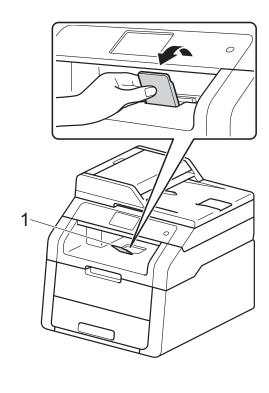


- 4 Load paper in the tray and make sure:
 - The paper is below the maximum paper mark (▼ ▼) (1), as overfilling the paper tray will cause paper jams.
 - The side to be printed on is face down.
 - The paper guides touch the sides of the paper so it will feed correctly.



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

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



Loading paper in the manual feed slot

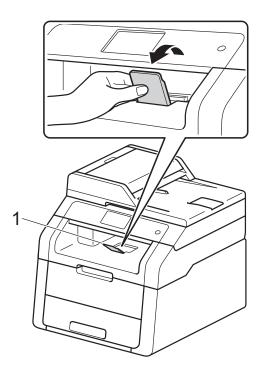
You can load envelopes and special print media one-at-a-time into this slot. Use the manual feed slot to print or copy on labels, envelopes, thicker paper or glossy paper (for the recommended paper to use, see *Acceptable paper and other print media* on page 28).

NOTE

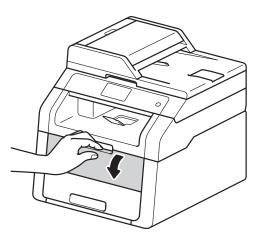
The machine turns on the Manual Feed mode when you put paper in the manual feed slot.

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

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



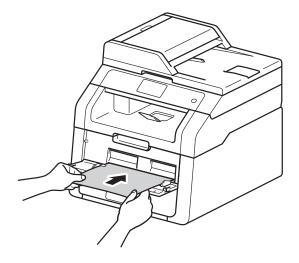
Open the manual feed slot cover.



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



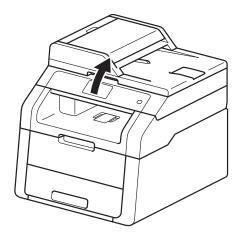
4 Use both hands to push one sheet of paper *firmly* into the manual feed slot until the top edge of the paper presses against the paper feed rollers. Continue pressing the paper against the rollers for about two seconds, or until the machine grabs the paper and pulls it in further.



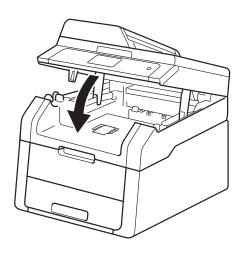
NOTE

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

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



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



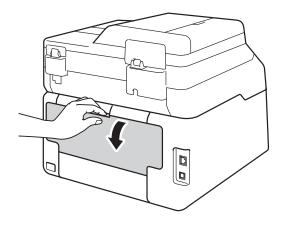
5 After the Touchscreen shows

Manual Feed, return to step 4 to load
the next sheet of paper. Repeat for each
page you want to print.

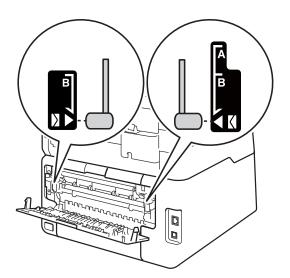
Printing on thick paper, labels, envelopes and glossy paper from the manual feed slot

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

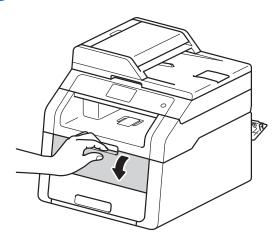
Open the back cover (face-up output tray).



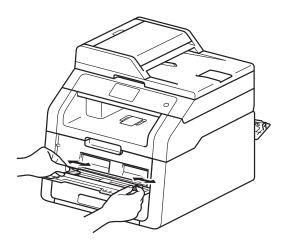
(For printing envelopes only)
Pull down the two grey levers, one on
the left side and one on the right side, as
shown in the illustration.



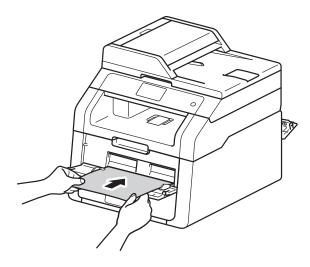
Open the manual feed slot cover.

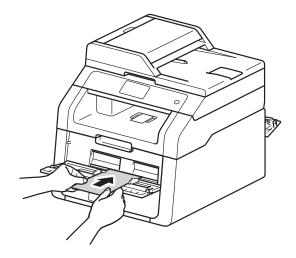


4 Use both hands to slide the manual feed slot paper guides to the width of the paper that you are going to use.



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





NOTE

- If the error message Jam Manual Feed appears on the Touchscreen, the machine cannot grasp and pull the paper or envelope. Reset the machine by removing the paper and then pressing Start on the Touchscreen. Reinsert the paper or envelope and be sure to press it firmly against the rollers.
- Put the paper or envelope into the manual feed slot with the side to be printed on face up.

- When Label is selected in the printer driver, the machine will feed the paper from the manual feed slot, even if Manual is not selected as the paper source.
- Make sure the paper or envelope is straight and in the correct position in the manual feed slot. If it is not, the paper or envelope may not feed correctly, resulting in a skewed printout or a paper jam.
- Pull the paper or envelope out completely when you retry putting the paper into the manual feed slot.
- Do not put more than one sheet of paper or one envelope in the manual feed slot at any one time, as it may cause a jam.
- 6 Send the print data to the machine.

NOTE

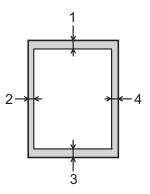
Remove each printed page or envelope immediately to prevent a paper jam.

- 7 After the Touchscreen shows

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

Unscannable and unprintable areas

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



Usage	Document Size	Top (1)	Left (2)
		Bottom (3)	Right (4)
Copy*	Letter	4 mm	4 mm
*a single copy or a 1 in 1 copy	A4	4 mm	3 mm
	Legal (ADF)	4 mm	4 mm
	(DCP-9020CDW)		
Scan	Letter	3 mm	3 mm
	A4	3 mm	3 mm
	Legal (ADF)	3 mm	3 mm
	(DCP-9020CDW)		
Print	Letter	4.2 mm	4.2 mm
	A4	4.2 mm	4.2 mm
	Legal	4.2 mm	4.2 mm

Paper settings

Paper Size

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

You can use the following sizes of paper.

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





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

Paper Type

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



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

Acceptable paper and other print media

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

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

For best results, follow the instructions below:

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

Recommended paper and print media

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

Type and size of paper

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

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

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

Paper capacity of the paper trays

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

Folio size is 215.9 mm \times 330.2 mm.

Recommended paper specifications

The following paper specifications are appropriate for this machine.

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

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

Handling and using special paper

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

Some important guidelines when selecting paper are:

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

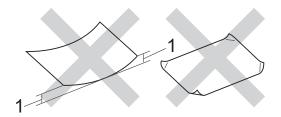
Types of paper to avoid

IMPORTANT

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

DO NOT use paper:

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



- 1 A curl of 2 mm or greater may cause jams to occur.
- that is coated or has a chemical finish
- · that is damaged, creased or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- with letterheads using low temperature dyes or thermography
- · that is multipart or carbonless
- that is designed for inkjet printing

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

Envelopes

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

Envelopes can only be fed through the manual feed slot.

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

Types of envelopes to avoid

IMPORTANT

DO NOT use envelopes:

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

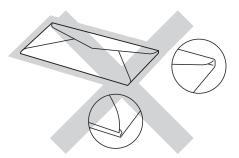
 with glue on the surface as shown in the figure below



 with double flaps as shown in the figure below



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



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

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

Labels

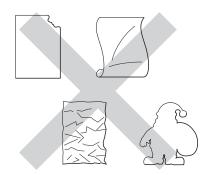
The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label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

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

Labels can only be fed through the manual feed slot.

Types of labels to avoid

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



IMPORTANT

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

3

Loading documents

How to load documents

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

Using the automatic document feeder (ADF) (DCP-9020CDW)

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

Document Sizes Supported

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

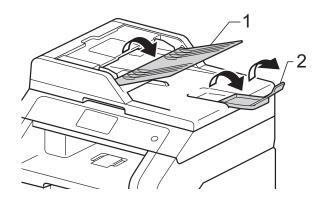
How to load documents

IMPORTANT

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

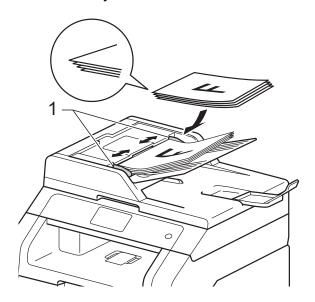
NOTE

- To scan documents that are not appropriate for the ADF, see *Using the* scanner glass on page 34.
- It is easier to use the ADF if you are loading a multiple page document.
- Make sure documents with correction fluid or written with ink are completely dry.
- Unfold the ADF document support (1). Lift up and unfold the ADF document output support flap (2).



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

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



NOTE

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

Using the scanner glass

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

Document Sizes Supported

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

How to load documents

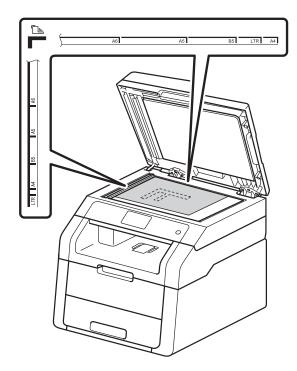
NOTE

(DCP-9020CDW)

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

1 Lift the document cover.

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





3 Close the document cover.

IMPORTANT

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

Making copies

How to copy

The following steps show the basic copy operation.

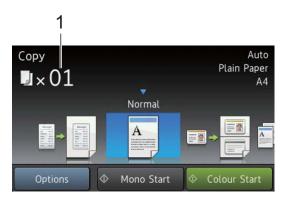
- Do one of the following to load your document:
 - (DCP-9020CDW)

Place the document face up in the ADF (see Using the automatic document feeder (ADF) (DCP-9020CDW) on page 33).

- Load your document *face down* on the scanner glass (see Using the scanner glass on page 34).
- Press the Copy button on the Touchscreen.



■ The Touchscreen shows



No. of Copies

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

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

Stop copying

To stop copying, press X.



Copy preset settings

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

The following preset settings are available.

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

Swipe up or down, or press ▲ or ▼ to display the available options, and then press your new option. Repeat steps and ⑤ for each setting you want. If you have finished changing settings, press OK.

NOTE

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

9 Press Colour Start or Mono Start.

Copy Options

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

(Advanced User's Guide)

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

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

5

How to print from a computer

Printing a document

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

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

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

How to scan to a computer

Before scanning

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

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

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

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

NOTE

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

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

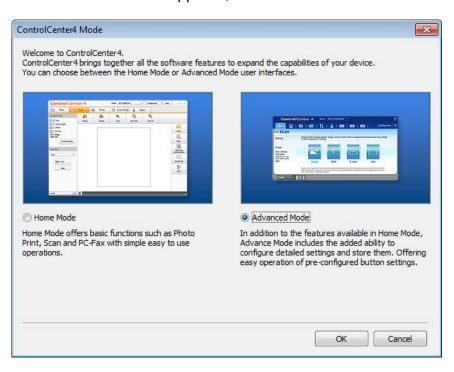
- 1 Load your document (see How to load documents on page 33).
- 2 Follow the instructions for the operating system you are using.
 - (Windows[®] XP, Windows Vista[®] and Windows[®] 7)

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

■ (Windows[®] 8)

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

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



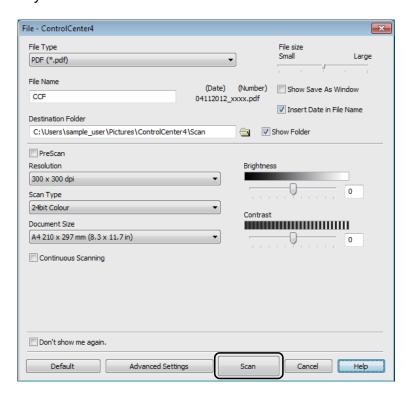
Chapter 6

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



6 Press Scan.

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



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

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



3 Swipe left or right to display to File.



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

4 Press OK.
When the machine is connected to a network, press the computer Name.
Do one of the following:

- If you want to use the default settings, go to step **9**.
- If you want to change the default settings, go to step **⑤**.
- 5 Press Options.
- 6 Press Set with Touch Panel.
 Press On.
- 7 Choose the settings for Scan Type, Resolution, File Type, Scan Size and Remove Background Colour as needed.
- 8 Press OK.
- 9 Press Start.

The machine starts the scanning process.

NOTE

The following scan modes are available.

- to Network (Windows $^{\circledR}$)
- to FTP
- to E-mail
- to Image
- to OCR
- to File
- WS Scan 1 (Web Services Scan)

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



Routine maintenance

Replacing the consumable items

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

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

NOTE

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

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

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

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

¹ A4 or Letter size single-sided pages.

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

³ 1 page per job

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

⁵ Standard toner cartridge

⁶ High yield toner cartridge

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

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

¹ A4 or Letter size single-sided pages.

