



Web Connect Guide



Before You Use Your Brother Machine

- [Applicable Models](#)
- [Definitions of Notes](#)
- [Trademarks](#)
- [Important Note](#)

Applicable Models

This User's Guide applies to the following models:

1.8 inch Touchscreen LCD Printer models: HL-L6300DW/HL-L6300DWT/HL-L6400DW/HL-L6400DWT

DCP and MFC models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/
MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW



Related Information

- [Before You Use Your Brother Machine](#)

Definitions of Notes

We use the following symbol and convention throughout this User's Guide:

IMPORTANT

IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.



Tips icons provide helpful hints and supplementary information.



Related Information

- [Before You Use Your Brother Machine](#)

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Each company whose software title is mentioned in this manual has a Software License Agreement specific to its proprietary programs.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.



Related Information

- [Before You Use Your Brother Machine](#)

Important Note

- Go to your model's **Manuals** page on the Brother Solutions Center at support.brother.com to download the other manuals.

-
- Not all models are available in all countries.
 - Windows® XP in this document represents Windows® XP Professional, Windows® XP Professional x64 Edition and Windows® XP Home Edition.
 - In this manual, the LCD messages of the MFC-L6900DW are used unless otherwise specified.

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Related Information

- [Before You Use Your Brother Machine](#)
-

Table of Contents

Before You Use Brother Web Connect	1
What Is Brother Web Connect?	2
Accessible Services	3
Conditions for Using Brother Web Connect	5
Service Account	6
Internet Connection	7
Brother Software Installation	8
Configure the Proxy Server Settings Using Your Brother Machine's Control Panel	9
Configure the Proxy Server Settings Using Web Based Management	10
Set Up Brother Web Connect.....	11
Brother Web Connect Setup Overview.....	12
Create an Account for Each of the Services You Want to Use.....	13
Apply for Brother Web Connect Access	14
Register an Account on Your Brother Machine	17
Delete an Account on Your Brother Machine	19
Set Up Brother Web Connect for Brother CreativeCenter.....	21
Scan and Upload	22
Scan and Upload Documents Using Brother Web Connect.....	23
Download and Print	25
Download and Print Documents Using Brother Web Connect.....	26
Download and Print Using Picasa Web Albums™, Flickr®, Facebook, Google Drive™, Evernote®, Dropbox, OneDrive® and Box.....	27
Download and Print Brother CreativeCenter Templates.....	29
FaxForward	30
FaxForward to Cloud or E-mail	31
Turn On FaxForward.....	32
Turn Off FaxForward	33
Outline, Scan, and Copy or Cut	34
Outline, Scan, and Copy or Cut Parts of Your Documents	35
Outline and Scan a Document to the Cloud	37
Copy an Outlined Section.....	38
Cut an Outlined Section	39
NotePrint and NoteScan	40
NotePrint and NoteScan Overview	41
Print Note Sheet and Folder Templates	43
Scan a Note Sheet to the Cloud.....	44
Web Connect Shortcut Settings	45
Add Web Connect Shortcuts.....	46
Add Apps Shortcuts	47
Change Web Connect Shortcuts.....	48
Edit Web Connect Shortcut Names	49
Delete Web Connect Shortcuts.....	50
Use a Web Connect Shortcut.....	51
Troubleshooting for Brother Web Connect	52

Error Messages When Using the Brother Web Connect Feature 53

Before You Use Brother Web Connect

- [What Is Brother Web Connect?](#)

Certain websites provide services that allow users to upload and view images and files on the websites. Your Brother machine can scan images and upload them to these services, and also download and print images that are already uploaded to these services.

- [Accessible Services](#)

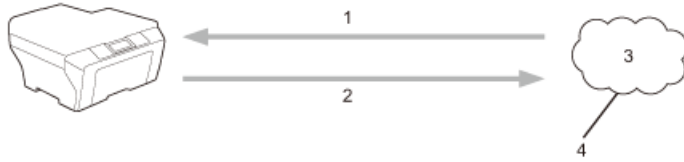
Use Brother Web Connect to access services from your Brother machine:

- [Conditions for Using Brother Web Connect](#)

- [Set Up Brother Web Connect](#)

What Is Brother Web Connect?

Certain websites provide services that allow users to upload and view images and files on the websites. Your Brother machine can scan images and upload them to these services, and also download and print images that are already uploaded to these services.



1. Printing
2. Scanning
3. Photos, images, documents and other files
4. Web Service

✓ Related Information

- [Before You Use Brother Web Connect](#)

Accessible Services

Use Brother Web Connect to access services from your Brother machine:



Printer models support Google Drive™, Dropbox, OneDrive® and Box only.

Picasa Web Albums™

An online photo sharing service. Images can be uploaded, organised into albums, and shared with other users.

URL: picasaweb.google.com

Google Drive™

An online document storage, editing, sharing and file synchronization service.

URL: drive.google.com

Flickr®

An online photo sharing service. Images can be uploaded, organised into albums, and shared with other users.

URL: www.flickr.com

Facebook

A social networking service that also allows images to be uploaded and shared with other users.

URL: www.facebook.com

Evernote®

An online file storage and management service.

URL: www.evernote.com

Dropbox

An online file storage, sharing and synchronization service.

URL: www.dropbox.com

OneDrive®

An online file storage, sharing and managing service.

URL: onedrive.live.com

Box

An online document editing and sharing service.

URL: www.box.com

OneNote®

An online document editing and sharing service.

URL: www.onenote.com

Brother CreativeCenter

A website that offers various templates, such as greeting cards, brochures and calendars that you can print on your Brother machine (available only for certain countries).

www.brother.com/creativecenter

For more information about any of these services, refer to the respective service's website.

The following table describes which file types can be used with each Brother Web Connect feature:



Printer models do not support the scanning feature.

Accessible Services	Picasa Web Albums™ Flickr® Facebook	Google Drive™ Evernote® Dropbox OneDrive® Box	OneNote®	Brother CreativeCenter
Download and print images	JPEG	JPEG/PDF/DOC/ DOCX/XLS/ XLSX/PPT/PPTX	-	(Print only)
Upload scanned images	JPEG	JPEG/PDF ¹ /DOCX/ XLSX/PPTX/ TIFF/XPS	JPEG/PDF ¹ /DOCX/ XLSX/PPTX/TIFF/XPS	-
FaxForward to the online services (available only for certain models)	JPEG	JPEG/PDF/TIFF	JPEG/PDF/TIFF	-

¹ For upload scanned images, PDF includes Searchable PDF, Signed PDF, Secure PDF, PDF/A and High Compression PDF.



