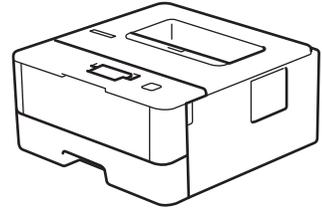**brother**

Reference Guide
Brief explanations for routine operations

HL-2595DW

!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

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.

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 **Full Driver & Software Package** for the operating system and connection type you are using.	Printed / In the box
Reference Guide	Learn the basic operations and basic machine maintenance. See troubleshooting tips.	On Brother Installation Disc / In the Box
Online User's Guide	In addition to information about the Print operations, mobile device functions, troubleshooting, and other useful information is included about using the machine on a network.	Brother Solutions Center [1]
Mobile Print/Scan Guide for Brother iPrint&Scan	This Guide provides useful information about printing from your mobile device when connected to a Wi-Fi® network.	Brother Solutions Center [1]

[1]   Visit 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.

(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

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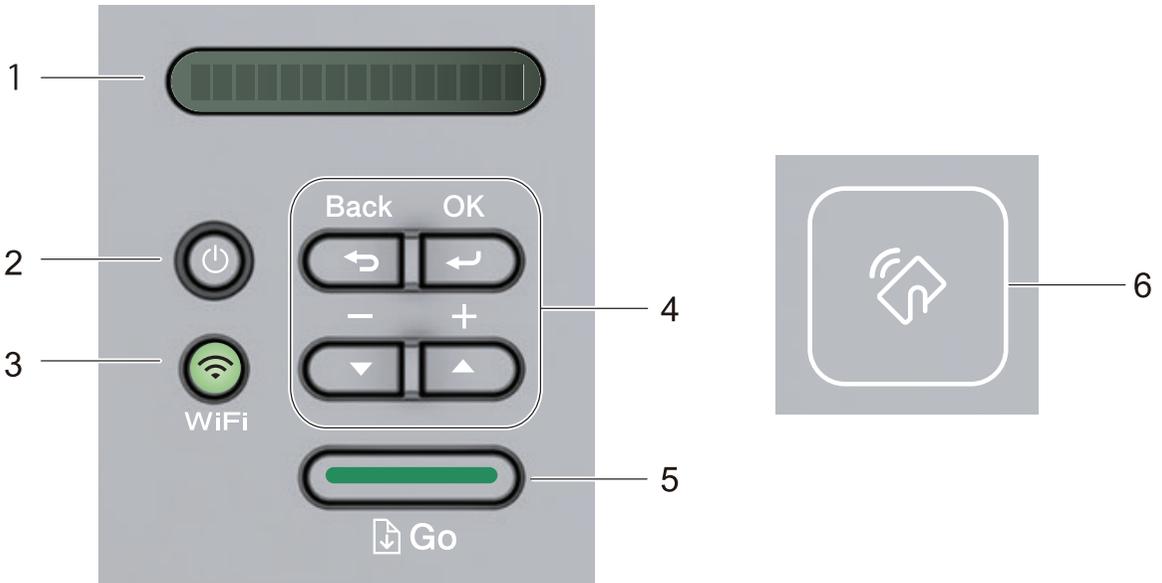- **Receives regular updates based on customer feedback**

Table of Contents

1 General Information

Control Panel Overview

The control panel will vary depending on your model.

1. LCD (Liquid Crystal Display)

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

Wireless Models:

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

0   Max

2. ⏻ **Power On/Off Button**

- Turn on the machine by pressing ⏻.

- Turn off the machine by pressing and holding ⏻. The LCD displays [Shutting Down] for a few seconds before going off.

3. Network Buttons

WiFi

Press the **WiFi** button and launch the wireless installer on your computer. Follow the on-screen instructions to set up a wireless connection between your machine and your network.

When the **WiFi** light is on, your Brother machine is connected to a wireless access point. When the **WiFi** light blinks, the wireless connection is down, or your machine is in the process of connecting to a wireless access point.

4. **Menu Buttons**

   OK

   Press to store your machine settings. After you change a setting, the machine returns to the previous menu level.

   Back

   • Press to go back one level in the menu.

   • Press to select the previous digit when setting numbers.

   ▲ or ▼ (+ or -)

   • Press to scroll through menus and options.