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

^{3 1} page per job

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

⁵ Standard toner cartridge

⁶ High yield toner cartridge

NOTE

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

Replacing the toner cartridges

Model Name: TN-241BK ¹, TN-241C ¹, TN-241M ¹, TN-241Y ¹, TN-245C ², TN-245M ², TN-245Y ²

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

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

The toner cartridges that come supplied with the machine will need to be replaced after approximately 1,000 pages ³.

- Standard toner cartridge
- ² High yield toner cartridge
- Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

NOTE

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

Toner Low

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

Replace Toner

When the Touchscreen shows

Replace Toner the machine will stop

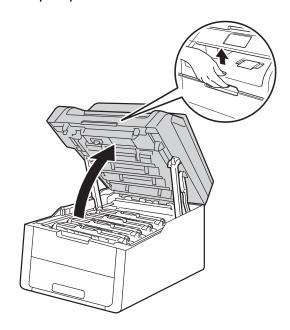
printing until you replace the toner cartridge.

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

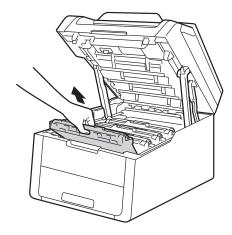
A new Brother Original toner cartridge will reset the Replace Toner message.

Replacing the toner cartridges

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



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



▲ WARNING



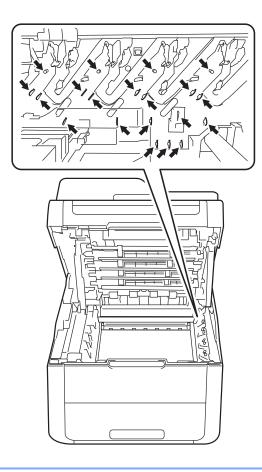
M HOT SURFACE

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

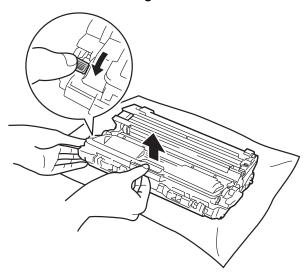


IMPORTANT

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



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



MARNING



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

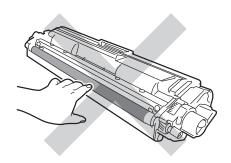
(See Product Safety Guide: *General precautions*.)



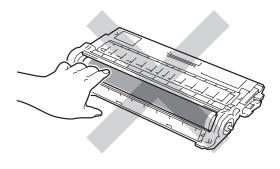
IMPORTANT

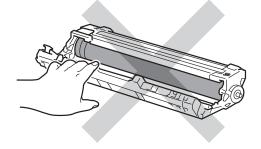
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

<Toner cartridge>



<Drum unit>



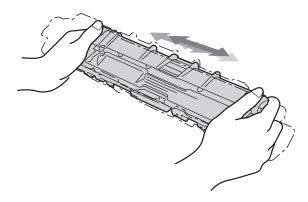


 We recommend that you place the toner cartridge on a clean, flat, level, stable surface with disposable paper underneath it in case you accidentally spill or scatter toner.

NOTE

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

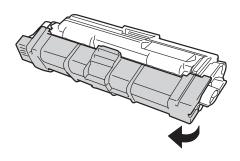
5 Unpack the new toner cartridge. Hold the cartridge level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.



IMPORTANT

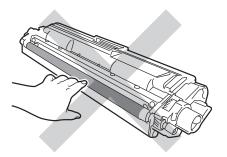
- Unpack the toner cartridge just before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is placed in direct sunlight (or room light for long periods of time), the unit may be damaged.
- Brother machines are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

6 Pull off the protective cover.

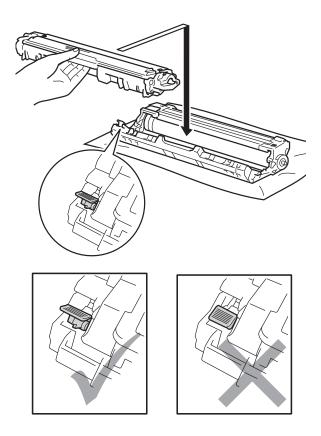


IMPORTANT

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



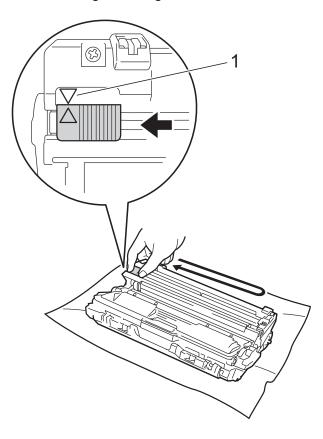
7 Put the new toner cartridge firmly into the drum unit until you hear it lock into place. If you put it in correctly, the green lock lever on the drum unit will lift automatically.



NOTE

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

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



NOTE

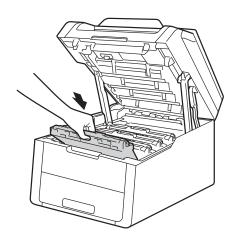
Be sure to return the tab to the Home position (\blacktriangle) (1). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

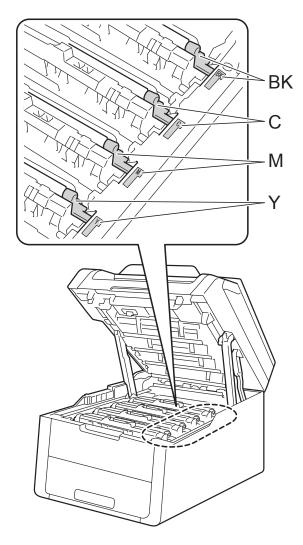
Repeat step 3 and step 3 to clean each of the three remaining corona wires.

NOTE

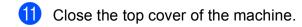
When cleaning the corona wires, you do not have to remove the toner cartridge from the drum unit.

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





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



NOTE

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

Replacing the drum units

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

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

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

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

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

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

IMPORTANT

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

Drum!

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

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

Drum End SoonX

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

Replace DrumX

If only a specified drum needs to be replaced, the Touchscreen shows the

Replace DrumX message. The X indicates the drum unit colour that you must replace. (BK=Black, C=Cyan, M=Magenta, Y=Yellow)

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

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

Drum Stop

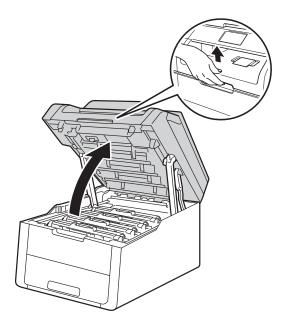
We cannot guarantee the print quality. Replace the drum unit with a new one. We recommend a Brother Original drum unit be installed at this time.

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

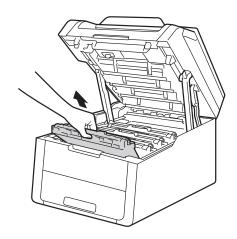
Replacing the drum units

IMPORTANT

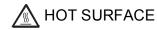
- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- Every time you replace the drum unit, clean the inside of the machine (see Cleaning and Checking the machine on page 69).
- DO NOT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



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



MARNING

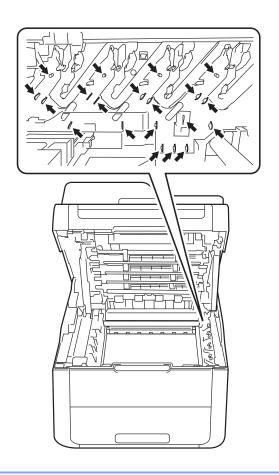


After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.

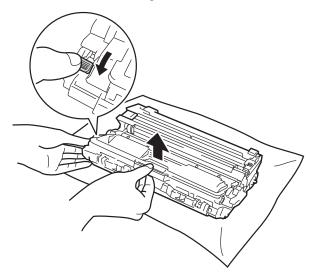


IMPORTANT

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



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



▲ WARNING



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

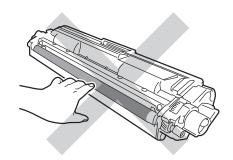
(See Product Safety Guide: *General precautions*.)



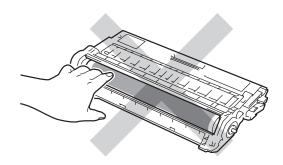
IMPORTANT

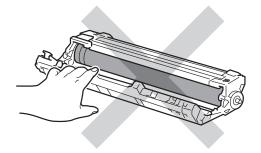
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

<Toner cartridge>



<Drum unit>



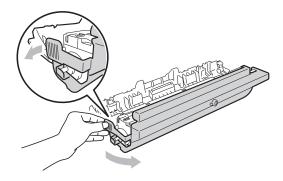


 We recommend that you place the toner cartridge on a clean, flat, level, stable surface with disposable paper underneath it in case you accidentally spill or scatter toner.

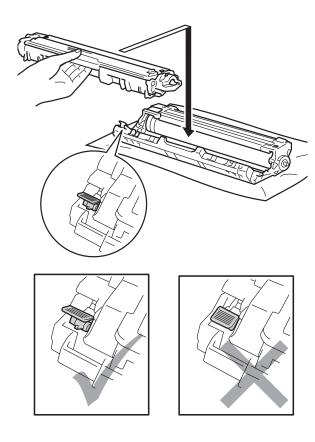
NOTE

- Be sure to seal up the used drum unit tightly in a bag so that toner powder does not spill out of the drum unit.
- Go to http://www.brother.com/original/

 index.html
 for instructions on how to return your used consumable items to the Brother recycling program. If you choose not to return your used items, discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, contact your local waste disposal office (see Product Safety Guide: Recycling information in accordance with the WEEE and Battery Directives).
- Unpack the new drum unit.
- 6 Pull off the protective cover.



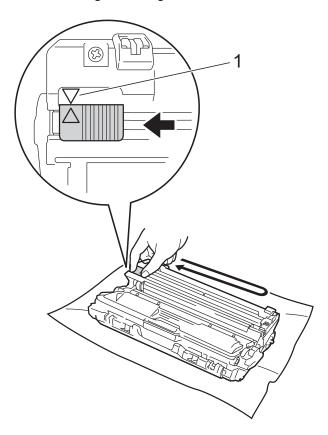
Put the toner cartridge firmly into the new drum unit until you hear it lock into place. If you put the cartridge in correctly, the green lock lever will lift automatically.



NOTE

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

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



NOTE

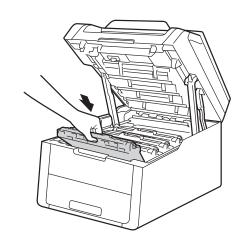
Be sure to return the tab to the Home position (\blacktriangle) (1). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

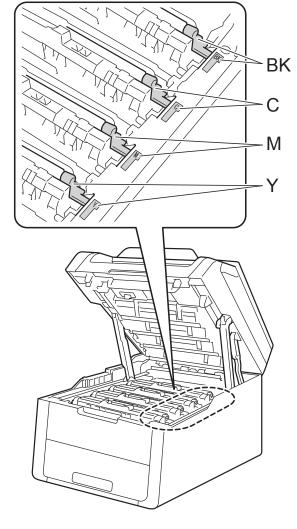
Repeat step 3 and step 3 to clean each of three remaining corona wires.

NOTE

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

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





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

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

Replacing the belt unit

Model name: BU-220CL

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

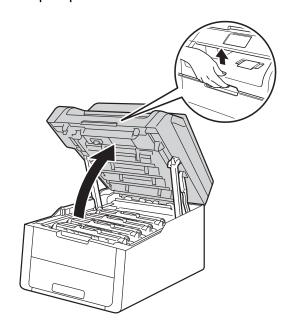
Replace Belt

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

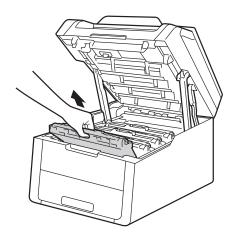
When you replace the belt unit with a new one, you must reset the belt unit counter. Instructions of how to do this can be found in the box your new belt unit came in.

IMPORTANT

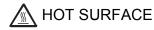
- DO NOT touch the surface of the belt unit.
 If you touch it, it could decrease print quality.
- Damage caused by incorrect handling of the belt unit may void your warranty.
- Make sure the machine is turned on.
- Open the top cover until it locks in the open position.



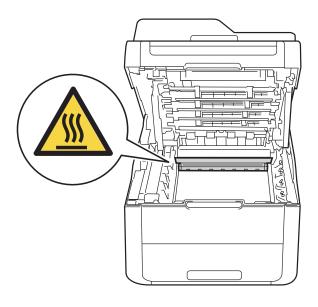
3 Remove all of the toner cartridge and drum unit assemblies.



MARNING

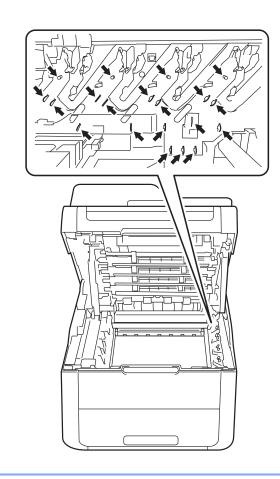


After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.

