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Depending on your individual computer security settings, you may need to be logged in as the administrator to follow these procedures. For Mac users, it is recommended to download and install the Brother iPrint&Scan app from the Mac App Store. 1) Click here for downloads. 2) 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. 4) User Step 2: Select OS Version, select your specific operating system. \* If you are unsure of your Operating System, click here. 5) Click on the Search button. 6) Click on the Full Driver & Software Package file. 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) Then, press OK. 12) Follow the on-screen installation instructions. 13) Once the installation is complete, click Close (if prompted). 14) 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. Got a question? The answer is likely here. Self-Serve Support Ask a Question Live Chat Register Your Product My Questions Does this apply to your machine? Click here to find out. Color Laser LED FAX/MFC MFC9460CDN MFC9560CDW The drum counter should be reset when 'Replace Drum' or 'Drum Stop' appears on the LCD. To reset the drum counter: 1. Press MENU, 8 (Machine Info), 4 (Reset Parts Life). NOTE: If Reset Parts Life is not an option, this means 'Replace Drum' or 'Drum Stop' is not on currently displayed on the LCD. The option is only available when machine has the 'Replace Drum' or 'Drum Stop' message. 2. Press the UP OR DOWN ARROW key to select Drum. Press OK. 3. Press 1 to reset the drum unit counter. 4. The display will show 'Accepted'. Press STOP/EXIT and the machine will return to the date and time. La version française sera disponible sous peu / The French version will become available shortly The message "Print Unable" (followed by a two digit code) will appear on the display if there is a mechanical malfunction of the Brother machine. 1. Press and hold down the power key to turn the machine off. 2. Unplug the power cord from the back of the machine. 3. Wait approximately 30 seconds. Plug the power cord back into the machine. 4. Press and hold down the power key to turn the machine on. - If the machine displays "Ready", the issue is resolved. - If the problem persists, please contact us through Live Chat or Ask a Question at the top of the page. 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. \* 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 Got a question? The answer is likely here. Self-Serve Support Ask a Question Live Chat Register Your Product My Questions Note: You will still need to install the printer or scanner for wireless on your computer before you will be able to print or scan using this connection. WIRELESS CONFIGURATION You will need your... 03/31/2025 WIRELESS CONFIGURATION You will need your wireless network's name and password. This information is provided by your Internet Service Provider, or set through your Router. To ensure there are no... 03/18/2020 A Mac CUPS printer driver is not provided. You must print using an AirPrint driver or use Brother iPrint&Scan. 1. Open Printers & Scanners. Click here for instructions. 2. Click the +... 04/30/2021 There is currently an issue with the P-touch Editor quitting unexpectedly. Please check soon for an app update to resolve this issue. 01/11/2021 A Mac CUPS printer driver is not provided. You must print using an AirPrint driver or use Brother iPrint&Scan. 1. Open System Preferences -> Printers & Scanners. 2. Click the +... 06/22/2023 A Mac CUPS printer driver is not provided. You must print using an AirPrint driver or use Brother iPrint&Scan. 1. Open System Preferences -> Printers & Scanners. 2. Click... 01/22/2024 After updating to macOS 12.6 the message P-touch Editor quit unexpectedly may appear. Please update the Brother app with the newest version from the Apple App Store. The updated version... 10/31/2022 After updating your device to iOS 15.7 the Brother app may quit unexpectedly or crash. Please update the Brother app with the newest version from the Apple App Store. The updated version... 11/01/2022 To check software, driver and machine compatibility, please visit our macOS 11 Big Sur Support Statement at . Click here for... 11/01/2022 1. Download the Full Driver and Software Package from the Brother downloads website. Click here for instructions on how to navigate to our downloads page. 2. Network users must first connect your machine to your network before installing the software. Refer to the steps below: - Wired Ethernet Users: Connect an Ethernet cable between your machine and your router. If your machine was previously configured for a different network connection, click here for instructions on how to reset the network card so that your machine can establish this new connection. 3. For instructions on how to install the Full Driver and Software Package once it has been downloaded, click on the link in the chart below that corresponds to your Operating System and Connection Type: USB Wired Network Windows: XP, Vista, 7, 8, 8.1, 10 Click here Click here La version française sera disponible sous peu / The French version will become available shortly 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.