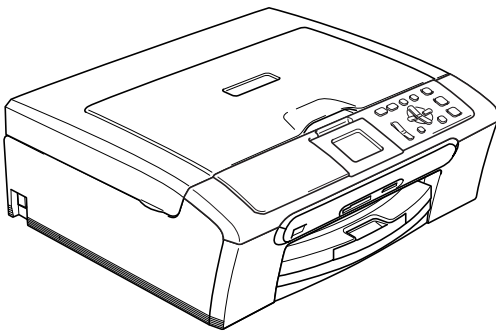


# USER'S GUIDE

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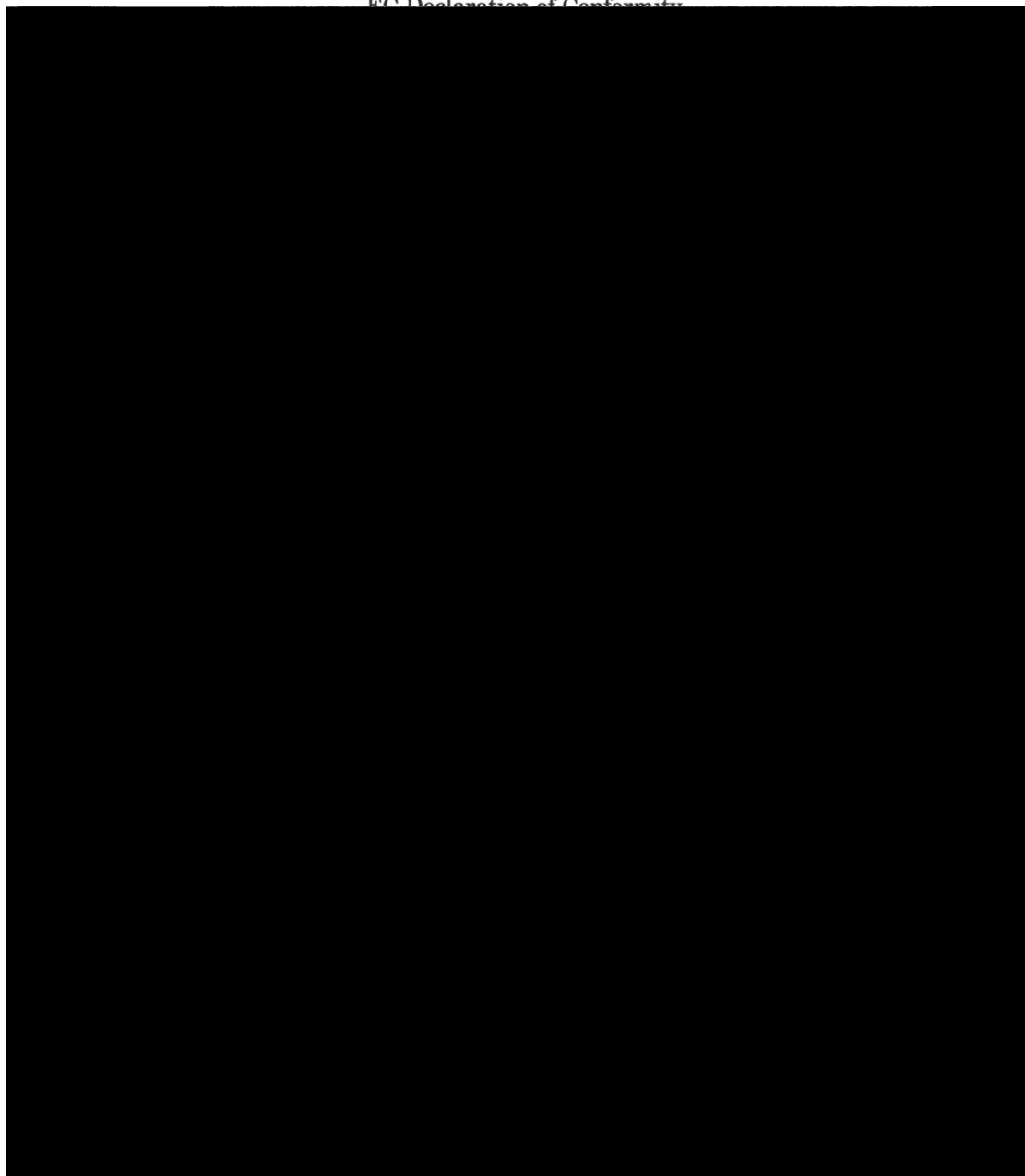


DCP-350C  
DCP-353C  
DCP-357C  
DCP-560CN

# EC Declaration of Conformity under the R & TTE Directive

**brother**

EC Declaration of Conformity



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# General

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## Using the documentation

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

## Symbols and conventions used in the documentation

---

The following symbols and conventions are used throughout the documentation.

<b>Bold</b>	Bold typeface identifies specific keys on the machine's control panel.
<i>Italics</i>	Italicized typeface emphasizes an important point or refers you to a related topic.
<code>Courier New</code>	Text in the Courier New font identifies messages on the LCD of the machine.



Warnings tell you what to do to prevent possible personal injury.



Electrical Hazard icons alert you to possible electrical shock.



Cautions specify procedures you must follow or avoid to prevent possible damage to the machine or other objects.



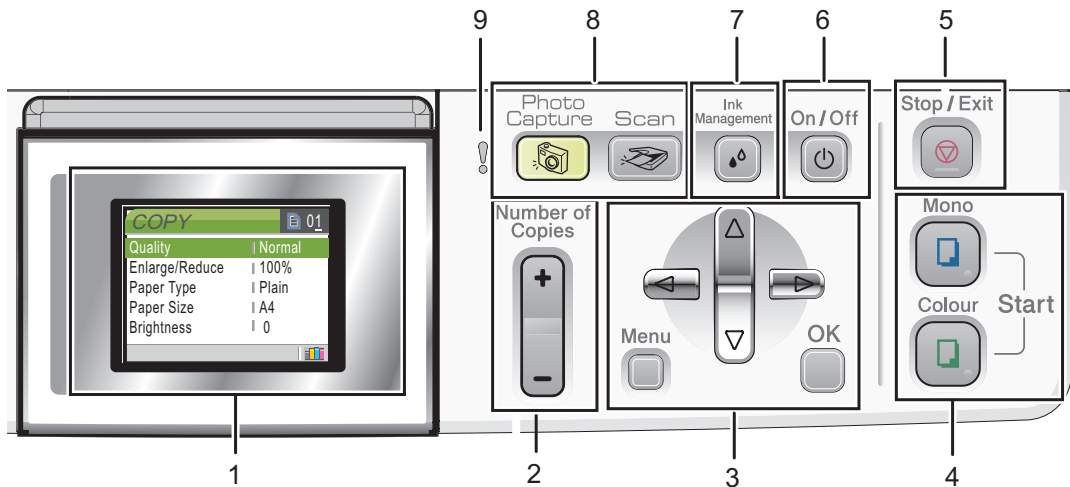
Notes tell you how you should respond to a situation that may arise or give tips about how the operation works with other features.



Improper Setup icons alert you to devices and operations that are not compatible with the machine.

# Control panel overview

The **DCP-350C**, **DCP-353C**, **DCP-357C** and **DCP-560CN** have the same control panel keys.



## 1 LCD (liquid crystal display)

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

Also, you can adjust the angle of the LCD display by lifting it.



## 2 Number of Copies

Use this key to make multiple copies.

## 3 Menu keys:

- ◀ or ▶  
Press to scroll backward or forward to a menu selection.
- ▲ or ▼  
Press to scroll through the menus and options.
- **Menu**  
Lets you access the main menu to program the machine.
- **OK**  
Lets you choose a setting.

## 4 Start keys:

-  **Colour Start**  
Lets you start making copies in full colour. Also lets you start a scanning operation (in colour or mono, depending on the scanning setting in the ControlCenter software).
-  **Mono Start**  
Lets you start making copies in monochrome. Also lets you start a scanning operation (in colour or mono, depending on the scanning setting in the ControlCenter software).



**5 Stop/Exit**

Stops an operation or exits from a menu.

**6 On/Off**

You can turn the machine on and off.

