



Back Office Welcome Packet

Printer and Driver Set Up –  Microsoft

Welcome Guide Overview

This guide will provide easy instructions to set up your PrintWithMe printer and driver. **Note:** Our printers are not designed to be set up without us.

1

Install the Printer

- Unbox the printer using the instructions in [this video](#).
- Place the printer in its designated area and turn on the printer.
- Schedule an install call using the link sent to you via email.

2

Download the Printer Driver

- Visit Brother's website and download the appropriate driver based on the operating system of each device you plan to use to print.
[Click here to go to the set up page](#).
- Select the "Printer Driver" or "Full Driver & Software Package" option and complete the install.
- Select "Agree to the EULA and Download."
- Double-click the completed .exe download and follow the Brother Software Installer.

3

Add the Printer to the Device List

- Select Wireless Connection when prompted for connection type.
- Select the printer from the list to add it to the computer.
- Select a "Standard" installation.
- Skip the last two requests to install any additional software.
- Select Finish and complete the installation.
- Complete all updates shown in the pop-up window.

4

Send a Test Print

- Select a document or PDF you wish to print.
- Use the native Control + P to start the print job. Ensure the printer is on the list of print options, and send the page to print.

Call our support team at 773.797.2118 ext. 1 if you need assistance or if you have questions.



Back Office Welcome Packet

Printer and Driver Set Up -  Macintosh

Welcome Guide Overview

This guide will provide easy instructions to set up your PrintWithMe printer and driver. **Note:** Our printers are not designed to be set up without us.

1

Install the Printer

- Unbox the printer using the instructions in [this video](#).
- Place the printer in its designated area and turn on the printer.
- Schedule an install call using the link sent to you via email.

2

Add the Printer to the Device List

- Open System Preferences.
- Printers & Scanners.
- Click the + button on the bottom left if the printer is not already on the list.
- Select the printer you wish to add and select "Add" in the bottom right.

3

Send a Test Print

- Select a document or PDF you wish to print.
- Use the native Command + P to start the print job. Ensure the printer is on the list of print options, and send the page to print.

Call our support team at 773.797.2118 ext. 1 if you need assistance or if you have questions.



Native Features

How to Print

1. To print, select your document and press ctrl+P (command+P on Mac).
2. Select the correct Brother printer from the list.
3. Customize print settings (# of copies, color options, single/double-sided, etc...)
4. Click Print. Pick up your prints at the printer!

How to Copy

1. Select Copy from the Home Screen Menu.
2. Place all documents in the top feeder on the printer, face up.
3. Input all copy settings and finish.

How to Scan

1. Select Scan from the Home Screen Menu.
2. Place all documents in the top feeder on the printer, face up.
3. Enter the email address you want the scans to be sent to.
Input all scan settings and finish.



Need Help? Contact Brother.

1.800.947.2109 • Say you're a "client of PrintWithMe."



Features

How to Print

1. Visit the PrintWithMe [website](#).
2. Select your printer's location.
3. If your printer is in a private location, click "Search for a Private Location" and enter your building's name, address or printer email address.
4. Upload your file(s).
5. Select your preferred options and press "Complete Order & Print" to receive a secure release code.
6. When you arrive at the printer, enter the secure release code on the printer's touchscreen.

How to Copy

1. Place your document(s) into the printer's input tray and select "PrintWithMe" from the printer screen.
2. Select "To Copy" and enter your email.
3. Enter your 4-digit passcode or create a new account using the prompts on the printer screen.
4. Select "To Copy" and enter your email.

How to Scan or Fax

1. Place your document(s) into the printer's input tray and select "PrintWithMe" from the printer screen.
2. Select "Scan" or "Fax" and enter your email. Follow the prompts on the printer screen.
3. Open the PrintWithMe email to pay and download your scanned document or see the status of the fax.

Need Help? Contact PrintWithMe.

773.797.2118 ext. 1 • support@printwithme.com



Back Office Support Who to Contact - Cheat Sheet

About this Guide

This Cheat Sheet will give you information about who to contact when you have questions or need help troubleshooting your printer. By following this guide, you'll receive the support you need quickly.

We've created this guide to keep printing simple for your team!

Point of Contact



**Your IT
Administrator**

Support Areas

Supplies

- Paper and toner reordering

Billing

- Account questions and concerns

Technical Troubleshooting

- Resident-facing printer issues
- Error messages
- Driver installation or issues

Network & Connectivity

- Printer disconnected
- Printer can't be found (IP Address)
- Firewall issues
- Shared network folders

Contact Info

support@printwithme.com

billing@printwithme.com

773.797.2118 ext. 1
8AM - 7PM CT | M-F

Brother and PrintWithMe cannot manage your network.

You will need to contact your IT administrator for support in this area.



Frequently Asked Questions

My printer just arrived. What do I do next?

Please follow the instructions on page 1 or 2, and don't forget to schedule an install call using the link sent to you via email. If you need assistance or have questions, please call our support team at 773.797.2118 ext. 1.

How do I set up a new computer to print?

For Windows, download the drivers on [Brother's website](#). For Mac, add the printer under Printers & Scanners.

What's the best way to minimize our color printing?

Ensure you select "monochrome" or "black and white" options when printing a document.

How do we receive paper and toner?

PrintWithMe monitors the amount of paper and toner remaining and will order more when needed. We can also provide a backup toner.

My scan to email is no longer working, and the printer shows solutions. What should I do?

Please call our support team at 773.797.2118 ext. 1.