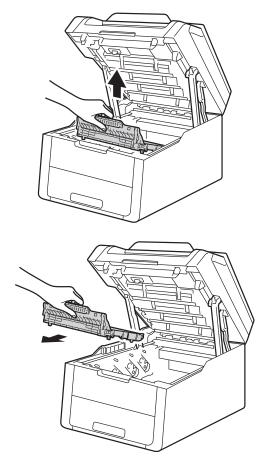


IMPORTANT

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

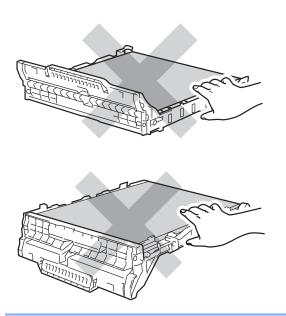


4 Hold the green handle of the belt unit and lift the belt unit up, and then pull it out.

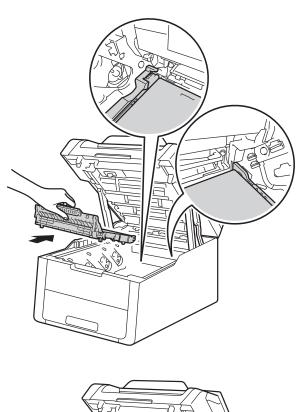


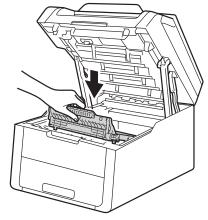
IMPORTANT

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

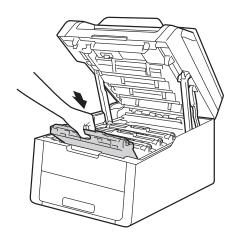


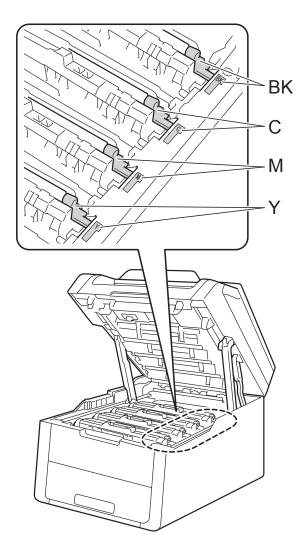
5 Unpack the new belt unit and put the new belt unit in the machine.





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





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

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

Replacing the waste toner box

Model name: WT-220CL

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

WT Box End Soon

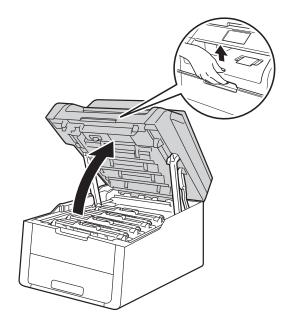
If the Touchscreen shows

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

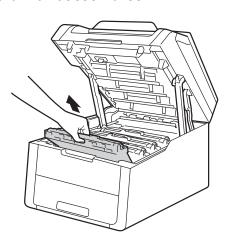
Replace WT Box

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

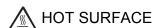
- 1 Make sure the machine is turned on.
- Open the top cover until it locks in the open position.



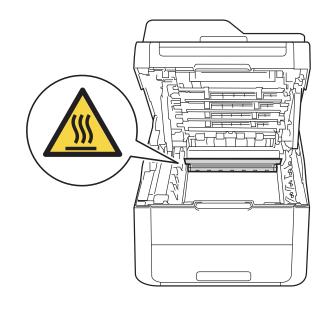
Remove all of the toner cartridge and drum unit assemblies.



▲ WARNING

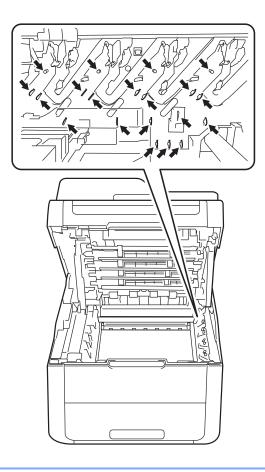


After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.

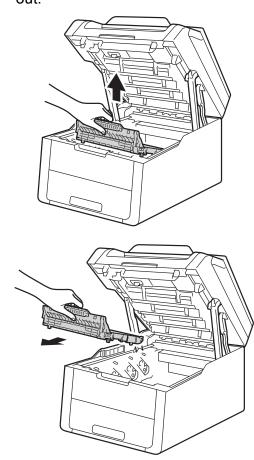


IMPORTANT

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

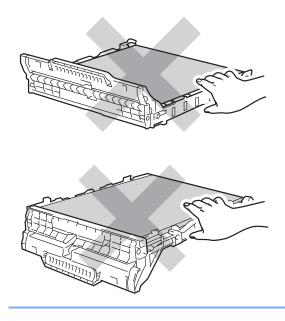


Hold the green handle of the belt unit and lift the belt unit up, and then pull it out.

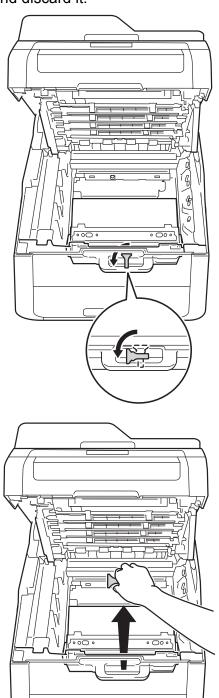


IMPORTANT

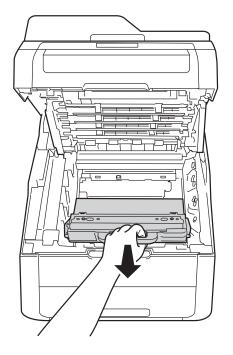
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



5 Remove the orange packing material and discard it.



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



NOTE

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

WARNING



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

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



IMPORTANT

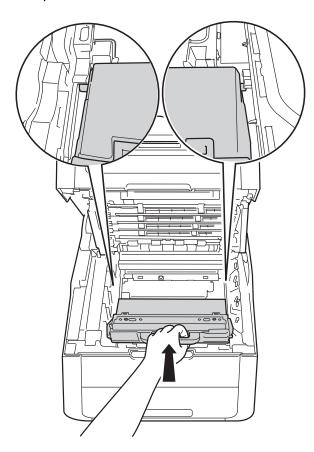
DO NOT reuse the waste toner box.

NOTE

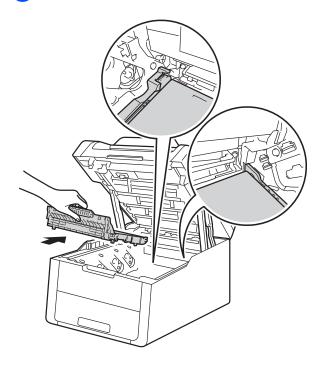
- Be sure to seal up the waste toner box tightly in a bag so that toner powder does not spill out of the waste toner box.
- Discard the used waste toner box according to local regulations, keeping it separate from domestic waste. If you have questions, contact your local waste disposal office.

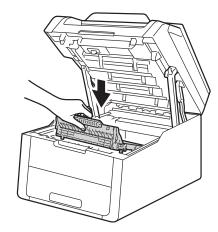


Unpack the new waste toner box and place it in the machine.

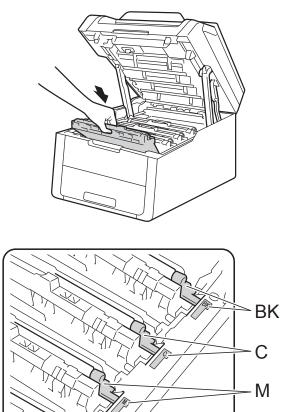


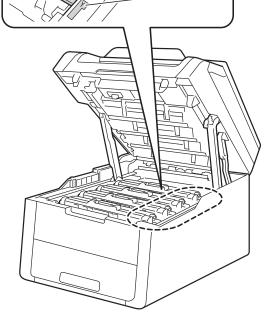
8 Put the belt unit back in the machine.





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





- Y

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

Olose the top cover of the machine.

Cleaning and Checking the machine

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

WARNING





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

(See Product Safety Guide: General precautions.)



IMPORTANT

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

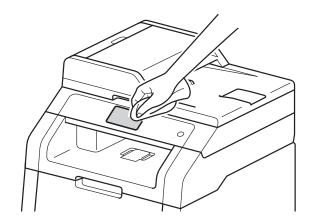
Cleaning the outside of the machine

IMPORTANT

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

Cleaning the Touchscreen

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

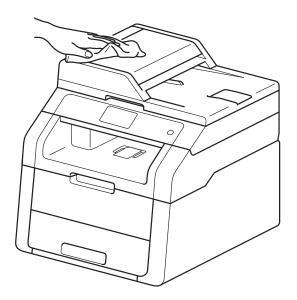


3 Turn on the machine.

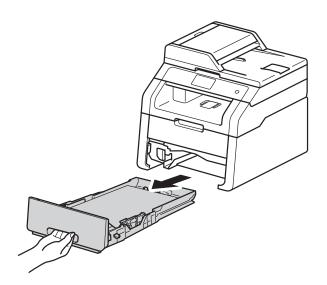
Cleaning the outside of the machine

1 Press and hold down to turn the machine off.

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

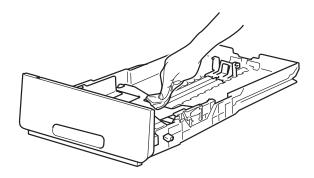


3 Pull the paper tray completely out of the machine.



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

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



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

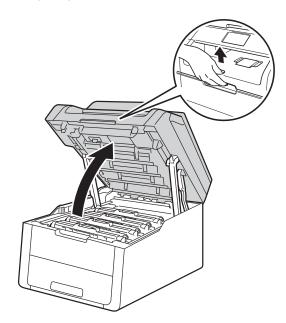
Cleaning the LED heads

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

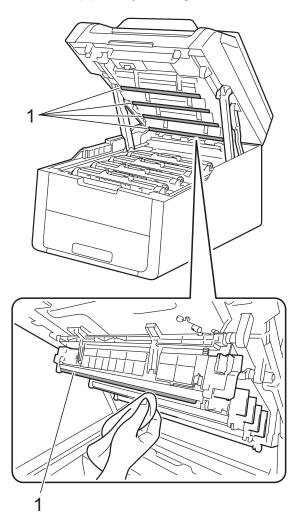
IMPORTANT

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

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



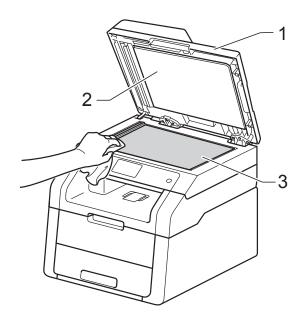
Wipe the windows of all four LED heads (1) with a dry, lint-free cloth. Be careful not to touch the windows of the LED heads (1) with your fingers.



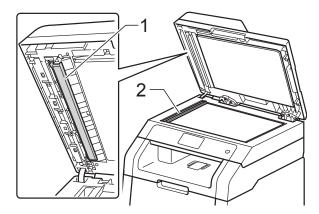
- 4 Close the top cover of the machine.
- 5 Turn on the machine.

Cleaning the scanner glass

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



(DCP-9020CDW)
In the ADF unit, clean the white bar (1) and the scanner glass strip (2) underneath it with a soft lint-free cloth slightly moistened with water.



NOTE

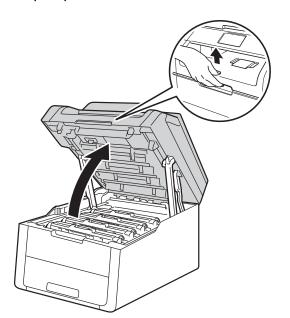
In addition to cleaning the scanner glass and glass strip with a soft lint-free cloth slightly moistened with water, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning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

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

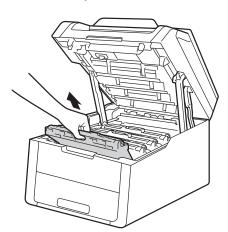
Cleaning the corona wires

If you have print quality problems or the Touchscreen shows <code>Drum !</code>, clean the corona wires as follows:

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



Remove the toner cartridge and drum unit assembly.



▲ WARNING

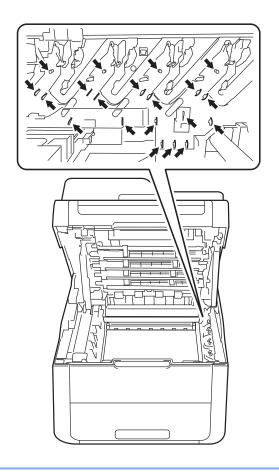
M HOT SURFACE

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

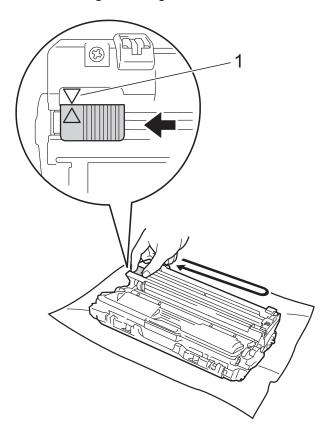


IMPORTANT

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



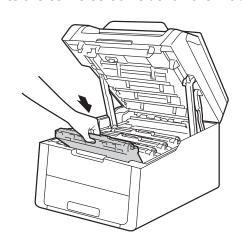
3 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.

