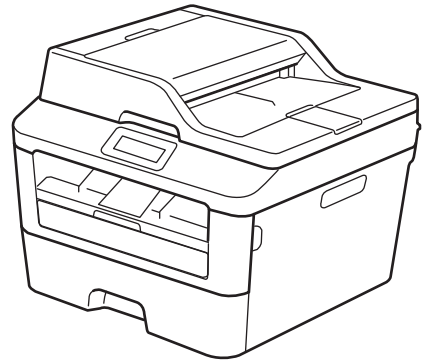




# Basic User's Guide

**DCP-L2500D**  
**DCP-L2520DW**  
**DCP-L2540DN**  
**MFC-L2700DW**



## **Online User's Guide**

This Basic User's Guide does not contain all the information about the machine. To learn detailed information, read the Online User's Guide at [solutions.brother.com/manuals](http://solutions.brother.com/manuals)



## If you need to call Customer Service

Please complete this information for future reference:

**Model Number:** DCP-L2500D/DCP-L2520DW/DCP-L2540DN/  
(Circle your model MFC-L2700DW  
number)

**Serial Number:** <sup>1</sup> \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

**Place of Purchase:** \_\_\_\_\_

<sup>1</sup> The serial number is on the back of the machine. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.

Register your product on-line at

<http://www.brother.com/html/registration>

By registering your product with Brother, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

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

## For the Latest Driver Updates

Go to your model's **Downloads** page on the Brother Solutions Center at <http://support.brother.com> to download drivers.

To keep your machine's performance up-to-date, check there for the latest firmware upgrades.

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

## Quicker navigation!

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

## Comprehensive!

- ✓ Every topic in one guide

## Simplified Layout!

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



1. Search Box

2. Navigation

3. Summary

4. Step-by-Step

## Where can I find this manual?

(Windows®)

Click  (Start) > All Programs > Brother > Brother Utilities > Brother MFC-XXXX series > Support > User's Guides.

(Windows® 8)

Tap or click  (Brother Utilities) > Brother MFC-XXXX series > Support > User's Guides.

(Select your model from the drop-down list if not already selected.)

(Macintosh or other options)

Go to your model's **Manuals** page on the Brother Solutions Center at <http://support.brother.com> to download manuals.

# If you have questions or problems, please take a look at our FAQs.





Provides several ways to search!

Displays related questions for more information

Receives regular updates based on customer feedback

## FAQ's & Troubleshooting

Categorised Popular Latest

-  **How To / Troubleshooting**
  - ▶ [Error Messages](#) ▶ [Paper Feed/Paper Jam](#) ▶ [Print](#) ▶ [Scan](#)
  - ▶ [Copy](#) ▶ [Telephone](#) ▶ [Fax](#) ▶ [Mobile](#) ▶ [Cloud](#)
-  **Setup / Settings**
  - ▶ [Product Setup](#) ▶ [Driver/Software](#)
-  **Consumables & Accessories / Routine Maintenance**
  - ▶ [Consumables/Paper/Accessories](#) ▶ [Cleaning](#)
-  **Others**
  - ▶ [Specification](#) ▶ [OS Support Information](#) ▶ [Video FAQ's](#)

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**Search by Keyword(s)**

Enter the keywords. [▶ Search by FAQ ID number](#)

**Search** ▶

Categorised Popular Latest

Since the Brother Solutions Center is updated regularly, this screen shot is subject to change without notice.

### Where can I find these FAQs?

Brother Solutions Center

<http://support.brother.com>

# Definitions of Notes

We use the following symbols and conventions throughout this User's Guide:

## **WARNING**

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

## **CAUTION**

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

## **IMPORTANT**

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

## **NOTE**

NOTE specifies the operating environment, conditions for installation, or special conditions of use.



Tips icons provide helpful hints and supplementary information.



Electrical Hazard icons alert you to possible electrical shock.



Fire Hazard icons alert you to the possibility of a fire.



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



Prohibition icons indicate actions you must not perform.

### **Bold**

Bold style identifies buttons on the machine's control panel or computer screen.

### ***Italics***

Italicized style emphasizes an important point or refers you to a related topic.

### **Courier New**

Courier New font identifies messages shown on the machine's LCD.

# Compilation and Publication Notice

This manual has been compiled and published to provide the latest product safety information at the time of publication. The information contained in this manual may be subject to change.

For the latest manual, visit us at <http://support.brother.com>.

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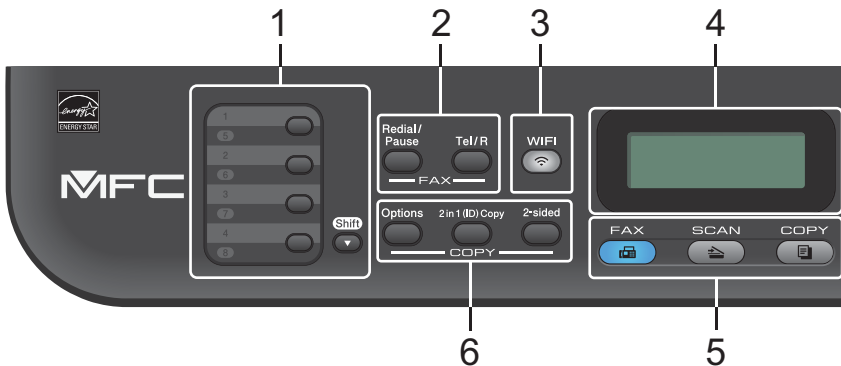
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## Control Panel Overview

The control panel will vary depending on your model.

### MFC-L2700DW



#### 1. One Touch buttons

Store and recall up to eight fax and telephone numbers.

To access stored One Touch fax and telephone numbers 1-4, press the One Touch button assigned to that number. To access stored One Touch fax and telephone numbers 5-8, hold down (**Shift**) as you press the number.

#### 2. Fax buttons

##### Redial/Pause

Press to dial the last numbers you called. This button also inserts a pause when programming quick dial numbers or when dialling a number manually.

##### Tel/R

Press **Tel/R** to have a telephone conversation after picking up the external handset during the F/T fast double-ring.

When connected to a PBX, use this button to gain access to an outside line, to recall an operator, or to transfer a call to another extension.

#### 3. WiFi

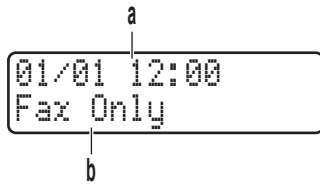
Press the **WiFi** button and launch the wireless installer on your computer. Follow the on-screen instructions to set up a wireless connection between your machine and your network.

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. Liquid Crystal Display (LCD)

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

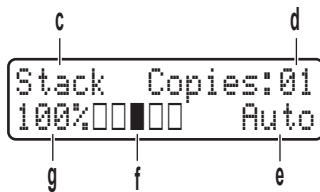
If the machine is in Ready Mode or Fax Mode, the LCD displays:



a. Date & Time

b. Receive Mode

When you press **COPY**, the LCD displays:



c. Type of copy

d. Number of copies

e. Quality

f. Contrast

g. Copy ratio

#### 5. Mode buttons

##### **FAX**

Press to switch the machine to FAX Mode.

##### **SCAN**

Press to switch the machine to SCAN Mode.

##### **COPY**

Press to switch the machine to COPY Mode.

#### 6. Copy buttons

##### **Options**

Press to access temporary settings for copying.

##### **2 in 1 (ID) Copy**

Press to copy both sides of an identification card onto a single page.

##### **2-sided**

Press to copy on both sides of a sheet of paper.



## 7. Menu buttons

### Clear

Press to delete entered data or cancel the current setting.

### Menu

Press to access the Menu for programming your machine settings.

### OK

Press to store your machine settings.


### ◀ or ▶

Press to scroll back or forward through menu selections.

### ▲ or ▼

- Press to scroll up or down through menus and options.
- Press to change the resolution in Fax Mode.





Press  to access speed dial numbers.

## 8. Dial Pad

- Use to dial fax and telephone numbers.
- Use as a keyboard to enter text or characters.

## 9. Power On/Off

- Turn on the machine by pressing .
- Turn off the machine by pressing and holding . The 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.

## **10. Stop/Exit**

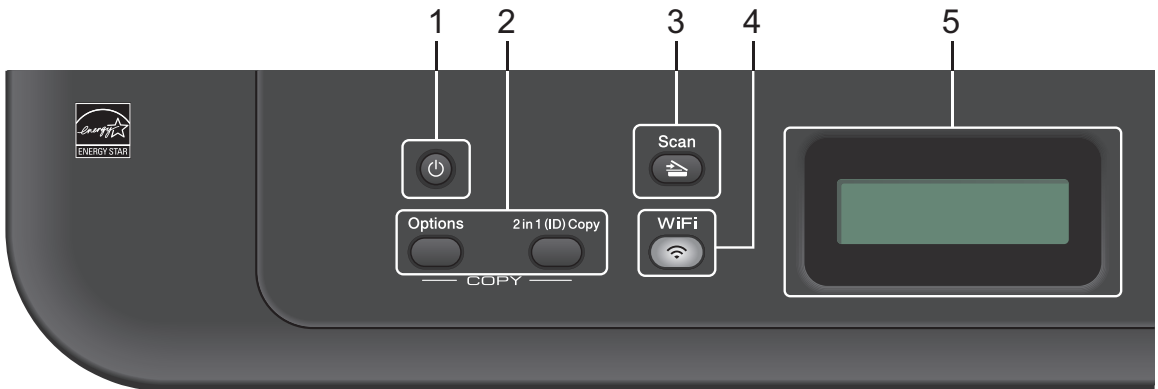
- Press to stop an operation.
- Press to exit from a menu.

## **11. Start**



- Press to start sending faxes.
- Press to start copying.
- Press to start scanning documents.

# DCP-L2500D/DCP-L2520DW/DCP-L2540DN

This illustration is based on DCP-L2520DW.



## 1. Power On/Off

- Turn on the machine by pressing .
- Turn off the machine by pressing and holding . The LCD displays `Shutting Down` and stays on for a few seconds before turning off.

## 2. Copy buttons

### Options

Press to access temporary settings for copying.

### 2 in 1 (ID) Copy

Press to copy both sides of an identification card onto a single page.

### 2-sided (for certain models only)

Press to copy on both sides of a sheet of paper.

## 3. Scan

Press to switch the machine to Scan Mode.

## 4. WiFi (for wireless models)

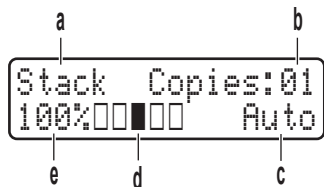
Press the **WiFi** button and launch the wireless installer on your computer. Follow the on-screen instructions to set up a wireless connection between your machine and your network.

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.

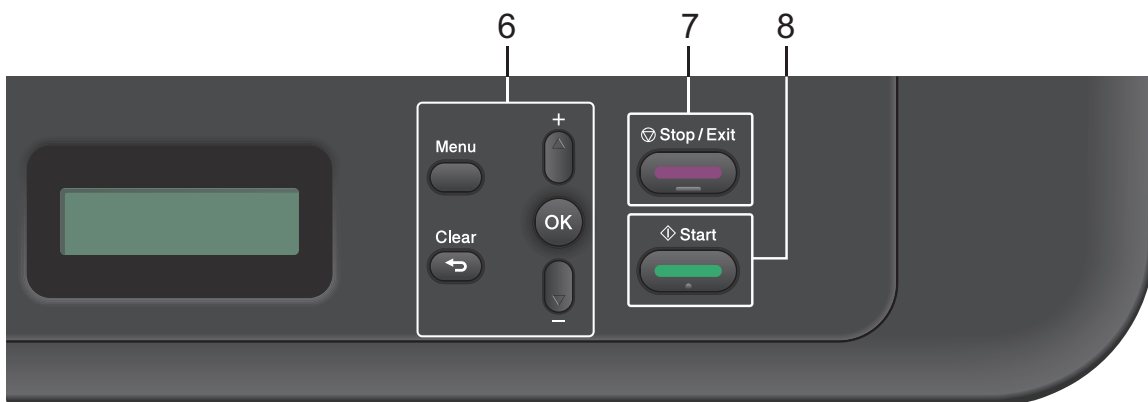
## 5. Liquid Crystal Display (LCD)

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

If the machine is in Ready Mode or COPY Mode, the LCD displays:



- a. Type of copy
- b. Number of copies
- c. Quality
- d. Contrast
- e. Copy ratio



## 6. Menu buttons

### Menu

Press to access the Menu for programming your machine settings.

