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For a video on how to wirelessly connect your printer, please scroll down to the end of this page.

1. Gather these settings for your wireless network: SSID (Network Name) The name of your Wireless Network or Access Point. Network Key The Security Key, Encryption Key, WEP Key, Passphrase or password to connect to your network. If you're not sure about any of these settings, we may be able to help you find them. [Click here for assistance.](#) [Click here for video instructions.](#)
2. Have you previously set up your Brother machine with a wireless network connection? **Yes:** Reset your machine's network card. **No:** Go to step 3. 3. Start the wireless Setup Wizard. **a.** Press Menu. **b.** Press **▲** or **▼** to display Network and then press OK. **c.** Press **▲** or **▼** to display WLAN and then press OK. **d.** Press **▲** or **▼** to display Setup Wizard and then press OK. 4. If WLAN Enable? is displayed, press **▲** (On). Your machine will search for and display a list of available networks. If your network is set to hide the network name, then it will not appear in the list. [Click below for instructions on how to manually add your network name.](#) Add your network name a. In addition to the settings from step 1, you'll also need to know the following information about your network: *The Brother machine only supports WPA2-PSK with AES. If you're using WPA2-PSK with TKIP you will receive a connection error. If you're not sure about any of these settings, we may be able to help you find them. [Click here for assistance.](#) **b.** Press **▲** or **▼** to display, and then press OK. **c.** Enter your network name and then press OK. The network name must exactly match the settings on your router. [Click here for help with how to enter text on your machine.](#) **d.** Press **▲** or **▼** to display Infrastructure and then press OK. **e.** Press **▲** or **▼** to select one of these Authentication Methods and then press OK. **f.** If you chose Open System, go to step f. **g.** If you chose Shared Key, go to step g. **h.** If you chose WPA/WPA2-PSK, go to step i. **f.** Press **▲** or **▼** to select one of these Encryption Types and then press OK. **g.** If you chose None, go to step 7. **h.** If you chose WEP, go to step g. **i.** Press **▲** or **▼** to select KEY 1 and then press OK. **h.** Enter the WEP key and then press OK. Go to step 7. If you immediately receive a message stating "Wrong Password", then you have entered the wrong Authentication Method, Encryption Type or network key. Verify your network's security settings and try again. **i.** Press **▲** or **▼** to select your Encryption Type: TKIP or AES and then press OK. **j.** Enter the WPA key and then press OK. Go to step 7. 5. Press **▲** or **▼** to display your network name and then press OK. If your network has an Open System and does not use a network key, then the machine will now try to connect. Go to step 8. 6. When prompted, enter your network key and then press OK. [Click here for help with how to enter text on your machine.](#) If you're prompted to use WPS, you may do so if you don't know your wireless network key. 7. If prompted, press **▲** (Yes) to apply settings. 8. Your machine will try to connect to your wireless network. **a.** If Connected is displayed on the LCD, then the connection was successful. Press OK and then go to step 9. **b.** If Wrong Network Key is displayed on the LCD, then the password or security settings that you entered don't match your wireless network's settings. Press OK. An error report will print with details. [Click here for helpful troubleshooting steps to help fix this.](#) **c.** If Connection Fail is displayed on the LCD, then your machine did not successfully connect to your network. Press OK. An error report will print with details. [Click here for helpful troubleshooting steps to help fix this.](#) The Brother machine only supports WPA2-PSK with AES. If your network uses WPA2-PSK with TKIP you'll receive the "Connection Fail" error. You may also receive this error if you manually enter the wrong Authentication or Encryption method. 9. Wait about a minute and then print the Network Configuration report to verify that your Brother machine has acquired a valid IP address from your router. [Click here for instructions.](#) 10. Is the IP Address listed on the report valid for your network? **Yes:** Your machine is now successfully connected to your network. You may now install the software or use the Brother iPrint&Scan mobile app. **No:** We'll try to help you fix the wireless connection. [Click here for helpful troubleshooting steps.](#) Entering text Hold down or repeatedly press **▲** or **▼** to select a character from the list below: Press OK when the character or symbol you want is displayed. The cursor will then advance one position to the right and you may enter another character. Press Clear to delete characters entered incorrectly. The Scan to File feature allows you to scan a document and automatically save it into a