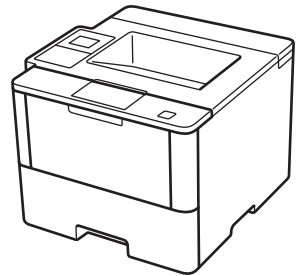




Reference Guide

Brief explanations for routine operations

HL-L6400DW



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



Online User's Guide

This Reference Guide contains basic instructions and information for your Brother machine. For more advanced instructions and information, see the Online User's Guide at solutions.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 drivers and software 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 / In the box
Online User's Guide	This guide includes the additional contents of the Reference Guide. In addition to information about the Print operations, useful information is included about using the machine on a network.	HTML and PDF file / Brother Solutions Center ¹
Web Connect Guide	This Guide provides useful information about accessing Internet services from the Brother machine, as well as downloading images and printing data.	PDF file / Brother Solutions Center ¹
AirPrint Guide	This Guide provides information for using AirPrint to print from OS X v10.8.5 or later and your iPhone, iPod touch, iPad, or other iOS device to your Brother machine without installing a printer driver.	PDF file / Brother Solutions Center ¹
Google Cloud Print Guide	This Guide provides details about how to use Google Cloud Print™ services for printing over the Internet.	PDF file / Brother Solutions Center ¹
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.	PDF file / Brother Solutions Center ¹

¹ Visit solutions.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!

- ✓ Every topic in one guide

Simplified Layout!

- ✓ Provides 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 solutions.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? Please 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.

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

FAQs & Troubleshooting

Categorised Popular Latest

How To / Troubleshooting

- ▶ Error Messages ▶ Paper Feed/Paper Jam ▶ Print ▶ Scan
- ▶ Copy ▶ Telephone ▶ Fax ▶ Mobile ▶ Cloud

Setup / Settings

- ▶ Product Setup ▶ Driver/Software

Consumables & Accessories / Routine Maintenance

- ▶ Consumables/Paper/Accessories ▶ Cleaning

Others

- ▶ Specification ▶ OS Support Information ▶ Video FAQs

Search by Keyword(s)

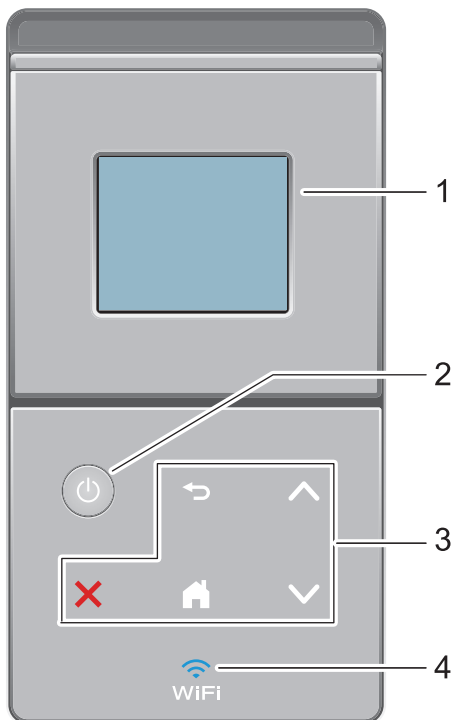
Enter the keywords. [▶ Search by FAQ ID number](#)

Categorised Popular Latest

Since the Brother Solutions Center is updated regularly, this screen is subject to change without notice.

Control Panel Overview



The control panel may vary depending on your model.



1. Touchscreen Liquid Crystal Display (LCD)

Access menus and options by pressing them on the Touchscreen.

2. Power On/Off

- Turn the machine on by pressing .
- Turn the machine off by pressing and holding down . The LCD displays [Shutting Down] for a few seconds before going off.

3. Touchpanel




Press to go back to the previous menu.



- Press to return to the Home screen.
- While the machine is in Sleep Mode, the Home icon blinks.