### Clear

- Press to delete entered data.
- Press to cancel the current setting.

### OK

Press to store your machine setting.

### ▲ or ▼

Press to scroll up or down through menus and options.

## 7. Stop/Exit

- Press to stop an operation.
- Press to exit from a menu.

## 8. Start

- Press to start copying.




- Press to start scanning documents.

# Access Brother Utilities

**Brother Utilities** is an application launcher that offers convenient access to all Brother applications installed on your device.

**1** Do one of the following:



- (Windows® XP, Windows Vista®, Windows® 7, Windows Server® 2003, Windows Server® 2008 and Windows Server® 2008 R2)

Click  **Start > All Programs > Brother > Brother Utilities.**

- (Windows® 8 and Windows Server® 2012)

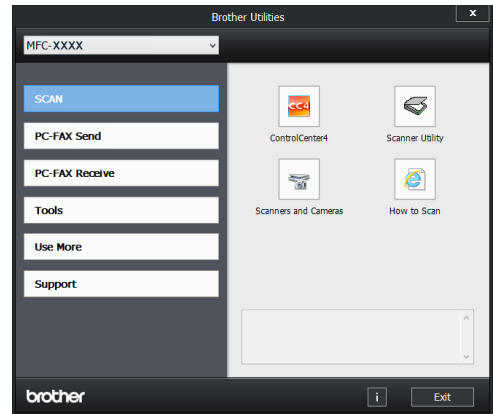
Tap or Click  (**Brother Utilities**) either on the **Start** screen or the desktop.

- (Windows® 8.1 and Windows Server® 2012 R2)

Move your mouse to the lower left corner of the **Start** screen and click  (if you are using a touch-based device, swipe up from the bottom of the **Start** screen to bring up the **Apps** screen). When the **Apps** screen appears, tap or click  (**Brother Utilities**).

**2** Select **Brother MFC-XXXX series** (where XXXX is the name of your model).

**3** Select the operation you want to use.



# Initial Setup

## Set the Date and Time

**Related Models:**  
MFC-L2700DW

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to display the **Initial Setup** option, and then press **OK**.
- 3 Press **▲** or **▼** to display the **Date&Time** option, and then press **OK**.
- 4 Press **▲** or **▼** to display the **Date&Time** option, and then press **OK**.
- 5 Enter the last two digits of the year using the dial pad, and then press **OK**.
- 6 Enter the two digits for the month using the dial pad, and then press **OK**.
- 7 Enter the two digits for the day using the dial pad, and then press **OK**.
- 8 Enter the time in the 24-hour format using the dial pad, and then press **OK**.
- 9 Press **Stop/Exit**.

## Adjust the Ring Volume

**Related Models:**  
MFC-L2700DW

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to display the **General Setup** option, and then press **OK**.
- 3 Press **▲** or **▼** to display the **Volume** option, and then press **OK**.

- 4 Press **▲** or **▼** to display the **Ring** option, and then press **OK**.
- 5 Press **▲** or **▼** to display the **High, Med, Low, or Off** option, and then press **OK**.
- 6 Press **Stop/Exit**.

## Adjust the Beeper Volume

**Related Models:**  
MFC-L2700DW

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

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to display the **General Setup** option, and then press **OK**.
- 3 Press **▲** or **▼** to display the **Volume** option, and then press **OK**.
- 4 Press **▲** or **▼** to display the **Beeper** option, and then press **OK**.
- 5 Press **▲** or **▼** to display the **High, Med, Low, or Off** option, and then press **OK**.
- 6 Press **Stop/Exit**.

## Adjust the Speaker Volume

**Related Models:**  
MFC-L2700DW

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to display the **General Setup** option, and then press **OK**.

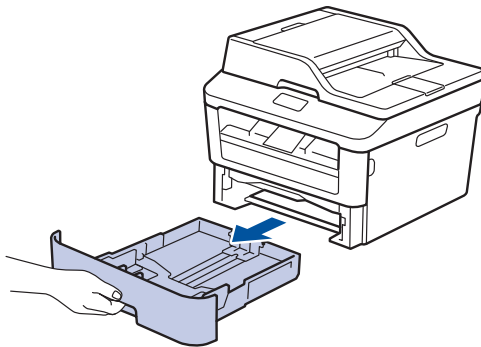
- 3 Press ▲ or ▼ to display the `Volume` option, and then press **OK**.
- 4 Press ▲ or ▼ to display the `Speaker` option, and then press **OK**.
- 5 Press ▲ or ▼ to display the `High`, `Med`, `Low`, or `Off` option, and then press **OK**.
- 6 Press **Stop/Exit**.

## Load Paper

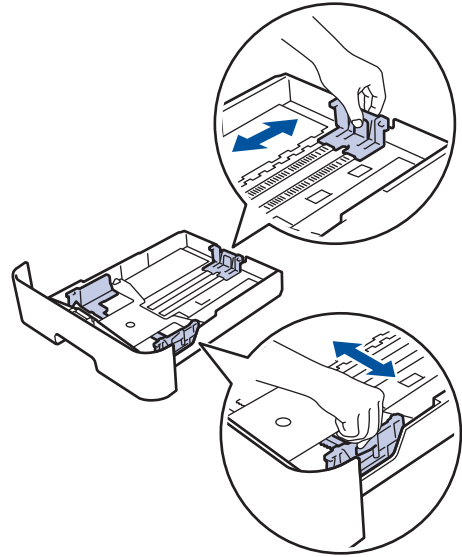
### Load and Print using the Paper Tray

- If the Check Size setting is set to On and you pull the paper tray out of the machine, a message appears on the LCD asking if you want to change the paper size. Change the paper size and paper type settings if needed, following the on-screen instructions.
- When you load a different paper size in the tray, you must change the paper size setting in the machine or on your computer at the same time.


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



- 2 Press and slide the paper guides to fit the paper.  
Press the green release levers to slide the paper guides.

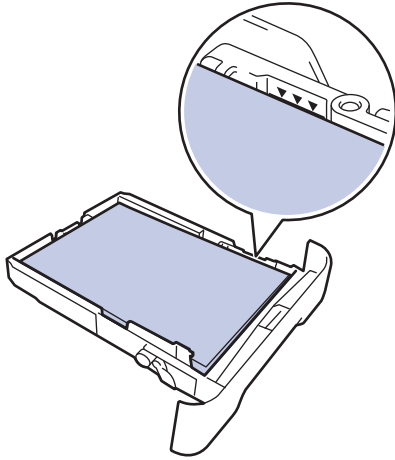


- 3 Fan the stack of paper well.
- 4 Load paper with the printing surface *face down* in the paper tray.

 **DO NOT** load different types of paper in the paper tray at the same time. Doing this may cause the paper to jam or misfeed.

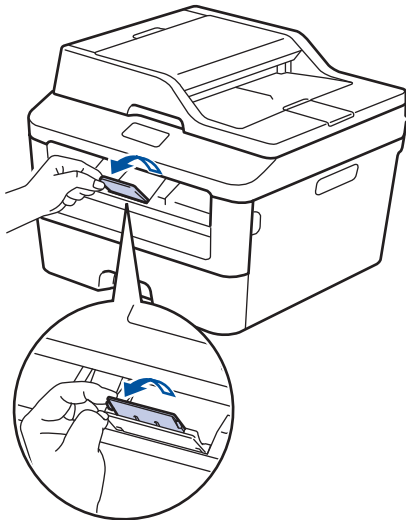
- 5** Make sure the paper is below the maximum paper mark (▼▼▼).

Overfilling the paper tray will cause paper jams.




- 6** Slowly push the paper tray completely into the machine.

- 7** Lift the support flap to prevent paper from sliding off the output tray.



- 8** Send your print job to the machine.

 Change your print preferences in the Print dialog box before sending the print job from your computer.

## Set the Check Size

Your Brother machine's Check Size setting causes the machine to display a message when you remove the paper tray from the machine, asking if you changed the paper size.

The default setting is On.

- 1** Press **Menu**.
- 2** Press **▲** or **▼** to display the *General Setup* option, and then press **OK**.
- 3** Press **▲** or **▼** to display the *Paper* option, and then press **OK**.
- 4** Press **▲** or **▼** to display the *Check Size* option, and then press **OK**.
- 5** Press **▲** or **▼** to select the *On* or *Off* option, and then press **OK**.
- 6** Press **Stop/Exit**.

## Change the Paper Size

When you change the size of the paper you load in the tray, you must change the paper size setting on the LCD at the same time.

- 1** Press **Menu**.
- 2** Press **▲** or **▼** to display the *General Setup* option, and then press **OK**.
- 3** Press **▲** or **▼** to display the *Paper* option, and then press **OK**.
- 4** Press **▲** or **▼** to display the *Paper Size* option, and then press **OK**.

**5** Press ▲ or ▼ to display the A4, Letter, Legal, Executive, A5, A5 L, A6, or Folio option, and press **OK**.

**6** Press **Stop/Exit**.

## Change the Paper Type

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

**1** Press **Menu**.

**2** Press ▲ or ▼ to display the **General Setup** option, and then press **OK**.

**3** Press ▲ or ▼ to display the **Paper** option, and then press **OK**.

**4** Press ▲ or ▼ to display the **Paper Type** option, and then press **OK**.

**5** Press ▲ or ▼ to display the **Thin**, **Plain**, **Thick**, **Thicker**, **Recycled Paper** or **Label** option, and press **OK**.

**6** Press **Stop/Exit**.

## Recommended Print Media

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

Paper Type	Item
Plain Paper	Xerox Premier TCF 80 g/m <sup>2</sup>
	Xerox Business 80 g/m <sup>2</sup>
Recycled Paper	Steinbeis Evolution White 80 g/m <sup>2</sup>
Labels	Avery laser label L7163
Envelopes	Antalis River series (DL)

## Using Special Paper

Always test paper samples before purchasing them to ensure desirable performance.

- DO NOT use inkjet paper; it may cause a paper jam or damage your machine.
- If you use bond paper, paper with a rough surface, or paper that is wrinkled or creased, the paper may exhibit degraded performance.

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

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



## Print from Your Computer (Windows®)

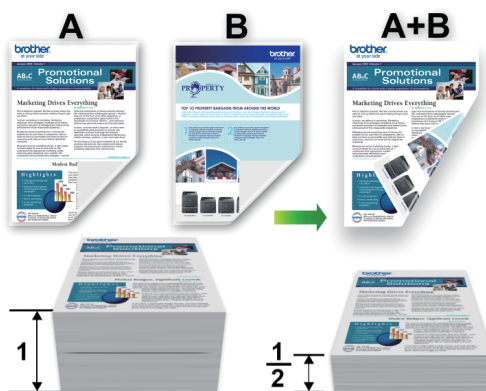
### Print a Document (Windows®)

- 1 Select the print command in your application.
- 2 Select **Brother MFC-XXXX series** (where XXXX is the name of your model).
- 3 Click **OK**.
- 4 Complete your print operation.



For more information, see the *Online User's Guide: Print a Document*

### Print on Both Sides of the Paper (Windows®)



- Select A4 size paper when using the automatic 2-sided printing option.

- 1 Select the print command in your application.
- 2 Select **Brother MFC-XXXX series** (where XXXX is the name of your model), and then click the printing properties or preferences button.  
The printer driver window appears.
- 3 Click the **2-sided / Booklet** drop-down list and select the **2-sided** option.
- 4 Click the **2-sided Settings** button.
- 5 Select an option from the **2-sided Type** menu.
- 6 Click **OK**.

- 7 Click **OK** again, and then complete your print operation.

## Print More Than One Page on a Single Sheet of Paper (N in 1) (Windows®)



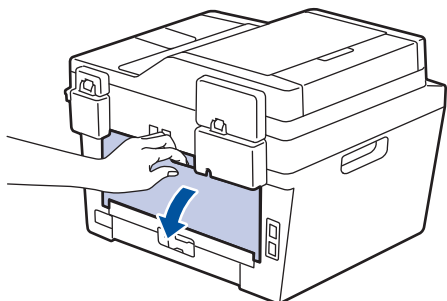
- 1 Select the print command in your application.
- 2 Select **Brother MFC-XXXX series** (where XXXX is the name of your model), and then click the printing properties or preferences button.  
The printer driver window appears.
- 3 Click the **Multiple Page** drop-down list and select the **2 in 1**, **4 in 1**, **9 in 1**, **16 in 1**, or **25 in 1** option.
- 4 Click **OK**.
- 5 Complete your print operation.

