BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Brother Printers

Laser and inkjet, toner and drum, Wi-Fi and scanning — explained in plain English, one step at a time

A plain-English guide for seniors and families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Brother laser (HL-L, MFC-L, DCP-L) & inkjet (MFC-J, INKvestment Tank) · facts current November 2026

What's Inside

This is your guide to living happily with a Brother printer — the sturdy laser printers so many households rely on, and Brother's inkjet and INKvestment Tank models too. Read it in any order and at your own pace. Every chapter explains what a feature does *for you*, then gives slow, numbered steps. Brother uses slightly different menu words on different models, so if a button isn't exactly where this guide says, look for the same words nearby — and when in doubt, your model's own Online User's Guide at support.brother.com has the final word.

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PART 1

Getting to Know Your Brother

Which kind of Brother you have, the parts that wear out, and the buttons and messages you'll see most. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. If there's a Brother printer in your home, you're in good company. Brother laser printers in particular have a reputation for simply working, year after year, and for printing a lot of pages without fuss. Most of the questions people have about them come down to a handful of things: getting on the Wi-Fi, a message about the toner or the "drum," a paper jam, or the dreaded word **Offline**. This guide covers all of those, slowly and in plain English.

I'm Bill. I've spent more than 30 years working with technology, and these days I help people here in Portage County feel at home with theirs. I wrote this guide the way I'd explain things at your kitchen table: one step at a time, with no jargon and nothing to sell you.

What this guide will do for you

- Help you tell which Brother you have — laser or inkjet, black-only or color — and why it matters.
- Explain the difference between **toner** and the **drum**, the two parts Brother laser owners most often mix up.
- Walk you through Wi-Fi setup three ways: the printer's own screen, the WPS button, and a computer or phone.
- Show you the Brother Mobile Connect app, and print from an iPhone, Android, Windows PC, Mac or Chromebook.
- Make copies and scan papers to your phone, your computer or an email.
- Give you an honest look at genuine versus cheaper toner, Brother's subscription, and recycling.
- Fix jams, "Offline" messages and faded pages — and steer you clear of fake printer support.

The big promise: you can't break it

Nothing in this guide will hurt your printer. Menus can be backed out of with the **Back** or **Cancel** button. A setting you change can be changed back. The only real cautions are the common-sense ones — don't force paper, don't touch the hot parts inside a laser printer, and don't unplug the printer in the middle of an update — and each one is pointed out where it matters.

WHAT THIS DOES FOR YOU

What this does for you

Once you understand the few parts that wear out and the few messages that matter, a Brother printer becomes one of the least worrying machines in the house. You'll know what to buy, when to buy it, and what to do when the little screen says something unexpected.

GOOD TO KNOW

This guide and our general printer guide

This guide is the Brother-specific companion to our **Home Printers & Scanners** guide. That guide covers printers in general — where to put one, paper types, printing photos and envelopes, and buying your next printer. This one sticks to what's different about Brother.

And I'm only a phone call away

If anything here leaves you unsure, call me at **(330) 200-8042**. There's no such thing as a silly question about a printer.

Let's start by finding out exactly which Brother you have.

— Bill

CHAPTER 2

Laser or Inkjet? Finding Out Which Brother You Have

Brother makes two very different kinds of home printer, and almost everything else in this guide depends on which kind you have. The good news: the model name, printed on the front or top of the printer, tells you nearly everything.

Reading a Brother model name

A Brother model name looks like **HL-L2460DW** or **MFC-J4335DW**. It has three useful pieces:

Part of the name	What it tells you
The first letters	**HL** = a printer only. **DCP** = print, copy and scan. **MFC** = print, copy, scan, and usually fax ("multi-function center").
The letter after the dash	**L** = laser, which uses toner powder. **J** = inkjet, which uses liquid ink.
The letters at the end	**W** usually means Wi-Fi; **D** usually means it prints on both sides automatically; **C** in the end letters (as in CDW) usually means color laser.

TIP

Write it down once

Find the full model name and jot it in the cheat-sheet in Chapter 30. You'll need it every time you buy toner or ink, look up a message, or download software. The serial number is on a label on the back or inside a cover.

Brother laser printers (the -L models)

Laser printers melt a fine powder called **toner** onto the paper. They're quick, the pages don't smear, and the toner doesn't dry out if you go weeks without printing — which is a big reason many families choose them.

- **Black-and-white (mono) lasers** — models such as the HL-L2460DW printer or the MFC-L2820DW all-in-one. These are the workhorses many households own.
- **Older mono lasers** — models such as the HL-L2350DW and MFC-L2750DW. They take a different toner and drum from the newer models, even though the names look alike. Always buy supplies by your exact model number.

- **Color lasers** — models with "C" in the end letters (CDW, for example). They hold four toners: black, cyan (blue), magenta (pink-red) and yellow.

Brother inkjet printers (the -J models)

Inkjets spray tiny drops of liquid ink. They're the better pick for color photos and are usually cheaper to buy. Brother's inkjets are mostly **MFC-J** all-in-ones. Many are sold as **INKvestment Tank** models, which use larger-capacity cartridges designed to last much longer between changes than ordinary ones. In September 2025 Brother USA also began selling refillable bottle-tank printers under the INKvestment Tank name. Chapter 20 covers ink for all of these.

GOOD TO KNOW

Why this chapter matters

When you search for help, add your full model name. "Brother printer drum" gets you a sea of advertisements; "MFC-L2820DW replace drum" gets you the right instructions — often Brother's own.

CHAPTER 3

Toner, Drum and Ink: The Parts That Wear Out

Every printer has a few parts that get used up. On a Brother laser printer there are usually two, and mixing them up is the single most common source of confusion — and of wasted money.

Toner: the powder that makes the print

The **toner cartridge** holds the black (or colored) powder. It runs out the fastest. Brother lists how many pages a cartridge lasts, measured with each page about 5 percent covered — roughly a short letter. Real pages with pictures or dense text use more.

The drum: the part that puts toner onto paper

The **drum unit** is a roller that carries the toner onto the page. On many Brother black-and-white lasers, the toner cartridge clicks *into* the drum unit, and the two slide into the printer together as one long assembly. The drum lasts much longer than the toner — usually through several toner cartridges.

On the popular HL-L2460DW, for example, the toner is the TN830 family and the drum is the DR830. Your model's own page at support.brother.com, or the label on the old cartridge, tells you yours. Brother prints the expected page count (the "yield") on each box and product page.

Why the drum has a page counter

The printer counts the pages each drum has printed so it can warn you when the drum is wearing out. That's why, after you fit a *new* drum, many models ask you to reset the drum counter — a step covered carefully in Chapter 19.

HEADS UP

Toner message or drum message? Read carefully

A message that mentions **Toner** means buy a toner cartridge. A message that mentions **Drum** means the drum — a different, more expensive part. Buying the wrong one is an easy mistake. Chapter 18 explains every message.

Ink, on Brother inkjets

Brother inkjets use separate cartridges for black, cyan, magenta and yellow, so you only replace the color that ran out. Bottle-tank models are filled from bottles instead. There's no drum on an inkjet.

