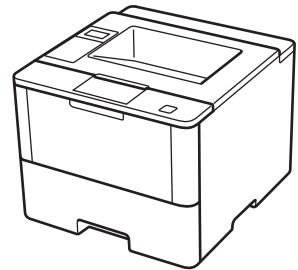




# Reference Guide

Brief explanations for routine operations

**HL-L5000D**  
**HL-L5100DN**  
**HL-L5200DW**  
**HL-L5200DWT**  
**HL-L6200DW**  
**HL-L6200DWT**



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](https://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 <sup>1</sup>
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 <sup>1</sup>
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 <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.	PDF file / Brother Solutions Center <sup>1</sup>

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

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


## FAQs & Troubleshooting

Categorized 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)**

▶ [Search by FAQ ID number](#)

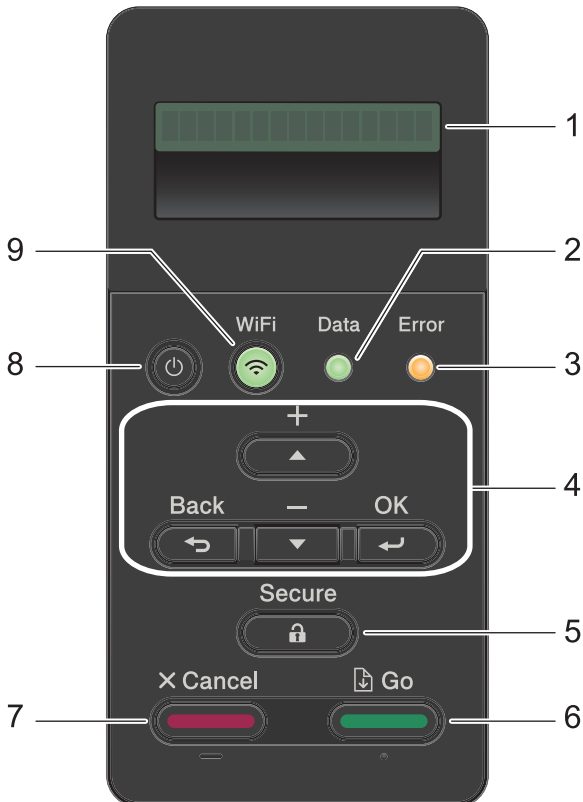
▶

Categorized 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. Liquid Crystal Display (LCD)

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

Wireless Network Models

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



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

## 9. WiFi, Network, or Report buttons

- Non-Network Models:

### Report

Press the **Report** button to print the Printer Settings page.

- Wired Network Models:

### Network

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

- Wireless Network Models:

### **WiFi**

Launch the wireless installer on your computer and press the **WiFi** button. 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.

# 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)

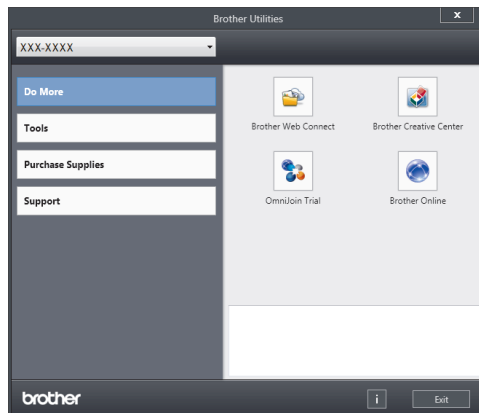
Tap or click  (**Brother Utilities**) either on the **Start** screen or the desktop.

- (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.