## Printing on Envelopes, Thick Paper, or Labels

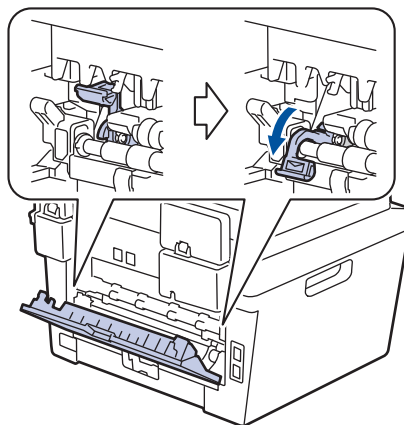
When the back cover (face-up output tray) is pulled down, the machine has a straight paper path from the manual feed slot on the front of the machine through the back of the machine and onto the face-up output tray. Use this manual feed and output method for printing on thick paper or envelopes.

- Load the paper or envelope into the manual feed slot with the printing surface face up.
- DO NOT load more than one sheet of paper or one envelope in the manual feed slot at any one time. Doing this may cause a jam.

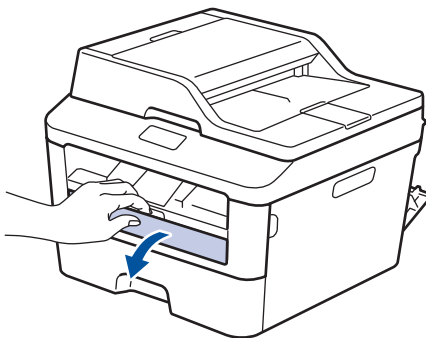
- 1** Open the back cover (face-up output tray).



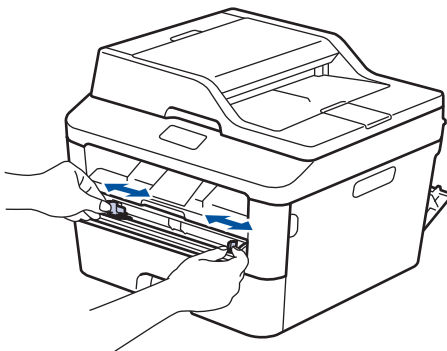
- 2** (For printing envelopes) Pull down the two green levers, one on the left side and one on the right side, to the envelope position as shown in the illustration.



- 3** On the front of the machine, open the manual feed slot cover.

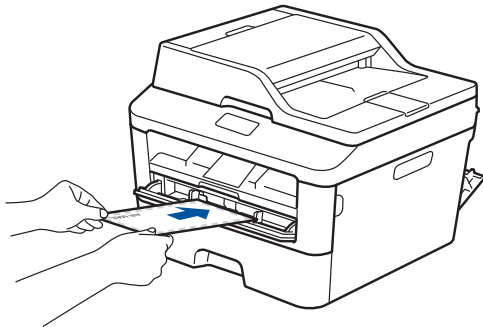


- 4** Slide the manual feed slot paper guides to the width of the paper.



- 5** Push one sheet of paper or one envelope firmly into the manual feed slot.

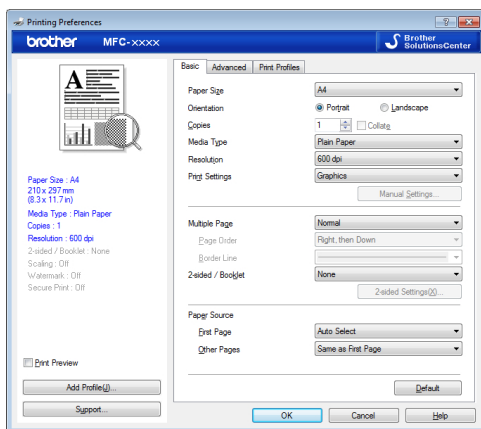
Continue pushing the paper until the top edge of the paper presses against the rollers for about two seconds, or until the machine grabs the paper and pulls it in further.



- 6** Select the print command in your application.

- 7** Select **Brother MFC-XXXX series** (where XXXX is the name of your model), and then click the printing properties or preferences button.

The printer driver window appears.



- 8** Click the **Paper Size** drop-down list and select your paper size.

- 9** Click the **Media Type** drop-down list and select the type of paper you are using.

- 10** Click the **First Page** and **Other Pages** drop-down lists and select **Manual**.

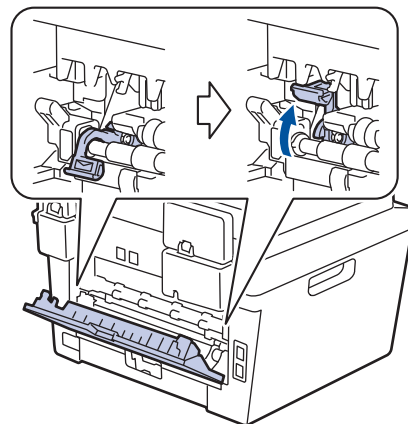
- 11** Click the **Portrait** or **Landscape** option to set the orientation of your printout.

- 12** Change other printer settings if needed.

- 13** Click **OK**.

- 14** Click **Print**.

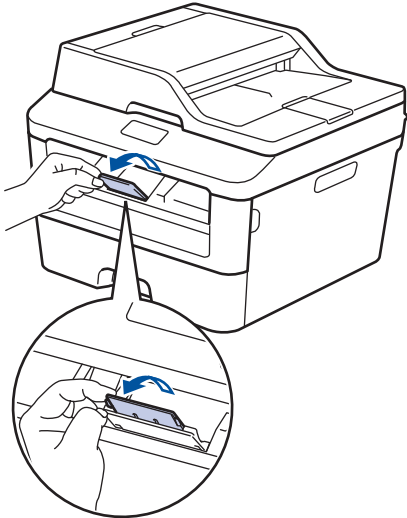
- 15** (For printing envelopes) When you have finished printing, return the two green levers back to their original positions.



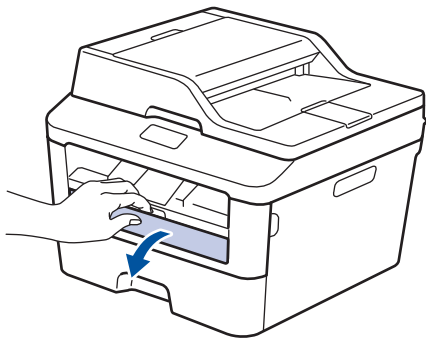
## Printing on Plain Paper, Thin Paper, Recycled Paper, or Bond Paper using the Manual Feed Slot

- Load the paper into the manual feed slot with the printing surface face up.
- DO NOT load more than one sheet of paper in the manual feed slot at any one time. Doing this may cause a jam.

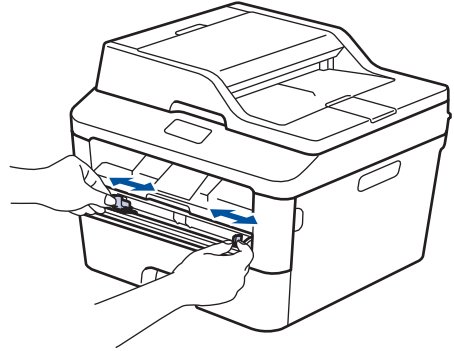
- 1** Lift up the support flap to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.



- 2** Open the manual feed slot cover.

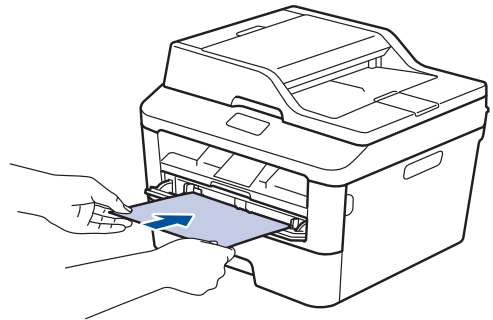


- 3** Slide the manual feed slot paper guides to the width of the paper.



- 4** Push one sheet of paper firmly into the manual feed slot.

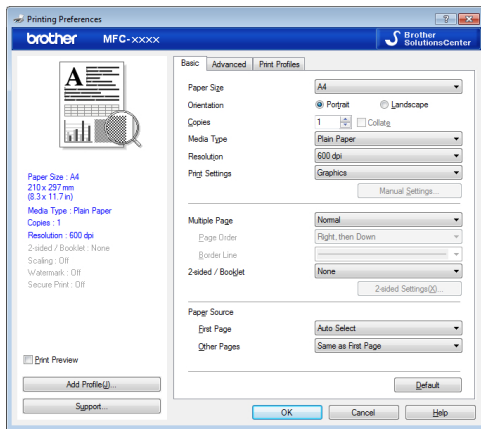
Continue pushing the paper until the top edge of the paper presses against the rollers for about two seconds, or until the machine grabs the paper and pulls it in further.



- 5** Select the print command in your application.

- 6 Select **Brother MFC-XXXX series** (where XXXX is the name of your model), and then click the printing properties or preferences button.

The printer driver window appears.



- 7 Click the **Paper Size** drop-down list and select your paper size.
- 8 Click the **Media Type** drop-down list and select the type of paper you are using.
- 9 Click the **First Page** and **Other Pages** drop-down list and select **Manual**.
- 10 Click the **Portrait** or **Landscape** option to set the orientation of your printout.
- 11 Change other printer settings if needed.
- 12 Click **OK**.
- 13 Click **Print**.

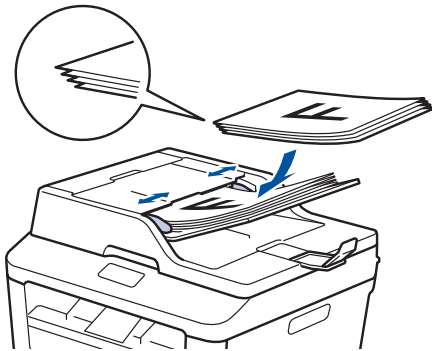
## Copy a Document

**1** Make sure you have loaded the correct size paper in the paper tray.

**2** Do one of the following:

- Place the document *face up* in the ADF.

(If you are copying multiple pages, we recommend using the ADF.)



- Place the document *face down* on the scanner glass.



**3** Do one of the following:

- For MFC models

Press  (**COPY**).

Use the dial pad to enter the number of copies you want.

- For DCP models

Press ▲ or ▼ to enter the number of copies you want.

The LCD displays:

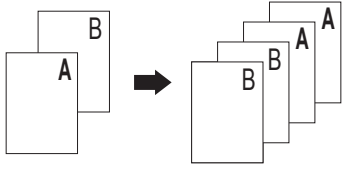
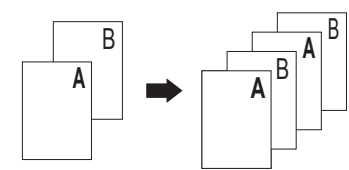
```
Stack Copies:01
100%□□■□□ Auto
```

**4** Press **Start**.

# Copy Settings

## Copy Option

To change Copy settings, press the **Options** button.

Menu selections	Options
<b>Quality</b>	Auto Text Photo Receipt
<b>Stack/Sort</b>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Stack</p>  </div> <div style="text-align: center;"> <p>Sort</p>  </div> </div>
<b>Brightness</b>	Increase the brightness to make the text lighter. Decrease the brightness to make the text darker.
<b>Contrast</b>	Increase the contrast to make an image clearer. Decrease the contrast to make an image more subdued.
<b>Enlarge/Reduce</b>	100% 97% LTR→A4 94% A4→LTR 91% Full Page 85% LTR→EXE 83% LGL→A4 78% LGL→LTR 70% A4→A5 50% Custom (25-400%) Auto 200% 141% A5→A4 104% EXE→LTR



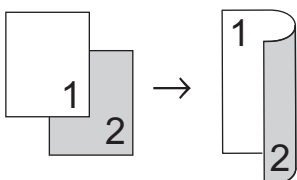
Menu selections	Options
<b>Page Layout</b>	Off (1 in 1) 2 in 1 (P) 2 in 1 (L) 4 in 1 (P) 4 in 1 (L)
<b>2-sided</b> (available only for certain models)	Off 1sided→2sided L 1sided→2sided S

## Copy Multiple Pages on Both Sides of the Paper

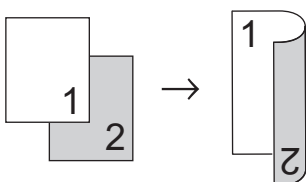
You must choose a 2-sided copy layout from the following options before you can start 2-sided copying:

### Portrait

#### 1-sided > 2-sided Long Edge Flip

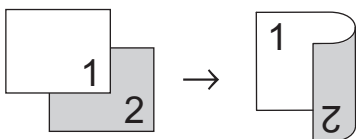


#### 1-sided > 2-sided Short Edge Flip

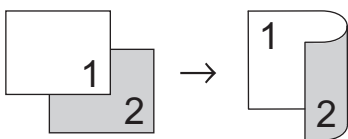


### Landscape

#### 1-sided > 2-sided Long Edge Flip



#### 1-sided > 2-sided Short Edge Flip

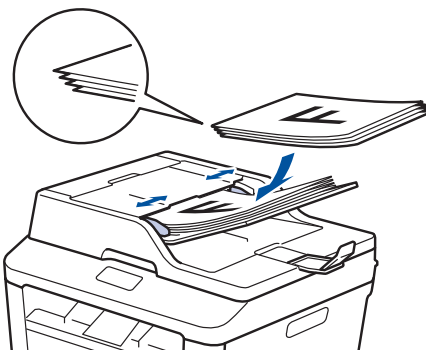


- 1 Make sure you have loaded the correct size paper in the paper tray.