If you turn the machine off, it will still periodically clean the print head to maintain print quality.

**7 Ink Management**

Lets you clean the print head, check the print quality, and check the available ink volume.

**8 Mode keys****Scan**

Lets you access Scan mode.

**PhotoCapture**

Lets you access PhotoCapture Center™ mode.

**9 ! Warning LED**

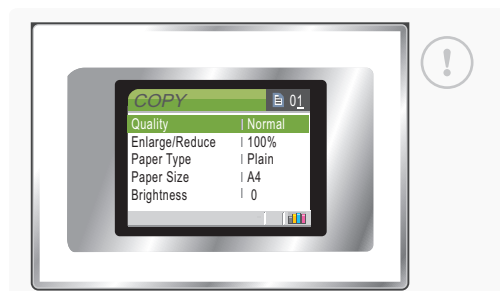
Turns red when the LCD displays an error or an important status message.

**Note**

Most of the illustrations in this User's Guide show the DCP-350C.

## Warning LED indications

The Status LED (light emitting diode) is a light that shows the status of the machine, as shown in the table.



LED	DCP status	Description
! Off	Ready	The DCP is ready for use.
! Red	Cover open	The cover is open. Close the cover. (See <i>Error messages</i> on page 36.)
	Ink empty	Replace the Ink cartridge with a new one. (See <i>Replacing the ink cartridges</i> on page 40.)
	Paper error	Put paper in the tray or clear the paper jam. Check the LCD message. (See <i>Error messages</i> on page 36.)
	Other messages	Check the LCD message. (See <i>Error messages</i> on page 36.)

## Printing Reports

---

The following reports are available:

- Help List
- User Settings
- Network Config (DCP-560CN only)

### How to print a report

- 1 Press **Menu**.
- 2 Press ▲ or ▼ to choose **Print Reports**.  
Press **OK**.
- 3 Press ▲ or ▼ to choose the report you want.  
Press **OK**.
- 4 Press **Mono Start**.
- 5 Press **Stop/Exit**.

# 2

## Loading documents and paper

### Loading documents

#### Using the ADF (DCP-560CN only)

The ADF can hold up to 10 pages and feeds each sheet individually. Use standard 80 g/m<sup>2</sup> paper and always fan the pages before putting them in the ADF.

#### Recommended environment

Temperature:	20 to 30°C
Humidity:	50% to 70%
Paper:	80 g/m <sup>2</sup> A4

#### Document Sizes Supported

Length:	148 to 355.6 mm
Width:	148 to 215.9 mm
Weight:	64 to 90 g/m <sup>2</sup>

### How to load documents

#### ! CAUTION

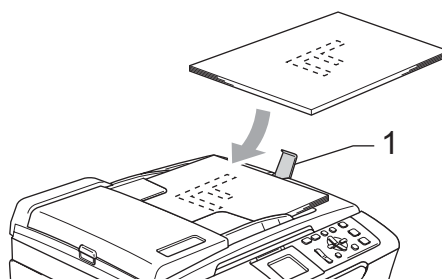
DO NOT pull on the document while it is feeding.

DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted or taped.

DO NOT use cardboard, newspaper or fabric.

- Make sure documents written with ink are completely dry.

- 1 Fan the pages well. Make sure you put the documents **face down, top edge first** in the ADF until you feel them touch the feed roller.
- 2 Adjust the paper guides to fit the width of your documents.
- 3 Unfold the ADF Document Output Support Flap (1).



#### ! CAUTION

DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.

Using

You can scan documents.

Document

Length	
Width	
Weight	

How to



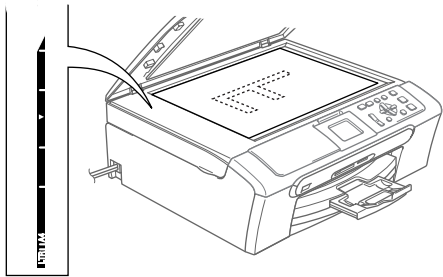
or glass, etc.



document



or document  
or document  
or document



CAUTION

If you are scanning a document, press the [Start] button.

- 3 Close the document cover.

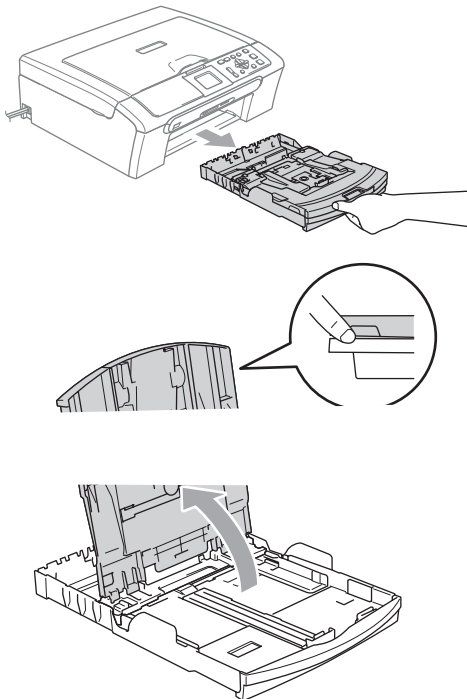
## Loading paper and other media



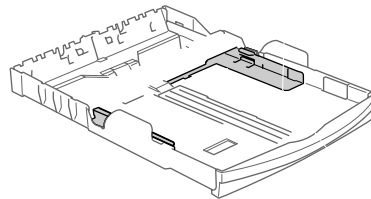
### Note

To print on Photo L or 10 x 15 cm paper, you must use the photo paper tray. (See *Loading photo paper* on page 10.)

1



2

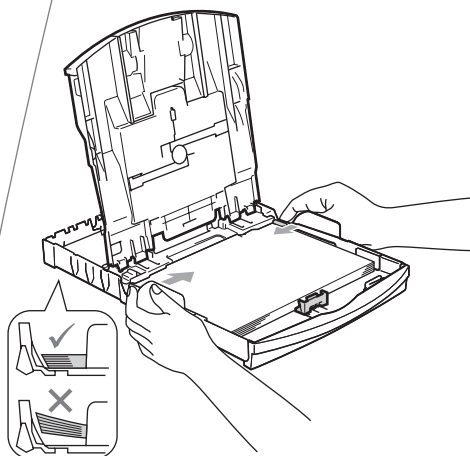


3

4

Check that the paper is flat in the tray.

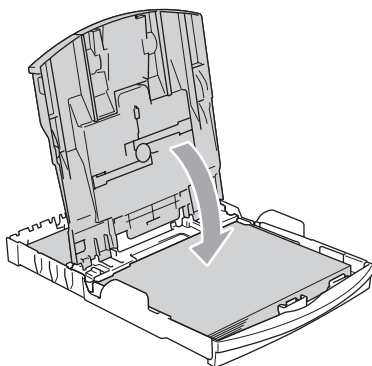
- 5 Gently adjust the paper side guides to the paper with both hands.



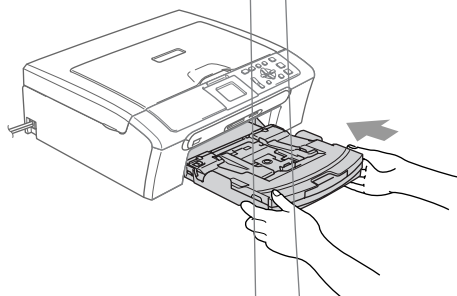
**Note**

Be careful that you do not push the paper in too far; it may lift at the back of the tray and cause feed problems.

6



7



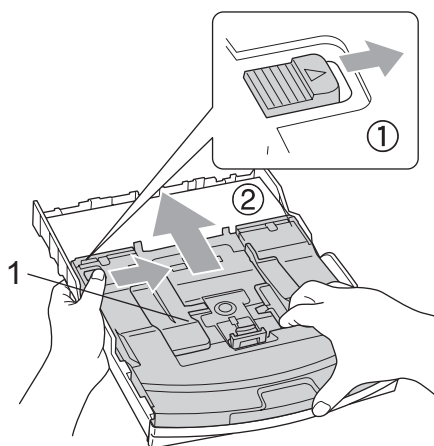
8



## Loading photo paper

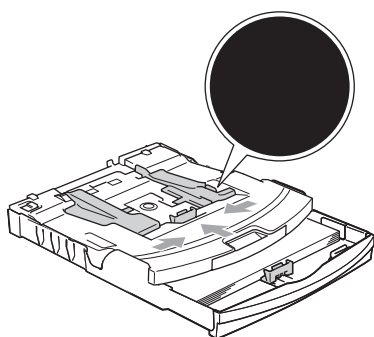
Use the photo paper tray which has been assembled on the top of the output paper tray cover to print on photo 10 × 15 cm and photo L size paper.

