

## IMPORTANT

**Have you already set up your Brother machine and installed the correct printer driver?**

If you're not sure, see the *Quick Setup Guide* supplied with your machine. You can also find it at the Brother Solutions Center at [support.brother.com/manuals](http://support.brother.com/manuals).

**For setup videos see:**  
[support.brother.com/wireless-support](http://support.brother.com/wireless-support)

## FAQs & Troubleshooting

If you need additional help, the Brother Solutions Center offers the latest FAQs, including video FAQs, and troubleshooting tips. Visit us at [support.brother.com](http://support.brother.com).

**brother**  
at your side

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Need help with  
wireless printing?



If you can't print using your Brother machine on a wireless network, see the troubleshooting checklist inside ▶ ▶ ▶

Applicable to all wireless models

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### Is your Brother machine ready to use?

- Make sure the machine is connected to a working socket and any power switches are turned ON.
- The machine may be in Sleep Mode. Press any button on the machine to wake it.
- If the machine's screen shows an error, see the *Online User's Guide* at [support.brother.com/manuals](http://support.brother.com/manuals) for a solution.



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### Check your Brother machine's status in your operating system

- Make sure your Brother machine is set as the default printer.
- Make sure your machine is not paused or offline, and no unprinted jobs are left in the printer queue.



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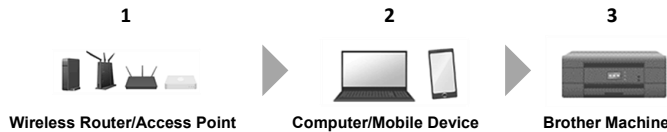
### Is your computer or mobile device connected to the network?

- Try visiting a website or sending an email.
- You may need to move your wireless router closer to your Brother machine.



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### Turn the following devices off and then on again in the following order:

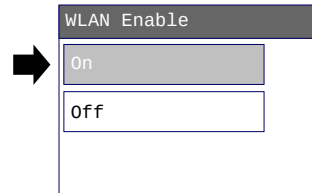


Wait at least five minutes for your Brother machine to join the wireless network.

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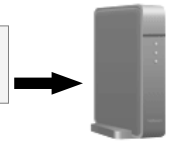
### Is your machine's network interface enabled?

You can enable WLAN using your machine's menu (most machines have it in the Network menu).



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### Make sure you are entering the correct SSID (Network Name) when connecting to your wireless network

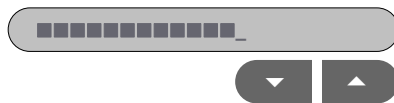


Both your computer/mobile device and the Brother machine must be connected to the same wireless router.

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### Make sure you have entered the correct Password (Network Key) when connecting to your wireless network

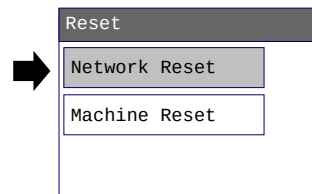
- Use the machine's touchscreen, or the ▲ and ▼ keys, to carefully enter each character.
- If your password contains upper-case and lower-case letters, make sure you type them correctly.



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### Reset your machine's network connection and set it up again

You can do this from your machine's menu. When finished, set up your wireless connection again.

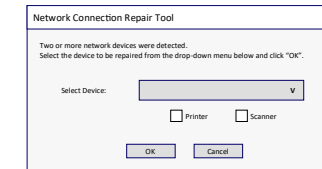


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### Try the Network Connection Repair Tool

This tool will automatically locate and update your Brother machine's IP address within your printer driver.

You can download it from [support.brother.com](http://support.brother.com).



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### If you still can't print, try to reinstall the driver

1. Make sure your Brother machine has the latest firmware installed. You can download the Firmware Update Tool from [support.brother.com](http://support.brother.com).
2. Download the Full Driver & Software Package from [support.brother.com](http://support.brother.com) and follow the on-screen instructions. Also, try disabling the firewall during the installation. When finished, make sure to turn the firewall on again.