



Online User's Guide

HL-L1228

HL-L1238W

HL-L1808W

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

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Before You Use Your Machine

- [Definitions of Notes](#)
- [Trademarks](#)
- [Open Source Licensing](#)
- [Copyright and License](#)
- [Important Notes](#)

Definitions of Notes

We use the following symbols and conventions throughout this User's Guide:

 WARNING	WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.
 CAUTION	CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.
IMPORTANT	IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.
NOTE	NOTE specifies the operating environment, conditions for installation, or special conditions of use.
	Tips icons indicate helpful hints and supplementary information.
	Electrical Hazard icons alert you to possible electrical shock.
	Fire Hazard icons alert you to the possibility of a fire.
	Hot Surface icons warn you not to touch hot machine parts.
	Prohibition icons indicate actions you must not perform.
Bold	Bold style identifies buttons on the machine's control panel or computer screen.
<i>Italics</i>	Italicised style emphasises an important point or refers you to a related topic.
Courier New	Courier New font identifies messages shown on the machine's LCD.

Related Information

- [Before You Use Your Machine](#)

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Related Information

- [Before You Use Your Machine](#)

Open Source Licensing

This product includes open source software.

To view Open Source Licensing Remarks and Copyright Information, go to your model's **Manuals** page at support.brother.com/manuals.



Related Information

- [Before You Use Your Machine](#)
-

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This product includes the "KASAGO TCP/IP" software developed by ZUKEN ELMIC, Inc.

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Related Information

- [Before You Use Your Machine](#)
-

Important Notes

- Check support.brother.com/downloads for Brother driver and software updates.
- To keep your machine performance up to date, check support.brother.com/downloads for the latest firmware upgrade. Otherwise, some of your machine's functions may not be available.
- Do not use this product outside the country of purchase as it may violate the wireless telecommunication and power regulations of that country.
- Before giving your machine to anyone else, replacing it, or disposing of it, we strongly recommend resetting it to its factory settings to remove all personal information.
- Windows 10 in this document represents Windows 10 Home, Windows 10 Pro, Windows 10 Education, and Windows 10 Enterprise.
- Windows 11 in this document represents Windows 11 Home, Windows 11 Pro, Windows 11 Education, and Windows 11 Enterprise.
- The screens or images in this User's Guide are for illustration purposes only and may differ from those of the actual products.
- Unless otherwise specified, the screens in this manual are from Windows 10. Screens on your computer may vary depending on your operating system.
- The contents of this document and the specifications of this product are subject to change without notice.



Related Information

- [Before You Use Your Machine](#)
-

Introduction to Your Machine

- [Before Using Your Machine](#)
- [Control Panel Overview](#)
- [LED Patterns and Indications](#)
- [Access Brother Utilities \(Windows\)](#)
- [Access Brother iPrint&Scan \(Windows/Mac\)](#)
- [Input/Output Port Locations on Your Machine](#)

Before Using Your Machine

Before attempting any printing operation, confirm the following:

- Make sure you have installed the correct software and drivers for your machine.
- For USB cable users: Make sure the interface cable is physically secure.

Firewall (Windows)

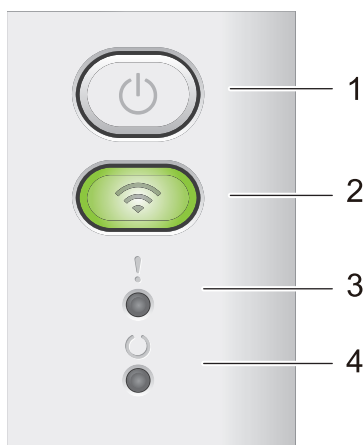
If your computer is protected by a firewall and you are unable to network print, you may need to configure the firewall settings. If you are using the Windows Firewall and you installed the drivers using the steps in the installer, the necessary firewall settings have been already set. If you are using any other personal firewall software, see the User's Guide for your software or contact the software manufacturer.








Related Information

- [Introduction to Your Machine](#)
-

Control Panel Overview



1. Power On/Off



- Turn the machine on by pressing .
- Turn the machine off by pressing and holding . All the LEDs turn off when you enable the Power Off mode.
- Press  to clear certain errors.
- Press  to print any data remaining in the machine's memory.
- Press and hold  for about two seconds to cancel a print job.

2. Wi-Fi (HL-L1238W/HL-L1808W)


Press and hold the **Wi-Fi** 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 **Wi-Fi** light is on, your Brother machine is connected to a wireless access point. When the **Wi-Fi** light blinks, the wireless connection is down, or your machine is in the process of connecting to a wireless access point.

3. Error LED ()

The Error LED () indicates that the machine is in error state. Also, the Error LED () indicates the kind of error in combination with other LEDs.

4. Ready LED ()

The Ready LED () will blink depending on the machine status.

Related Information

- [Introduction to Your Machine](#)

LED Patterns and Indications

The LEDs on your machine's control panel light up, dim, or blink to indicate machine status.

LED indications are defined in the table below.

	LED is off.
	LED is on.
	LED is dimmed.
	LED is blinking.

This table defines what LEDs indicate when they light up, dim, or blink.



LED indication	Status	Meaning
	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.
	Ready Data Remaining	The machine is ready to print. There is remaining print data in the machine's memory. Press to print the remaining data in the memory. If the remaining data does not print, resend the print job.
	Please Wait Printing Receiving Data Cooling Down	The machine is warming up. The machine is printing. The machine is either receiving data from the computer or processing data in the memory. When in Receiving Data state, Ready LED () is blinking for one minute, and nothing has printed, it changes to Data Remaining state and Ready LED () lights up. The machine is cooling down. Wait for 10 minutes or until the inside of the machine has cooled down.
	Cancel Printing	The machine is canceling the job.

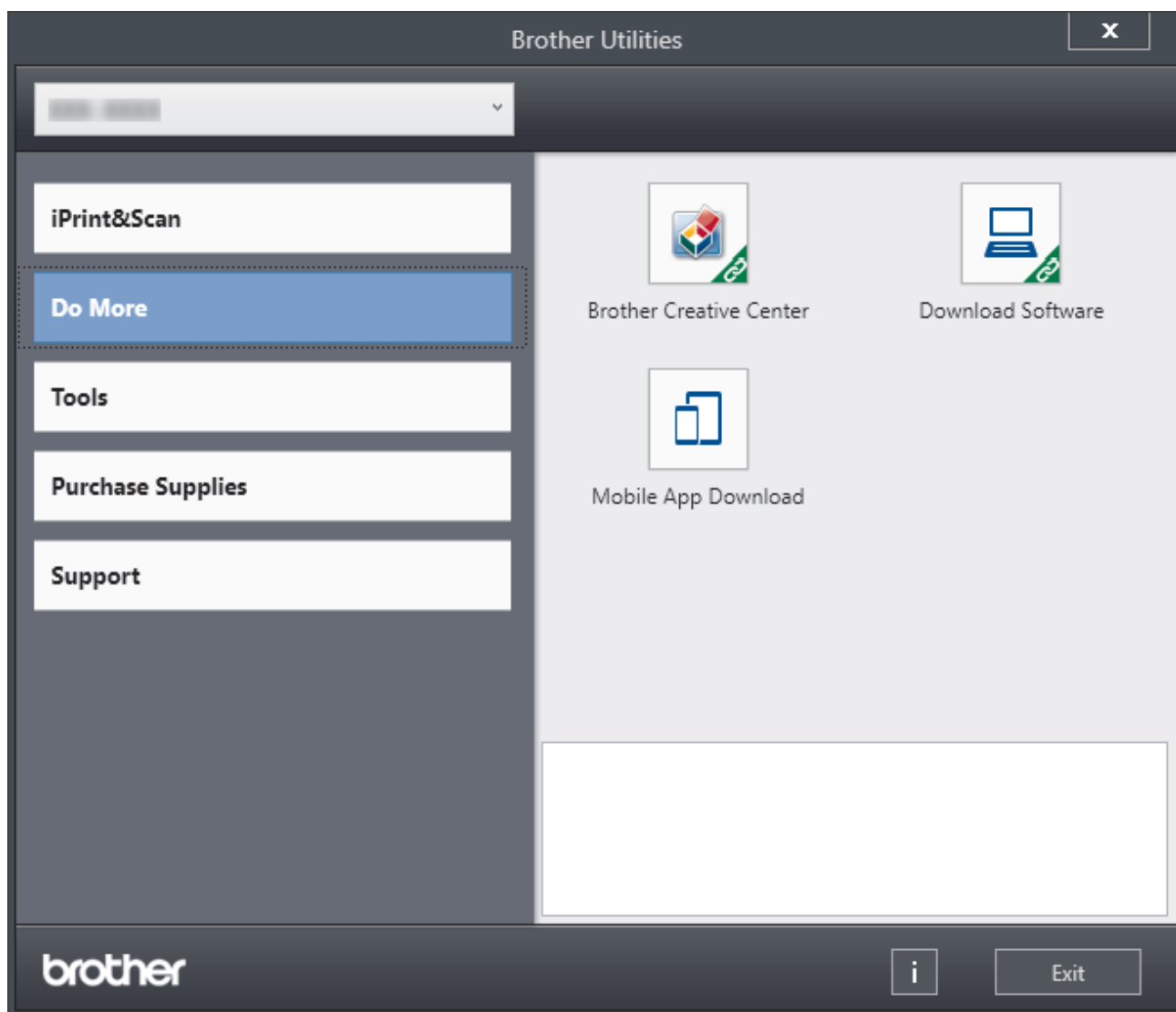
Related Information

- [Introduction to Your Machine](#)

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 11)
Click  > **All apps** > **Brother** > **Brother Utilities**.
 - (Windows 10, Windows Server 2016, Windows Server 2019, and Windows Server 2022)
Click  > **Brother** > **Brother Utilities**.
2. Select your machine.





3. Choose the option you want.

✓ Related Information

- [Introduction to Your Machine](#)
 - [Uninstall the Software and Drivers \(Windows\)](#)

Uninstall the Software and Drivers (Windows)

1. Do one of the following:
 - Windows 11
Click  > **All apps** > **Brother** > **Brother Utilities**.
 - Windows 10, Windows Server 2016, Windows Server 2019, and Windows Server 2022
Click  > **Brother** > **Brother Utilities**.
2. Select your model from the drop-down list (if it is not already selected).
3. Click **Tools** in the left navigation bar.
 - If the **Software Update Notification** icon is visible, select it, and then click **Check now** > **Check for Software Updates** > **Update**. Follow the on-screen instructions.
 - If the **Software Update Notification** icon is not visible, go to the next step.
4. Click **Uninstall** in the **Tools** section of **Brother Utilities**.
Follow the instructions in the dialog box to uninstall the software and drivers.



Related Information

- [Access Brother Utilities \(Windows\)](#)

Access Brother iPrint&Scan (Windows/Mac)

Use Brother iPrint&Scan for Windows and Mac to print from your computer.

To download the latest version:

- For Windows:

Go to your model's **Downloads** page at support.brother.com/downloads, and then download and install Brother iPrint&Scan.

- For Mac: (HL-L1238W/HL-L1808W)

Download and install Brother iPrint&Scan from the Apple App Store.

If prompted, install the driver and software necessary to use your machine. Download your machine's latest driver and software from your model's **Downloads** page at support.brother.com/downloads.

1. Start Brother iPrint&Scan.

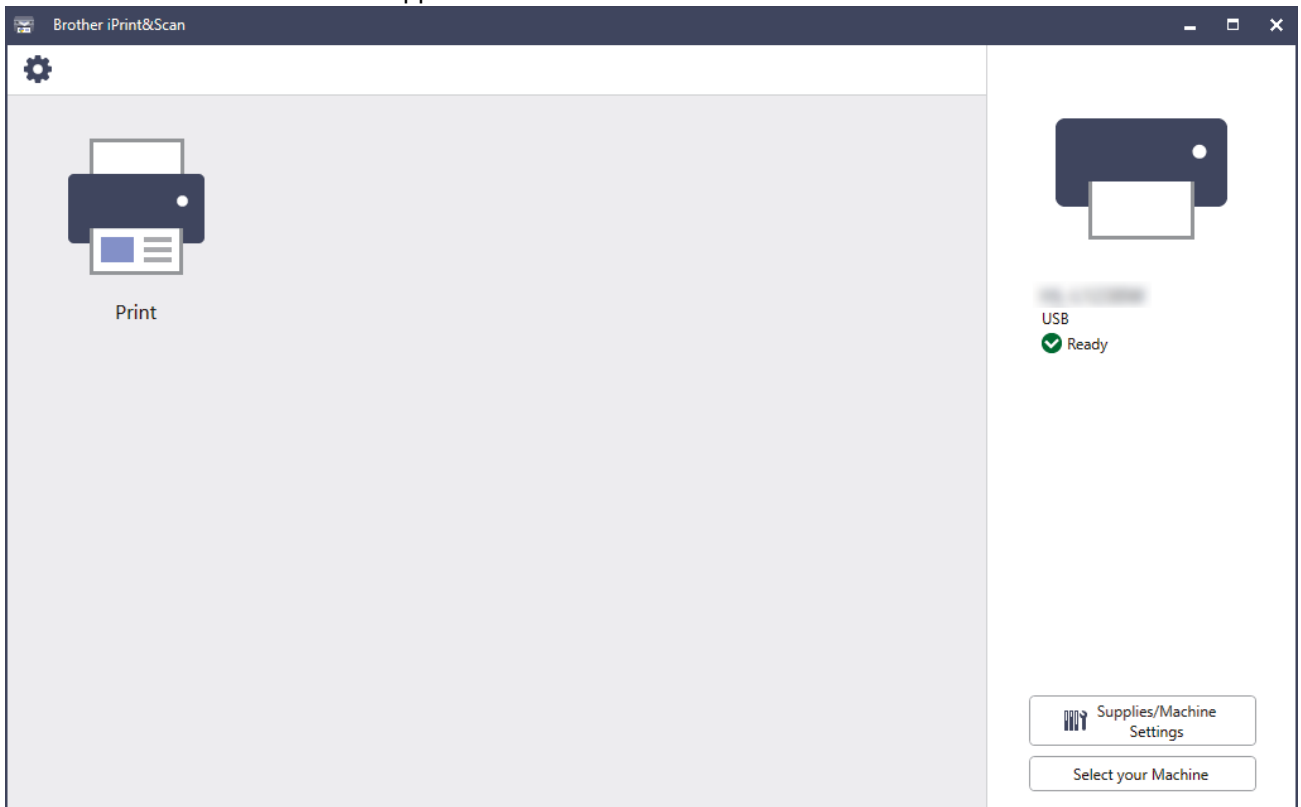
- Windows

Double-click the  (Brother iPrint&Scan) icon

- Mac

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.



The actual screen may differ depending on the version of the application.

✓ Related Information

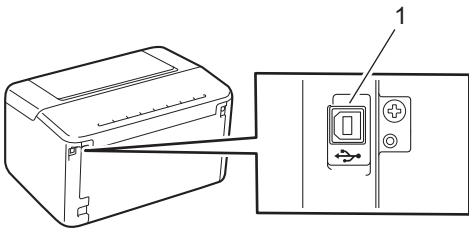
- [Introduction to Your Machine](#)

Related Topics:

- [Brother Mobile Connect](#)

Input/Output Port Locations on Your Machine

The ports are located on the front or back of the machine.



1. USB port

When connecting the USB cable, follow the instructions in the software/driver installer.

To install the necessary driver and software for operating your machine, go to your model's **Downloads** page at support.brother.com/downloads.



Related Information

- [Introduction to Your Machine](#)

Paper Handling

- [Load Paper](#)
- [Paper Settings](#)
- [Unprintable Area](#)
- [Recommended Print Media](#)
- [Using Special Paper](#)

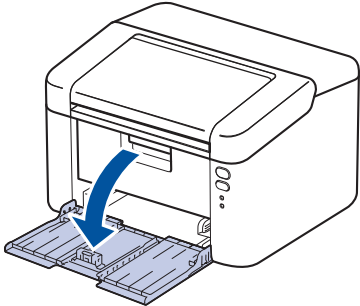
Load Paper

- Load Paper in the Paper Tray

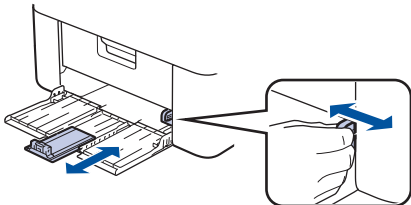
Load Paper in the Paper Tray

When you load a different size and type of paper in the tray, you must also change the Paper Size and Paper Type settings on the machine, or on your computer.

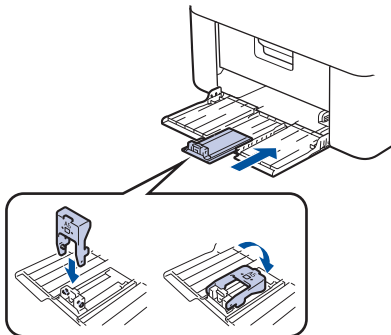
1. Open the paper tray.



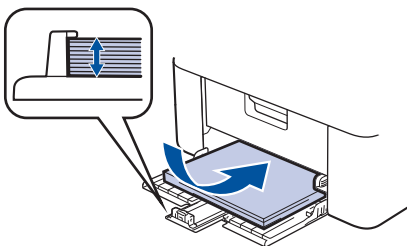
2. Press and slide the paper guides to fit the paper.



For A5 size paper, install the A5 paper tray part you unpacked earlier.

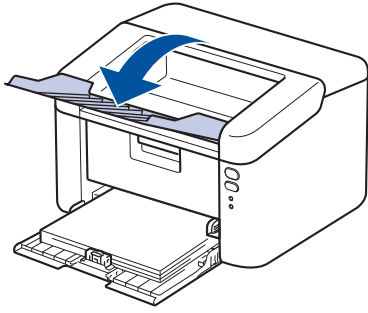


3. Fan the stack of paper well.
4. Load paper in the paper tray with the printing surface *face up*.
5. Make sure the paper is loaded correctly.
Overfilling the paper tray will cause paper jams.



6. Press and slide the paper guides to fit the paper.

7. Open the output tray.



Related Information

- [Load Paper](#)
-

Paper Settings

- [Change the Auto Switching Setting](#)

Change the Auto Switching Setting

Related Models: HL-L1238W/HL-L1808W

Use the Auto Switching feature to select the paper size automatically from the two sizes set in the Tray setting.

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

For example:

https://192.168.1.2

Your machine's IP address can be found in the Network Configuration Report or on the Printer Settings page.

See [Print a List of Printer Settings](#).

3. If required, type the password in the **Login** field, and then click **Login**.



The default password to manage this machine's settings is located on the back of the machine and marked "Pwd". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Print > Tray**.