1



1 Photo Paper Tray

2



- 3 Put the photo paper into the photo paper tray and gently adjust the paper side guides to the paper. Make sure the paper side guides touch the sides of the paper.
- 4 When you have finished printing photos return the photo paper tray to the normal printing position.

## Paper settings

### Paper Type

---

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup.  
Press **OK**.
- 3 Press **▲** or **▼** to choose Paper Type.  
Press **OK**.
- 4 Press **▲** or **▼** to choose Plain Paper, Inkjet Paper, Brother Photo, Other Photo or Transparency.  
Press **OK**.
- 5 Press **Stop/Exit**.



#### Note

---

When you use transparencies or glossy paper, remove each sheet at once to prevent smudging or paper jams.

---

### Paper Size

---

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup.  
Press **OK**.
- 3 Press **▲** or **▼** to choose Paper Size.  
Press **OK**.
- 4 Press **▲** or **▼** to choose Letter, Legal, A4, A5 or 10x15cm.  
Press **OK**.
- 5 Press **Stop/Exit**.



## LCD display

### LCD Contrast

---

- 1 Press **Menu**.
- 2 Press ▲ or ▼ to choose **General Setup**. Press **OK**.
- 3 Press ▲ or ▼ to choose **LCD Settings**. Press **OK**.
- 4 Press ▲ or ▼ to choose **LCD Contrast**. Press **OK**.
- 5 Press ▲ or ▼ to choose **Light, Med or Dark**. Press **OK**.
- 6 Press **Stop/Exit**.

### Setting the backlight brightness

---

- 1 Press **Menu**.
- 2 Press ▲ or ▼ to choose **General Setup**. Press **OK**.
- 3 Press ▲ or ▼ to choose **LCD Settings**. Press **OK**.
- 4 Press ▲ or ▼ to choose **Backlight**. Press **OK**.
- 5 Press ▲ or ▼ to choose **Light or Dark**. Press **OK**.
- 6 Press **Stop/Exit**.

### Setting the Dim Timer for the backlight

---

- 1 Press **Menu**.
- 2 Press ▲ or ▼ to choose **General Setup**. Press **OK**.
- 3 Press ▲ or ▼ to choose **LCD Settings**. Press **OK**.
- 4 Press ▲ or ▼ to choose **Dim Timer**. Press **OK**.
- 5 Press ▲ or ▼ to choose **10 Secs, 20 Secs, 30 Secs or Off**. Press **OK**.
- 6 Press **Stop/Exit**.

### Setting the Off Timer

---

- 1 Press **Menu**.
- 2 Press ▲ or ▼ to choose **General Setup**. Press **OK**.
- 3 Press ▲ or ▼ to choose **LCD Settings**. Press **OK**.
- 4 Press ▲ or ▼ to choose **Off Timer**. Press **OK**.
- 5 Press ▲ or ▼ to choose **1 Min, 2 Mins, 3 Mins, 5 Mins, 10 Mins, 30 Mins or Off**. Press **OK**.
- 6 Press **Stop/Exit**.



# Copy

---

**Making copies**

14

# 4

## Making copies

### How to copy

#### Making a single copy

- 1 Load your document.  
(See *Loading documents* on page 6.)
- 2 Press **Mono Start** or **Colour Start**.

#### Making multiple copies

You can make up to 99 copies.

- 1 Load your document.  
(See *Loading documents* on page 6.)
- 2 Press **+** or **-** repeatedly until the number of copies you want appears (up to 99).
- 3 Press **Mono Start** or **Colour Start**.

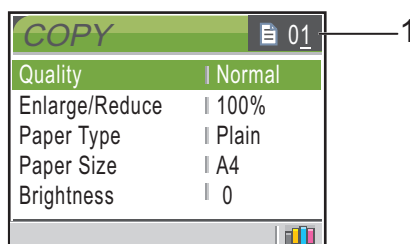


#### Note

To sort the copies, press **▲** or **▼** to choose **Stack/Sort**.

### Copy options

You can change the copy settings from the default display. The LCD shows:



#### 1 No of Copies

You can enter the number of copies you want by pressing **+** or **-** repeatedly.

Press **▲** or **▼** to scroll through the copy options menu.

When the option you want is highlighted, press **OK**.

The machine returns to its default settings after 1 minute.



# Direct Photo Printing

---

<b>Printing photos from a memory card or USB Flash memory drive</b>	<b>16</b>
<b>Printing photos from a camera</b>	<b>20</b>

# Printing photos from a memory card or USB Flash memory drive

## PhotoCapture Center™ Operations

### Using a memory card or USB Flash memory drive



CompactFlash®



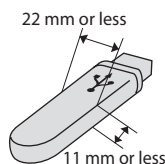
Memory Stick®  
Memory Stick Pro™



SecureDigital™  
MultiMediaCard™



xD-Picture Card™

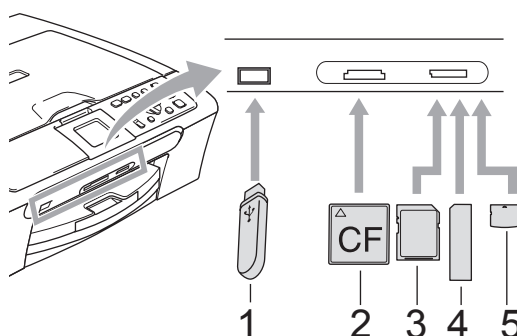


USB Flash memory  
drive

- miniSD™ can be used with a miniSD™ adapter.
- Memory Stick Duo™ can be used with a Memory Stick Duo™ adapter.
- Memory Stick Pro Duo™ can be used with a Memory Stick Pro Duo™ adapter.
- Adapters are not included with the machine. Contact a third party supplier for adapters.

## Getting started

Firmly put a memory card or USB Flash memory drive into the correct slot.



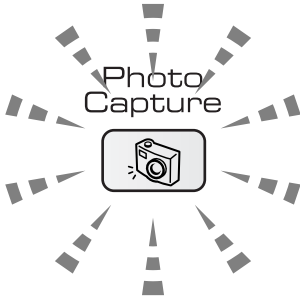
- 1 USB Flash memory drive
- 2 CompactFlash®
- 3 SecureDigital™, MultiMediaCard™
- 4 Memory Stick®, Memory Stick Pro™
- 5 xD-Picture Card™



### CAUTION

The USB direct interface supports only a USB Flash memory drive, a PictBridge compatible camera, or a digital camera that uses the USB mass storage standard. Any other USB devices are not supported.

## PhotoCapture key indications:



- **PhotoCapture** light is on, the memory card or USB Flash memory drive is properly inserted.
- **PhotoCapture** light is off, the memory card or USB Flash memory drive is not properly inserted.
- **PhotoCapture** light is blinking, the memory card or USB Flash memory drive is being read or written to.


### ! CAUTION

DO NOT unplug the power cord or remove the memory card or USB Flash memory drive from the media drive (slot) or USB direct interface while the machine is reading or writing to the memory card or USB Flash memory drive (the **PhotoCapture** key is blinking). **You will lose your data or damage the card.**

The machine can only read one device at a time so do not put more than one device in the slot.

## Print Images

### View Photo(s)

- 1 Make sure you have put a memory card or USB Flash memory drive in the correct slot.  
Press  (**PhotoCapture**).
- 2 Press ▲ or ▼ to choose View Photo(s).  
Press **OK**.
- 3 Press ◀ or ▶ to choose your photo.
- 4 Press + or - repeatedly to enter the number of copies you want.
- 5 Repeat step 3 and step 4 until you have chosen all the photos.
- 6 After you have chosen all the photos, do one of the following:
  - Press **OK** and change the print settings.
  - If you do not want to change any settings, press **Colour Start** to print.

