

Problems / Maintenance

This page covers troubleshooting connection problems and ongoing maintenance for the **Brother DCP-L2620DW**. For setup(already done though☺) and everyday printing, see [Page 1](#).

Machine Details

Field	Value
Model	DCP-L2620DW
Serial Number	E83132K5N175075
Firmware Version	1.27 (Apr 2 2025)
MAC Address (Wireless LAN)	48:45:e6:b3:7e:51
IP Address	192.168.0.35 (via DHCP)
Network Name (SSID)	RoboTeam Twente
Authentication / Encryption	WPA3-SAE / AES
Operating Channel	40

Can't Connect? Check the Following

If the machine won't connect to the wireless network or won't be discovered by a computer during setup, work through this checklist in order:

1. **Restart your wireless access point or router**, if this isn't possible, move on to the next step.
2. **Disconnect the USB cable** if one is connected, then move on to the next step.
3. **Restart your machine and computer**, then retry the connection using the guided setup at **setup.brother.com**.
4. If it's still unsuccessful, go through the **Manual Wireless Setup** steps described on Page 1.
5. If manual setup is also unsuccessful, visit **support.brother.com** for FAQs and troubleshooting, or repeat the wireless access point/router restart.

Reading the WLAN Report

The machine can print a **WLAN Report** which is useful for diagnosing connection problems. A **Connection: OK** result at the top confirms the machine successfully associated with the access point. The report also lists the current SSID, MAC address, authentication type (**WPA3-SAE**), encryption (**TKIP+AES**), and the network channel (**40**) in use. If a report shows a connection error instead, the error code printed can be looked up on Brother's support site.

Reading the Network Configuration Report

A more detailed **Network Configuration** report can also be printed from the machine, and is useful when diagnosing issues beyond basic connectivity (e.g. email print, scanning, or web management access not working). It includes:

- **Node Firmware Version** and uptime since last restart.
 - **Protocol status** (on/off) for services such as Web Server, AirPrint, Network Scan, SNMP, and FTP: useful for confirming whether a needed feature is enabled.
 - **Send E-mail Settings (SMTP)**, including the device's own mail address and outbound mail server.
 - **Wireless LAN details**: SSID, IP address, authentication/encryption mode, signal quality, and operating channel: the same core details shown in the WLAN report, plus IP configuration.
 - **Wireless statistics** (RX/TX packets, frame errors) which can help identify a weak or noisy connection if error counts are climbing.
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Default Password & Network Security

The machine ships with a default password located on the back or side of the unit and marked "**Pwd**", used to manage the machine's settings. Brother recommends changing this immediately to protect the machine from unauthorised access. For this machine, the default password has been changed from the factory value to **Oranjebal1**, which is also recorded on the printed WLAN and Network Configuration reports kept with the machine.

Printer Settings Reference

A **Printer Settings / User Settings List** report can be printed to review the current configuration at a glance — handy when confirming a change actually took effect. Notable defaults on this machine:

Setting	Value
Tray 1 Size / Type	A4 / Plain Paper
Resolution	600 dpi
2-sided Printing	On
Eco Mode / Toner Save	Off
Sleep Time	45 min
Auto Power Off	20 mins
Replace Toner Action	Stop

Because **Replace Toner** is set to **Stop**, the machine will halt printing entirely once toner runs low rather than continuing with faded output, keep a spare toner cartridge on hand to avoid downtime(and if budget allows☺).

Routine Maintenance (Alot of Work, not really required though, only if needed??)

- **Paper jams / feed issues:** open the paper tray and check the stack isn't loaded past the max-fill mark, and that the paper guides are adjusted snugly against the paper.
 - **Toner or drum replacement:** follow the same procedure used during initial setup: open the front cover, remove the old toner cartridge/drum unit assembly, and install the replacement, taking care to remove any orange packing tape on new drum units.
 - **Auto Power Off:** the machine powers down automatically after 20 minutes idle; simply press the power button to wake it before printing.
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Further Help

If an issue can't be resolved using the steps above, the **Online User's Guide** and further product specifications are available at **support.brother.com/manuals** (**Also kept under the paper tray next to the printer**). For anything not covered there, pray and and hope you are not cooked.

If you made it this far, you a true G and have been knighted by the highest Order of the
Miscellaneous Tasks☐☐.... Good Luck☺

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