- 2 Do one of the following:

- Place the document *face up* in the ADF.

(If you are copying multiple pages, we recommend using the ADF.)



- Place the document *face down* on the scanner glass.



- 3 (For MFC models)

Press  (COPY).

- 4 Do one of the following:

- Press **2-sided**.
- Press **Options**. Press **▲** or **▼** to display the *2-sided* option, and then press **OK**.

**5** Press ▲ or ▼ to select one the following layout options, and then press **OK**.

- 1sided→2sided L
- 1sided→2sided S

**6** Enter the number of copies.

**7** Press **Start** to scan the page.

If you are copying using the ADF, the machine feeds and scans the pages and starts printing.

**If you are copying using the scanner glass, go to the next step.**

**8** After the machine scans the page, select the *Yes* or *No* option.

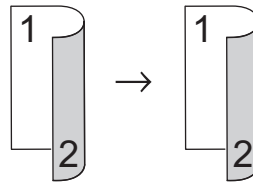
Option	Description
Yes	Press <b>1</b> or ▲ to scan the next page. Place the next page on the scanner glass, and then press <b>OK</b> .
No	Press <b>2</b> or ▼ when you have scanned all the pages.

## Copy a 2-sided Document Using the Scanner Glass

You must choose a 2-sided copy layout from the following options before you can start 2-sided copying.

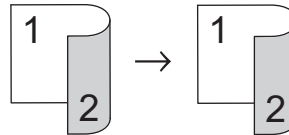
### Portrait

#### 2-sided > 2-sided



### Landscape

#### 2-sided > 2-sided



**1** Make sure you have loaded the correct size paper in the paper tray.

**2** Place your document *face down* on the scanner glass.

**3** (For MFC models)

Press  (**COPY**).

**4** Do one of the following:

- Press **2-sided**.
- Press **Options**. Press ▲ or ▼ to display the 2-sided option, and then press **OK**.

**5** Press ▲ or ▼ to select one the following layout options, and then press **OK**.

- 1sided→2sided L
- 1sided→2sided S

**6** Enter the number of copies.

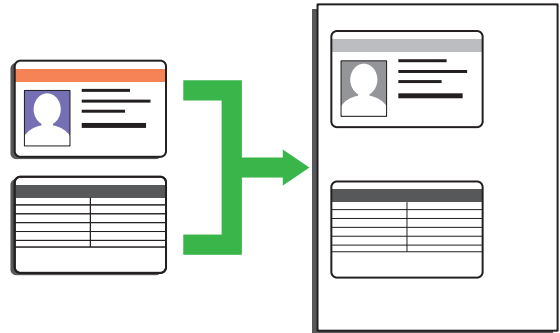
**7** Press **Start** to scan the page.

**8** After the machine scans the page, select the **Yes** or **No** option.

Option	Description
Yes	Press <b>1</b> or <b>▲</b> to scan the next page. Place the next page on the scanner glass, and then press <b>OK</b> .
No	Press <b>2</b> or <b>▼</b> when you have scanned all the pages.

## Copy Both Sides of an ID Card onto One Page

Use the 2in1 (ID) Copy feature to copy both sides of an identification card onto one page, keeping the original card size.

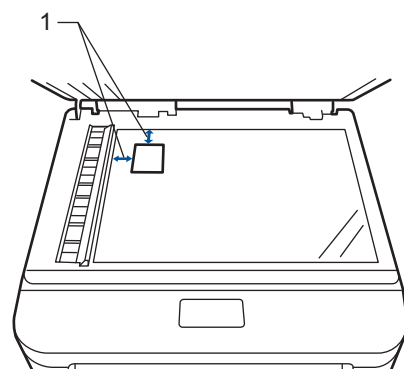


- Copy an identification card only to the extent permitted under applicable laws. For more information, see the *Product Safety Guide*.

**1** (For MFC models)

Press  (**COPY**).

**2** Place an identification card *face down* near the upper left corner of the scanner glass.



1 4.0 mm or greater (top, left)

**3** Press **2 in 1 (ID) Copy**.

**4** Do one of the following:

- For MFC models

Use the dial pad to enter the number of copies you want.

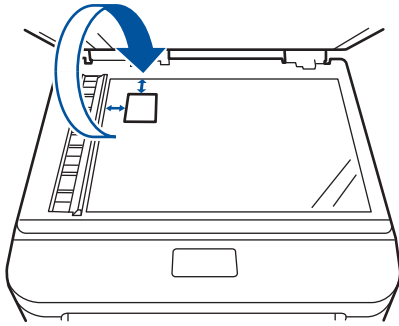
- For DCP models

Press ▲ or ▼ to enter the number of copies you want.

**5** Press **Start**.

The machine scans one side of the identification card.

**6** After the machine has scanned the first side, turn over the identification card.



**7** Press **Start** to scan the other side.

## Scan from Your Computer (Windows®)


There are several ways you can use your computer to scan photos and documents on your Brother machine. Use the software applications provided by Brother, or use your favourite scanning application.

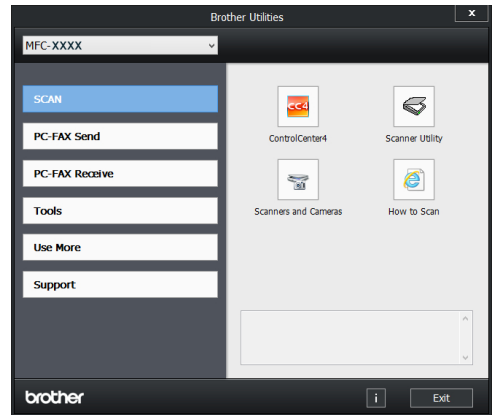
### Save Scanned Documents and Photos to a Folder as a PDF File Using ControlCenter4 Advanced Mode (Windows®)

Scan documents and save them to a folder on your computer as PDF files.



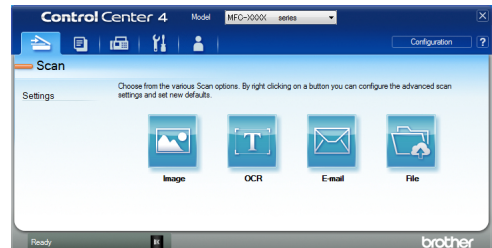
**1** Load your document.

**2** Click  **Start > All Programs > Brother > 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 opens.

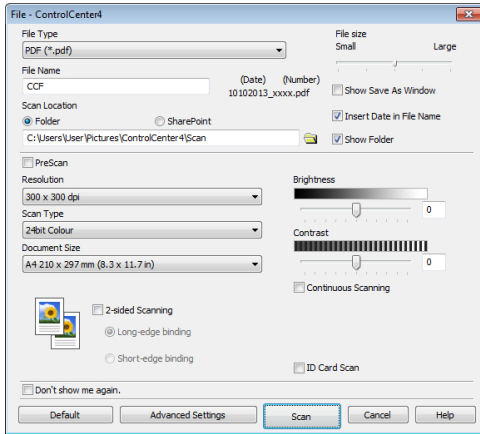


**3** When you open the ControlCenter4 application at the first time, select the display mode.

**4** Click the **Scan** tab.



- 5 Click the **File** button.  
The scan settings dialog box appears.



- 6 Change the scan settings if needed, and then click **Scan**.

The machine scans the document and saves the file in the folder you have selected. The folder opens automatically.

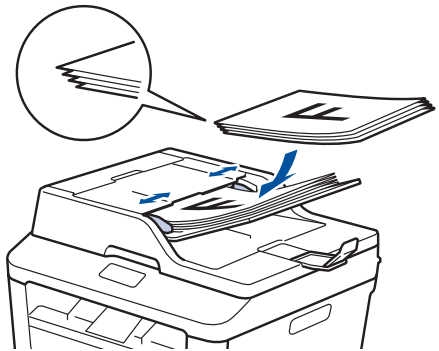


For more information, see the *Online User's Guide: Scan from Your Computer*

## Scan Using the Scan Button on Your Brother Machine

### Scan Using the Scan Button on the Machine

- 1 Do one of the following:
- Place the document *face up* in the ADF.
- (If you are scanning multiple pages, we recommend using the ADF.)



- Place the document *face down* on the scanner glass.



- 2 Press  (**SCAN**).

**3** Press ▲ or ▼ to display the `Scan to PC` option, and then press **OK**.

**4** Press ▲ or ▼ to display the `File` option, and then press **OK**.

**5** If the machine is connected to a network, press ▲ or ▼ to display the computer where you want to send the document, and then press **OK**.

**6** Do one of the following:

- To change the scan settings for this document, press ▲ or ▼ to select `Yes`, and then press **OK**. Go to the next step.
- To use the default scan settings, press ▲ or ▼ to select `No`, and then press **OK**. Press **Start**.

The machine starts scanning. If you are using the machine's scanner glass, follow the LCD instructions to complete the scanning job.



- 
- In order to change scan settings, Brother's Control Center software must be installed on a computer connected to the machine.
- 

**7** Select the scan settings you want to change:

- `Scan Type`
- `Resolution`
- `File Type`
- `Scan Size`
- `Remove Bkg.Clr`

(available only for the `Color` and `Gray` options.)

**8** Press **Start**.

The machine scans the document.




## Before Faxing

### Set Your Station ID

**Related Models:**  
MFC-L2700DW

Set the machine to print your Station ID and the fax's date and time at the top of each fax you send.

- 1 Press  (**FAX**).
- 2 Press **Menu**.
- 3 Press **▲** or **▼** to display the *Initial Setup* option, and then press **OK**.
- 4 Press **▲** or **▼** to display the *Station ID* option, and then press **OK**.
- 5 Enter your fax number (up to 20 digits) using the dial pad, and then press **OK**.
- 6 Enter your telephone number (up to 20 digits) using the dial pad, and then press **OK**.  
If your telephone number and fax number are the same, enter the same number again.
- 7 Use the dial pad to enter your name (up to 20 characters), and then press **OK**.



- To enter text on your machine, see *Related Information: How to Enter Text on Your Brother Machine*

- 8 Press **Stop/Exit**.

### Related Information

- How to Enter Text on Your Brother Machine on page 61

## Set Telephone Line Compatibility for Interference and VoIP Systems

**Related Models:**  
MFC-L2700DW

Problems sending and receiving faxes due to possible interference on the telephone line may be solved by lowering the modem speed to minimize errors in fax transmission. If you are using a Voice over IP (VoIP) service, Brother recommends changing the compatibility to Basic (for VoIP).



- VoIP is a type of phone system that uses an Internet connection, rather than a traditional phone line.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to display the **Fax** option, and then press **OK**.
- 3 Press **▲** or **▼** to display the **Miscellaneous** option, and then press **OK**.
- 4 Press **▲** or **▼** to display the **Compatibility** option, and then press **OK**.
- 5 Press **▲** or **▼** to display the **High**, **Normal**, or **Basic (for VoIP)** option, and then press **OK**.

Option	Description
High	Select <b>High</b> to set the modem speed at 33600 bps.
Normal	Select <b>Normal</b> to set the modem speed at 14400 bps.

Option	Description
Basic (for VoIP)	Select <b>Basic (for VoIP)</b> to reduce the modem speed to 9600 bps and turn off Error Correction Mode (ECM). Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.  To improve compatibility with most VoIP services, Brother recommends changing the compatibility setting to <b>Basic (for VoIP)</b> .

## 6 Press **Stop/Exit**.

### Related Information

- Fax and Telephone Problems on page 49

## Receive Modes

**Related Models:**  
MFC-L2700DW

Some receive modes answer automatically (Fax Only Mode and Fax/Tel Mode). You may want to change the Ring Delay before using these modes.