   • Press to enter a number or to increase or decrease the number. Press and hold down ▲ or ▼ to scroll faster. When you see the number you want, press **OK**.

5. **Go Button**

   • Press to clear certain error messages. To clear all other errors, follow the control panel instructions.

   • Press to print any data remaining in the machine's memory.

   • Press to select the displayed option. After you change a setting, the machine returns to Ready mode.

   • Press and hold **Go** for about two seconds to cancel a print job.

6. **Near Field Communication (NFC) (available only for certain models)**

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

Status Messages

LCD language is not available for Chinese. Read the following explanation for your reference.

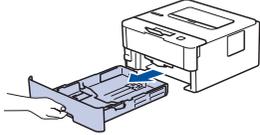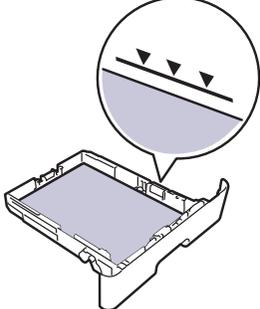| Machine Status Message	Meaning
Cooling Down	The machine is cooling down. Wait for a few seconds until the inside of the machine has cooled down.
Cancel Printing	The machine is cancelling the job.
Ignore Data	The machine is ignoring data processed using the PS driver.
Please Wait	The machine is warming up.
Printing	The machine is printing.
Ready	The machine is ready to print.

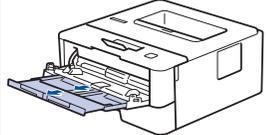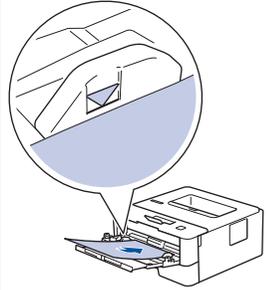| Machine Status Message	Meaning
Sleep	In Sleep Mode (Power Save Mode), the machine acts as if it is turned off, but it can still receive data. Receiving a print job will wake the machine and it will start printing.
Deep Sleep	In Deep Sleep Mode (lower power consumption than Sleep Mode), the machine acts as if it is turned off, but it can still receive data. If the machine does not receive data for a certain length of time while it is in Sleep Mode, it enters Deep Sleep Mode. Receiving a print job will wake the machine and it will start printing.

2 Load Paper

Load Paper in the Paper Tray

Use the paper tray when printing on the following media:

Plain paper Thin paper Recycled paper Thick paper	 • Adjust the guides • Fan the paper • Do not exceed this mark

For more 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:

Plain paper Thin paper Recycled paper Bond paper Thick paper Labels [1] Envelopes [1]	 • Adjust the guides • Fan the paper • Do not exceed this mark

[1] Open the back cover (face up output tray) before printing to let the printed paper exit onto the face up output tray.

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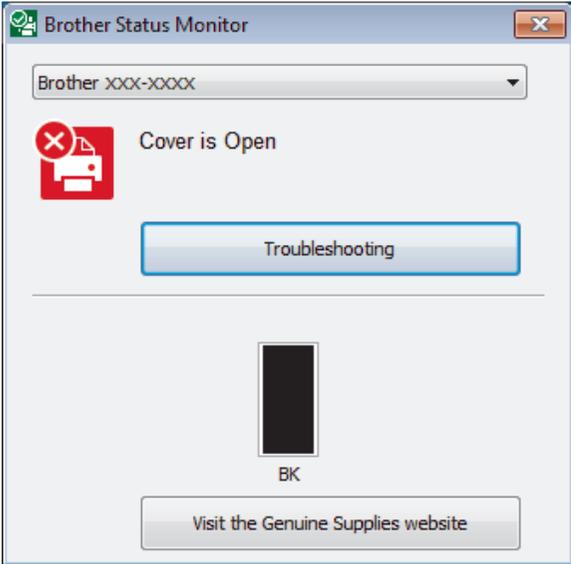
A Troubleshooting

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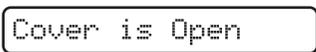
Identify the Problem

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
Using the Status Monitor • Double-click the 🖨 icon in the task tray. • (Windows®) If you select the **Load Status Monitor on Startup** check box, the Status Monitor will launch automatically each time you start your computer.	• A green icon indicates the normal stand-by condition. 🖨 • A yellow icon indicates a warning. 🖨 • A red icon indicates an error has occurred. 🖨 • A grey icon indicates the machine is offline. 🖨 • Click the **Troubleshooting** button to access Brother's troubleshooting website.