(For Hong Kong, Taiwan and Korea)

Brother Web Connect supports only file names written in English. Files named in the local language will not be downloaded.



Related Information

- [Before You Use Brother Web Connect](#)

Conditions for Using Brother Web Connect

- [Service Account](#)
- [Internet Connection](#)
- [Brother Software Installation](#)
- [Configure the Proxy Server Settings Using Your Brother Machine's Control Panel](#)
- [Configure the Proxy Server Settings Using Web Based Management](#)

Service Account

To use Brother Web Connect, you must have an account with the online service you want to use. If you do not already have an account, use a computer to access the service's website and create an account.

You do not need to create an account to use Brother CreativeCenter.



Related Information

- [Conditions for Using Brother Web Connect](#)
-

Internet Connection

To use Brother Web Connect, your Brother machine must be connected to a network that has access to the Internet, through either a wired or wireless connection.

For network setups that use a proxy server, the machine must also be configured to use a proxy server. If you are unsure of your network configuration, check with your network administrator.



A proxy server is a computer that serves as an intermediary between computers without a direct Internet connection, and the Internet.



Related Information

- [Conditions for Using Brother Web Connect](#)
-

Brother Software Installation

The initial installation of Brother Web Connect requires a computer that has access to the Internet and has the Brother machine's software installed.

For Windows®:

To install the Brother Software and configure the machine to be able to print over your wired or wireless network, see the *Quick Setup Guide* included with your Brother machine.

For Macintosh:

To install the Brother Software, go to your model's **Downloads** page on the Brother Solutions Center at support.brother.com.



Related Information

- [Conditions for Using Brother Web Connect](#)

Configure the Proxy Server Settings Using Your Brother Machine's Control Panel


If your network uses a proxy server, the following proxy server information must be configured on the machine:

- Proxy server address
- Port number
- User Name
- Password



>> HL-L6300DW/HL-L6300DWT/HL-L6400DW/HL-L6400DWT

>> DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/
MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

HL-L6300DW/HL-L6300DWT/HL-L6400DW/HL-L6400DWT

1. Press [Settings] > [Network] > [Web Connect Settings] > [Proxy Settings] > [Proxy Connection] > [On].
2. Press the option that you want to set, and then enter the proxy server information.
3. Press .

DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/ MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

1. Press  [Settings] > [All Settings] > [Network] > [Web Connect Settings] > [Proxy Settings] > [Proxy Connection] > [On].
2. Press the option that you want to set, and then enter the proxy server information.
3. Press .

Related Information

- [Conditions for Using Brother Web Connect](#)

Configure the Proxy Server Settings Using Web Based Management

If your network uses a proxy server, the following proxy server information must be configured using Web Based Management:

- Proxy server address
- Port number
- User Name
- Password




- We recommend Microsoft® Internet Explorer® 8.0/10.0/11.0 for Windows®, and Safari 8.0 for Macintosh. Make sure that JavaScript and Cookies are always enabled in whichever browser you use. If you use different web browser, make sure it is compatible with HTTP 1.0 and HTTP 1.1.

1. Start your web browser.
2. Type "http://machine's IP address" in your browser's address bar (where "machine's IP address" is the machine's IP address).

For example:

http://192.168.1.2

3. No password is required by default. Type a password if you have set one, and then click .
4. Click the **Network** tab.
5. Click **Protocol** in the left navigation bar.
6. Make sure the **Proxy** check box is selected, and then click **Submit**.
7. In the **Proxy** field, click **Advanced Setting**.
8. Enter the proxy server information.
9. Click **Submit**.



Related Information

- [Conditions for Using Brother Web Connect](#)

Set Up Brother Web Connect

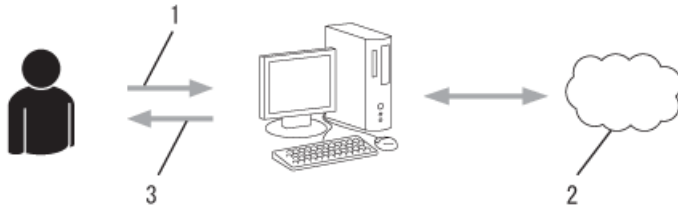
- [Brother Web Connect Setup Overview](#)
- [Create an Account for Each of the Services You Want to Use](#)
- [Apply for Brother Web Connect Access](#)
- [Register an Account on Your Brother Machine](#)
You must enter your Brother Web Connect account information and configure your machine so that it can use Brother Web Connect to access the service you want.
- [Delete an Account on Your Brother Machine](#)
- [Set Up Brother Web Connect for Brother CreativeCenter](#)

Brother Web Connect Setup Overview

Configure the Brother Web Connect settings using the following procedure (when using Brother CreativeCenter, this procedure is not necessary):

Step 1: Create an account with the service you want to use.

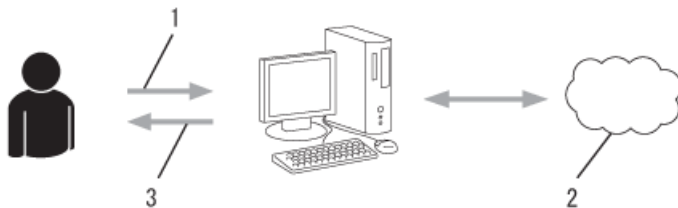
Access the service's website using a computer and create an account. (If you already have an account, there is no need to create an additional account.)



1. User registration
2. Web Service
3. Obtain account

Step 2: Apply for Brother Web Connect access.

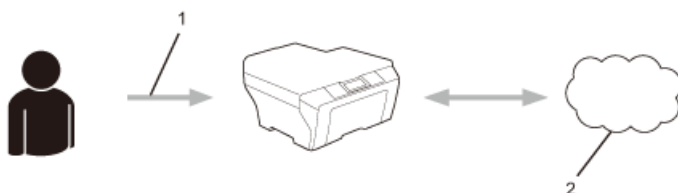
Start Brother Web Connect access using a computer and obtain a temporary ID.



1. Enter account information
2. Brother Web Connect application page
3. Obtain temporary ID

Step 3: Register your account information on your machine so you can access the service you want to use.

Enter the temporary ID to enable the service on your machine. Specify the account name as you would like it to be displayed on the machine, and enter a PIN if you would like to use one.



1. Enter temporary ID
2. Web Service

Your Brother machine can now use the service.