### Fax Only Mode

(**Fax** or **Fax only** in the Machine's Menu)

Fax Only Mode automatically answers every call as a fax.

### Fax/Tel Mode

(**Fax/Tel** in the Machine's Menu)

Fax/Tel Mode helps you manage incoming calls, by recognising whether they are fax or voice calls and handling them in one of the following ways:

- Faxes will be received automatically.

- Voice calls will start the F/T ring to tell you to pick up the call. The F/T ring is a fast pseudo/double-ring made by your machine.

### Manual Mode

(Manual in the Machine's Menu)

Manual Mode turns off all automatic answering operations unless you are using the BT Call Sign feature.

To receive a fax in Manual Mode lift the handset of the external telephone.

When you hear fax tones (short repeating beeps), press **Start** and then **2** to receive a fax. Use the Fax Detect feature to receive faxes when you have lifted a handset on the same line as the machine.

### External TAD Mode

(External TAD in the Machine's Menu)

External TAD Mode lets an external answering device manage your incoming calls.

Incoming calls will be handled in the following ways:

- Faxes will be received automatically.
- Voice callers can record a message on the external TAD.

### Related Information

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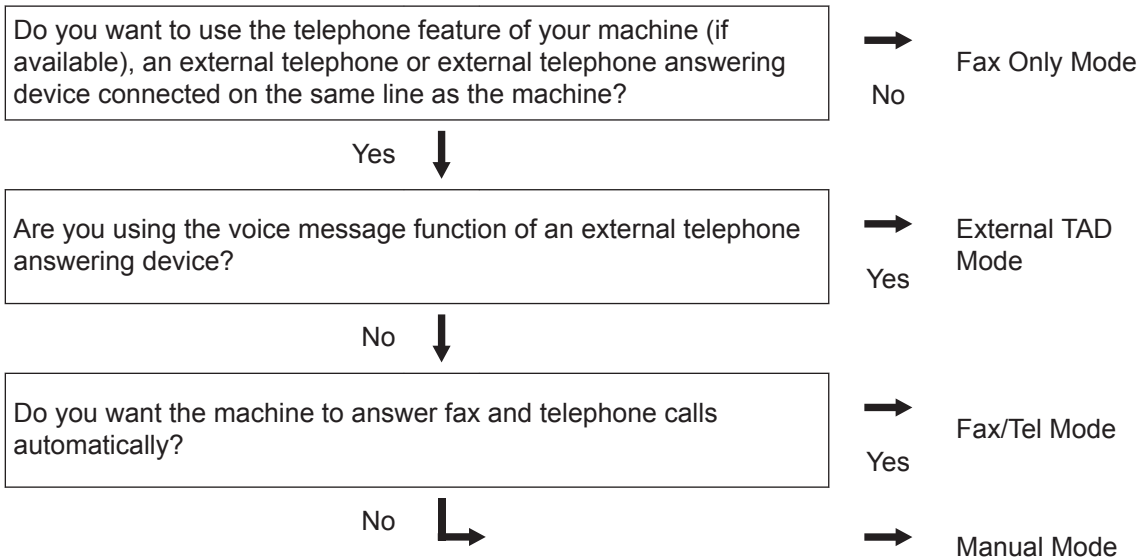
- Fax and Telephone Problems on page 49
-

## Choose the Correct Receive Mode

**Related Models:**  
MFC-L2700DW

You must choose a Receive Mode depending on the external devices and telephone services you have on your line.

By default, your machine will automatically receive any faxes that are sent to it. The diagram below will help you select the correct mode.



**1** Press  (**FAX**).

**2** Press **Menu**.

**3** Press ▲ or ▼ to display the **Fax** option, and then press **OK**.

**4** Press ▲ or ▼ to display the **Setup Receive** option, and then press **OK**.

**5** Press ▲ or ▼ to display the **Receive Mode** option, and then press **OK**.



(U.K. only) If you cannot change the **Receive Mode**, make sure the **BT Call Sign** feature is set to **Off**.

**6** Press ▲ or ▼ to select the **Fax only**, **Fax/Tel**, **External TAD**, or **Manual** option, and then press **OK**.

**7** Press **Stop/Exit**.

## Related Information

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- Fax and Telephone Problems on page 49
-


## Set the F/T Ring Time (Fast Double-ring)


**Related Models:**  
MFC-L2700DW

When you set the Receive Mode to Fax/Tel Mode, if the call is a fax, your machine will automatically receive it. However, if it is a voice call, the machine will sound the F/T ring (fast double-ring) for the time you set in the F/T Ring Time option. When you hear the F/T ring, it means that a voice caller is on the line.

- The F/T Ring Time feature works when you set Fax/Tel Mode as the Receive Mode.

Because the F/T ring is made by the machine, extension and external telephones will not ring; however, you can still answer the call on any telephone.

- 1 Press  (FAX).
- 2 Press **Menu**.
- 3 Press **▲** or **▼** to display the **Fax** option, and then press **OK**.
- 4 Press **▲** or **▼** to display the **Setup Receive** option, and then press **OK**.
- 5 Press **▲** or **▼** to display the **F/T Ring Time** option, and then press **OK**.
- 6 Press **▲** or **▼** to display how long the machine will ring to alert you that you have a voice call, and then press **OK**.
- 7 Press **Stop/Exit**.


 Even if the caller hangs up during the pseudo/double-ringing, the machine will continue to ring for the set time.


## Set the Number of Rings Before the Machine Answers (Ring Delay)

**Related Models:**  
MFC-L2700DW

When somebody calls your machine, you will hear the normal telephone ring sound. The number of rings is set in the Ring Delay option.

- The Ring Delay setting sets the number of times the machine rings before it answers in the Fax Only Mode and the Fax/Tel Mode.
- If you have external or extension telephones on the same line as the machine, choose the maximum number of rings.

- 1 Press  (FAX).
- 2 Press **Menu**.
- 3 Press **▲** or **▼** to display the **Fax** option, and then press **OK**.
- 4 Press **▲** or **▼** to display the **Setup Receive** option, and then press **OK**.
- 5 Press **▲** or **▼** to display the **Ring Delay** option, and then press **OK**.
- 6 Press **▲** or **▼** to select the number of rings you want the line to ring before the machine answers, and then press **OK**.
- 7 Press **Stop/Exit**.

 If you select 00, the machine will answer immediately and the line will not ring at all (available only for some countries).

# Store Numbers

**Related Models:**  
MFC-L2700DW

Store fax and telephone numbers in the machine for quick dialling and broadcasting faxes to groups. When you dial a stored number, the LCD displays the number.




If you lose electrical power, the Address Book numbers that are in the machine's memory will not be lost.

## Store One Touch Dial Numbers

**Related Models:**  
MFC-L2700DW



You can store eight One Touch Dial numbers on the four One Touch buttons. To access One Touch Dial Numbers 5 to 8, hold down **Shift** as you press the One Touch button.

- 1 Press  (**FAX**).
- 2 Press the One Touch button where you want to store the number.  
If a number is not stored there, the LCD displays *Register Now?*.
- 3 Press **1** to select *Yes*.
- 4 Enter the telephone or fax number (up to 20 digits), and then press **OK**.
- 5 Do one of the following:
  - Enter the name using the dial pad (up to 15 characters), and then press **OK**.
  - To store the number without a name, press **OK**.

## Store Speed Dial Numbers

**Related Models:**  
MFC-L2700DW

Use the Speed Dial numbers to store up to 200 numbers with a name.

- 1 Press  (**FAX**).
- 2 Press  twice and enter a three-digit Speed Dial code (001 - 200).  
If a number is not stored there, the LCD displays *Register Now?*.
- 3 Press **1** to select *Yes*.
- 4 Enter the telephone or fax number (up to 20 digits), and then press **OK**.
- 5 Do one of the following:
  - Enter the name using the dial pad (up to 15 characters), and then press **OK**.
  - To store the number without a name, press **OK**.

## Change or Delete One Touch Dial Numbers

**Related Models:**  
MFC-L2700DW

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to display the *Fax* option, and then press **OK**.
- 3 Press **▲** or **▼** to display the *Address Book* option, and then press **OK**.
- 4 Press **▲** or **▼** to display the *One Touch Dial* option, and then press **OK**.

**5** Press the One Touch button you want to change or delete.

**6** Do one of the following:

- To change the stored name and number:
  - a. Press **1**.
  - b. Edit the name and number:

To edit the stored name or number, press ◀ or ▶ to move the cursor to the character you want to change, and then press **Clear**.

Enter the correct character, and then press **OK**.
- To delete the stored name and number:
  - a. Press **2**.
  - b. Press **1** to confirm.
- To exit without making a change, press **Stop/Exit**.

**7** Press **Stop/Exit**.

## Change or Delete Speed Dial Numbers

**Related Models:**  
MFC-L2700DW

You can change or delete Speed Dial Codes.

**1** Press **Menu**.

**2** Press ▲ or ▼ to display the **Fax** option, and then press **OK**.

**3** Press ▲ or ▼ to display the **Address Book** option, and then press **OK**.

**4** Press ▲ or ▼ to display the **Speed Dial** option, and then press **OK**.

**5** Enter the Speed Dial code you want to change or delete, and then press **OK**.

**6** Do one of the following:

- To change the stored fax or telephone number and name:
  - a. Press **1**.
  - b. Edit the number and name:

To edit the stored number or name, press ◀ or ▶ to move the cursor to the character you want to change, and then press **Clear**.

Enter the correct character, and then press **OK**.
- To delete the stored fax or telephone number and name:
  - a. Press **2**.
  - b. Press **1**.
- To exit without making a change, press **Stop/Exit**.

**7** Press **Stop/Exit**.



# Telephone Services and External Devices

**Related Models:**  
MFC-L2700DW

You may be able to use the following services and connections with your Brother machine.



These are summaries of ways to connect your machine. For details about each topic, see the *Online User's Guide*.

## Voice Mail

**Related Models:**  
MFC-L2700DW

If you have a voicemail service on the telephone line that your Brother machine is connected to, they may conflict with one another when receiving incoming faxes. If using this service, we suggest setting the Brother machine's Receive Mode to Manual.

## Voice Over Internet Protocol (VoIP)

**Related Models:**  
MFC-L2700DW

VoIP is a type of phone system that uses an Internet connection instead of a traditional telephone line. Your machine may not work with some VoIP systems. If you have questions about how to connect your machine to a VoIP system, contact your VoIP provider.

## Connection of an External Telephone Answering Device (TAD)

**Related Models:**  
MFC-L2700DW

You may choose to connect an external answering device to your Brother machine. To receive faxes successfully, you must connect it correctly. Connect your external TAD to the T-piece connector on the Brother line cable supplied with your machine. When recording an outgoing message on your external TAD, we recommend recording 5 seconds of silence at the beginning of your message, and

limiting your speaking to 20 seconds. Set your machine's Receive Mode to External TAD.

## External and Extension Telephones

**Related Models:**  
MFC-L2700DW

You can connect a separate phone into the T-piece connector on your Brother line cable supplied with your machine. If you answer a fax call on an extension or external telephone, you can make your machine receive the fax by pressing \* 5 1. If the machine answers a voice call and fast double rings for you to take over, press # 5 1 to take the call on an extension telephone.

# Send and Receive a Fax Using Your Machine

## Send a Fax

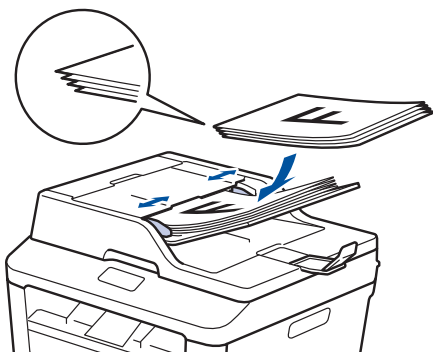
**Related Models:**  
MFC-L2700DW

**1** Press  (**FAX**).

**2** Do one of the following:

- Place the document *face up* in the ADF.

(If you are faxing multiple pages, we recommend using the ADF.)



- Place the document *face down* on the scanner glass.



**3** Enter the fax number.

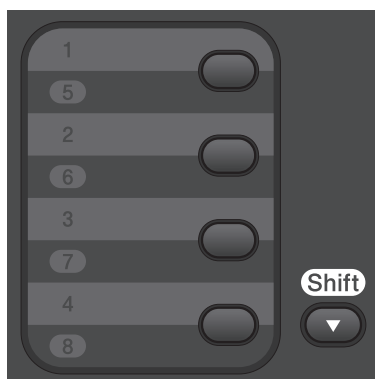
- **Using the dial pad**

Enter the fax number using the dial pad.




