

# **Reference Guide**

Brief explanations for routine operations

HL-L2310D HL-L2350DW HL-L2351DW HL-L2370DN HL-L2375DW HL-L2376DW HL-L2385DW HL-L2386DW

Brother recommends keeping this guide next to your Brother machine for quick reference.



#### **Online User's Guide**

For more advanced instructions, information, and product specifications, see the *Online User's Guide* at <u>support.brother.com/manuals</u>



# **User's Guides and Where to Find Them**

Which Guide?	What's in It?	Where Is It?
Product Safety Guide	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the box
Quick Setup Guide	Follow the instructions for setting up your machine, and installing the <b>Full Driver &amp; Software Package</b> for the operating system and connection type you are using.	Printed / In the box
Reference Guide	Learn the basic operations and basic machine maintenance. See troubleshooting tips.	Printed or on Brother Installation Disc / In the Box
Online User's Guide	In addition to information about the Print operations, mobile device functions, troubleshooting, and other useful information is included about using the machine on a network.	Brother Solutions Center <sup>1</sup>
Mobile Print/Scan Guide for Brother iPrint&Scan	This Guide provides useful information about printing from your mobile device when connected to a Wi-Fi <sup>®</sup> network.	Brother Solutions Center <sup>1</sup>

<sup>1</sup> Visit <u>support.brother.com/manuals</u>.

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

We hope that you find this guide helpful. To learn more about your machine's features, please take a look at our *Online User's Guide*. It offers:

#### **Quicker Navigation!**

- ✓ Search box
- $\checkmark$  Navigation index in a separate panel

#### Comprehensive Format!

✓ Every topic in one guide

#### Simplified Layout!

- ✓ Step-by-step instructions
- $\checkmark$  Feature summary at the top of the page



- 1. Search Box
- 2. Navigation
- 3. Summary
- 4. Step-by-Step Instructions

#### To View Online User's Guides

To view the Online User's Guide and other available guides, visit support.brother.com/manuals.

#### (Windows®)

You can also access your machine's guides using Brother Utilities. The Brother Utilities tool is included in the standard installation and, when installed, you can find it either as a shortcut on your desktop, or from the Windows<sup>®</sup> **Start** menu.

# Questions or Problems? Take a Look at our FAQs, Solutions, and Videos Online.

Go to your model's **FAQs & Troubleshooting** page on the Brother Solutions Center at <u>support.brother.com</u>

- Provides several ways to search
- Displays related questions for more information
- Receives regular updates based on customer feedback

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# General Information

# **Control Panel Overview**

#### HL-L2310D



#### 1. O Power On/Off Button

- Turn on the machine by pressing (<sup>1</sup>).
- Turn off the machine by pressing and holding (1).

#### 2. Toner LED

The Toner LED indicates that the Toner is low.

3. Drum LED

The **Drum** LED indicates that the Drum Unit must be replaced soon.

4. Paper LED

The **Paper** LED indicates that there is an error relating to paper feeding.

5. Ready LED

The **Ready** LED blinks to indicate the machine's status.

- 6. Go Button
  - Press Go to clear certain errors.
  - Press Go to print any data remaining in the machine's memory.
  - Press and hold **Go** for about two seconds to cancel a print job.

#### HL-L2350DW/HL-L2351DW/HL-L2370DN/HL-L2375DW/ HL-L2376DW/HL-L2385DW/HL-L2386DW

The control panel will vary depending on your model.



#### 1. LCD (Liquid Crystal Display)

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

Wireless Models:

A four-level indicator shows the wireless signal strength if you are using a wireless connection.



- 2. O Power On/Off Button
  - Turn on the machine by pressing (U).
  - Turn off the machine by pressing and holding (). The LCD displays [Shutting Down] for a few seconds before going off.

#### 3. Network Buttons

· Wired Models:

Network

Press Network to set up wired network settings.

• Models with Wireless Function:

#### WiFi

Press the **WiFi** button and launch the wireless installer on your computer. Follow the onscreen 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. Menu Buttons

#### ΟΚ

Press to store your machine settings. After you change a setting, the machine returns to the previous menu level.

#### Back

- Press to go back one level in the menu.
- Press to select the previous digit when setting numbers.

