brother
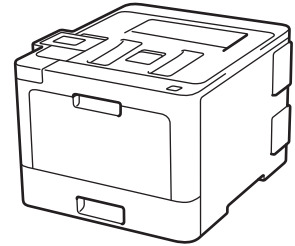
Reference Guide
Brief explanations for routine operations

HL-L8260CDN
HL-L9310CDW

!CAUTION Before using this product, read carefully these instructions for correct operation. Keep the User's Guide in a secure place for future reference.

Online User's Guide
This *Reference Guide* contains basic instructions and information for your Brother machine.
For more advanced instructions, information, and product specifications, see the *Online User's Guide* at support.brother.com/manuals

To create a better environment

Please cooperate.

Firstly, thank you very much indeed for using our Brother products!

Brother focuses on the earth environment concerned. And make a basic policy which is to concern about the earth environment, including any workflow from product development to discard. The local citizen should be responsible for local society and its environment during these environment protection activities.

Therefore, we hope you'll take part in this environment plan, and pay attention to environment protection points as below while discarding used consumables.

1. Please deliver the used package materials to relevant waste disposal office for recycle.

2. When you discard used consumables, please follow and carry on relevant local regulations properly.

3. When the machine need replacing parts for the maintenance and repair, please discard used circuit boards, used electrical parts and products as disposed electrical materials.

4. The power consumption is 0 W after you turn off the machine and unplug it from the AC outlet.

5. Some parts in the machine can be used on the same series model machines which are produced in the same factory.
   Note: If you want to replace the parts, please contact Brother Authorized Service Centers.

6. Machines with an LWAd > 63.0 dB(A) are recommended to be set up in separate rooms due to their noise emissions.

7. The machine can use recycled paper.

8. Ensure that during use the machine is used in a well ventilated area.

9. Brother will accept machines and consumables for recycling. For details of the return scheme please refer to the webpage www.brother.cn/company/info/declaration/20090304.html.

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	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 [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.	Brother Solutions Center [1]

[1]   Visit 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.

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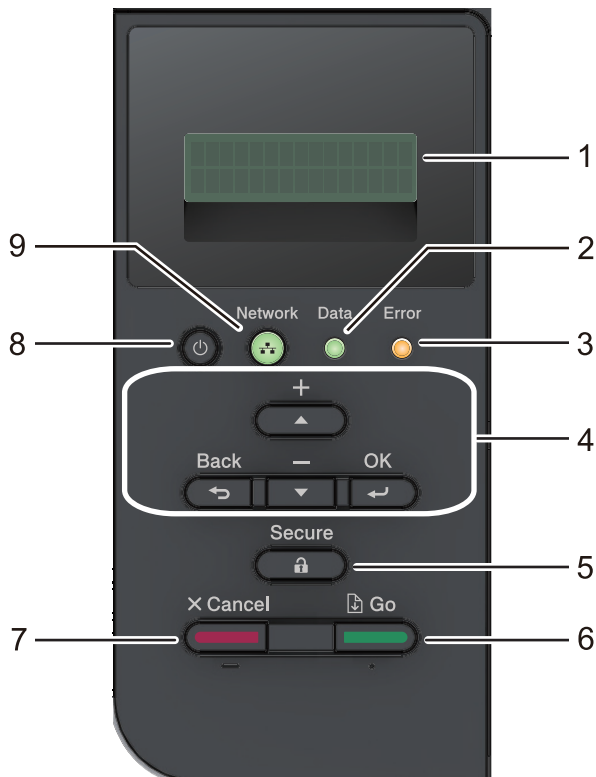
- **Provides several ways to search**
- **Displays related questions for more information**
- **Receives regular updates based on customer feedback**

Table of Contents

1   **General Information**

Control Panel Overview

HL-L8260CDN

1. Liquid Crystal Display (LCD)

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

2. Data LED

The **Data** LED blinks depending on the machine's status.

When the **Data** LED is on, data is in the machine's memory. When the **Data** LED blinks, the machine is receiving or processing data.

3. Error LED

The **Error** LED blinks when the LCD displays an error or an important status message.

4. Menu Buttons

OK

Press to store your machine's 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 entering numbers.

▲ or ▼ (+ or -)

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

5. **Secure**

Press to print jobs saved in the machine's memory when you enter your four-digit password.

6. **Go**

- Press to clear certain error messages. To clear all other errors, follow the LCD 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.