- **Using the One Touch Buttons**

Choose a contact stored on a One Touch button.



- **Using the Speed Dial Codes**

Enter the fax number by pressing  twice, and then enter the three-digit Speed Dial code.

#### 4 Press **Start**.

The machine scans and sends the document.

**If you placed the document on the scanner glass, follow the instructions in the table:**

Option	Description
Yes	To scan the next page, press <b>1</b> to select the <i>Yes</i> option, and then place the next page on the scanner glass.  Press <b>OK</b> to scan the page.
No (Send)	When you have scanned the last page, press <b>2</b> to select the <i>No (Send)</i> option (or press <b>Start</b> again).  The machine sends the document.

- To stop faxing, press **Stop/Exit**.

# Fax Using Your Computer (PC-FAX)

## Send Faxes from Your Computer


**Related Models:**  
MFC-L2700DW

The Brother PC-FAX feature lets you send a file, created in any application on your computer, as a standard fax and even attach a cover page.

For more information, see the *Online User's Guide: PC-FAX Overview (Macintosh)*

- 1 From your application select **File**, and then **Print**.  
(The steps may vary depending on your application.)

The Print dialog box appears.

- 2 Select the **Brother PC-FAX**.
- 3 Click **OK**.  
The **Brother PC-FAX** user interface appears.
- 4 Enter the recipient's fax number.
  - a. Use your computer keyboard or click the **Brother PC-FAX** user interface's numeric keypad.
  - b. Click .

 You can also select a stored number from the **Address Book**.

- 5 Click **Start**.  
Your document is sent to the Brother machine and then faxed to the recipient.

Contact the application's vendor if you need more support.

## Receive Faxes on Your Computer (Windows® only)

**Related Models:**  
MFC-L2700DW

Use Brother's PC-FAX software to receive faxes on your computer, screen them, and print only those faxes you want.




- Even if you turn off your computer (at night or on the weekend, for example), your machine will receive and store your faxes in its memory. The number of received faxes that are stored in the memory appears on the LCD.
- When you start your computer and the PC-Fax Receive software runs, your MFC transfers your faxes to your computer automatically.
- For PC-Fax Receive to work, the PC-FAX Receive software must be running on your computer.
- Before you can set up PC-Fax Receive, you must install the MFL-Pro Suite software on your computer. Make sure your Brother machine is connected to your computer and turned on.
- If your machine displays an error and is unable to print faxes from memory, use PC-FAX to transfer your faxes to a computer.
- *PC-Fax Receive is not available for Macintosh.*

- 1 Do one of the following:
  - (Windows® XP, Windows Vista® and Windows® 7)

Click **Start > All Programs > Brother > Brother Utilities**.

Click the drop-down list and select your model name (if not already selected). Click **PC-FAX Receive** in the left navigation bar, and then click **Receive**.
  - (Windows® 8)

Click  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected).

Click **PC-FAX Receive** in the left navigation bar, and then click **Receive**.
- 2 Press **Menu**.
- 3 Press **▲** or **▼** to display the **Fax** option, and then press **OK**.
- 4 Press **▲** or **▼** to display the **Remote Fax Opt** option, and then press **OK**.
- 5 Press **▲** or **▼** to display the **PC Fax Receive** option, and then press **OK**.
- 6 Press **▲** or **▼** to select the **On** option, and then press **OK**.

The LCD displays a reminder to start the PC-FAX Receive program on your computer.
- 7 Press **OK**.
- 8 Press **▲** or **▼** to display **<USB>** or your computer name, and then press **OK**.

- 9 Press **▲** or **▼** to select the **On** or **Off** option for the **Backup Print** option, and then press **OK**.



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If you choose **On**, the machine will print the fax at your machine before transferring it to your computer so you will have a copy.

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- 10 Press **Stop/Exit**.







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

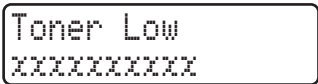
## Identify the Problem

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.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer.
- Check the LCD or the machine's status in **Status Monitor** on your computer.

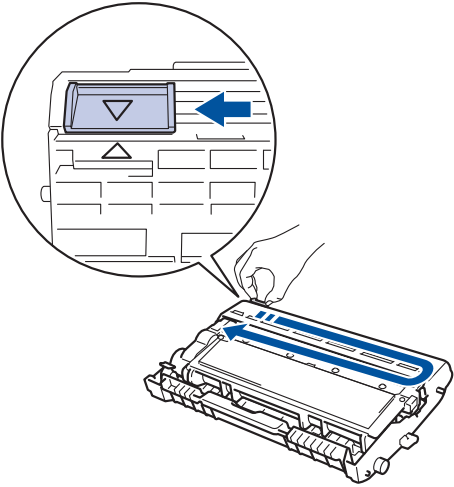
Find the Error	Find the Solution
<p>Using the Status Monitor</p>  <ul style="list-style-type: none"> <li>• Double-click the  icon in the task tray.</li> <li>• (Windows®) If you check <b>Load Status Monitor on Startup</b>, the Status Monitor will launch automatically each time you start your PC.</li>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

Find the Error	Find the Solution
Using the LCD 	<ol style="list-style-type: none"> <li>1. Follow the messages on the LCD.</li> <li>2. See the <i>Online User's Guide: Error and Maintenance Messages</i></li> <li>3. Visit Frequently Asked Questions (FAQs) on the Brother Solutions Center at <a href="http://support.brother.com">http://support.brother.com</a></li> </ol>


## Error and Maintenance Messages



The most common error and maintenance messages are shown in the table.

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 in the closed position.
Cartridge Error Put the Toner Cartridge back in.	The toner cartridge is not installed correctly.	Remove the toner cartridge and drum unit assembly. Take out the toner cartridge, and put it back in the drum unit again. Reinstall the toner cartridge and drum unit assembly in the machine.
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	Remove the jammed paper from the ADF unit.
Drum End Soon	The drum unit is near the end of its life.	Order a new drum unit before you get the <i>Replace Drum</i> message.

Error Message	Cause	Action
Drum !	The corona wire on the drum unit must be cleaned.	Clean the corona wire on the drum unit. 
	The drum unit or the toner cartridge and drum unit assembly is not installed correctly.	Put the toner cartridge in the drum unit. Then reinstall the toner cartridge and drum unit assembly in the machine.
Jam 2-sided	The paper is jammed underneath the paper tray or the fuser unit.	Pull the paper tray and the 2-sided tray out completely, open the back cover and then remove the jammed paper. Close the back cover, and put the paper tray and the 2-sided tray firmly back in the machine.
Jam Inside	The paper is jammed inside the machine.	Open the front cover and remove the toner cartridge and drum unit assembly. Pull out the jammed paper. Close the front cover. If the error message remains, press <b>Start</b> .
Jam Rear	The paper is jammed in the back of the machine.	Open the fuser cover and remove the jammed paper. Close the fuser cover. If the error message remains, press <b>Start</b> .
Jam Tray	The paper is jammed in the paper tray.	Pull the paper tray out completely and remove the jammed paper. Put the paper tray firmly back in the machine.
Manual Feed	<b>Manual</b> was selected as the paper source in the printer driver when there was no paper in the manual feed slot.	Place paper in the manual feed slot.



Error Message	Cause	Action
No Paper	The machine is out of paper, or paper is not loaded correctly in the paper tray.	Do one of the following: <ul style="list-style-type: none"> <li>• Refill paper in the paper tray. Make sure the paper guides are set to the correct size.</li> <li>• Remove the paper and load it again. Make sure the paper guides are set to the correct size.</li> <li>• Make sure not to overfill the paper tray.</li> </ul>
No Toner	The toner cartridge is not installed or is not installed correctly.	Remove the drum unit and toner cartridge assembly. Install the toner cartridge in the drum unit correctly. Reinstall the toner cartridge and drum unit assembly in the machine. If the problem continues, replace the toner cartridge.
Print Unable XX	The machine has a mechanical problem.	<ul style="list-style-type: none"> <li>• (MFC-L2700DW) To prevent you from losing the received fax data in the machine's memory, transfer the data to another Fax machine or to your computer before turning off the machine.</li> <li>• Press and hold  to turn off the machine, wait a few minutes, and then turn it on again.</li> <li>• If the problem continues, contact Brother customer service.</li> </ul>
Replace Drum	It is time to replace the drum unit.	Replace the drum unit.
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter. See the instructions included with the new drum unit.
Replace Toner	The toner cartridge is at the end of its life. The machine stops all print operations.  While memory is available, faxes are stored in the memory.	Replace the toner cartridge with a new one.
Scan Unable	The document is too long for 2-sided scanning.	Press <b>Stop/Exit</b> . Use an appropriate size paper for 2-sided scanning.

Error Message	Cause	Action
Scan Unable XX	The machine has a mechanical problem.	<ul style="list-style-type: none"> <li>• (MFC-L2700DW) To prevent you from losing the received fax data in the machine's memory, transfer the data to another Fax machine or to your computer before turning off the machine.</li> <li>• Press and hold  to turn off the machine, and then turn it on again.</li> <li>• If the problem continues, contact Brother customer service.</li> </ul>
Self-Diagnostic	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	<ul style="list-style-type: none"> <li>• (MFC-L2700DW) To prevent you from losing the received fax data in the machine's memory, transfer the data to another Fax machine or to your computer before turning off the machine.</li> <li>• Press and hold  to turn off the machine, wait a few seconds, and then turn it on again. Leave the machine idle for 15 minutes with the power on.</li> </ul>
	The fuser unit is too hot.	
Size Error DX	The paper size specified in the printer driver and the machine's menu are not available for automatic 2-sided printing.	<p>Press <b>Stop/Exit</b>. Choose a paper size supported by 2-sided printing.</p> <p>Paper size available for automatic 2-sided printing is A4.</p>
	The paper in the tray is not the correct size and is not available for automatic 2-sided printing.	<p>Load the correct size of paper in the tray and set the tray for that paper size.</p> <p>Paper size available for automatic 2-sided printing is A4.</p>
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.
Toner Ended	The toner cartridge is at the end of its life.	Replace the toner cartridge with a new one.
Toner Low	If the LCD displays this message you can still print. The toner cartridge is near the end of its life.	Order a new toner cartridge now so you have it ready when the LCD displays <code>Replace Toner</code> .

# Fax and Telephone Problems

**Related Models:**  
MFC-L2700DW

If you cannot send or receive a fax, check the following:

- 1 Connect one end of the telephone line cord to the area labelled "LINE", and then connect the other end of the telephone line cord directly to a telephone wall socket.

If you can send and receive faxes when the telephone line is directly connected to the fax, the problem may be unrelated to the machine. Please contact your telephone service provider for connection issues.

- 2 Check the receive mode.

See *Related Information*:

- Receive Modes
- Choose the Correct Receive Mode

- 3 Try changing the compatibility settings.

You may be able to send and receive faxes by lowering the connection speed.

For more information, see *Related Information*: Set Telephone Line Compatibility for Interference and VoIP Systems

If the problem still is not resolved, turn the machine off, and then turn it on.



## IMPORTANT

(MFC-L2700DW)

To prevent you from losing the received fax data in the machine's memory, transfer the data to another Fax machine or to your computer before turning off the machine.