(Cancel)

- Press to cancel an operation (available when lit).
- Press to cancel a programmed print job and clear it from the machine's memory. To cancel multiple print jobs, hold down  until the LCD displays [Cancel All Jobs].



Press to display the previous or next page.

4. (WiFi)

(For infrastructure mode)

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.

(For Ad-Hoc mode)

The **WiFi** LED is always off.

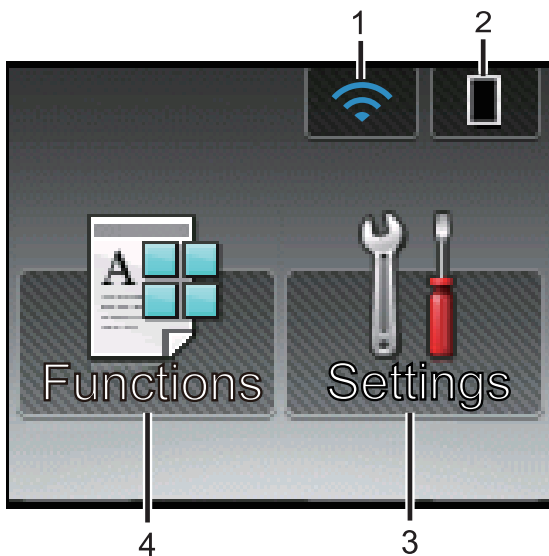
Touchscreen LCD Overview

From the Home screen, you can access the Wi-Fi setup, Toner level, Settings, and Functions screen.

The Home screen displays the machine's status when the machine is idle. This screen is also called the Ready Mode screen. When displayed, this screen indicates that your machine is ready for the next command.

If Active Directory® Authentication or LDAP Authentication is enabled, the machine's control panel will be locked.

The available features vary depending on your model.



1. (Wireless Status)

If you are using a wireless connection, a four-level indicator in the Home screen displays the current wireless signal strength.



- If you see  at the top on the screen, press it to configure wireless settings.


2. (Toner)

Displays the remaining toner life. Press to access the [Toner] menu.

3. [Settings]

Press to access the [Settings] menu.

Use the Settings menu to access all of your Brother machine's settings.

If Setting Lock has been turned on, a lock icon  appears on the LCD. You must unlock the machine to change settings.

4. [Functions]

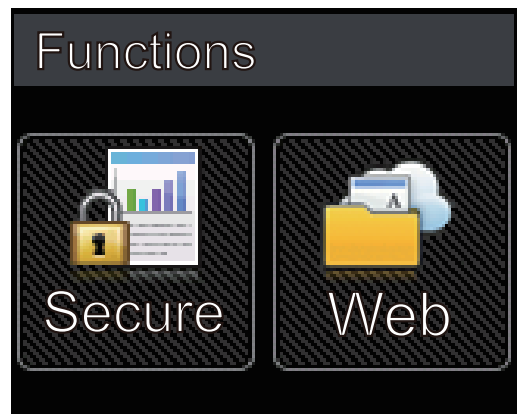
Press to access the Functions screen.

-  [Secure]

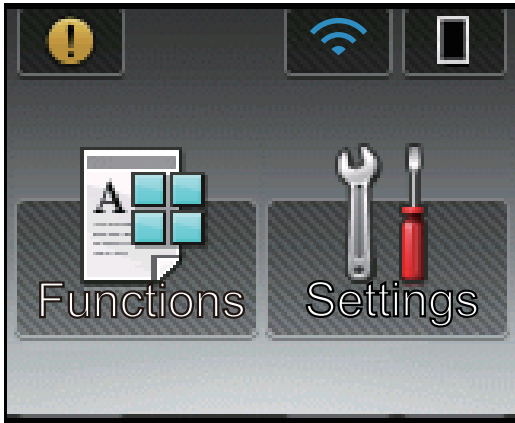
Press to access the Secure Print option.