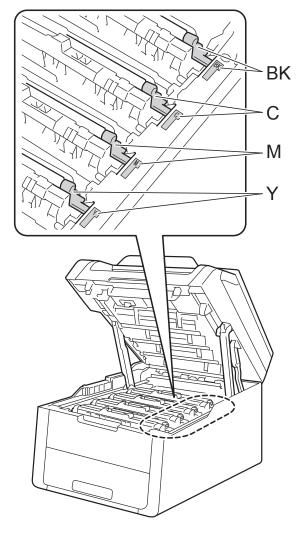


NOTE

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

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





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

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

NOTE

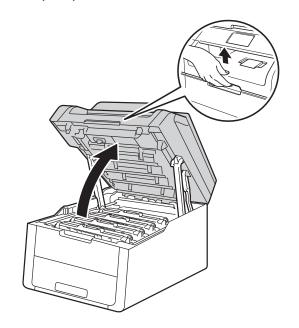
When cleaning the corona wires, you do not have to remove the toner cartridge from the drum unit.

6 Close the top cover of the machine.

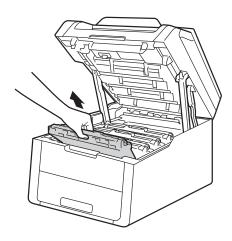
Cleaning the drum unit

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

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



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



▲ WARNING

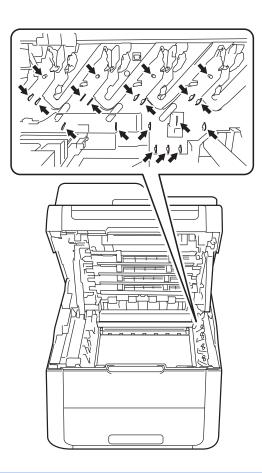
M HOT SURFACE

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

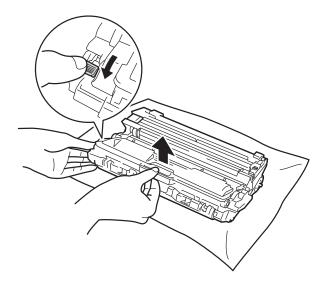


IMPORTANT

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



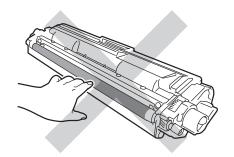
12 Push down the green lock lever and take the toner cartridge out of the drum unit.



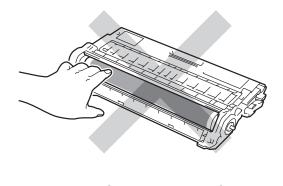
IMPORTANT

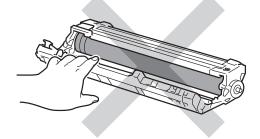
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

<Toner cartridge>

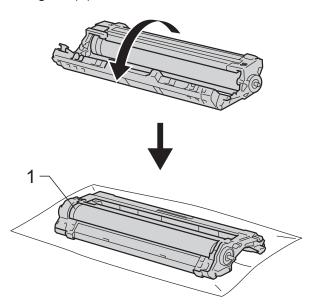


<Drum unit>





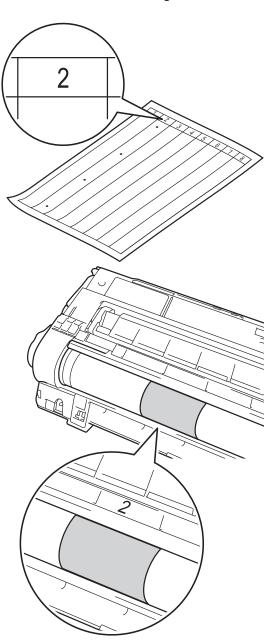
 We recommend that you place the toner cartridge on a clean, flat, level, stable surface with disposable paper underneath it in case you accidentally spill or scatter toner. Turn the drum unit as shown in the illustration. Make sure that the drum unit gear (1) is on the left side.



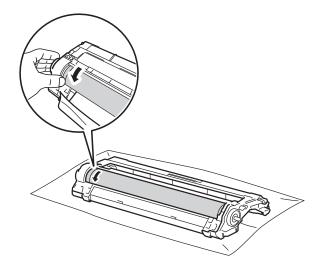
- Read the following information from the Drum Dot Check Sheet.
 - Dot location:

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

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



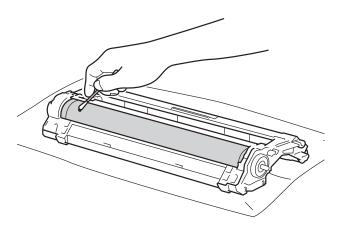
Turn the edge of the drum unit toward you by hand while looking at the surface of the suspected area.



NOTE

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

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

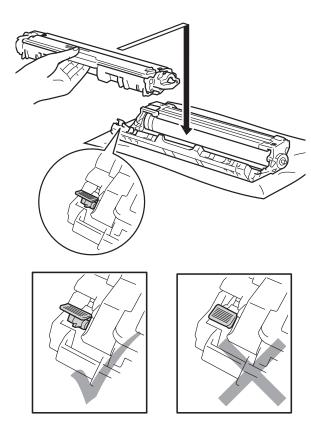


IMPORTANT

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

18 Turn the drum unit back over.

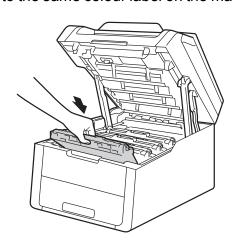
Put the toner cartridge firmly into the new drum unit until you hear it lock into place. If you put the cartridge in correctly, the green lock lever will lift automatically.

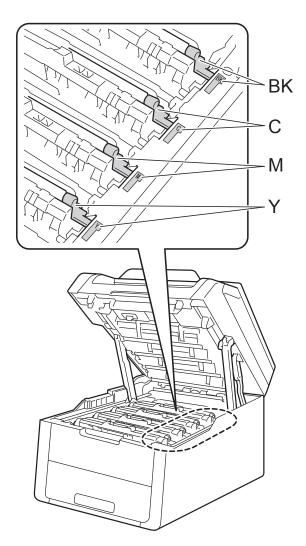


NOTE

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

- Slide the toner cartridge and drum unit assembly into the machine. Make sure that you match the toner cartridge colour to the same colour label on the machine.
- 21 Close the top cover of the machine.
- 22 Turn on the machine and try a test print.





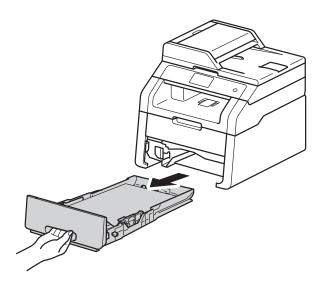
BK = Black, C = Cyan, M = Magenta, Y= Yellow

Cleaning the paper pick-up rollers

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

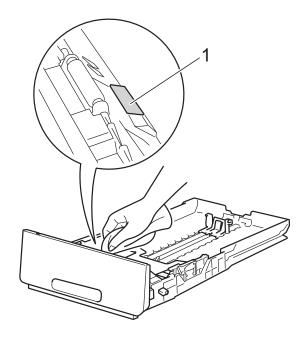
If you have paper feed problems, clean the pick-up rollers as follows:

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

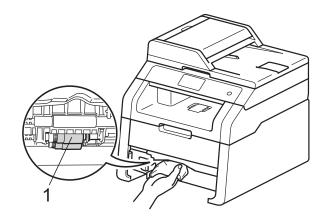


If paper is loaded in the paper tray, remove it.

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



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



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

A

Calibration

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

Calibration helps you to improve the colour density.

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

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

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

NOTE

- If an error message is displayed, press OK and try again.
 - (For more information, see *Error and maintenance messages* on page 86.)
- If you are using the Macintosh printer driver, you must perform the calibration using the Status Monitor. Turn on the Status Monitor, and then select Color Calibration from the Control menu. (see Software User's Guide).

Auto Registration

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

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

Frequency (Colour Correction)

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

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

B

Troubleshooting

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

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

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

Identifying your problem

First, check the following:

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

(See Error and maintenance messages on page 86.)

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

Paper handling and Printing problems:

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

Copying problems:

Copying difficulties on page 105

Scanning problems:

Scanning difficulties on page 105

Software and Network problems:

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

Error and maintenance messages

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

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

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

Error Message	Cause	Action
2-sided Disabled	The back cover of the machine is not closed completely.	Close the back cover of the machine until it locks into the closed position.
Access Denied	The function you want to use is restricted by Secure Function Lock 2.0.	Contact your administrator to check your Secure Function Lock Settings.
Calibration failed.	Calibration failed.	Press ok and try it again. ■ Press and hold down to turn off the machine. Wait a few seconds, and turn on the machine again. Perform the colour calibration again using the Touchscreen or the printer driver (see Calibration on page 83). ■ Put in a new belt unit (see Replacing the belt unit on page 60). ■ If the problem continues, contact Brother
		customer service or your local Brother dealer.
Cartridge Error Put the Toner Cartridge back inx 1 1 (x) shows the toner cartridge colour with the problem. (BK)=Black, (Y)=Yellow, (M)=Magenta, (C)=Cyan.	The toner cartridge is not installed correctly.	Pull out the toner cartridge and drum unit assembly for the colour that is indicated on the Touchscreen. Remove the toner cartridge, and put it back into the drum unit again. Put the toner cartridge and drum unit assembly back in the machine. If the problem continues, contact Brother customer service or your local Brother dealer.

Error Message	Cause	Action
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the Touchscreen shows Cooling Down, and Wait for a while.	Make sure you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something. If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes. If the fan is not spinning, disconnect the machine from the power for several minutes, then reconnect it.
Cover is Open.	The top cover is not completely closed.	Close the top cover of the machine.
	The fuser cover is not completely closed or paper was jammed in the back of the machine when you turned on the power.	 Close the fuser cover located inside the back cover of the machine. Make sure paper is not jammed behind the fuser cover at the back of the machine, then close the fuser cover and press Start (see Paper is jammed at the back of the machine on page 96).
	(DCP-9020CDW)	Close the ADF cover of the machine.
	The ADF cover is not completely closed.	
	(DCP-9020CDW)	Close the ADF cover of the machine, then
	The ADF cover is open while loading a document.	press X.
Document Jam (DCP-9020CDW)	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	See Document is jammed in the top of the ADF unit on page 92 or Using the automatic document feeder (ADF) (DCP-9020CDW) on page 33.
Drum End SoonX 1 1 (x) shows drum unit colour that is near the end of its life. (BK)=Black, (Y)=Yellow, (M)=Magenta, (C)=Cyan.	The drum unit for the colour indicated on the Touchscreen is near the end of its life.	Order a new drum unit for the colour indicated on the Touchscreen before you get a Replace DrumX message.
Drum !	The corona wires on the drum units must be cleaned.	Clean the corona wires on the drum units (see Cleaning the corona wires on page 73).
	The drum unit or the toner cartridge and drum unit assembly is not installed correctly.	Put the toner cartridge into the drum unit that is indicated on the Touchscreen. Then reinstall the toner cartridge and drum unit assembly into the machine.
Drum Stop	It is time to replace the drum unit.	Replace the drum unit for the colour indicated on the Touchscreen. (see <i>Replacing the drum units</i> on page 55).

Error Message	Cause	Action
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	Press and hold down to turn the machine off, wait a few seconds, and then turn it on again. Leave the machine idle for 15 minutes
	The fuser unit is too hot.	with the power on.
Jam 2-sided	The paper is jammed underneath the paper tray or the fuser unit.	See Paper is jammed underneath the paper tray on page 101.
Jam Inside	The paper is jammed inside the machine.	See Paper is jammed inside the machine on page 98.
Jam Manual Feed	The paper is jammed in the manual feed slot of the machine.	See Paper is jammed in the manual feed slot on page 94.
Jam Rear	The paper is jammed in the back of the machine.	See Paper is jammed at the back of the machine on page 96.
Jam Tray	The paper is jammed in the paper tray of the machine.	See Paper is jammed in the paper tray on page 94.
Limit Exceeded	The number of pages you are allowed to print has been exceeded. The print job will be cancelled.	Contact your administrator to check your Secure Function Lock Settings.
Log Access Error	The machine could not access the print log file in the server.	Contact your administrator to check the Store Print Log to Network settings.
		For more information, see Network User's Guide: Store Print Log to Network
Manual Feed	Manual was selected as the paper source when there was no paper in the manual feed slot.	Place paper in the manual feed slot (see Loading paper in the manual feed slot on page 22).
No Belt Unit	The belt unit is not installed correctly.	Reinstall the belt unit (see Replacing the belt unit on page 60).
No Permission	Printing colour documents is restricted by Secure Function Lock 2.0. The print job will be cancelled.	Contact your administrator to check your Secure Function Lock Settings.
No Paper	The machine is out of paper in the paper tray, or paper is not correctly loaded in the paper tray.	Do one of the following:
		Refill paper in the paper tray. Make sure the paper guides are set to the correct size.
		Remove the paper and load it again. Make sure the paper guides are set to the correct size.