-
- If the left navigation bar is not visible, start navigating from ☰.
 - If this function is locked, contact your network administrator for access.
-

5. Select **On** or **Off** for the **Auto Switching** option.
6. Select the paper sizes from the **>Letter/A4** and **< Letter/A4** drop-down lists.
7. Click **Submit**.

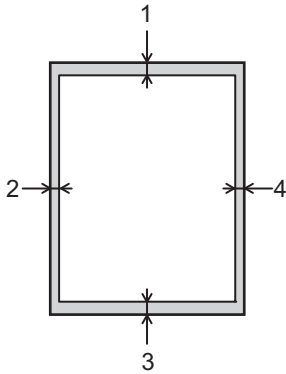


Related Information

- [Paper Settings](#)

Unprintable Area

The measurements in the table below show maximum unprintable areas from the edges of the most commonly used paper sizes. The measurements may vary depending on the paper size or settings in the application you are using.



Do not attempt to print into these areas; your output will not reflect anything in these areas.

Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Print	Letter	4.2 mm	4.2 mm
	A4	4.2 mm	4.2 mm
	Legal	4.2 mm	4.2 mm



Related Information

- [Paper Handling](#)

Recommended Print Media

To get the best print quality, we recommend using the paper listed in the table.

Paper Type	Item
Plain Paper	APP Blue Flag Ship 70 g/m ² APP Gold Flag Ship 80 g/m ² Advanced Agro Double A 80 g/m ²



Related Information

- [Paper Handling](#)

Using Special Paper

Always test paper samples before purchasing them to ensure desirable performance.

DO NOT use inkjet paper; it may cause a paper jam or damage your machine.

Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight, and heat.

IMPORTANT

Some types of paper may not perform well or may cause damage to your machine.

DO NOT use paper:

- that is highly textured
- that is extremely smooth or shiny
- that is curled or warped
- that is coated or has a chemical finish
- that is damaged, creased, or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- that is multipart or carbonless
- that is designed for inkjet printing

If you use any of the types of paper listed above, they may damage your machine. This damage is not covered under any Brother warranty or service agreement.



Related Information

- [Paper Handling](#)
-

Print

- [Print from Your Computer \(Windows\)](#)
- [Print from Your Computer \(Mac\)](#)
- [Cancel a Print Job](#)

Print from Your Computer (Windows)

- [Print a Document \(Windows\)](#)
- [Print on Both Sides of the Paper \(Windows\)](#)
- [Change the Default Print Settings \(Windows\)](#)
- [Print Settings \(Windows\)](#)
- [Monitor the Status of the Machine from Your Computer \(Windows\)](#)

Print a Document (Windows)

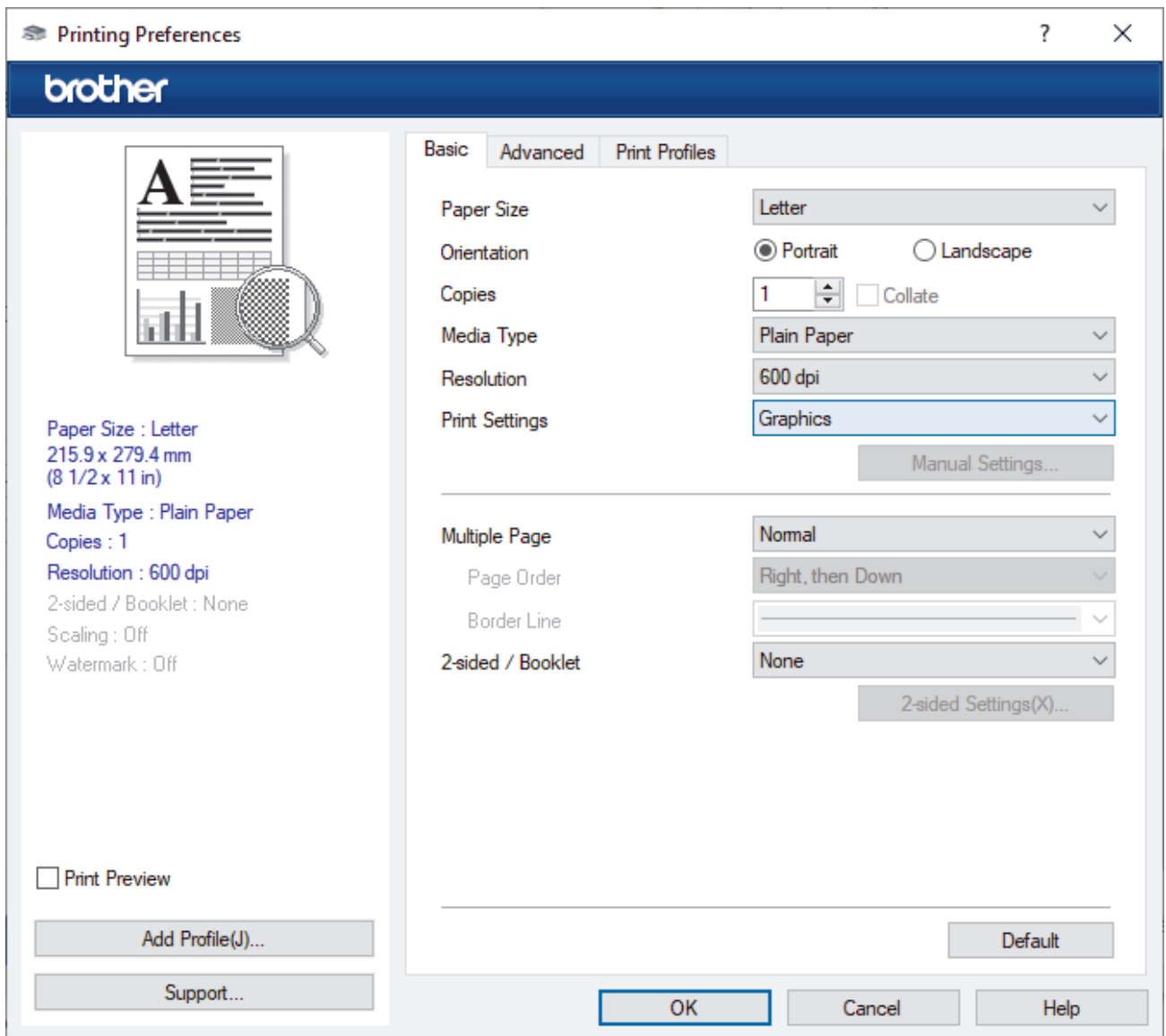
When you change an application's print settings, the changes apply only to documents printed with that application.



To change print settings for all Windows applications, you must configure the printer driver properties. For more information, see *Related Information:Change the Default Print Settings (Windows)*.

1. [Load paper in the paper tray.](#)
2. Select the print command in your application.
3. Select your model's name, and then click the printer's properties or preferences button.

The printer driver window appears.



4. Make sure you have loaded the correct size paper in the paper tray.
5. Click the **Paper Size** drop-down list, and then select your paper size.
6. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the orientation of your printout.



If your application contains a similar setting, we recommend that you set the orientation using the application.

7. Type the number of copies (1-999) you want in the **Copies** field.
8. Click the **Media Type** drop-down list, and then select the type of paper you are using.

-
9. To print multiple pages on a single sheet of paper or print one page of your document on multiple sheets, click the **Multiple Page** drop-down list, and then select your options.
 10. Click the **2-sided / Booklet** drop-down list, and then select the option you want.
 11. Change other printer settings, if needed.
 12. Click **OK**.
 13. Complete your print operation.



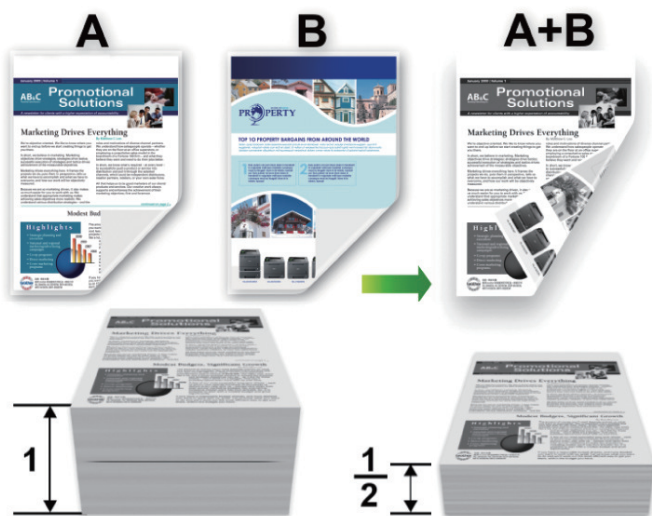
Related Information

- [Print from Your Computer \(Windows\)](#)

Related Topics:

- [Printing Problems](#)
 - [Change the Default Print Settings \(Windows\)](#)
 - [Paper Settings](#)
 - [Print Settings \(Windows\)](#)
-

Print on Both Sides of the Paper (Windows)



- If paper is curled, straighten it and put it back in the paper tray.
- If the paper is too thin, it may wrinkle.
- When you use the manual 2-sided printing function, it is possible there may be paper jams or poor print quality.

1. Select the print command in your application.
2. Select your model's name, and then click the printer's properties or preferences button. The printer driver window appears.
3. In the **Orientation** field, select the **Portrait** or **Landscape** option to set the orientation of your printout.



If your application contains a similar setting, we recommend that you set the orientation using the application.

4. Click the **2-sided / Booklet** drop-down list, and then select the **2-sided (Manual)** option.

Option	Description
2-sided (Manual)	The machine prints all the even-numbered pages on one side of the paper first. Then, the printer driver instructs you (with a pop-up message) to reinsert the paper.

5. Click the **2-sided Settings** button.
6. Select one of the options from the **2-sided Type** menu. When 2-sided is selected, four types of 2-sided binding are available for each orientation:

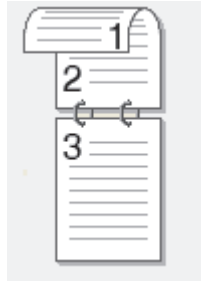
Option for Portrait	Description
Long Edge (Left)	

Option for Portrait	Description
---------------------	-------------

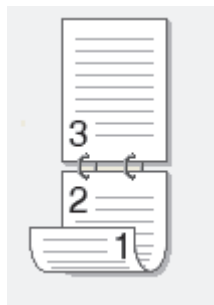
Long Edge (Right)



Short Edge (Top)

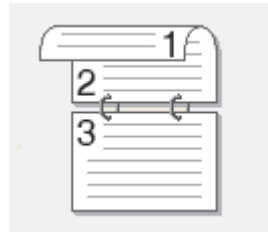


Short Edge (Bottom)

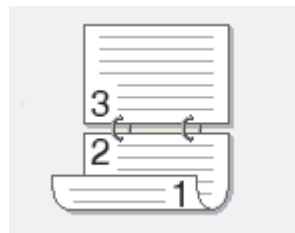


Option for Landscape	Description
----------------------	-------------

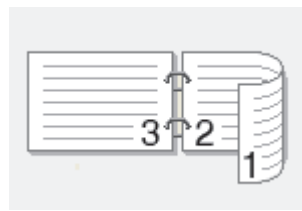
Long Edge (Top)



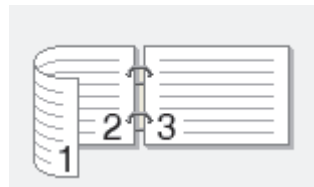
Long Edge (Bottom)



Short Edge (Right)



Short Edge (Left)



-
7. Select the **Binding Offset** checkbox to specify the offset for binding in inches or millimetres.
 8. Click **OK**.
 9. Change other printer settings, if needed.
 10. Click **OK** again and follow the screen instructions.

If the paper is not feeding correctly, it may be curled. Remove the paper, straighten it, and put it back in the paper tray.



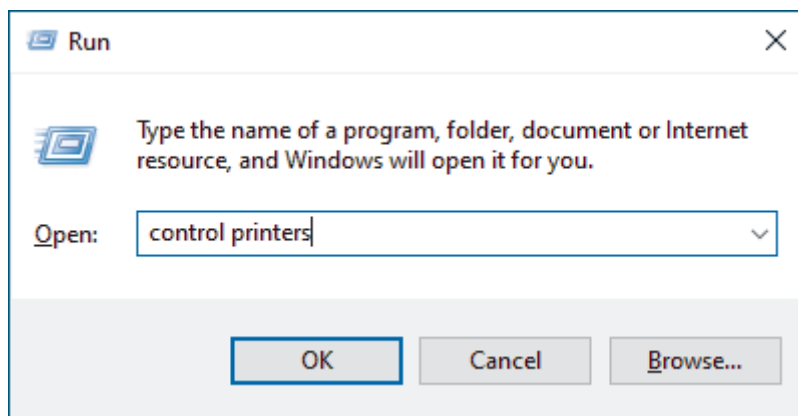
Related Information

- [Print from Your Computer \(Windows\)](#)
-

Change the Default Print Settings (Windows)

When you change an application's print settings, the changes apply only to documents printed with that application. To change print settings for all Windows applications, you must configure the printer driver properties.

1. Hold down the  key and press the  key on the computer's keyboard to launch **Run**.
2. Type "**control printers**" in the **Open:** field and click **OK**.



The **Devices and Printers** window appears.



If the **Devices and Printers** window does not appear, click **View more devices > More devices and printer settings**.

3. Right-click your model's icon, and then select **Printer properties**. (If the printer driver options appear, select your printer driver.)
The printer properties dialog box appears.
4. Click the **General** tab, and then click the **Printing Preferences...** or **Preferences...** button.
The printer driver dialog box appears.



- To configure the tray settings, click the **Device Settings** tab (available for certain models).
- To change the printer port, click the **Ports** tab.

5. Select the print settings you want to use as the default for all of your Windows programs.
6. Click **OK**.
7. Close the printer properties dialog box.



Related Information

- [Print from Your Computer \(Windows\)](#)

Related Topics:

- [Printing Problems](#)
- [Print a Document \(Windows\)](#)
- [Print Settings \(Windows\)](#)

Print Settings (Windows)



- When you change an application's print settings, the changes apply only to documents printed with that application.
For more information, see *Related Information: Print a Document (Windows)*.
- To change the default print settings, you must configure the printer driver properties.
For more information, see *Related Information: Change the Default Print Settings (Windows)*.

>> [Basic Tab](#)

>> [Advanced Tab](#)

Basic Tab

The screenshot shows the 'Printing Preferences' dialog box for a Brother printer. The 'Basic' tab is selected, showing settings for Paper Size (Letter), Orientation (Portrait), Copies (1), Media Type (Plain Paper), Resolution (600 dpi), and Print Settings (Graphics). There are also options for Multiple Page (Normal), Page Order (Right, then Down), Border Line, and 2-sided / Booklet (None). A 'Print Preview' checkbox is at the bottom left, and 'Add Profile(J)...' and 'Support...' buttons are at the bottom. The 'OK', 'Cancel', and 'Help' buttons are at the bottom right.

Setting	Value
Paper Size	Letter
Orientation	Portrait
Copies	1
Media Type	Plain Paper
Resolution	600 dpi
Print Settings	Graphics
Multiple Page	Normal
Page Order	Right, then Down
Border Line	
2-sided / Booklet	None

1. Paper Size

Select the paper size you want to use. You can either choose from standard paper sizes or create a custom paper size.

2. Orientation

Select the orientation (portrait or landscape) of your printout.

If your application contains a similar setting, we recommend that you set the orientation using the application.

3. Copies

Type the number of copies (1-999) that you want to print in this field.

Collate

Select this option to print sets of multi-page documents in the original page order. When this option is selected, one complete copy of your document will print, and then reprint according to the number of copies you choose. If this option is not selected, then each page will print according to the number of copies chosen before the next page of the document is printed.

4. Media Type

Select the media type you want to use. To achieve the best print results, the machine automatically adjusts its print settings according to the selected media type.

5. Resolution

Select the print resolution. As print resolution and speed are related, the higher the resolution, the longer it will take to print the document.

6. Print Settings

Select the type of document you want to print.

Manual Settings...

Specify additional settings such as brightness, contrast, and other settings.

Graphics

Use Printer Halftone

Select this option to use the printer driver to express halftones.

Brightness

Adjust the brightness.

Contrast

Adjust the contrast.

Graphics Quality

Select either Graphics or Text for the best print quality, based on the type of document you are printing.

Improve Grey Printing

Select this option to improve the image quality of shaded areas.

Improve Pattern Printing

Select this option to improve the pattern printing if printed fills and patterns are different from the fills and patterns you see on your computer screen.

Improve Thin Line

Select this option to improve the image quality of thin lines.

Use System Halftone

Select this option to use Windows to express halftones.

7. Multiple Page

Select this option to print multiple pages on a single sheet of paper, or print one page of your document on multiple sheets.

Page Order

Select the page order when printing multiple pages on a single sheet of paper.

Border Line

Select the type of border to use when printing multiple pages on a single sheet of paper.