7. **Cancel**

- Press to cancel the current setting.
- Press to cancel a programmed print job and clear it from the machine's memory. To cancel multiple print jobs, hold down **Cancel** until the LCD displays [Cancel All Jobs].
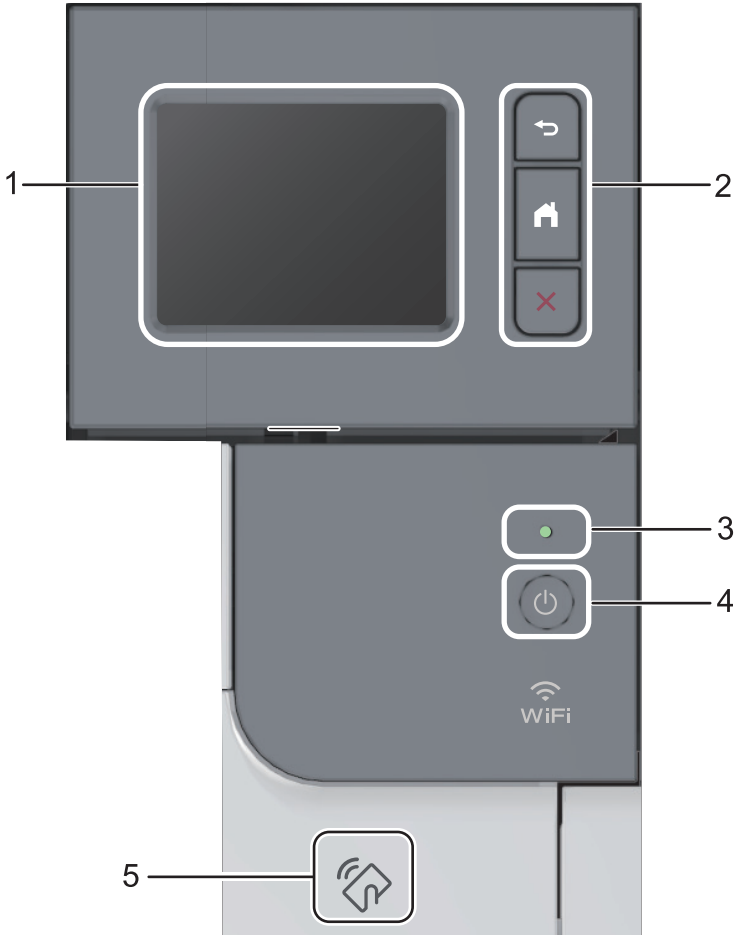
8. ⏻ **Power On/Off**

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

9. **Network button**

- Press the **Network** button to set up wired network settings.

HL-L9310CDW

1. Touchscreen Liquid Crystal Display (LCD)

Access menus and options by pressing them on the Touchscreen.

2. Menu buttons

⬅ (Back)

Press to go back to the previous menu.

🏠 (Home)

Press to return to the Home screen.

✕ (Cancel)

Press to cancel an operation.

3. LED Power Indicator

The LED lights up depending on the machine's power status.

4. ⏻ **Power On/Off**

  • Turn the machine on by pressing ⏻.

  • Turn the machine off by pressing and holding down ⏻.

5. **Near Field Communication (NFC) Reader**

  You can use card authentication by touching the IC card to the NFC Reader on the control panel.

  If your Android™ device supports the NFC feature, you can print from your device in the same way.
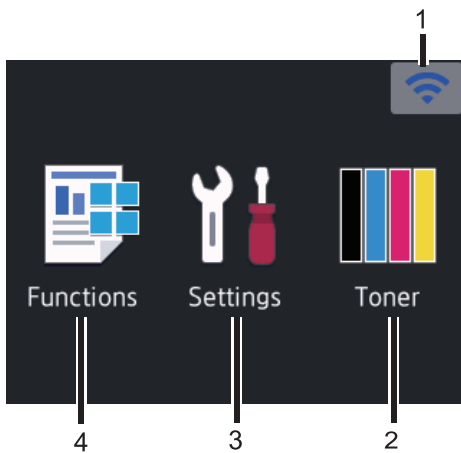
touchscreen LCD Overview

Related Models:
HL-L9310CDW

From the Home screen, access the WiFi setup, Toner level, Settings, and Functions screens.

The Home screen displays the machine's status when the machine is idle. 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 is locked.

1. 🛜 (**Wireless Status**)

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

   0   Max

   • If you see `WiFi` at the top on the screen, press to select a wireless connection method, or edit an existing wireless connection.