#### **▲** or **▼** ( + or -)

- Press to scroll through menus and options.
- Press to enter a number or to increase or decrease the number. Press and hold down ▲ or ▼ to scroll faster. When you see the number you want, press OK.

#### 5. Go Button

- Press to clear certain error messages. To clear all other errors, follow the control panel instructions.
- Press to print any data remaining in the machine's memory.
- Press to select the displayed option. After you change a setting, the machine returns to Ready Mode.
- Press and hold **Go** for about two seconds to cancel a print job.

#### 6. Near Field Communication (NFC) (available only for certain models)

If your Android<sup>™</sup> device supports the NFC feature, you can print from your device by touching it to the NFC symbol on the control panel.

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# **Load Paper**

# Load Paper in the Paper Tray

Use the paper tray when printing on the following media:



For more information, see the Online User's Guide: Load Paper in the Paper Tray.

# Load Paper in the Multipurpose Tray (MP Tray)

Related Models: HL-L2385DW/HL-L2386DW

Use the MP tray when printing on the following media:



Adjust the guides
Fan the paper
Do not exceed this mark

Open the back cover (face up output tray) before printing to let the printed paper exit onto the face up output tray.

For more information, see the Online User's Guide: Load and Print Using the Multi-purpose Tray (MP Tray).

## Load Paper in the Manual Feed Slot

#### **Related Models:**

HL-L2310D/HL-L2350DW/HL-L2351DW/HL-L2370DN/ HL-L2375DW/HL-L2376DW

Use the Manual Feed Slot when printing on the following media:



Open the back cover (face up output tray) before printing to let the printed paper exit onto the face up output tray.

For more information, see the Online User's Guide: Load and Print Paper in the Manual Feed Slot.

Troubleshooting

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.
- (For network models) The access point (for wireless network), router, or hub is turned on and its link indicator is blinking.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer.
- · Check the machine's status on your machine or in Brother Status Monitor on your computer.



Find the Error	Find the Solution
Using the LED	1. Check the indications on the LEDs.
● [ <u></u> ] Toner	2. If you cannot resolve the error, refer to the following:
O Drum	Online User's Guide: Error and Maintenance Messages
Paper	FAQs & Troubleshooting page at support.brother.com
O Ready	
Using the LCD	1. Follow the messages on the LCD.
Cover is Open	2. If you cannot resolve the error, refer to the following:
	Online User's Guide: Error and Maintenance Messages FAQs & Troubleshooting page at support.brother.com

### **Error and Maintenance Messages**

See the printed *Quick Setup Guide* for a table of common Printer LED Indications.

For information on the most common error and maintenance messages, see the *Online User's Guide*.

To view the Online User's Guide and other available guides, visit support.brother.com/manuals.

# Paper Jams

An error message indicates where the paper is stuck in your machine.



Error messages:

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

See the messages in Brother Status Monitor on your computer.

# **Solutions for Wireless Connection**

If you cannot connect your Brother machine to the wireless network, see the following:

- Online User's Guide: Print the WLAN Report
- Quick Setup Guide: Alternative wireless setup

To view the Online User's Guide and other available guides, visit support.brother.com/manuals.

Appendix

# **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 <u>www.brother.com/original/index.html</u> or contact your local Brother dealer.

• The supply model name will vary depending on your country and region.

#### **Toner Cartridge**



For Australia and New Zealand		
Supply Model Name	Approximate Life (Page Yield)	Applicable Models
Standard Toner:	Approximately 1,200 pages <sup>1 2</sup>	HL-L2310D/HL-L2350DW/
TN-2430 (For Australia)		HL-L2375DW/HL-L2385DW
TN-2415 (For New Zealand)		
High Yield Toner:	Approximately 3,000 pages <sup>1 2</sup>	HL-L2310D/HL-L2350DW/
TN-2450 (For Australia)		HL-L2375DW/HL-L2385DW
TN-2445 (For New Zealand)		
Super High Yield Toner:	Approximately 4,500 pages <sup>1 2</sup>	HL-L2385DW
TN-2454		

<sup>1</sup> Approximate cartridge yield is declared in accordance with ISO/IEC 19752.