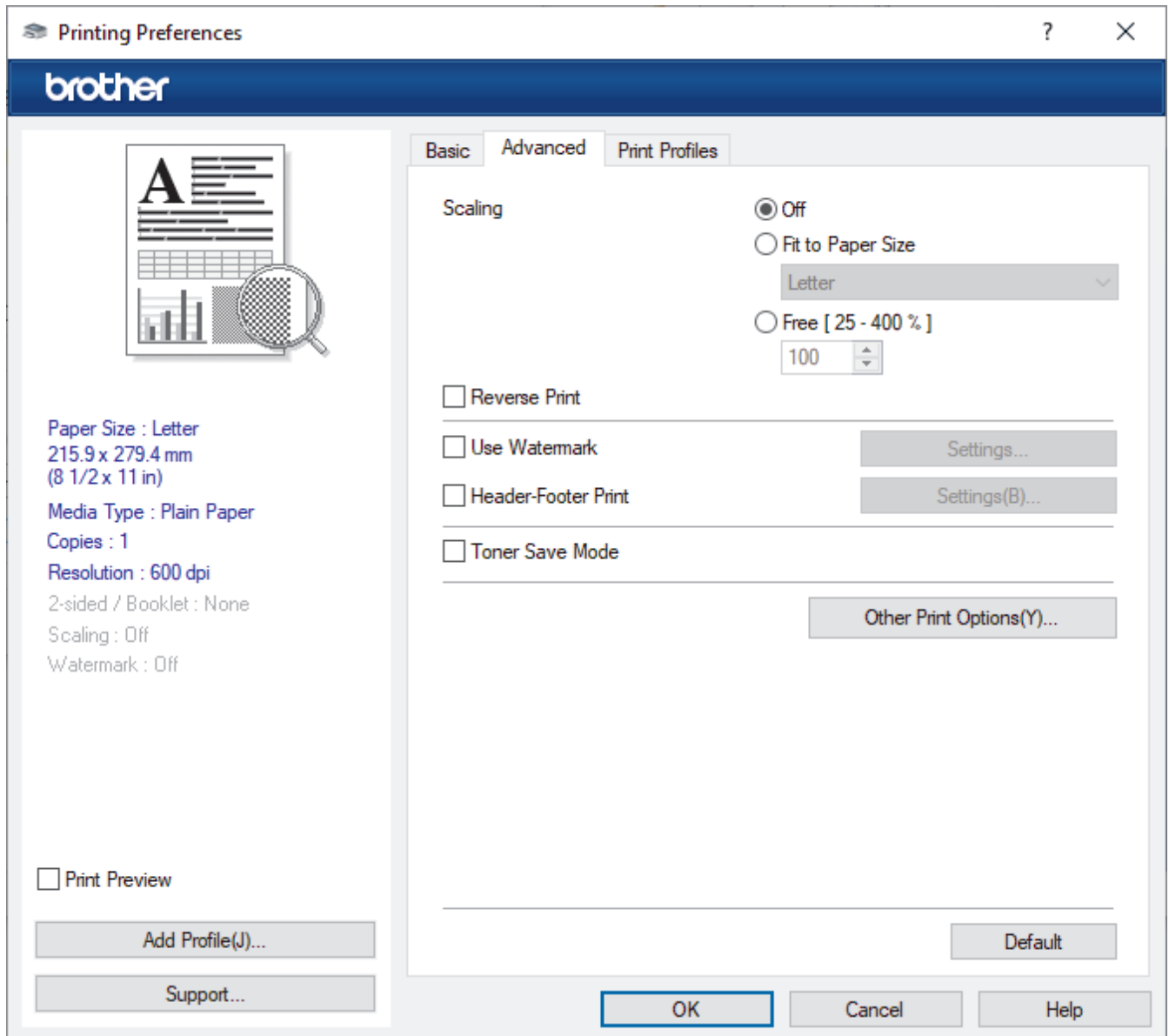
8. 2-sided / Booklet

Select this option to print on both sides of the paper, or print a document in booklet format using 2-sided printing.

2-sided Settings

Click this button to select the type of 2-sided binding. Four types of 2-sided bindings are available for each orientation.

Advanced Tab



1. Scaling

Select these options to enlarge or reduce the size of the pages in your document.

Fit to Paper Size

Select this option to enlarge or reduce the document pages to fit a specified paper size. When you select this option, select the paper size you want from the drop-down list.

Free [25 - 400 %]

Select this option to enlarge or reduce the document pages manually. When you select this option, type a value into the field.

2. Reverse Print

Select this option to rotate the printed image 180 degrees.

3. Use Watermark

Select this option to print a logo or text on your document as a watermark. Select one of the preset watermarks, add a new watermark, or use an image file you have created.

4. Header-Footer Print

Select this option to print the date, time, and login user name on the document.

5. Toner Save Mode

Select this feature to use less toner to print documents; printouts appear lighter, but are still legible.

6. Administrator

This feature allows you to change the administrator password and restrict various printing functions.

7. Other Print Options

Macro (available for certain models)

Select this feature to print an electronic form (macro), which you have stored in your machine's memory, as an overlay on the print job.

Density Adjustment

Specify the print density.

Improve Print Output

Select this option to reduce the amount of paper curling and improve the toner fixing.

Skip Blank Page

Select this option to allow the printer driver to automatically detect blank pages and exclude them from printing.

Print Text in Black

Select this option when you want to print colour text in black.

Print Archive

Select this option to save the print data as a PDF file to your computer.

Eco settings

Select this option to reduce printing noise.



Related Information

- [Print from Your Computer \(Windows\)](#)



Related Topics:

- [Change the Default Print Settings \(Windows\)](#)
 - [Print a Document \(Windows\)](#)
-

Monitor the Status of the Machine from Your Computer (Windows)

The Status Monitor is a configurable software tool for monitoring the status of one or more machines, allowing you to get immediate notification of errors.

Do one of the following:

- Double-click the  icon in the task tray.
- Launch  (**Brother Utilities**), and then click the drop-down list and select your model's name (if not already selected). Click **Tools** in the left navigation bar, and then click **Status Monitor**.

Troubleshooting

Click the **Troubleshooting** link to access the support website.

Visit the Genuine Supplies website

Click the **Visit the Genuine Supplies website** link for more information on Brother genuine supplies.



Related Information

- [Print from Your Computer \(Windows\)](#)

Related Topics:

- [Printing Problems](#)
-




Print from Your Computer (Mac)

- [Before Using AirPrint \(macOS\)](#)
- [Print Using AirPrint](#)

Cancel a Print Job

On the machine's control panel, press and hold  for about two seconds to cancel the current print job.



- (HL-L1228) To cancel multiple print jobs, press and hold  for about two seconds. While all the LEDs light up alternately, press  again.
- (HL-L1238W/HL-L1808W) To cancel multiple print jobs, press and hold  for about six seconds.



Related Information

- [Print](#)

Related Topics:

- [Printing Problems](#)

Network

Related Models: HL-L1238W/HL-L1808W

- [Supported Basic Network Features](#)
- [Configure Network Settings](#)
- [Wireless Network Settings](#)
- [Network Features](#)
- [Brother Management Tools](#)

Supported Basic Network Features

Related Models: HL-L1238W/HL-L1808W

The machine supports various features depending on the operating system. Use this table to see which network features and connections are supported by each operating system.

Operating Systems	Windows	Windows Server	macOS
Printing	Yes	Yes	Yes
Web Based Management ¹	Yes	Yes	Yes
Status Monitor	Yes	Yes	

¹ The default password to manage your machine's settings is located on the back of the machine and marked "Pwd". We recommend immediately changing the default password to protect your machine from unauthorised access.



When connecting your machine to an outside network such as the Internet, make sure your network environment is protected by a separate firewall or other means in order to prevent information leaks due to inadequate settings or unauthorised access by malicious third parties.



Related Information

- [Network](#)

Related Topics:

- [Change the Login Password Using Web Based Management](#)

Configure Network Settings

Related Models: HL-L1238W/HL-L1808W

- [Change Machine Settings Using Web Based Management](#)

Wireless Network Settings

Related Models: HL-L1238W/HL-L1808W

- [Use the Wireless Network](#)
- [Use Wireless Direct](#)
- [Enable/Disable Wireless LAN](#)
- [Enable/Disable Wireless Direct](#)
- [Print the WLAN Report](#)

Use the Wireless Network

Related Models: HL-L1238W/HL-L1808W

- [Before Configuring Your Machine for a Wireless Network](#)
- [Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Computer](#)
- [Configure Your Machine for a Wireless Network Using the One Push Method of Wi-Fi Protected Setup™ \(WPS\)](#)
- [Configure Your Machine for a Wireless Network Using the PIN Method of Wi-Fi Protected Setup™ \(WPS\)](#)

Before Configuring Your Machine for a Wireless Network

Related Models: HL-L1238W/HL-L1808W

Before attempting to configure a wireless network, confirm the following:

- To achieve optimum results with normal everyday document printing, place your machine as close to the wireless LAN access point/router as possible with minimal obstructions. Large objects and walls between the two devices and interference from other electronic devices can affect the data transfer speed of your documents.

Due to these factors, wireless may not be the best method of connection for all types of documents and applications. If you are printing large files, such as multi-page documents with mixed text and large graphics, you may want to consider selecting USB for the fastest print speed.

- If there is a signal in the vicinity, wireless LAN allows you to freely make a LAN connection. However, if security settings are not correctly configured, the signal may be intercepted by malicious third-parties, possibly resulting in:
 - Theft of personal or confidential information
 - Improper transmission of information to parties impersonating the specified individuals
 - Dissemination of transcribed communication contents that were intercepted



Make sure you know your wireless router/access point's Network Name (SSID) and Network Key (Password). If you cannot find this information, consult the manufacturer of your wireless router/access point, your system administrator, or Internet provider. Brother cannot provide this information.



Related Information

- [Use the Wireless Network](#)

Configure Your Machine for a Wireless Network Using the Setup Wizard from Your Computer

Related Models: HL-L1238W/HL-L1808W

1. Download the installer from your model's **Downloads** page at support.brother.com/downloads.
2. Start the installer, and then follow the on-screen instructions.
3. Select **Wireless Network Connection (Wi-Fi)**, and then click **Next**.
4. Follow the on-screen instructions.

You have completed the wireless network setup.





Related Information

- [Use the Wireless Network](#)

Configure Your Machine for a Wireless Network Using the One Push Method of Wi-Fi Protected Setup™ (WPS)

Related Models: HL-L1238W/HL-L1808W

If your wireless access point/router supports WPS (PBC: Push Button Configuration), you can use WPS from your machine's control panel **Wi-Fi** button to configure your wireless network settings.

1. Make sure that the power cord is plugged in and the top cover is closed.
2. Press  to turn the machine on and make sure only the Ready LED () lights up.
3. Press the WPS button on your wireless access point/router.
4. Press the **Wi-Fi** button nine times.
5. The machine starts the one-push wireless setting mode.

The machine will search for a WLAN access point/router that supports Wi-Fi Protected Setup™ (WPS) for five minutes.

If your wireless device is connected successfully, the **Wi-Fi** LED lights up.

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at support.brother.com/downloads.

Related Information

- [Use the Wireless Network](#)

Related Topics:

- [Wireless LAN Report Error Codes](#)

Configure Your Machine for a Wireless Network Using the PIN Method of Wi-Fi Protected Setup™ (WPS)

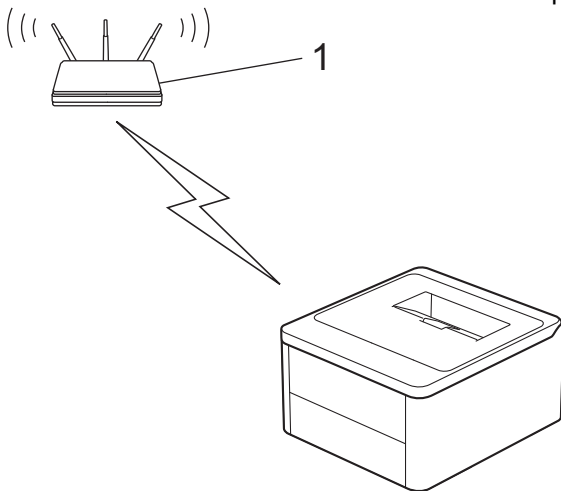
Related Models: HL-L1238W/HL-L1808W

If your wireless LAN access point/router supports WPS, you can use the Personal Identification Number (PIN) Method to configure your wireless network settings.

The PIN Method is one of the connection methods developed by the Wi-Fi Alliance®. By submitting a PIN created by an Enrollee (your machine) to the Registrar (a device that manages the wireless LAN), you can set up the wireless network and security settings. For more information on how to access WPS mode, see the instructions provided with your wireless access point/router.

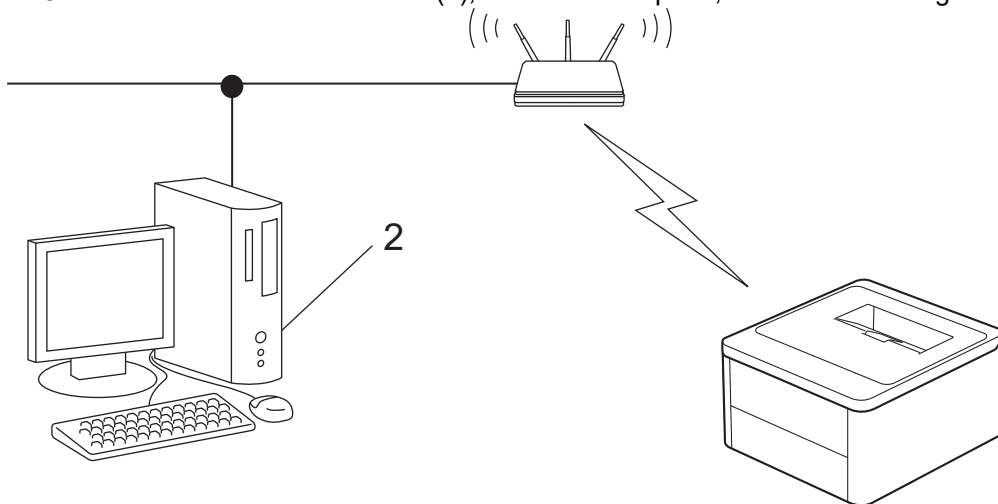
Type A



Connection when the wireless LAN access point/router (1) doubles as the Registrar:



Type B

Connection when another device (2), such as a computer, is used as the Registrar:





1. Make sure that the power cord is plugged in and the top cover is closed.
2. Press  to turn the machine on and make sure only the Ready LED () lights up.
3. Press the **Wi-Fi** button eleven times.
4. The machine prints an eight-digit PIN and starts searching for a WLAN access point/router.
5. Using a computer connected to the network, in your browser's address bar, type the IP address of the device you are using as the Registrar (for example: <http://192.168.1.2>).

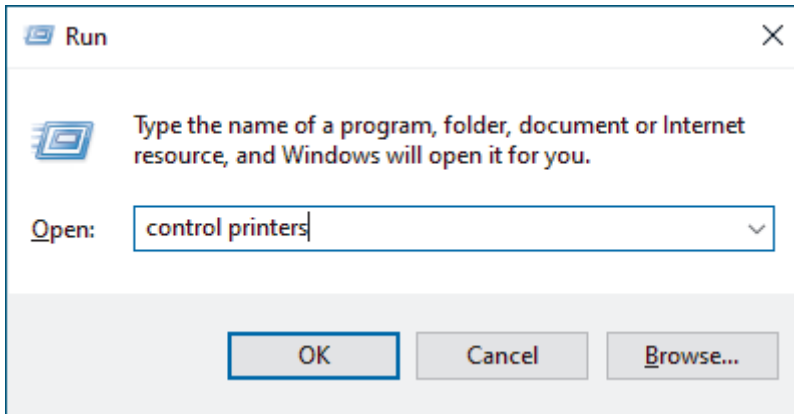
6. Go to the WPS settings page and type the PIN, and then follow the on-screen instructions.



- The Registrar is usually the wireless LAN access point/router.
- The settings page may differ depending on the brand of wireless LAN access point/router. For more information, see the instructions supplied with your wireless LAN access point/router.

If you are using a Windows 10 or Windows 11 computer as a Registrar, complete the following steps:

7. Hold down the  key and press the  key on the computer's keyboard to launch **Run**.
8. Type "**control printers**" in the **Open:** field and click **OK**.



The **Devices and Printers** window appears.



If the **Devices and Printers** window does not appear, click **View more devices > More devices and printer settings**.

9. Click **Add a device**.



- To use a Windows 10 or Windows 11 computer as a Registrar, you must register it to your network in advance. For more information, see the instructions supplied with your wireless LAN access point/router.
- If you use Windows 10 or Windows 11 as a Registrar, you can install the printer driver after the wireless configuration by following the on-screen instructions. To install the driver and software necessary to use your machine, go to your model's **Downloads** page at support.brother.com/downloads.

10. Select your machine and click **Next**.

11. Type the PIN from the printed page, and then click **Next**.

12. Click **Close**.

13. If your wireless device is connected successfully, the **Wi-Fi** LED lights up.

You have completed the wireless network setup. To install the drivers and software necessary to use your machine, go to your model's **Downloads** page at support.brother.com/downloads.



Related Information

- [Use the Wireless Network](#)

Related Topics:

- [Wireless LAN Report Error Codes](#)
-

Use Wireless Direct

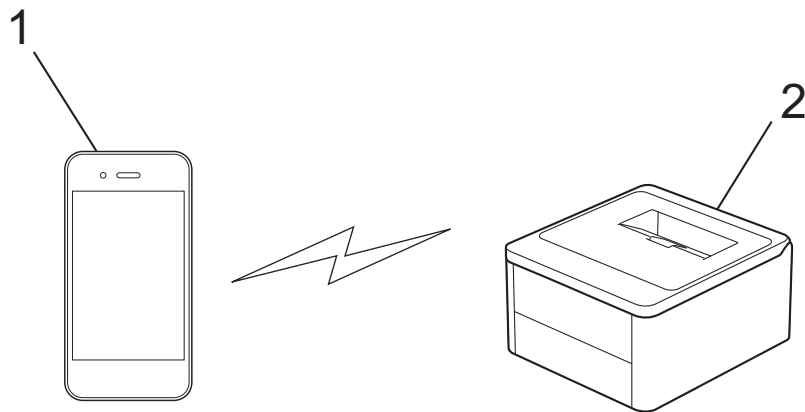
Related Models: HL-L1238W/HL-L1808W

- [Wireless Direct Overview](#)
- [Configure Your Wireless Direct Network](#)

Wireless Direct Overview

Related Models: HL-L1238W/HL-L1808W

Wireless Direct allows you to configure a secured wireless network between your machine and your wireless device (computer, smartphone, tablet, or similar), without using a wireless router/access point. You can configure a wireless network by manually setting a Network Name (SSID) and Network Key (Password).



1. Mobile device
2. Your machine



- You can use Wireless Direct with the wireless network connection at the same time.
- The Wireless Direct-supported device can become a Group Owner. When configuring the Wireless Direct network, the Group Owner serves as an access point.



Related Information

- [Use Wireless Direct](#)



Related Topics:

- [Configure Your Wireless Direct Network](#)

Configure Your Wireless Direct Network

Related Models: HL-L1238W/HL-L1808W

If your mobile device does not support Wireless Direct or WPS, you must configure a Wireless Direct network manually.

1. Make sure that the power cord is plugged in and the top cover is closed.
2. Press  to turn the machine on and make sure only the Ready LED () lights up.
3. Press the **Wi-Fi** button three times.
4. Wireless Direct is enabled and the machine will print the SSID name and Password. Go to your mobile device's wireless network settings screen, select the SSID name, and then enter the password.

Related Information



- [Use Wireless Direct](#)

Related Topics:

- [Wireless Direct Overview](#)

Enable/Disable Wireless LAN

Related Models: HL-L1238W/HL-L1808W

1. Make sure that the power cord is plugged in and the top cover is closed.
2. Press  to turn the machine on and make sure only the Ready LED () lights up.
3. Press the **Wi-Fi** button seven times.





Related Information

- [Wireless Network Settings](#)

Enable/Disable Wireless Direct

Related Models: HL-L1238W/HL-L1808W

1. Make sure that the power cord is plugged in and the top cover is closed.
2. Press  to turn the machine on and make sure only the Ready LED () lights up.
3. Press the **Wi-Fi** button five times.






Related Information

- [Wireless Network Settings](#)

Print the WLAN Report

Related Models: HL-L1238W/HL-L1808W

The WLAN Report shows your machine's wireless status. If the wireless connection fails, check the error code on the printed report.