✓ Related Information

- [Set Up Brother Web Connect](#)

Create an Account for Each of the Services You Want to Use

To use Brother Web Connect to access an online service, you must have an account with that online service. If you do not already have an account, use a computer to access the service's website and create an account. After creating an account, log on and use the account once with a computer before using the Brother Web Connect feature. Otherwise, you may not be able to access the service using Brother Web Connect.

If you already have an account, there is no need to create an additional account.

After you finish creating an account with the online service you want to use, apply for Brother Web Connect access.



You do not need to create an account if you use the service as a guest. You can use only certain services as a guest. If the service you want to use does not have a guest-user option, you must create an account.







Related Information

- [Set Up Brother Web Connect](#)

Apply for Brother Web Connect Access

To use Brother Web Connect to access online services, you must first apply for Brother Web Connect access using a computer that has the Brother Software installed.

1. Access the Brother Web Connect application website:

Option	Description
Windows® XP Windows Vista® Windows® 7	Click  (Start) > All Programs > Brother > Brother Utilities , and then click the drop-down list and select your model name (if not already selected). Click Do More in the left navigation bar, and then click Brother Web Connect .
Windows® 8	Click  (Brother Utilities), and then click the drop-down list and select your model name (if not already selected). Click Do More in the left navigation bar, and then click Brother Web Connect .
Windows® 8.1	Move your mouse to the lower left corner of the Start screen and click  (if you are using a touch-based device, swipe up from the bottom of the Start screen to bring up the Apps screen). Click  (Brother Utilities), and then click the drop-down list and select your model name (if not already selected). Click Do More in the left navigation bar, and then click Brother Web Connect .
Macintosh	Click Go in the Finder bar, Applications > Brother > Utilities > Brother Web Connect .



You can also access the website directly:

Type bwc.brother.com into your web browser's address bar.

The Brother Web Connect page launches.



The first time you launch Brother Web Connect, you must select your country, language, and model name, and then click Next to move to the next step, selecting the service you want.

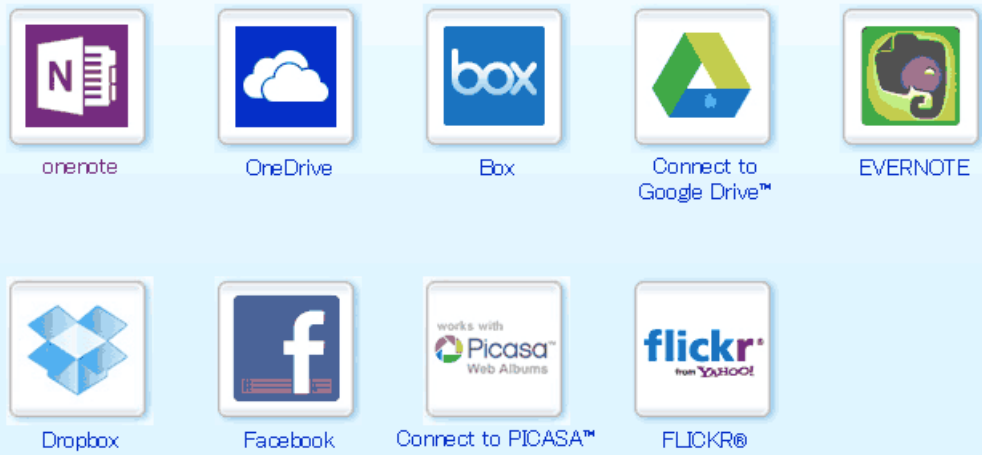
2. Select the service you want to use.

Get connected with Brother Web Connect

The services available for your machine may vary depending on the model and firmware version of your machine. If any of the web services on this page are missing from your machine or you experience any other problem with Brother Web Connect please make sure you have the latest firmware installed.

[For more information, please go to our support site.](#)


Click on one of the following services to be used on your machine to obtain a temporary ID



The actual screen may differ from the screen shown above.

3. Follow the on-screen instructions and apply for access.

When finished, your temporary ID will appear.



Get connected with Brother Web Connect

Finished the registration.

Please enter the following temporary ID on the LCD screen of your machine.

Temporary ID (11 digits)

XXX XXXX XXXX

NOTE : The temporary ID will expire in 24 hours.

[TOP](#)

4. Make a note of your temporary ID, as you will need it to register accounts to the machine. The temporary ID is valid for 24 hours.
5. Close the web browser.

Now that you have a Brother Web Connect access ID, you must register this ID on your machine, and then use your machine to access the web service you want to use.



Related Information

- [Set Up Brother Web Connect](#)
 - [Register an Account on Your Brother Machine](#)
-

Register an Account on Your Brother Machine

You must enter your Brother Web Connect account information and configure your machine so that it can use Brother Web Connect to access the service you want.

- You must apply for Brother Web Connect access to register an account on your machine.
- Before you register an account, confirm that the correct date and time are set on the machine's control panel.

>> [HL-L6300DW/HL-L6300DWT/HL-L6400DW/HL-L6400DWT](#)

>> [DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW](#)

HL-L6300DW/HL-L6300DWT/HL-L6400DW/HL-L6400DWT

1. Press [Functions] > [Web].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

2. If the information regarding licence agreement appears, make your selection and follow the on-screen instructions.

3. Press ▲ or ▼ to display the service name with which you want to register, and then press it.

4. If information regarding Brother Web Connect appears, press [OK].

5. Press [Register/Delete].

6. Press [Register Account].

The machine will prompt you to enter the temporary ID you received when you applied for Brother Web Connect access.

7. Press [OK].

8. Enter the temporary ID using the LCD, and then press [OK].



An error message will appear on the LCD if the information you entered does not match the temporary ID you received when you applied for access, or if the temporary ID has expired. Enter the temporary ID correctly, or apply for access again to receive a new temporary ID.

9. Press [OK].

10. Enter the account name using the LCD.

11. Do one of the following:

- To set a PIN for the account, press [Yes]. (A PIN prevents unauthorised access to the account.) Enter a four-digit number, and then press [OK].
- If you do not want to set a PIN, press [No].

12. When the account information you entered appears, confirm that it is correct.

13. Do one of the following:

- Press [Yes] to register your information as entered.
- Press [No] to change any of the information you entered.

14. Press [OK].

15. Press .

Registration is complete and your machine can now access the service.

DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/ MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

1. Swipe left or right or press ◀ or ▶ to display the [Web] option.
2. Press [Web].




- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

3. If the information regarding licence agreement appears, make your selection and follow the on-screen instructions.
4. Swipe left or right or press ◀ or ▶ to display the service with which you want to register.
5. Press the service name.
6. If information regarding Brother Web Connect appears, press [OK].
7. Press [Register/Delete Account].
8. Press [Register Account].
The machine will prompt you to enter the temporary ID you received when you applied for Brother Web Connect access.
9. Press [OK].
10. Enter the temporary ID using the LCD.
11. Press [OK].



An error message will appear on the LCD if the information you entered does not match the temporary ID you received when you applied for access, or if the temporary ID has expired. Enter the temporary ID correctly, or apply for access again to receive a new temporary ID.

The machine will prompt you to enter the account name that you want to be displayed on the LCD.

12. Press [OK].
13. Enter the name using the LCD.
14. Press [OK].
15. Do one of the following:
 - To set a PIN for the account, press [Yes]. (A PIN prevents unauthorised access to the account.) Enter a four-digit number, and then press [OK].
 - If you do not want to set a PIN, press [No].
16. When the account information you entered appears, confirm that it is correct.
17. Press [Yes] to register your information as entered.
18. Press [OK].
19. Press .

Registration is complete and your machine can now access the service.



Related Information

- [Set Up Brother Web Connect](#)
- [Apply for Brother Web Connect Access](#)

Delete an Account on Your Brother Machine

>> HL-L6300DW/HL-L6300DWT/HL-L6400DW/HL-L6400DWT
>> DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/
MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

HL-L6300DW/HL-L6300DWT/HL-L6400DW/HL-L6400DWT

1. Press [Functions] > [Web].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

2. Press ▲ or ▼ to display the service that hosts the account you want to delete, and then press it.

3. Press [Register/Delete].

4. Press ▲ or ▼ to display the [Delete Account] option, and then press the [Delete Account] option.

5. Press ▲ or ▼ to display the account that you want to delete and press it. You can delete more than one account at one time, if needed.

The selected account(s) will be indicated by check marks.

6. Press [OK].

You will be asked to confirm your selection(s).

7. Press [Yes] to delete.

8. Press [OK].

9. Press .

DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/ MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

1. Swipe left or right or press ◀ or ▶ to display the [Web] option.

2. Press [Web].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

3. Swipe left or right or press ◀ or ▶ to display the service that hosts the account you want to delete.

4. Press the service name.

5. Press [Register/Delete Account].

6. Press [Delete Account].

7. Press ▲ or ▼ to display the account that you want to delete and press it. You can delete more than one account at one time, if needed.

The selected account(s) will be indicated by check marks.

8. Press [OK].

You will be asked to confirm your selection(s).

9. Press [Yes] to delete.

10. Press [OK].

11. Press .



Related Information

- [Set Up Brother Web Connect](#)
-

Set Up Brother Web Connect for Brother CreativeCenter

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

Brother Web Connect is set up to work with Brother CreativeCenter automatically. No configuration is needed to create the calendars, business cards, posters and greeting cards available at www.brother.com/creativecenter.



Brother CreativeCenter is not available in all countries.



Related Information

- [Set Up Brother Web Connect](#)

Scan and Upload

- [Scan and Upload Documents Using Brother Web Connect](#)

Upload your scanned photos and documents directly to a web service without using a computer.

Scan and Upload Documents Using Brother Web Connect

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

Upload your scanned photos and documents directly to a web service without using a computer.

- When scanning and uploading JPEG, Searchable PDF or Microsoft® Office files, monochrome scanning is not available.
- When scanning and uploading JPEG files, each page is uploaded as a separate file.
- Uploaded documents are saved in an album named **From_BrotherDevice**.

For information regarding restrictions, such as the size or number of documents that can be uploaded, refer to the respective service's website.

If you are a restricted Web Connect user due to the Secure Function Lock feature (available for certain models), you cannot upload the scanned data.

1. Load your document.
2. Swipe left or right or press ◀ or ▶ to display the [Web] option.
3. Press [Web].



- You can also press [Scan] > [to Web].
- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

4. Swipe left or right or press ◀ or ▶ to display the service that hosts the account to which you want to upload. Press the service name.
5. Swipe up or down or press ▲ or ▼ to display your account name, and then press it.
6. If the PIN entry screen appears, enter the four-digit PIN and press [OK].
7. Press [Upload from Scanner].
8. If you are prompted to specify your document's file format, select the file format of the document you are scanning.
9. When the Scan Settings screen appears on the LCD, do one of the following:
 - To continue without changing the scan settings, press [OK].
 - Select the scan settings you want, and then press [OK].

Option	Description
Scan Type	Select the scan type for your document.
Resolution	Select the scan resolution for your document.
Document Size	Select the scan size for your document.
2-sided Scan	Select the 2-sided scan mode.

10. If the LCD prompts you to [Select a Tag], press the tag you want, and then press [OK].
11. Press [OK].

The machine scans the document and starts uploading. If you are using the machine's scanner glass, follow the LCD instructions to complete the scanning job.

12. Press .



Related Information

- [Scan and Upload](#)

Download and Print

- [Download and Print Documents Using Brother Web Connect](#)

Documents that have been uploaded to your account can be downloaded directly to your machine and printed. Documents that other users have uploaded to their own accounts for sharing can also be downloaded to your machine and printed, as long as you have viewing privileges for those documents. Certain services allow guest users to view documents that are public. When accessing a service or an account as a guest user, you can view documents that the owner has made public, that is, documents with no viewing restrictions.

Download and Print Documents Using Brother Web Connect

Documents that have been uploaded to your account can be downloaded directly to your machine and printed. Documents that other users have uploaded to their own accounts for sharing can also be downloaded to your machine and printed, as long as you have viewing privileges for those documents. Certain services allow guest users to view documents that are public. When accessing a service or an account as a guest user, you can view documents that the owner has made public, that is, documents with no viewing restrictions.

To download other users' documents, you must have access privileges to view the corresponding albums or documents.

If you are a restricted user for Web Connect due to the Secure Function Lock feature (available for certain models), you cannot download the data.

The Secure Function Lock Page Limit feature applies to the print job using Web Connect.



(For Hong Kong, Taiwan and Korea)

Brother Web Connect supports only file names written in English. Files named in the local language will not be downloaded.