-  [Web]

Press to connect the Brother machine to an Internet service. For more information, see the *Web Connect Guide*. Go to your model's **Manuals** page on the Brother Solutions Center at support.brother.com to download the guide.



Warning icon




The warning icon  appears when there is an error or maintenance message; press  to view it, and then press  to return to Ready Mode.

Access Brother Utilities (Windows®)


Brother Utilities is an application launcher that offers convenient access to all Brother applications installed on your computer.

1 Do one of the following:


- (Windows® XP, Windows Vista®, Windows® 7, Windows Server® 2003, Windows Server® 2008 and Windows Server® 2008 R2)


Click  (**Start**) > **All Programs** > **Brother** > **Brother Utilities**.

- (Windows® 8 and Windows Server® 2012)

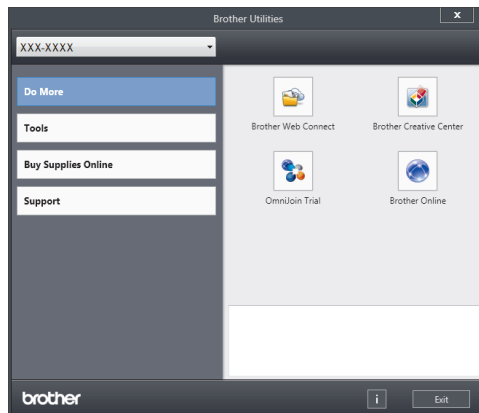
Tap or click  (**Brother Utilities**) either on the **Start** screen or the desktop.

- (Windows® 8.1 and Windows Server® 2012 R2)

Move your mouse to the lower left corner of the **Start** screen and click  (if you are using a touch-based device, swipe up from the bottom of the **Start** screen to bring up the **Apps** screen).

When the **Apps** screen appears, tap or click  (**Brother Utilities**).

2 Select your machine (where XXXX is the name of your model).

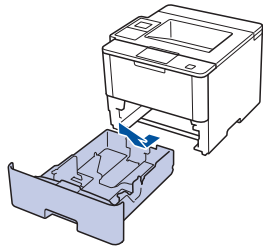


3 Choose the operation you want to use.

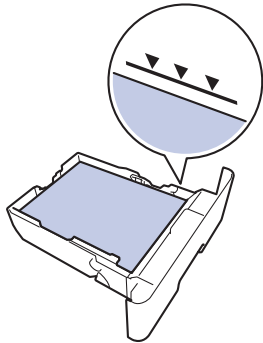
Load Paper in the Paper Tray

Use the paper tray when printing on the following media:

Plain paper
Thin paper
Recycled paper
Letterhead
Coloured paper
Thick paper ¹



- Adjust the guides
- Fan the paper



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

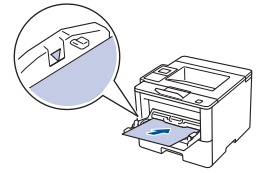
Load Paper in the Multi-purpose Tray (MP Tray)

Use the MP tray when printing on the following media:

Plain paper
Thin paper
Recycled paper
Bond paper
Letterhead
Coloured paper
Thick paper ²
Labels ²
Envelopes ²



- Adjust the guides
- Fan the paper



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

¹ Open the back cover (face up output tray) before printing to let the printed paper exit onto the face up output tray.

² Open the back cover (face up output tray) before printing to let the printed paper exit onto the face up output tray.

Print from Your Computer

Print a Document (Macintosh)

For printing instructions, see the *Online User's Guide: Print from Your Computer (Macintosh)*.

Print a Document (Windows®)

- 1 Select the print command in your application.
- 2 Select **Brother XXX-XXXX** (where XXXX is the name of your model).
- 3 Click **Print**.
- 4 Complete your print operation.



For more information, see the *Online User's Guide: Print from Your Computer (Windows®)*.