1. Make sure that the power cord is plugged in and the top cover is closed.
2. Press  to turn the machine on and make sure only the Ready LED () lights up.
3. Press  five times.

The machine will print the WLAN Report.

Related Information

- [Wireless Network Settings](#)
 - [Wireless LAN Report Error Codes](#)

Related Topics:

- [My Machine Cannot Print over the Network](#)
- [I Want to Check that My Network Devices are Working Correctly](#)

Wireless LAN Report Error Codes

Related Models: HL-L1238W/HL-L1808W

If the Wireless LAN Report shows that the connection failed, check the error code on the printed report and see the corresponding instructions in the table:

Error Code	Problem and Recommended Solutions
TS-01	<p>The WLAN (Wi-Fi) is not enabled.</p> <p>Check the following points and try to set up your wireless connection again:</p> <p>Enable the WLAN setting on your machine.</p>
TS-02	<p>The wireless router/access point cannot be detected.</p> <p>Check the following points and try to set up your wireless connection again:</p> <ul style="list-style-type: none">• Make sure the wireless router/access point is on.• Temporarily place your machine closer to the wireless router/access point when you are configuring the wireless settings.• If your wireless router/access point is using MAC address filtering, confirm that the MAC address of the machine is allowed in the filter. You can find the MAC address by printing the Network Configuration Report or the Printer Settings page.• If you manually entered the Network Name (SSID) and security information (authentication method/encryption method), the information may be incorrect. Check the Network Name and security information again and re-enter the correct information.• Restart your wireless router/access point. If you cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.
TS-04	<p>Your machine does not support the authentication and encryption methods used by the selected wireless router/access point.</p> <p>For infrastructure mode (Most common)</p> <p>Change the authentication and encryption methods of the wireless router/access point. Your machine supports the following authentication and encryption methods:</p> <ul style="list-style-type: none">• WPA-Personal: TKIP / AES• WPA2-Personal: TKIP / AES• WPA3-Personal: AES• OPEN: WEP / NONE (without encryption)• Shared key: WEP <p>If your issue is not resolved, the Network Name (SSID) or security settings you entered may be incorrect. Check that all wireless network settings are correct for your network.</p>

Error Code	Problem and Recommended Solutions
TS-05	<p>The Network Name (SSID) and Network Key (Password) are incorrect.</p> <p>Check the following points and try to set up your wireless connection again:</p> <ul style="list-style-type: none"> • Confirm the Network Name (SSID) and Network Key (Password). • If your Network Key contains upper-case and lower-case letters, make sure you type them correctly. • If you cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider. • If your wireless router/access point uses WEP encryption with multiple WEP keys, write down and use only the first WEP key.
TS-06	<p>The wireless security information (authentication method/encryption method/Network Key (Password)) is incorrect.</p> <p>Check the following points and try to set up your wireless connection again:</p> <ul style="list-style-type: none"> • Confirm the Network Key. If your Network Key contains upper-case and lower-case letters, make sure you type them correctly. • Confirm whether the authentication method entered and the authentication method or encryption method supported by the wireless router/access point are the same. • If the Network key, authentication method, and encryption method have been confirmed, restart your wireless router/access point and the machine. • If your wireless router/access point's Stealth Mode is on, you may need to disable it to connect to the wireless network. <p>If you cannot find the Network Name (SSID) and security information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.</p>
TS-07	<p>The machine cannot detect a wireless router/access point that has WPS (Wi-Fi Protected Setup) enabled.</p> <p>Check the following points and try again:</p> <ul style="list-style-type: none"> • To check if your wireless router/access point supports WPS, look for the WPS symbol displayed on the router/access point. For more information, see the documentation provided with your wireless router/access point. • To set up your wireless connection using WPS, you must configure both your machine and the wireless router/access point. For more information, see the user's guide. • If you do not know how to set up your wireless router/access point using WPS, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.
TS-08	<p>Two or more wireless routers or access points that have WPS enabled are detected.</p> <p>Check the following points and try again:</p> <ul style="list-style-type: none"> • Make sure that only one wireless router/access point within range has WPS enabled, and then try to connect again. • Try to connect again after a few minutes to avoid interference from other access points/routers.



How to confirm wireless security information (SSID/authentication method/encryption method/Network Key) of your WLAN access point/router:

1. The default security settings may be provided on a label attached to the WLAN access point/router. Or the manufacturer's name or model number of the WLAN access point/router may be used as the default security settings.
2. See the documentation provided with your WLAN access point/router for information on how to find the security settings.
 - If the WLAN access point/router is set to not broadcast the SSID, the SSID will not automatically be detected. You will have to manually enter the SSID name.
 - The Network Key may also be described as the Password, Security Key, or Encryption Key.

If you do not know the SSID and wireless security settings of your WLAN access point/router or how to change the configuration, see the documentation provided with your WLAN access point/router, ask the manufacturer of your access point/router or ask your Internet provider or network administrator.



Related Information

- [Print the WLAN Report](#)

Related Topics:

- [My Machine Cannot Print over the Network](#)
 - [I Want to Check that My Network Devices are Working Correctly](#)
 - [Configure Your Machine for a Wireless Network Using the One Push Method of Wi-Fi Protected Setup™ \(WPS\)](#)
 - [Configure Your Machine for a Wireless Network Using the PIN Method of Wi-Fi Protected Setup™ \(WPS\)](#)
-

Network Features

Related Models: HL-L1238W/HL-L1808W

- [Configure the Proxy Server Settings Using Web Based Management](#)
- [Reset the Network Settings to the Factory Settings](#)

Configure the Proxy Server Settings Using Web Based Management

Related Models: HL-L1238W/HL-L1808W

If your network uses a proxy server, the following proxy server information must be configured using Web Based Management:

- Proxy server address
- Port number
- User Name
- Password



- We recommend using the latest version of the following web browsers:
 - Microsoft Edge, Firefox, and Google Chrome™ for Windows
 - Safari, Firefox, and Google Chrome™ for Mac
 - Google Chrome™ for Android™
 - Safari and Google Chrome™ for iOS
- Ensure that JavaScript and Cookies are always enabled, regardless of which browser you use.

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

For example:

https://192.168.1.2

Your machine's IP address can be found in the Network Configuration Report or on the Printer Settings page.

See [Print a List of Printer Settings](#).

3. If required, type the password in the **Login** field, and then click **Login**.



The default password to manage this machine's settings is located on the back of the machine and marked "Pwd". Change the default password by following the on-screen instructions when you first log in.

4. In the left navigation bar, click **Network > Network > Protocol**.



If the left navigation bar is not visible, start navigating from ☰.

5. Make sure the **Proxy** checkbox is selected, and then click **Submit**.
6. In the **Proxy** field, click **Advanced Settings**.
7. Enter the proxy server information.
8. Click **Submit**.



Related Information


- [Network Features](#)

Related Topics:

- [WeChat Print](#)




Reset the Network Settings to the Factory Settings

Related Models: HL-L1238W/HL-L1808W

You can use your machine's  button to reset the print server to its default factory settings. This resets all information except the administrator password.



You can also reset the print server to its factory settings using Web Based Management.

1. Make sure the power cord is plugged in, the top cover is closed and the machine is turned off.
2. While holding down , open and close the top cover.
3. Release . Make sure that all the LEDs turn off.
4. Press  six times.

The machine will restart.



Related Information

- [Network Features](#)

Brother Management Tools

Related Models: HL-L1238W/HL-L1808W

Use one of Brother's management tools to configure your Brother machine's network settings. Go to your model's **Downloads** page at support.brother.com/downloads to download the tools.



Related Information

- [Network](#)
-

Security

Related Models: HL-L1238W/HL-L1808W

Your machine supports the security features listed below. For more information about each security feature, go to your model's *Security Features Guide* at support.brother.com/manuals.

- Introduction > Before Using Network Security Features
- Network Security > Configure Certificates for Device Security
- Network Security > Use SSL/TLS
- Network Security > Use SNMPv3
- Send or Receive an Email Securely

Mobile Connect

- [AirPrint](#)
- [Mopria™ Print Service](#)
- [Brother Mobile Connect](#)
- [WeChat Print](#)

AirPrint

- [AirPrint Overview](#)
- [Before Using AirPrint \(macOS\)](#)
- [Print Using AirPrint](#)

AirPrint Overview

Related Models: HL-L1238W/HL-L1808W

AirPrint is a printing solution for Apple operating systems that allows you to wirelessly print photos, email, web pages, and documents from your iPad, iPhone, iPod touch, and Mac computer without the need to install a driver.

For more information, visit Apple's website.

Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards.



Related Information

- [AirPrint](#)

Related Topics:

- [AirPrint Problems](#)

Before Using AirPrint (macOS)

Related Models: HL-L1238W/HL-L1808W

Before printing using macOS, add your machine to the printer list on your Mac computer.

1. Do one of the following:
 - macOS v14 and macOS v13
Select **System Settings** from the Apple menu.
 - macOS v12
Select **System Preferences** from the Apple menu.
2. Select **Printers & Scanners**.
3. Do one of the following:
 - macOS v14 and macOS v13
Click **Add Printer, Scanner, or Fax....**
 - macOS v12
Click the + icon below the Printers pane on the left.
The **Add Printer** screen appears.
4. Select your machine, and then select your model's name from the **Use** pop-up menu.
5. Click **Add**.



Related Information

- [AirPrint](#)



Print Using AirPrint

- [Print from iPad, iPhone, or iPod touch](#)
- [Print Using AirPrint \(macOS\)](#)

Print from iPad, iPhone, or iPod touch

Related Models: HL-L1238W/HL-L1808W

The procedure used to print may vary by application. Safari is used in the example below.

1. Make sure your machine is turned on.
2. Load the paper in the paper tray and change the paper tray settings on your machine.
3. Use Safari to open the page that you want to print.
4. Tap  or .
5. Tap **Print**.
6. Make sure your machine is selected.
7. If a different machine (or no machine) is selected, tap **Printer**.
A list of available machines appears.
8. Tap your machine's name in the list.
9. Select the options you want, such as the number of pages to print and 2-sided printing (if supported by your machine).
10. Tap **Print**.



Related Information

- [Print Using AirPrint](#)

Print Using AirPrint (macOS)

Related Models: HL-L1238W/HL-L1808W

The procedure used to print may vary by application. Safari is used in the example below. Before printing, make sure your machine is in the printer list on your Mac computer.

1. Make sure your machine is turned on.
2. Load the paper in the paper tray and change the paper tray settings on your machine.
3. On your Mac computer, use Safari to open the page that you want to print.
4. Click the **File** menu, and then select **Print**.
5. Make sure your machine is selected. If a different machine (or no machine) is selected, click the **Printer** pop-up menu, and then select your machine.
6. Select the desired options, such as the number of pages to print and 2-sided printing (if supported by your machine).
7. Click **Print**.



Related Information

- [Print Using AirPrint](#)

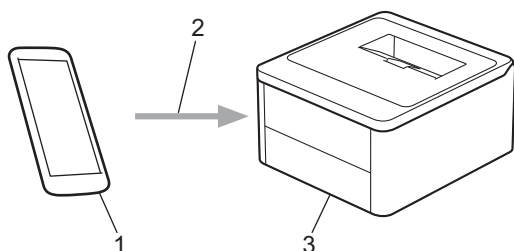
Related Topics:

- [Before Using AirPrint \(macOS\)](#)

Mopria™ Print Service

Related Models: HL-L1238W/HL-L1808W

Mopria™ Print Service is a print feature on Android™ mobile devices developed by the Mopria Alliance™. With this service, you can connect to the same network as your machine and print without additional setup.



1. Android™ Mobile Device
2. Wi-Fi® Connection
3. Your Machine

The Mopria™ Print Service must be downloaded from a search engine and installed on your Android™ device. Before using this Mopria™ feature, make sure you enable it on your mobile device.



Related Information

- [Mobile Connect](#)

Brother Mobile Connect

Related Models: HL-L1238W/HL-L1808W

Use Brother Mobile Connect to print from your mobile device.

- For Android™ devices:

Brother Mobile Connect allows you to use your Brother machine's features directly from your Android™ device.

Go to your model's **Downloads** page at support.brother.com/downloads to download Brother Mobile Connect.

- For all iOS or iPadOS supported devices including iPhone, iPad, and iPod touch:

Brother Mobile Connect allows you to use your Brother machine's features directly from your iOS or iPadOS device.

Download and install Brother Mobile Connect from the App Store.



Related Information

- [Mobile Connect](#)

Related Topics:

- [Access Brother iPrint&Scan \(Windows/Mac\)](#)

WeChat Print

Related Models: HL-L1238W/HL-L1808W

Your machine can print through an app for WeChat, which is called "兄弟畅享印". "兄弟畅享印" lets you wirelessly print photos and documents without installing a driver.

- Connect your machine before using WeChat print function for the first time. Go to www.brother.cn/minisite/bcnactivity/FAQ.html for operation instructions.
- You need to install and set up Brother Mobile Connect on your mobile device. For more information, see *Related Information*.
- For network setups that use a proxy server, the machine must also be configured to use a proxy server. If you are unsure of your network configuration, check with your network administrator.

1. Start Brother Mobile Connect on your mobile device.
2. Tap **WeChat Print** on the Home screen.
3. Follow the on-screen instructions.
4. When the **Online Functions Settings** screen appears, tap the **Enable** button, and then follow the on-screen instructions.



If the End-User License Agreement (EULA) screen appears, follow the on-screen instructions.



Related Information

- [Mobile Connect](#)

Related Topics:

- [Configure the Proxy Server Settings Using Web Based Management](#)

Troubleshooting

Use this section to resolve typical problems you may encounter when using your machine. You can correct most problems yourself.

IMPORTANT

For technical help, you must call Brother customer service or your local Brother dealer.



If you need additional help, visit support.brother.com.

First, check the following:

- The machine's power cord is connected correctly and the machine's power is on. See the *Quick Setup Guide*.
- All of the protective materials have been removed. See the *Quick Setup Guide*.
- Paper is loaded correctly in the paper tray.
- Error and maintenance messages

If you did not solve the problem with the checks, identify the problem and then see *Related Information*.






Related Information














- [Error and Maintenance LED Indications](#)
- [Paper Jams](#)
- [Printing Problems](#)
- [Printing Quality Problems](#)
- [Network Problems](#)
- [AirPrint Problems](#)
- [Other Problems](#)
- [Reset Functions](#)












Error and Maintenance LED Indications




As with any sophisticated office product, errors may occur and supply items may have to be replaced. If this happens, your machine identifies the error or required routine maintenance and the Status Monitor indicates the appropriate message. The most common error and maintenance indications are shown in the table.

Follow the instructions in the Actions to improve the status.

LED Indication	Status Monitor	Cause	Action
 <p>The Error LED (!) will blink 4 times and turn off for 1 second.</p>	Cannot Detect	<p>Your machine cannot detect the toner cartridge.</p> <p>Your machine cannot detect the drum unit.</p>	<p>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.</p> <p>Reinstall the toner cartridge and drum unit assembly back in the machine.</p> <p><i>See Related Information: Replace the Toner Cartridge.</i></p>
	Cartridge Error	The toner cartridge is not installed correctly.	<p>Remove the toner cartridge and drum unit assembly from the machine. Take out the toner cartridge, and put it back in the drum unit again. Reinstall the toner cartridge and drum unit assembly back in the machine.</p> <p>If the problem continues, contact Brother customer service or your local Brother dealer.</p>
	Wrong Toner	The installed toner cartridge is not correct for your machine.	Remove the toner cartridge from the drum unit, and install a toner cartridge with the correct supply product code.
 <p>The Error LED (!) will blink once at 1.5 seconds intervals.</p>	No Toner	The toner cartridge or the toner cartridge and drum unit assembly is not installed correctly.	<p>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.</p> <p>Reinstall the toner cartridge and drum unit assembly back in the machine. If the problem continues, replace the toner cartridge with a new one.</p> <p><i>See Related Information: Replace the Toner Cartridge.</i></p>
	Replace Toner	The toner cartridge is at the end of its life.	<p>Replace the toner cartridge with a new one.</p> <p><i>See Related Information: Replace the Toner Cartridge.</i></p>
	Toner Ended (Continue Mode)	It is time to replace the toner cartridge.	<p>Replace the toner cartridge with a new one.</p> <p><i>See Related Information: Replace the Toner Cartridge.</i></p>
	Toner Low	If the Status Monitor shows Toner Low you can still print; however, the machine is telling you that the toner	Order a new toner cartridge now so a replacement toner cartridge will be available when the Status Monitor displays Replace Toner .

LED Indication	Status Monitor	Cause	Action
Both the Ready () and Error () LEDs will turn on together, then the Error LED () will turn off after 0.5 seconds and the Ready LED () will turn off after 1 second, they will then both be off for a further 1 second.		cartridge is near the end of its life.	
	Replace Toner (Continue Mode)	The toner cartridge is at the end of its life.	Replace the toner cartridge with a new one. <i>See Related Information: Replace the Toner Cartridge.</i>
 <p>The Error LED () will blink 3 times and turn off for 1 second.</p>	No Drum Unit	The drum unit is not installed correctly.	Reinstall the toner cartridge and drum unit assembly. <i>See Related Information: Replace the Drum Unit.</i>
	Drum !	The corona wire on the drum unit must be cleaned.	Clean the corona wire on the drum unit. <i>See Related Information: 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 toner cartridge and drum unit assembly. Remove the toner cartridge from the drum unit, and reinstall the toner cartridge back into the drum unit. Reinstall the toner cartridge and drum unit assembly into the machine. If the problem continues, replace the drum unit with a new one.
 <p>The Error LED () will blink 3 times at 0.5 second intervals and the Ready LED () will light up. Then both LEDs will turn off for 1 second.</p>	Drum End Soon	The drum unit is near the end of its life.	Order a new drum unit before the machine displays Replace Drum indication.
 <p>The Error LED () will blink 3 times at 0.5 second intervals and the Ready LED () will light up. Then both LEDs will turn off for 1 second.</p>	Replace Drum	It is time to replace the drum unit.	Replace the drum unit with a new one. <i>See Related Information: Replace the Drum Unit.</i>
		If this message appears after replacing the drum unit, the drum unit counter has not been reset.	Reset the drum unit counter. <i>See Related Information: Reset the Drum Counter.</i>
	Jam Inside	The paper is jammed inside the machine.	Open the top cover, remove the drum and toner, and then clear the paper jam.