WHAT THIS DOES FOR YOU

What this does for you

Knowing there are two separate parts on a laser lets you buy the right one the first time, and keeps you from replacing a perfectly good drum — or tossing a printer that only needed a new one.

CHAPTER 4

The Buttons, the Screen and the Messages

Brother printers come with one of three kinds of control panel. Take a look at yours and find it below.

The three kinds of control panel

- **Lights and a few buttons, no screen** — on the simplest lasers. Messages show as patterns of blinking lights; your model's guide has a chart of what each pattern means.
- **A small text screen with arrow keys** — you press **Menu**, move with the up and down arrows, and press **OK** to choose. **Back** goes up a level; **Cancel** or **Stop/Exit** leaves the menu or stops a job.
- **A touchscreen** — you tap **Settings** (a gear or wrench symbol) and then **All Settings** on many models. Swipe or tap the arrows to scroll.

The menus you'll visit most

Menu	What's in it
Network	Wi-Fi setup, WPS, and the printer's network details (Chapters 6 and 7).
General Setup	Paper type and size, the sleep timer, and similar everyday settings.
Machine Info	Page counts, part life and, on many models, **Firmware Update** (Chapter 27).
Print Reports	The network settings report and other handy printouts.

Messages that are worth knowing by sight

On the screen	What it means
Toner Low	Toner is running low. Buy one now; you can keep printing for a while.
Replace Toner	Time for a new toner cartridge (Chapter 19).
Drum End Soon	The drum is near the end of its life. Have one ready.
Replace Drum	Time for a new drum unit (Chapter 19).
Jam Inside, Jam Rear, Jam 2-sided	A paper jam, and where it is (Chapter 24). A jam in the paper tray has its own message too.
No Paper	Load paper, or check the tray is pushed all the way in.
Cover is Open	A cover or the back door isn't fully shut.

TIP

The screen is telling you where to look

Brother's messages are usually specific. "Jam Rear" means open the back. "Jam 2-sided" means the tray or path used for printing on both sides. Read the whole message, and the fix is often obvious.

WHAT THIS DOES FOR YOU

What this does for you

Most "my printer is broken" moments turn out to be one of the messages above. A few seconds reading the screen can save you an afternoon of worry — and a call to anyone.

PART 2

Setting Up and Getting on Wi-Fi

Unboxing a new Brother, then three ways to connect it to your home Wi-Fi: the printer's own screen, the one-button WPS method, and setup from a computer or phone.

CHAPTER 5

Setting Up a New Brother Printer

A new Brother comes out of the box nearly ready. The first half hour is mostly peeling off tape and loading paper. Brother's printed Quick Setup Guide, in the box, shows the exact pictures for your model; this chapter tells you what's going on.

Before you start

- Pick a spot near a power outlet, within good Wi-Fi range, with room to open the front and back doors.
- Have your Wi-Fi network name and password handy. They're often printed on a sticker on the router.
- Keep the box for a week or two, in case something needs to go back.

Unpacking, step by step

1. Remove all the orange or blue tape and any cardboard pieces, inside and out. Open each cover and look; lasers often hide a packing strip near the toner.
2. On a laser: open the front cover, and check that the drum and toner assembly is in place. If it came packed separately, remove its wrapping and slide it in until it locks. Close the cover.
3. On an inkjet: open the ink cover and install each cartridge in the slot with the matching color label.
4. Pull out the paper tray, slide the guides to fit your paper, fan a stack of plain paper, and load it. Don't fill past the line marked on the tray. Push the tray all the way back in.
5. Plug in the power cord and press the power button. Follow any prompts on the screen, such as setting the date, time and language.
6. Inkjets spend several minutes preparing the ink system the first time. Let them finish.

HEADS UP

Leave the USB cable in the drawer for now

If you plan to use Wi-Fi, don't plug the printer into the computer with a USB cable unless the setup software asks you to. A cable plugged in at the wrong moment can set the computer up for USB only.

Next: get it on the Wi-Fi

There are three good ways, and you only need one. If your printer has a screen, the printer's own wizard (Chapter 6) is usually the simplest. If your router has a WPS button, Chapter 7 is quicker still. Otherwise, let a computer or the Brother Mobile Connect app do it (Chapter 8).

SCAM ALERT

Setting up? Only use Brother's own website

Search for "Brother printer setup" and you'll see paid ads and look-alike pages with "support" phone numbers. They aren't Brother. Brother's real support site is **support.brother.com**, and its U.S. home page is **brother-usa.com**. Type those yourself, and never call a number from an ad.

CHAPTER 6

Wi-Fi Setup with the Printer's Own Screen

If your Brother has a screen, it has a built-in **Setup Wizard** that finds your Wi-Fi and asks for the password — no computer needed. This is also how you reconnect after you get a new router.

Before you start

Have your Wi-Fi network name (Brother calls it the **SSID**) and the Wi-Fi password (Brother calls it the **Network Key**) written down in front of you. Brother's own guide is plain about it: without those two things, the wireless setup can't continue.

On a model with a text screen and arrow keys

1. Press **Menu**.
2. Use the up and down arrows to choose **Network**, and press **OK**.
3. Choose **WLAN(Wi-Fi)**, then **Find Network**, pressing **OK** each time.
4. If the printer asks whether to switch to wireless, choose **Yes**. The wizard starts and searches for networks.
5. When the list of network names appears, choose yours and press **OK**.
6. Enter your Network Key (the Wi-Fi password) using the arrow keys to pick each letter, and press **OK**. Your model's guide shows how to switch between letters, capitals and numbers.
7. Choose **Yes** to apply the settings, and wait for **Connected**.

On a touchscreen model

1. Tap **Settings**, then **All Settings**.
2. Tap **Network**, then **WLAN(Wi-Fi)**, then **Find Wi-Fi Network**. (Many models also have a Wi-Fi symbol on the home screen that goes straight there.)
3. When the screen asks **Switch Network interface to wireless?**, tap **Yes**. That starts the wireless setup wizard.
4. Pick your network name, type the Network Key on the on-screen keyboard, and tap **OK**.
5. Wait for the connected message.

TIP

Password trouble?

Wi-Fi passwords are case-sensitive: a capital A is not the same as a small a. If it fails, carefully re-enter it. Look at the router sticker again — zeros and the letter O are easy to mix up.

GOOD TO KNOW

Two Wi-Fi networks with similar names?

Many routers broadcast two networks, a 2.4 GHz one and a 5 GHz one, sometimes with "5G" in the name. Not every printer can use 5 GHz, and Brother suggests checking which channels your model supports before joining a 5 GHz network. If you're unsure, pick the 2.4 GHz name. If the connection fails, Brother suggests restarting the router and the printer, then trying again.

WHAT THIS DOES FOR YOU

What this does for you

Once the printer itself is on the Wi-Fi, every phone, tablet and computer in the house can find it. You set it up once; everyone gets to use it.

