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TROUBLESHOOTING GUIDE

Brother PocketJet PJ-8 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Brother documentation, PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version), product safety guide and quick setup guide (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Brother PJ8 Series product page →

In brief. The Brother PocketJet PJ-822, PJ-823, PJ-862, PJ-863 and PJ-883 are direct thermal mobile printers that print full-width pages (A4, Letter, Legal, A5) on cut sheets, rolls or fanfold paper, with no ribbon or ink. They have no display: they report their status through the Power, Data and Status lights, plus a Bluetooth light (PJ-862, PJ-863) or a Bluetooth and Wi-Fi light (PJ-883). The causes Brother cites most often are paper inserted incorrectly or loaded on the wrong side, a dirty platen roller, an unsuitable print density setting and an insufficiently charged battery. This guide is based on the Brother user guide common to all five models. Click a question to open its entry.

- **A light is flashing** (Power, Status, Data, Bluetooth or Wi-Fi): find the combination in the [light lookup table](#) and open the matching entry.

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- **No error light, but the print is poor:** check the [paper loading](#), then the [print quality](#) and the [platen roller maintenance](#).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

Which light is flashing on my Brother PJ-863? Find the cause by light

The PocketJet PJ-8 printers have no display: they report their status through the Power, Data and Status lights, and through the Bluetooth light (PJ-862, PJ-863) or the Bluetooth and Wi-Fi light (PJ-883). The table links each combination documented by Brother to its cause and to the entry that resolves it.

Message or state	Lights (Brother guide)	Likely cause	Entry
Power flashing, Status on	Power flashing (once/s), Data off, Status on	Communication error: template missing, memory full, BLF or JPEG file, maximum length exceeded, adapter disconnected, battery	Communi cation error
Power and Data flashing	Power and Data flashing (once/s), Status off	Mass Storage Mode error	Mass Storage error
Power, Data and Status flashing	Power, Data and Status flashing (once/s)	System error	System error

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Message or state	Lights (Brother guide)	Likely cause	Entry
All lights flashing, including Bluetooth	Power, Data, Status and Bluetooth flashing (once/s)	Bluetooth error (PJ-862, PJ-863, PJ-883)	<u>Bluetooth connection</u>
All lights flashing, including Bluetooth and Wi-Fi	Power, Data, Status and Bluetooth/Wi-Fi flashing (once/s)	Wi-Fi error (PJ-883)	<u>Wi-Fi errors</u>
Pause during printing (Cooling Down mode)	—	Printhead, motor or battery cooling down	<u>Cooling down</u>
Power, Data and Status on	Power, Data and Status on	Data received but not printed (Buffer contains unprinted data)	<u>Data received, nothing prints</u>
Power, Data and Status on (boot mode colour)	Power, Data and Status on in the boot mode colour	Printer in Boot mode	<u>Boot mode</u>
Status flashing once every 4 s	Power on, Status flashing once/4 s	Battery half charged	<u>Battery level</u>
Status flashing twice every 4 s	Power on, Status flashing twice/4 s	Low battery	<u>Battery level</u>
Power and Status flashing, Data off	Power flashing, Data off, Status flashing (once/s)	Battery needs recharging	<u>Battery level</u>

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Message or state	Lights (Brother guide)	Likely cause	Entry
Status on, adapter connected	Power on, Status on (off when charging is complete)	Battery charging	Charge the battery
Power off	○ Power off	Printer not powered (adapter, socket or battery)	Will not switch on
Power flashing every 3.5 s	Power flashing once/3.5 s, Data off	Sleep mode (Auto Sleep)	Sleep and automatic power-off
Power solid green or orange	● ● Power green (adapter) or orange (battery)	Printer on	Powering on
Data green, nothing prints	● Data green, on or flashing	Receiving or printing data	Data received, nothing prints
Data solid red	● Data red (Feed held down, no paper)	Printer ready to print the configuration report	Configuration report
Power flashing orange	● Power flashing orange (after Feed + Power)	Reset mode	Reset
Bluetooth flashing blue every 3 s	Bluetooth flashing blue once/3 s	Bluetooth enabled but not connected (automatic reconnection)	Bluetooth connection