Related Information

- [Download and Print](#)
- [Download and Print Using Picasa Web Albums™, Flickr®, Facebook, Google Drive™, Evernote®, Dropbox, OneDrive® and Box](#)
- [Download and Print Brother CreativeCenter Templates](#)

Download and Print Using Picasa Web Albums™, Flickr®, Facebook, Google Drive™, Evernote®, Dropbox, OneDrive® and Box



Printer models support Google Drive™, Dropbox, OneDrive® and Box only.

>> HL-L6300DW/HL-L6300DWT/HL-L6400DW/HL-L6400DWT
>> DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/
MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

HL-L6300DW/HL-L6300DWT/HL-L6400DW/HL-L6400DWT

1. Press [Functions] > [Web].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

2. Press ▲ or ▼ to display the service name that hosts the document you want to download and print, and then press it.

3. To log on to the service, press ▲ or ▼ to display your account name, and then press it.

4. If the PIN entry screen appears, enter the four-digit PIN and then press [OK].



- Depending on the service, you may have to select your account name from a list.

5. Press ▲ or ▼ to display the album you want, and then press it.



Some services do not require documents to be saved in albums. For documents not saved in albums, select [See Unsorted Files] to select documents. Other users' documents cannot be downloaded if they are not saved in an album.

6. Press ▲ or ▼ to display the file name of the document you want to print, and then press it. Confirm the document on the LCD and then press [OK]. Select additional documents to print (you can select up to 10 documents).

7. When finished, press [OK].

8. The Print Settings screen appears on the LCD. Do one of the following:

- To continue without changing the print settings, press [OK].
- Select the print settings you want to change, and then press [OK].

Option	Description
Paper Size	Select the paper size.
Paper Type	Select the paper type.

9. Press [OK].

The machine starts downloading and printing the files.

10. Press .

DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/ MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

1. Swipe left or right or press ◀ or ▶ to display the [Web] option.
2. Press [Web].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

3. Swipe left or right or press ◀ or ▶ to display the service that hosts the document you want to download and print. Press the service name.
4. To log on to the service, swipe up or down or press ▲ or ▼ to display your account name, and then press it. If the PIN entry screen appears, enter the four-digit PIN and press [OK].



- To access the service as a guest user, swipe down or press ▼ to display [Use Service as a Guest User], and then press it. When the information regarding access as a guest user appears, press [OK]. Type the account name of the user whose documents you want to download, and then press [OK].
- Depending on the service, you may have to select the account name from a list.


5. Press [Download to Print].
6. Swipe up or down or press ▲ or ▼ to display the album you want, and then press it. Some services do not require documents to be saved in albums. For documents not saved in albums, select [Show Unsorted Photos] or [Show Unsorted Files] to select documents. Other users' documents cannot be downloaded if they are not saved in an album.



- To download from Picasa Web Albums™, Flickr® and Facebook, choose the album you want to download.
- An album is a collection of images. The actual term may differ depending on the service you use. When using Evernote®, you must select the notebook, and then select the note.

7. Swipe up or down or press ◀ or ▶ to display the thumbnail of the document you want to print, and then press the thumbnail. Confirm the document on the LCD and then press [OK]. Select additional documents to print (you can select up to 10 documents).
8. When finished, press [OK].
9. The Print Settings screen appears on the LCD. Do one of the following:
 - To continue without changing the print settings, press [OK].
 - Select the print settings you want to change, and then press [OK].

Option	Description
Paper Size	Select the paper size.
Paper Type	Select the paper type.

10. Press [OK].
The machine starts downloading and printing the files.
11. Press .



Related Information

- [Download and Print Documents Using Brother Web Connect](#)

Download and Print Brother CreativeCenter Templates

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

Brother CreativeCenter is not available in all countries.

1. Swipe left or right or press ◀ or ▶ to display the [Apps] option.
2. Press [Apps].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].


3. Press [Print "CreativeCenter" Templates].
4. Swipe up or down or press ▲ or ▼ to display the category you want, and then press it.
5. Select the category you want again.
6. Select the file you want. Enter the number of copies you want to print and then press [OK]. Repeat this step until you have chosen all the files that you want to print.
7. After you have selected all of the files you want to print, press [OK].



If information regarding the recommended print settings appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].

8. The Print Settings screen appears on the LCD. Do one of the following:
 - To continue without changing the print settings, press [OK].
 - Select the print settings you want to change, and then press [OK].

Option	Description
Paper Size	Select the paper size.
Paper Type	Select the paper type.

9. Press [OK].
The machine starts downloading and printing the files.
10. Press .



Related Information

- [Download and Print Documents Using Brother Web Connect](#)

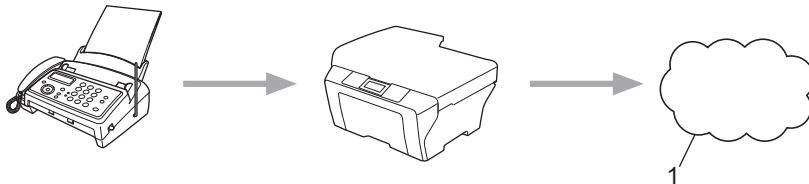
FaxForward

- [FaxForward to Cloud or E-mail](#)
Use the FaxForward to Cloud feature or FaxForward to E-mail feature to automatically forward your incoming faxes to your account(s) with the available online services.
- [Turn On FaxForward](#)
Turn on the FaxForward to Cloud feature or FaxForward to E-mail feature to automatically forward your incoming faxes to the online service account of your choice.
- [Turn Off FaxForward](#)
Turn off the FaxForward to Cloud feature if you do not want to automatically forward your incoming faxes to any of your online service accounts.

FaxForward to Cloud or E-mail

Related Models: MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/
MFC-L6800DW/MFC-L6900DW

Use the FaxForward to Cloud feature or FaxForward to E-mail feature to automatically forward your incoming faxes to your account(s) with the available online services.



1. Web Service



Related Information

- [FaxForward](#)

Turn On FaxForward

Related Models: MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/
MFC-L6800DW/MFC-L6900DW

Turn on the FaxForward to Cloud feature or FaxForward to E-mail feature to automatically forward your incoming faxes to the online service account of your choice.

- If you are a restricted Web Connect user due to the Secure Function Lock feature (available for certain models), you cannot upload the scanned data.
- This feature is available only for monochrome faxes.
- If you turn on the FaxForward to Cloud feature, you cannot use the following features:
 - [Fax Forward]
 - [Paging] (available only for certain countries)
 - [Fax Storage]
 - [PC Fax Receive]

1. Swipe left or right or press ◀ or ▶ to display the [Apps] option.
2. Press [Apps].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

3. Swipe left or right or press ◀ or ▶ to display [FaxForward to Cloud/E-mail], and then press [FaxForward to Cloud/E-mail].



