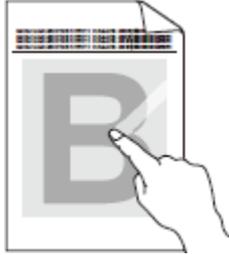# ICE Requesting Best Practice:

Poor Label Quality:

Print is patchy and can rub off with your finger or in the specimen bag.

Please check the following to resolve the problem:

Brother HL-2200 Series – Page 2

Brother HL-3000 Series – Page 4

Brother HL-3075CW Series – Page 8

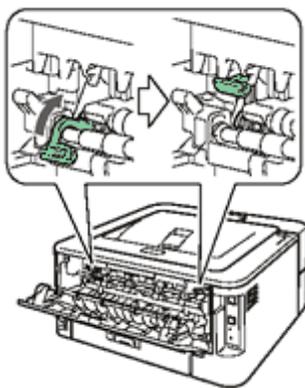For further information see the Brother Printer web site:

http://support.brother.com/g/b/countrytop.aspx?c=gb&lang=en

Brother HL-2200 Series:

1. Make sure the drum unit or toner cartridge is installed correctly

- Click here to see how to install the drum unit.
- Click here to see how to install the toner cartridges.

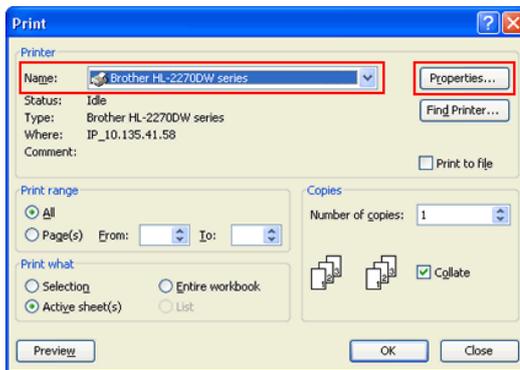**2. Make sure the green envelope levers are in the "UP" position**

Open the back cover of the printer and make sure the two green envelope levers on the right and left hand side are in the up position. Close the back cover.
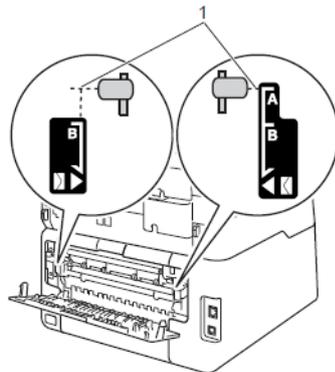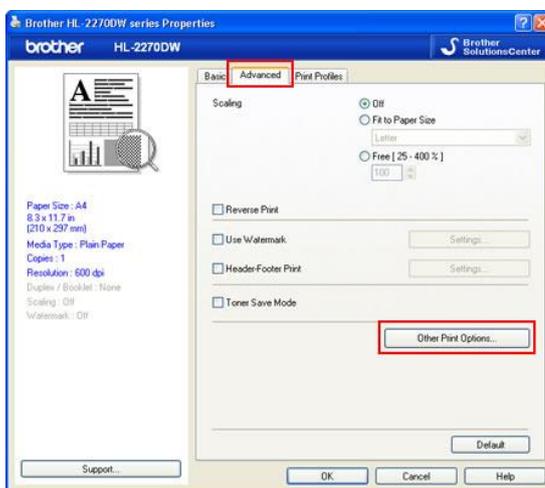

Some models have a grey lever. Make sure they are in the "UP" position (1)

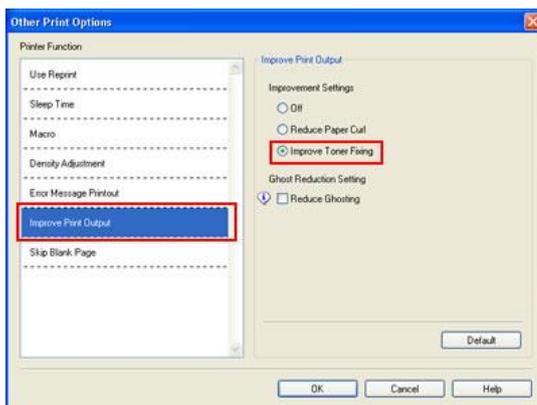**3. Chose Improve Toner Fixing Mode in the printer driver**

From the menu bar of an application, click File => Print

Check your printer name is chosen and click Properties.