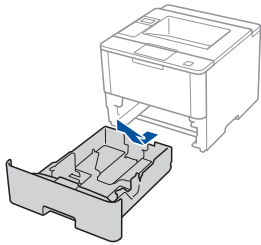
# 2

## Load Paper

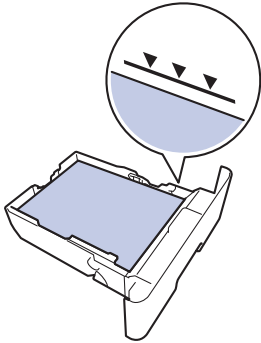
### Load Paper in the Paper Tray

Use the paper tray when printing on the following media:

Plain paper  
Thin paper  
Recycled paper  
Letterhead  
Colored paper  
Thick paper <sup>1</sup>



- Adjust the guides
- Fan the paper



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

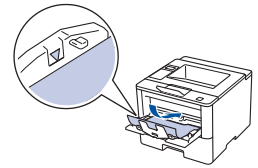
### Load Paper in the Multi-purpose Tray (MP Tray)

Use the MP tray when printing on the following media:

Plain paper  
Thin paper  
Recycled paper  
Bond paper  
Letterhead  
Colored paper  
Thick paper <sup>2</sup>  
Labels <sup>2</sup>  
Envelopes <sup>2</sup>



- 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)*.

<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.

<sup>2</sup> 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.

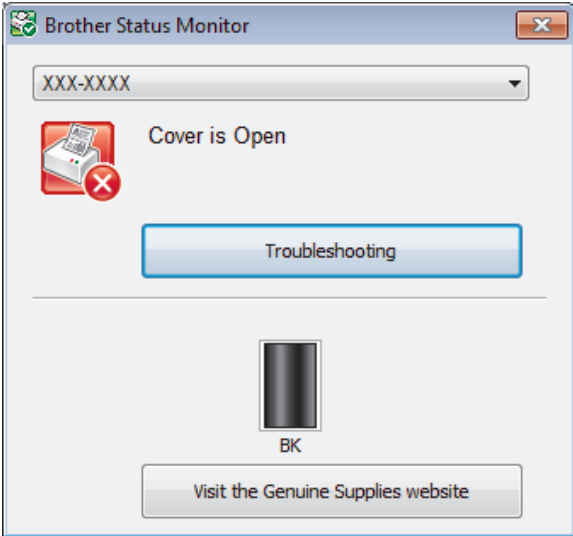





Use this section to resolve problems you may encounter when using your Brother machine.

## Identify the Problem

Even if there seems to be a problem with your machine, you can correct most problems yourself.

First, check the following:

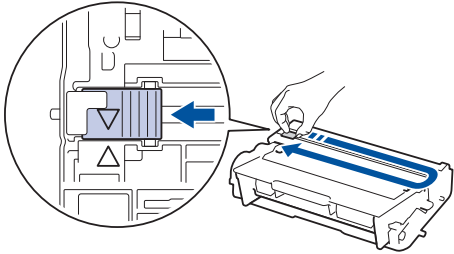
- The machine's power cord is connected correctly and the machine's power is on.
- All of the machine's orange protective parts have been removed.
- (For network models) The access point (for wireless network), router, or hub is turned on and its link indicator is blinking.
- Paper is inserted correctly 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"> <li>• Double-click the  icon in the task tray.</li> <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.             </li> <li>• A yellow icon indicates a warning.             </li> <li>• A red icon indicates an error has occurred.             </li> <li>• A gray icon indicates the machine is offline.             </li> <li>• Click the <b>Troubleshooting</b> button to access Brother's troubleshooting website.</li> </ul>

Find the Error	Find the Solution
Using the LCD <div style="border: 1px solid black; padding: 2px; display: inline-block;">Toner Low</div>	<ol style="list-style-type: none"> <li>1. Follow the messages on the LCD.</li> <li>2. See the instructions in the following table.</li> <li>3. If you cannot resolve the error, see the <i>Online User's Guide: Error and Maintenance Messages</i> or see: FAQs &amp; Troubleshooting on the Brother Solutions Center at <a href="http://support.brother.com">support.brother.com</a>.</li> </ol>