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 any settings.
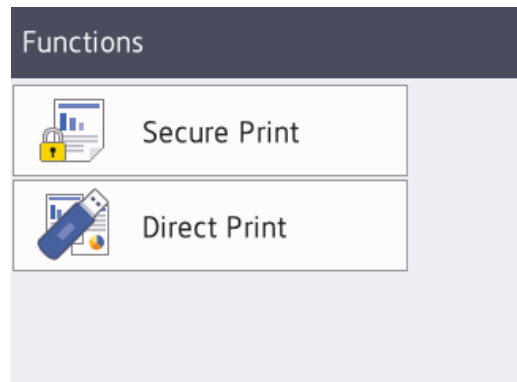
4. 🖥️ **[Functions]**

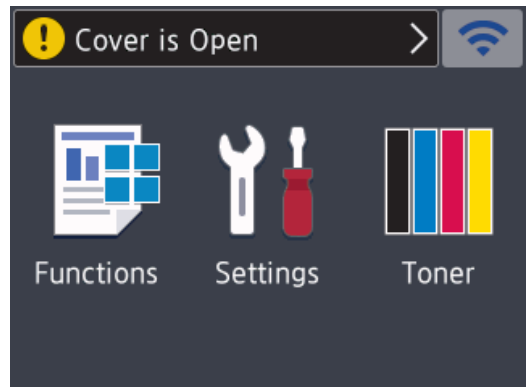   Press to access the Functions screen.

   • 🔒 **[Secure Print]**

     Press to access the Secure Print option.

   • 📇 **[Direct Print]**

     Press to access the Direct Print menu.

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.

NOTE

This product adopts the font of ARPHIC TECHNOLOGY CO.,LTD.
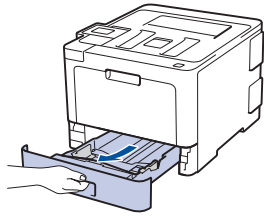
Status Messages

Related Models:
HL-L8260CDN

LCD language is not available for Chinese. Read the following explanation for your reference.

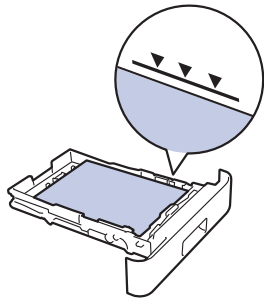| Machine Status Message	Meaning
Cooling Down	The machine is cooling down. Wait for a few seconds until the inside of the machine has cooled down.
Cancel Printing	The machine is cancelling the job.
Ignore Data	The machine is ignoring data processed using the PS driver.
Please Wait	The machine is warming up. The machine is carrying out the calibration process.
Printing	The machine is printing.
Ready	The machine is ready to print.
Sleep	In Sleep Mode (Power Save Mode), the machine acts as if it is turned off, but it can still receive data. Receiving a print job will wake the machine and it will start printing.
Deep Sleep	In Deep Sleep Mode (lower power consumption than Sleep Mode), the machine acts as if it is turned off, but it can still receive data. If the machine does not receive data for a certain length of time while it is in Sleep Mode, it enters Deep Sleep Mode. Receiving a print job will wake the machine and it will start printing.

2 Load Paper

Load Paper in the Paper Tray

Use the paper tray when printing on the following media:

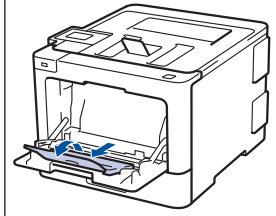| Plain paper Thin paper Recycled paper Letterhead Coloured Paper	 • Adjust the guides • Fan the paper • Do not exceed this mark

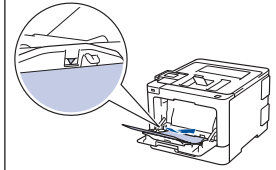For more information, see the *Online User's Guide*: *Load Paper in the Paper Tray*.

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

Use the MP tray when printing on the following media:

Plain paper Thin paper Recycled paper Bond paper Letterhead Coloured Paper Thick paper Labels [1] Envelopes [1] Glossy Paper [2]	 • Adjust the guides • Fan the paper • Do not exceed this mark

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

[2] When you print on glossy paper, set only a single sheet on the MP tray.

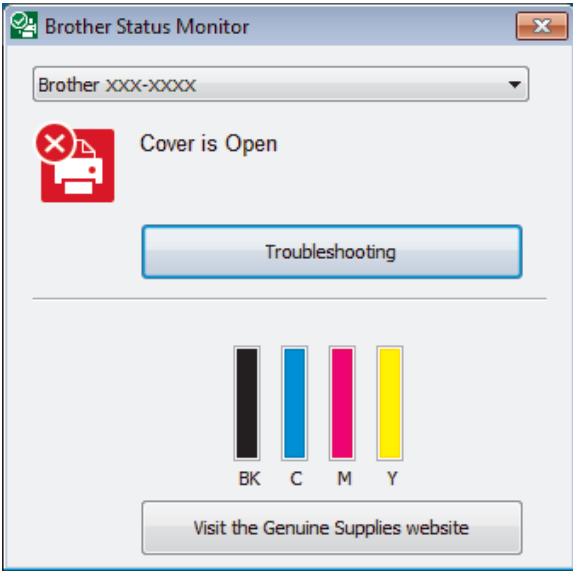For more information, see the *Online User's Guide*: *Load and Print Using the Multi-purpose Tray (MP Tray)*.