Click Advanced tab and then Other Print Options

Click Improve Print Output and select Improve Toner Fixing

Click OK to close the Other Print Options dialogue
Click OK to close the Properties dialogue
Click OK. The document will be printer

If this selection does not provide enough improvement, select Thicker Paper in Media Type settings and then try to print again.

Brother HL-3000 Series

1. **Make sure that the gray levers inside the back cover are in the up position as follows:**

   Open the back cover of the printer.
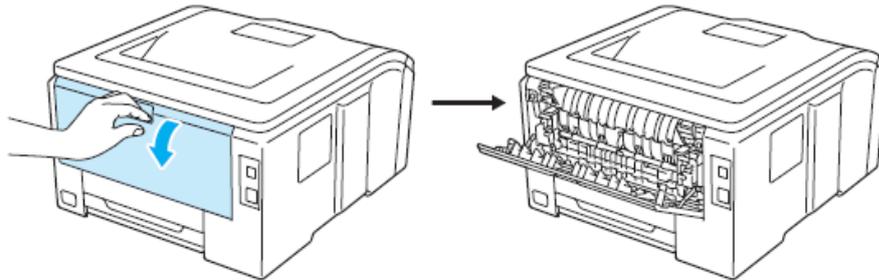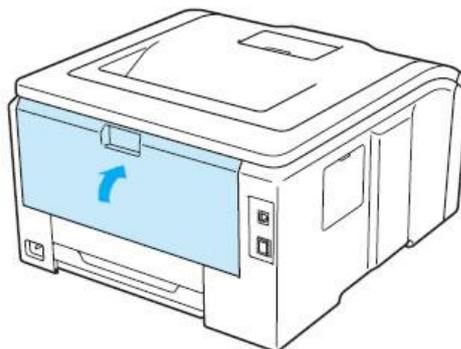

   Check the both gray levers inside the back cover are the up position.

   If not: one gray lever is the up position and another is the envelope position or the both grey levers are the envelope position, please change the position to the up one.

   2
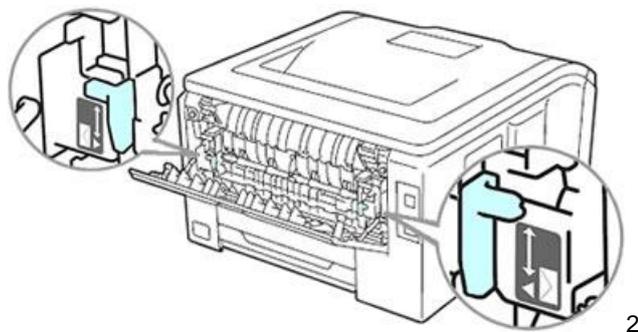
   Close the back cover and then try to print again.

If you print the envelope or thicker paper, change the both lever position to the envelope one, and then try to print again with the back cover opened.
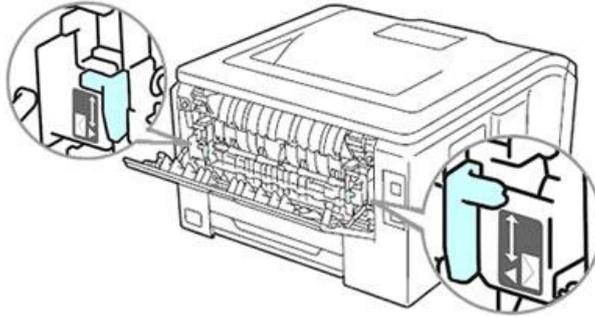
:
2. Make sure that the media type setting in the printer driver matches the type of paper you are using.

Click here to see the kinds of paper you can use.

If not, choose the appropriate media type and then try to print again.
Please refer to the following instructions for your Operating System (OS).

[For Windows® users]

Click here to see how to change the paper size and paper type in the printer driver for Windows®.