If information regarding [FaxForward to Cloud/E-mail] appears, read it, and then press [OK].

4. Press [On].
5. Press [Forward to Cloud] or [Forward to E-mail].
6. If you selected [Forward to Cloud], swipe left or right or press ◀ or ▶ to display the service you want, and then press it.
7. Swipe up or down or press ▲ or ▼ to display your account name, and then press it.
8. If the PIN entry screen appears, enter the four-digit PIN and press [OK].
9. When the Upload Settings screen appears on the LCD, do one of the following:
 - To continue without changing the upload settings, press [OK].
 - Select the upload settings you want to change, and then press [OK].

Option	Description
File Type	Select the file type for your document.
Backup Print	When On is selected, the machine prints a copy of the fax.

10. Read and confirm the displayed list of settings you have selected, and then press [OK].
11. Press [OK].



Related Information

- [FaxForward](#)

Turn Off FaxForward

Related Models: MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/
MFC-L6800DW/MFC-L6900DW

Turn off the FaxForward to Cloud feature if you do not want to automatically forward your incoming faxes to any of your online service accounts.

- If there are received faxes still in your machine's memory, you cannot turn off the FaxForward to Cloud feature.
1. Swipe left or right or press ◀ or ▶ to display the [Apps] option.
 2. Press [Apps].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

3. Swipe left or right or press ◀ or ▶ to display [FaxForward to Cloud/E-mail], and then press [FaxForward to Cloud/E-mail].



If information regarding [FaxForward to Cloud/E-mail] appears, read it, and then press [OK].

4. Press [Off].
5. Press [OK].



Related Information

- [FaxForward](#)

Outline, Scan, and Copy or Cut

- [Outline, Scan, and Copy or Cut Parts of Your Documents](#)

When you outline specific areas of a document using a red pen and then scan the document, the outlined areas will be captured and can be processed as images in various ways.

Outline, Scan, and Copy or Cut Parts of Your Documents

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

When you outline specific areas of a document using a red pen and then scan the document, the outlined areas will be captured and can be processed as images in various ways.

Outline and Scan

When you use a red pen to outline sections of a document and then scan the document, the outlined areas are extracted and saved to a cloud service as separate JPEG files.



1. Web Service

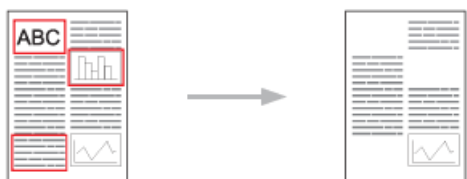
Copy Outlined Area (available only for some models)

When you use a red pen to outline sections of a document and then scan the document, the outlined areas are extracted, rearranged and printed together.



Cut Outlined Area (available only for some models)

When you use a red pen to outline sections of a document and then scan the document, the outlined areas are deleted and the remaining information is printed.



Outlining

Correct outline style	Incorrect outline style

- Use a red pen or marker with a tip width of 1.0-10.0 mm, that is, from an extra-fine tip up to an extra-thick marker tip.

-
- Outlined areas with thick red lines are easier to recognise. However, do not use a pen or marker with a tip wider than indicated above.
 - The red outline must not be broken and the line must not cross more than once.
 - The outlined area must have a length and width of at least 1 cm.
 - If the paper has a dark background colour, the outlined area may be difficult to recognize.



Related Information

- [Outline, Scan, and Copy or Cut](#)
 - [Outline and Scan a Document to the Cloud](#)
 - [Copy an Outlined Section](#)
 - [Cut an Outlined Section](#)
-

Outline and Scan a Document to the Cloud

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

The areas outlined using a red pen are extracted and saved to a cloud service as separate JPEG files.

1. Using a thick red pen or marker, outline the areas of the document that you want to scan.
2. Load your document.
3. Swipe left or right or press ◀ or ▶ to display the [Apps] option.
4. Press [Apps].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].


5. Swipe left or right or press ◀ or ▶ to display [Outline&Scan], and then press it.



- If information regarding [Outline&Scan] appears, read the information and press [OK]. If you want to display this information again, press [Yes].

6. Swipe left or right or press ◀ or ▶ to display the service you want, and then press it.
7. Swipe up or down or press ▲ or ▼ to display your account name, and then press it.
 - If the PIN entry screen appears, enter the four-digit PIN and press [OK].
 - If the LCD prompts you to specify scan size, select the scan size of the document you are scanning.
8. Press [OK].

The machine scans the document and starts uploading. If you are using the machine's scanner glass, follow the LCD instructions to complete the scanning job.

9. When the machine finished uploading the image, press [OK].
10. Press .



Related Information

- [Outline, Scan, and Copy or Cut Parts of Your Documents](#)

Copy an Outlined Section


Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

Outline areas of your document with a red line and use Outline and Copy to display only those areas in your final scanned document.

1. Using a thick red pen or marker, outline the areas of the document that you want to copy.
2. Load your document.
3. Swipe left or right or press ◀ or ▶ to display the [Apps] option.
4. Press [Apps].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

5. Swipe left or right or press ◀ or ▶ to display [Outline&Copy], and then press it.
6. Press [Copy outlined area].
7. If information regarding [Copy outlined area] appears, read the information and press [OK]. If you want to display this information again, press [Yes].
8. The Copy Settings screen will appear. Change your setting, if needed. Press [OK].
9. Press [OK].
The machine starts scanning. If you are using the machine's scanner glass, follow the LCD instructions to complete the printing job.
10. When the machine finished printing, press [OK].
11. Press .



Related Information

- [Outline, Scan, and Copy or Cut Parts of Your Documents](#)

Cut an Outlined Section


Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

Outline areas of your document with a red line and use Outline and Cut to remove those areas from your final scanned document.

1. Using a thick red pen or marker, outline the areas of the document that you want to cut.
2. Load your document.
3. Swipe left or right or press ◀ or ▶ to display the [Apps] option.
4. Press [Apps].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

5. Swipe left or right or press ◀ or ▶ to display [Outline&Copy], and then press it.
6. Press [Cut outlined area].
7. If information regarding [Cut outlined area] appears, read the information and press [OK]. If you want to display this information again, press [Yes].
8. The Copy Settings screen will appear. Change your setting, if needed. Press [OK].
9. Press [OK].
The machine starts scanning. If you are using the machine's scanner glass, follow the LCD instructions to complete the printing job.
10. When the machine finished printing, press [OK].
11. Press .



