

## **FAQ**

### **1. Download and install Brother iPrint&Scan - Windows or Macintosh computer**

Brother iPrint&Scan for PC/Mac provides access to printing, scanning, and workflow functionality. The supported function will vary based on your model's specifications and...

### **2. Add a printer driver - Windows 10**

1. Download the Printer Driver or Add Printer Wizard Driver from <http://support.brother.com> . Click here for instructions on how to navigate to our downloads page....

### **3. Default password for the Brother network card, firmware update, BRAdmin, Web Based Management, or Remote Setup**

Your Brother machine's default password for use configuring network settings, performing a firmware update, accessing BRAdmin, accessing Web Based Management, or accessing Remote Setup is...

### **4. Update the Firmware using the Firmware Update tool**

Windows XP Users: The firmware update tool is no longer compatible with Windows XP. Please use a different operating system to update your firmware. Updating the firmware will delete some data from...

### **5. Google Chrome OS and Chromebook compatibility**

We don't currently offer Google Chrome OS-compatible printer or scanner drivers. However, you may print to your machine using the Google Cloud printing feature. Refer to how to "Register and Print..."

### **6. Missing the option to print on both sides of the paper - Windows or Macintosh**

In the Brother printer driver, the option for 2-sided/Duplex print is typically located: -  
Windows: On the Basic tab under 2-sided/Booklet or Duplex/Booklet . This location...

### **7. Macintosh macOS 10.15 Catalina - Compatibility**

### **8. "Your PC Settings only let you install verified apps from the store" when attempting to install the Brother software**

This issue is typically caused by a setting on your computer, which restricts third-party apps and software from being installed. If your computer is running Windows 10 S, by design, you...

#### **9. [Download and install Nuance PaperPort 14](#)**

You must be logged onto your computer as the administrator. Your machine must be connected to your computer and its software must already be installed before you can download and...

#### **10. [Open the Printers folder - Windows](#)**

Complete the following steps for your computer operating system: Windows XP or Server 2003 Click Start → Control Panel → Printers and Other Hardware → View Installed Printers . To view the...

#### **11. [Compatibility with 5 GHz or Dual Band wireless network router](#)**

The standard specification for Dual Band routers allow devices connected to different bands (2.4 GHz or 5 GHz) to communicate. Your computer can be connected to the 5 GHz band network and be able to...

#### **12. [Firewall ports needed to allow network communication with the Brother machine](#)**

If a firewall is active on your computer, it may reject the necessary network connection needed for the network communication with the Brother machine. In order to resolve this issue, it...

#### **13. [Add a printer driver - Windows 7](#)**

1. Download the Printer Driver or Add Printer Wizard Driver from <http://support.brother.com> . Click here for instructions on how to navigate to our downloads page. ...

#### **14. [Scan using iPrint&Scan - Windows or Macintosh computer](#)**

Brother iPrint&Scan for PC/Mac provides access to printing, scanning and workflow functionality. Click here for instructions on how to download and install the Brother...

#### **15. [Scan a multi-page document into a single file PDF - ControlCenter4 Home Mode](#)**

You'll need to save your file as a PDF so that multiple pages are combined into a single document. The image below shows the ControlCenter4 in Home Mode. If you're using...

#### **16. [Set up Easy Scan to E-mail - Brother Apps](#)**

Easy Scan to E-Mail is a feature of Brother Apps that allows you to send scanned data via email directly from your Brother machine, without configuring any email server details. Security - Between...

#### **17. [2-sided \(duplex\) documents print upside down](#)**

If your duplexed documents are printing upside down, then you're likely using a generic printer driver. Many of the features of your Brother machine's printer are only available if you're using...

#### **18. [When printing from a computer, the data, status, or print indicator light flashes or the machine receives data but does not print](#)**

Generally this issue is caused by an interface problem or incorrect driver settings. Complete the following steps to troubleshoot this issue: 1. Verify the cable connection and cycle the...

#### **19. [Can't disable Two-Sided printing default - Macintosh](#)**

Depending on your operating system, Two-Sided printing may be enabled by default when using the Apple AirPrint printer driver. If a CUPS printer driver is available for your machine...

#### **20. ["Virus & threat protection - Unauthorized changes blocked" or "Controlled folder access blocked" when attempting to install or scan with ControlCenter4 or iPrint&Scan - Windows 10](#)**

You may receive a security pop up blocking scanning or the Brother software installation. This occurs when the Controlled Folder Access is enabled in Windows Defender for Windows 10...

#### **21. [When printing multiple copies or a multi-page document, only a single copy or page is printed - Windows](#)**

This issue is typically caused by a damaged Print Spooler or Print Processor, which are components of the operating system that control printing. As a work around, you may set the driver...

#### **22. [How to create a Brother PPD file for installation - Linux](#)**

We don't provide individual PPD files for all devices, however you can create a file for some machines. Your machine must have a Windows BR-Script Driver available for...

**23. [Download the "iPrint&Scan Push Scan Tool" - Macintosh](#)**

You may receive a notice to download and install the Brother iPrint&Scan Push Scan Tool when attempting to scan from the button on your Brother machine. This typically occurs...

**24. [How to install the software on a computer with no CD-ROM drive, if the CD has been lost, or if the CD won't run](#)**

The latest version of drivers, software, and manuals can be downloaded from the Brother Solutions Center at <http://support.brother.com> . Some third-party bundled applications are not available...