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Message or state	Lights (Brother guide)	Likely cause	Entry
Bluetooth and Wi-Fi flashing green or cyan every 3 s	● Bluetooth/Wi-Fi flashing green or cyan once/3 s	Wi-Fi enabled but not connected (PJ-883)	Wi-Fi connection
Status and Wi-Fi flashing twice every 2.5 s	Power on, Status and Bluetooth/Wi-Fi flashing twice/2.5 s	Access point not found (Access point search error)	Wi-Fi errors
Status and Wi-Fi flashing 3 times every 3.5 s	Power on, Status and Bluetooth/Wi-Fi flashing 3 times/3.5 s	Cannot connect to the access point (Access point connection error)	Wi-Fi errors
Status and Wi-Fi flashing once per second	Status and Bluetooth/Wi-Fi flashing once/s	Security error or WPS setup failure (WPS setup unsuccessful)	Wi-Fi errors

The states come from the “LED Patterns and Indications” page of the Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide, which shows the colours as pictograms. The colours quoted here (Power green or orange, Data green or red, Bluetooth blue, Bluetooth and Wi-Fi green, blue or cyan) come from other pages of the guide. A dash means that the page consulted does not specify the state of the lights.

Brother PocketJet PJ-8 error lights: causes and solutions

The Brother guide describes five error or waiting states signalled by the lights: communication error, system error, Mass Storage Mode error, cooling down and boot mode. For each one: the short answer, the cause, the steps to follow and, where the guide provides for it, when to contact Brother.

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Why is the Power light on my Brother PJ-863 flashing while the Status light stays on?

Lights: Power flashing (once per second), Data off, Status on · “Communication error” state in the Brother guide.

Short answer: According to the Brother light table, this combination signals a communication error (“Communication error”). It covers several cases: template missing, memory full, BLF or JPEG file rejected, maximum print length exceeded, adapter disconnected or insufficient battery charge. Start by checking the battery and the power supply.

LIKELY CAUSE

The user guide groups the following cases under “Communication error”: No template error (template missing), Memory full error, BLF file error, Maximum print length exceeded, Disconnected adapter error (reported only when the Hybrid Power Supply option is enabled), ESC/P memory full error, JPEG file error and Remaining battery error (remaining battery charge). The table does not give a specific light pattern for each of these cases.

WHAT TO DO

1. Recharge the battery or connect the AC adapter: the “Remaining battery error” is part of this state (see [charge the battery](#)).
2. If the Hybrid Power Supply option is enabled in Printer Setting Tool, check that the AC adapter is properly connected to the printer and to the socket: the “Disconnected adapter” error only appears in this mode, which combines the PA-AD-600A AC adapter and the PA-BT-002 battery.
3. If the memory is full, Printer Setting Tool lets you delete the templates and databases stored in the printer (see [reset](#)).

The Brother guide does not give a specific procedure for each of these cases: the suggestions above refer to functions described in other chapters of the guide.

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Sources: [LED Patterns and Indications](#) · [Device Settings of the Printer Setting Tool \(Windows\)](#) · [Reset the Printer](#) · [Charge the Rechargeable Li-ion Battery](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

Why are all three lights on my Brother PJ-863 flashing at the same time?

Lights: Power, Data and Status flashing (once per second) · “System error” state in the Brother guide.

Short answer: According to the Brother light table, the Power, Data and Status lights flashing together once per second signal a system error (“System error”). If the Bluetooth or Bluetooth and Wi-Fi light is also flashing, it is a Bluetooth or Wi-Fi error. The guide gives no specific procedure for this state: resetting is the measure it provides for when the printer is not working correctly.

LIKELY CAUSE

The user guide calls this state “System error” without specifying its cause. When the Bluetooth light (PJ-862, PJ-863, PJ-883) or the Bluetooth and Wi-Fi light (PJ-883) flashes at the same rate as the other three, the table refers to a Bluetooth error or a Wi-Fi error.

WHAT TO DO

1. Look at the Bluetooth or Bluetooth and Wi-Fi light: if it is flashing along with the other three, see the [Bluetooth](#) or [Wi-Fi errors](#) entries.
2. Carry out the basic checks set out in the guide: battery installed or adapter connected, protective packaging removed, correct driver installed and selected, Release Cover fully closed, paper loaded correctly.
3. The guide states that resetting clears the received data from the internal memory and that it is useful when the printer is not working correctly: follow the procedure in the [reset](#) entry.