Related Information

- [Outline, Scan, and Copy or Cut Parts of Your Documents](#)

NotePrint and NoteScan

- [NotePrint and NoteScan Overview](#)

Use this function to print note sheets and the folders designed to hold them, and to scan note sheets so that each page of notes is saved as a JPEG file.

NotePrint and NoteScan Overview

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

Use this function to print note sheets and the folders designed to hold them, and to scan note sheets so that each page of notes is saved as a JPEG file.

The printed note sheets can be folded in half or quarters, used, and stored in the folders. After writing on the note sheets pre-printed with lines or a grid, scan the sheets and save your notes to a cloud service.

NotePrint

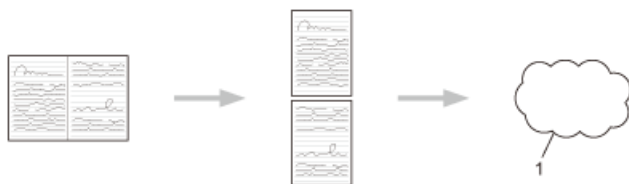
Select a specific style of note sheet or note folder to print.



1. Brother Cloud

NoteScan

After writing on your note sheet, scan it to save each section of notes as a JPEG file. If you use our 2-, 4-, or 8-in-1 style, each page of notes is saved as a separate JPEG file.



1. Web Service



You must use Brother note sheet templates to successfully use the NoteScan feature.

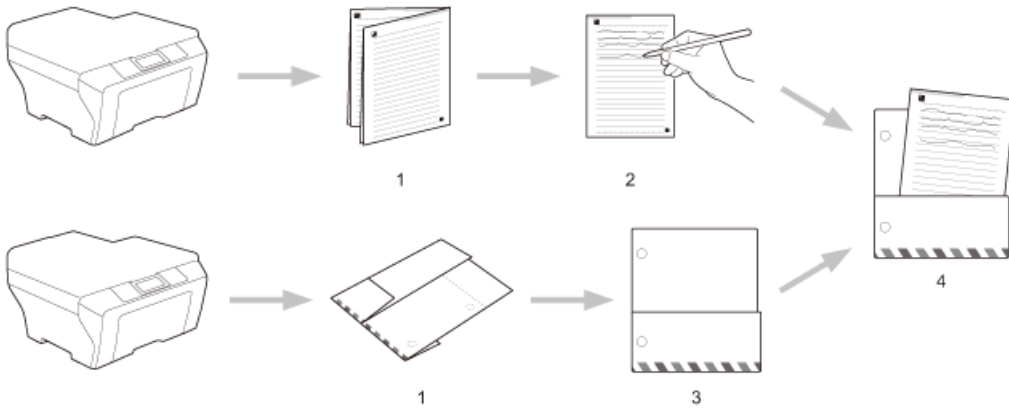
Note Sheet templates:

1 in 1, Note style	2 in 1, Dot graph style	4 in 1, Note style	8 in 1, Grid style

Note Folder templates:



How to use note sheets and note folders



1. Print template and fold on dotted lines.
2. Write your notes.
3. Tape sides and punch binder holes in folder, if needed.
4. Store notes in the custom folder for later use.



Related Information

- [NotePrint and NoteScan](#)
 - [Print Note Sheet and Folder Templates](#)
 - [Scan a Note Sheet to the Cloud](#)
-

Print Note Sheet and Folder Templates

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

1. Swipe left or right or press ◀ or ▶ to display the [Apps] option.
2. Press [Apps].



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

3. Swipe left or right or press ◀ or ▶ to display [NoteScan], and then press it.
4. Press [Print Note & Folder template].




- If information regarding [Print Note&Folder] appears, read the information and press [OK]. If you want to display this information again in the future, press [Yes].

5. Press [Note Format] or [Note Folder].
6. Swipe left or right or press ◀ or ▶ to display the category and file you want and press it.
7. Enter the number of copies you want to print, and then press [OK].



- After the folder is printed, fold the paper along the dotted lines and secure the folded areas with tape or other adhesive. You can use a three-hole punch to make the folder suitable for use in a binder.

8. Press [OK].
9. Press [OK].
The machine starts printing.
10. Press [OK] when it is finished.
11. Press .



Related Information

- [NotePrint and NoteScan Overview](#)


Scan a Note Sheet to the Cloud

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

Each page of your Note Sheet is saved as a separate JPEG file.

1. Load your document.
2. Swipe left or right or press ◀ or ▶ to display the [Apps] option.
3. Press [Apps].
 - If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK]. If you want to display this information again, press [Yes].
 - Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].
4. Swipe left or right or press ◀ or ▶ to display [NoteScan], and then press it.
5. Press [Scan Notes].
6. If information regarding [Scan Notes] appears, read the information and press [OK]. If you want to display this information again, press [Yes].
7. Press [Yes] or [No].
8. Swipe left or right or press ◀ or ▶ to display the service you want, and then press it.
9. Swipe up or down or press ▲ or ▼ to display your account name, and then press it.
10. If the PIN entry screen appears, enter the four-digit PIN and press [OK].
11. Press [OK].

The machine scans the document and starts uploading.

If you are using the machine's scanner glass, follow the LCD instructions to complete the scanning job.
12. When the machine finished uploading the image, press [OK].
13. Press .

Related Information

- [NotePrint and NoteScan Overview](#)


Web Connect Shortcut Settings

- [Add Web Connect Shortcuts](#)
Save your customised settings as Web Connect Shortcuts on your machine.
- [Add Apps Shortcuts](#)
Save your customised settings as Apps Shortcuts on your machine.
- [Change Web Connect Shortcuts](#)
- [Edit Web Connect Shortcut Names](#)
- [Delete Web Connect Shortcuts](#)
- [Use a Web Connect Shortcut](#)

Add Web Connect Shortcuts

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/
MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

Save your customised settings as Web Connect Shortcuts on your machine.

1. Press [Shortcuts].
2. Press a tab from [1] to [8].
3. Press  where there is room to add a Shortcut.
4. Press [Web].



- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].
- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK].

5. Swipe left or right or press ◀ or ▶ to display the available services, and then press the service you want.
6. Swipe up or down or press ▲ or ▼ to display your account name, and then press it.
7. If the PIN entry screen appears, enter the four-digit PIN and press [OK].
8. Select the function you want.



The functions that can be set vary depending on the chosen service.