5

### Print Index (Thumbnails)



- 1 Make sure you have put the memory card or USB Flash memory drive in the correct slot.  
Press **(PhotoCapture)**.
- 2 Press **▲** or **▼** to choose **Print Index**.  
Press **OK**.
- 3 Press **▲** or **▼** to choose the paper settings, **Paper Type** or **Paper Size**.  
Do one of the following.
  - If you chose **Paper Type**, press **OK** and press **▲** or **▼** to choose the type of paper you are using, **Plain Paper**, **Inkjet Paper**, **Brother Photo** or **Other Photo**.  
Press **OK**.
  - If you chose **Paper Size**, press **OK** and press **▲** or **▼** to choose the paper size you are using, **Letter** or **A4**.  
Press **OK**.
  - If you do not want to change the paper settings, go to 4.
- 4 Press **Colour Start** to print.

## Print Photos


---

## Photo Effects

You can edit and add effects to your photos and view them on the LCD before printing.




### Note

The Photo Effects feature is supported by technology from Reallusion, Inc. 


## Auto Correct

Auto Correct is available for most photos. The machine decides the suitable effect for your photo.


- 1 Make sure you have put a memory card or USB Flash memory drive in the correct slot.  
Press  (**PhotoCapture**).
- 2 Press ▲ or ▼ to choose **Photo Effects**. Press **OK**.
- 3 Press ◀ or ▶ to choose your photo. Press **OK**.
- 4 Press ▲ or ▼ to choose **Auto Correct**. Press **OK**.
- 5 Press + or - repeatedly to enter the number of copies you want.
- 6 Do one of the following.
  - Press **OK** and change the print settings.
  - If you do not want to change any settings, press **Colour Start** to print.

## Remove Red-Eye

The machine detects eyes in your photos and will remove red-eye from your photo.

- 1 Make sure you have put a memory card or USB Flash memory drive in the correct slot.  
Press  (**PhotoCapture**).
- 2 Press ▲ or ▼ to choose **Photo Effects**. Press **OK**.
- 3 Press ◀ or ▶ to choose your photo. Press **OK**.
- 4 Press ▲ or ▼ to choose **Remove Red-Eye**. Press **OK**.
  - When **Remove Red-Eye** is successful, the photo after effect is shown. The adjusted part is shown in a red frame.
  - When **Remove Red-Eye** is unsuccessful, **Unable to Detect** is shown.
- 5 Press + or - repeatedly to enter the number of copies you want.
- 6 Do one of the following.
  - Press **OK** and change the print settings.
  - If you do not want to change any settings, press **Colour Start** to print.

## DPOF printing

- 1 Make sure you have put a memory card in the correct slot.  
Press  (**PhotoCapture**). The machine will ask you if you want to use DPOF setting.
- 2 Press + to choose **Yes**.
- 3 Do one of the following:
  - Change the print settings.
  - If you do not want to change any settings, press **Colour Start** to print.



## Printing photos directly from a PictBridge camera



### PictBridge requirements

To avoid errors, remember the following points:

- The machine and the digital camera must be connected using a suitable USB cable.
- The image file extension must be .JPG (other image file extensions like .JPEG, .TIF, .GIF and so on will not be recognized).
- PhotoCapture Center™ operations are not available when using the PictBridge feature.

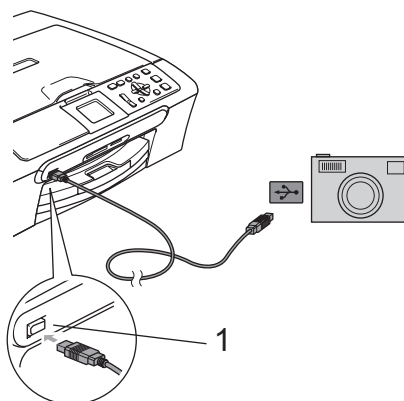
### Printing Images



#### Note

Remove any memory cards or USB Flash memory drive from the machine before connecting a digital camera.

- 1 Make sure that your camera is turned off. Connect your camera to the USB direct interface (1) on the machine using the USB cable.



#### 1 USB direct interface

- 2 Turn on the camera. When the machine has recognized the camera, the LCD shows `Camera Connected`.
- 3 Choose the photo you want to print following the instructions from your camera. When the machine starts printing a photo, the LCD will show `Printing`.

## Printing photos directly from a digital camera (without PictBridge)

If your camera supports the USB Mass Storage standard, you can connect your camera in storage mode. This enables you to print photos from your camera.

If you would like to print photos in PictBridge mode, see *Printing photos directly from a PictBridge camera* on page 20.



### Note

The name, availability and operation differ among digital cameras. Please refer to the documentation supplied with your camera for detailed information, such as how to switch from PictBridge mode to mass storage mode.

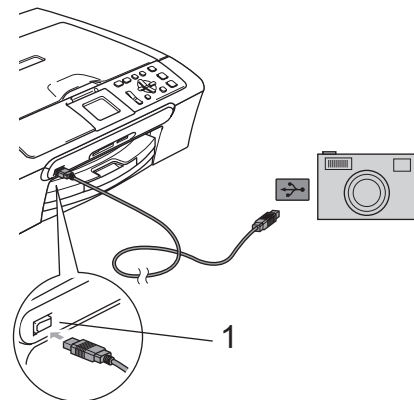
## Printing Images



### Note

Remove any memory cards or USB Flash memory drive from the machine before connecting a digital camera.

- 1 Make sure that your camera is turned off. Connect your camera to the USB direct interface (1) on the machine using the USB cable.



1 USB direct interface

- 2 Turn on the camera.
- 3 Following the steps in *Print Images* on page 17.





# Appendixes

---

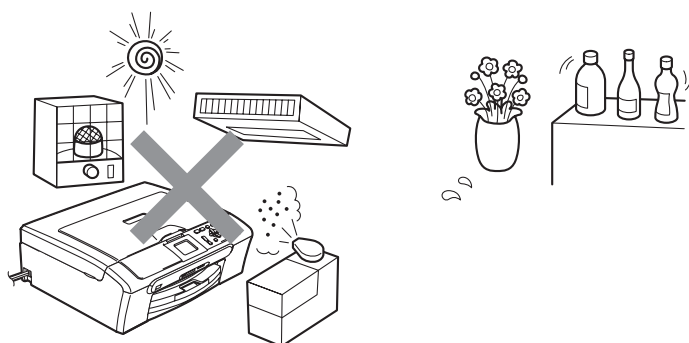
<b>Safety and Legal</b>	24
<b>Troubleshooting and Routine Maintenance</b>	32
<b>Menu and Features</b>	46
<b>Specifications</b>	47

## Choosing a location

Put your machine on a flat, stable surface that is free of vibration and shocks, such as a desk. Put the machine near a standard grounded electrical socket. Choose a location where the temperature remains between 10° C and 35° C.

### ! CAUTION

- Avoid placing your machine in a high-traffic area.
- Avoid placing your machine on carpet.
- DO NOT put the machine near heaters, air conditioners, refrigerators, medical equipment, chemicals or water.
- DO NOT expose the machine to direct sunlight, excessive heat, moisture, or dust.
- DO NOT connect your machine to electrical sockets controlled by wall switches or automatic timers.
- Disruption of power can wipe out information in the machine's memory.
- DO NOT connect your machine to electrical sockets on the same circuit as large appliances or other equipment that might disrupt the power supply.
- Avoid interference sources, such as speakers or the base units of non-Brother cordless phones.



## To use the machine safely

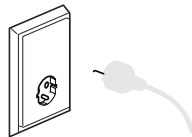
Please keep these instructions for later reference and read them before attempting any maintenance.



### WARNING



There are high voltage electrodes inside the machine. Before you clean the inside of the machine, make sure you have unplugged the power cord from the electrical socket. Doing this will prevent an electrical shock.



---

DO NOT handle the plug with wet hands. Doing this may cause an electrical shock.