CHAPTER 7

WPS: The One-Button Way

WPS (Wi-Fi Protected Setup) lets the printer and the router shake hands without you typing a password. Not every router has a WPS button, and some internet companies turn it off, so check yours first. Look for a button marked **WPS** or with two curved arrows.

Connecting with WPS

1. Put the printer near the router if you can.
2. On the printer, go to **Network** > **WLAN(Wi-Fi)** and look for **WPS** (the same menu as Chapter 6). Confirm if it asks to switch to wireless.
3. When the screen tells you to press WPS on the router, press the router's WPS button.
4. Wait. Within a minute or two the printer should say it's connected.

TIP

If it times out

You usually have about two minutes between starting WPS on the printer and pressing the router button. If it fails, start again and press the router button sooner. If it still fails, use the Setup Wizard in Chapter 6.

HEADS UP

Printers without a screen

Simple models with no screen often start WPS by holding down the **Wi-Fi** button for a few seconds. The exact button and timing vary, so check your model's Online User's Guide at support.brother.com before you try.

CHAPTER 8

Setting Up from a Computer or Your Phone

If your printer has no screen, or you'd simply like a computer to walk you through it, Brother's own software can connect the printer to Wi-Fi and install the printer on that computer at the same time.

On a Windows PC

1. On the computer, open a web browser and type **support.brother.com** yourself.
2. Choose **Downloads**, type your model name, and pick your version of Windows.
3. Choose the full software package Brother recommends for your model (usually listed first). It installs the printer driver and Brother's scanning software together.
4. Open the downloaded file and follow the steps. When asked how the printer connects, choose **Wireless Network Connection** (the exact wording varies).
5. If the installer asks you to plug in a USB cable briefly to send the Wi-Fi details, do so, then unplug it when told.

On a Mac

Most current Brother models print from a Mac using Apple's built-in AirPrint, with no extra driver (Chapter 13). For scanning and extra features, look at your model's **Downloads** page at support.brother.com: it lists exactly which Brother apps and drivers are offered for your version of macOS.

With the Brother Mobile Connect app

1. Install **Brother Mobile Connect** from the App Store or Google Play. Check that the developer is Brother. (Older models use the Brother iPrint&Scan app instead; see Chapter 9.)
2. Open it and tap the option to add or set up a new machine.
3. Follow the screens. The app finds the printer and passes along your Wi-Fi details.
4. Allow the permissions it asks for (such as finding devices on your network); setup needs them.

WHAT THIS DOES FOR YOU

What this does for you

The software route does two jobs at once: the printer joins the Wi-Fi, and the computer or phone you used is ready to print as soon as it's finished.

SCAM ALERT

"Download our Brother driver" pages

Fake sites offer "Brother drivers" with a phone number for help. Some downloads are remote-control programs, not drivers. Get software only from support.brother.com or the official app stores.

PART 3

Apps and Printing from Every Device

Brother's phone apps, then printing from an iPhone or iPad, an Android phone, a Windows PC, a Mac and a Chromebook.

CHAPTER 9

The Brother Mobile Connect App (and iPrint&Scan)

Brother has two free phone apps, and people are often unsure which one they need. The short answer: newer Brother printers use **Brother Mobile Connect**, and many older ones use **Brother iPrint&Scan**. Both are still offered. You only need the one that matches your printer.

Which app is yours?

App	Who it's for
Brother Mobile Connect	Brother's main app for newer models. Brother's own App Store listing says to check whether your model supports it on the Brother support website first.
Brother iPrint&Scan	The older app, still free and still listed. Brother says that if your model isn't supported by Mobile Connect, use iPrint&Scan instead.

TIP

The quick way to find out

Install Brother Mobile Connect and try to add your printer. If the app can't find or doesn't support your model, install Brother iPrint&Scan instead. There's no harm in trying one and then the other.

What Brother Mobile Connect does

- **Print** documents and photos from your phone or tablet.
- **Scan** from the printer to your phone, and keep a **scan history** so you can find an earlier scan again later.
- **Show your ink or toner levels** and send you a notification when supplies are getting low.
- **Order supplies** from inside the app, if you choose to.
- Help with **setting up** a new printer on your Wi-Fi (Chapter 8).

Getting started

1. Open the App Store (iPhone, iPad) or Google Play (Android) and search for **Brother Mobile Connect**.
2. Check that the developer is listed as Brother, then tap **Get** or **Install**.
3. Open the app. Allow it to find devices on your local network when asked — it can't see the printer otherwise.
4. Tap the option to add a machine and choose your printer from the list.
5. Once it's added, the app's home screen shows your printer, its supply levels and buttons for Print, Scan and Copy.

GOOD TO KNOW

It needs your phone and printer on the same Wi-Fi

Brother notes that the app needs a wireless connection to an eligible printer. If your phone is on cell data or a different Wi-Fi network, the app may say it can't find the printer. Turn on Wi-Fi on the phone and join your home network.

HEADS UP

The app may suggest a subscription or a Brother account

During setup, the app may offer Brother's ink and toner subscription (Chapter 22) or ask you to register. Those are optional. You can skip them and still print and scan.

WHAT THIS DOES FOR YOU

What this does for you

One app on your phone tells you how much toner or ink is left, warns you before it runs out, and lets you scan a letter straight to your phone. No more guessing whether to buy a cartridge "just in case."

CHAPTER 10

Printing from an iPhone or iPad

Most current Brother printers work with Apple's **AirPrint**, which is built into every iPhone and iPad. You don't need any Brother app just to print.

Printing a photo, web page or email

1. Make sure your iPhone or iPad is on the same Wi-Fi network as the printer.
2. Open what you want to print — a photo, an email, a web page in Safari.
3. Tap the **Share** button (a square with an arrow pointing up). In Mail, tap the reply arrow instead.
4. Scroll down and tap **Print**.
5. If it says **No Printer Selected**, tap it and choose your Brother.
6. Choose the number of copies and other options, then tap **Print**.

Checking or canceling a print job

While something is printing, open the App Switcher (swipe up from the bottom and pause, or double-click the Home button on older models) and tap **Print Center**. From there you can see the job and tap **Cancel Printing**.

TIP

Printer not in the list?

Check the printer's screen says it's connected to Wi-Fi (Chapter 6). Then turn the iPhone's Wi-Fi off and on again. If it still doesn't appear, Chapter 25 walks through the usual causes.

WHAT THIS DOES FOR YOU

What this does for you

Boarding passes, recipes, a grandchild's photo from a text message — anything you can see on your iPhone, you can print in a few taps, without a computer.

CHAPTER 11

Printing from an Android Phone or Tablet

Android phones print through a small built-in piece of software called a **print service**. Most phones already have the general-purpose **Mopria Print Service** or Android's default print service, which work with most Brother printers on your Wi-Fi.

Printing from an Android phone

1. Make sure the phone is on the same Wi-Fi as the printer.
2. Open what you want to print, such as a photo in Google Photos or a page in Chrome.
3. Tap the three-dot menu (or **Share**) and choose **Print**.
4. At the top, tap the printer name and choose your Brother. If it isn't listed, tap **All printers**.
5. Tap the round printer button to print.