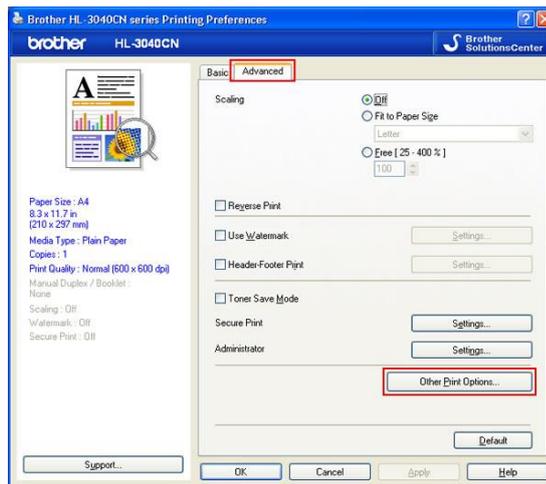## 3. Choose the "Improve Toner Fixing" from the printer driver and try to print again.

The instruction varies depending on your Operating System (OS). Choose your OS and follow the instructions.
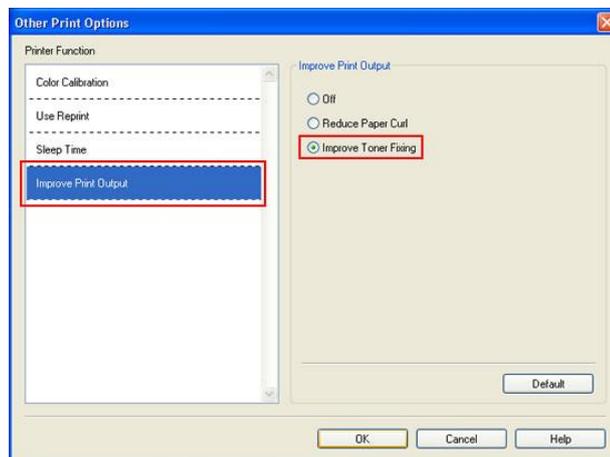**Windows®**

For Windows® users:

The screens are from Windows® XP. The screens on your computer may vary depending on your operating system.

[Printer driver]

- Open **Printing Preferences**. (Click here to see how to open **Printing Preferences**.)

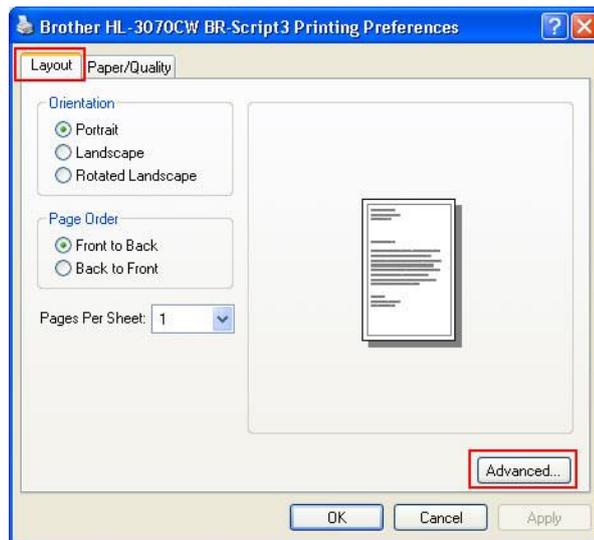- Open the **Advanced** tab and click the "**Other Print Options**".

- Choose "**Improve Print Output**" and then choose "**Improve Toner Fixing**".

- Click **OK**.
  The setting has been changed. Print from the application as usual.

[BR-Script printer driver]

- Open **Printing Preferences**. (Click here to see how to open **Printing Preferences**.)

- Open the **Layout** tab and click the **Advanced**.

- Choose "**Improve Toner Fixing**" in the **Improve Print Output** of the **Printer Features**.
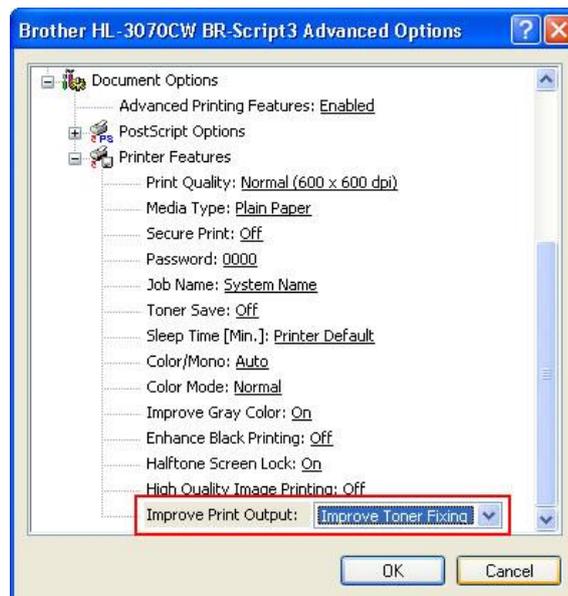
- Click **OK**.
The setting has been changed. Print from the application as usual.

