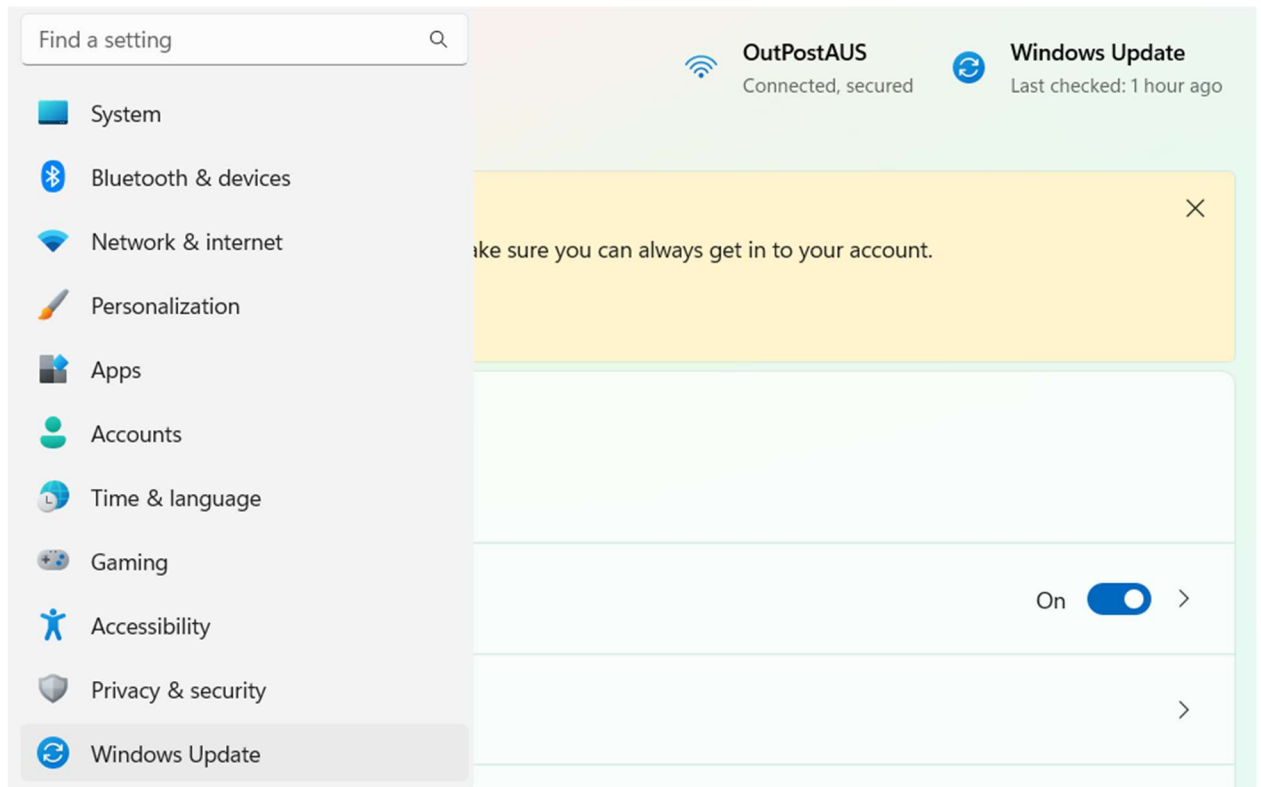# Can't print? (PC\Windows users)

## Some first checks:

1. Please make sure that your computer has its latest software updates by navigating to your settings and finding the updates tab



2. After ensuring you have the latest updates, restart your computer, then try printing again. If you are printing via Wi-Fi, make sure that you are connected to the Wi-Fi. If you are printing via USB, make sure that the cable is properly connected between the printer and your computer.

## Still unable to print?

Follow the steps below to install the BrotherIPrint&Scan app to your computer, which provides a graphical user interface (GUI) to print.

