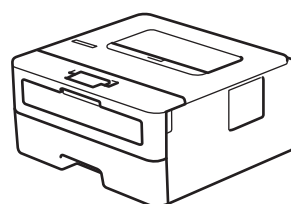




# Reference Guide

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 [support.brother.com/manuals](http://support.brother.com/manuals)



# 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® network.                                                               | Brother Solutions Center <sup>1</sup>                |

<sup>1</sup> Visit [support.brother.com/manuals](http://support.brother.com/manuals).

# 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
- ✓ Navigation index in a separate panel

## Comprehensive Format!

- ✓ Every topic in one guide

## Simplified Layout!

- ✓ Step-by-step instructions
- ✓ 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](http://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® **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 [support.brother.com](http://support.brother.com)

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

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## Control Panel Overview

### HL-L2310D



#### 1. Power On/Off Button

- Turn on the machine by pressing .
- Turn off the machine by pressing and holding .

#### 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

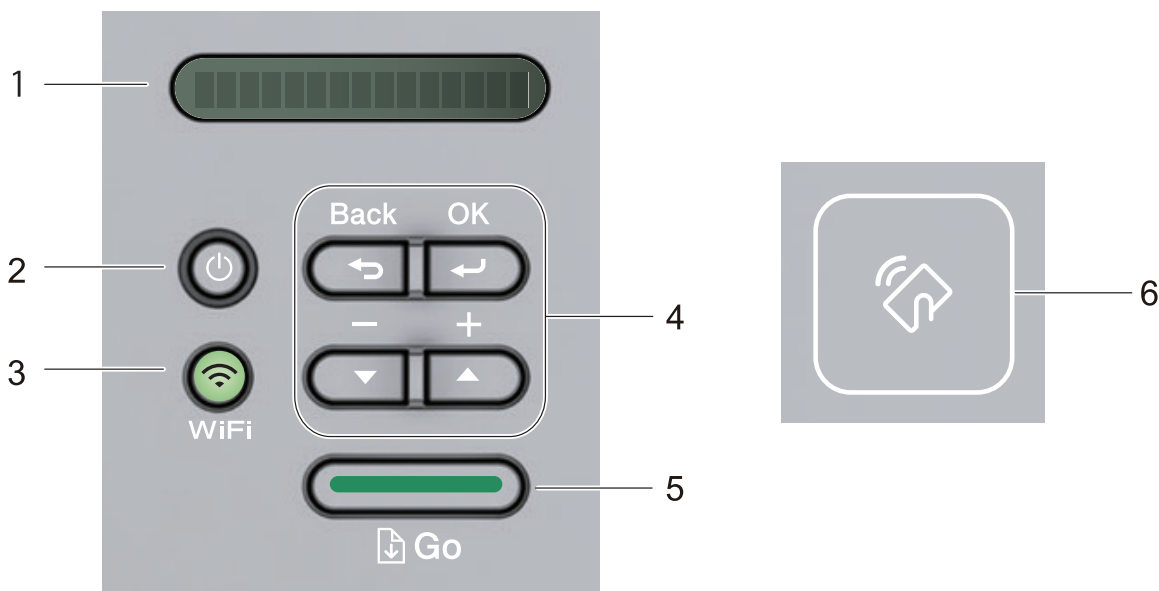
The **Ready** LED blinks to indicate the machine's status.

#### 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. Power On/Off Button

- Turn on the machine by pressing .
- 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 on-screen 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

##### **OK**

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™ device supports the NFC feature, you can print from your device by touching it to the NFC symbol on the control panel.

## Load Paper in the Paper Tray

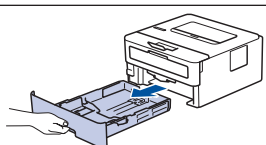
Use the paper tray when printing on the following media:

Plain paper

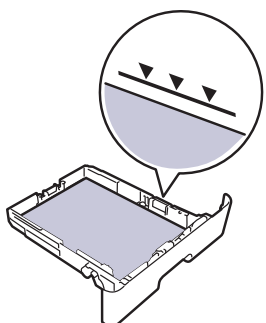
Thin paper

Recycled paper

Thick paper



- Adjust the guides
- Fan the paper
- Do not exceed this mark



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

## Load Paper in the Multi-purpose Tray (MP Tray)

### Related Models:

HL-L2385DW/HL-L2386DW

Use the MP tray when printing on the following media:

Plain paper

Thin paper

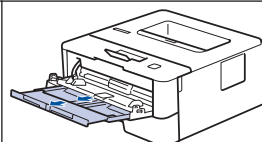
Recycled paper

Bond paper

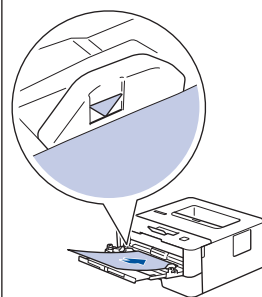
Thick paper

Labels <sup>1</sup>

Envelopes <sup>1</sup>



- Adjust the guides
- Fan the paper
- Do not exceed this mark



<sup>1</sup> 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)*.