If no printers appear

Open the phone's **Settings** and search for **Printing**. Make sure a print service is turned **on**. If none is listed, install **Mopria Print Service** from Google Play and turn it on. Menu names vary between Samsung, Google Pixel and other brands, so the search box in Settings is the quickest way there.

TIP

Or use the Brother app

Brother Mobile Connect (Chapter 9) can print directly too, and it's the one to use for scanning, copying from your phone and checking toner.

WHAT THIS DOES FOR YOU

What this does for you

Your Android phone becomes a print button for anything on it, without a computer and without cables.

CHAPTER 12

Adding Your Brother to a Windows PC

Windows 11 usually finds a Brother on the same Wi-Fi network by itself and sets it up with a basic driver. If you want every feature — such as scanning from the printer's buttons — install Brother's own software as well (Chapter 8).

Adding the printer in Windows 11

1. Click **Start**, then **Settings**.
2. Click **Bluetooth & devices**, then **Printers & scanners**.
3. Click **Add device** next to "Add a printer or scanner." Windows searches the network.
4. When your Brother appears, click **Add device** beside it.
5. If it doesn't appear after a minute, click **Add manually** and follow the prompts (Chapter 25 shows how to find the printer's IP address).

Choosing it as your usual printer

In **Printers & scanners**, Windows may be set to **Let Windows manage my default printer**, which picks whichever printer you used last. If prints keep going to "Microsoft Print to PDF" instead of your Brother, turn that switch off, click your Brother and choose **Set as default**.

HEADS UP

Two copies of the same printer?

Sometimes the printer shows up twice, for example once with "Copy 1" after its name. Usually only one of them works. Print a test page from each (click the printer, then **Print test page**) and remove the one that doesn't.

WHAT THIS DOES FOR YOU

What this does for you

Once the printer is set as your default, every program — Word, your email, your web browser — prints to it without you having to choose it each time.

CHAPTER 13

Adding Your Brother to a Mac or a Chromebook

Macs and Chromebooks both print to most current Brother models without installing anything from Brother. Here's how to add the printer on each.

On a Mac

1. Click the **Apple menu**, then **System Settings**.
2. Click **Printers & Scanners** in the sidebar (you may need to scroll down).
3. Click **Add Printer, Scanner, or Fax**.
4. Choose your Brother from the list. Next to **Use**, AirPrint is usually selected automatically.
5. Click **Add**.

TIP

Scanning on a Mac

Once the printer is added, Apple's built-in **Image Capture** app or the Printers & Scanners window can often scan from an all-in-one too. Chapter 16 has more.

On a Chromebook

1. Click the time in the bottom-right corner, then the gear for **Settings**.
2. Go to **Device** > **Printers and scanners** > **Print**.
3. Under **Other available printers**, find your Brother and click **Save**.
4. If it isn't listed, choose **Add printer manually** and enter the printer's IP address.

GOOD TO KNOW

School or work Chromebook?

A Chromebook managed by a school or employer may block adding printers. That's a setting on their end, not a fault with your printer.

WHAT THIS DOES FOR YOU

What this does for you

No downloads, no discs, no drivers: a few clicks and your Mac or Chromebook prints to the Brother like any other program's print button.

PART 4

Copying and Scanning

If your Brother is a DCP or MFC model, it's also a copier and a scanner. Here's how to make copies and get paper documents onto your phone, your computer or into an email.

CHAPTER 14

Making Copies

Copying needs no computer, no phone and no Wi-Fi. If your model name starts with **DCP** or **MFC**, it can copy. (An **HL** model is a printer only.)

The glass or the feeder?

Where to put the original	When to use it
The scanner glass	Lift the lid and lay the page **face down**, lined up with the arrow or marks in the corner. Best for single pages, books, receipts, cards and anything fragile.
The document feeder (on top, if yours has one)	Stack several pages **face up** in the tray on the lid, and the printer pulls them through one at a time. Best for a stack of ordinary paper.

HEADS UP

Don't feed fragile papers

Never put photographs, papers with staples or paper clips, torn pages or very thin receipts through the feeder. Use the glass for those.

Making a copy

1. Put the original on the glass or in the feeder.
2. On a text-screen model, press **Copy** if there is a Copy button. On a touchscreen, tap **Copy**.
3. Choose the number of copies with the number keys, the arrows or the on-screen buttons.
4. For more options — darker or lighter, enlarge or reduce, both sides — look for **Options** or the settings on the copy screen.
5. Press **Start** (black-and-white lasers have one Start button; color models may have **Mono Start** and **Color Start**).

TIP

Making a copy of an ID card or insurance card

Many Brother all-in-ones have an **ID Copy** or **2-in-1 ID Copy** option on the copy screen that puts the front and back of a card on one sheet. If yours has it, the screen tells you when to turn the card over. If not, copy one side, flip the card, and copy the other side.

WHAT THIS DOES FOR YOU

What this does for you

A copier at home means no trips to the library or the drugstore when the doctor's office, the bank or the tax office wants a copy of something.

CHAPTER 15

Scanning to Your Phone

Scanning turns a paper document into a picture or PDF file. The easiest place to send it is usually your phone, using the Brother app from Chapter 9. From there you can text it, email it or keep it.

Scanning with Brother Mobile Connect

1. Put the document on the scanner glass (face down) or in the feeder (face up).
2. Open **Brother Mobile Connect** on your phone and make sure your printer is shown.
3. Tap **Scan**.
4. Choose any options offered, such as color or black-and-white and the kind of file.
5. Tap the button to start. The printer scans and the page appears on your phone.
6. Tap the share or save option to send it by email or text, or save it to your phone's Files or Photos.

GOOD TO KNOW

Your scan history

Brother Mobile Connect keeps a history of your scans in the app, so a page you scanned last week can be found again and shared without scanning it twice.

TIP

Using Brother iPrint&Scan instead?

If your model uses the older iPrint&Scan app, the steps are much the same: open the app, tap **Scan**, then save or share the result.

STAY SAFE

Treat scans of private papers like the papers themselves

A scanned tax form, Medicare card or bank statement on your phone is just as private as the paper. Send it only to people you trust, and delete it from the phone and the app's history when you no longer need it.

WHAT THIS DOES FOR YOU

What this does for you

The form the pharmacy needs, a signed letter, a recipe card from Grandma's box — scanned to your phone in under a minute and ready to send to whoever needs it.

CHAPTER 16

Scanning to a Computer

When you want scans saved neatly on a computer — for your files, or to print again later — scan from the computer itself. There are two common ways: Brother's own software, or the scanning tool already built into Windows or the Mac.

Brother's software

When you install the software from your model's **Downloads** page at support.brother.com (Chapter 8), you also get Brother's scanning program. On many current models that's the **Brother iPrint&Scan** program for Windows and Mac. Open it, choose **Scan**, pick the type of document and where to save, and click to start.