specified location on your computer. These steps assume that you are using the ControlCenter4 with the Advanced Mode interface. To change the interface, refer to: [How to change the ControlCenter4 interface](#) [Click the selection you require:](#) To configure the Scan to File feature (Initiating Scan from Brother ControlCenter) [To use the Scan to File feature from the ControlCenter4](#) [To configure the scan to File feature \(Initiating Scan from SCAN key on the Brother machine\)](#) [To use the SCAN key on the Brother machine](#) To configure the Scan to File feature (Initiating Scan from Brother ControlCenter) 1. Open the ControlCenter4: Windows 7 or earlier: Click Start => (All) Programs => Brother => XXX-XXXX => ControlCenter4. The ControlCenter4 application will be loaded in the Task Tray near the system clock. Right-click on the ControlCenter4 icon located in the Task Tray and left-click on Open. Windows 8: **a.** Click Brother Utilities. **b.** Click the dropdown list to select your model if it is not already selected. **c.** Click Scan. **d.** Click ControlCenter4. 2. Click on Configuration => Button Settings => Scan => File. The Scan to FILE configuration window will appear. 3. You can configure the following properties: **a.** File Name: Select the default prefix for the scanned documents file name. The date and sequence number will be added to the end of this prefix. **b.** If you select Show Save As Window, you will be prompted to specify the files name and destination every time you scan. **c.** File Type: The format that the file will be saved in. When choosing Secure PDF, you have the option of setting a password. **d.** Click the key icon next to the file type and specify a password. TIFF format is available as Compressed or Uncompressed. **e.** File Size: (JPEG and PDF formats only) You can move the slider bar between SMALL and LARGE to adjust the file size. This option is not available if the Scan Type is set to Black & White. **f.** Destination Folder: This is where you specify the location where the file will be saved. **g.** Show Scanner Interface: Check this box if you want to pre-scan the document and crop a portion of the page before completing the scan. **h.** Resolution: This is how sharp an image will be based on the dots per inch scanned (DPI). The higher the DPI the clearer the image will be, however the scan time and document size will increase. **i.** Scan Type: This is the color scan option. The higher the color quality selected the longer the scan job will take to complete and the larger the file size will be. **j.** Document Size: Set the size of the document being scanned. **k.** Brightness: Adjust the setting (-50 to 50) to obtain the best image. The default value is 0, representing an average. You can set the level by dragging the slide bar to the right or left to lighten or darken the image respectively. You can also type a value in the box for the setting. **l.** Contrast: You can increase or decrease the contrast level by moving the slide bar to the left or right. You can also type a value in the box for the setting. An increase emphasizes dark and light areas of the image, while a decrease reveals more detail in gray areas. This option is not available if the Scan Type is set to Black & White or 24-bit color. **m.** Continuous Scanning/Manual Multi Page Scan: This will allow combining of multiple scan jobs into a single file. (Example: scanning pages of a book on the flatbed individually and being prompted to scan the next page. 4. Once you have configured each setting click OK. All subsequent scans will use these settings. To use the Scan to File feature from the ControlCenter4: 1. Place the document to be scanned on the scanner Flatbed or Automatic Document Feeder (ADF) depending on the model of your Brother machine. 2. Open the ControlCenter4: Windows 7 or earlier: Click Start => (All) Programs => Brother => XXX-XXXX => ControlCenter4. The ControlCenter4 application will be loaded in the Task Tray near the system clock. Right-click on the ControlCenter4 icon located in the Task Tray and left-click on Open. Windows 8: **a.** Click Brother Utilities. **b.** Click the dropdown list to select your model if it is not already selected. **c.** Click Scan. **d.** Click ControlCenter4. 3. On the Scan menu left-click the FILE button. 4. The document will now scan and save into the specified location. To configure the scan to File feature (Initiating Scan from SCAN key on the Brother machine) 1. Open the ControlCenter4: Windows 7 or earlier: Click Start => (All) Programs => Brother => XXX-XXXX => ControlCenter4. The ControlCenter4 application will be loaded in the Task Tray near the system clock. Right-click on the ControlCenter4 icon located in the Task Tray and left-click on Open. Windows 8: **a.** Click Brother Utilities. **b.** Click the dropdown list to select your model if it is not already selected. **c.** Click Scan. **d.** Click ControlCenter4. 2. Click on Configuration => Button Settings => Device Settings => Device Settings. 