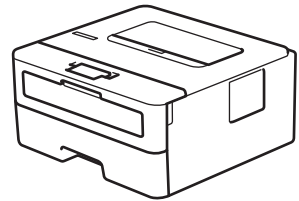




# Reference Guide

Brief explanations for routine operations

**HL-L2350DW**  
**HL-L2370DW**  
**HL-L2370DWXL**



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 <sup>®</sup> 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.

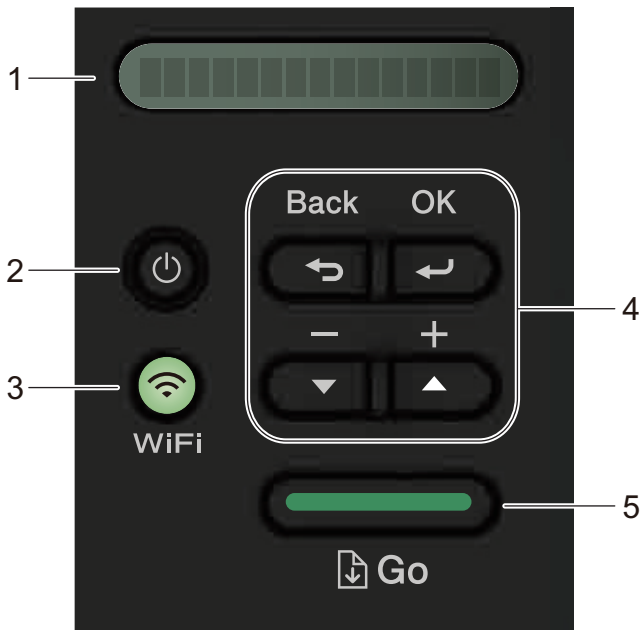
Go to your model's **FAQs & Troubleshooting** page on the Brother Solutions Center at [support.brother.com](http://support.brother.com)

- **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

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.

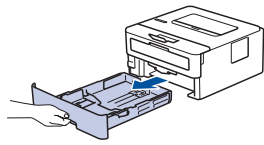
# 2

## Load Paper

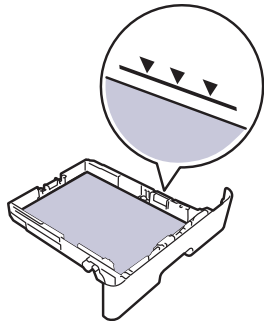
### Load Paper in the Paper Tray

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

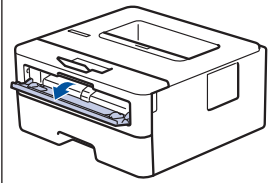


For more information, see the *Online User's Guide: Load Paper in the Paper Tray*.

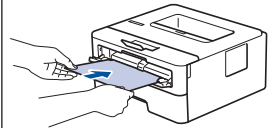
### Load Paper in the Manual Feed Slot

Use the Manual Feed Slot 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
- Use both hands to insert one sheet of paper
- Continue pressing the paper against the rollers for about two seconds, or until the machine grabs the paper and pulls it in further



<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*.


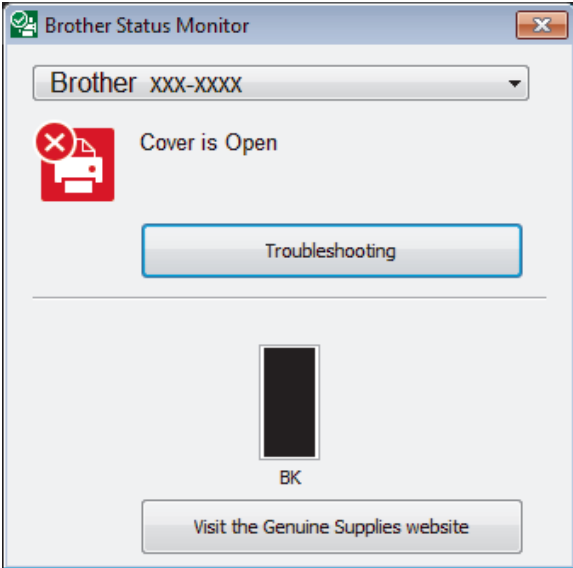




Use this section to resolve problems you may encounter when using your Brother machine.

## 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.           <ul style="list-style-type: none"> <li></li> </ul> </li> <li>• A yellow icon indicates a warning.           <ul style="list-style-type: none"> <li></li> </ul> </li> <li>• A red icon indicates an error has occurred.           <ul style="list-style-type: none"> <li></li> </ul> </li> <li>• A gray icon indicates the machine is offline.           <ul style="list-style-type: none"> <li></li> </ul> </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 LCD</p> <div data-bbox="120 214 436 262" style="border: 1px solid black; padding: 2px; width: fit-content;">Cover is Open</div>	<ol style="list-style-type: none"><li data-bbox="707 170 1153 198">1. Follow the messages on the LCD.</li><li data-bbox="707 214 1232 401">2. If you cannot resolve the error, see the <i>Online User's Guide: Error and Maintenance Messages</i> or go to your model's <b>FAQs &amp; Troubleshooting</b> page on the Brother Solutions Center at <a href="http://support.brother.com">support.brother.com</a>.</li></ol>

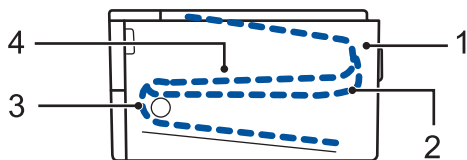
## Error and Maintenance Messages

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).

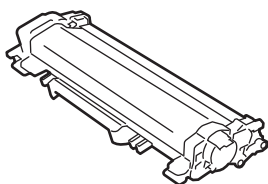
## Supplies

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 order number will vary depending on your country and region.

### Toner Cartridge



Standard Toner:		
Supply order No.	Approximate Life (Page Yield)	Applicable Models
TN-730	Approximately 1,200 pages <sup>1 2</sup>	HL-L2350DW/HL-L2370DW/ HL-L2370DWXL

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

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

High Yield Toner:		
Supply order No.	Approximate Life (Page Yield)	Applicable Models
TN-760	Approximately 3,000 pages <sup>1 2</sup>	HL-L2350DW/HL-L2370DW/ HL-L2370DWXL

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

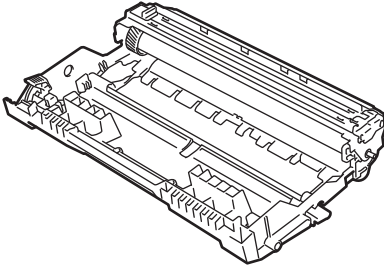
<sup>2</sup> A4/Letter simplex pages

Super High Yield Toner:		
Supply order No.	Approximate Life (Page Yield)	Applicable Models
TN-770 (US only)	Approximately 4,500 pages <sup>1 2</sup>	HL-L2370DW/HL-L2370DWXL

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

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


### Drum Unit



Supply order No.	Approximate Life (Page Yield)	Applicable Models
DR-730	Approximately 12,000 pages <sup>1</sup>	HL-L2350DW/HL-L2370DW/ HL-L2370DWXL

<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<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 customized 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.

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**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.



USA/CAN  
Version 0

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