1. Follow the link here to navigate to the Brother website and select your Windows version and press ok

support.brother.com/g/b/downloadtop.aspx?c=us&lang=en&prod=mfcl2820dw_us_as

2. Once you click ok, scroll down to the utilities section and press the Brother iPrint&Scan option

**Utilities**

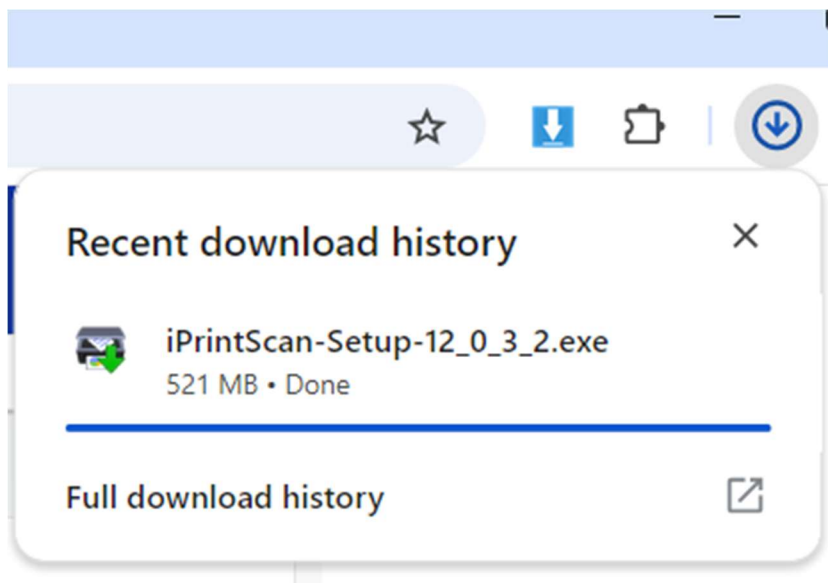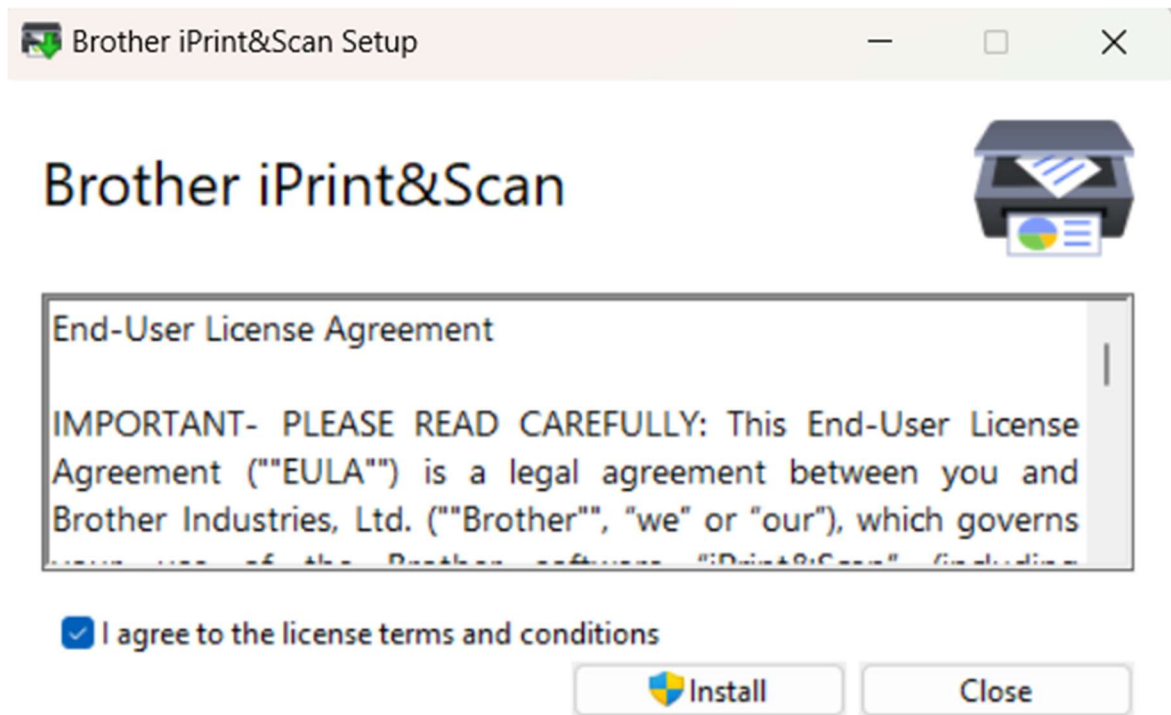| Title | Description | Release Date (Version) | Size |
|-------|-------------|------------------------|------|
| Wireless Setup Helper | This utility assists you in finding the security settings (SSID and Network Key) of your ...more | 06/22/2022 (1.03.0009) | 2.00 MB |
| Network Connection Repair Tool | This utility assists you in restoring printing capability with minimal user interaction. This ...more | 10/31/2023 (1.2.27.0) | 1.47 MB |
| PaperPort™ Install Tool | This tool installs PaperPort™ via internet. | 06/11/2024 (14.7.1) | 2.00 MB |
| Wireless Setup Wizard | This wizard guides you on configuring the wireless network settings of your Brother ...more | 03/27/2024 (1.00.0002) | 5.61 MB |
| Uninstall Tool | This Uninstall Tool is useful if you want to reinstall the driver through Windows Plug and ...more | 06/11/2024 (1.0.70.0) | 1.08 MB |
| Brother iPrint&Scan | This application provides access to printing, scanning and workflow functionality. | 09/09/2024 (12.0.3.2) | 520.61 MB |