Brother HL-3075CW

Please check the following points to solve the problem.
NOTE: Illustrations shown below are from a representative product and operating system, and may differ from your Brother machine and operating system.

- Check that you use the paper that meets our specifications. Click here to see the details of the recommended paper.

- The drum unit or toner cartridges may not be installed correctly. Re-install the drum unit and toner cartridges.

  o Click here to see the details of how to install the drum unit.
  o Click here to see the details of how to install the toner cartridges.

- Make sure that the two gray levers inside the back cover, one on the left-hand side and one on the right-hand side, are in the up position.


- Make sure that the media type settings in the printer driver match the type of paper you are using.

- Choose **Improve Toner Fixing** mode in the printer driver.

  For Windows® printer driver:

  o Open **Printing Preferences**. Click here to see the details of how to open **Printing Preferences**.
 o Click the **Advanced** tab and click **Other Print Options...**.
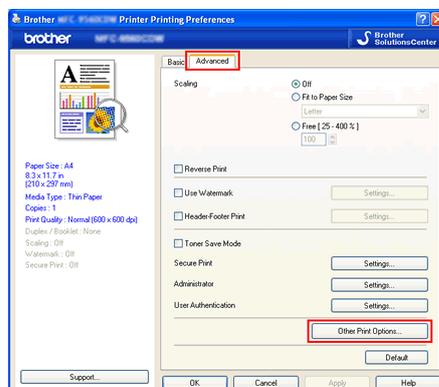
  o Choose **Improve Print Output** in **Printer Function**, and choose the **Improve Toner Fixing** option. Then click **OK**.
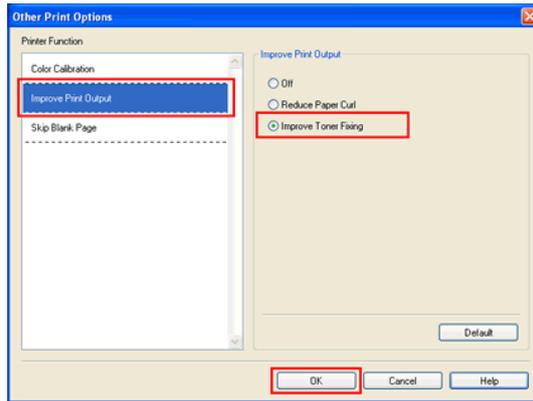
o Click **Apply** => **OK**.

For Windows® BR-Script printer driver (if applicable):

o Open **Printing Preferences**. Click here to see the details of how to open **Printing Preferences**.
o Click **Advanced...**.
o Choose **Improve Toner Fixing** for **Improve Print Output** in **Printer Features**, and click **OK**.
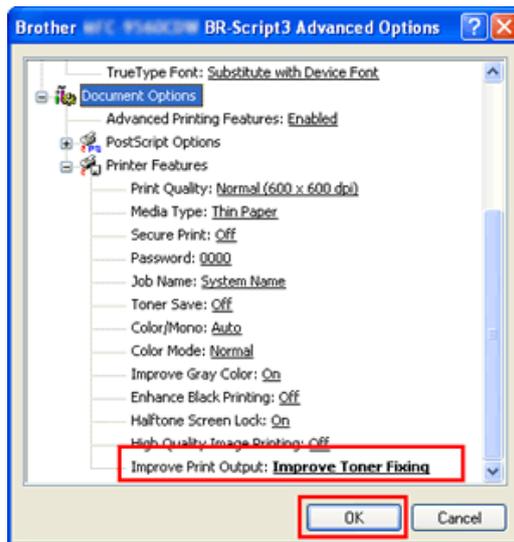
o If the problem continues, change the media type settings in the printer driver to a thick setting with reference to the following table. For example, if you have set the **Media Type** to **Plain Paper**, change it to **Thick Paper**.

Media Type options

	For plain papers	For envelopes
thicker ⇧ ⇩ thinner	Thicker Paper Thick Paper Plain Paper Thin Paper	Env. Thick Envelopes Env. Thin