LED Indication	Status Monitor	Cause	Action
<p>The Error LED (!) will blink twice and turn off for 1 second.</p>	Jam Rear	The paper is jammed in the back of the machine.	Open the top cover, and then remove the jammed paper.
	No Paper T1	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, and then press . If there is paper in the tray, remove it and load it again. Make sure the paper guides are set to the correct size, and then press .
	Size Mismatch	The paper in the tray is not the correct size.	Load the correct size of paper in the tray and set the size of paper to the tray. And then press  .
The paper tray does not support the paper size specified in the printer driver.		Change the printer driver setting or the machine's tray setting so that the paper size selected in the printer driver matches the paper size loaded in the tray. And then press  .	
 <p>The Error LED (!) will blink 4 times and turn off for 1 second.</p>	Cover is Open	The top cover is not completely closed.	Close the top cover of the machine.
	Out of Memory	The machine's memory is full.	<p>Do one of the following:</p> <ul style="list-style-type: none"> Press and hold  for about 2 seconds until all the LEDs light up and then release it. The machine will cancel the print job and clear it from the memory. The machine also cancels the print job and clears it from the memory automatically one minute after entering the Out of Memory state. Press and hold  to turn the machine off, wait a few minutes, and then turn it on again. <p>Reduce the complexity of your document or lower the print quality.</p>
	Cannot Print	The machine has a mechanical problem.	Press and hold  to turn the machine off, wait a few minutes, and then turn it on again.
	Self-Diagnostic	The fuser unit does not work correctly.	Press and hold  to turn the machine off, wait a few seconds, and then turn it on again. Leave the machine idle for 15 minutes with the power on.
		The fuser unit is too hot.	

LED Indication	Status Monitor	Cause	Action
The Error LED () and Ready LED () will blink.	Cannot Print	The machine has a mechanical problem.	<ul style="list-style-type: none"> Press and hold  to turn the machine off, wait a few minutes, and then turn it on again. If the problem continues, contact Brother customer service or your local Brother dealer.



Related Information

- [Troubleshooting](#)

Related Topics:

- [Replace Supplies](#)
- [Replace the Toner Cartridge](#)
- [Replace the Drum Unit](#)
- [Reset the Drum Counter](#)
- [Clean the Corona Wire](#)

Paper Jams

Always remove the remaining paper from the paper tray, fan and straighten the stack when you are adding new paper. This helps prevent paper jams.

- [Clear Paper Jams](#)
- [Paper is Jammed inside the Machine](#)

Clear Paper Jams

If paper is jammed or multiple sheets of paper are fed together frequently, do the following:

- Clean the paper pick-up roller of the paper tray.
See Related Information: Clean the Paper Pick-up Rollers.
- Load paper correctly in the tray.
See Related Information: Load Paper.
- Set the correct paper size and paper type on your computer.
See Related Information: Print a Document (Windows).
See Related Information: Print Using AirPrint.
- Use the recommended paper.
See Related Information: Using Special Paper.
See Related Information: Recommended Print Media.



Related Information

- [Paper Jams](#)

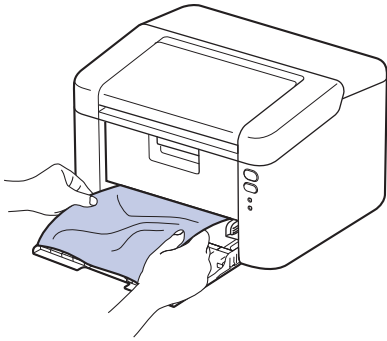
Related Topics:

- [Clean the Paper Pick-up Rollers](#)
- [Load Paper](#)
- [Print a Document \(Windows\)](#)
- [Print Using AirPrint](#)
- [Using Special Paper](#)
- [Recommended Print Media](#)

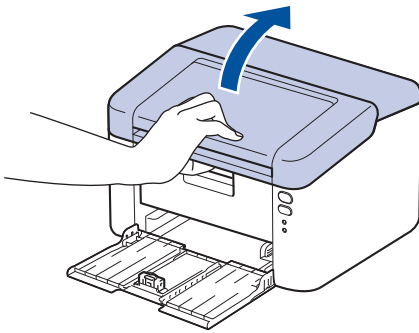
Paper is Jammed inside the Machine

Always remove all paper from the paper tray and straighten the stack when you add new paper. This helps prevent multiple sheets of paper from feeding through the machine at one time and prevents paper jams. If the machine's control panel or the Status Monitor indicates that there is a jam inside the machine, follow these steps:

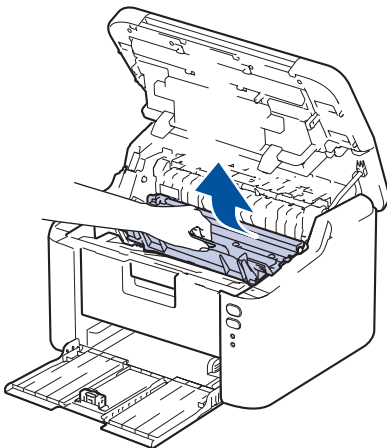
1. Unplug the machine from the electrical socket.
2. Wait at least 15 minutes for the product to cool down before you touch the internal parts of the product.
3. Remove all paper loaded in the tray.
4. Use both hands to slowly pull out the jammed paper.

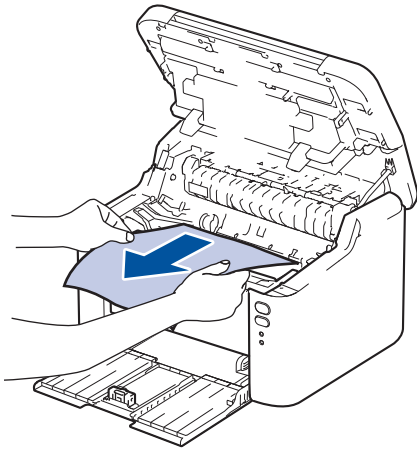


5. Open the top cover.



6. Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.

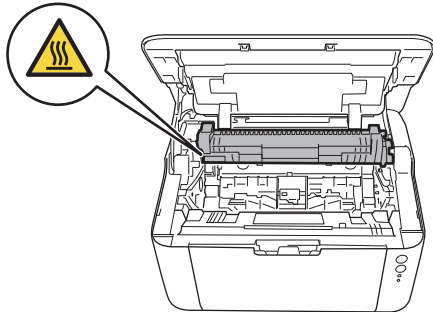




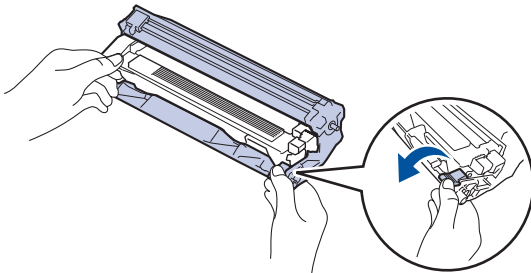
⚠ WARNING

HOT SURFACE

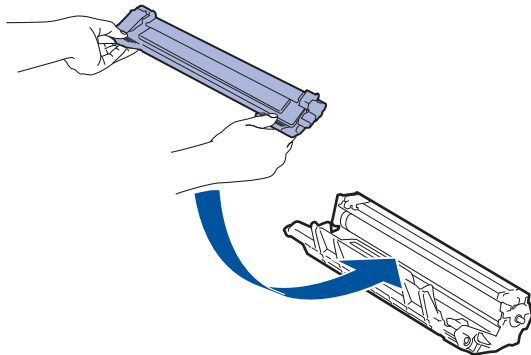
The machine's internal parts will be extremely hot. Wait for the machine to cool down before touching them.



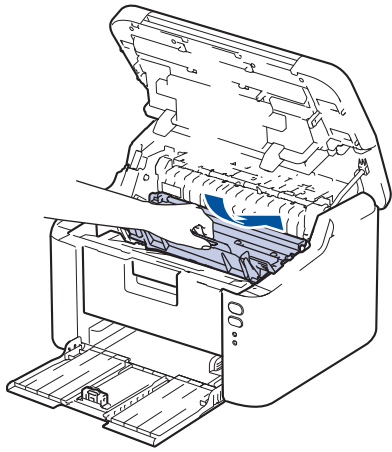
7. Push down the lock lever and take the toner cartridge out of the drum unit. Remove the jammed paper if there is any inside the drum unit.



8. Put the toner cartridge back into the drum unit until the lock lever lifts automatically.



9. Place the drum unit and toner cartridge assembly back in to the machine.



10. Close the top cover.

11. Load the paper back in to the tray. Make sure that the paper is below the protruding section of the rear guide. Slide the paper guides to fit the paper size. Make sure that the guides are firmly in the slots.

12. Reconnect the power cord.




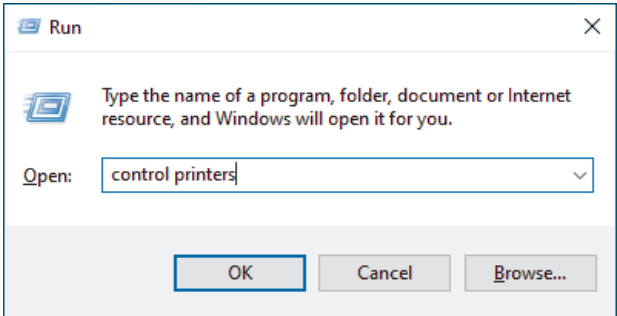



Related Information

- [Paper Jams](#)

Printing Problems

If, after reading the information in this table, you still need help, see the latest troubleshooting tips at support.brother.com/faqs.

Difficulties	Suggestions
No printout	<p>Check the machine is not in Power Off mode.</p> <p>If the machine is in Power Off mode, press , and then send the print data again.</p> <p>Check that the correct printer driver has been installed and selected.</p> <p>Check to see if the Status Monitor or the machine's control panel displays an error.</p> <p>Check that the machine is online:</p> <p>Windows:</p> <ol style="list-style-type: none"> 1. Hold down the  key and press the  key on the computer's keyboard to launch Run. 2. Type "control printers" in the Open: field and click OK.  <p>The Devices and Printers window appears.</p> <p> If the Devices and Printers window does not appear, click View more devices > More devices and printer settings.</p> <ol style="list-style-type: none"> 3. Right-click your model's icon, and then click See what's printing. 4. If printer driver options appear, select your printer driver. 5. Click Printer in the menu bar and make sure Use Printer Offline is not selected. <p>Mac:</p> <p>Click the System Preferences or System Settings menu, and then select the Printers & Scanners option. When the machine is offline, delete it, and then add it again.</p>
The machine is not printing or has stopped printing.	<p>Cancel the print job and clear it from the machine's memory. The printout may be incomplete. Send the print data again.</p> <p>See <i>Related Information: Cancel a Print Job</i>.</p>
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	<p>There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this.</p>

Difficulties	Suggestions
The machine prints unexpectedly or it prints garbled text.	Cancel the print job and clear it from the machine's memory. The printout may be incomplete. Send the print data again. <i>See Related Information:Cancel a Print Job.</i>
	Check the settings in your application to make sure they are set up to work with your machine.
	Confirm that the Brother printer driver is selected in your application's Print window.
The machine prints the first couple of pages correctly, then some pages have missing text.	Check the settings in your application to make sure they are set up to work with your machine.
	Your machine is not receiving all of the data sent from the computer. Make sure you connected the interface cable correctly.
Cannot print on 1-sided or 2-sided.	(Windows) Change the 2-sided option in the printer driver. <ul style="list-style-type: none"> To make a temporary change, click the 2-sided / Booklet drop-down list, and then select the None or 2-sided (Manual) option in the printer driver from your application: <i>See Related Information: Print a Document (Windows).</i> If you want to make a permanent change, change the default printer driver settings: <i>See Related Information:Change the Default Print Settings (Windows).</i>
Print speed is too slow.	Reduce the resolution in the printer driver.
	When printing continuously, the printing speed may be automatically reduced to lower the temperature inside the machine.
The machine does not feed paper.	If there is paper in the paper tray, make sure it is straight. If the paper is curled, straighten it. Sometimes it is helpful to remove the paper, turn the stack over and place it back in the paper tray.
	Fan the stack of paper well and place it back to the paper tray.
	Reduce the amount of paper in the paper tray, and then try again.
	Clean the paper pick-up rollers.
Print position is misaligned with the preprinted objects.	Adjust the print position using the Print Position setting for each paper tray.



Related Information

- [Troubleshooting](#)



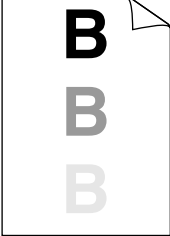
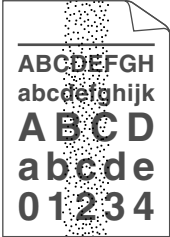
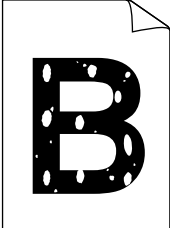
Related Topics:

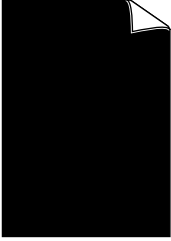



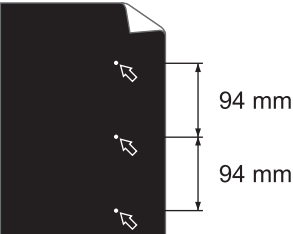
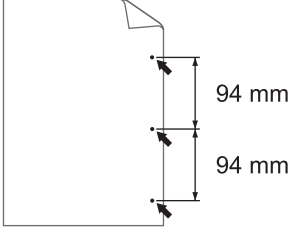
- [Monitor the Status of the Machine from Your Computer \(Windows\)](#)
- [Cancel a Print Job](#)
- [Clean the Paper Pick-up Rollers](#)
- [Print a Document \(Windows\)](#)
- [Change the Default Print Settings \(Windows\)](#)
- [Load Paper](#)

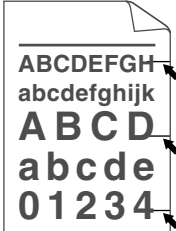
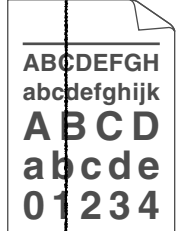

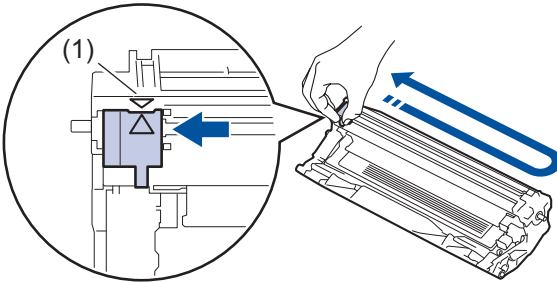
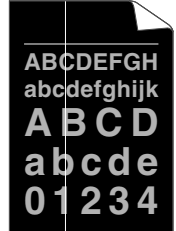


Printing Quality Problems

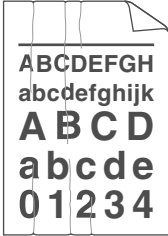
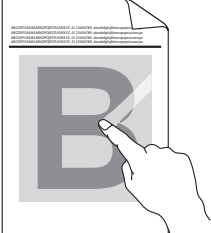
If you have a print quality problem, print a test page first. If the printout looks good, the problem is probably not the machine. Check the interface cable connections and try printing a different document. If the printout or test page printed from the machine has a quality problem, check the examples of poor print quality and follow the recommendations in the table.

1. To get the best print quality, we suggest using recommended print media. Make sure you use paper that meets our specifications.
2. Check that the toner cartridge and drum unit are installed correctly.

Examples of poor print quality	Recommendation
 <p>ABCDEF GH abcde fghijk A B C D a b c d e 0 1 2 3 4</p> <p>Faint</p>	<ul style="list-style-type: none"> • If the machine displays the Replace Toner status, install a new toner cartridge. • Check the machine's environment. Conditions such as humidity, high temperatures, and so on, may cause this print fault. • If the whole page is too light, Toner Save mode may be turned on. Turn Toner Save mode off in the machine's menu settings or the printer driver. • Clean the corona wire on the drum unit. • Replace the toner cartridge with a new toner cartridge. • Replace the drum unit with a new drum unit.
 <p>ABCDEF GH abcde fghijk A B C D a b c d e 0 1 2 3 4</p> <p>Grey background</p>	<ul style="list-style-type: none"> • Check the machine's environment. Conditions such as high temperatures and high humidity can increase the amount of background shading. • Replace the toner cartridge with a new toner cartridge. • Replace the drum unit with a new drum unit.
 <p>B B B</p> <p>Ghosting images</p>	<ul style="list-style-type: none"> • Check the machine's environment. Conditions such as low humidity and low temperatures may cause this print quality problem. • Select the appropriate media type in the printer driver. • Replace the drum unit with a new drum unit. • Replace the toner cartridge with a new toner cartridge. • The fuser unit may be contaminated. Contact Brother customer service.
 <p>ABCDEF GH abcde fghijk A B C D a b c d e 0 1 2 3 4</p> <p>Toner specks</p>	<ul style="list-style-type: none"> • Make sure the media type setting in the driver matches the type of paper you are using. • The toner cartridge may be damaged. Replace the toner cartridge with a new toner cartridge. • The drum unit may be damaged. Replace the drum unit with a new drum unit. • The fuser unit may be contaminated. Contact Brother customer service.
 <p>B</p>	<ul style="list-style-type: none"> • Use thinner paper. • Check the machine's environment. Conditions such as high humidity can cause hollow print. • The drum unit may be damaged. Replace the drum unit with a new drum unit.