Print More Than One Page on a Single Sheet of Paper (N in 1) (Windows®)



- 1 Select the print command in your application.
- 2 Select **Brother XXX-XXXX** (where XXXX is the name of your model), and then click the printing properties or preferences button.
The printer driver window appears.
- 3 Click the **Multiple Page** drop-down list and select the **2 in 1**, **4 in 1**, **9 in 1**, **16 in 1**, or **25 in 1** option.
- 4 Click **OK**.
- 5 Complete your print operation.

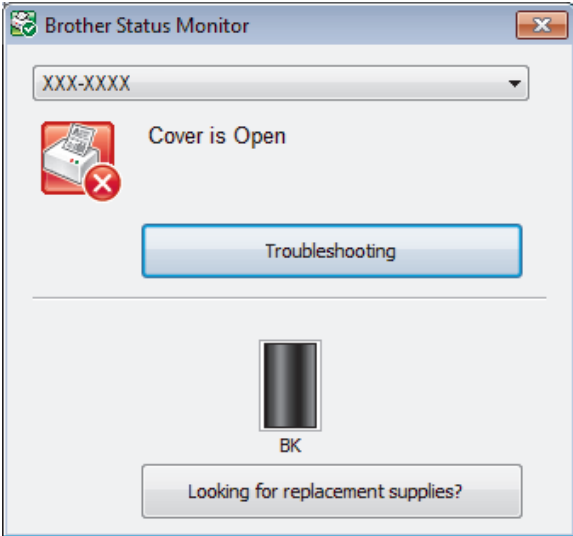





Use this section to resolve problems you may encounter when using your Brother machine.

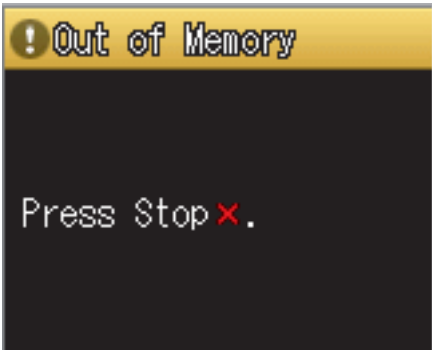
Identify the Problem

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

Find the Error	Find the Solution
<p>Using the LCD</p> 	<ol style="list-style-type: none"> 1. Follow the messages on the LCD. 2. See the instructions in the following table. 3. If you cannot resolve the error, see the <i>Online User's Guide: Error and Maintenance Messages</i> or see: FAQs & Troubleshooting on the Brother Solutions Center at support.brother.com.

Error and Maintenance Messages



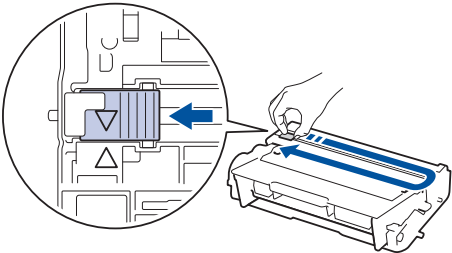
(HL-L6400DW)

If the LCD displays errors and your Android™ device supports the NFC feature, touch your device to the NFC logo on your Brother machine to access the Brother Solutions Center and browse the latest FAQs from your device. (Your mobile telephone provider's message and data rates may apply.)

Make sure the NFC settings of both your Brother machine and your Android™ device are set to On.

The most common error and maintenance messages are shown in the table.