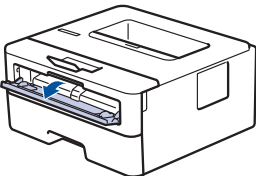
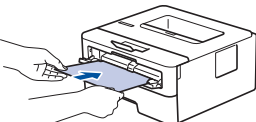


# Load Paper in the Manual Feed Slot

## 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:

|                        |                                                                                                                                                                                                                                                                         |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Plain paper            | <br>                                                                                                |
| Thin paper             |                                                                                                                                                                                                                                                                         |
| Recycled paper         |                                                                                                                                                                                                                                                                         |
| Bond paper             |                                                                                                                                                                                                                                                                         |
| Thick paper            |                                                                                                                                                                                                                                                                         |
| Labels <sup>1</sup>    |                                                                                                                                                                                                                                                                         |
| Envelopes <sup>1</sup> |                                                                                                                                                                                                                                                                         |
|                        | <ul style="list-style-type: none"><li>• Adjust the guides</li><li>• Use both hands to insert one sheet of paper</li><li>• Continue pressing the paper against the rollers for about two seconds, or until the machine grabs the paper and pulls it in further</li></ul> |

<sup>1</sup> 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*.

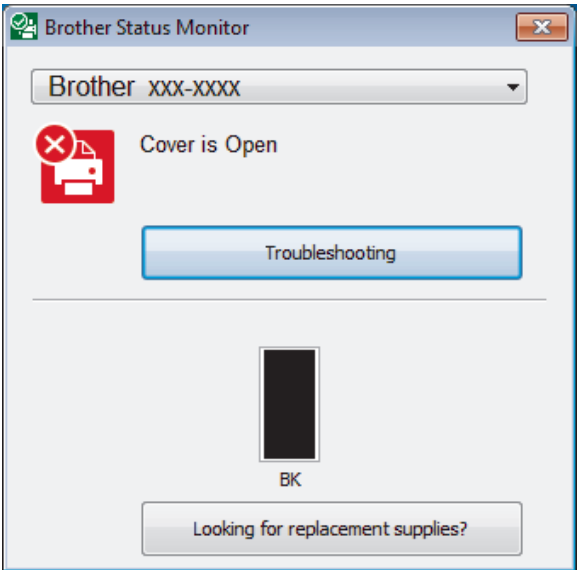
Use this section to resolve problems you may encounter when using your Brother machine.

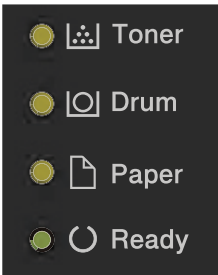
## Identify the Problem

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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Using the Status Monitor</p> <ul style="list-style-type: none"> <li>• Double-click the  icon in the task tray.</li> </ul>  <ul style="list-style-type: none"> <li>• (Windows®) If you select the <b>Load Status Monitor on Startup</b> check box, the Status Monitor will launch automatically each time you start your computer.</li> </ul> | <ul style="list-style-type: none"> <li>• A green icon indicates the normal stand-by condition.<br/></li> <li>• A yellow icon indicates a warning.<br/></li> <li>• A red icon indicates an error has occurred.<br/></li> <li>• A grey icon indicates the machine is offline.<br/></li> <li>• Click the <b>Troubleshooting</b> button to access Brother's troubleshooting website.</li> </ul> |

| Find the Error                                                                                                                                                                                                                                                                                                                                                                                        | Find the Solution                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Using the LED</p>  <p>The image shows four LED indicators in a vertical column. From top to bottom: a yellow dot with a toner icon labeled 'Toner', a yellow dot with a drum icon labeled 'Drum', a yellow dot with a paper icon labeled 'Paper', and a green dot with a circular arrow icon labeled 'Ready'.</p> | <ol style="list-style-type: none"> <li>1. Check the indications on the LEDs.</li> <li>2. If you cannot resolve the error, refer to the following:<br/><i>Online User's Guide: Error and Maintenance Messages</i><br/><b>FAQs &amp; Troubleshooting</b> page at <a href="http://support.brother.com">support.brother.com</a></li> </ol> |
| <p>Using the LCD</p>  <p>The image shows a rectangular LCD display with the text 'Cover is Open' in a pixelated font.</p>                                                                                                                                                                                            | <ol style="list-style-type: none"> <li>1. Follow the messages on the LCD.</li> <li>2. If you cannot resolve the error, refer to the following:<br/><i>Online User's Guide: Error and Maintenance Messages</i><br/><b>FAQs &amp; Troubleshooting</b> page at <a href="http://support.brother.com">support.brother.com</a></li> </ol>    |