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## Related Information

- Set Telephone Line Compatibility for Interference and VoIP Systems on page 32
  - Receive Modes on page 32
  - Choose the Correct Receive Mode on page 34
-

## Troubleshooting for Other Fax Problems

**Related Models:**  
MFC-L2700DW

Difficulties	Suggestions
Cannot receive a fax.	<p>If you are using a telephone answering machine (External TAD mode) on the same line as the Brother machine, make sure your answering machine is set up correctly.</p> <ol style="list-style-type: none"> <li>1. Set your answering machine to answer in one or two rings.</li> <li>2. Record the outgoing message on your answering machine. <ul style="list-style-type: none"> <li>• Record five seconds of silence at the beginning of your outgoing message.</li> <li>• Limit your speaking to 20 seconds.</li> <li>• End your outgoing message with your Act. Code for people sending manual faxes. For example: "After the beep, leave a message or press *51 and Start to send a fax."</li> </ul> </li> <li>3. Set your answering machine to answer calls.</li> <li>4. Set your Brother machine's Receive Mode to External TAD.</li> </ol> <p>Make sure your Brother machine's Fax Detect feature is turned On. Fax Detect is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone.</p>
Received faxes appear as split pages.	Turn on Auto Reduction.
Dialling does not work. (No dial tone)	Check all line cord connections.
Poor sending quality.	<p>Try changing your resolution to Fine or S.Fine.</p> <p>Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner.</p> <p>For more information, see the <i>Online User's Guide: Telephone and Fax Problems</i></p>
Vertical black lines when sending.	<p>Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip.</p> <p>For more information, see the <i>Online User's Guide: Clean the Scanner</i></p>

# Print or Scan Problems

If you cannot print or scan a document, check the following:

- 1 All of the machine's protective parts have been removed.
- 2 The interface cables are securely connected to the machine and the computer.
- 3 The printer or scanner driver has been installed correctly.  
To make sure the printer or scanner driver is installed on your computer, see the *Online User's Guide: Other Problems*


- 4 (Scan problem only)  
Confirm the machine is assigned with an available IP address. (Windows®)

- a. Do one of the following:


(Windows® XP)

Click **Start > Control Panel > Printers and Other Hardware > Scanners and Cameras.**

(Windows Vista®)


Click  (**Start**) > **Control Panel > Hardware and Sound > Scanners and Cameras.**

(Windows® 7)

Click  (**Start**) > **All Programs > Brother > Brother Utilities.**

Click the drop-down list and select your model name (if not already selected). Click **SCAN** in the left navigation bar, and then click **Scanners and Cameras.**

(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 **Scanners and Cameras.**

- b. Do one of the following:

(Windows® XP)

Right-click a scanner device, and then select **Properties**. The Network Scanner Properties dialog box appears.

(Windows Vista®, Windows® 7 and Windows® 8)

Click the **Properties** button.

- c. Click the **Network Setting** tab to confirm the machine's IP address.

**Try printing with your machine. If the problem still remains, uninstall and reinstall the printer driver.**

- 5 If the problem still remains after trying all the above, try the following:

For a USB interface connection

- Change the USB cable for a new one.
- Use a different USB port.

For a Wired Network connection

- Change the LAN cable for a new one.
- Use a different LAN port on your hub.
- Make sure your machine's wired connection is on.

For more information, see the *Online User's Guide: Select Your Network Connection Type*

For a Wireless Network connection

- Confirm your machine's Wi-Fi light status.

If the Wi-Fi light on your machine's control panel is blinking, your machine has not been connected to the WLAN access point. Set up the wireless network connection again.

If the Wi-Fi light on your machine's control panel is off, the WLAN

connection setting is disabled.  
Enable the WLAN connection and set up the wireless network connection.

For more information, see the *Online User's Guide: Introduction to Your Brother Machine*

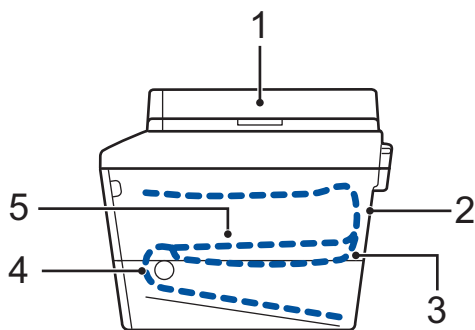
**If you cannot print on both sides of paper, check the following:**

- 6** Change the paper size setting in the printer driver to A4.

# Document and Paper Jams

## Find the Jammed Document or Paper

If your document or paper jams inside the machine, the LCD message or Status Monitor will help you to find it.

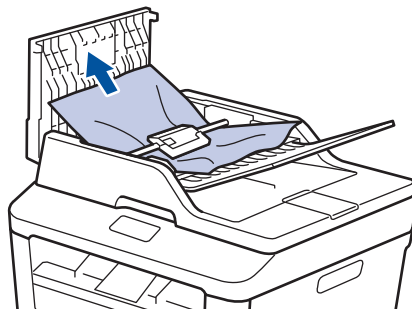


1. Document Jam
2. Jam Rear
3. Jam 2-sided
4. Jam Tray
5. Jam Inside

## Clear the Document Jam

### The Document is Jammed in the Top of the ADF

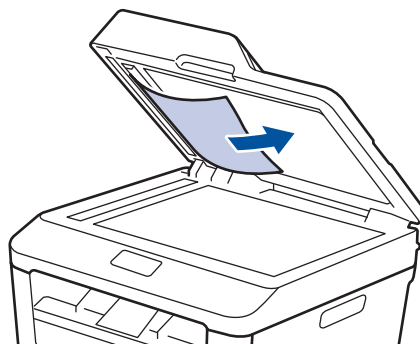
- 1 Open the ADF cover.
- 2 Pull the jammed document out to the left.



- 3 Close the ADF cover.

### The Document is Jammed under the Document Cover

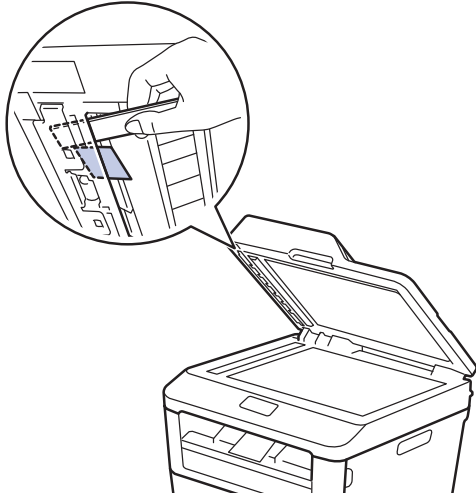
- 4 Pull the jammed document out to the right.



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

## Remove Small Paper Scraps Jammed in the ADF

- 5 Insert a strip of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



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

- 6 Press **Stop/Exit**.

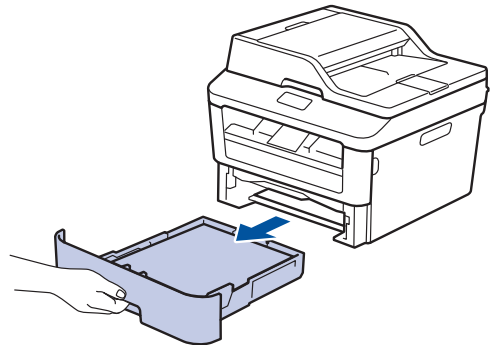
## Clear the Paper Jam

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.

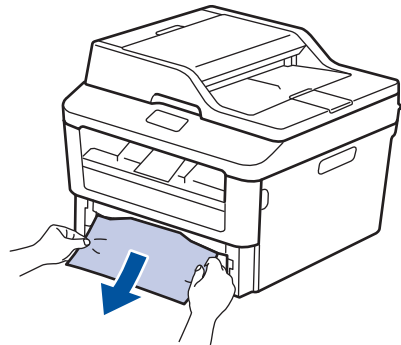
### Paper is Jammed in the Paper Tray

If the LCD displays **Jam Tray**, do the following:

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



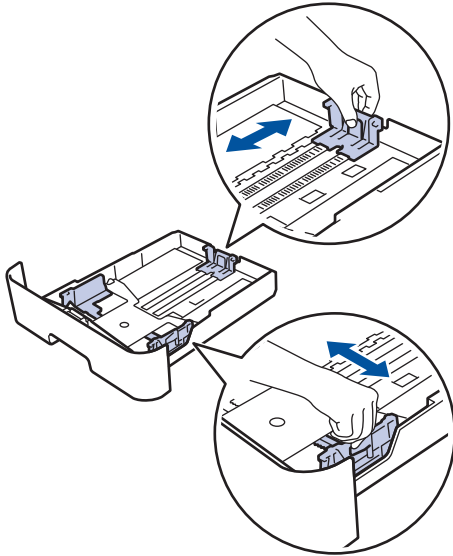
- 2 Slowly pull out the jammed paper.



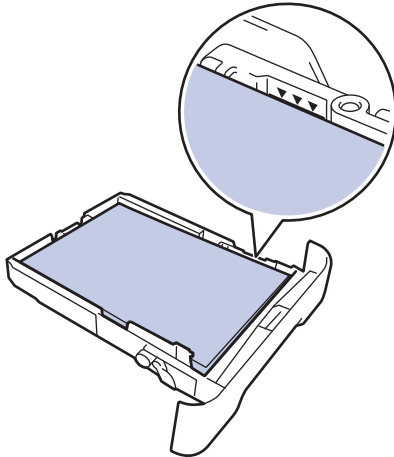
The easiest way to remove the paper is to use both hands to pull it downward.



- 3** Fan the stack of paper to prevent further jams, and slide the paper guides to fit the paper size.



- 4** Make sure the paper is below the maximum paper mark (▼▼▼).

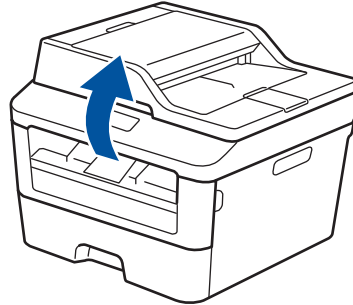


- 5** Put the paper tray firmly back in the machine.

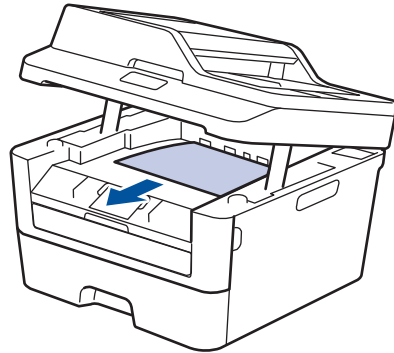
## Paper is Jammed in the Output Paper Tray

When the paper is jammed in the output paper tray, do the following:

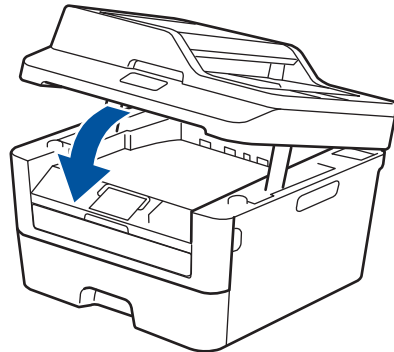
- 1** Use both hands to open the scanner.



- 2** Remove the paper.



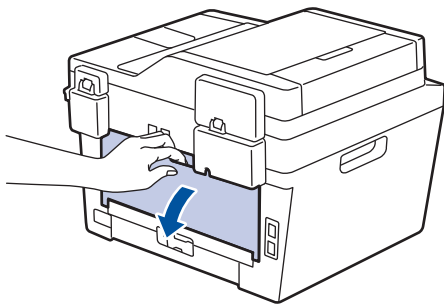
- 3** Push the scanner down with both hands to close it.



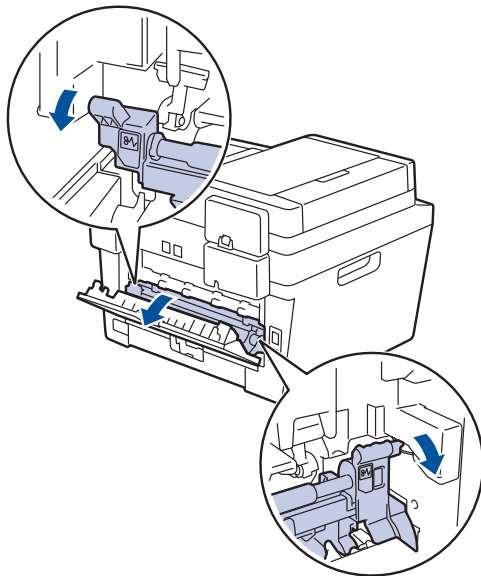
## Paper is Jammed at the Back of the Machine

If the machine's control panel or the Status Monitor indicates that there is a jam in the back (Rear) of the machine, complete the following:

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



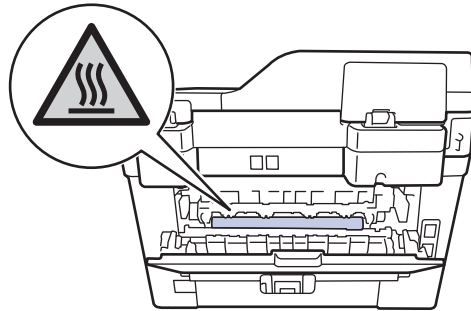
- 3 Pull the blue tabs at the left and right sides toward you to release the fuser cover.