Error Message	Cause	Action
No Toner	The toner cartridge or the toner cartridge and drum unit assembly is not installed correctly.	Remove the toner cartridge and drum unit assembly for the colour indicated on the Touchscreen. Remove the toner cartridge from the drum unit, and reinstall the toner cartridge back into the drum unit. Reinstall the toner cartridge and drum unit assembly back in the machine. If the problem continues, replace the toner cartridge (see <i>Replacing the toner cartridges</i> on page 47).
No Tray	The paper tray is not installed or not installed correctly.	Reinstall the paper tray.
No Waste Toner	The waste toner box is not installed correctly.	Reinstall the Waste Toner Box (see <i>Replacing the waste toner box</i> on page 64).
Out of Memory	The machine's memory is full.	Reduce the print resolution.
		(See Software User's Guide.)
Out of Memory Secure Print Data is full. Press Stop Key and delete the previously stored data.	The machine's memory is full.	Press and delete the previously stored secure print data.
Print Unable XX	The machine has a mechanical problem.	 Do one of the following: Press and hold down to turn the machine off, wait a few minutes, and then turn it on again. If the problem continues, contact Brother customer service for support.
Registration failed.	Registration failed.	 Press ok and try again. Press and hold down to turn off the machine. Wait a few seconds, then turn it on again. Perform the auto colour registration using the Touchscreen (see Auto Registration on page 84). Put in a new belt unit (see Replacing the belt unit on page 60). If the problem continues, contact Brother customer service.
Replace Belt	It is time to replace the belt unit.	Replace the belt unit (see Replacing the belt unit on page 60).

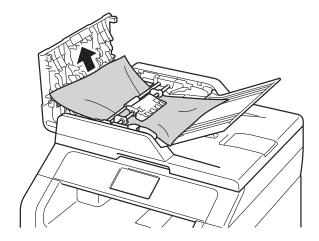
Error Message	Cause	Action
Replace DrumX 1 1 (x) shows drum unit colour that must be replaced. BK=Black, C=Cyan, M=Magenta, Y=Yellow.	It is time to replace the drum unit.	Replace the drum unit for the colour indicated on the Touchscreen (see <i>Replacing the drum units</i> on page 55).
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter. (see Replacing the drum units on page 55).
Replace Fuser	It is time to replace the fuser unit.	Contact Brother customer service or a Brother Authorized Service Center to replace the fuser unit.
Replace PF kit	It is time to replace the paper feeding kit.	Contact Brother customer service or a Brother Authorized Service Center to replace the PF Kit.
Replace Toner 1 1 The Touchscreen shows the toner cartridge colour that you must replace. BK=Black, C=Cyan, M=Magenta, Y=Yellow	The toner cartridge is at the end of its life. The machine will stop all print operations.	Replace the toner cartridge for the colour indicated on the Touchscreen (see <i>Replacing the toner cartridges</i> on page 47).
Replace WT Box	It is time to replace the waste toner box.	Replace the waste toner box (see <i>Replacing</i> the waste toner box on page 64).
Scan Unable XX	The machine has a mechanical problem.	■ Press and hold down to turn the machine off, and then turn it on again.
		If the problem continues, contact Brother customer service for support.
	Document is too long for 2-sided scanning. (DCP-9020CDW)	Press . Use the appropriate size of paper for 2-sided scanning (see <i>Print media</i> on page 152).
Short paper	The length of the paper in the tray is too short for the machine to deliver it to the Face down output tray.	Open the back cover (face-up output tray) to let the printed page exit onto the face up output tray. Remove the printed pages and then press Start.
Size Error 2-sided	The paper size defined in the printer driver and the Touchscreen menu is not	Press . Choose a paper size that is supported by 2-sided printing.
	available for automatic 2-sided printing.	The paper size you can use for automatic 2-sided printing is A4.
	The paper in the tray is not the correct size and is not available for automatic 2-sided	Load the correct size of paper in the tray and set the size of paper for the tray (see <i>Paper Size</i> on page 27).
	printing.	The paper size you can use for automatic 2-sided printing is A4.

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

Document Jams (DCP-9020CDW)

Document is jammed in the top of the ADF unit

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

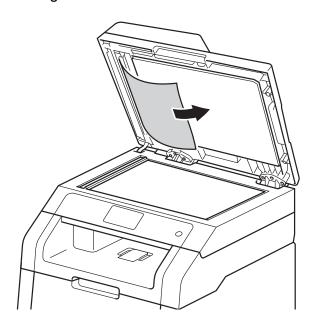


If the document rips or tears, be sure you remove all small paper scraps to prevent future jams.

- 4 Close the ADF cover.
- 5 Press X.

Document is jammed under the document cover

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

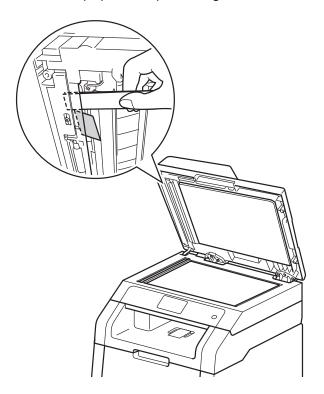


If the document rips or tears, be sure you remove all small paper scraps to prevent future jams.

- 4 Close the document cover.
- 5 Press X.

Removing small documents jammed in the ADF

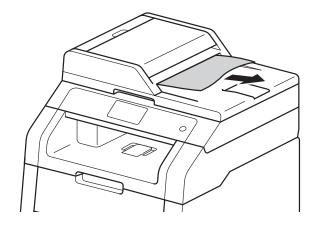
- 1 Lift the document cover.
- 2 Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



- 3 Close the document cover.
- 4 Press X.

Document is jammed at the output tray

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





Paper Jams

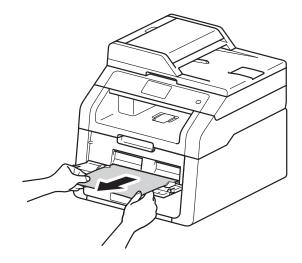
Always remove the remaining paper from the paper tray and straighten the stack when you are adding new paper. This helps prevent multiple sheets of paper from feeding through the machine at one time and prevents paper jams.

Paper is jammed in the manual feed slot

If the Touchscreen shows

Jam Manual Feed, follow these steps:

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

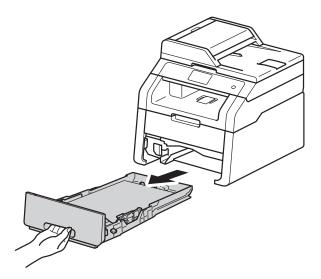


2 Press Start to resume printing.

Paper is jammed in the paper tray

If the Touchscreen shows $\mbox{\tt Jam}$ $\mbox{\tt Tray},$ follow these steps:

Pull the paper tray completely out of the machine.



Use both hands to slowly pull out the jammed paper.



NOTE

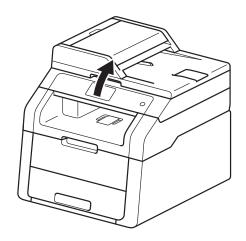
Pulling the jammed paper downward allows you to remove the paper more easily.

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

Paper is jammed at the output paper tray

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

1 Use both hands to open the scanner.



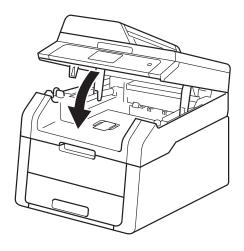
NOTE

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

2 Remove the paper.



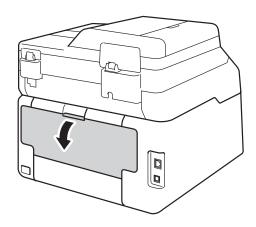
Push the scanner down with both hands to close it.



Paper is jammed at the back of the machine

If the Touchscreen shows Jam Rear, follow these steps:

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

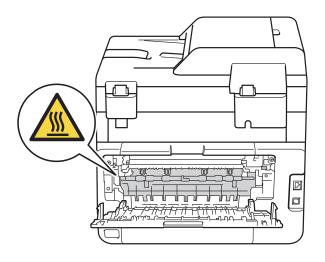


MARNING

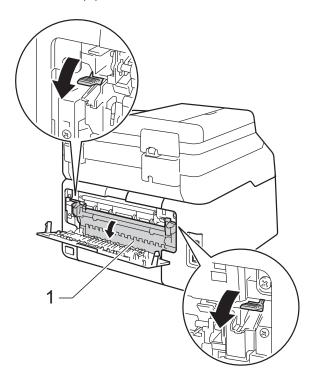


M HOT SURFACE

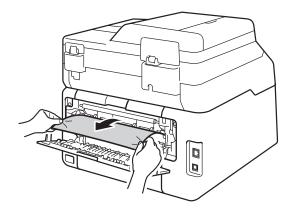
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.



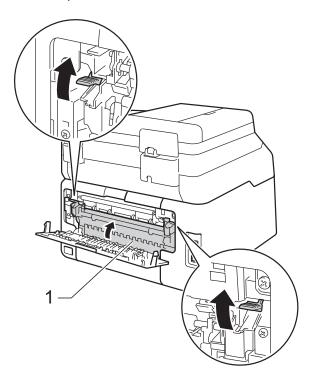
3 Pull the green tabs at the left and right sides down to release the fuser cover (1).



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



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

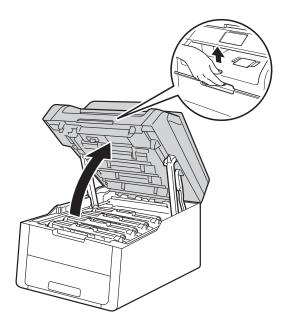


6 Close the back cover until it locks in the closed position.

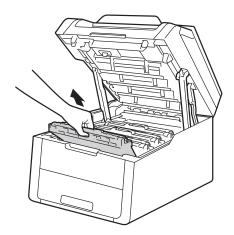
Paper is jammed inside the machine

If the Touchscreen shows Jam Inside, follow these steps:

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



Remove all of the toner cartridge and drum unit assemblies.

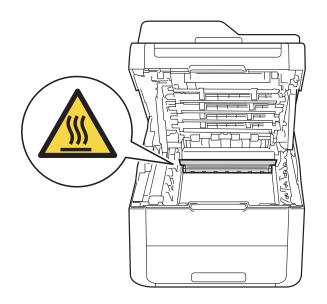


▲ WARNING



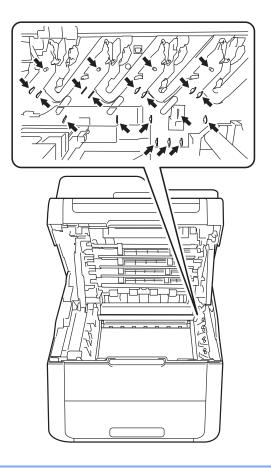
M HOT SURFACE

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

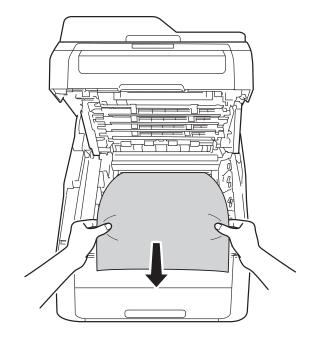


IMPORTANT

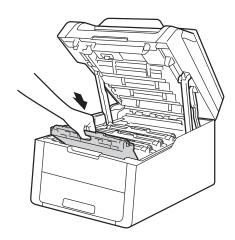
- We recommend that you place the toner cartridge and drum unit assemblies on a clean, flat surface with disposable paper underneath them in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

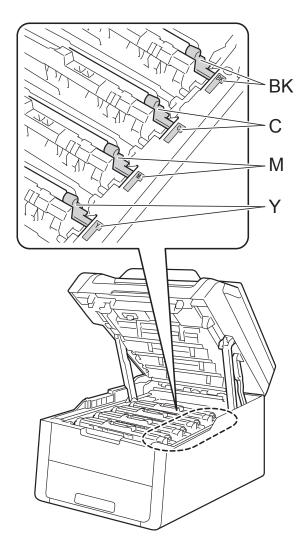


4 Pull out the jammed paper slowly.



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





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

6 Close the top cover of the machine.

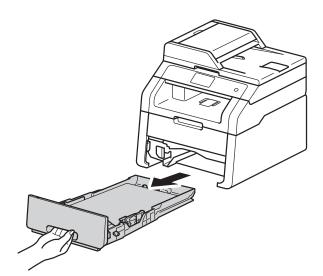
NOTE

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

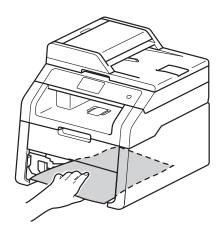
Paper is jammed underneath the paper tray

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

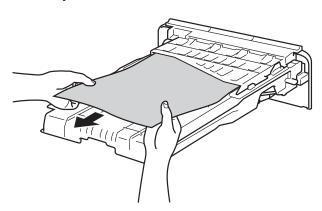
- 1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
- Pull the paper tray completely out of the machine.



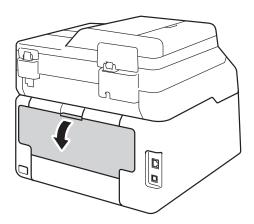
3 Make sure the jammed paper does not remain inside the machine.



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



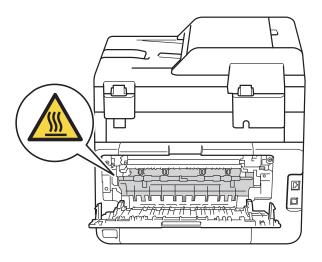
If the paper is not caught in the paper tray, open the back cover.