Without Brother's software

Computer	What to do
Windows 11	Install Microsoft's free **Windows Scan** app from the Microsoft Store, open it, choose your Brother, pick a file type such as PDF, and click **Scan**.
Mac	Open the **Image Capture** app (in the Applications folder), choose your Brother on the left, choose a format and where to save, and click **Scan**.

TIP

Several pages into one file

For a multi-page document, choose **PDF** as the file type and use the document feeder if your printer has one. Many programs then put all the pages into a single PDF file, which is easier to send and to find later.

GOOD TO KNOW

Where did my scan go?

If you can't find a scan, look in your **Pictures** or **Documents** folder, or in **Downloads**. The scanning program usually shows the save location before you start — it's worth a glance.

WHAT THIS DOES FOR YOU

What this does for you

Important papers end up in one folder on your computer, where they can be backed up, searched and printed again — instead of in a shoebox.

CHAPTER 17

Sending a Scan by Email

The most reliable way to email a scan is simple: scan to your phone or computer first (Chapters 15 and 16), then attach the file to an email in the usual way. That works with any email account — Gmail, Outlook, Yahoo, your internet company's email — and you can check the scan before it goes.

Emailing a scan from your phone

1. Scan with Brother Mobile Connect (Chapter 15).
2. When the scan appears, tap the share option.
3. Choose **Mail**, **Gmail** or whichever email app you use.
4. Type the address, add a short note, and tap **Send**.

Emailing a scan from a computer

1. Scan to the computer and note where the file was saved (Chapter 16).
2. Open your email the way you normally do and start a new message.
3. Click the paper clip (**Attach**) and choose the scanned file.
4. Add the address and click **Send**.

GOOD TO KNOW

"Scan to Email" on the printer's own screen

Some Brother all-in-ones have a **Scan to Email** option on the printer. On many home models it works only through a computer that has Brother's software installed, or it needs email server details that most home accounts make awkward to enter. If it works for you, wonderful; if not, the phone or computer method above is easier.

SCAM ALERT

Don't email scans to someone who just asked out of the blue

Scammers ask people to "just scan and email" a driver's license, Social Security card or bank statement to "verify" something. Real government offices and banks rarely ask that way. Call the organization on a number you already know before sending anything.

WHAT THIS DOES FOR YOU

What this does for you

A form signed at your kitchen table can be on its way to the lawyer, the insurance company or a family member in a couple of minutes.

PART 5

Toner, Drum and Ink

What the supply messages mean, how to replace toner and the drum (and reset the drum counter the right way), ink for Brother inkjets, an honest look at cheaper toner, Brother's subscription and recycling.

CHAPTER 18

Toner and Drum Messages, Explained

Brother lasers are good at telling you what they need — as long as you read the message closely. The single most important word to look for is whether it says **Toner** or **Drum**.

The messages, in plain English

Message	What it means
Toner Low	The toner cartridge is getting low. Buy a replacement now so it's on hand. You can keep printing for a while.
Replace Toner	The toner cartridge has reached the end of its life. Put in a new **toner cartridge**. The drum is fine.
Drum End Soon	The **drum unit** is nearing the end of its life. Have a new drum ready. If you see this right after putting in a new drum, the drum counter wasn't reset (Chapter 19).
Replace Drum	Time to put in a new **drum unit**. Keep your toner cartridge — it moves over to the new drum.

HEADS UP

Drum message after a new drum? Don't buy another one yet

Brother's own guides say that if "Drum End Soon" appears just after you installed a new drum, the most likely reason is that the counter wasn't reset. Reset it (Chapter 19) before buying anything.

Printers with lights instead of a screen

On models without a screen, the same messages appear as patterns of lit or blinking lights, often with labels like Toner and Drum beside them. Your model's Online User's Guide at support.brother.com has a chart; search it for "LED indications."

Checking how much is left

- **On a printer with a screen**: many models show a toner gauge on the home screen; part life is under **Machine Info**.
- **On your phone**: Brother Mobile Connect shows supply levels and can warn you when they're low (Chapter 9).
- **On a computer**: Brother's software, if you installed it, includes a status window.

WHAT THIS DOES FOR YOU

What this does for you

Reading one word — toner or drum — saves you from buying the wrong part, and from replacing a part that still had life in it.

CHAPTER 19

Replacing the Toner or Drum (and Resetting the Drum Counter)

On most Brother black-and-white lasers, the toner cartridge and drum unit come out of the front of the printer together as one long piece, called the **drum and toner cartridge assembly**. The exact pictures for your model are in its Online User's Guide; here's the general pattern.

STAY SAFE

Mind the hot parts

Parts inside a laser printer get very hot while printing. If it has just been printing, wait several minutes before reaching in, and only touch the cartridge and drum — not the parts deeper inside.

Replacing a toner cartridge

1. Leave the printer turned on. Open the front cover.
2. Pull out the drum and toner assembly by its handle.
3. Push down the lock lever (often green) on the drum and lift the old toner cartridge out of the drum.
4. Unpack the new toner cartridge, gently shake it side to side a few times to spread the toner, and remove the protective cover.
5. Push the new cartridge firmly into the drum until it clicks. The lock lever usually lifts by itself.
6. If your model has a green tab for cleaning the corona wire, slide it back and forth gently a few times and return it to its home position (your model's guide shows this).
7. Slide the assembly back into the printer and close the front cover.

TIP

Lay down a sheet of paper first

Toner powder is messy and stains clothing. Put the assembly down on a sheet of scrap paper, and if you get toner on your hands or clothes, use **cold** water — hot water sets it.

Replacing the drum unit

1. Take the drum and toner assembly out, as above.
2. Push down the lock lever and take the toner cartridge out of the **old** drum.
3. Unpack the new drum and put the toner cartridge into it until it clicks.
4. Put the assembly back in the printer, but **leave the front cover open** if your model's reset steps start that way (many do).
5. Reset the drum counter using your model's official steps (below).

Resetting the drum counter — the right way

The printer counts pages on each drum. After you fit a **new** drum, you tell the printer to start counting from zero. The steps differ from model to model, so always use the steps in your own model's Online User's Guide (search it for "reset the drum counter"). As one example, Brother's steps for the HL-L2460DW are:

1. Make sure the printer is turned on.
2. Open the front cover.
3. Press and hold **Go** for about four seconds, until all the lights come on.
4. When all the lights are on, let go of **Go**, then close the front cover.

HEADS UP

Only reset the counter for a new drum

Brother is clear: **do not reset the drum counter unless you are replacing the drum unit**. Resetting it on an old, worn drum only hides the warning; the drum doesn't get any better, and print quality keeps dropping. You'll find "tricks" online for silencing drum messages — skip them.

WHAT THIS DOES FOR YOU

What this does for you

A five-minute swap at the kitchen table, no service call needed — and a printer that keeps an honest count of when the drum really needs replacing.

CHAPTER 20

Ink for Brother Inkjets and INKvestment Tank Models

Brother inkjets (the -J models) use liquid ink and have no drum. There are three kinds of Brother inkjet, and the ink is handled a little differently in each.