---

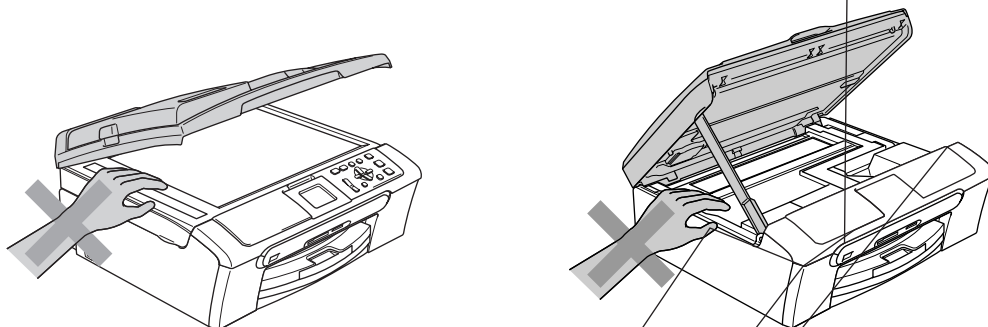
---

DO NOT pull in the middle of the AC power cord. Doing this may cause an electrical shock.

---



**DO NOT** put your hands on the edge of the machine under the document cover or the scanner cover. Doing this may cause injury.

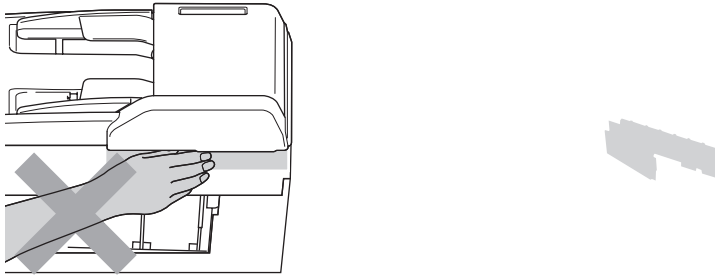


**DO NOT** put your hands on the edge of the paper tray under the output paper tray cover. Doing this may cause injury.

**DO NOT** touch the paper feed roller. Doing this may cause injury.



DO NOT touch the area shaded in the illustration. Doing this may cause injury.



When moving the machine you must lift it from the base, by placing a hand at each side of the unit as shown in the illustration. DO NOT carry the machine by holding the scanner cover.

A

DO NOT use flammable substances or any type of spray to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock.

If the machine becomes hot, releases smoke, or generates any strong smells, immediately turn off the power switch and unplug the machine from the electrical socket. Call your Brother dealer or Brother Customer Service.

If metal objects, water or other liquids get inside the machine, immediately turn off the power switch and unplug the machine from the electrical socket. Call your Brother dealer or Brother Customer Service.





## WARNING

- This product must be installed near an electrical socket that is easily accessible. In case of an emergency, you must unplug the power cord from the electrical socket to shut off the power completely.
- Always make sure the plug is fully inserted.

## Important safety instructions

- 1 Read all of these instructions.
- 2 Save them for later reference.
- 3 Follow all warnings and instructions marked on the product.
- 4 Unplug this product from the wall socket before cleaning the inside of the machine. DO NOT use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- 5 DO NOT use this product near water.
- 6 DO NOT place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
- 7 Slots and openings in the casing and the back or bottom are provided for ventilation. To ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heater. This product should never be placed in a built-in installation unless adequate ventilation is provided.
- 8 This product should be operated from the type of power source indicated on the label. If you are not sure of the type of power available, call your dealer or local power company.
- 9 Use only the power cord supplied with this machine.
- 10 This product is equipped with a 3-wire grounded plug, a plug having a third (grounded) pin. This plug will only fit into a grounded power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, call your electrician to replace your obsolete outlet. DO NOT defeat the purpose of the grounded plug.
- 11 DO NOT allow anything to rest on the power cord. DO NOT place this product where people can walk on the cord.
- 12 DO NOT place anything in front of the machine that will block printing. DO NOT place anything in the path of printing.
- 13 Wait until pages have exited the machine before picking them up.

14 Unplug this product from the power socket and refer all servicing to Brother Authorized Service Personnel under the following conditions:

- When the power cord is damaged or frayed.
- If liquid has been spilled into the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when the operating instructions are followed, adjust only those controls that are covered by the operating instructions. Incorrect adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
- If the product has been dropped or the casing has been damaged.
- If the product exhibits a distinct change in performance, indicating a need for service.

15 To protect your product against power surges, we recommend the use of a power protection device (Surge Protector).

16 To reduce the risk of fire, electric shock and injury to people, note the following:

- DO NOT use this product near appliances that use water, a swimming pool, or in a wet basement.
- DO NOT use the machine during an electrical storm (there is the remote possibility of an electrical shock) or to report a gas leak in the vicinity of the leak.

A

## **IMPORTANT - For your safety**

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To ensure safe operation, the supplied three-pin plug must be inserted only into a standard three-pin electrical socket that is effectively grounded through the normal household wiring.

The fact that the equipment operates satisfactorily does not imply that the power is grounded and that the installation is completely safe. For your safety, if in any doubt about the effective grounding of the power, consult a qualified electrician.

## LAN connection (DCP-560CN only)

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### CAUTION

DO NOT connect this product to a LAN connection that is subject to over-voltages.

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## Radio interference

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This product complies with EN55022 (CISPR Publication 22)/class B. When connecting the machine to a computer, ensure that you use a USB cable which does not exceed 2.0 metres in length.

## EU Directive 2002/96/EC and EN50419

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European  
Union Only

This equipment is marked with the above recycling symbol. It means that at the end of the life of the equipment, you must dispose of it separately at an appropriate collection point, and not place it in the normal domestic unsorted waste stream. This will benefit the environment for all.  
(European Union only)

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## Troubleshooting

### If you are having difficulty with your machine

#### Printing

Difficulty	Suggestions
No printout	Check the interface cable on both the machine and your computer. (See the <i>Quick Setup Guide</i> .)
	Make sure the machine is plugged in and not turned off.
	One or more ink cartridges are empty. (See <i>Replacing the ink cartridges</i> on page 40.)
	Check to see if the LCD is showing an error message. (See <i>Error messages</i> on page 36.)
	Check that the correct printer driver has been installed and chosen.
	Make sure that the machine is online. Click <b>Start</b> and then <b>Printers and Faxes</b> . Right-click and choose <b>Brother DCP-XXXX</b> (where XXXX is your model name), and make sure that <b>Use Printer Offline</b> is unchecked.
Poor print quality	Check the print quality. (See <i>Checking the print quality</i> on page 43.)
	Make sure that the Media Type setting in the printer driver or the Paper Type setting in the machine's menu matches the type of paper you are using.
	Make sure that your ink cartridges are fresh. The following may cause ink to clog: <ul style="list-style-type: none"> <li>■ The expiration date written on the cartridge package has passed. (Cartridges stay usable for up to two years if kept in their original packaging.)</li> <li>■ The ink cartridge was in your machine over six months.</li> <li>■ The ink cartridge may not have been stored properly before use.</li> </ul>
	Try using the recommended types of paper.
	The recommended environment for your machine is between 20° C to 33° C.
White horizontal lines appear in text or graphics.	Clean the print head. (See <i>Cleaning the print head</i> on page 43.)
	Try using the recommended types of paper.
	If you want to print on Photo L or 10 × 15 cm paper, make sure you use the photo paper tray. (See <i>Loading photo paper</i> on page 10.)
The machine prints blank pages.	Clean the print head. (See <i>Cleaning the print head</i> on page 43.)
Characters and lines are stacked.	Check the printing alignment. (See <i>Checking the print alignment</i> on page 44.)
Printed text or images are skewed.	Make sure the paper is loaded properly in the paper tray and the paper side guide is adjusted correctly. (See <i>Loading paper and other media</i> on page 8.)
	Make sure the Jam Clear Cover is set properly.
Smudged stain at the top center of the printed page.	Make sure the paper is not too thick or curled.
Printing appears dirty or ink seems to run.	Make sure you are using the recommended types of paper. Don't handle the paper until the ink is dry.

