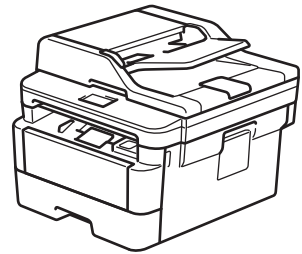




# Reference Guide

Brief explanations for routine operations

**DCP-7195DW**  
**MFC-7895DW**



**!CAUTION** Before using this product, read carefully these instructions for correct operation.  
Keep the User's Guide in a secure place for future reference.



## **Online User's Guide**

For more advanced instructions, information, and product specifications, see the *Online User's Guide* at [support.brother.com/manuals](http://support.brother.com/manuals)



## To create a better environment

Please cooperate.

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

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

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

1. Please deliver the used package materials to relevant waste disposal office for recycle.
2. When you discard used consumables, please follow and carry on relevant local regulations properly.
3. When the machine need replacing parts for the maintenance and repair, please discard used circuit boards, used electrical parts and products as disposed electrical materials.
4. The power consumption is 0 W after you turn off the machine and unplug it from the AC outlet.
5. Some parts in the machine can be used on the same series model machines which are produced in the same factory.  
Note: If you want to replace the parts, please contact Brother Authorized Service Centers.
6. Machines with an LWAd > 63.0 dB(A) are recommended to be set up in separate rooms due to their noise emissions.
7. The machine can use recycled paper.
8. Ensure that during use the machine is used in a well ventilated area.
9. Brother will accept machines and consumables for recycling. For details of the return scheme please refer to the webpage [www.brother.cn/company/info/declaration/20090304.html](http://www.brother.cn/company/info/declaration/20090304.html).

# User's Guides and Where to Find Them

Which Guide?	What's in It?	Where Is It?
Product Safety Guide	Read this Guide first. Please 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 <b>Full Driver &amp; Software Package</b> for the operating system and connection type you are using.	Printed / In the box
Reference Guide	Learn the basic Fax, Copy and Scan operations and basic machine maintenance. See troubleshooting tips.	Printed or on Brother Installation Disc / In the Box
Online User's Guide	This guide includes the additional contents of the <i>Reference Guide</i> .  In addition to information about the Print, Scan, Copy, Fax, mobile device functions, Brother ControlCenter operations and troubleshooting, other useful information is included about using the machine on a network.	Brother Solutions Center <sup>1</sup>
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 to a Wi-Fi <sup>®</sup> network.	Brother Solutions Center <sup>1</sup>

<sup>1</sup> Visit [support.brother.com/manuals](http://support.brother.com/manuals).

# The Online User's Guide Helps You Get the Most Out of Your Machine

We hope that you find this guide helpful. To learn more about your machine's features, please take a look at our *Online User's Guide*. It offers:

## Quicker Navigation!

- ✓ Search box
- ✓ Navigation index in a separate panel

## Comprehensive Format!

- ✓ Every topic in one guide

## Simplified Layout!

- ✓ Step-by-step instructions
- ✓ Feature summary at the top of the page



1. Search Box
2. Navigation
3. Summary
4. Step-by-Step Instructions

## To View Online User's Guides

To view the *Online User's Guide* and other available guides, visit [support.brother.com/manuals](http://support.brother.com/manuals).

(Windows®)

You can also access your machine's guides using Brother Utilities. The Brother Utilities tool is included in the standard installation and, when installed, you can find it either as a shortcut on your desktop, or from the Windows® **Start** menu.

# Questions or Problems? Take a Look at our FAQs, Solutions, and Videos Online.

Go to your model's **FAQs & Troubleshooting** page on the Brother Solutions Center at [support.brother.com](http://support.brother.com)

- **Provides several ways to search**
- **Displays related questions for more information**
- **Receives regular updates based on customer feedback**