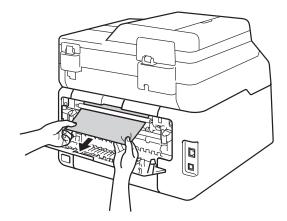
▲ WARNING

M 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.



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



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

If you are having difficulty with your machine

IMPORTANT

- For technical help, contact Brother customer support.
- If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips. You can correct most problems by yourself.
- If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

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

Printing difficulties

Difficulties	Suggestions
No printout.	Check that the correct printer driver has been installed and selected.
	Check to see if the Touchscreen is showing an error message (see <i>Error and maintenance messages</i> on page 86).
	Check the machine is online:
	(Windows [®] 7 and Windows Server [®] 2008 R2)
	Click the (Start) button > Devices and Printers. Right-click
	Brother DCP-XXXX Printer and click See what's printing. Click Printer in the menu bar. Make sure Use Printer Offline is cleared.
	(Windows Vista [®] and Windows Server [®] 2008)
	Click the (Start) button > Control Panel > Hardware and Sound > Printers. Right-click Brother DCP-XXXX Printer. Make sure Use Printer Online is not listed. If it is listed, click this option to set the driver Online.
	(Windows [®] XP and Windows Server [®] 2003) Click the Start button > Printers and Faxes . Right-click Brother DCP-XXXX Printer . Make sure Use Printer Online is not listed. If it is listed, click this option to set the driver Online.
	(Windows [®] 8 and Windows Server [®] 2012) Move your mouse to the lower right corner of your desktop. When the menu bar appears, click Settings > Control Panel . In the Hardware and Sound (Hardware) group, click View devices and printers . Right-click the Brother DCP-XXXX Printer > See what's printing . If printer driver options appear, select your printer driver. Click Printer in the menu bar and make sure that Use Printer Offline is not selected.
	Contact your administrator to check your Secure Function Lock settings.
	Check that the machine is not in Power Off mode.
	If the machine is in Power Off mode, press (1) and hold down on the control
	panel, and then re-send print data (see Advanced User's Guide: Auto Power Off).
The machine is not printing or has stopped printing.	Press X.
	The machine will cancel the print job and clear it from the memory. The printout may be incomplete.

Printing difficulties (continued)

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

Paper handling difficulties

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

Copying difficulties

Difficulties	Suggestions
Cannot make a copy.	Make sure you pressed Copy and the machine is in Copy mode (see <i>How to copy</i> on page 35).
	Contact your administrator to check your Secure Function Lock Settings.
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the scanner glass, or the corona wires are dirty. Clean the glass strip and scanner glass and also the white bar and white plastic above them (see <i>Cleaning the scanner glass</i> on page 72 and <i>Cleaning the corona wires</i> on page 73).
Copies are blank.	Make sure you are loading the document correctly (see <i>Using the automatic document feeder (ADF) (DCP-9020CDW)</i> on page 33 or <i>Using the scanner glass</i> on page 34).

Scanning difficulties

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

Software difficulties

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

Network difficulties

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

Other difficulties

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

- ¹ For Windows Server[®] 2012: **Hardware**.
- For Windows® XP, Windows Vista®, Windows Server® 2003 and Windows Server® 2008: Brother DCP-XXXX BR-Script3.
- ³ For Windows[®] XP, Windows Vista[®], Windows Server[®] 2003 and Windows Server[®] 2008: **Properties**.

Improving the print quality

If you have a print quality problem, print a test page first (All Settings, Printer,

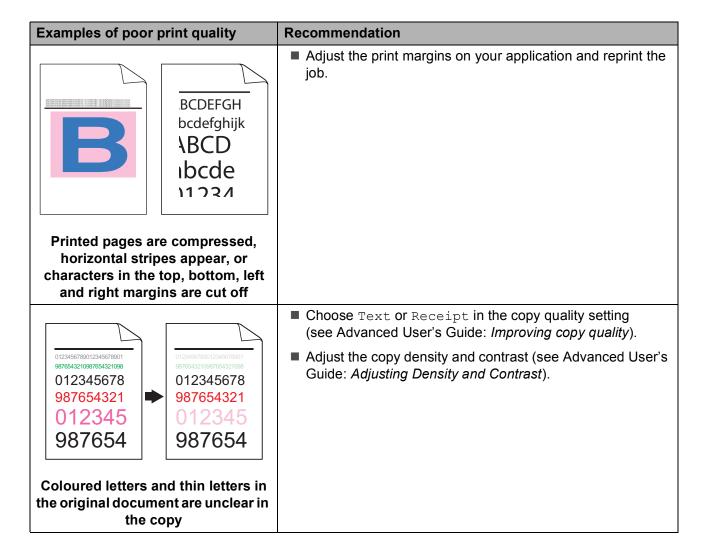


Print Options, Test Print). If the printout looks good, the problem is probably not the machine. Check the interface cable connections and try printing a different document. If the printout or test page printed from the machine has a quality problem, check the following steps first. And then, if you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

NOTE

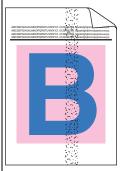
Brother does not recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with toner from other sources.

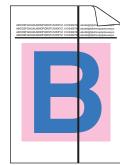
- To get the best print quality, we suggest using recommended paper. Make sure you use paper that meets our specifications (see Acceptable paper and other print media on page 28).
- Check that the drum units and toner cartridges are installed correctly.



Examples of poor print quality Recommendation ■ Perform the calibration using the Touchscreen or the printer driver (see Calibration on page 83). Adjust the copy density and contrast if you are copying (see Advanced User's Guide: Adjusting Density and Contrast). ■ Make sure Toner Save mode is off in the Touchscreen or the printer driver. ■ Make sure the media type setting in the driver matches the type of paper you are using (see Acceptable paper and other print media on page 28). Colours are light or unclear on the Shake all four toner cartridges gently. whole page ■ Wipe the windows of all four LED heads with a *dry* lint free soft cloth (see Cleaning the LED heads on page 71). ■ Wipe the windows of all four LED heads with a *dry* lint free soft cloth (see Cleaning the LED heads on page 71). ■ Wipe the scanner glass strip with a *dry* lint free soft cloth (see Cleaning the scanner glass on page 72). ■ Make sure foreign material such as a torn piece of paper, sticky notes or dust is not inside the machine and around the drum unit and toner cartridge. ■ Clean the drum unit (see Cleaning the drum unit on page 76). White streaks or bands down the page

Examples of poor print quality

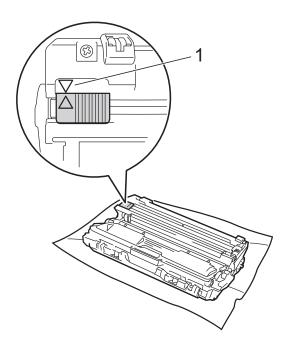




Coloured streaks or bands down the page

Recommendation

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



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

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

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

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

Examples of poor print quality Recommendation Identify the colour causing the problem and replace the toner cartridge that matches the colour of the line (see Replacing the toner cartridges on page 48). To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. Identify the colour causing the problem and install a new drum unit (see Replacing the drum units on page 55). To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and Coloured lines across the page troubleshooting tips. ■ Make sure the media type setting in the driver matches the type of paper you are using (see Acceptable paper and other print media on page 28). ■ Check the machine's environment. Conditions such as high humidity can cause hollow print (see Product Safety Guide: Choose a safe location for your product). ■ If the problem is not solved after printing a few pages, foreign material, such as glue from a label, may be stuck on the drum surface (see Cleaning the drum unit on page 76). White spots or hollow print Identify the colour causing the problem and install a new drum unit (see Replacing the drum units on page 55). To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Identify the colour causing the problem and put in a new toner cartridge (see Replacing the toner cartridges on page 48). To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. Identify the colour causing the problem and install a new drum unit (see Replacing the drum units on page 55). To identify the colour of the drum unit, visit us at

Blank page or some colours are

missing

http://solutions.brother.com/ to view our FAQs and

troubleshooting tips.

Examples of poor print quality Recommendation ■ If the problem is not solved after printing a few blank pages, foreign material, such as glue from a label, may be stuck on the drum surface. Clean the drum unit (see Cleaning the 94 mm drum unit on page 76). ■ Identify the colour causing the problem and install a new drum unit (see Replacing the drum units on page 55). 94 mm To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. Coloured spots at 94 mm ■ Identify the colour causing the problem and put in a new toner cartridge (see Replacing the toner cartridges on page 48). 24 mm To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. 24 mm Coloured spots at 24 mm ■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. ■ Identify the colour causing the problem and put in a new toner cartridge (see Replacing the toner cartridges on page 48). To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Identify the colour causing the problem and install a new Toner scatter or toner stain drum unit (see Replacing the drum units on page 55). To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and

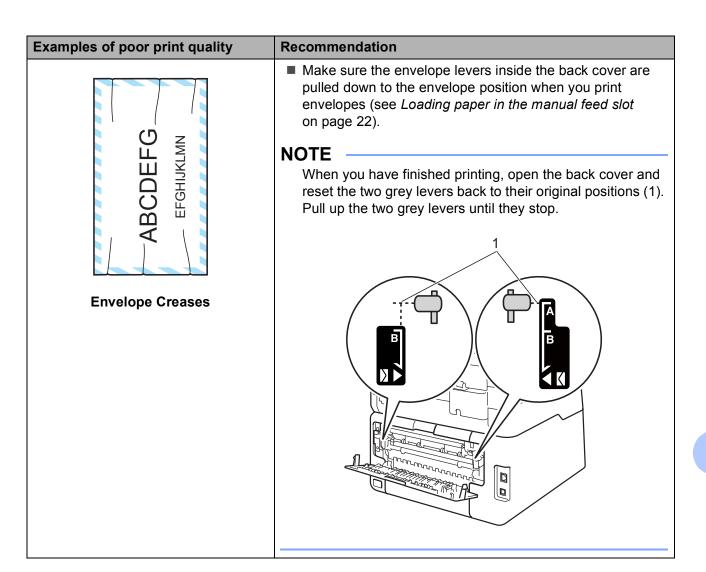
troubleshooting tips.

Examples of poor print quality	Recommendation
The colour of your printouts is not what you expected	■ To improve the colour density, calibrate the colours using first the Touchscreen and then the printer driver (see <i>Calibration</i> on page 83).
	■ To adjust the print position of colours for sharper edges, perform an automatic colour registration using the Touchscreen (see <i>Auto Registration</i> on page 84).
	Adjust the copy density and contrast if you are copying (see Advanced User's Guide: Adjusting Density and Contrast).
	Make sure Toner Save mode is off in the Touchscreen or the printer driver (see Software User's Guide).
	If the print quality of the black portion is not what you expected, select the Print Text in Black check box in the printer driver (see Software User's Guide).
	If the print quality is poor, clear the Improve Grey Colour check box in the printer driver (see Software User's Guide).
	Identify the colour causing the problem and put in a new toner cartridge (see Replacing the toner cartridges on page 48).
	To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
	Identify the colour causing the problem and install a new drum unit (see Replacing the drum units on page 55).
	To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
	■ Make sure the machine is on a solid level surface.
ASSESSMENT CONTROL AND ADMINISTRATION ADMINISTRATION AND ADMINISTRATION ADMINISTRATION AND ADMINISTRATION ADM	Perform the auto colour registration using the Touchscreen (see Auto Registration on page 84).
	Identify the colour causing the problem and install a new drum unit (see Replacing the drum units on page 55).
	To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
Colour misregistration	Install a new belt unit (see Replacing the belt unit on page 60).

Examples of poor print quality	Recommendation
ACCESTS-BALLMOTORS TOWAY S SIGNETS analyses of the second	Perform the calibration using the Touchscreen or the printer driver (see Calibration on page 83).
	Adjust the copy density and contrast if you are copying (see Advanced User's Guide: Adjusting Density and Contrast).
	Clear the Improve Grey Colour check box in the printer driver. (See Software User's Guide.)
	Identify the colour causing the problem and put in a new toner cartridge (see Replacing the toner cartridges on page 48).
Uneven density appears periodically across the page	To identify the colour of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
	Identify the colour causing the problem and install a new drum unit (see Replacing the drum units on page 55).
	To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
	Make sure Toner Save mode is off in the Touchscreen or the printer driver (see Software User's Guide).
	■ Change the print resolution.
W X Y Z	If you use a Windows printer driver, choose Improve Pattern Printing in Print Setting of Basic tab (see Software User's Guide).
Missing thin lines in images	
missing tim mes in mages	■ Make sure the back cover is closed correctly.
ACCEPTULA MACFORT (MOVE) (COSETTA) anniquement representation of the cost of t	Make sure the two grey levers inside the back cover are in the up position.
B	Make sure the media type setting in the driver matches the type of paper you are using (see Acceptable paper and other print media on page 28).
Wrinkle	

Examples of poor print quality Recommendation ■ Check the machine's environment. Conditions such as low humidity and low temperatures may cause this print quality problem (see Product Safety Guide: Choose a safe location for your product). ■ Make sure the media type setting in the driver matches the type of paper you are using (see Acceptable paper and other print media on page 28). ■ Make sure the two grey levers inside the back cover are in the up position (1). Pull up the two grey levers until they stop. **Ghost** ■ Identify the colour causing the problem and install a new drum unit (see Replacing the drum units on page 55). To identify the colour of the drum unit, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.