⊕ Show all

3. Once clicked, agree to the terms and begin the download
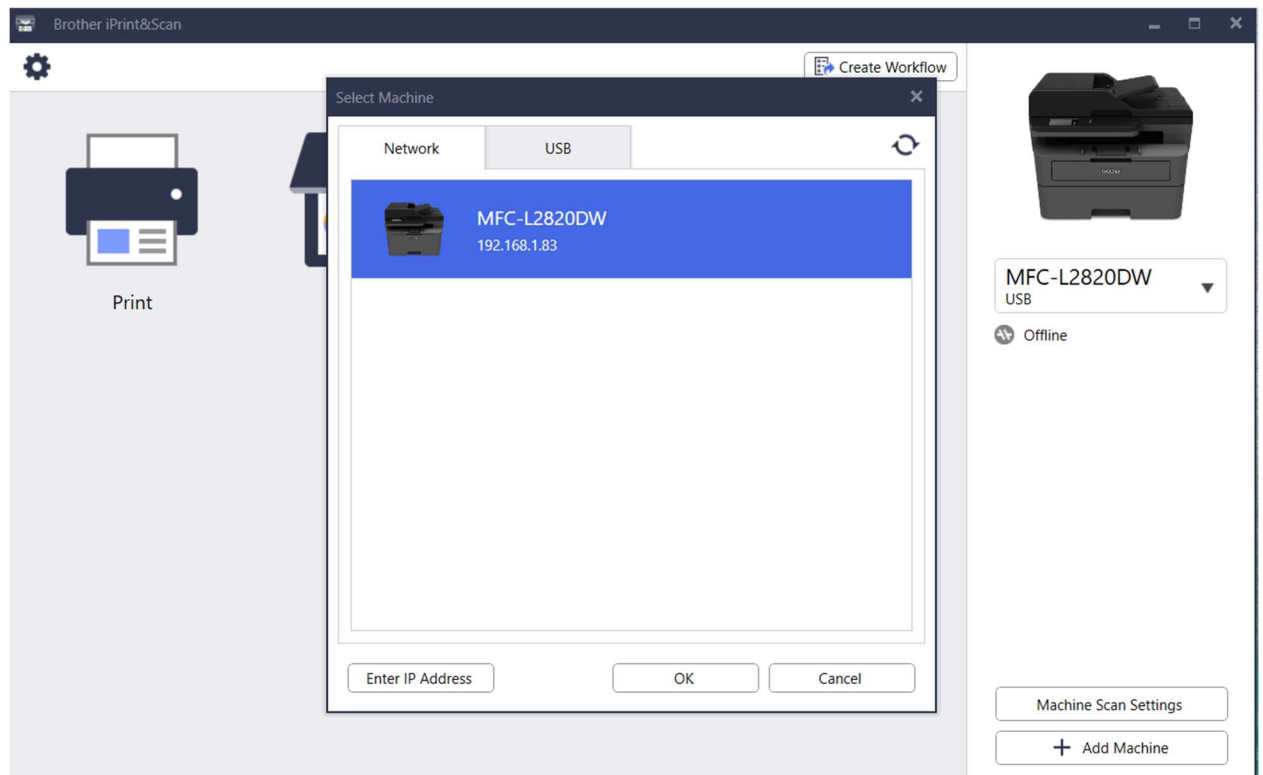4. Navigate to your downloads tab and double click the newly installed file