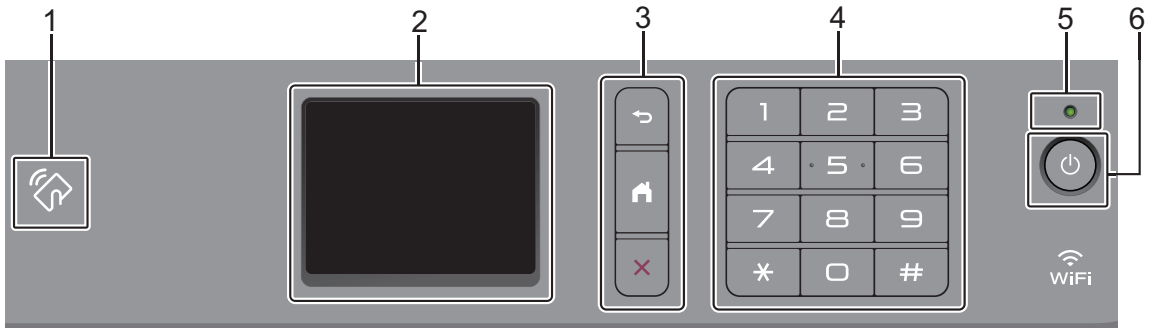
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## Control Panel Overview

The control panel may vary depending on your model.



### 1. Near Field Communication (NFC)

If your Android™ device supports the NFC feature, you can print from your device or scan documents to your device by touching it to the NFC symbol on the control panel.

### 2. Touchscreen Liquid Crystal Display (LCD)

Access menus and options by pressing them on the touchscreen.

### 3. Menu Buttons



Press to go back to the previous menu.



Press to return to the Home screen.



Press to cancel an operation.



### 4. Dial Pad (Numerical buttons)

Press the numbers on the touchpanel to dial telephone or fax numbers and to enter the number of copies.

### 5. LED Power Indicator

The LED lights up depending on the machine's power status.

## 6. Power On/Off

- Turn on the machine by pressing .
- Turn off the machine by pressing and holding down . The touchscreen LCD displays [Shutting Down] and stays on for a few seconds before turning off. If you have an external telephone or TAD connected, it is always available.

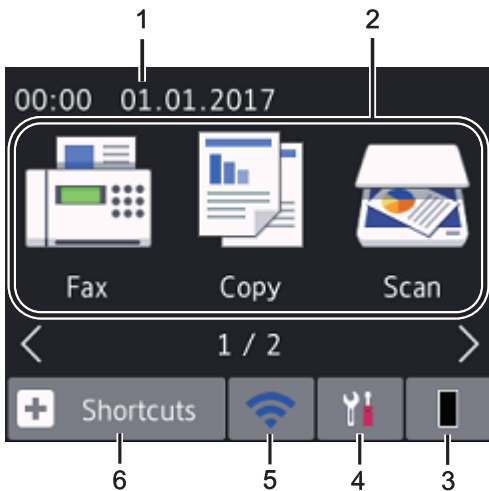


# Touchscreen LCD Overview

When a Home screen is displayed, press ◀ or ▶ to display the other Home screens.

The Home screen displays the machine's status when the machine is idle. When displayed, this screen indicates that your machine is ready for the next command.






The available features will vary depending on your model.




## 1. Date & Time

Displays the date and time set on the machine.

## 2. Modes


-  [Fax]  
Press to access Fax mode.
-  [Copy]  
Press to access Copy mode.
-  [Scan]  
Press to access Scan mode.
-  [Secure Print]  
Press to access the [Secure Print] option.
-  [2in1 (ID) Copy]  
Press to access 2in1(ID) Copy option.

-  [Billings Copy]

Press to access the Billings ID Copy option.


## 3. Toner

Displays the remaining toner life. Press to access the [Toner] menu.

When the Toner cartridge is near the end of life or has a problem, an error icon  appears on the Toner icon.

## 4. [Settings]

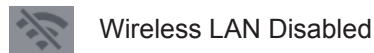
Press to access the [Settings] menu.

If Secure Function Lock or Setting Lock has been turned on, a lock  icon appears on the LCD. You must unlock the machine to use Settings.

## 5. or (Wireless Status for wireless models)

Press to configure wireless settings.

If you are using a wireless connection, a four-level indicator in each of the Home screens displays the current wireless signal strength.



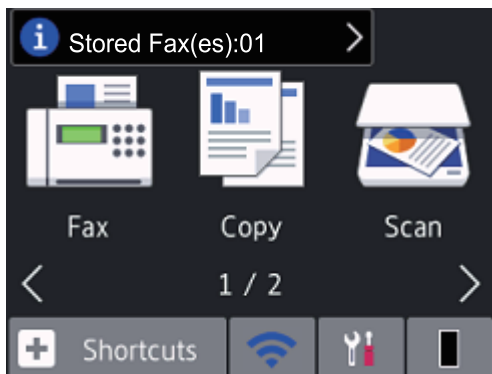
## 6. [Shortcuts]

Press to create Shortcuts for frequently-used operations, such as sending a fax, making a copy, scanning and using Web Connect.