Examples of poor print quality	Recommendation
<p data-bbox="408 170 544 197">Hollow print</p>  <p data-bbox="427 456 526 483">All black</p>	<ul data-bbox="820 217 1353 322" style="list-style-type: none"> • Clean the corona wire inside the drum unit. • The drum unit may be damaged. <p data-bbox="858 295 1353 322">Replace the drum unit with a new drum unit.</p>
 <p data-bbox="319 734 632 761">White lines across the page</p>	<ul data-bbox="820 501 1465 707" style="list-style-type: none"> • Select the appropriate media type in the printer driver. • The problem may disappear by itself. Print several blank pages to clear this problem, especially if the machine has not been used for a long time. • The drum unit may be damaged. <p data-bbox="858 680 1353 707">Replace the drum unit with a new drum unit.</p>
 <p data-bbox="347 1016 603 1043">Lines across the page</p>	<p data-bbox="820 784 1187 810">The drum unit may be damaged.</p> <p data-bbox="820 819 1315 846">Replace the drum unit with a new drum unit.</p>
 <p data-bbox="220 1296 730 1323">White lines, bands or ribbing across the page</p>	<ul data-bbox="820 1064 1474 1223" style="list-style-type: none"> • Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. • If the problem is not solved after printing a few pages, replace the drum unit with a new drum unit.
 <p data-bbox="150 1585 804 1612">White spots on black text and graphics at 94 mm intervals</p>  <p data-bbox="300 1863 651 1890">Black spots at 94 mm intervals</p>	<ul data-bbox="820 1344 1474 1503" style="list-style-type: none"> • If the problem is not solved after printing a few pages, the drum unit may have foreign material, such as glue from a label, stuck on the drum. • The drum unit may be damaged. <p data-bbox="858 1485 1353 1512">Replace the drum unit with a new drum unit.</p>

Examples of poor print quality	Recommendation
 <p>Black toner marks across the page</p>	<ul style="list-style-type: none"> If you used paper that has clips or staples, the drum unit may be damaged. If the unpacked drum unit is in direct sunlight (or room light for long periods of time), the unit may be damaged. The toner cartridge may be damaged. Replace the toner cartridge with a new toner cartridge. The drum unit may be damaged. Replace the drum unit with a new drum unit.
 <p>Black lines down the page Printed pages have toner stains down the page</p>	<ul style="list-style-type: none"> Clean the corona wire inside the drum unit by sliding the green tab. <p> Make sure the green tab of the corona wire is in the Home position (1).</p>  <ul style="list-style-type: none"> The toner cartridge may be damaged. Replace the toner cartridge with a new toner cartridge. The drum unit may be damaged. Replace the drum unit with a new drum unit. The fuser unit may be contaminated. Contact Brother customer service.
 <p>White lines down the page</p>	<ul style="list-style-type: none"> Make sure there is no foreign material, such as a torn piece of paper, sticky notes or dust, inside the machine and around the toner cartridge and drum unit. The toner cartridge may be damaged. Replace the toner cartridge with a new toner cartridge. The drum unit may be damaged. Replace the drum unit with a new drum unit.
 <p>Image skewed</p>	<ul style="list-style-type: none"> Make sure the paper or other print media is loaded correctly in the paper tray and the guides are not too tight or too loose against the paper stack. Set the paper guides correctly. The paper tray may be too full. Check the paper type and quality. Check for loose objects such as torn paper inside the machine.
 <p>Curled or wavy image</p>	<ul style="list-style-type: none"> Check the paper type and quality. High temperatures and high humidity will cause paper to curl. If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack, and then rotate the paper 180° in the paper tray. Choose Reduce Paper Curl mode in the printer driver when you do not use our recommended print media.

Examples of poor print quality	Recommendation
 <p data-bbox="363 405 587 432">Wrinkles or creases</p>	<ul data-bbox="818 168 1441 309" style="list-style-type: none"> • Make sure paper is loaded correctly. • Check the paper type and quality. • Turn over the stack of paper in the tray or rotate the paper 180° in the paper tray.
 <p data-bbox="414 685 537 712">Poor fixing</p>	<ul data-bbox="818 452 1453 577" style="list-style-type: none"> • Make sure the media type setting in the printer driver matches the type of paper you are using. • Select Improve Toner Fixing mode in the printer driver.



Related Information

- [Troubleshooting](#)

Related Topics:

- [Replace the Toner Cartridge](#)
- [Replace the Drum Unit](#)

Network Problems

Related Models: HL-L1238W/HL-L1808W


- [Use the Network Connection Repair Tool \(Windows\)](#)
- [If You Are Having Difficulty with Your Machine's Network](#)

Use the Network Connection Repair Tool (Windows)

Related Models: HL-L1238W/HL-L1808W

Use the Network Connection Repair Tool to fix the Brother machine's network settings. It will assign the correct IP address and Subnet Mask.

Make sure your machine is turned on and is connected to the same network as your computer.

1. Launch  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected).
2. Click **Tools** in the left navigation bar, and then click **Network Connection Repair Tool**.
3. Follow the on-screen instructions.
4. Check the diagnosis by printing the Network Configuration Report or the Printer Settings page.

If the correct IP address and the Subnet Mask are still not assigned even after using the Network Connection Repair Tool, ask your network administrator for this information.



Related Information

- [Network Problems](#)

Related Topics:

- [My Machine Cannot Print over the Network](#)
- [I Want to Check that My Network Devices are Working Correctly](#)

If You Are Having Difficulty with Your Machine's Network

If you think there is a problem with your machine's network environment, check the following topics. You can correct most problems yourself.

If you need additional help, visit support.brother.com/faqs.

- [I Cannot Complete the Wireless Network Setup Configuration](#)
- [My Machine Cannot Print over the Network](#)
- [I Want to Check that My Network Devices are Working Correctly](#)

I Cannot Complete the Wireless Network Setup Configuration

Related Models: HL-L1238W/HL-L1808W

Turn your wireless router off and back on. Then, try to configure the wireless settings again. If you are unable to resolve the problem, follow the instructions below:

Investigate the problem using the WLAN Report.

Cause	Action	Interface
Your security settings (SSID/ Network Key) are not correct.	<p>Confirm the security settings using Wireless Setup Helper (Windows). For more information and to download the utility, go to your model's Downloads page at support.brother.com/downloads.</p> <p>Select and confirm that you are using the correct security settings.</p> <ul style="list-style-type: none"> - See the instructions supplied with your wireless LAN access point/router for information on how to find the security settings. - The manufacturer's name or model number of the wireless LAN access point/router may be used as the default security settings. - Consult with the access point/router manufacturer, your Internet provider, or network administrator. 	Wireless
Your Brother machine's MAC address is not allowed.	Confirm that the Brother machine's MAC Address is allowed in the filter.	Wireless
Your wireless LAN access point/router is in Stealth mode (not broadcasting the SSID).	<ul style="list-style-type: none"> • Enter the correct SSID or Network Key manually. • Check the SSID or the Network Key in the instructions supplied with your wireless LAN access point/router and reconfigure the wireless network setup. 	Wireless
Your security settings (SSID/ password) are not correct.	<p>Confirm the SSID and password.</p> <p>When you are configuring the network manually, the Brother machine will print the SSID name and password. If your mobile device supports manual configuration, the SSID and password will be displayed on your mobile device's screen.</p>	Wireless Direct
Your Brother machine is placed too far from your mobile device.	Move your Brother machine within about 3.3 feet (1 metre) of the mobile device when you configure the Wireless Direct network settings.	Wireless Direct
There are some obstructions (walls or furniture, for example) between your machine and the mobile device.	Move your Brother machine to an obstruction-free area.	Wireless Direct
There is a wireless computer, Bluetooth®-supported device, microwave oven, or digital cordless phone near the Brother machine or your mobile device.	Move other devices away from the Brother machine or your mobile device.	Wireless Direct
You have checked and tried all of the above, but your Brother machine still cannot complete the Wireless Direct configuration.	<ul style="list-style-type: none"> • Turn your Brother machine off and back on. Then, try to configure the Wireless Direct settings again. • If you are using your Brother machine as a client, confirm how many devices are allowed on the current Wireless Direct network, and then check how many devices are connected. 	Wireless Direct

For Windows

If your wireless connection has been interrupted, and you have checked and tried all of the above, we recommend using the Network Connection Repair Tool.





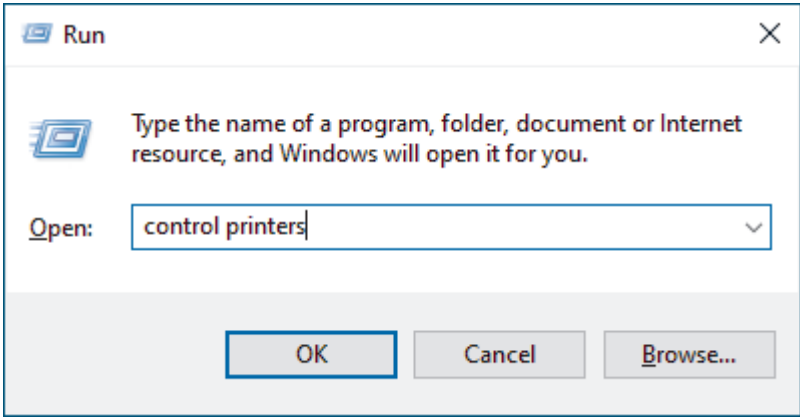



Related Information

- [If You Are Having Difficulty with Your Machine's Network](#)
-

My Machine Cannot Print over the Network

Related Models: HL-L1238W/HL-L1808W

Cause	Action
Your machine disconnects from the wireless network.	<p>HL-L1238W/HL-L1808W</p> <ol style="list-style-type: none"> Press  and Wi-Fi at the same time. When your machine connects successfully, the Wi-Fi light and Ready LED () are on.
Your security software blocks your machine's access to the network.	<p>Some security software might block access without showing a security alert dialog box even after successful installation.</p> <p>To allow access, see the instructions for your security software or ask the software manufacturer.</p>
Your Brother machine was not assigned an available IP address.	<ul style="list-style-type: none"> Confirm the IP address and the Subnet Mask. Verify that both the IP addresses and Subnet Masks of your computer and the Brother machine are correct and located on the same network. For more information about how to verify the IP address and the Subnet Mask, ask your network administrator. Windows Confirm the IP address and the Subnet Mask using the Network Connection Repair Tool.
A failed print job is still in your computer's print queue.	<ul style="list-style-type: none"> If a failed print job is still in your computer's print queue, delete it. Otherwise, select the printer icon in the following folder and cancel all documents: (Windows) <ol style="list-style-type: none"> Hold down the  key and press the  key on the computer's keyboard to launch Run. Type "control printers" in the Open: field and click OK.  <p>The Devices and Printers window appears.</p> <p> If the Devices and Printers window does not appear, click View more devices > More devices and printer settings.</p> <p>Mac: Click System Settings > Printers & Scanners or System Preferences > Printers & Scanners.</p>
Your machine is not connected to the wireless network.	<p>Print the WLAN Report to check the error code on the printed report. See <i>Related Information: Print the WLAN Report</i>.</p>

If you have checked and tried all of the above, but your machine still cannot print, uninstall the driver (Windows) and reinstall it.



Related Information

- [If You Are Having Difficulty with Your Machine's Network](#)

Related Topics:

- [Print the WLAN Report](#)
 - [Wireless LAN Report Error Codes](#)
 - [Use the Network Connection Repair Tool \(Windows\)](#)
 - [I Want to Check that My Network Devices are Working Correctly](#)
-

I Want to Check that My Network Devices are Working Correctly

Related Models: HL-L1238W/HL-L1808W

Check	Action
Check that your Brother machine, access point/router, or network hub is turned on.	<p>Check the following:</p> <ul style="list-style-type: none"> • The power cord is connected correctly and the Brother machine is turned on. • The access point/router or hub is turned on and its link LED is blinking. • All protective packaging has been removed from the machine. • The toner cartridge and drum unit assembly is installed correctly. • The machine's cover is fully closed. • Paper is loaded correctly in the paper tray.
Check the Link Status on the Network Configuration Report or the Printer Settings page.	Print the Printer Settings page and check that Wireless Link Status is Link OK .
Check that you can "ping" the Brother machine from your computer.	<p>Ping the Brother machine from your computer using the IP address or the node name in the Windows command prompt or Mac Terminal application:</p> <p>ping <ipaddress> or <nodename>.</p> <ul style="list-style-type: none"> • Successful: Your Brother machine is working correctly and connected to the same network as your computer. • Unsuccessful: Your Brother machine is not connected to the same network as your computer. <p>Windows: Ask your administrator about the IP address and the subnet mask, and then use the Network Connection Repair Tool.</p> <p>Mac: Confirm that the IP address and the Subnet Mask are set correctly.</p>
Check that your Brother machine is connected to the wireless network.	<p>Print the WLAN Report to check the error code on the printed report.</p> <p>See <i>Related Information: Print the WLAN Report</i>.</p>

If you have checked and tried all of the above but you are still having problems, see the instructions supplied with your wireless access point/router to find the SSID (Network Name) and the Network Key (Password) information and set them correctly.



Related Information

- [If You Are Having Difficulty with Your Machine's Network](#)

Related Topics:

- [Print the WLAN Report](#)
- [Wireless LAN Report Error Codes](#)
- [Use the Network Connection Repair Tool \(Windows\)](#)
- [My Machine Cannot Print over the Network](#)

AirPrint Problems

Related Models: HL-L1238W/HL-L1808W

Difficulties	Suggestions
My machine is not displayed in the printer list.	Make sure your machine is turned on.
	Make sure your machine and your mobile device or Mac are connected to the same network.
	Move your mobile device closer to the wireless access point/router, or to your machine.
I cannot print.	Make sure your machine is turned on.
	Make sure your machine and your mobile device or Mac are connected to the same network.
I am trying to print a multi-page document from an iOS device, but ONLY the first page is printing.	Make sure you are running the latest OS version.




Related Information

- [Troubleshooting](#)

Related Topics:

- [AirPrint Overview](#)

Other Problems

Difficulties	Suggestions
The machine will not turn on.	<p>Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Unplug the power cord. Wait for ten minutes, then plug in the power cord and press  to turn the machine on.</p> <p>If the problem is not solved and you are using a power breaker, disconnect it to make sure it is not the problem. Plug the machine's power cord directly into a different known working wall electrical socket. If there is still no power, try a different power cable.</p>
The Brother software cannot be installed.	<p>(Windows)</p> <p>If the Security Software warning appears on the computer screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run.</p> <p>(Mac)</p> <p>If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it and then install the Brother software.</p>



Related Information

- [Troubleshooting](#)

Reset Functions




- [Machine Reset](#)
- [Network Reset](#)
- [Factory Reset](#)

Machine Reset

Use the Machine Reset function to reset the machine's settings to the factory settings.

The network settings and the security settings will not be reset by the Machine Reset function.

We strongly recommend you perform this operation when you dispose of the machine.

1. Turn the machine off.
2. Make sure that the top cover is closed and the power cord is plugged in.
3. While holding down , open and close the top cover once.
4. Release . Make sure that all LEDs turn off.
5. Press  ten times.

The machine restarts automatically.

Related Information




- [Reset Functions](#)

Network Reset

Related Models: HL-L1238W/HL-L1808W

Use the Network Reset function to restore the machine's network settings back to its default factory settings (includes IP Address information, except the administrator password).

Unplug all the interface cables before you perform a Network Reset.

1. Turn the machine off.
2. Make sure that the top cover is closed and the power cord is plugged in.
3. While holding down , open and close the top cover once.
4. Release . Make sure that all LEDs turn off.
5. Press  six times. Make sure that all the LEDs light up to indicate the machine has been reset to its network default settings. The machine restarts automatically.




Related Information

- [Reset Functions](#)

Factory Reset

Use the Factory Reset function to restore all settings back to the factory settings.

Unplug all the interface cables before you perform a Factory Reset.

1. Turn the machine off.
2. Make sure that the top cover is closed and the power cord is plugged in.
3. While holding down , open and close the top cover once.
4. Release . Make sure that all LEDs turn off.
5. Press  eight times.

The machine restarts automatically.



Related Information

- [Reset Functions](#)

Routine Maintenance

- [Replace Supplies](#)
- [Clean the Machine](#)
- [Pack and Ship Your Machine](#)

Replace Supplies

You must replace supplies when the machine indicates that the life of the supply is over.

The toner cartridge and drum unit are two separate supplies. Make sure both are installed as an assembly. The product code of supplies may vary depending on the country.

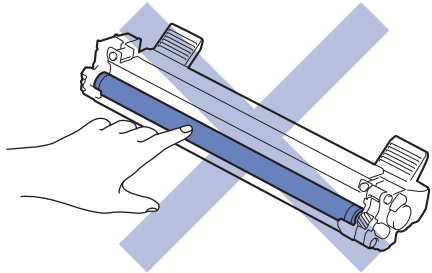
NOTE

- Be sure to seal the used supplies tightly in a bag so that toner powder does not spill out of the cartridge.
- Discard used consumable items according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office. Be sure to reseal the consumable items tightly so that the material inside does not spill.
- We recommend placing both the new and the used supplies on a piece of paper to prevent accidentally spilling or scattering the contents.
- Using paper that is not a direct equivalent for a recommended print media may reduce the life of supplies and machine parts.
- The projected life for each of the toner cartridges is based on ISO/IEC 19752. Frequency of replacement will vary depending on the print volume, percentage of coverage, types of media used, and powering on/off the machine.
- Frequency of replacing supplies except toner cartridges will vary depending on the print volume, types of media used, and powering on/off the machine.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

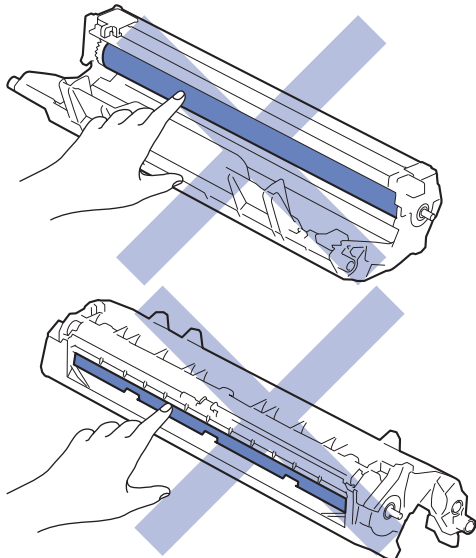
IMPORTANT

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

Toner Cartridge



Drum Unit





Related Information

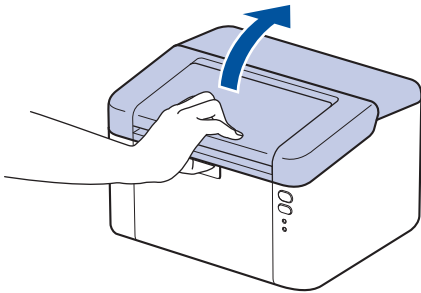
- Routine Maintenance
 - Replace the Toner Cartridge
 - Replace the Drum Unit
 - Reset the Drum Counter

Related Topics:

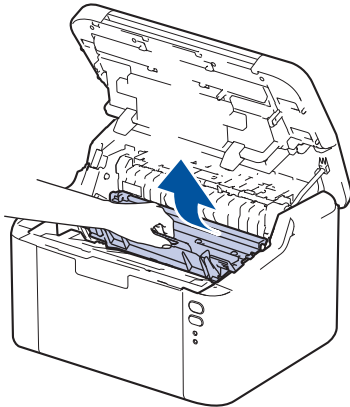
- Error and Maintenance LED Indications
-

Replace the Toner Cartridge

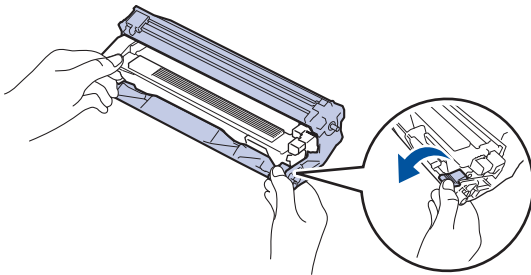
1. Make sure the machine is turned on.
2. Open the top cover.



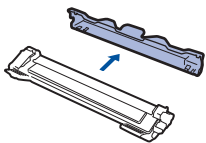
3. Remove the toner cartridge and drum unit assembly from the machine.