Kind	How the ink works
Standard inkjets	Separate cartridges for black, cyan, magenta and yellow. Replace only the color that's empty.
INKvestment Tank (cartridge)	Larger-capacity cartridges designed to go much longer between changes. They still go in like ordinary cartridges.
INKvestment Tank (refillable bottle)	Brother USA added refillable bottle-tank models to the INKvestment Tank name in September 2025. You fill a built-in tank from a bottle.

Replacing an ink cartridge

1. Open the ink cartridge cover, usually on the front right of the printer.
2. Press the release lever for the empty color and pull that cartridge out.
3. Unpack the new cartridge and remove any orange protective cap, without touching the ink outlet.
4. Push the cartridge into the slot with the matching color label until it locks.
5. Close the cover. The printer may take a moment to get ready.

TIP

Find your cartridge number

The cartridge number (for example, an "LC" number) is printed on the old cartridge and listed on your model's page at brother-usa.com. Write it in the cheat-sheet in Chapter 30.

GOOD TO KNOW

Print something in color now and then

Inkjet ink can dry in the tiny nozzles if a printer sits unused for weeks. Printing a page with a bit of color every week or two helps keep things flowing. (A laser doesn't have this problem, which is one reason people who print rarely often prefer one.)

WHAT THIS DOES FOR YOU

What this does for you

Knowing which kind of inkjet you have tells you what to buy — and with a tank model, how seldom you'll need to buy anything at all.

CHAPTER 21

Genuine Brother Toner vs. Cheaper Compatibles, Honestly

Walk into any office-supply store or search online and you'll see Brother-compatible toner for a fraction of the price of the real thing. Is it worth it? There's no single answer, so here are the honest facts to help you decide.

The kinds of toner you'll see

Type	What it is
Genuine Brother	Made by Brother for your model. Costs the most. What Brother designs and tests the printer around.
Compatible	Made by another company to fit your model. Often much cheaper. Quality varies from brand to brand, and sometimes from box to box.
Remanufactured	A used Brother cartridge, cleaned and refilled by another company.

What Brother says

- Brother's U.S. warranty statements exclude damage that results from using non-Brother supplies. That doesn't mean the warranty disappears — it means if a bad cartridge damages the printer, that repair may not be covered.
- In March 2025, after online claims that Brother firmware updates were blocking third-party toner, Brother publicly stated that its printers do not intentionally degrade print quality based on whether genuine or non-genuine supplies are used, and that its firmware updates don't block third-party ink. Brother also said it can't vouch for the print quality of third-party supplies.

A sensible way to decide

- **Under warranty, printing a little?** Genuine is the low-worry choice.
- **Older printer, printing a lot?** A well-reviewed compatible from a store with an easy return policy can save real money. Keep the receipt.
- **Whatever you buy**, match it to your exact model number, and buy from a store or website you already know — not from someone who called you (Chapter 28).
- **If a compatible causes streaks or a toner error**, put the old genuine cartridge back in to check. If the problem goes away, return the compatible.

HEADS UP

"High-yield" and "XL" are different from "compatible"

Brother sells its own high-yield toner (often marked XL) that prints more pages for a somewhat higher price. It's still genuine Brother, and for many households it works out cheaper per page than the standard cartridge.

WHAT THIS DOES FOR YOU

What this does for you

You get to choose with your eyes open — saving money where it makes sense, without being scared into paying more or tempted into a gamble.

CHAPTER 22

Brother Refresh EZ Print Subscription

Refresh EZ Print Subscription is Brother's U.S. service that mails you toner or ink before you run out, for a monthly fee based on how many pages you print. Whether it's a good deal depends entirely on how much you print.

How it works

- You choose a plan by the number of pages you expect to print each month.
- Your eligible Brother printer needs to be connected so Brother can see your usage and ship supplies when you're running low.
- Unused pages roll over to the next month, up to a maximum of two times your monthly plan.
- New subscribers in the contiguous United States (not Alaska, Hawaii or U.S. territories) can get a 2-month free trial. A payment method is required to sign up, and after the trial it renews monthly automatically.
- Brother says you can change or cancel your plan at any time.
- Some new printers offer bonus pages only if you enroll within seven days of first turning the printer on.

What it costs

When we checked in November 2026, one Brother U.S. page listed plans from **$0.89 a month for 25 pages** up to **$24.99 a month for 1,500 pages**, with steps in between. But other Brother pages showed different plans and prices for different printer types (black-and-white laser, color laser and inkjet). Prices clearly change, so look at the live plan list for *your* printer on brother-usa.com before you sign up.

TIP

Is it worth it for you?

Look at how many pages you really printed last year (Machine Info on the printer shows a page count). Divide by 12. If that's a small number, the smallest plan may be cheaper than buying cartridges — or a single high-yield cartridge a year may be cheaper still. Do the arithmetic before you decide.

HEADS UP

Set a reminder before the free trial ends

The trial turns into a paid plan automatically. If you're only trying it, put a note on your calendar a few days before the two months are up, and cancel then if it isn't for you.

WHAT THIS DOES FOR YOU

What this does for you

For a household that prints steadily, it's one less thing to remember: toner or ink just turns up before you need it.

CHAPTER 23

Recycling Empty Cartridges

Brother has long run a free program in the U.S. for returning empty toner and ink cartridges, with a prepaid postage label you print from your Brother account. When we checked in November 2026, though, Brother's U.S. recycling page showed a notice of a **temporary interruption** of the supplies recycling program, saying Brother is working to restore it.

What to do with empties right now

1. Visit **brother-usa.com** and look for the recycling page to see whether the program has restarted. If it has, sign in (or create a free Brother account) to print a prepaid return label.
2. Put the empty cartridge in the box the new one came in, or in its plastic bag, so toner doesn't leak.
3. If the Brother program is still paused, ask an office-supply store near you whether it takes empty cartridges for recycling — many do.
4. Don't put toner cartridges in the household trash or burn them.

GOOD TO KNOW

Old printers too

Brother's U.S. site also lists a take-back option for old Brother products through a recycling partner. Wipe any saved fax numbers or contacts first if your model stores them.

SCAM ALERT

No one needs to collect your empties for a fee

Brother's return program has been free. Be wary of anyone who calls offering to "service" or collect your printer cartridges for a charge.

WHAT THIS DOES FOR YOU

What this does for you

Your empties are kept out of the landfill, at no cost to you, without extra trips.

PART 6

Fixing Problems

Paper jams, the "Offline" message, faded or streaky pages, and keeping the printer's built-in software up to date.

CHAPTER 24

Paper Jams

Paper jams are the most common printer problem of all, and almost always the easiest to fix. Your Brother usually tells you where the paper is stuck — start by reading the screen.

Where the jam is

Message	Where to look
Jam Inside	Paper is stuck inside the printer, usually reached by taking out the drum and toner assembly through the front cover.
Jam Rear	Paper is stuck at the back. Open the back door.
Jam 2-sided	Paper is stuck in the part that prints on both sides, or inside the back door.
A tray jam message	Paper is stuck where it feeds from the tray. Pull the tray all the way out.