- Three Shortcuts screens are available with up to four Shortcuts on each Shortcuts screen. A total of 12 Shortcuts are available.
- To display the other Shortcuts screens, press ◀ or ▶.

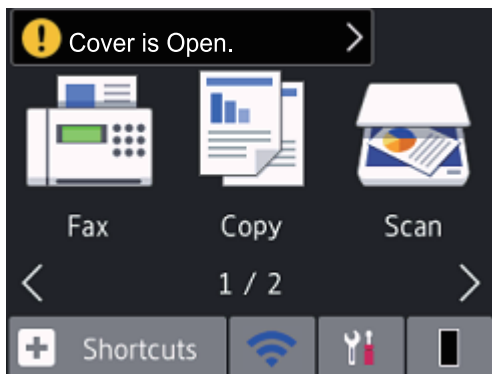
## Stored Fax(es)





The number of received faxes in memory appears at the top of the screen.

Press , and then press [Yes] to print the faxes.

## Warning icon



The warning icon  appears when there is an error or maintenance message; press the message area to view it, and then press  to return to Ready Mode.

## NOTE

- This product adopts the font of ARPHIC TECHNOLOGY CO., LTD.

## How to Navigate the Touchscreen LCD

Press your finger on the LCD to operate it. To display and access all the options, press ◀▶ or ▲▼ on the LCD to scroll through them.


The following steps explain how to navigate through changing a machine setting. In this example, the LCD Backlight setting is changed from [Light] to [Med].

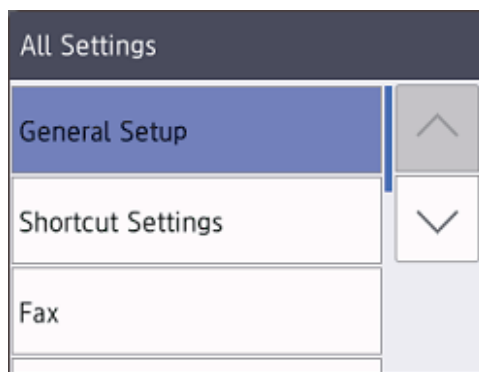
## IMPORTANT

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

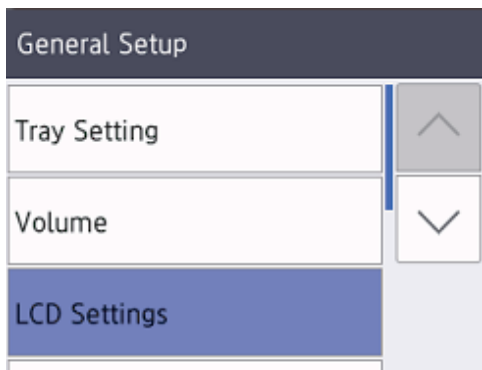
## NOTE

DO NOT touch the LCD immediately after plugging in the power cord or turning on the machine. Doing this may cause an error.

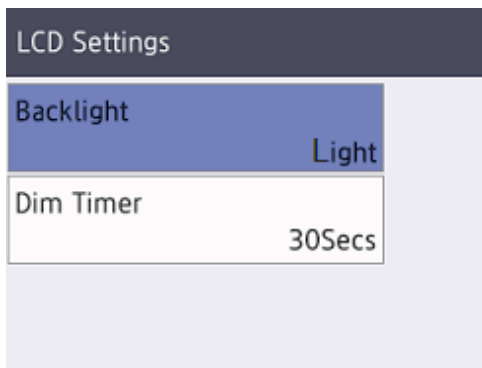
- 1 Press  ([Settings]).
- 2 Press [All Settings].
- 3 Press ▲ or ▼ to display the [General Setup] option, and then press [General Setup].



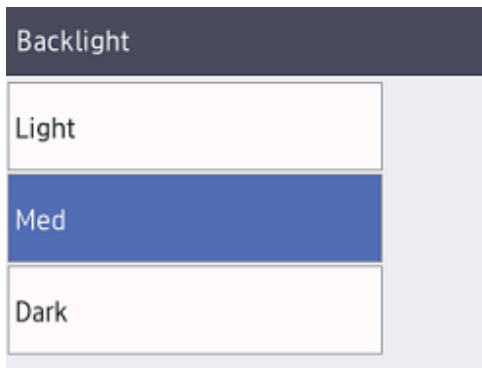
- 4 Press ▲ or ▼ to display the [LCD Settings] option, and then press [LCD Settings].