Error Message	Cause	Action
Cartridge Error	The toner cartridge is not installed correctly.	<p>Remove the toner cartridge and drum unit assembly. Take out the toner cartridge, and put it back in the drum unit again. Reinstall the toner cartridge and drum unit assembly in the machine.</p> <p>If the problem continues, contact Brother customer service or your local Brother dealer.</p>

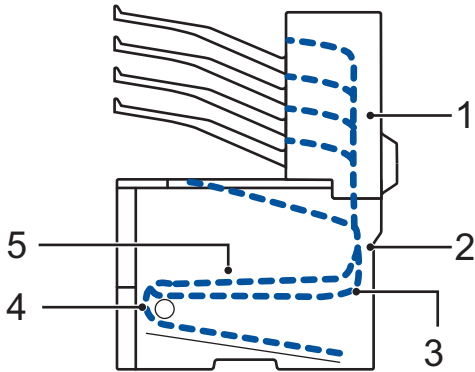
Error Message	Cause	Action
Drum !	The corona wire on the drum unit must be cleaned.	Clean the corona wire on the drum unit.  See the <i>Online User's Guide: Clean the Corona Wire</i> . If the problem continues, replace the drum unit with a new one.
	The drum unit or the toner cartridge and drum unit assembly is not installed correctly.	Remove the drum unit, remove the toner cartridge from the drum unit, and put the toner cartridge back into the drum unit. Reinstall the drum unit in the machine.
Jam 2-sided	The paper is jammed in the 2-sided tray or inside the back cover.	Remove the 2-sided tray and open the back cover to pull out all jammed paper.
Jam Inside	The paper is jammed inside the machine.	Open the front cover, remove the toner cartridge and drum unit assembly, and pull out all jammed paper. Close the front cover.
Jam Mailbox	The paper is jammed in the Mailbox unit.	Remove all jammed paper from the Mailbox unit as shown on the LCD.
Jam MP Tray	The paper is jammed in the MP tray.	Remove all jammed paper from in and around the MP tray. Press <code>Retry</code> .
Jam Rear	The paper is jammed in the back of the machine.	Open the fuser cover and remove all jammed paper. Close the fuser cover.
Jam Tray1 Jam Tray2 Jam Tray3 Jam Tray4	The paper is jammed in the indicated paper tray.	Pull out the paper tray and remove all jammed paper as shown in the animation on the LCD.
No Drum Unit	The drum unit is not installed correctly.	Reinstall the toner cartridge and drum unit assembly.

Error Message	Cause	Action
No Paper	The machine is out of paper, or paper is not loaded correctly in the paper tray.	<ul style="list-style-type: none"> • Refill paper in the paper tray. Make sure the paper guides are set to the correct size. • If paper is in the tray, remove it and load it again. Make sure the paper guides are set to the correct size. • Do not overfill the paper tray.
No Paper Fed T1 No Paper Fed T2 No Paper Fed T3 No Paper Fed T4	The machine failed to feed paper from the indicated paper tray.	Pull out the paper tray indicated on the LCD and remove all jammed paper.
No Paper MP	The MP tray is out of paper, or paper is not loaded correctly in the MP tray.	<p>Do one of the following:</p> <ul style="list-style-type: none"> • Refill paper in the MP tray. Make sure the paper guides are set to the correct size. • If paper is in the tray, remove it and load it again. Make sure the paper guides are set to the correct size.
No Paper T1 No Paper T2 No Paper T3 No Paper T4	The machine failed to feed paper from the indicated paper tray.	<p>Do one of the following:</p> <ul style="list-style-type: none"> • Refill paper in the paper tray indicated on the LCD. Make sure the paper guides are set to the correct size. • If paper is in the tray, remove it and load it again. Make sure the paper guides are set to the correct size. • Do not overfill the paper tray.
No Toner	The toner cartridge or the toner cartridge and drum unit assembly is not installed correctly.	Remove the toner cartridge and drum unit assembly. Remove the toner cartridge from the drum unit, and reinstall the toner cartridge back in the drum unit. Reinstall the toner cartridge and drum unit assembly back in the machine. If the problem continues, replace the toner cartridge with a new one.
Output Tray Full	The output paper tray is full.	Remove printed paper from output tray indicated on the LCD.
Replace Toner	The toner cartridge is at the end of its life. The machine stops all print operations.	Replace the toner cartridge with a new one.
Supplies Drum End Soon	The drum unit is near the end of its life.	Order a new drum unit before the LCD displays <code>Replace Drum</code> .

