

# BROTHER 315/115 Color MFC Toner Reset Instructions

1. If the machine is calling for any other supplies, be sure to reset those first.
2. Turn off the machine.
3. Unplug any USB or network cables going to the back of the machine.
4. Turn the machine back on.
5. Make sure there are no "Print Jobs" waiting to be printed. If so, clear them out.
6. Open the front toner access main door (you will get a "Door Open" message in the LCD display).
7. Press the "Clear/Back" button. On the 9970CDW, press either Color or Black, then immediately press the number "1".
8. Go to the "Toner Reset Menu" in the main display window.
9. Using the Up/Down "Search" (or scroll) arrow (>) buttons, scroll through the reset options for each of the printer's (4) toner cartridges. Code: **B** (or **K**) = black; **C** = cyan; **M** = magenta; **Y** = yellow
10. For each of these cartridges is the option to reset for low yield (**S** or **STD**) or high yield (**H** or **HC**). Most customers will be using the TN-115 or TN-315 toner, which is the high yield version (**H** or **HC**).
11. Using the number keypad, select option #1 to reset the size you have selected (or, on the 9970CDW, select "Reset").
12. Press the "Clear/Back" (or 1) button to get out of the menu (or on the 9970CDW, press "Stop"), close door and the problem is solved.
13. Plug your USB or network cable back in.
14. If this does not resolve the problem, your toner probably IS empty (did you take it out of a sealed plastic bag?) and needs to be replaced. It is hard to determine fullness by weight, as the toner itself is rather light and the cartridge components are heavy.
15. Be sure you are using only the **High Yield** toners. Low yield toners are very expensive per copy. Actual toner yield depends on the amount of printing on your page. You may receive as little as 40% of the advertised yield, which is based upon a 5% fill (a few lines of type). There is no difference in OEM vs Generic (or Remanufactured) toner yield. 05/16/2017