3. Click on the File tab at the top. You can configure the following properties: **a.** File Name: Select the default prefix for the scanned documents file name. The date and sequence number will be added to the end of this prefix. **b.** Note: If you select Show Save As Window, you will be prompted to specify the files name and destination every time you scan. **c.** File Type: The format that the file will be saved in. When choosing Secure PDF, you have the option of setting a password. **d.** Click the key icon next to the file type and specify a password. TIFF format is available as Compressed or Uncompressed. **e.** File Size: (JPEG and PDF formats only) You can move the slider bar between SMALL and LARGE to adjust the file size. This option is not available if the Scan Type is set to Black & White. **f.** Destination Folder: This is where you specify the location where the file will be saved. **g.** Resolution: This is how sharp an image will be based on the dots per inch scanned (DPI). The higher the DPI the clearer the image will be, however the scan time and document size will increase. **h.** Scan Type: This is the color scan option. The higher the color quality selected the longer the scan job will take to complete and the larger the file size will be. **i.** Document Size: Set the size of the document being scanned. **j.** Brightness: Adjust the setting (-50 to 50) to obtain the best image. The default value is 0, representing an average. You can set the level by dragging the slide bar to the right or left to lighten or darken the image respectively. You can also type a value in the box for the setting. **k.** Contrast: You can increase or decrease the contrast level by moving the slide bar to the left or right. You can also type a value in the box for the setting. An increase emphasizes dark and light areas of the image, while a decrease reveals more detail in gray areas. This option is not available if the Scan Type is set to Black & White or 24-bit color. 4. Once you have configured each setting click OK. All subsequent scans will use these settings. To use the SCAN key on the Brother machine: 1. Open the ControlCenter4: Windows 7 or earlier: Click Start => (All) Programs => Brother => XXX-XXXX => ControlCenter4. The ControlCenter4 application will be loaded in the Task Tray near the system clock. Right-click on the ControlCenter4 icon located in the Task Tray and left-click on Open. Windows 8: **a.** Click Brother Utilities. **b.** Click the dropdown list to select your model if it is not already selected. **c.** Click Scan. **d.** Click ControlCenter4. 2. Place the document to be scanned on the scanner Flatbed or into the Automatic Document Feeder (ADF), depending on the model of your machine. 3. Press SCAN on the Brother machine. 4. Press **▲** or **▼** to select Scan to PC and press OK. 5. Press **▲** or **▼** to select File and press OK. 6. For network users only: **a.** If multiple network computer names appear, press **▲** or **▼** to select the destination PC that you want to receive the scan and press OK. **b.** If your machine's display prompts you to enter a PIN, enter the 4-digit PIN for the destination PC and press OK. 7. Press START to begin the process. The document will now scan and save into the specified location. 1. Click on this link. 2) Type your model number in the field Search by Model Name, and press Search. 3) Click on Downloads. 4) On the Select Your Operating System (OS) page, be sure the correct Operating System is selected. Then, simply click on OK. 5) Click on the Full Driver & Software Package. **a.** For Macintosh users: Download both the Printer and Scanner Drivers. 6) Please read the End-User License Agreement and if you agree, click on Agree to the EULA and Download. 7) Most browsers will download the file into your default "Downloads" folder and the package will automatically run. If you are prompted to Save the file, then browse to a location that will be easy to find and save the package. 8) If prompted, click Run. 9) Once the download is complete, Open File to begin the installation. 10) Follow the onscreen instructions. Brother strongly recommends that customers use only genuine Brother drum units and/or toner cartridges. Each Brother machine is designed to work at pre-set temperatures that are matched exactly to each of our individual toner formulations. Each individual component is designed to work with the other to ensure quality and reliability. Using non-Brother supplies may affect the hardware performance, print quality and machine reliability. The Brother limited warranty does not apply to any problem that is caused by the use of non-Brother drum units, toner cartridges or toner. 1. Make sure the machine is turned on. 2. Lift the top cover using the indented handle in the center until you hear a click. 3. Take out the drum unit and toner cartridge assembly for the toner that is indicated on the LCD display. The drum unit and toner assembly can be removed by grasping the center of the drum and toner assembly and pulling it straight up. Place the drum unit and toner cartridges assembly on a piece of disposable paper or cloth to avoid spilling and scattering the toner. 