Error Message	Cause	Action
Supplies Replace Drum	It is time to replace the drum unit.	Replace the drum unit with a new one.
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter. See the instructions included with the new drum unit.
Supplies Toner Low	If the LCD displays this message, you can still print. The toner cartridge is near the end of its life.	Order a new toner cartridge now so you have it ready when the LCD displays <code>Replace Toner</code> .

Paper Jams

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



Error messages:

1. Jam Mail Box (When the optional mail box is installed.)
2. Jam Rear
3. Jam 2-sided
4. Jam Tray
5. Jam Inside

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: Alternate wireless configuration method*

How to Enter Text on Your Brother Machine

When text is required, a keyboard appears on your machine's LCD.

- The characters may differ depending on your country.
- The keyboard layout may differ depending on the operation you perform.



- Press to cycle between letters, numbers and special characters.
- To move the cursor to the left or right, press ◀ or ▶.

Inserting spaces

- To enter a space, press twice to choose special characters, then press the space button.

Making corrections

- If you entered a character incorrectly and want to change it, press ◀ or ▶ to move the cursor to the incorrect character and press . Enter the correct character.
- To insert a character, press ◀ or ▶ to move the cursor to the correct place, and then enter the character.
- Press for each character you want to erase, or press and hold to erase all the characters.

Print Using Your Mobile Device

Brother iPrint&Scan allows you to use features of your Brother machine directly from your mobile device, without using a computer. Download the *Mobile Print/Scan Guide for Brother iPrint&Scan* at: solutions.brother.com/manuals.

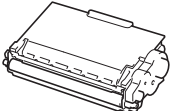


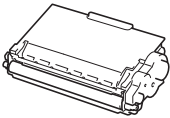
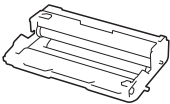
Supplies

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 <http://www.brother.com/original/index.html> or contact your local Brother reseller.



The toner cartridge and drum unit are two separate parts.

Supply Items	Supply Model Name	Approximate Life (Page Yield)	Applicable Models
Toner Cartridge 	Standard Toner: TN-3420 (For Australia) TN-3415 (For New Zealand) TN-3417 (For Middle Eastern and African countries) TN-3428 (For Other countries)	Approximately 3,000 pages ^{1 2}	HL-L6400DW
	High Yield Toner: TN-3440 (For Australia) TN-3425 (For New Zealand) TN-3437 (For Middle Eastern and African countries) TN-3448 (For Other countries)	Approximately 8,000 pages ^{1 2}	HL-L6400DW
	Super High Yield Toner: TN-3470 (For Australia) TN-3465 (For New Zealand) TN-3467 (For Middle Eastern and African countries) TN-3478 (For Other countries)	Approximately 12,000 pages ^{1 2}	HL-L6400DW


Supply Items	Supply Model Name	Approximate Life (Page Yield)	Applicable Models
Toner Cartridge 	Ultra High Yield Toner: TN-3490 (For Australia) TN-3475 (For New Zealand) TN-3487 (For Middle Eastern and African countries) TN-3498 (For Other countries)	Approximately 20,000 pages ^{1 2}	HL-L6400DW
Drum Unit 	DR-3425 (For Australia) DR-3415 (For New Zealand) DR-3405 (For Middle Eastern and African countries) DR-3455 (For Other countries)	Approximately 30,000 pages / 50,000 pages ³	HL-L6400DW

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

² A4 or Letter size 1-sided pages

³ Approximately 30,000 pages based on 1 page per job and 50,000 pages based on 3 pages 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.

Macintosh users can access Brother CreativeCenter at this web address:

<http://www.brother.com/creativecenter>

brother

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

This machine is approved for use in the country of purchase only. Local Brother companies or their dealers will support only machines purchased in their own countries.



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Version 0