STAY SAFE

Let it cool first

Inside and behind a Brother laser, the parts that melt the toner onto the paper get extremely hot. For Jam Inside and Jam Rear especially, turn the printer off and wait about 10 to 15 minutes before reaching in.

Clearing a jam, step by step

1. Read the message and open the cover or tray it names.
2. Take hold of the stuck paper with both hands and pull it out **slowly and evenly**, in the direction the paper normally travels. Pulling slowly keeps it from tearing.
3. If it tears, look carefully for every scrap — a small piece left behind causes the next jam.
4. For Jam Inside, lift out the drum and toner assembly, remove the paper underneath, and put the assembly back in.
5. Close every cover firmly and push the tray all the way in.
6. If the message stays, open and close the front cover once. Many models then carry on where they left off.

Stopping jams before they start

- Fan the paper before loading it, and don't fill the tray past the line.
- Slide the paper guides so they just touch the stack — not loose, not squeezed.
- Use plain copy paper in good condition. Damp, curled or wrinkled paper jams more often.
- Don't add paper to the tray while the printer is printing.
- Envelopes, labels and card stock usually go through a manual feed slot, one at a time; your model's guide shows where.

HEADS UP

Don't use tools

Never use scissors, tweezers or a knife to dig out paper. You can scratch the drum or damage small parts. If it's truly stuck, that's the moment to call for help.

WHAT THIS DOES FOR YOU

What this does for you

Most jams take two minutes to clear once you know where to look — and a few good habits mean you'll see them far less often.

CHAPTER 25

"Printer Offline" and Other Connection Problems

"Offline" doesn't mean your printer is broken. It means the computer or phone can't talk to it right now. Usually the cause is simple: the printer lost the Wi-Fi, went to sleep, or the computer is pointing at the wrong copy of the printer. Work down this list in order.

The quick checks

1. Is the printer turned on and showing no error? Clear any jam or cover message first.
2. Turn the printer off, wait 30 seconds, and turn it back on.
3. Restart the computer or phone, too.
4. Look at the printer's screen or Wi-Fi light. If it isn't connected, run the Wi-Fi setup again (Chapter 6). Brother suggests restarting the router as well if it won't connect.
5. Make sure the computer or phone is on the same home Wi-Fi network — not a guest network, and not cell data.

On a Windows PC

1. Go to **Settings** > **Bluetooth & devices** > **Printers & scanners** and click your Brother.
2. Click **Open print queue**. In the window that opens, click the **Printer** menu (or the three dots) and make sure **Use Printer Offline** is **not** checked.
3. Cancel any stuck jobs in the queue, then try printing again.
4. Still stuck? Back on the printer's page in Settings, look for **Run the troubleshooter**, which opens Windows' Get Help printer troubleshooter.

After you get a new router or change the Wi-Fi password

The printer is still looking for your old network. Run the Setup Wizard on the printer (Chapter 6) and choose the new network name and password. If you used Brother's software on a computer, you may also need to remove the printer from the computer and add it again (Chapter 12 or 13).

Finding your printer's IP address

Every device on your Wi-Fi has a number called an IP address, such as 192.168.1.45. You need it when adding a printer by hand. Print the printer's **network configuration report** (look under **Print Reports** on the printer's menu, or in your model's guide) and look for the line marked IP Address.

TIP

A printer that keeps going offline

If the printer drops off every few days, its IP address may be changing. Your router's app can often "reserve" an address for the printer so it stays the same. That's a good small job to have Bill or a tech-savvy family member do once.

SCAM ALERT

"Printer offline? Call this number"

Search "Brother printer offline" and the results are crowded with paid ads and pages that repeat a "support" phone number over and over. They are not Brother. They may charge a hefty fee for what the steps above fix for free, or ask to take control of your computer. Chapter 28 has more.

WHAT THIS DOES FOR YOU

What this does for you

Working down one short list in order solves almost every "offline" message — without a phone call, and without falling for anyone who claims to be Brother.

CHAPTER 26

Faded, Streaky or Smudged Pages

When pages start to look wrong, the pattern of the problem usually points to the part responsible. Print a test page or a page with plenty of text, and compare it with the table below.

On a laser printer

What you see	Likely cause and first fix
Pale or faded all over	Toner running low. Take out the cartridge and gently rock it side to side to spread the toner, then try again. If that helps only briefly, replace the toner.
Faded, and the drum is old	The drum may be worn out. Check its remaining life under Machine Info.
A thin line down the page	Often a dirty corona wire inside the drum unit. Many Brother drums have a small tab you slide back and forth to clean it; see your model's guide.
Spots repeating at the same spacing	Often a mark on the drum. Your model's guide has a "clean the drum unit" section.
Toner rubs off or smudges	Check the paper type setting matches your paper. Heavy or glossy paper needs the right setting.

On an inkjet

- **Missing lines or a missing color**: run the printer's **print head cleaning** from the maintenance menu, then print a test page. Cleaning uses some ink, so don't run it again and again.
- **Crooked or doubled lines**: run **print head alignment**, if your model offers it.
- **One color empty**: replace that cartridge (Chapter 20).

TIP

Change one thing at a time

After each fix, print one page and look. That way you'll know which step solved it — and you won't waste toner or ink.

HEADS UP

If you recently switched to a compatible cartridge

Streaks or faint printing that start right after a new non-Brother cartridge are worth testing: put the old one back briefly, or return the new one (Chapter 21).

WHAT THIS DOES FOR YOU

What this does for you

A minute spent matching what you see to its cause can save you from buying a drum you didn't need — or from living with blotchy pages.

CHAPTER 27

Firmware Updates

Firmware is the software that runs inside the printer itself. Brother releases updates from time to time to fix problems, improve security and keep the printer working with newer phones and computers.

Updating from the printer's screen

1. Make sure the printer is on your Wi-Fi and connected to the internet.
2. On a touchscreen model, tap **Settings** > **All Settings** > **Machine Info**. (On a text-screen model, press **Menu** and look for **Machine Info**.)
3. Choose **Firmware Update** and follow the prompts. If an update is available, the printer downloads and installs it.
4. Wait. Don't turn the printer off until it says the update is finished; it may restart on its own.

GOOD TO KNOW

Firmware Auto Check

Many models also have a **Firmware Auto Check** setting in the same Machine Info menu, which shows a message on the home screen when new firmware is available.

Updating from a computer

For models without the option on the screen, Brother offers a **Firmware Update Tool** for computers. Find it on your model's **Downloads** page at support.brother.com — never from a link in an email or an ad.

STAY SAFE

Don't unplug it mid-update

Brother warns not to turn the machine off until the firmware update has finished. A power cut halfway through can leave the printer unable to start. Choose a time when nobody needs to print.

HEADS UP

Firmware and cheaper toner

In 2025 some owners reported that compatible cartridges stopped working after a firmware update. Brother publicly denied that its updates block third-party supplies. If you rely on compatible toner, it's reasonable to put a new cartridge in and test it soon after any update, while you can still return it.