A Troubleshooting

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

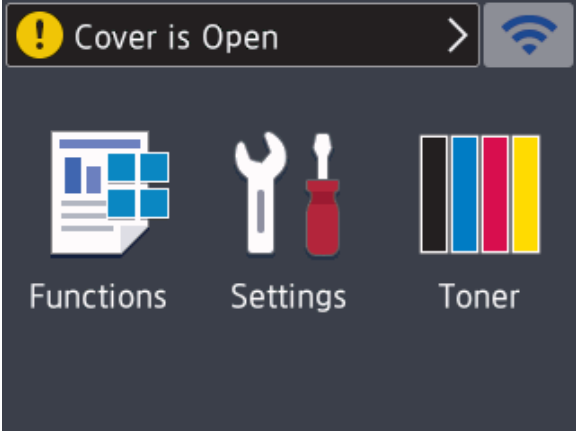# Identify the Problem

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 LCD or the machine's status in **Brother Status Monitor** on your computer.

Find the Error	Find the Solution
Using the Status Monitor • 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.	• 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.

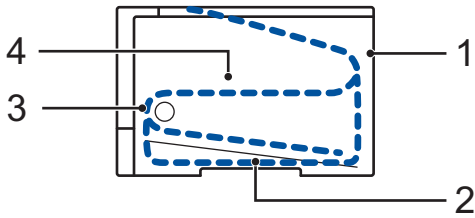| Find the Error	Find the Solution
Using the LCD Cover is Open XXXXXXXXX ⚠ Cover is Open ＞ 📶 📋 Functions　🔧 Settings　🎨 Toner	1. Follow the messages on the LCD. 2. If you cannot resolve the error, see the *Online User's Guide*: *Error and Maintenance Messages* or see: **FAQs & Troubleshooting** on the Brother Solutions Center at support.brother.com.

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.

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

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*

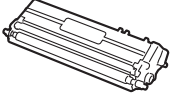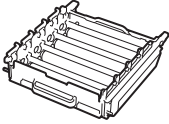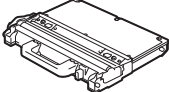To view the Online User's Guide and other available guides, visit support.brother.com/manuals.

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 or contact your local Brother dealer.

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

Supply Items	Supply Model Name	Approximate Life (Page Yield)	Applicable Models
Toner Cartridge	Standard Toner: • Black: TN-471BK • Cyan: TN-471C • Magenta: TN-471M • Yellow: TN-471Y	• Black: Approximately 3,000 pages [1] [2] • Cyan / Magenta / Yellow: Approximately 1,800 pages [1] [2]	HL-L8260CDN/ HL-L9310CDW
	Super High Yield Toner: • Black: TN-476BK • Cyan: TN-476C • Magenta: TN-476M • Yellow: TN-476Y	• Black: Approximately 6,500 pages [1] [2] • Cyan / Magenta / Yellow: Approximately 6,500 pages [1] [2]	HL-L8260CDN/ HL-L9310CDW
	Inbox Toner: (Supplied with your machine)	• Black: Approximately 3,000 pages [1] [2] • Cyan / Magenta / Yellow: Approximately 1,800 pages [1] [2]	HL-L8260CDN/ HL-L9310CDW

Supply Items	Supply Model Name	Approximate Life (Page Yield)	Applicable Models
Drum Unit	• DR-471CL	• Approximately 30,000 pages [3]	HL-L8260CDN/ HL-L9310CDW
Belt Unit	• BU-330CL	• Approximately 50,000 pages [4]	HL-L8260CDN/ HL-L9310CDW
Waste Toner Box	• WT-320CL	• Approximately 50,000 pages [2]	HL-L8260CDN/ HL-L9310CDW

[1] Approximate cartridge yield is declared in accordance with ISO/IEC 19798.

[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.

[4] Approximately 50,000 pages based on 1 page per job and 130,000 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.

BROTHER CREATIVECENTER

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

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. 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 to see the guide.

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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.

Brother
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CHN-ENG
Version 0