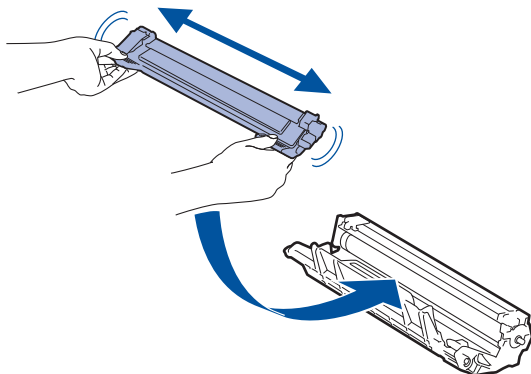
4. Push down the green lock lever and take the toner cartridge out of the drum unit.



5. Unpack the new toner cartridge.
6. Remove the protective cover.



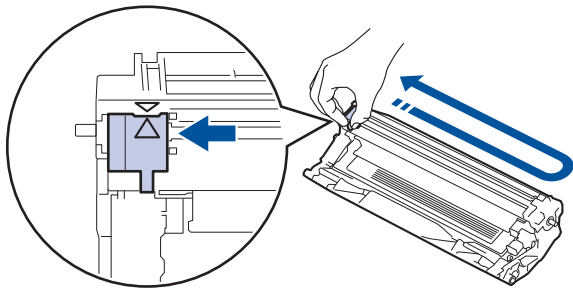
7. Hold the toner cartridge by the handle and shake it from left to right several times, as shown. Then push it firmly into the drum unit until it locks into place.





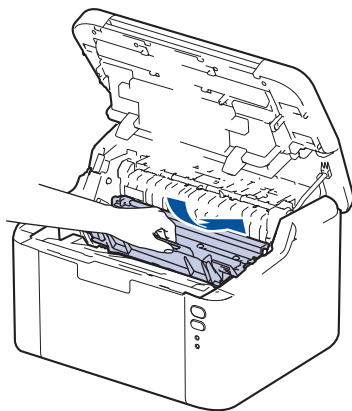
Make sure you put the toner cartridge in correctly or it may separate from the drum unit.
If you put it in properly, the green lock lever will lift automatically.

8. Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



Be sure to return the tab to the Home position (▲). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

9. Reinsert the toner cartridge and drum unit assembly back into the machine.



10. Close the top cover.



-
- Do not turn off the machine or open the top cover until the machine returns to Ready Mode.
 - The toner cartridge that comes with your Brother machine is an Inbox toner cartridge.
 - It is a good idea to keep a new toner cartridge ready for use when you see the Toner Low warning.
 - DO NOT unpack the new toner cartridge until you are ready to install it.
 - If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
 - We recommend using genuine Brother supplies to ensure stable print quality and performance. Although not all non-genuine supplies may cause quality issues, it is possible that some may adversely affect print quality or cause machine malfunction. Brother may charge for repairing your machine if it is proven that non-genuine supplies caused the damage, even if the machine is still covered by the warranty.
-



Related Information

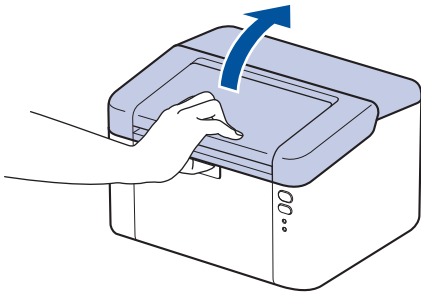
- [Replace Supplies](#)

Related Topics:

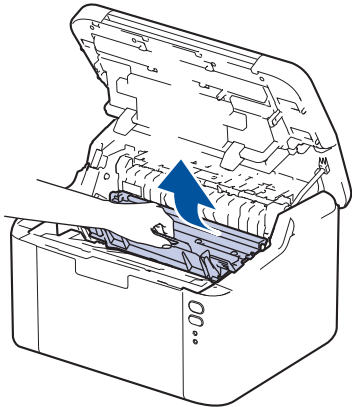
- [Error and Maintenance LED Indications](#)
 - [Printing Quality Problems](#)
-

Replace the Drum Unit

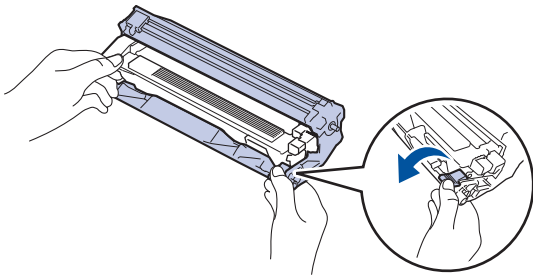
1. Make sure the machine is turned on.
2. Open the top cover.



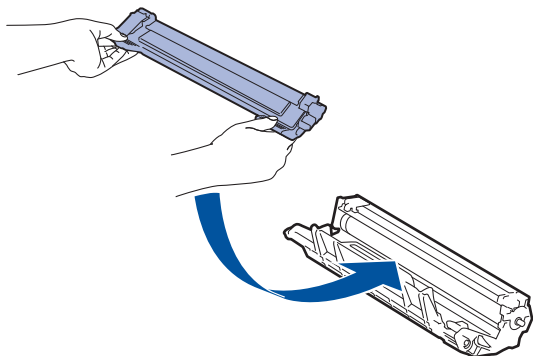
3. Remove the toner cartridge and drum unit assembly from the machine.



4. Push down the green lock lever and take the toner cartridge out of the drum unit.

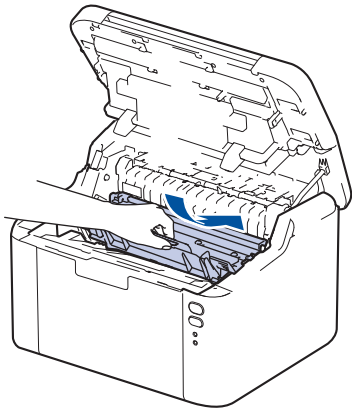


5. Unpack the new drum unit.
6. Push the toner cartridge firmly into the new drum unit until it locks into place.



Make sure you put the toner cartridge in correctly or it may separate from the drum unit. If you put it in properly, the green lock lever will lift automatically.

7. Reinsert the toner cartridge and drum unit assembly back into the machine.



8. Close the top cover.



After installing the new drum unit, you must reset the drum counter. See *Related Information: Reset the Drum Counter*.

NOTE

- Drum wear and tear occurs due to use and rotation of the drum and interaction with paper, toner, and other materials in the paper path. In designing this product, Brother decided to use the number of rotations of the drum as a reasonable determinant of the drum life. When a drum reaches the factory-established rotation limit corresponding to the rated page yield, the product's LCD will advise you to replace the drum. The product will continue to function; however, print quality may not be optimal.
- If an unpacked drum unit is placed in direct sunlight (or room light for long periods of time), the unit may be damaged.
- There are many factors that determine the actual drum life, such as the temperature, humidity, type of paper, type of toner used and so on. Under ideal conditions, the average drum life is estimated at approximately 10,000 pages based on one page per job (A4/Letter single-sided pages). The number of pages may be affected by a variety of factors including, but not limited to, media type and media size.

Because we have no control over the many factors that determine the actual drum life, we cannot guarantee a minimum number of pages that will be printed by your drum.

- The machine should be used only in a clean, dust-free environment with adequate ventilation.
We recommend using genuine Brother supplies to ensure stable print quality and performance. Although not all non-genuine supplies may cause quality issues, it is possible that some may adversely affect print quality or cause machine malfunction. Brother may charge for repairing your machine if it is proven that non-genuine supplies caused the damage, even if the machine is still covered by the warranty.



Related Information

- [Replace Supplies](#)

Related Topics:

- [Error and Maintenance LED Indications](#)
 - [Printing Quality Problems](#)
 - [Reset the Drum Counter](#)
-

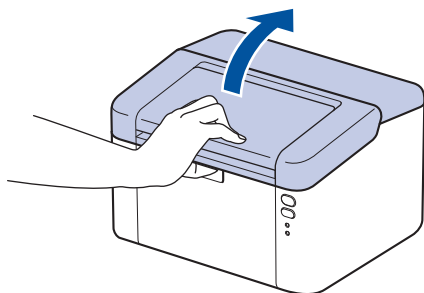
Reset the Drum Counter



When you replace the drum unit with a new one, you must reset the drum counter by completing the following steps:

IMPORTANT

DO NOT reset the drum counter unless you are replacing the drum unit.

1. Make sure the machine is turned on.
2. Open the top cover.



3. Press  four times.
4. Close the top cover of the machine.
5. Make sure that the Error LED () is now off.

✓ Related Information

- [Replace Supplies](#)

Related Topics:

- [Error and Maintenance LED Indications](#)
- [Replace the Drum Unit](#)

Clean the Machine

Clean the outside and inside of the machine regularly with a dry, lint-free cloth.

When you replace the toner cartridge or the drum unit, make sure you clean the inside of the machine. If printed pages are stained with toner, clean the inside of the machine with a dry, lint-free cloth.

WARNING

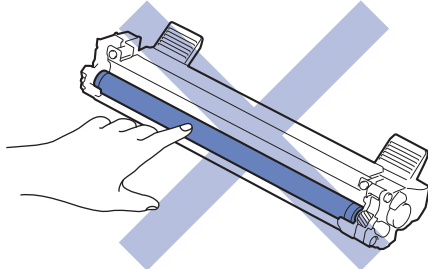
DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could cause a fire. Instead, use only a dry, lint-free cloth.



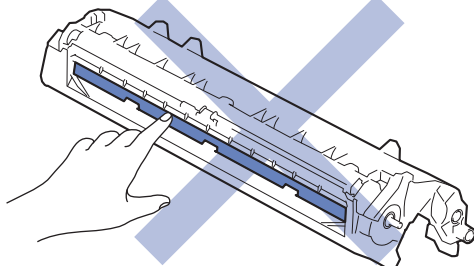
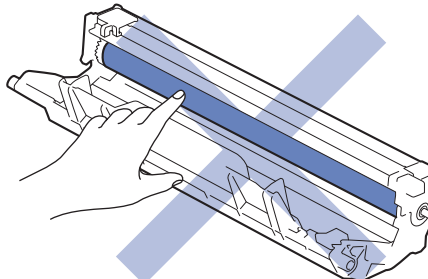
IMPORTANT

- DO NOT use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

Toner cartridge



Drum unit





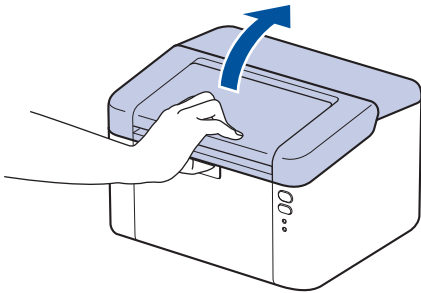
Related Information

- Routine Maintenance
 - Clean the Corona Wire
 - Clean the Paper Pick-up Rollers
-

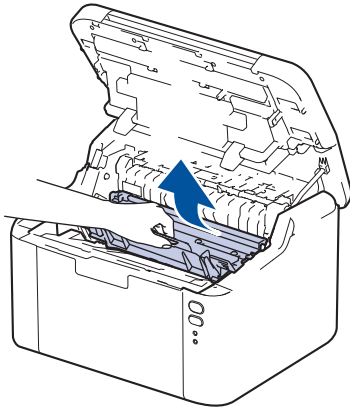
Clean the Corona Wire

If you have print quality problems or the control panel displays [Drum !] status, clean the corona wire.

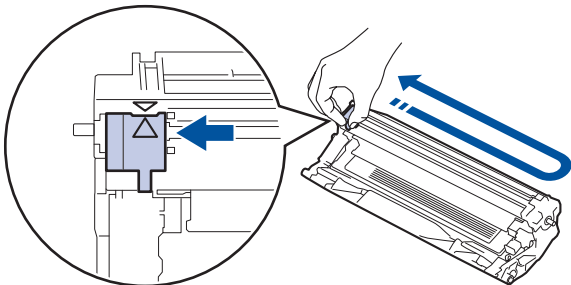
1. Open the top cover.



2. Remove the toner cartridge and drum unit assembly from the machine.

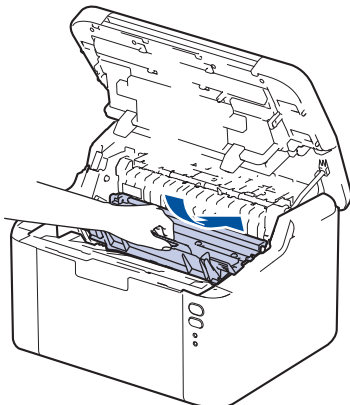


3. Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



Be sure to return the tab to the Home position (▲). The arrow on the tab must be aligned with the arrow on the drum unit. If it is not, printed pages may have a vertical stripe.

4. Reinsert the toner cartridge and drum unit assembly back into the machine.



5. Close the top cover.



Related Information

- [Clean the Machine](#)

Related Topics:


- [Error and Maintenance LED Indications](#)
-

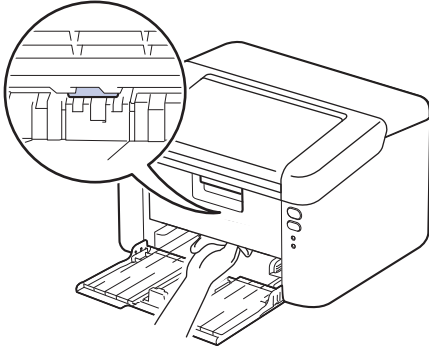
Clean the Paper Pick-up Rollers


Cleaning the paper pick-up rollers periodically may prevent paper jams by ensuring that paper feeds correctly.

Before starting the cleaning procedure, see *Related Information: Clean the Machine*.

If you have paper feed problems, clean the pick-up rollers as follows:

1. Press and hold  to turn the machine off.
2. If paper is loaded or something is stuck inside in the paper tray, remove it.
3. Wipe the pick-up roller inside the machine to remove dust.



4. Reload the paper in the paper tray.
5. Press  to turn the machine on.

Related Information

- [Clean the Machine](#)


Related Topics:

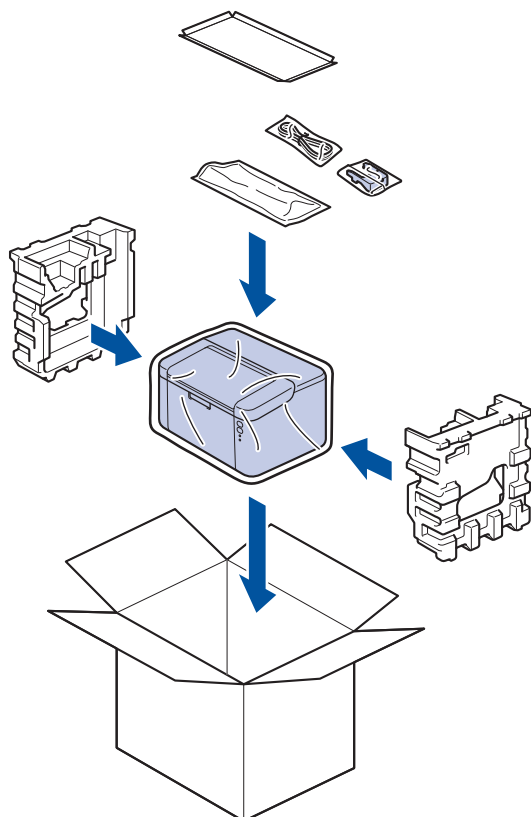
- [Printing Problems](#)

Pack and Ship Your Machine



If for any reason you must ship your machine, carefully repack the machine in the original packaging to avoid any damage during transit. The machine should be adequately insured with the carrier.

1. Press and hold  to turn the machine off. Leave the machine off for at least 10 minutes to cool down.
2. Disconnect all the cables, and then unplug the power cord from the electrical socket.
3. Put the machine into the bag it originally came in.
4. Pack the machine, the printed materials, and the AC power cord (if applicable) in the original carton with the original packing material as shown.



5. Close the carton and tape it shut.



Related Information

- [Routine Maintenance](#)

Machine Settings

Customise settings and features to make your machine a more efficient work tool.

- [Check Your Machine's Password](#)
- [Change Machine Settings from the Control Panel](#)
- [Print a List of Printer Settings](#)
- [Change Machine Settings from Windows Printer Driver](#)
- [Change Machine Settings Using Web Based Management](#)

Check Your Machine's Password

Related Models: HL-L1238W/HL-L1808W

If prompted to enter a password, check the following information:

- >> [Find the Default Password](#)
- >> [Change the Password](#)
- >> [Reset the Password](#)

Find the Default Password

The default password to manage this machine's settings is located on the back of the machine and marked "Pwd".

Change the Password

We recommend immediately changing the default password to protect your machine from unauthorised access.

Use Web Based Management to change the password.
For more information, see *Related Information*.

Reset the Password

If you forget your password, reset your machine to its factory default settings. The password will also be reset to the default password.

For more information, see *Related Information*.

Related Information

- [Machine Settings](#)

Related Topics:

- [Change the Login Password Using Web Based Management](#)
- [Factory Reset](#)

Change Machine Settings from the Control Panel

- [General Settings](#)

General Settings

- [About Deep Sleep Mode](#)
- [Set Auto Power Off Mode](#)
- [Set the Continue Mode](#)



About Deep Sleep Mode

If the machine is in Sleep Mode and does not receive any jobs for a certain length of time, the machine will automatically enter Deep Sleep Mode. The length of time is based on your specific model and settings.

Deep Sleep Mode uses less power than Sleep Mode.



The Deep Sleep Mode setting cannot be disabled due to environmental considerations.

Applicable Models	Machine's Control Panel in Deep Sleep Mode	Conditions That Will Wake the Machine
HL-L1228/HL-L1238W/ HL-L1808W	 The Ready LED () is dimmed.	<ul style="list-style-type: none">• The machine receives a job.• Someone presses a button on the control panel.







Related Information

- [General Settings](#)

Set Auto Power Off Mode

If the machine does not receive any jobs for a certain length of time, based on your model and settings, the machine will automatically enter Power Off mode. The machine will not go into Power Off mode if it is connected to a network, a USB cable, NFC, Wireless Direct, or a telephone line, or if there is any secure print data stored in its memory. The available features and interfaces vary depending on the model.

To start printing, press  on the control panel and then send a print job.

1. Make sure that the top cover is closed and the power cord is plugged in.
2. Press  to turn on the machine and make sure only the **Ready** LED () lights up.
3. Press  four times to turn the function On or Off.

All LEDs blink twice when Auto Power Off Mode is turned on.

All LEDs blink once when Auto Power Off Mode is turned off.

Related Information

- [General Settings](#)




Set the Continue Mode

The Continue Mode forces the machine to continue printing after the control panel or the Status Monitor displays "Replace Toner".

The machine will continue printing until the control panel or the Status Monitor displays "Toner Ended".
The factory setting is "Stop".