## Printing (continued)

Difficulty	Suggestions
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink.
	Make sure you are using the paper support flap. (See <i>Loading paper and other media</i> on page 8.)
The machine prints dense lines on the page.	Check <b>Reverse Order</b> in the <b>Basic</b> tab of the printer driver.
The printouts are wrinkled.	In the printer driver <b>Basic</b> tab, click <b>Settings</b> , and uncheck <b>Bi-Directional Printing</b> .
Cannot perform '2 in 1' or '4 in 1' printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time. Try the other quality settings in the printer driver <b>Basic</b> tab. Also, click the <b>Settings</b> , and make sure you uncheck <b>Colour Enhancement</b> .
	Turn the borderless feature off. Borderless printing is slower than normal printing.
Colour Enhancement is not working properly.	If the image data is not full colour in your application (such as 256 colour), Colour Enhancement will not work. Use at least 24 bit colour data with the Colour Enhancement feature.
Machine feeds multiple pages.	Make sure the paper is loaded properly in the paper tray. (See <i>Loading paper and other media</i> on page 8.)
	Check that more than two types of paper are not loaded in the paper tray at any one time.
Printed pages are not stacked neatly.	Make sure you are using the paper support flap. (See <i>Loading paper and other media</i> on page 8.)
Printed pages refeed and cause a paper jam.	Make sure you pull out the paper support until it clicks.
Machine does not print from Paint Brush.	Try setting the Display setting to '256 colours'.
Machine does not print from Adobe Illustrator.	Try to reduce the print resolution.
The machine cannot print full pages of a document. <i>Out of Memory</i> message occurs.	Reduce the printing resolution.
	Reduce the complexity of your document and try again. Reduce the graphic quality or the number of font sizes within your application software.

## Copying Difficulties

Difficulty	Suggestions
Vertical streaks appear on copies.	If you see vertical streaks on copies, clean the scanner. (See <i>Cleaning the scanner</i> on page 42.)
Poor copy results when using the ADF. (DCP-560CN only)	Try using the scanner glass. (See <i>Using the scanner glass</i> on page 7.)
Vertical black line appears in copies. (DCP-560CN only)	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip. (See <i>Cleaning the scanner</i> on page 42.)

## Scanning Difficulties

Difficulty	Suggestions
TWAIN/WIA errors appear when starting to scan.	Make sure the Brother TWAIN/WIA driver is chosen as the primary source. In PaperPort™ 11SE with OCR, click <b>File</b> , <b>Scan or Get Photo</b> and click <b>Select</b> to choose the Brother TWAIN/WIA driver.
Poor scanning results when using the ADF. (DCP-560CN only)	Try using the scanner glass. (See <i>Using the scanner glass</i> on page 7.)

## Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	Run the <b>Repair MFL-Pro Suite</b> program on the CD-ROM. This program will repair

## Network Difficulties

Difficulty	Suggestions
Cannot print over the Network.	<p>Make sure that your machine is powered on and is online and in Ready mode. Print a Network Configuration list (see <i>Printing Reports</i> on page 5) and check the current Network settings printed in this list. Reconnect the LAN cable to the hub to verify that the cabling and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable. If the connections are good, the machine shows <b>LAN Active</b> for 2 seconds.</p> <p>(If you are having Network problems, see the <i>Network User's Guide</i> on the CD-ROM for more information.)</p>
The network scanning feature does not work.	<p>(For Windows® users only) Firewall settings on your PC may be rejecting the necessary network connection. Follow the instructions below to configure the Firewall. If you are using personal Firewall software, see the User's Guide for your software or contact the software manufacturer.</p>
Your computer cannot find your machine.	<p>&lt;Windows® users&gt; Firewall settings on you PC may be rejecting the necessary network connection. For details, see the instruction above.</p> <p>&lt;Macintosh® users&gt; Re-select your machine in the Device Selector application located in Macintosh HD/Library/Printers/Brother/Utilities/DeviceSelector or from the model of ControlCenter2.</p>



## Error messages

Error Message	Cause	Action
Cover is Open.	The scanner cover is not closed completely.	Lift the scanner cover and then close it again.
	The ink cartridge cover is not completely closed.	Firmly close the ink cartridge cover until it clicks.
Data Remaining	Print data is left in the machine's memory.	Re-start printing from your computer.
	Print data is left in the machine's memory. The USB cable was unplugged while the computer was sending the data to the machine.	Press <b>Stop/Exit</b> . The machine will cancel the job and clear it from the memory. Try to print again.
Document Jam	The document was not inserted or fed properly, or the document scanned from the ADF was too long.	See <i>Using the ADF (DCP-560CN only)</i> on page 6. See <i>Document jam (DCP-560CN only)</i> on page 38.
High Temperature	The print head is too warm.	Allow the machine to cool down.
Hub is Unusable.	A Hub or USB Flash memory drive with Hub has been connected to the USB direct interface.	A Hub or USB Flash memory drive with Hub are not supported. Unplug the device from the USB direct interface.
Image Too Long.	The proportions of your photo are irregular so effects could not be added.	Choose a regularly proportioned image.
Image Too Small.	The size of your photo is too small to trim.	Choose a larger image.
Ink Empty	One or more of the ink cartridges is empty. The machine will stop all print operations.	Replace the empty ink cartridges. (See <i>Replacing the ink cartridges</i> on page 40.)
Low Temperature	The print head is too cold.	Allow the machine to warm up.
Media Error	The memory card is either corrupted, improperly formatted, or there is a problem with the memory card.	Put the card firmly into the slot again to make sure it is in the correct position. If the error remains, check the media drive (slot) of the machine by putting in another memory card that you know is working.
Media is Full.	The memory card or USB Flash memory drive you are using already contains 999 files.	Your machine can only save to your memory card or USB Flash memory drive if it contains less than 999 files. Try deleting unused files to free some space and try again.
Near Empty	One or more of the ink cartridges are running out of ink.	Order a new ink cartridge.

Error Message	Cause	Action
No Cartridge	An ink cartridge is not installed properly.	Take out the ink cartridge and put it in again seating it properly. (See <i>Replacing the ink cartridges</i> on page 40.)
No File	The memory card or USB Flash memory drive in the media drive does not contain a .JPG file.	Put the correct memory card or USB Flash memory drive into the slot again.
No Paper Fed	The machine is out of paper or paper is not properly loaded in the paper tray.	Do one of the following: <ul style="list-style-type: none"> <li>■ Refill the paper in the paper tray, and then press <b>Mono Start</b> or <b>Colour Start</b>.</li> <li>■ Remove the paper and load it again and then press <b>Mono Start</b> or <b>Colour Start</b>.</li> </ul>
	The paper is jammed in the machine.	See <i>Printer jam or paper jam</i> on page 39.
Out of Memory	The machine's memory is full.	<b>Copy operation in progress</b> Press <b>Stop/Exit</b> and wait until the other operations in progress finish and then try again. <b>Printing operation in progress</b> Reduce print resolution.
	The memory card or USB Flash memory drive you are using does not have enough free space to scan the documents.	Delete unused files from your memory card or USB Flash memory drive to make some free space and then try again.
Paper Jam	Paper is jammed in the machine.	Remove the Jam Clear Cover (at the back of the machine) and pull out the jammed paper. See <i>Printer jam or paper jam</i> on page 39.
Unable to Clean XX Unable to Init. XX Unable to Print XX Unable to Scan XX	The machine has a mechanical problem.	Disconnect the machine from the power for several minutes, then reconnect it.
Unusable Device Disconnect device from front connector & turn machine off & then on	A broken device has been connected to the USB direct interface.	Unplug the device from the USB direct interface, then press <b>On/Off</b> to turn the machine off and then on again.
Unusable Device Please Disconnect USB Device.	A USB device or USB Flash memory drive that is not supported has been connected to the USB direct interface. For more information, visit us at <a href="http://solutions.brother.com">http://solutions.brother.com</a> .	Unplug the device from the USB direct interface.

## Changing LCD language

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

## Error animation

---

Error animation displays step-by-step instructions when paper gets jammed or ink cartridges become empty. You can read the steps at your own pace by pressing **▶** to see the next step and **◀** to go backward. If you do not press a key, after 1 minute the animation starts running automatically again.