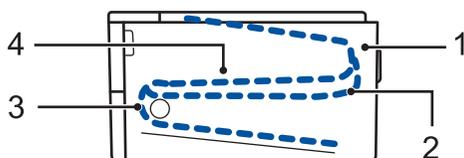| Find the Error	Find the Solution
Using the LCD `Cover is Open`	1. Follow the messages on the LCD. 2. If you cannot resolve the error, refer to the following: *Online User's Guide*: *Error and Maintenance Messages* **FAQs & Troubleshooting** page at support.brother.com

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.

Paper Jams

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

Error messages:

1. Jam Rear
2. Jam 2-sided
3. Jam Tray
4. 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.

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	The wireless access point/router cannot be detected.
	
	1. Check the following two points:
	
	   • Unplug the power to your wireless access point/router, wait for 10 seconds, and then plug it back in.
	
	   • 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.
	
	2. If you manually entered the SSID and security information (SSID/authentication method/encryption method/Network Key), the information may be incorrect.
	
	Reconfirm the SSID and security information and re-enter the correct information as necessary.
	
	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.

TS-04	The Authentication/Encryption methods used by the selected wireless access point/router are not supported by your machine.
	
	Change the authentication and encryption method of the wireless access point/router. Your machine supports the following authentication methods:
	
	• WPA-Personal
	
	  TKIP or AES
	
	• WPA2-Personal
	
	  TKIP or AES
	
	• Open
	
	  WEP or None (without encryption)
	
	• Shared key
	
	  WEP
	
	If your problem is not solved, the SSID or network settings you entered may be incorrect. Confirm the wireless network settings.

TS-05	The security information (SSID/Network Key) is incorrect. Confirm the wireless security information (Authentication method/Encryption method/Network Key).
TS-06	The machine cannot detect a WLAN access point/router that has WPS enabled. Confirm the wireless security information (Authentication method/Encryption method/Network Key).

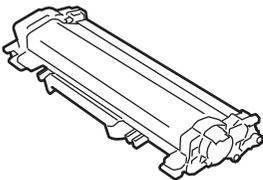| Error Code	Problem and Recommended Solutions
TS-07	The machine cannot detect a WLAN access point/router that has WPS enabled. If you want to connect with WPS, you must operate both your machine and the WLAN access point/router. Confirm the connection method for WPS on WLAN access point/router and try starting again. 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.
TS-08	Two or more WLAN access points that have WPS enabled are detected. • Confirm that only one WLAN access point/router within range has the WPS method active and try again. • Try starting again after few minutes in order to avoid effects from other access points.

A

Troubleshooting

B Appendix

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 or contact your local Brother dealer.

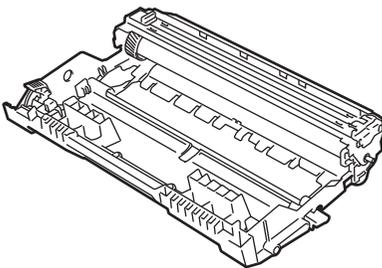> • The supply model name will vary depending on your country and region.

Toner Cartridge

Supply Model Name	Approximate Life (Page Yield)	Applicable Models
Standard Toner: TN-2412	Approximately 1,200 pages [1] [2]	HL-2595DW
High Yield Toner: TN-2425	Approximately 3,000 pages [1] [2]	HL-2595DW
Super High Yield Toner: TN-2448	Approximately 4,500 pages [1] [2]	HL-2595DW

[1] Approximate cartridge yield is declared in accordance with ISO/IEC 19752.

[2] A4/Letter simplex pages

Drum Unit

Supply Model Name	Approximate Life (Page Yield)	Applicable Models
DR-2450	Approximately 12,000 pages [1]	HL-2595DW

[1] 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.

BROTHER
CREATIVECENTER

If you are using Windows®, 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

B

Appendix

Print 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 to see the guide.

brother

Visit us on the World Wide Web
www.brother.com

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

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CHN-ENG
Version 0