**Recent download history**                                    ✕

🖨️ **iPrintScan-Setup-12_0_3_2.exe**
   521 MB • Done

**Full download history**                                      ⬏

5. Now agree to the terms and install the app



Brother iPrint&Scan Setup

## Brother iPrint&Scan

End-User License Agreement

IMPORTANT- PLEASE READ CAREFULLY: This End-User License Agreement (""EULA"") is a legal agreement between you and Brother Industries, Ltd. (""Brother"", "we" or "our"), which governs

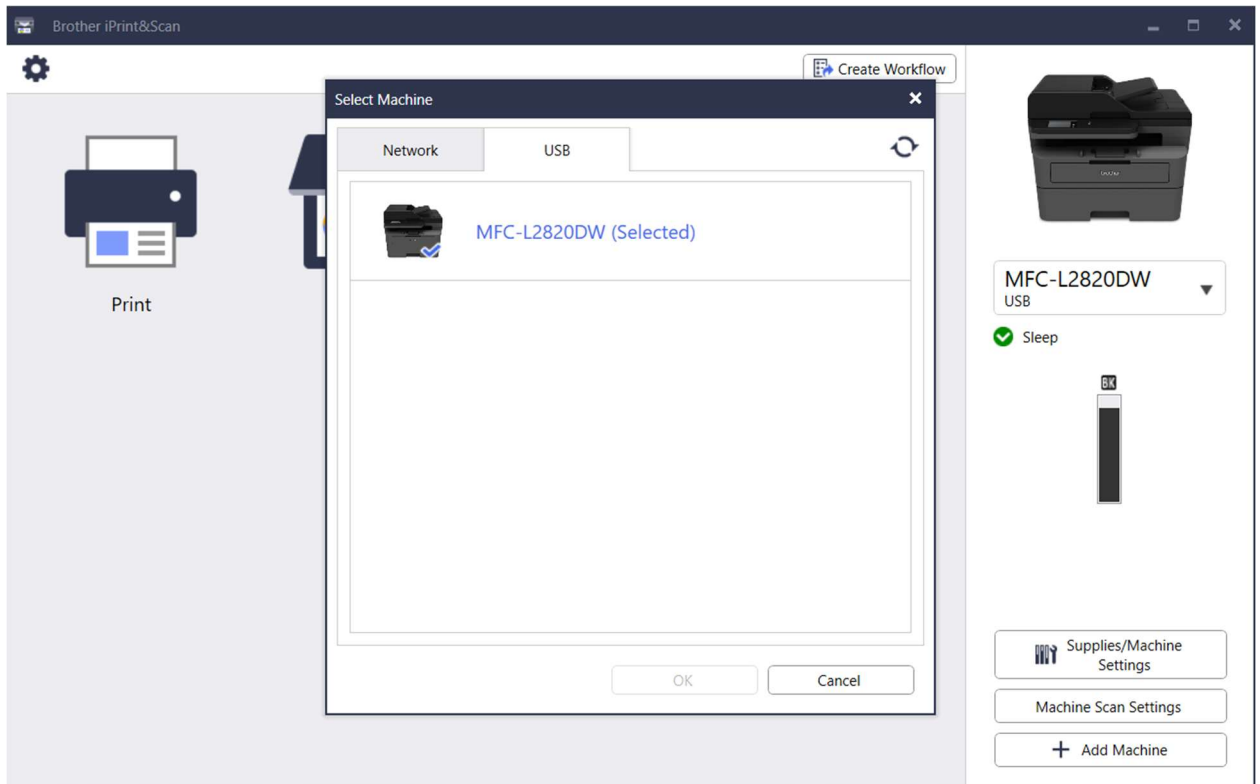☑ I agree to the license terms and conditions

Install     Close

6. Once installed, open the app and you will be presented with the graphical user interface. Select the "add machine" (if not already selected). If printing via Wi-Fi, you'll see the printer listed in the

"Network" tab like shown below. Press ok once selected.



7. If printing via usb, ensure the cable is properly connected between the printer and your machine, then select the "USB" tab like shown below.

Press ok when selected.



8. You are now able to print! Select the print button within the app to begin.

Print

Print