4. Push down the green-labeled lock lever and take the toner cartridge out of the drum unit. WARNING: - DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries. - DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray, or any type of flammable substance to clean the outside or inside of the machine. Doing this may cause a fire or electrical shock. - Be careful not to inhale toner. - To prevent damage to the printer from static electricity, DO NOT touch the electrodes located on the inside right of the printer. - Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once. - To avoid print quality problems, DO NOT touch the drum or toner rollers. NOTE: - Be sure to seal up the drum unit tightly in a suitable bag so that toner powder does not spill out. 5. Unpack the new drum unit and pull off the protective cover. WARNING: Wait to unpack a drum unit until immediately before you put it in the printer. Exposure to direct sunlight or room light may damage the drum unit. 6. Put the toner cartridge firmly into the new drum unit until you hear it lock into place. WARNING: Make sure that you re-install the toner cartridge properly, or it may separate from the drum unit. 7. Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times. Repeat Step 3 and Step 7 to clean each of the three remaining corona wires. 8. Slide the drum unit and toner cartridge assembly into the printer. Make sure that you match the toner cartridge color to the same color label on the printer. 9. Close the top cover of the printer. 10. Reset the drum counter as follows: NOTE: The drum reset menu will NOT be present if the drum is replaced before the drum life reaches 0%. If possible, the drum should be replaced only when the 'Replace Drum' message appears on the display. When you replace the drum with a new one, you must reset the drum counter by completing the following steps. **a.** Press the Red **▲** to interrupt the error temporarily. **b.** Press c. Press All Settings. **d.** Swipe up or down, or press the UP OR DOWN ARROW to display Machine Info. **e.** Press Machine Info. **f.** Press Parts Life. **g.** Touch the dial pad area to light up the LEDs. **h.** Press # until the touch-screen message changes. **i.** Press the color of the drum unit you replaced. **j.** Press Yes. **k.** Press The following is a procedure for cleaning the drum unit using a dry cotton swab. NOTE: This cleaning process may have to be repeated several times to remove certain kinds of foreign material from the drum unit surface. If the foreign material does not come off after several cleanings, the drum will require replacement. 1. Press and hold the power button to turn off the machine. 2. Open the front cover and slowly take out the drum unit and toner cartridge assembly. Caution - We recommend you put the drum unit and toner cartridge assembly on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner. - To prevent damage to the machine caused by static electricity, DO NOT touch the electrodes. 3. Push down the green lock lever and take the toner cartridge out of the drum unit. Caution - Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once. - To avoid print quality issues, DO NOT touch the shaded parts shown in the illustrations. 4. Turn the drum unit as shown in the illustration. Make sure that the drum unit gear is on the left side. 5. Turn the drum unit gear toward you by hand and look for any marks or material on the drum surface. Turning the drum gear will ensure you inspect the entire drum surface. 6. When you find the suspected area on the drum, wipe it gently with a dry cotton swab until the mark on the surface comes off. Caution - DO NOT clean the surface of the photosensitive drum with a sharp object or any liquids. - The drum is photosensitive so DO NOT touch it with your fingers. - DO NOT use a scrubbing or wiping motion because this might damage the drum. 7. When you are done cleaning the drum, put the toner cartridge back into the drum unit until you hear it lock into place. If you put the cartridge in properly, the green lock lever will lift automatically. 8. Put the drum and toner cartridge assembly back in the machine. 9. Close the front cover. 10. Press the power button to turn the machine on. 11. To further clean the drum and remove any materials that may not have been completely wiped away when the drum surface was manually cleaned, make 10 blank copies of a clean sheet of white paper inserted into the ADF. 12. If you are experiencing a print quality issue, print a document and compare it to previous prints in order to see if the print quality has improved. a. If the issue is the same or the quality has improved, but the issue is still visible, you will need to repeat the cleaning process. Multiple cleanings has been very successful in resolving print quality issues. b. If the print quality issue continues after multiple cleanings, the drum will need to be replaced. The part number for the drum is DR630. You can purchase supplies online by shopping at our website - Depending on your individual computer security settings, you may need to be logged in as the administrator to follow the procedure below. For Macintosh Users For Windows Users 1) Click here to open the Brother Downloads page. 2) Once you open the link, type your model number in the field Search by Model Name and press Search. 