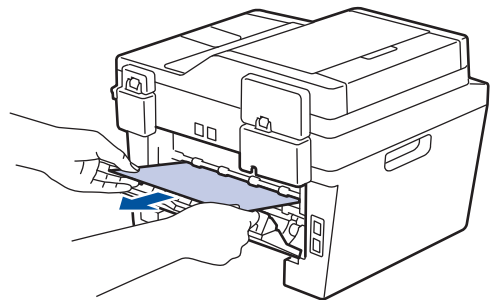
## ! WARNING

### HOT SURFACE

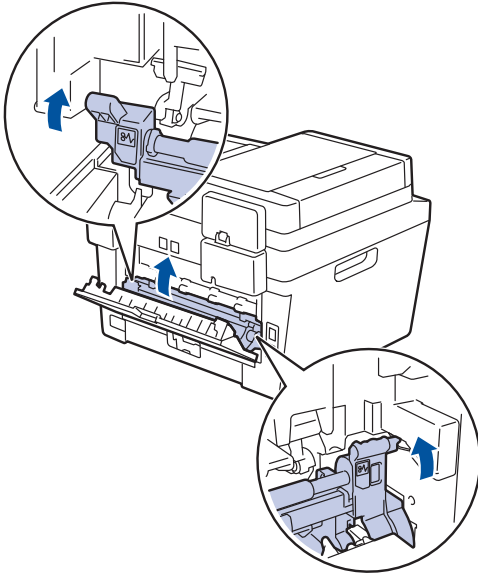
The machine's internal parts will be extremely hot. Wait for the machine to cool down before touching them.



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



- 5** Close the fuser cover. Make sure the blue tabs at the left and right sides lock into place.



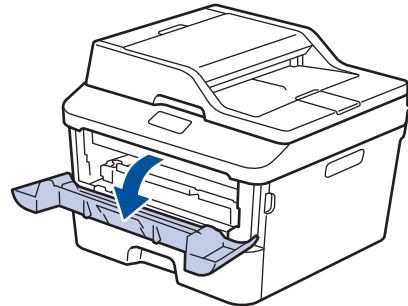
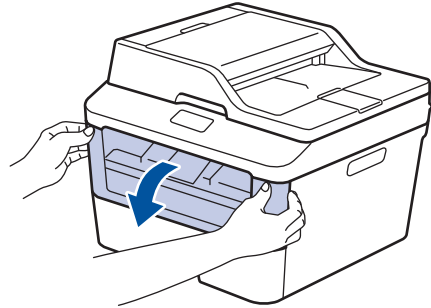
- 6** Close the back cover until it locks in the closed position.

## Paper is Jammed inside the Machine

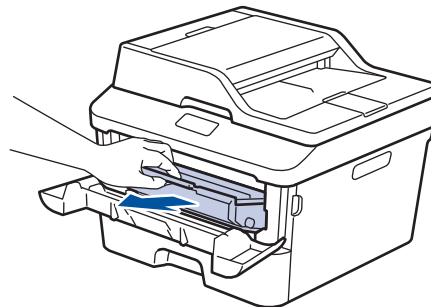
If the machine's control panel or the Status Monitor indicates that there is a jam inside the machine, complete the following:

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

- 2** Open the front cover.



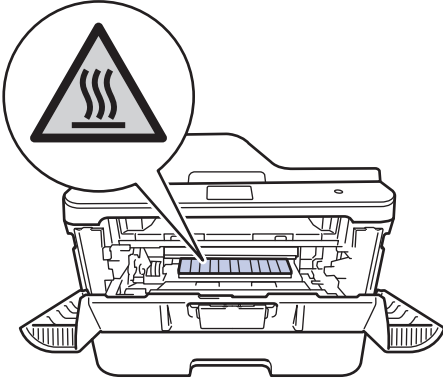
- 3** Remove the toner cartridge and drum unit assembly.



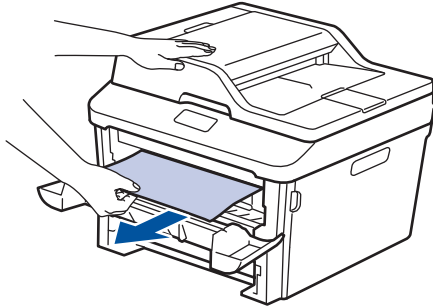
## WARNING

### HOT SURFACE

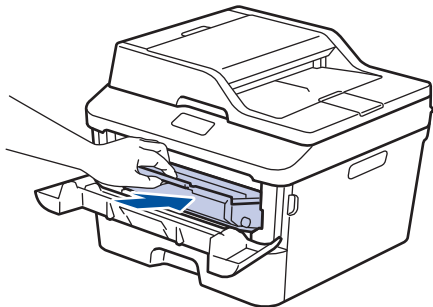
The machine's internal parts will be extremely hot. Wait for the machine to cool down before touching them.



- 4** Pull out the jammed paper slowly.



- 5** Install the toner cartridge and drum unit assembly into the machine.

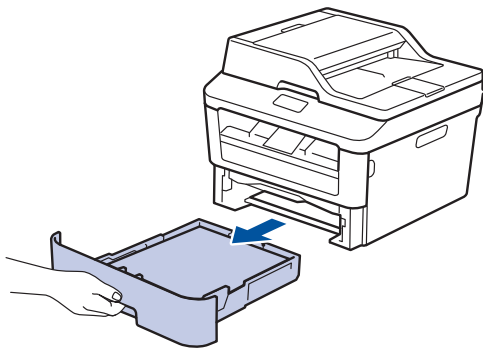


- 6** Close the front cover.

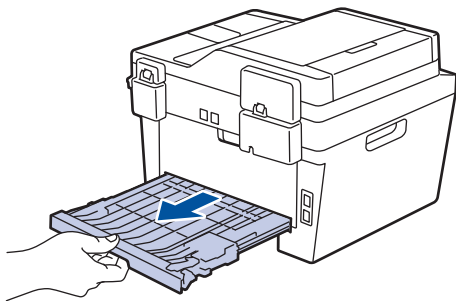
## Paper is Jammed in the 2-sided Tray

If the machine's control panel or the Status Monitor indicates that there is a jam in the 2-sided paper tray, do the following:

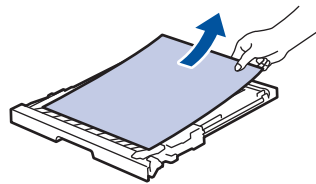
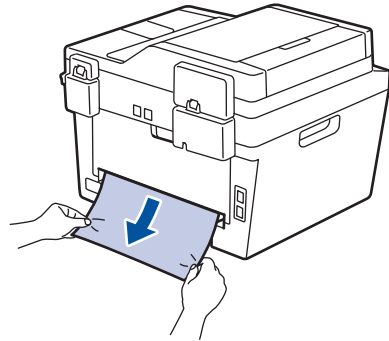
- 1 Leave the machine turned on for 10 minutes. This allows the internal fan to cool the extremely hot parts inside the machine.
- 2 Pull the paper tray completely out of the machine.



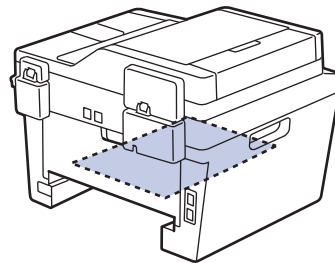
- 3 At the back of the machine, pull the 2-sided tray completely out of the machine.



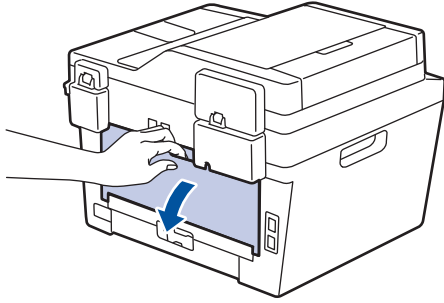
- 4 Pull the jammed paper out of the machine or out of the 2-sided tray.



- 5 Remove paper that may have jammed under the machine due to static electricity.



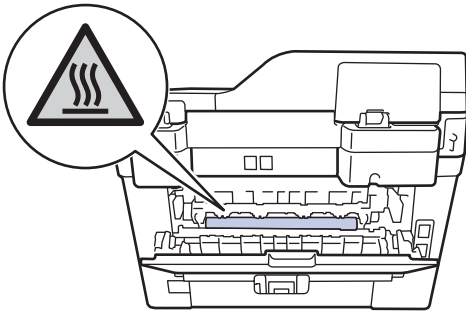
- 6** If paper is not caught inside the 2-sided tray, open the back cover.



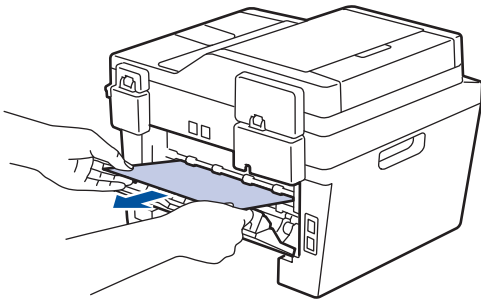
**! WARNING**

**HOT SURFACE**

The machine's internal parts will be extremely hot. Wait for the machine to cool down before touching them.



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



- 8** Close the back cover until it locks in the closed position.

- 9** Put the 2-sided tray firmly back in the rear of the machine.

- 10** Put the paper tray firmly back in the front of the machine.

## How to Enter Text on Your Brother Machine

### DCP-L2500D/DCP-L2520DW/DCP-L2540DN

When setting certain options, such as the Network Key, you must enter characters on the machine:

- Hold down or repeatedly press ▲ or ▼ to select a character from this list:  
0123456789abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ(space)!"#\$%&'()\*+,-./:;<=>?@[^\_
- Press **OK** when the character or symbol you want is displayed, and then enter the next character.
- Press **Clear** to delete characters entered incorrectly.

### MFC-L2700DW

When setting certain options, such as the Station ID, you must enter characters. The available number and letters are printed on each dial pad button.

The buttons 0, # and \* are used for special characters.

- Press the appropriate dial pad button the number of times shown in this reference table to access the character you want.

Press button	One time	Two times	Three times	Four times	Five times	Six times	Seven times	Eight times	Nine times
1	@	.	/	1	@	.	/	1	@
2	a	b	c	A	B	C	2	a	b
3	d	e	f	D	E	F	3	d	e
4	g	h	i	G	H	I	4	g	h
5	j	k	l	J	K	L	5	j	k
6	m	n	o	M	N	O	6	m	n
7	p	q	r	s	P	Q	R	S	7
8	t	u	v	T	U	V	8	t	u
9	w	x	y	z	W	X	Y	Z	9

For options that do not allow lower case characters, use the following table:

Press button	One time	Two times	Three times	Four times	Five times
2	A	B	C	2	A
3	D	E	F	3	D
4	G	H	I	4	G
5	J	K	L	5	J
6	M	N	O	6	M
7	P	Q	R	S	7
8	T	U	V	8	T
9	W	X	Y	Z	9

- Inserting spaces

To enter a space in a fax number, press ► once between numbers. To enter a space in a name, press ► twice between characters.

- Making corrections

If you entered a character incorrectly and want to change it, press ◀ or ▶ to move the cursor to the incorrect character, and then press **Clear**.

- Repeating letters

To enter a letter on the same button as the previous letter, press ► to move the cursor right before pressing the button again.

- Special symbols and characters

Press \*, # or 0, then press ◀ or ▶ to move the cursor to the symbol or character you want. Press **OK** to select it. The symbols and characters that are available on dial pad buttons are shown in the table.

Press *	(space) ! " # \$ % & ' ( ) * + , - . / €
Press #	: ; < = > ? @ [ ] ^ _ \ ~ '   { }
Press 0	Ä È Ö Ü À Ç È É 0

## Related Information

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- Set Your Station ID on page 31
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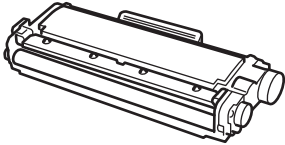
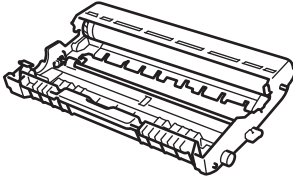


# Supplies

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 <http://www.brother.com/original/index.html> or contact your local Brother reseller.



The toner cartridge and drum unit are two separate parts.

Toner Cartridge	Drum Unit
<b>Standard Toner:</b> TN-2310 <b>High Yield Toner:</b> TN-2320	DR-2300
	



If you are using Windows®, double-click the Brother CreativeCenter icon on your desktop to access our **FREE** website designed as a resource to help you easily create and print customized materials for business and home use with photos, text and creative touch. Mac users can access Brother CreativeCenter at this web address: <http://www.brother.com/creativecenter>

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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.



LEM598004-01  
UK  
Version A