<sup>2</sup> A4/Letter simplex pages

For Other countries		
Supply Model Name	Approximate Life (Page Yield)	Applicable Models
Standard Toner:	Approximately 1,200 pages <sup>12</sup>	HL-L2310D/HL-L2350DW/
(Not available in India and Turkey)		HL-L2370DN/HL-L2375DW/ HL-L2376DW/HL-L2385DW/ HL-L2386DW
TN-2481 (For Indonesia and Vietnam)		
TN-2460 (For Other countries)		

For Other countries		
Supply Model Name	Approximate Life (Page Yield)	Applicable Models
High Yield Toner:	Approximately 3,000 pages <sup>1 2</sup>	HL-L2310D/HL-L2350DW/
TN-2465 (For India)		HL-L2351DW/HL-L2370DN/
TN-2485 (For Indonesia and Vietnam)		HL-L2385DW/HL-L2386DW
TN-2456 (For Turkey)		
TN-2480 (For Other countries)		

1 Approximate cartridge yield is declared in accordance with ISO/IEC 19752.

2 A4/Letter simplex pages

#### **Drum Unit**



Supply Model Name	Approximate Life (Page Yield)	Applicable Models
DR-2425 (For Australia)	Approximately 12,000	HL-L2310D/HL-L2350DW/
DR-2415 (For New Zealand)	pages <sup>1</sup>	HL-L2351DW/
DR-2465 (For India)		HL-L2375DW/
DR-2485 (For Indonesia and Vietnam)		HL-L2376DW/
DR-2406 (For Turkey)		HL-L2385DW/ HL-L2386DW
DR-2455 (For Other countries)		

1 Approximately 12,000 pages based on 1 page per job [A4/Letter simplex pages]. The number of pages may be affected due to a variety of factors including but not limited to media type and media size.

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If you are using Windows<sup>®</sup>, double-click the Brother Creative Center icon 📑 on your



desktop to access our FREE website designed as a resource to help you easily create and print customised materials for business and home use with photos, text and creativity.

Mac users can access Brother CreativeCenter at this web address:

www.brother.com/creativecenter

# **Print Using Your Mobile Device**

Brother iPrint&Scan for Mobile allows you to use features of your Brother machine directly from your mobile device, without using a computer. The *Mobile Print/Scan Guide for Brother iPrint&Scan* contains information on printing from your mobile device. Go to your model's **Manuals** page on the Brother Solutions Center at <u>support.brother.com</u> to see the guide.

#### For Australia Only:

**Support** – For technical support of your Brother Product other than what you can resolve through the User's Guide, please visit our website or Solutions website (see below) to find an answer to FAQs/Troubleshooting, locating Drivers & Software.

Alternatively, please contact the Product Support Centre for any customer care/technical support enquiry.

To contact Brother International (Aust) Pty Ltd for support on a Brother product please see the details listed below:

Product Support Centre: Australia Brother International (Aust) Pty Ltd

Phone:	02 8875 6000
Solutions Site:	support.brother.com
Website:	http://www.brother.com.au
Email:	To submit an e-mail enquiry, visit
	http://www.brother.com.au go to Service and
	Support area and follow the prompts.

Our Technical Support Consultants are available 5 days a week by phone during the hours of 8.30am to 5.00pm (EST/EDST) Monday to Friday.

#### For New Zealand Only:

For technical support for your Brother Product please refer to this user guide and the FAQ's available on our Brother Solutions website, support.brother.com.

Drivers, software, user guides and technical references are all available on our Brother Solutions website.

If you require further assistance please contact Brother International (NZ) Limited on the following numbers

Technical Brother Support0800 329 111Technical Support for those not using Genuine Consumables0900 552 152Fax Assistance0800 837 822

Our Technical Support Consultants are available 7 days a week by phone during the hours of 8.30am to 5pm Monday to Friday and 9am to 5pm Saturday and Sunday.

Email Assistance

Please visit <u>http://www.brother.co.nz</u> and submit a helpdesk enquiry from our Service and Support page.

Web Assistance

Please visit <u>http://www.brother.co.nz</u> under Service and Support for Frequently Asked Questions, Driver downloads, Warranty information and Service Centres.



#### Visit us on the World Wide Web www.brother.com

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.



OCE/ASA/SAF/GLF/TWN Version 0