- 5 Press [Backlight].



- 6 Press [Med].



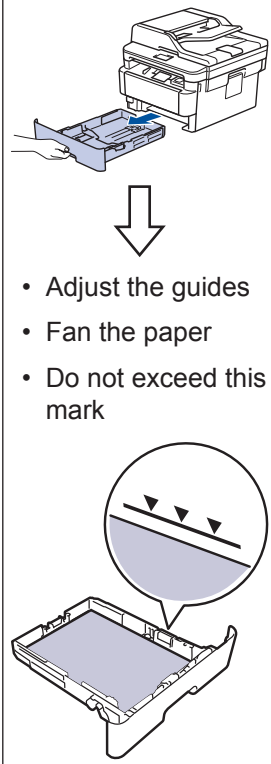
- 7 Press .

# 2

## Load Paper

### Load Paper in the Paper Tray

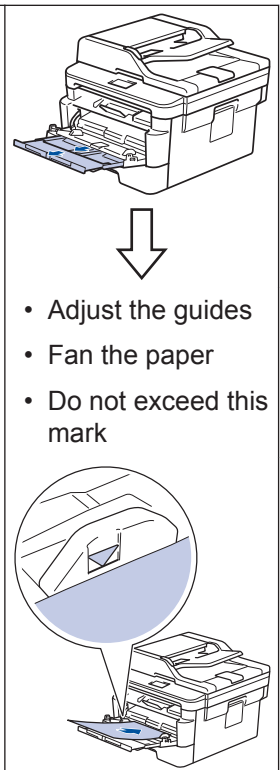
Use the paper tray when printing on the following media:

<p>Plain paper Thin paper Recycled paper Thick paper</p>	 <ul style="list-style-type: none"><li>• Adjust the guides</li><li>• Fan the paper</li><li>• Do not exceed this mark</li></ul>
--	--

For more detailed information, see the *Online User's Guide: Load Paper in the Paper Tray*.

### Load Paper in the Multi-purpose Tray (MP Tray)

Use the MP tray when printing on the following media:

<p>Plain paper Thin paper Recycled paper Bond paper Thick paper Labels <sup>1</sup> Envelopes <sup>1</sup></p>	 <ul style="list-style-type: none"><li>• Adjust the guides</li><li>• Fan the paper</li><li>• Do not exceed this mark</li></ul>
--	---

<sup>1</sup> Open the back cover (face up output tray) before printing to let the printed paper exit onto the face up output tray.

For more detailed information, see the *Online User's Guide: Load and Print Using the Multi-purpose Tray (MP Tray)*.


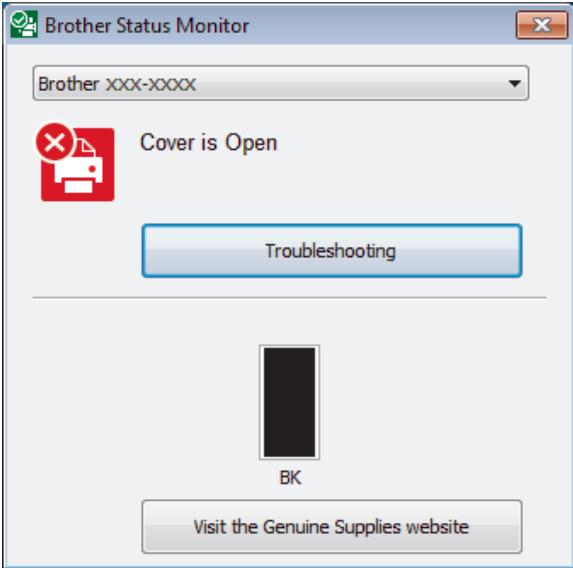




Use this section to resolve problems you may encounter when using your Brother machine.

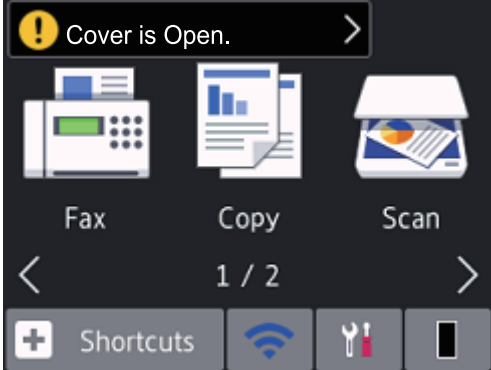
## Identify the Problem

Even if there seems to be a problem with your machine, you can correct most problems yourself.