9. Review the settings you have chosen for this Shortcut, and then press [OK].
10. Enter a name for the Shortcut using the LCD. Press [OK].
11. Press [OK] to save your Shortcut.




Related Information

- [Web Connect Shortcut Settings](#)

Add Apps Shortcuts

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

Save your customised settings as Apps Shortcuts on your machine.

1. Press [Shortcuts].
2. Press a tab from [1] to [8].
3. Press  where there is room to add a Shortcut.
4. Swipe up or down or press ▲ or ▼ to display [Apps], and then press it.



- If information regarding the Internet connection appears on the machine's LCD, read the information and press [OK].
- Occasionally, updates or announcements about Brother Web Connect's features will appear on the LCD. Read the information, and then press [OK].

5. Do one of the following:
 - Swipe left or right or press ◀ or ▶ to display the available Apps, and then press the Apps you want.



The Apps that can be set vary depending on the chosen service.

- Swipe left or right or press ◀ or ▶ to display the available services, and then press the service you want.
 - Swipe up or down or press ▲ or ▼ to display your account name, and then press it.
 - If the PIN entry screen appears, enter the four-digit PIN and press [OK].
6. Review the settings you have chosen for this Shortcut, and then press [OK].
 7. Enter a name for the Shortcut using the LCD. Press [OK].
 8. Press [OK] to save your Shortcut.



Related Information

- [Web Connect Shortcut Settings](#)

Change Web Connect Shortcuts

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/
MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

Web Connect Shortcut settings cannot be changed. Instead, you must delete the Shortcut and create a new Shortcut with the settings you want.



Related Information


- [Web Connect Shortcut Settings](#)


Edit Web Connect Shortcut Names

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/
MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

1. Press [Shortcuts].
2. Press a tab from [1] to [8] to display the Shortcut you want.
3. Hold down the Shortcut.



You can also press  [Settings] > [All Settings] > [Shortcut Settings], and then press a tab from [1] to [8] to display the Shortcut you want .

4. Press [Rename].
5. Hold down  to delete the current name, and then enter a new name using the LCD.
6. Press [OK].



Related Information


- [Web Connect Shortcut Settings](#)

Delete Web Connect Shortcuts

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

1. Press [Shortcuts].
2. Press a tab from [1] to [8] to display the Shortcut you want.
3. Hold down the Shortcut.



You can also press  [Settings] > [All Settings] > [Shortcut Settings], and then press a tab from [1] to [8] to display the Shortcut you want.

4. Press [Delete] to delete the Shortcut.
5. Press [Yes] to confirm.



Related Information

- [Web Connect Shortcut Settings](#)

Use a Web Connect Shortcut

Related Models: DCP-L5500DN/DCP-L5600DN/DCP-L6600DW/MFC-L5700DN/MFC-L5750DW/
MFC-L5755DW/MFC-L5900DW/MFC-L6700DW/MFC-L6800DW/MFC-L6900DW

1. Press [Shortcuts].
2. Press a tab from [1] to [8] to display the Shortcut you want.
3. Press the Shortcut.



Related Information

- [Web Connect Shortcut Settings](#)
-

Troubleshooting for Brother Web Connect

- [Error Messages When Using the Brother Web Connect Feature](#)

Your Brother machine displays an error message if an error occurs. The most common error messages are shown in the table.

Error Messages When Using the Brother Web Connect Feature

Your Brother machine displays an error message if an error occurs. The most common error messages are shown in the table.

You can correct most errors yourself. If, after reading this table, you still need help, the Brother Solutions Center offers the latest troubleshooting tips.

Go to the Brother Solutions Center at support.brother.com.

Connection Error

Error Messages	Cause	Action
Connection Error 02 Network connection failed. Verify that the network connection is good.	The machine is not connected to a network.	<ul style="list-style-type: none"> Verify that the network connection is good. If the Web button was pressed soon after the machine was turned on, the network connection may not have been established yet. Wait and try again.
Connection Error 03 Connection failed to server. Check network settings.	<ul style="list-style-type: none"> Network or server settings are incorrect. There is a problem with the network or server. 	<ul style="list-style-type: none"> Confirm that network settings are correct, or wait and try again later. If the Web button was pressed soon after the machine was turned on, the network connection may not have been established yet. Wait and try again.
Connection Error 07 Connection failed to server. Wrong Date&Time.	Date and time settings are incorrect.	Set the date and time correctly. Note that if the machine's power cord is disconnected, the date and time settings may have reset to factory settings.

Authentication Error

Error Messages	Cause	Action
Authentication Error 01 Incorrect PIN code. Enter PIN correctly.	The PIN you entered to access the account is incorrect. The PIN is the four-digit number that was entered when registering the account to the machine.	Enter the correct PIN.
Authentication Error 02 Incorrect or expired ID, or this temporary ID is already used. Enter correctly or reissue temporary ID. Temporary ID is valid for 24 hours after it is issued.	The temporary ID that was entered is incorrect .	Enter the correct temporary ID.
	The temporary ID that was entered has expired. A temporary ID is valid for 24 hours.	Apply for Brother Web Connect access again and receive a new temporary ID, and then use the new ID to register the account to the machine.
Authentication Error 03 Display name has already been registered. Enter another display name.	The name you entered as the display name has already been registered to another service user.	Enter a different display name.

Server Error

Error Messages	Cause	Action
Server Error 01 Authentication is invalid. Reissue temporary ID, and register account again.	The machine's authentication information (needed to access the service) has expired or is invalid.	Apply for Brother Web Connect access again to receive a new temporary ID, and then use the new ID to register the account to the machine.
Server Error 03 Failed to upload. Unsupported file or corrupt data. Confirm data of file.	The file you are trying to upload may have one of the following problems: <ul style="list-style-type: none">• The file exceeds the service's limit on number of pixels, file size, etc.• The file type is not supported.• The file is corrupted.	The file cannot be used: <ul style="list-style-type: none">• Check the service's size or format restrictions.• Save the file as a different type.• If possible, get a new, uncorrupted version of the file.
Server Error 13 Service temporarily unavailable. Try again later.	There is a problem with the service and it cannot be used now.	Wait and try again. If you get the message again, accessing the service from a computer to confirm if it is unavailable.

Shortcut Error

Error Messages	Cause	Action
ShortCut Error 02 Account is invalid. Please register account and shortcut again after deleting this shortcut.	The shortcut cannot be used because the account was deleted after the shortcut was registered.	Delete the shortcut, and then register the account and shortcut again.



Related Information

- [Troubleshooting for Brother Web Connect](#)
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