Examples of poor print quality Recommendation Make sure the two grey levers inside the back cover are in the up position (1). Pull up the two grey levers until they stop. **Poor fixing** ■ Make sure the media type setting in the driver matches the type of paper you are using (see Acceptable paper and other print media on page 28). ■ Choose **Improve Toner Fixing** mode in the printer driver (see Software User's Guide). If this selection does not provide enough improvement, change the printer driver setting in **Media Type** to a thick setting. If you are printing an envelope, choose Env. Thick in the media type setting. ■ Choose **Reduce Paper Curl** mode in the printer driver (see Software User's Guide). If the problem is not solved, choose Plain Paper in the media type setting. ■ If you are printing an envelope, choose **Env. Thin** in the Media Type of the printer driver. ■ If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray. **Curled or wavy** Store the paper where it will not be exposed to high temperatures and high humidity. ■ Open the back cover (face-up output tray) to let the printed paper exit onto the face-up output tray.



Machine Information

Checking the Serial Number

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

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

Checking the Firmware Version

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

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

Reset functions

The following reset functions are available:

1 Network

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

2 All Settings

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

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

NOTE

(DCP-9020CDW)

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

How to reset the machine

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

NOTE

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

C

Settings and features tables

Using the Settings Tables

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

Settings Tables

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



(Settings)

Level 1	Level 2	Level 3	Options	Descriptions	See Page
	Date	_	_	Add the date and time	See ‡.
	Time	_	_	on the Touchscreen.	
(Date & Time)	Auto Daylight	_	On*	Change to Daylight	See ◆.
			Off	Saving Time automatically.	
	Time Zone	_	UTCXXX:XX	Set the time zone for your country.	See ‡.
	See <i>Toner</i> on page	145.		Access the Toner menus.	145
(Toner)		T			
Network	Wired LAN	See <i>Network</i> on page 126.		Access the Wired	126
	(DCP-9020CDW)			LAN setting menus.	
	WLAN	See WLAN on page 128.		Access the WLAN setting menus.	128
	Веер	_	Off	Access the beep	19
			Low*	volume setting menu.	
(Volume)			Med		
			High		
Wi-Fi Direct	See Wi-Fi Direct on	See Wi-Fi Direct on page 130.			130
	◆ Advanced User's Guide				1
	‡ Quick Setup Guide				
	The factory settings	are shown in Bold w	rith an asterisk.		

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

All settings

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



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
General Setup	Ecology	Auto Power Off		Off	Set the number of	See ◆.
(continued)	(continued)			1hour*	hours that the machine will remain	
				2hours	in Deep Sleep mode	
				4hours	before going into Power Off mode.	
				8hours		
\$	Security Fund	Function Lock	Set Password	Verify	You can restrict selected machine operations for up to	
			Lock Off→On	_	25 restricted users and for all other non- authorized Public users.	
		Setting Lock	Set Password	Verify:	Stop unauthorized	
			Lock Off→On	_	users from changing the machine's settings.	
Shortcut Settings	(Choose shortcut button.)	Edit Shortcut Name	_	_	Change the shortcut name.	18
		Delete	_	_	Delete the shortcut.	18
	◆ Advanced Us	ser's Guide				



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

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network +	Wired LAN (DCP-9020CDW)	TCP/IP	BOOT Method	_	Auto* Static	Choose the BOOT method that best suits your needs.
					RARP	
					BOOTP	
					DHCP	
			(IP Boot Tries)		3* [0-32767]	Specify the number of attempts the machine will try to obtain an IP address when the BOOT Method is set to any setting except Static.
			IP Address	_	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
			Subnet Mask	_	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
			Gateway	_	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
			Node Name	_	BRNXXXXXXXXXXXX	Enter the Node name. (Up to 32 characters)
			WINS Configuration	_	Auto* Static	Choose the WINS configuration mode.
			WINS Server		Primary [000-255]. [000-255]. [000-255]. [000-255]. Secondary [000-255]. [000-255]. [000-255].	Specifies the IP address of the primary or secondary WINS server.

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



Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	Wired LAN (DCP-9020CDW) (continued)	W) (continued)	DNS Server	_	Primary [000-255]. [000-255]. [000-255]. [000-255]. Secondary [000-255]. [000-255]. [000-255].	Specifies the IP address of the primary or secondary DNS server.
			APIPA	_	On*	Automatically allocate the IP address from the link-local address range.
			IPv6	_	On Off*	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.
		Ethernet	_	_	Auto* 100B-FD 100B-HD 10B-FD 10B-HD	Choose the Ethernet link mode.
		Wired Status	_	_	Active 100B-FD Active 100B-HD Active 10B-FD Active 10B-HD Inactive Wired OFF	You can see the current wired status.
		MAC Address	_	_	_	Shows the MAC address of the machine.
		Set to Default	_	_	Yes No	Restore the wired network setting to the factory setting.

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network +	Wired LAN	Wired Enable	_	_	On*	Enable or Disable the Wired LAN
(continued)	(DCP-9020CDW)				Off	manually.
	(continued)					·
	WLAN	TCP/IP	BOOT Method	_	Auto*	Choose the BOOT method that best
					Static	suits your needs.
					RARP	
					BOOTP	
					DHCP	
			(IP Boot Tries)		3* [00000-32767]	Specify the number of attempts the machine will try to obtain an IP address when the BOOT Method is set to any setting except Static.
			IP Address	_	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
			Subnet Mask		[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
			Gateway		[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
			Node Name	_	BRWXXXXXXXXXXXX	Enter the Node name. (Up to 32 characters)
			WINS Configuration	_	Auto* Static	Choose the WINS configuration mode.

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

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	wLAN (continued)	WPS w/ PIN Code	_	_	_	You can easily configure your wireless network settings using WPS with a PIN code.
		WLAN Status	Status		Active (11b) Active (11g) Active (11n) Wired LAN Active (DCP-9020CDW) WLAN Off AOSS Active Connection Failed	You can see the current wireless network status.
			Signal	_	Strong Medium Weak None	You can see the current wireless network signal strength.
			SSID	_	_	You can see the current SSID.
			Comm. Mode	_	Ad-hoc Infrastructure None	You can see the current Communication Mode.
		MAC Address	_	_	_	Shows the MAC address of the machine.
		Set to Default	_	_	Yes No	Restore the wireless network settings to factory setting.
		WLAN Enable	_	_	On Off*	Enable or disable the wireless LAN manually.
	Wi-Fi Direct ♣	Push Button	_	_	_	You can easily configure your Wi-Fi Direct™ network settings using the one-button push method.

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	Wi-Fi Direct (continued)	PIN Code	_	_	_	You can easily configure your Wi-Fi Direct™ network settings using WPS with a PIN code.
		Manual	_	_	_	You can manually configure your Wi-Fi Direct™ network settings.
		Group Owner	_	_	On Off*	Set your machine as the Group Owner.
		Information	Device Name	_	_	You can see the device name of your machine.
			SSID	_	_	Shows SSID of the Group Owner. When the machine is not connected, the Touchscreen shows Not Connected.
			IP Address	_	_	You can see the current IP Address of your machine.
			Status	_	G/O Active(**) Client Active Not Connected Off Wired LAN Active (DCP-9020CDW) ** = the number of devices	You can see the current Wi-Fi Direct™ network status.
			Signal	_	Strong Medium Weak None	You can see the current Wi-Fi Direct™ network signal strength. When your machine acts as the Group Owner, the Touchscreen always shows Strong.

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	Wi-Fi Direct ♣	I/F Enable	_	_	On Off*	Enable or Disable the Wi-Fi Direct™ connection.
	(continued)					
	Web Connect Settings	Proxy Settings	Proxy Connection	_	On Off*	You can change the Web connection settings.
			Address	_	_	
			Port	_	8080*	
			User Name	_	_	
			Password	_	_	
	Network Reset	_	_	_	Yes	Restore all network
					No	settings to the factory settings.

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page	
Print Reports	User Settings	_	_	_	List your settings.	See ◆.	
	Network Configuration	_	_	_	List your Network settings.		
	Drum Dot Print	_	_	_	Print the Drum Dot Check Sheet.	76	
	WLAN Report	_	_	_	Print the result of wireless LAN connectivity diagnosis.	See ‡.	
	◆ Advanced Us	ser's Guide					

‡ Quick Setup Guide



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

◆ Advanced User's Guide



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

‡ Quick Setup Guide



Features Tables



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



Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	See Page
Options	Enlarge/Reduce	_	100%*	_	_	See •
(continued)						
			Enlarge	200%	Choose an	
				141% A5→A4	enlargement ratio for the next copy.	
				104% EXE→LTR	the next copy.	
			Reduce	97% LTR→A4	Choose a reduction	
				94% A4→LTR	ratio for the next	
				91% Full Page	сору.	
				85% LTR→EXE		
				83%		
				78%		
				70% A4→A5		
				50%		
			Custom(25-400%)	_	You can choose the enlargement or reduction ratio for the	
					next copy.	
	Density	_	-2	_	Adjust the Density for copies.	
			+1			
	Contrast	_	.2	_	Adjust the contrast for copies.	
			-1			
Stack/S			+1 +2			
	Stack/Sort	_	Stack*	_	Choose to stack or	
			Sort		sort multiple copies.	
Page La	Page Layout	_	Off(lin1)*		Make N in 1 and	
			2in1(P)		2 in 1 ID copies.	
			2in1(L)			
			2in1(ID)			
			4in1(P)			
			4in1(L)			

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	See Page
(continued)	Colour Adjust	Red	-2 -2 -3 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4	_	Adjust the red colour for copies.	See ◆
		Green	-2 -2 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4	_	Adjust the green colour for copies.	
		Blue	-2 -2 -3 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4		Adjust the blue colour for copies.	
	2-sided Copy	_	Off* 1-sided→2-sided Long Edge Flip 1-sided→2-sided Short Edge Flip	_	Enable or disable 2-sided printing and choose long edge or short edge.	
	Advanced Settings	_	Off* Remove Background Colour	Low Medium* High	Change the amount of background colour that is removed.	
	Save as Shortcut	_	_	_	Add the current settings as a shortcut.	†





C Select)	Options Save as Shortcut Start Options	-	s (to OCR) on pa	ge 141. Add the current settings as a shortcut. Start scanning.	See □.
C Select)	Shortcut	— See Options		settings as a shortcut.	
C Select)		— See Options	_	Start scanning.	
C Select)	Options	See Options			
	1	on page 142	s (to File, to Imag 2.	e and to E-mail)	
	Save as Shortcut	_	_	Add the current settings as a shortcut.	
	Start	_	_	Start scanning.	
C Select)	Options	See Options (to File, to Image and to E-mail) on page 142.			
	Save as Shortcut	_	_	Add the current settings as a shortcut.	
	Start	_	_	Start scanning.	
C Select)	Options		•	e and to E-mail)	
	Save as Shortcut	_	_	Add the current settings as a shortcut.	
	Start	_	_	Start scanning.	
Software User	's Guide	1		-	
(C Select)	Start C Select) Save as Shortcut Start C Select) Options Start Start Save as Shortcut Start Start Start Start Start	Start — C Select) Options See Options on page 14. Save as Shortcut — C Select) Options See Option on page 14. Start — C Select) Save as Shortcut — Start — Start — Start — Start —	Start	Start — Start scanning. C Select) Options See Options (to File, to Image and to E-mail) on page 142. Save as Shortcut Start — Add the current settings as a shortcut. Start scanning. C Select) Options See Options (to File, to Image and to E-mail) on page 142. Save as Shortcut Save as Shortcut Start — Add the current settings as a shortcut. Start — Start scanning.



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
to FTP	(Profile name)	Options	See Options (to FTP and to Network) on page 143.			See □.
		Save as Shortcut	_	_	Add the current settings as a shortcut.	
		Start	_	_	Start scanning.	
to Network	(Profile name)	Options	See Options (to FTP and to Netv	vork) on page 143.	
		Save as Shortcut	_	_	Add the current settings as a shortcut.	
		Start	_	_	Start scanning.	
WS Scan	Scan	_	_	_	Scan data using the Web Service protocol.	
(Appears	Scan for E-mail	_	_	_		
when you install a Web	Scan for Fax	_	_	_		
Service Scan, which is displayed in your computer's Network explorer.)	Scan for Print	_	_	_		
	☐ Software User'	s Guide				
	The feeten/ cettin	an and above in l	Dold with on on	ha wi a l		



Options (to OCR)

Level 1	Level 2	Options	Descriptions	See Page
Options	Set with Touch Panel	Off(Set with Computer)*	To change settings using	See □.
		On	the Touchscreen, choose on.	
	Scan Type	Colour	Choose the scan type for	
		Grey	your document.	
		Black and White*		_
	Resolution	100 dpi	Choose the scan	
		200 dpi*	resolution for your document.	
		300 dpi		
		600 dpi		
	File Type	Text*	Choose the file format for your document	
		HTML		
		RTF		
	Scan Size	A4*	Choose the scan size for	
		Letter	your document.	
		Legal (DCP-9020CDW)		
	☐ Software User's Guide	·		•
	Soπware User's Guide The factory settings are shown	n in Rold with an asterisk		



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

Level 1	Level 2	Options	Descriptions	See Page
Options	Set with Touch Panel	Off(Set with Computer)*	To change settings using	See □.
		On	the Touchscreen, choose On.	
	Scan Type	Colour*	Choose the scan type for	
		Grey	your document.	
		Black and White		
	Resolution	100 dpi	Choose the scan	
		200 dpi*	resolution for your document.	
		300 dpi		
		600 dpi		
	File Type	(When you select Colour or Grey in Scan Type.)	Choose the file format for your document.	
		PDF*		
		JPEG		
		(When you select Black and White in Scan Type.)		
		PDF*		
		TIFF		
	Scan Size	A4*	Choose the scan size for	
		Letter	your document.	
		Legal (DCP-9020CDW)		
	Remove Background Colour	Off*	Change the amount of	
		Low	background colour that is removed.	
		Medium	This function is not	
		High	available for Black and White scanning.	
	☐ Software User's Guide			
	The factory settings are shown i	n Bold with an asterisk.		