First, check the following:

- The machine's power cord is connected correctly and the machine's power is on.
- All of the machine's orange protective parts have been removed.
- (For network models) The access point (for wireless network), router, or hub is turned on and its link indicator is blinking.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer.
- Check the machine's status on your machine or in **Brother Status Monitor** on your computer.

Find the Error	Find the Solution
<p>Using the Status Monitor</p> <ul style="list-style-type: none"> <li>• Double-click the  icon in the task tray.</li> </ul>  <ul style="list-style-type: none"> <li>• (Windows®) If you select the <b>Load Status Monitor on Startup</b> check box, the Status Monitor will launch automatically each time you start your computer.</li> </ul>	<ul style="list-style-type: none"> <li>• A green icon indicates the normal stand-by condition.           <ul style="list-style-type: none"> <li></li> </ul> </li> <li>• A yellow icon indicates a warning.           <ul style="list-style-type: none"> <li></li> </ul> </li> <li>• A red icon indicates an error has occurred.           <ul style="list-style-type: none"> <li></li> </ul> </li> <li>• A grey icon indicates the machine is offline.           <ul style="list-style-type: none"> <li></li> </ul> </li> <li>• Click the <b>Troubleshooting</b> button to access Brother's troubleshooting website.</li> </ul>

Find the Error	Find the Solution
<p>Using the LCD</p>  <p>Cover is Open.</p> <p>Fax Copy Scan</p> <p>1 / 2</p> <p>Shortcuts</p>	<ol style="list-style-type: none"><li>1. Follow the messages on the LCD.</li><li>2. If you cannot resolve the error, refer to the following: <i>Online User's Guide: Error and Maintenance Messages</i> <b>FAQs &amp; Troubleshooting</b> page at <a href="http://support.brother.com">support.brother.com</a></li></ol>

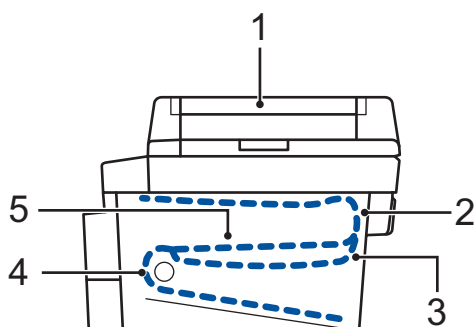
## Error and Maintenance Messages

For information on the most common error and maintenance messages, see the *Online User's Guide*.

To view the *Online User's Guide* and other available guides, visit [support.brother.com/manuals](http://support.brother.com/manuals).

# Document and Paper Jams

An error message indicates where the paper is stuck in your machine.



Error messages:

1. Document Jam
2. Jam Rear
3. Jam 2-sided
4. Jam Tray
5. Jam Inside

See the messages in **Brother Status Monitor** on your computer.

## Solutions for Wireless Connection

If you cannot connect your Brother machine to the wireless network, see the following:

- *Online User's Guide: Print the WLAN Report*
- *Quick Setup Guide: Alternative wireless setup*

To view the *Online User's Guide* and other available guides, visit [support.brother.com/manuals](http://support.brother.com/manuals).

## Wireless LAN Report Error Codes

If the Wireless LAN Report shows that the connection failed, check the error code on the printed report and see the corresponding instructions in the table:

Error Code	Problem and Recommended Solutions
TS-01	The wireless setting is not activated, change the wireless setting to ON. If a network cable is connected to your machine, disconnect it and change the wireless setting of your machine to ON.