### Note

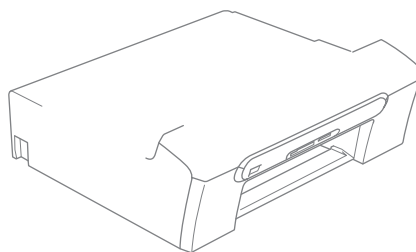
You can press **▶**, **◀** or **OK** to pause the auto-animation and go back to step-by-step mode.

## Document jam (DCP-560CN only)

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### Document is jammed in the top of the ADF unit

- 1 Take out any paper from the ADF that is not jammed.
- 2 Open the ADF cover.
- 3



- 4 Close the ADF cover.
- 5 Press **Stop/Exit**.



### Note

To avoid future document jams close the ADF cover properly by pushing it gently in the middle.

## Document is jammed inside the ADF unit

- 1 Take out any paper from the ADF that is not jammed.
- 2 Lift the document cover.

3



- 4 Close the document cover.
- 5 Press **Stop/Exit**.

3

### **! CAUTION**

DO NOT place the jam clear cover face down as shown in the illustration. You may damage the cover and cause paper jams.

B

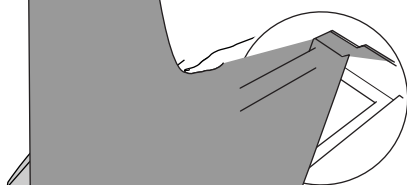
## Printer jam or paper jam

1

2

4

5



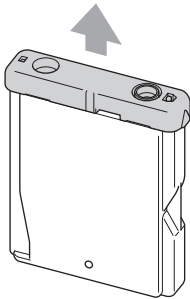
## Routine maintenance

### Replacing the ink cartridges

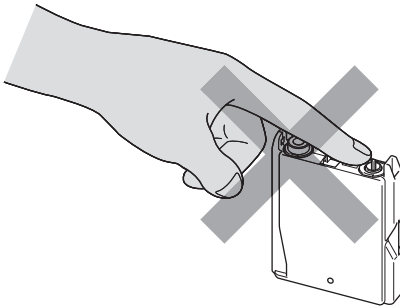
- 1 Open the ink cartridge cover.
- 2

under the print  
chine from the power  
ove the print head to

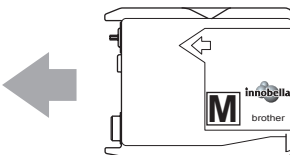
4



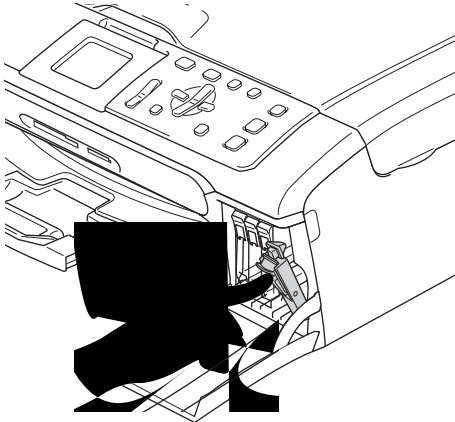
### Improper Setup



5



6



7

The machine will automatically reset the ink dot counter.



### WARNING

If ink gets in your eyes, wash them out with water at once and call a doctor if you are concerned.

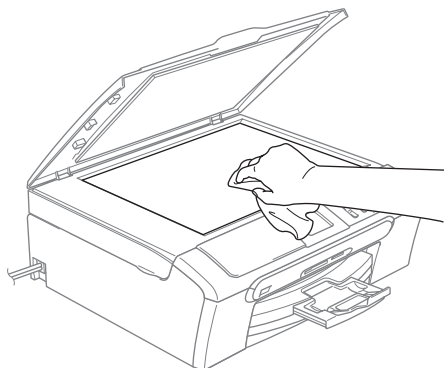


### CAUTION

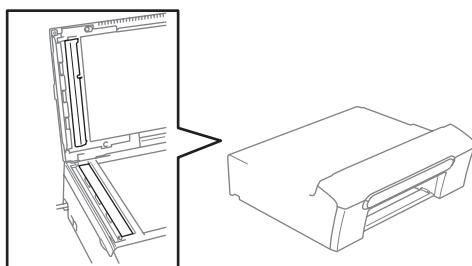
Brother multifunction machines are designed to work with ink of a particular specification and will work to a level of optimum performance when used with genuine Brother Branded ink cartridges. Brother cannot guarantee this optimum performance if ink or ink cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than genuine Brother Branded cartridges or the refilling of empty cartridges with ink from other sources. If damage is caused to the print head or other parts of this machine as a result of using incompatible products with this machine, any repairs required as a result may not be covered by the warranty.

## Cleaning the scanner

1



2 (DCP-560CN only)



## Cleaning the paper pick-up roller

1

**!** CAUTION

2

## Cleaning the print head

- 1 Press **Ink Management**.
- 2 Press ▲ or ▼ to choose **Cleaning**. Press **OK**.
- 3 Press ▲ or ▼ to choose **Black**, **Color** or **All**. Press **OK**. The machine cleans the print head. When cleaning is finished, the machine will go back to standby mode automatically.



### Note

If you clean the print head at least five times and the print has not improved, call your Brother dealer.

## Checking the print quality

- 1 Press **Ink Management**.
- 2 Press ▲ or ▼ to choose **Test Print**. Press **OK**.
- 3 Press ▲ or ▼ to choose **Print Quality**. Press **OK**.
- 4 Press **Colour Start**. The machine begins printing the Print Quality Check Sheet.
- 5 Check the quality of the four colour blocks on the sheet.
- 6 Do one of the following:
  - If all lines are clear and visible, press + to choose **Yes**, and go to step 10.
  - If you can see missing short lines as shown below, press - to choose **No**.

OK



Poor



- 7 The LCD asks you if the print quality is OK for black and three colours. Press + (Yes) or - (No).
- 8 The LCD asks you if you want to start cleaning. Press + (Yes). The machine starts cleaning the print head.
- 9 After cleaning is finished, press **Colour Start**. The machine starts printing the Print Quality Check Sheet again and then returns to step 6.
- 10 Press **Stop/Exit**. If you repeat this procedure at least five times and the print quality is still poor, replace the ink cartridge for the clogged colour. After replacing the ink cartridge, check the print quality. If the problem still exists, repeat the cleaning and test print procedures at least five times for the new ink cartridge. If ink is still missing, call your Brother dealer.



### CAUTION

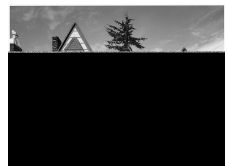
DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.



### Note



When a print head nozzle is clogged the printed sample looks like this.



After the print head nozzle is cleaned, the horizontal lines are gone.



## Checking the print alignment

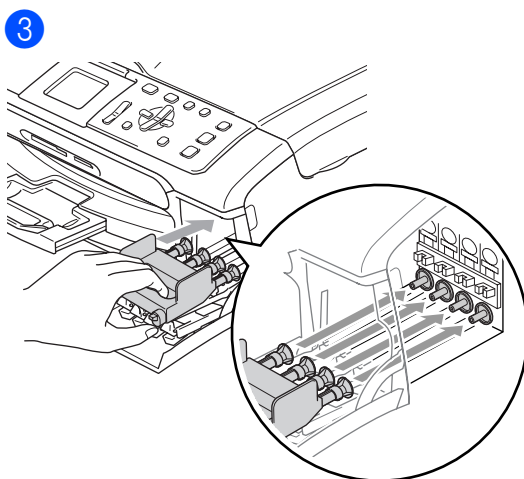
- 1 Press **Ink Management**.
- 2 Press ▲ or ▼ to choose **Test Print**. Press **OK**.
- 3 Press ▲ or ▼ to choose **Alignment**. Press **OK**.
- 4 Press **Mono Start** or **Colour Start**. The machine starts printing the Alignment Check Sheet.
- 5 Check the 600 dpi and 1200 dpi test prints to see if number 5 most closely matches number 0.
  - If the number 5 samples of both the 600 dpi and 1200 dpi test prints are the best matches, press + (**Yes**) to finish Alignment Check, and go to step 8.
  - If another test print number is a better match for either 600 dpi or 1200 dpi, press - (**No**) to choose it.
- 6 For 600 dpi, press ◀ or ▶ to choose the number of the test print that most closely matches the number 0 sample (1-8). Press **OK**.
- 7 For 1200 dpi, press ◀ or ▶ to choose the number of the test print that most closely matches the number 0 sample (1-8). Press **OK**.
- 8 Press **Stop/Exit**.