## Error and Maintenance Messages

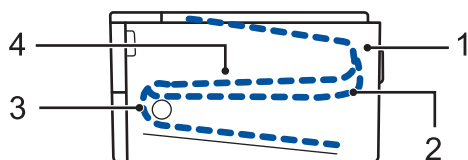
See the printed *Quick Setup Guide* for a table of common Printer LED Indications.

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](http://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](http://support.brother.com/manuals).

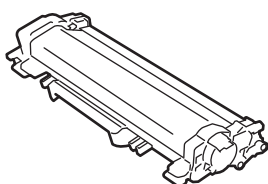
## Supplies

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 [www.brother.com/original/index.html](http://www.brother.com/original/index.html) 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:<br>TN-2430 (For Australia)<br>TN-2415 (For New Zealand)   | Approximately 1,200 pages <sup>1 2</sup> | HL-L2310D/HL-L2350DW/<br>HL-L2375DW/HL-L2385DW |
| High Yield Toner:<br>TN-2450 (For Australia)<br>TN-2445 (For New Zealand) | Approximately 3,000 pages <sup>1 2</sup> | HL-L2310D/HL-L2350DW/<br>HL-L2375DW/HL-L2385DW |
| Super High Yield Toner:<br>TN-2454                                        | Approximately 4,500 pages <sup>1 2</sup> | HL-L2385DW                                     |

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

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

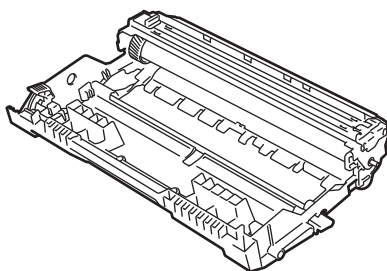
| For Other countries                                                                                                            |                                          |                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------------------------------------------------------------------------|
| Supply Model Name                                                                                                              | Approximate Life (Page Yield)            | Applicable Models                                                                       |
| Standard Toner:<br>(Not available in India and Turkey)<br>TN-2481 (For Indonesia and Vietnam)<br>TN-2460 (For Other countries) | Approximately 1,200 pages <sup>1 2</sup> | HL-L2310D/HL-L2350DW/<br>HL-L2370DN/HL-L2375DW/<br>HL-L2376DW/HL-L2385DW/<br>HL-L2386DW |

| For Other countries                                                                                                                      |                                          |                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|----------------------------------------------------------------------------------------------------|
| Supply Model Name                                                                                                                        | Approximate Life (Page Yield)            | Applicable Models                                                                                  |
| High Yield Toner:<br>TN-2465 (For India)<br>TN-2485 (For Indonesia and Vietnam)<br>TN-2456 (For Turkey)<br>TN-2480 (For Other countries) | Approximately 3,000 pages <sup>1 2</sup> | HL-L2310D/HL-L2350DW/<br>HL-L2351DW/HL-L2370DN/<br>HL-L2375DW/HL-L2376DW/<br>HL-L2385DW/HL-L2386DW |

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

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

### Drum Unit



| Supply Model Name                                                                                                                                                           | Approximate Life (Page Yield)           | Applicable Models                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------------------|
| DR-2425 (For Australia)<br>DR-2415 (For New Zealand)<br>DR-2465 (For India)<br>DR-2485 (For Indonesia and Vietnam)<br>DR-2406 (For Turkey)<br>DR-2455 (For Other countries) | Approximately 12,000 pages <sup>1</sup> | HL-L2310D/HL-L2350DW/<br>HL-L2351DW/<br>HL-L2370DN/<br>HL-L2375DW/<br>HL-L2376DW/<br>HL-L2385DW/<br>HL-L2386DW |

<sup>1</sup> 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.



If you are using Windows®, 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](http://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 [support.brother.com](http://support.brother.com) 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](http://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](http://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 Support                                 | 0800 329 111 |
| Technical Support for those not using Genuine Consumables | 0900 552 152 |
| Fax Assistance                                            | 0800 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 <http://www.brother.co.nz> and submit a helpdesk enquiry from our Service and Support page.

Web Assistance

Please visit <http://www.brother.co.nz> 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](http://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