3) Under Step 1: Select OS Family, select your operating system type. Then, under Step 2: Select OS Version, select your specific operating system. Once done, click on the OK button. 4) Click on the Full Driver and Software Package file. 5) Make note of any instructions on this page so that you will know how to use the file once it is downloaded. This is typically listed under Section 2: Read before downloading. 6) If you agree to the terms of the "End User License Agreement", click Agree to the EULA and Download. 7) You may receive additional information about the downloaded file. Be sure to click on Open File. If prompted with a security warning, click OK/Save. 8) If prompted to open the file again, you can go to the location of your downloaded file. This is typically in your Downloads folder. 9) When prompted to download and install the installation, choose OK. Then, follow the on-screen installation instructions. 10) Once the installation is complete, please restart your computer. For additional support, please contact us through Live Chat or Ask a Question at the top of this page. NOTE: If you do not have the Control Center 4 program installed already, please download and install the Full Driver and Software package on your computer. Control Center can only be installed as part of the full driver and software package. This FAQ is only intended to update an existing Control Center 4 installation. If you do not already have Control Center 4 installed, please download the full driver and software package. For steps and instructions, click here. NOTE: Please ensure to be logged in as the administrator to follow this procedure. For Windows Users, click here. For Macintosh Users, click here. Windows Users 1) Download the ControlCenter 4 Update Tool from the Brother Support website. 1.1) Type your printer model in the Search by Model Name field, and press Search. 1.2) Next, you will see the page to choose your OS Family and OS Version. This should be selected automatically depending on your computer. *If you are unsure of your Operating System, click here. Then, press OK. 2) Scroll down to the Utilities section. There, you will see the ControlCenter4 Update Tool listed. Click on it. 3) If you agree to the terms of the "End-User License Agreement", click Agree to the EULA and Download. 4) The download should save to your computer (by default, your Downloads folder). It is called CC4Updater. Be sure to click on Open file. *If prompted with a security warning, click OK/Save. 5) Follow the on-screen installation instructions. Once the installation is complete, click Close (if prompted). 6) For best results, please restart your computer after the installation. Macintosh Users • Please note that Control Center 4 is a Windows software and is not designed for Mac. It is recommended to download the Brother iPrint&Scan app from the Mac App Store. For additional support, please contact us through Live Chat or Ask a Question at the top of this page. 1) Start by clicking on this link. 2) Once opened, type your model number in the field Search by Model Name. Then, click on Search. 3) Under Step 1: Select OS Family, select your operating system type. 4) Under Step 2: Select OS Version, select your specific operating system. * If you are unsure of your Operating System click here. 5) Click on the OK button after choosing your operating system. 6) Click the name of the file you want to download (example below of the options you may see). NOTE: You may need to click under each section to see all available downloads. 7) Make note of any instructions on this page so that you will know how to use the file once it is downloaded. This is typically listed under Section 2: Read before downloading. NOTE: If the note is hidden (collapsed), you may need to click on the plus (+) sign to expand the text. 8) If you agree to the terms of the "End-User License Agreement", click Agree to the EULA and Download. 9) You may receive additional information about the downloaded file. For Mac Users: The download should begin. Follow the instructions you noted earlier for assistance using the file. For Windows Users: Be sure to click on Open file. If prompted with a security warning, click OK/Save. 10) You may be prompted to Open the file again. Browse to the location of your downloaded file (Typically, this is in your Downloads folder) and double click on it. 11) The installation should begin. Please follow the on-screen installation instructions. 12) Once the installation is complete, click Close (if prompted). 13) For best results, please restart your computer after the installation. For additional support, please contact us through Live Chat or Ask a Question at the top of this page.