- When the control panel or the Status Monitor indicates an error, you cannot change the mode.
- If you continue printing in the Continue Mode, we cannot guarantee the print quality.
- While using Continue Mode the print may appear faint.
- After replacing the toner cartridge with a new one, the Continue Mode will go back to the factory setting ("Stop").

1. Make sure that the top cover is closed and the power cord is plugged in.
2. Press  to turn on the machine and make sure only the **Ready** LED () lights up.
3. Press  seven times to turn the function On or Off.

All LEDs blink twice when you turn on the Continue Mode.




All LEDs blink once when you turn off the Continue Mode.



Related Information

- [General Settings](#)

Print a List of Printer Settings

1. Make sure that the top cover is closed and the power cord is plugged in.
2. Press  to turn on the machine and make sure only the **Ready** LED () lights up.
3. Press  three times.

The machine will print the current printer settings page.

Related Information

- [Machine Settings](#)

Related Topics:



- [Access Web Based Management](#)
-

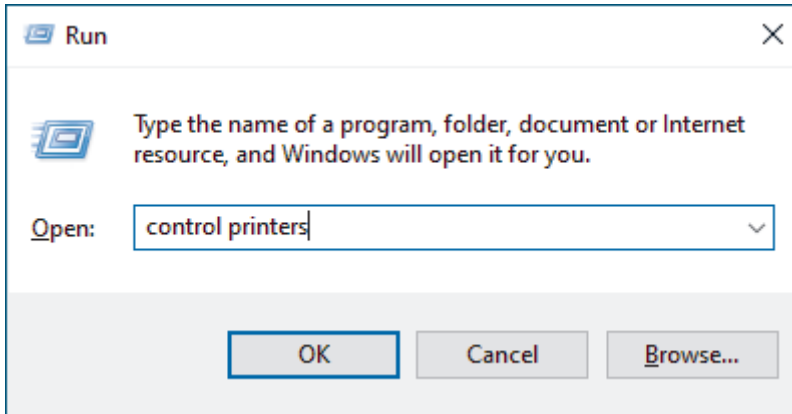
Change Machine Settings from Windows Printer Driver

Related Models: HL-L1228

For LED models, the following machine setting items are available on the Windows printer driver.

Auto Power Off

1. Hold down the  key and press the  key on the computer's keyboard to launch **Run**.
2. Type "**control printers**" in the **Open:** field and click **OK**.



The **Devices and Printers** window appears.



If the **Devices and Printers** window does not appear, click **View more devices > More devices and printer settings**.

3. Right-click your model, and then select **Printer properties** (If the printer driver options appear, select your printer driver).
The printer properties dialog box appears.
4. Click the **Device Settings** tab.
5. Click the **Auto Power Off** drop-down list, and then select the number of minutes or hours before the machine enters Power Off mode.
6. Click the **Apply** button.
7. Close the printer properties dialog box.



Related Information

- [Machine Settings](#)

Change Machine Settings Using Web Based Management

Related Models: HL-L1238W/HL-L1808W

Web Based Management is a utility that uses a standard web browser to manage your machine using the Hyper Text Transfer Protocol (HTTP) or Hyper Text Transfer Protocol over Secure Socket Layer (HTTPS).

- [What is Web Based Management?](#)
- [Access Web Based Management](#)
- [Change the Login Password Using Web Based Management](#)

What is Web Based Management?

Related Models: HL-L1238W/HL-L1808W

Web Based Management is a utility that uses a standard web browser to manage your machine using the Hyper Text Transfer Protocol (HTTP) or Hyper Text Transfer Protocol over Secure Socket Layer (HTTPS).



- We recommend using the latest version of the following web browsers:
 - Microsoft Edge, Firefox, and Google Chrome™ for Windows
 - Safari, Firefox, and Google Chrome™ for Mac
 - Google Chrome™ for Android™
 - Safari and Google Chrome™ for iOS
- Ensure that JavaScript and Cookies are always enabled, regardless of which browser you use.
- Make sure your machine is On and connected to the same network as your computer, and that your network supports the TCP/IP protocol.

XXX-XXXX series brother

[Trouble logging in?>>](#)

This machine's default password is on the back of the machine and marked "Pwd". We recommend changing it immediately.

Home

- Status
- Auto Refresh Interval

Status


Device Status

Sleep

Automatic Refresh

Off
 On

Toner Level

 BK

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The actual screen may differ from the screen shown above.



Related Information

- [Change Machine Settings Using Web Based Management](#)

Access Web Based Management

Related Models: HL-L1238W/HL-L1808W

- We recommend using the latest version of the following web browsers:
 - Microsoft Edge, Firefox, and Google Chrome™ for Windows
 - Safari, Firefox, and Google Chrome™ for Mac
 - Google Chrome™ for Android™
 - Safari and Google Chrome™ for iOS
- Ensure that JavaScript and Cookies are always enabled, regardless of which browser you use.
- We recommend using the HTTPS security protocol when configuring settings using Web Based Management. If you use HTTP when configuring settings using Web Based Management, follow the screen prompts to switch to a secure HTTPS connection.
- When you use HTTPS for Web Based Management configuration, your browser will display a warning dialog box. To avoid displaying the warning dialog box, you can install a self-signed certificate to use SSL/TLS communication. For more information, see *Related Information*.
- The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**". Change the default password by following the on-screen instructions when you first log in. We recommend immediately changing the default password to protect your machine from unauthorised access.

You can also find the default password in the Network Configuration Report or on the Printer Settings page.

>> [Access Web Based Management from your Web Browser \(HL-L1238W/HL-L1808W\)](#)

>> [Access Web Based Management from Brother iPrint&Scan \(Windows/Mac\)](#)

>> [Access Web Based Management from Brother Utilities \(Windows\)](#)

Access Web Based Management from your Web Browser (HL-L1238W/HL-L1808W)

1. Start your web browser.
2. Type "https://machine's IP address" in your browser's address bar (where "machine's IP address" is your machine's IP address).

For example:

https://192.168.1.2



- If you are using a Domain Name System or enable a NetBIOS name, you can type another name, such as "SharedPrinter" instead of the IP address.

For example: https://SharedPrinter

- If you enable a NetBIOS name, you can also use the node name.

For example: https://brn123456abcdef

- The NetBIOS name can be found in the Network Configuration Report or on the Printer Settings page.

3. If required, type the password in the **Login** field, and then click **Login**.



The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**". Change the default password by following the on-screen instructions when you first log in.

4. If you want to pin the navigation bar to the left side of the screen, click ☰ and then click 📌.

You can now change the machine's settings.



If the machine is idle for a specified amount of time, the user is automatically logged out. Change the logout settings in the **Web Based Management Logout Time** menu.

Access Web Based Management from Brother iPrint&Scan (Windows/Mac)

1. Start Brother iPrint&Scan.

- Windows

Launch  (**Brother iPrint&Scan**).

- Mac

In the **Finder** menu bar, click **Go > Applications**, and then double-click the iPrint&Scan icon.

The Brother iPrint&Scan screen appears.

2. If your Brother machine is not selected, click the **Select your Machine** button, and then select your model name from the list. Click **OK**.

3. Click  (**Supplies/Machine Settings**).


4. Click **All Settings**.

The Web Based Management page appears.

5. If required, type the password in the **Login** field, and then click **Login**.



The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**". Change the default password by following the on-screen instructions when you first log in.


6. If you want to pin the navigation bar to the left side of the screen, click  and then click .

You can now change the machine's settings.



You can also access Web Based Management from Brother Mobile Connect for mobile devices.

Access Web Based Management from Brother Utilities (Windows)

1. Launch  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected).

2. Click **Tools** in the left navigation bar, and then click **Machine Settings**.

The Web Based Management page appears.

3. If required, type the password in the **Login** field, and then click **Login**.



The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**". Change the default password by following the on-screen instructions when you first log in.

4. If you want to pin the navigation bar to the left side of the screen, click  and then click .

You can now change the machine's settings.

If you change the protocol settings, you must restart the machine after clicking **Submit** to activate the configuration.

After configuring the settings, click **Logout**.

Related Information

- [Change Machine Settings Using Web Based Management](#)

Related Topics:

- [Print a List of Printer Settings](#)
- [Security](#)

Change the Login Password Using Web Based Management

Related Models: HL-L1238W/HL-L1808W

The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**". Change the default password by following the on-screen instructions when you first log in. We recommend immediately changing the default password to protect your machine from unauthorised access.

1. Start Web Based Management. See [Access Web Based Management](#).



You can access Web Based Management from the following

- Brother iPrint&Scan (Windows)
- Brother iPrint&Scan (Mac)
- Your Web Browser
- Brother Utilities (Windows)

2. Do one of the following:
 - If you have previously set your own password, type it, and then click **Login**.
 - If you have not previously set your own password, type the default login password, and then click **Login**.
3. In the left navigation bar, click **Administrator > Login Password**.



- The default password to manage this machine's settings is located on the back of the machine and marked "**Pwd**".
- If the left navigation bar is not visible, start navigating from ☰.

4. To change the password, type your current password in the **Enter Old Password** field.
5. Following the on-screen **Login Password** guidelines, type your new password in the **Enter New Password** field.
6. Retype the new password in the **Confirm New Password** field.
7. Click **Submit**.



You can also change the lockout settings in the **Login Password** menu.



Related Information

- [Change Machine Settings Using Web Based Management](#)

Related Topics:

- [Check Your Machine's Password](#)

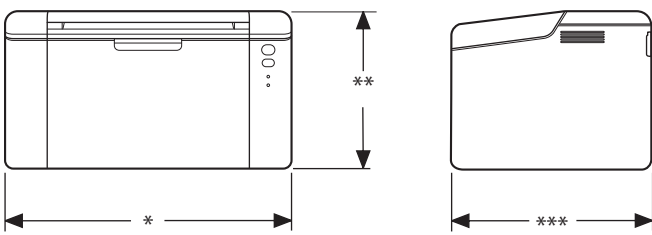
Appendix

- [Specifications](#)
- [Supplies](#)
- [Notice](#)
- [Brother Help and Customer Support](#)

Specifications

- >> General Specifications
- >> Print Media Specifications
- >> Printer Specifications
- >> Interface Specifications
- >> Supported Protocols and Security Features
- >> Computer Requirements Specifications

General Specifications

Printer Type		Laser	
Print Method		Electrophotographic Laser Printer	
Memory Capacity	Standard	<ul style="list-style-type: none"> • (HL-L1228) 1 MB • (HL-L1238W/HL-L1808W) 64 MB 	
Power Source		220 V to 240 V AC 50/60 Hz	
Power Consumption (Average)	Peak	Approximately 1,056 W	
	Printing ¹	Approximately 380 W at 25 °C	
	Ready ¹	Approximately 40 W at 25 °C	
	Sleep ¹	(HL-L1238W/HL-L1808W) Approximately 2.4 W	
	Deep Sleep ¹	<ul style="list-style-type: none"> • (HL-L1228) Approximately 0.5 W • (HL-L1238W/HL-L1808W) Approximately 1.2 W 	
Power Off ^{2 3}		Approximately 0.28 W	
Dimensions (Typical outline view)		Unit: mm * : 340 ** : 189 *** : 238	
			
Weight (with supplies)		4.6 kg	
Noise Level	Sound Pressure ⁴	Printing	LpAm = 51 dB (A)
		Ready	LpAm = 18 dB (A)
	Sound Power	Printing ⁴	LWAc = 6.66 B (A)
		Ready	LWAc = 4.80 B (A)
Temperature	Operating	From 10°C to 32.5°C ⁵	
	Storage	From 0°C to 40°C	
Humidity	Operating	20% to 80% (without condensation)	
	Storage	20% to 80% (without condensation)	

¹ Measured when the machine is connected using the same network connection as the ENERGY STAR Ver. 3.1 test method.

- 2 Measured according to IEC 62301 Edition 2.0.
- 3 Power consumption varies slightly depending on the usage environment.
- 4 Measured in accordance with the method described in ISO 7779.
- 5 To ensure the high print quality, the maximum ambient temperature we recommend is 32.5°C. The maximum ambient temperature to safely use this machine is 35°C.

Print Media Specifications

Paper Input	Paper Tray (Standard)	Paper Type	Plain Paper, Recycled Paper
		Paper Size	A4, Letter, Legal, Folio, A5, A5 (Long Edge), B5 (JIS), B5 (ISO), Executive, 16K (195x270 mm)
		Paper Weight	65 to 105 g/m ²
		Maximum Paper Capacity	Up to 150 Sheets of 80 g/m ² Plain Paper
Paper Output	Face Down Output Tray	Up to 50 sheets of 80 g/m ² Plain Paper (face-down delivery to the face-down output paper tray) ¹	

¹ Calculated with 80 g/m² in a temperate, non humid environment.

Printer Specifications

Resolution	<ul style="list-style-type: none"> • (HL-L1228) Best print resolution : 600 x 600 dpi ¹ • (HL-L1238W/HL-L1808W) Physical resolution : 600 x 600 dpi Best print resolution : 2400 x 600 dpi ²
Print Speed ^{3 4}	1-sided Print ⁵
Up to 20 pages/minute (A4 size) Up to 21 pages/minute (Letter size)	
First Print Time ⁶	Less than 10.0 seconds at 23 °C

¹ Data is based on Brother lab test results and may vary from actual print quality due to usage environment and settings. Best print resolution is 600 x 600 dpi (measured with print quality set to best mode).

² Data is based on Brother lab test results and may vary from actual print quality due to usage environment and settings. Best print resolution is 2400 x 600 dpi (measured with print quality set to best mode).

³ The print speed may change depending on the type of document you print.

⁴ The print speed may be slower when the machine is connected by wireless LAN.

⁵ These print speeds are for 1-sided printing and measured in accordance with ISO/IEC 24734.

⁶ From Ready mode and standard tray.

Interface Specifications

USB	Type: USB Type-B receptacle (HL-L1228) Version: USB 2.0 Full-Speed ^{2 3} (HL-L1238W/HL-L1808W) Version: USB 2.0 High-Speed ^{1 2} Use a USB 2.0 interface cable that is no more than 2 metres long.
Wireless LAN	(HL-L1238W/HL-L1808W) IEEE 802.11a/b/g/n (Infrastructure Mode) IEEE 802.11a/g/n (Wireless Direct®)

¹ Your machine has a USB 2.0 Hi-Speed interface. The machine can also be connected to a computer that has a USB 1.1 interface.

² Third party USB hub devices are not supported.

³ The machine can also be connected to a computer that has a USB 1.1 interface.

Supported Protocols and Security Features

Supported protocols and security features may differ depending on the models.

Wireless LAN (2.4 GHz)

IEEE 802.11b/g/n (Infrastructure Mode), IEEE 802.11g/n (Wireless Direct)

Wireless LAN (5 GHz)

IEEE 802.11a/n (Infrastructure Mode), IEEE 802.11a/n (Wireless Direct)

Protocols (IPv4)

ARP, RARP, BOOTP, DHCP, APIPA(Auto IP), WINS/NetBIOS name resolution, DNS Resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, SMTP Client, IPP/IPPS, FTP Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, ICMP, Web Services (Print)

Protocols (IPv6)

NDP, RA, DNS resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, IPP/IPPS, SMTP Client, FTP Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, ICMPv6, Web Services (Print)

Network Security (Wireless)

SMTP-AUTH, SNMP v3, SSL/TLS (SMTP, HTTP, IPP)

Wireless Network Security

WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (TKIP/AES) (Wireless Direct supports WPA2-PSK (AES) only) , WPA3-SAE (AES)

Wireless Certification

Wi-Fi CERTIFIED™, WPA3-Personal, Wi-Fi Protected Setup™ (WPS)

Computer Requirements Specifications

Supported Operating Systems And Software Functions

Computer Platform & Operating System Version	Computer Interface			Processor	Hard Disk Space to Install ¹	
	USB ²	Wired LAN	Wireless LAN		For Drivers	For Applications (including Drivers)
Windows 10 Home / 10 Pro / 10 Education / 10 Enterprise	Printing	N/A	Printing	32 bit (x86) or 64 bit (x64) processor	50 MB	1.8 GB
Windows 11 Home / 11 Pro / 11 Education / 11 Enterprise				64 bit (x64) processor		
Windows Server 2016	Printing	N/A	Printing	64 bit (x64) processor	50 MB	50 MB
Windows Server 2019						
Windows Server 2022						
macOS v12 ³	Printing	N/A	Printing	64 bit processor	N/A	500 MB
macOS v13 ³						
macOS v14 ³						

¹ An Internet connection is required to install the software if the installation disc is not supplied.

² Third party USB ports are not supported.

³ macOS Disclaimer

AirPrint capable: Printing via macOS requires the use of AirPrint. Mac drivers are not provided for this machine.

For the latest driver updates, go to your model's **Downloads** page at support.brother.com.

For the latest supported OS, go to your model's **Supported OS** page at support.brother.com/os.

All trademarks, brand and product names are the property of their respective companies.



Related Information

- [Appendix](#)

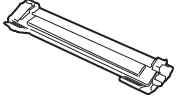
Supplies

When the time comes to replace supplies, such as the toner cartridge or drum unit, 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 go.brother/original or contact your local Brother dealer.



Supply product codes vary by country and region.

Toner Cartridge

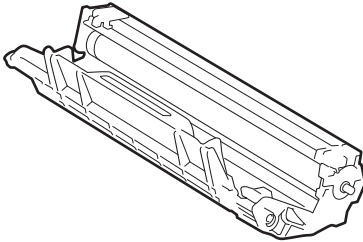


Supply Product Codes	Approximate Life (Page Yield)	Applicable Models
Toner: TN118	Approximately 1,500 pages ^{1 2}	HL-L1228/HL-L1238W/HL-L1808W
Inbox Toner: (Supplied with your machine)	Approximately 1,500 pages ^{1 2}	HL-L1228/HL-L1238W/HL-L1808W

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

² A4/Letter single-sided pages

Drum Unit



Supply Product Codes	Approximate Life (Page Yield)	Applicable Models
Drum Unit: DR118	Approximately 10,000 pages ¹	HL-L1228/HL-L1238W/HL-L1808W

¹ Approximately 10,000 pages based on one page per job (A4/Letter single-sided pages). The number of pages may be affected due to a variety of factors including but not limited to media type and media size.



Related Information

- [Appendix](#)

Notice

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.



Related Information

- [Appendix](#)

Brother Help and Customer Support

IMPORTANT

For technical and operational assistance, call the call center in mainland China.

To search Frequently asked questions (FAQs)/ASCs/Driver/Manuals, etc, please visit our service website:

support.brother.com

To search where to purchase consumables, please visit the official website of BROTHER (CHINA) LTD.:

www.brother.cn



Related Information

- [Appendix](#)
-

brother

These machines are approved for use in the country of purchase only. Local Brother companies or their dealers may only support machines purchased in their own countries.



CHN-ENG
Version 0