Options (to FTP and to Network)

Level 1	Level 2	Options	Descriptions	See Page
Options	Scan Type	Colour*	Choose the scan type for	See □.
		Grey	your document.	
		Black and White		
	Resolution	(When you select Colour in Scan Type.)	Choose the scan resolution and file format	
		100 dpi	for your document.	
		200 dpi*		
		300 dpi		
		600 dpi		
		Auto		
		(When you select Grey in Scan Type.)		
		100 dpi		
		200 dpi*		
		300 dpi		
		Auto		
		(When you select Black and White in Scan Type.)		
		200 dpi*		
		300 dpi		
		200×100		
	☐ Software User's Gui	de	-1	1



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

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



NOTE

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

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

Web (More screen)

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Web	Picasa Web Albums™		_	Connect the Brother machine to an	See ●.
	Google Drive™	_	_	Internet service.	
	Flickr®	_	_		
	Facebook	_	_		
	Evernote	_	_		
	Dropbox	_	_		
	Visit the Brother S	olutions Center to dow	nload the Web Connect	Guide at http://solutions.bro	other.com/
	The factory setting	s are shown in Bold v	vith an asterisk.		

+ Shortcut

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

Entering text

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

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

Press aA to cycle between upper and lower case letters.



Inserting spaces

To enter a space, press Space or ▶.

Making corrections

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

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

NOTE

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

D

Specifications

General

Model		DCP-9015CDW	DCP-9020CDW	
Printer Type		LED		
Print Method		Electrophotographic LED Printer		
Memory Capacity		192 MB		
LCD (liquid crystal disp	ay)	3.7 in. (93.4 mm) TFT Colour Tou	ichscreen LCD ¹ and Touchpanel	
Power Source		220 - 240 V AC 50/60 Hz		
Power Consumption ²	Peak	Approx. 1200 W		
(Average)	Printing	Approx. 365 W at 25 °C		
	Copying	Approx. 380 W at 25 °C		
	Ready	Approx. 70 W at 25 °C		
	Sleep	Approx. 7.0 W		
	Deep Sleep	Approx. 1.4 W		
	Power Off ^{3 4}	Approx. 0.05 W		
Dimensions Power Off ^{3 4}		DCP-9015CDW 367 410 mm DCP-9020CDW	483 mm —	
Weights (with consumable	<u> </u>	410 mm → 21.9 kg	483 mm → 23.2 kg	
Weights (with consumables)		21.8 kg	23.2 kg	

- Measured diagonally.
- ² USB connections to computer.
- Measured according to IEC 62301 Edition 2.0.
- ⁴ Power consumption varies slightly depending on the usage environment or part wear.

Model			DCP-9015CDW	DCP-9020CDW	
Noise Level	Sound	Printing	LPAM = 53.0 dB (A)		
	Pressure	Ready	LPAM = 33 dB (A)		
	Sound Power	Copying ^{1 2}	Lwad = 6.42 B (A)		
		(Colour)			
		Copying ^{1 2}	Lwad = 6.41 B (A)		
		(Monochrome)			
			Lwad = 4.38 B (A)		
Temperature	Temperature Operating		10 to 32.5 °C		
		Storage	0 to 40 °C		
Humidity		Operating	20 to 80% (without condensation)		
		Storage	10 to 90% (without condensation)		
ADF (automa	itic document f	eeder)	_	Up to 35 pages	
				For best results we recommend:	
			Temperature: 20 to 30 °C		
				Humidity: 50% to 70%	
			Paper: 80 g/m ²		

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

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

Document Size

Model		DCP-9015CDW	DCP-9020CDW
Document Size	ADF Width	_	147.3 to 215.9 mm
	ADF Length	_	147.3 to 355.6 mm
	Scanner Glass Width	Max. 215.9 mm	
	Scanner Glass Length	Max. 300.0 mm	

Print media

Model			DCP-9015CDW	DCP-9020CDW		
Paper Input	Paper Tray	Paper Type	Plain Paper, Thin Paper, Red	Plain Paper, Thin Paper, Recycled Paper		
		Paper Size	A4, Letter, B5 (JIS), A5, A5 (Legal, Folio	A4, Letter, B5 (JIS), A5, A5 (Long Edge), A6, Executive, Legal, Folio		
		Paper Weight	60 to 105 g/m ²			
		Maximum Paper Capacity	Up to 250 sheets of 80 g/m ² Plain Paper			
	Manual Feed Slot	Paper Type	Plain Paper, Thin Paper, Thick Paper, Thicker Paper, Recycled Paper, Bond Paper, Label, Envelope, Env.Thin, Env.Thick, Glossy Paper			
		Paper Size	Width: 76.2 to 215.9 mm			
			Length: 116.0 to 355.6 mm			
		Paper Weight	60 to 163 g/m ²			
		Maximum Paper Capacity	One sheet at a time			
Paper	Face-Down Ou	utput Tray	Up to 100 sheets of 80 g/m ²	Plain paper (face-down		
Output ¹			delivery to the face-down out	put paper tray)		
	Face-Up Output Tray		One sheet (face-up delivery to the face-up output tray)			
2-sided	Automatic	Paper Type	Plain Paper, Thin Paper, Red	cycled Paper		
	2-sided Printing	Paper Size	A4			
	i initing	Paper Weight	60 to 105 g/m ²			

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

Copy

Model		DCP-9015CDW	DCP-9020CDW		
Copy Width		Max. 210 mm			
Multiple Copies		Stacks or Sorts up to 99 pages			
Reduce/Enlarge	Reduce/Enlarge		25% to 400% (in increments of 1%)		
Resolution	Resolution		Up to 600 × 600 dpi		
First Copy Out Time ¹ Monochrome		Less than 19 seconds at 23 °C / 230 V			
	Colour	Less than 22 seconds at 23 °	°C / 230 V		

¹ From Ready mode and standard tray

Scanner

Model		DCP-9015CDW	DCP-9020CDW		
Colour / Mono	Colour / Mono		Yes / Yes		
TWAIN Compliant		Windows [®] 8	Yes (Windows [®] XP/ Windows Vista [®] / Windows [®] 7 / Windows [®] 8 Mac OS X v10.6.8 / 10.7.x / 10.8.x ¹)		
WIA Compliant		Yes (Windows [®] XP / Windows [®] 8)	Yes (Windows [®] XP / Windows Vista [®] / Windows [®] 7 / Windows [®] 8)		
ICA Compliant	ICA Compliant		Yes (Mac OS X v10.6.8 / 10.7.x / 10.8.x)		
Colour Depth	Colour	48 bit colour processing	48 bit colour processing (Input)		
		24 bit colour processing (Output)			
	Greyscale	16 bit colour processing	16 bit colour processing (Input)		
		8 bit colour processing (Output)		
Resolution		Up to 19200 × 19200 dp	Up to 19200×19200 dpi (interpolated) ²		
		Up to 1200 × 2400 dpi (c	optical) ² (from Scanner Glass)		
		_	Up to 1200 × 600 dpi (optical) ² (from ADF)		
Scanning Width		Max. 210 mm			

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

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

Printer

Model		DCP-9015CDW	DCP-9020CDW
Automatic 2-sided Prin	nt	Yes	
Emulations		PCL6, BR-Script3 (PostScrip	t [®] 3™)
Resolution		600 dpi × 600 dpi, 2400 dpi (600 dpi × 2400 dpi) quality
Print Speed Monochrome (2-sided)		Up to 7 sides/minute (Up to 3.5 sheets/minute) (A4 size) 1	
	Colour	Up to 7 sides/minute (Up to 3 (A4 size) 1	3.5 sheets/minute)
Print Speed	Monochrome	Up to 18 pages/minute (A4 s	ize) ¹
	Colour	Up to 18 pages/minute (A4 s	ize) ¹
First Print Time ² Monochrom		Less than 16 seconds at 23	°C / 230 V
	Colour	Less than 16 seconds at 23	°C / 230 V

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

² From Ready mode and the standard tray

Interfaces

Model	DCP-9015CDW	DCP-9020CDW		
USB	Hi-Speed USB 2.0 12			
	It is recommended you use a USB 2.0 cable (Type A/B) that is no more than 2.0 metres long.			
Ethernet ³	_	10BASE-T / 100BASE-TX		
		Use a straight-through Category 5 (or greater) twisted-pair cable.		
Wireless LAN ³	IEEE 802.11b/g/n (Infrastructure mode/Ad-hoc mode)			
	IEEE 802.11g/n (Wi-Fi Direct™)			

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

² Third party USB ports are not supported.

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

Network

NOTE

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

Model		DCP-9015CDW	DCP-9020CDW		
Protocols	IPv4	ARP, RARP, BOOTP, DHCP, APIPA(Aresolution, DNS Resolver, mDNS, LLM Raw Port/Port9100, POP3, SMTP Clied CIFS Client, TELNET Server, SNMPV client and server, ICMP, Web Services	MNR responder, LPR/LPD, Custom ent, IPP/IPPS, FTP Client and Server, 1/v2c/v3, HTTP/HTTPS server, TFTP		
	IPv6	NDP, RA, DNS resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, IPP/IPPS, FTP Client and Server, CIFS Client, TELNET Server, SNMPv1/v2c, HTTP/HTTPS server, TFTP client and server, SMTP Client, ICMPv6, SNTP Client, Web Service			
Security Wired Protocols			APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP), SNMP v3, 802.1x (EAP-MD5, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos		
	Wireless	ireless APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS POP), SNMP v3, 802.1x (LEAP, EAP-FAST, PEAP, EAP-TLS, EAKerberos			
Wireless Network WEP 64/1. Security		WEP 64/128 bit, WPA-PSK (TKIP/AES	/EP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)		
Wireless AOSS™		Yes			
Network Setup Support Utility	WPS	Yes			

See Computer requirements on page 158.

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

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

Computer requirements

Computer Platform & Operating System Version		Р	PC Interface			Hard Disk Space to install	
		USB ²	10/100Base-TX (Ethernet) ⁴	Wireless 802.11b/g/n	Processor	For Drivers	For Applications
Windows [®] XP Home ^{1 3} Windows [®] XP Professional ^{1 3}				32bit (x86) or 64bit (x64) processor	150 MB	310 MB	
	Windows [®] XP Professional x64 Edition ^{1 3}	Printing Scanning			64bit (x64) processor		
	Windows Vista ^{® 1 3}				32bit (x86)	500 MB	500 MB
	Windows [®] 7 ^{1 3}				or 64bit (x64) processor	650 MB	1.2 GB
@	Windows [®] 8 ^{1 3}					000 1112	1.2 05
Windows [®] Operating System	Windows Server [®] 2003				32bit (x86) or 64bit (x64) processor		
	Windows Server [®] 2003 x64 Edition				64bit (x64) processor		
	Windows Server [®] 2008	N/A Printing	Printing		32bit (x86) or 64bit (x64) processor	50 MB	N/A
	Windows Server [®] 2008 R2				64bit (x64)		
	Windows Server [®] 2012				processor		
Macintosh	Mac OS X v10.6.8	Printing			Intel [®]		
Operating	OS X v10.7.x	Scanning		Processor	80 MB	400 MB	
System	OS X v10.8.x	Scanning					

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

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

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

² Third party USB ports are not supported.

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

⁴ DCP-9020CDW only

Consumable items

Model			DCP-9015CDW	DCP-9020CDW	Model Name
Toner	1		Approx. 1,000 pages A4	or Letter page ¹	_
Cartridge		Cyan Magenta Yellow	Approx. 1,000 pages A4	or Letter page ¹	_
	Standard	Black	Approx. 2,500 pages A4	or Letter page ¹	TN-241BK
		Cyan Magenta Yellow	Approx. 1,400 pages A4 or Letter page ¹		TN-241C TN-241M TN-241Y
	High Black		_		_
	Yield	Cyan Magenta Yellow	Approx. 2,200 pages A4 or Letter page ¹		TN-245C TN-245M TN-245Y
Drum Unit		Approx. 15,000 pages A4 or Letter page (1 page / job) ²		DR-241CL ³ DR-241CL-BK ⁴ DR-241CL-CMY ⁵	
Belt Unit		Approx. 50,000 pages A4 or Letter page ⁶		BU-220CL	
Waste Ton	er Box		Approx. 50,000 pages A	4 or Letter page ⁶	WT-220CL

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

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

³ Contains 4 pc. Drum Set.

Contains 1 pc. Black Drum Unit.

⁵ Contains 1 pc. Colour Drum Unit.

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

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