## Packing and shipping the machine

### ! CAUTION

It is important to allow the machine to 'park' the print head after a print job. Listen carefully to the machine before unplugging it to make sure that all mechanical noise has stopped. Not allowing the machine to finish this parking process may lead to print problems and possible damage to the print head.

- 1 Open the ink cartridge cover.
- 2 Pull the lock release levers down and take out all the ink cartridges.

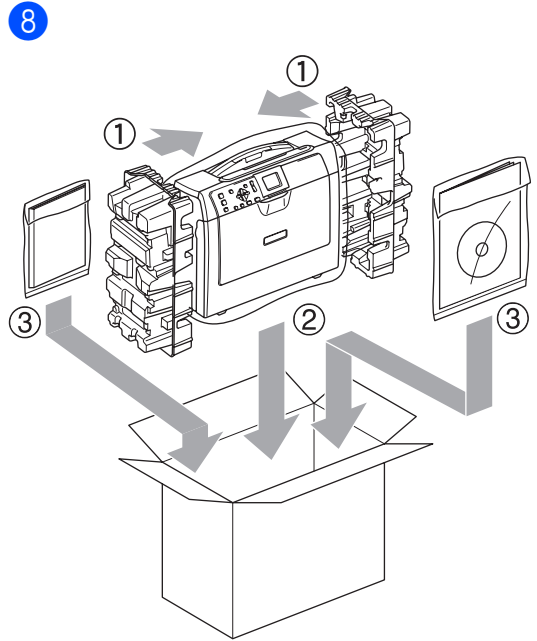
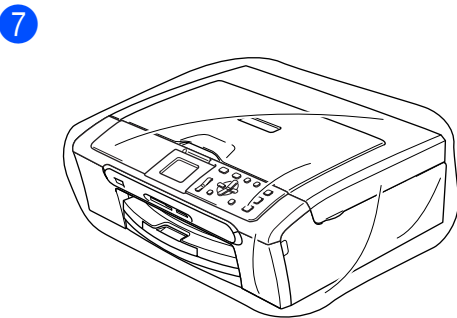
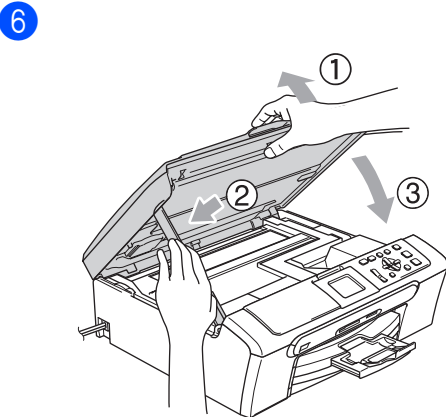


### ! CAUTION

If you are not able to find the yellow protective part, DO NOT remove the ink cartridges before shipping. It is essential that the machine be shipped with either the yellow protective part or the ink cartridges in position. Shipping without them will cause damage to your machine and may void your warranty.

4 Unplug the machine from the electrical socket.

5 Using both hands, use the plastic tabs on both sides of the machine to lift the scanner cover until it locks securely into the open position. Then unplug the interface cable from the machine, if it is connected.



9 Close the carton and tape it shut.






B

## On-screen programming

Your machine is designed to be easy to use with LCD on-screen programming using the menu keys. User-friendly programming helps you take full advantage of all the menu selections your machine has to offer.

Since your programming is done on the LCD, we have created step-by-step on-screen instructions to help you program your machine. All you need to do is follow the instructions as they guide you through the menu selections and programming options.

## Mode and menu keys

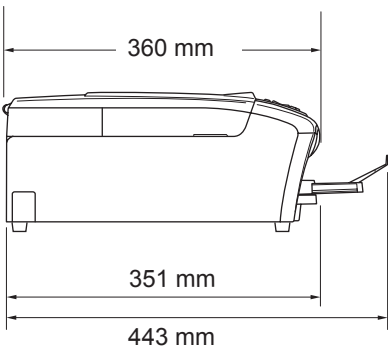
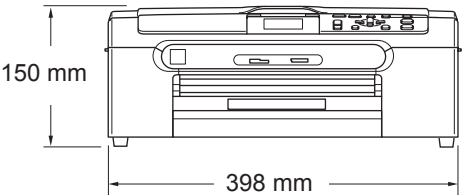
Photo Capture  Scan  Menu 	Access the main menu, PhotoCapture menu or Scan menu.
▲ ▼	Scroll through the current menu level.
◀	Go back to the previous menu level.
▶	Go to the next menu level.
OK 	■ Go to the next menu level. ■ Accept an option.
Stop / Exit 	Stop the current operation.

## General

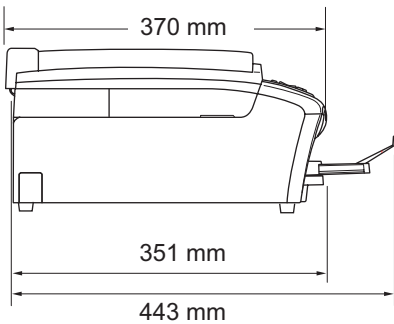
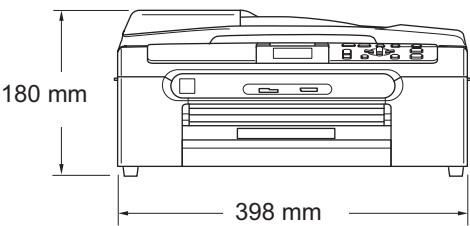
<b>Memory Capacity</b>	32 MB
<b>ADF (automatic document feeder)</b>	(DCP-560CN only) Up to 10 pages Recommended Environment for Best Results: Temperature: 20°C - 30°C Humidity: 50% - 70% Paper: [80 g/m <sup>2</sup> ] A4 or Letter size
<b>Paper Tray</b>	100 Sheets [80 g/m <sup>2</sup> ]
<b>Printer Type</b>	Ink Jet
<b>Print Method</b>	Black: Piezo with 94 × 1 nozzle Colour: Piezo with 94 × 3 nozzles
<b>LCD (liquid crystal display)</b>	50.8 mm Colour LCD
<b>Power Source</b>	AC 220 to 240V 50/60Hz
<b>Power Consumption</b>	(DCP-350C, DCP-353C, and DCP-357C) Off: Average 5.5 W Standby: Average 7 W Operating: Average 21 W (DCP-560CN) Off: Average 4 W Standby: Average 8 W Operating: Average 35 W

**Dimensions**

**(DCP-350C, DCP-353C and DCP-357C)**



**(DCP-560CN)**



**Weight**

**(DCP-350C, DCP-353C and DCP-357C)**

7.3 kg

**(DCP-560CN)**

8.2 kg

**Noise**

Operating: 50 dB or less <sup>1</sup>

**Temperature**

Operating: 10 to 35°C

Best Print Quality: 20 to 33°C

Quality:

**Humidity**

Operating: 20 to 80% (without condensation)

Best Print Quality: 20 to 80% (without condensation)

Quality:

<sup>1</sup> This depends on printing conditions.

# Consumable items

## Ink

The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.

## Service Life of Ink Cartridge

### Replacement Ink Cartridges

The first time you install the ink cartridges the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high quality printing. Afterward, replacement ink cartridges will print the specified number of pages.

Black - Approximately 500 pages at 5% coverage

Yellow, Cyan and Magenta - Approximately 400 pages at 5% coverage

- The above figures assume continuous printing at a resolution of 600 x 600 dpi in normal mode after installing new ink cartridge.
- The number of pages a cartridge will print may change depending on how often you use the machine and how many pages you print with each use.
- The machine will automatically and periodically clean the print head assembly, a process that uses a small amount of ink.
- When the machine identifies a cartridge as empty there may be a small amount of ink left in it. This is necessary to prevent air from drying out and damaging the print head assembly.

## Replacement Consumables

<Black> LC1000BK, <Yellow> LC1000Y, <Cyan> LC1000C, <Magenta> LC1000M

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