## Error and Maintenance Messages

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

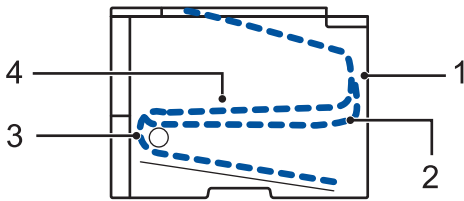
Error Message	Cause	Action
Cartridge Error	The toner cartridge is not installed correctly.	Remove the toner cartridge and drum unit assembly. Take out the toner cartridge, and put it back in the drum unit again. Reinstall the toner cartridge and drum unit assembly in the machine.  If the problem continues, contact Brother Customer Service or your local Brother dealer.
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.
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
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 MP Tray	The paper is jammed in the MP tray.	Remove all jammed paper from in and around the MP tray. Press <b>Go</b> .
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 Tray 1 Jam Tray 2 Jam Tray 3 Jam Tray 4	The paper is jammed in the indicated paper tray.	Pull out the paper tray indicated on the LCD and remove all jammed paper.
No Drum Unit	The drum unit is not installed correctly.	Reinstall the toner cartridge and drum unit assembly.
No Paper	The machine is out of paper, or paper is not loaded correctly in the paper tray.	<ul style="list-style-type: none"> <li>• Refill paper in the paper tray. Make sure the paper guides are set to the correct size.</li> <li>• If paper is in the tray, remove it and load it again. Make sure the paper guides are set to the correct size.</li> <li>• Do not overfill the paper tray.</li> </ul>
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"> <li>• Refill paper in the MP tray. Make sure the paper guides are set to the correct size.</li> <li>• If paper is in the tray, remove it and load it again. Make sure the paper guides are set to the correct size.</li> </ul>

Error Message	Cause	Action
No Paper T1 No Paper T2 No Paper T3 No Paper T4	The machine failed to feed paper from the indicated paper tray.	Do one of the following: <ul style="list-style-type: none"> <li>• Refill paper in the paper tray indicated on the LCD. Make sure the paper guides are set to the correct size.</li> <li>• If paper is in the tray, remove it and load it again. Make sure the paper guides are set to the correct size.</li> <li>• Do not overfill the paper tray.</li> </ul>
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.
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.
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.
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 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: Alternate wireless configuration method*

## How to Enter Text on Your Brother Machine

When setting certain options, such as the Network Key, you must enter characters on the machine:

- Hold down or repeatedly press ▲ or ▼ to select a character from this list:  
0123456789abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ(space)!"#\$%&'()\*+,-./:;<=>?@[ ]^\_
- Press **OK** when the character or symbol you want is displayed, and then enter the next character.
- Press **Back** to delete characters entered incorrectly.

## 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](http://solutions.brother.com/manuals).



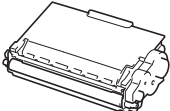
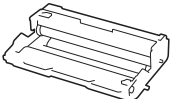


# Supplies

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 order No.	Approximate Life (Page Yield)	Applicable Models
<b>Toner Cartridge</b> 	Standard Toner: TN-820	Approximately 3,000 pages <sup>1 2</sup>	HL-L5000D/HL-L5100DN/ HL-L5200DW/HL-L5200DWT/ HL-L6200DW/HL-L6200DWT
	High Yield Toner: TN-850	Approximately 8,000 pages <sup>1 2</sup>	HL-L5000D/HL-L5100DN/ HL-L5200DW/HL-L5200DWT/ HL-L6200DW/HL-L6200DWT
	Super High Yield Toner: TN-880	Approximately 12,000 pages <sup>1 2</sup>	HL-L6200DW/HL-L6200DWT
<b>Drum Unit</b> 	DR-820	Approximately 30,000 pages <sup>3</sup>	HL-L5000D/HL-L5100DN/ HL-L5200DW/HL-L5200DWT/ HL-L6200DW/HL-L6200DWT

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

<sup>2</sup> Letter or A4 size 1-sided pages

<sup>3</sup> 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<sup>®</sup>, double-click the Brother CreativeCenter 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.

Macintosh users can access Brother CreativeCenter at this web address:

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

Brother International Corporation  
200 Crossing Boulevard  
P.O. Box 6911  
Bridgewater, NJ 08807-0911 USA

Brother International Corporation (Canada) Ltd.  
1 rue Hôtel de Ville,  
Dollard-des-Ormeaux, QC, Canada H9B 3H6

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**[www.brother.com](http://www.brother.com)**

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Version 0

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