

Brothers Printers

When I connect my Brother® machine to a USB hub, it does not work correctly. What can I do?

Due to the widely varying quality of USB hubs, Brother does not support using our machines with them. However, many Brother Customers successfully connect to their Brother machines through USB hubs and we have a few suggestions from them that may assist you.

- **Verify whether your Brother machine's LED lights or LCD screen indicate an error message.**

If your Brother machine indicates an error message, refer to the **FAQs and Troubleshooting** section of [Brother's Online Solutions Center](#) for assistance with that error.

- **Follow these steps to verify whether your Brother machine is online:**

NOTE: These steps may differ depending on your operating system.

1. Click Start
 2. Click Settings
 3. Click Control Panel
 4. Click Printers and Faxes
 5. Right-click on the printer icon or printer name
 6. Click Use Printer Online
 7. Try to print
- If you can print, reconnect your Brother machine through the USB hub.
 - If you cannot print, reinstall the driver.
- **Try reinstalling the driver with your Brother machine directly connected to your computer.**

The latest driver is available in the **Downloads** section of [Brother's Online Solutions Center](#).

- **Use a USB hub that has its own power source.**

This keeps the connection from relying on the computer's power.

- **Change the port.**

Not all ports carry the same power.

- **Change the connections.**

If applicable: If you want to use USB 2.0, use a USB cable with the USB 2.0 logo.

- **Not all USB cables are the same.**

We recommend you use a USB cable that is:

1. Shielded
2. A twisted-pair cable
3. No longer than 6 feet