WHAT THIS DOES FOR YOU

What this does for you

An up-to-date printer is more secure on your home network and keeps working smoothly with the newest iPhones, Androids and computers.

PART 7

Staying Safe

Fake "printer support" sites, search ads and pop-ups, and the toner sellers who call out of the blue — how to spot them and what to do instead.

CHAPTER 28

Fake Printer Support and Toner-Seller Calls

Printers attract more scams than almost any other gadget in the house, because they go wrong at awkward moments and people search for help in a hurry. The good news: the scams follow a few patterns, and once you know them, they're easy to spot.

Scam 1: fake "Brother support" websites and search ads

When you search for "Brother printer offline" or "Brother printer setup," the first results are often paid ads, followed by look-alike pages that use the Brother name and repeat a phone number again and again. While researching this guide we saw several such pages near the top of the results. The people who answer may say your printer has a "driver error" or a "virus," ask to connect to your computer, and then charge you.

SCAM ALERT

How to spot a fake support page

The web address isn't **brother-usa.com** or **support.brother.com**. A phone number is repeated many times in large type. The page says "call now" and promises instant help. Real Brother help pages are mostly instructions, not phone numbers. Close the page.

Scam 2: pop-ups and "download our driver" pages

A page says your printer driver is "missing" or "corrupted" and offers a download, or a pop-up says your computer is infected and you must call. Real Brother drivers come only from your model's Downloads page at support.brother.com or from the official app stores (Chapter 8).

SCAM ALERT

Never let a stranger take control of your computer

If anyone you reached through an ad, a pop-up or a phone call asks you to install a program so they can "fix" your printer, hang up or close the window. A printer problem never needs a stranger inside your computer.

Scam 3: the toner-seller cold call

Someone calls saying they're "your toner supplier," or "calling about your Brother printer," and asks you to read the model number off the printer or confirm an order. Soon a box of overpriced toner arrives, followed by an invoice. Treat any call you didn't expect about printer supplies as suspect, and buy toner only from a store or website you choose yourself.

SCAM ALERT

"We're calling about your printer supplies"

Don't read out your printer's model or serial number, and don't agree to any "renewal" or "standing order." Say, "I don't buy over the phone," and hang up. If a box you didn't order shows up, don't pay the invoice until you've checked with someone you trust.

Scam 4: fake emails about your subscription or account

SCAM ALERT

"Your Brother subscription payment failed"

If you use Refresh EZ Print Subscription (Chapter 22), you might get an email saying a payment failed and asking you to click a link. Don't click. Open a web browser, type **brother-usa.com** yourself, and sign in to check. If nothing's wrong there, the email was fake.

Where real Brother help lives

Address	What's there
support.brother.com	Brother's support site: Online User's Guides, drivers, firmware and FAQs for every model.
brother-usa.com	Brother's U.S. home page: products, supplies, the Refresh subscription, recycling and contact details.
The App Store and Google Play	Brother Mobile Connect and Brother iPrint&Scan, with Brother listed as the developer.

STAY SAFE

If you already called a fake number

Don't panic. Turn off the computer if a stranger is connected to it. Call your bank or card company using the number on your card if you paid anything. Change any passwords you gave out. Then have someone you trust check the computer for remote-control programs — that's a good time to call Bill.

WHAT THIS DOES FOR YOU

What this does for you

With two addresses to remember and one rule — never call a number from an ad or a pop-up — you're safe from the most common printer scams.

PART 8

When to Call Bill & Your Cheat-Sheet

An honest word about when a hand is worth it, and a one-page summary to keep near the printer.

CHAPTER 29

When to Call Bill

Most of what's in this guide you can do yourself, at your own pace. But part of being helpful is being honest about when a hand saves you time and worry. Here's my straight advice, with no pressure.

Times it's well worth a call

- **A new Brother out of the box** — unpacked, on the Wi-Fi, added to every computer and phone in the house, and a test page from each.
- **"Offline" that won't go away**, after you've worked through Chapter 25.
- **A new router or internet company**, and now nothing prints.
- **Scanning set up properly**, so scans land in one sensible folder on your computer.
- **Deciding between genuine toner, compatibles and the subscription** for how you actually print — with no sales pitch.
- **A jam you can't reach**, or a message that keeps coming back.
- **You think you may have called a fake support number** or let someone into your computer.
- **Time for a new printer?** An honest opinion on whether to repair or replace.

What working with me is like

I work at your pace, explain what I'm doing in plain words, and never talk down to anyone. I'll tell you honestly when something isn't worth your money, and I don't sell toner or subscriptions. I've been doing this kind of work for more than 30 years, and I serve Portage County, Ohio, in person, and folks farther away by remote help.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is yours to keep for free; if you'd like a hand, I'm only a phone call away.

GOOD TO KNOW

You may meet Sophie first

When you call or visit billshometech.com, you might be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time. A real person — me — does the actual help.

Thank you for reading. Take it one step at a time — your Brother is tougher than it looks, and so are you.

— Bill

CHAPTER 30

Your Brother Printer Cheat-Sheet

The essentials on one page. Keep it near the printer.

Topic	What to remember
Real Brother websites	**support.brother.com** (guides, drivers, firmware) and **brother-usa.com** (supplies, subscription, recycling). Type them yourself.
Phone app	**Brother Mobile Connect** for newer models; **Brother iPrint&Scan** if yours isn't supported (Chapter 9).
Wi-Fi setup	Menu or Settings > Network > WLAN(Wi-Fi) > Find Network / Find Wi-Fi Network (Chapter 6).
Toner vs. drum	"Toner" message = buy toner. "Drum" message = buy a drum. Reset the drum counter only after fitting a new drum (Chapters 18 and 19).
Printing from phones	iPhone: Share > Print. Android: menu > Print (Chapters 10 and 11).
Offline	Restart printer and computer, check Wi-Fi, uncheck Use Printer Offline (Chapter 25).
Firmware	Settings > All Settings > Machine Info > Firmware Update. Don't turn off mid-update (Chapter 27).
Never	Call a number from an ad or pop-up, or buy toner from a cold caller (Chapter 28).
Bill's Home Tech	(330) 200-8042 · billshometech.com/book · $49 remote · $99 in your home

Write it down once

Item	Mine
My printer model	_____
Serial number	_____
Toner cartridge number	_____
Drum unit number	_____
Ink cartridge numbers (inkjets)	_____
Wi-Fi network name (SSID)	_____
Printer's IP address	_____
Date I last replaced the drum	_____

When something's wrong, in order

1. Read the whole message on the printer's screen — it usually says what and where.
2. Clear any jam, close every cover, and check there's paper.
3. Turn the printer off for 30 seconds, then on again. Restart the computer or phone too.
4. Check the printer is on the Wi-Fi. If not, run the Setup Wizard (Chapter 6).
5. Look up the message in your model's Online User's Guide at support.brother.com.
6. Still stuck? Call Bill at (330) 200-8042 — never a number from an ad.