**25. [Add a TCP/IP port](#)**

Follow the steps for your operating system to add a TCP/IP port to the printer driver: Windows 10 a. Click → All Apps → Windows System → Control Panel . b...

**26. [Software installation stalls, hangs, or freezes at Writing to the Registry](#)**

This issue is generally caused by a conflict with one of the items that start in the Operating System's boot sequence. To troubleshoot this issue, complete the following steps: Not all models are...

**27. [Random symbols, garbled text, garbage print, or prints unexpectedly](#)**

This issue can be caused by a wide variety of reasons. Complete the following steps based on your connection type: If this issue only occurs when printing from Adobe, click [here](#) for...

**28. ["The specified driver is invalid" or "Windows can't print due to a problem with the printer setup" when attempting to print - Windows 10](#)**

This is an issue with the Windows operating system that affects printing. For additional information about Microsoft's investigation of this issue, please click [here](#) to visit the Microsoft...

**29. [A USB cable is not included in the box with the Brother machine](#)**

A USB cable is not included with the purchase of your Brother machine. A list of components included with the machine is printed on the outside of the carton. Brother...

### **30. [Wireless setup is requesting a WPS PIN to complete the setup](#)**

While attempting to set up the Brother machine on a wireless network, you may see a screen requesting a WPS PIN to complete the setup. This typically occurs if Wi-Fi Direct is enabled on...

### **31. ["CC4-103" or "Unable to Write the File to the Destination Folder" - ControlCenter4](#)**

Before you begin: This issue can be caused by interference from security software. If you're using Bitdefender Antivirus, please make sure to add ControlCenter4 to the Trusted Applications and try to...

### **32. [Google Cloud Print compatible models](#)**

There are two different ways to configure Google Cloud Print. Google Cloud Print 2.0 allows for easy setup and use on a computer connected to the same network as the Brother machine...

### **33. [Scan using the ControlCenter4 - Home Mode](#)**

There are five scan options: Save , Print , Open with an Application , Send E-mail , and OCR . 1 PC Scan setting area 2 Image viewer 3 Save button 4 Print button 5 Open with an Application...

### **34. [Attach, Email, and Print - Brother Apps](#)**

The Attach, Email and Print feature allows you to attach a document and email it to the Brother machine to be printed, without needing to install a driver. You simply attach a file to an outgoing...

### **35. ["Manual Feed", "No Paper", "Load Paper" or "MP Tray" when printing from Microsoft Word or a similar application](#)**

This issue can occur for various reasons: - The paper source in the application is set to "Manual feed" or "MP tray". - The paper size...

### **36. [Unable to print, scan, or use features of Brother iPrint&Scan - Apple iOS](#)**

The Brother iPrint&Scan app allows you to use features of your machine directly from your iPhone, iPod touch, iPad, or iPad mini. We recommend downloading the latest version of the...

### **37. ["Difx driver package" error during installation](#)**

This can be caused by interference with third party anti-virus/firewall program, or a problem with the computer's operating system installation. - Please try...

**38. "CC4-121" or set the default e-mail application for scanning with ControlCenter or the Scan key**

The Scan to E-mail feature allows you to scan a document directly into your default e-mail application. If you haven't set a default e-mail application, you may receive error CC4-121-xxxxxxx...

**39. Manually find your wireless network's security settings (password)**

We may be able to help you locate your wireless network's security settings if your computer is also connected to your network using a wireless connection. If you still can't find this...

**40. "Cannot start Application Installer"**

This issue may occur if the downloaded software installer's directory can't be accessed. To resolve this issue, you must download the software directly to a folder on the computer's Local...

**41. "User Intervention Required" when attempting to print**

This error can occur if the print job enters the computer's Print Spooler, but then isn't sent to the printer. Complete the following steps to manually restart the print spooler: Not all...

**42. Print using Apple AirPrint**

1. Your Apple device must be running iOS 4.2 or later. The version can usually be found in the device's settings menu...

**43. "CC4-006-0000" when scanning with ControlCenter4**

To resolve this issue, complete the following steps: You must be logged into your computer with Administrator Rights. 1. If the computer is running any Antivirus, Firewall, Ransomware...

**44. Uninstall the Brother MFL-Pro Suite software, printer driver, and scanner driver - Windows**

Follow the instructions below to uninstall the Brother MFL-Pro Suite: 1. Close all other applications before beginning the uninstall process. You must be logged in with administrator...

#### **45. [How to open ControlCenter - Windows](#)**

If you see the CC4 icon in the task tray, double-click the icon. For Windows 7 or later, if you find the or button on the taskbar, click or button and...

#### **46. [Add a printer driver - Macintosh](#)**

If you have not already downloaded the Brother Printer Driver, you may do so by visiting <http://support.brother.com>. 1. Open Printers & Scanners. 2. Click the + (plus) button located...

#### **47. [Brother Refresh FAQs](#)**

Signing up : - How much does Brother Refresh cost? -

#### **48. ["Object reference is not an instance of an object" when installing the Brother software](#)**

1. Make sure that you're logged in with Admin rights. 2. Make sure your computer's hidden files are visible: Not all models are compatible with all listed operating systems. To determine your...

#### **49. [Brother Print Service Plugin for Android](#)**

The Brother Print Service Plugin enables printing directly from your Android devices (Android 5.0 or later), to your Brother printer through a Wi-Fi network. The Brother machine must be connected to..