Error Code	Problem and Recommended Solutions
TS-02	<p>The wireless access point/router cannot be detected.</p> <ol style="list-style-type: none"> <li>1. Check the following two points: <ul style="list-style-type: none"> <li>• Unplug the power to your wireless access point/router, wait for 10 seconds, and then plug it back in.</li> <li>• If your WLAN access point/router is using MAC address filtering, confirm that the MAC address of the Brother machine is allowed in the filter.</li> </ul> </li> <li>2. If you manually entered the SSID and security information (SSID/authentication method/encryption method/Network Key), the information may be incorrect.</li> </ol> <p>Reconfirm the SSID and security information and re-enter the correct information as necessary.</p> <p>This device does not support a 5 GHz SSID/ESSID and you must select a 2.4 GHz SSID/ESSID. Make sure the access point/router is set to 2.4 GHz or 2.4 GHz/5 GHz mixed mode.</p>
TS-04	<p>The Authentication/Encryption methods used by the selected wireless access point/router are not supported by your machine.</p> <p>Change the authentication and encryption method of the wireless access point/router. Your machine supports the following authentication methods:</p> <ul style="list-style-type: none"> <li>• WPA-Personal TKIP or AES</li> <li>• WPA2-Personal TKIP or AES</li> <li>• Open WEP or None (without encryption)</li> <li>• Shared key WEP</li> </ul> <p>If your problem is not solved, the SSID or network settings you entered may be incorrect. Confirm the wireless network settings.</p>
TS-05	<p>The security information (SSID/Network Key) is incorrect.</p> <p>Confirm the wireless security information (Authentication method/Encryption method/Network Key).</p>
TS-06	<p>The machine cannot detect a WLAN access point/router that has WPS enabled.</p> <p>Confirm the wireless security information (Authentication method/Encryption method/Network Key).</p>



Error Code	Problem and Recommended Solutions
TS-07	<p>The machine cannot detect a WLAN access point/router that has WPS enabled.</p> <p>If you want to connect with WPS, you must operate both your machine and the WLAN access point/router. Confirm the connection method for WPS on WLAN access point/router and try starting again.</p> <p>If you do not know how to operate your WLAN access point/router using WPS, see the documentation provided with your WLAN access point/router, ask the manufacturer of your WLAN access point/router or ask your network administrator.</p>
TS-08	<p>Two or more WLAN access points that have WPS enabled are detected.</p> <ul style="list-style-type: none"> <li>• Confirm that only one WLAN access point/router within range has the WPS method active and try again.</li> <li>• Try starting again after few minutes in order to avoid effects from other access points.</li> </ul>

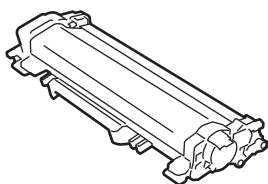
## Supplies

When the time comes to replace supplies, such as the toner or drum, an error message will appear on your machine's control panel or in the Status Monitor. For more information about the supplies for your machine, visit [www.brother.com/original/index.html](http://www.brother.com/original/index.html) or contact your local Brother dealer.



- The supply model name will vary depending on your country and region.

### Toner Cartridge

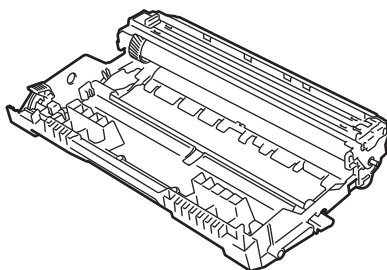


Supply Model Name	Approximate Life (Page Yield)	Applicable Models
Standard Toner: TN-2412	Approximately 1,200 pages <sup>1 2</sup>	DCP-7195DW/MFC-7895DW
High Yield Toner: TN-2425	Approximately 3,000 pages <sup>1 2</sup>	DCP-7195DW/MFC-7895DW
Super High Yield Toner: TN-2448	Approximately 4,500 pages <sup>1 2</sup>	DCP-7195DW/MFC-7895DW

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

<sup>2</sup> A4/Letter simplex pages


### Drum Unit



Supply Model Name	Approximate Life (Page Yield)	Applicable Models
DR-2450	Approximately 12,000 pages <sup>1</sup>	DCP-7195DW/MFC-7895DW

<sup>1</sup> Approximately 12,000 pages based on 1 page per job [A4/Letter simplex pages]. The number of pages may be affected due to a variety of factors including but not limited to media type and media size.



If you are using Windows<sup>®</sup>, double-click the **Brother Creative Center** icon  on your desktop to access our **FREE** website designed as a resource to help you easily create and print customised materials for business and home use with photos, text and creativity.

Mac users can access Brother CreativeCenter at this web address:

[www.brother.com/creativecenter](http://www.brother.com/creativecenter)

## Print and Scan Using Your Mobile Device

Brother iPrint&Scan for Mobile allows you to use features of your Brother machine directly from your mobile device, without using a computer. The *Mobile Print/Scan Guide for Brother iPrint&Scan* contains information on printing from your mobile device. Go to your model's **Manuals** page on the Brother Solutions Center at [support.brother.com](http://support.brother.com) to see the guide.

# brother

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



CHN-ENG  
Version 0