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When to call a technician: if the error persists after these checks, the Brother guide refers you to Brother online support (support.brother.com).

Sources: [LED Patterns and Indications](#) · [If You Are Having Difficulty with Your Printer](#) · [Reset the Printer](#)
– Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

Why are the Power and Data lights on my Brother PJ-822 flashing in Mass Storage mode?

Lights: Power and Data flashing (once per second), Status off · “Mass Storage Mode error” state in the Brother guide.

Short answer: This flashing signals a Mass Storage mode error; this mode lets you send files via USB without a driver. Check that you are sending only BIN, BLF or JPG files, with no folder and within the 16 MB limit, then send them again one at a time. To exit the mode, turn the printer off.

LIKELY CAUSE

The guide specifies that Mass Storage mode accepts only BIN, BLF and JPG files, 16 MB in total, that files placed in a folder cannot be accessed and that some commands may fail depending on the file size.

WHAT TO DO

1. Place only BIN, BLF or JPG files in the storage area, 16 MB in total at most.
2. Do not create a folder in the storage area: files placed in a folder cannot be accessed.
3. If a command fails, transfer the files one at a time.
4. Do not open other files in the storage area while copying.
5. To start again: turn the printer off (the files in the storage area are then deleted), then hold down Feed and Power to restart it in Mass Storage mode. The Power and Data lights come on green (Power orange on battery).

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6. Connect the USB cable, drop the file into the storage area, load the paper and then press Power: the command file runs and the Data light flashes green.

In Mass Storage mode, only the USB connection works. To return to normal operation, turn the printer off.

Sources: [LED Patterns and Indications](#) · [Print Using the USB Interface \(Mass Storage Mode\)](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

Why does my Brother PJ-863 stop printing in the middle of a batch of pages?

Symptoms: printing pauses · “Printer in Cooling Down mode” state in the Brother light table.

Short answer: The printhead, motor or battery is cooling down: according to Brother, the printer pauses until the temperature drops. To avoid this, lower the print density, limit large black areas and avoid continuous printing.

LIKELY CAUSE

The “Printing Problems” chapter states that the head, motor or battery is cooling down. Brother specifies that this mode is more frequent above an altitude of 3,048 m (10,000 feet).

Caution: Do not touch the printhead: the Brother safety guide warns of a risk of burns.

WHAT TO DO

1. Let the printer finish its pause: it is waiting until it has cooled down.
2. Reduce the print density in the driver or in Printer Setting Tool.
3. Reduce the amount of black areas in the document.
4. Place the printer in a well-ventilated location and avoid continuous use.

The operating temperatures given by Brother range from -10 to 50 °C on battery or car adapter, and from -10 to 40 °C on AC adapter.

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Sources: [Printing Problems](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [LED Patterns and Indications](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Product Safety Guide](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 product safety guide (PDF) · [Specifications](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

What does boot mode mean on my Brother PJ-863?

Lights: Power, Data and Status on, in the colour specific to boot mode in the Brother table.

Short answer: According to Brother, the three lights on in the boot mode colour indicate that the printer is in boot mode. The guide does not suggest any action: it asks you to contact a Brother dealer or Brother customer service.

LIKELY CAUSE

The light table calls this state “Printer in Boot mode”. The “Printing Problems” chapter does not give its cause.

WHAT TO DO

1. Do not confuse it with the “Buffer contains unprinted data” state, in which the three lights are also on: first see the [printer receives data but does not print](#) entry.
2. If the printer stays in boot mode, contact your Brother dealer or Brother customer service, as the guide indicates.

When to call a technician: if the printer is in boot mode, the Brother guide asks you to contact the dealer or Brother customer service.

Sources: [LED Patterns and Indications](#) · [Printing Problems](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

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Paper sensor adjustment: my Brother PJ-863 does not detect black marks

Brother does not describe a button-based calibration for the PJ-8: the paper detection sensor is adjusted from Printer Setting Tool, which mainly concerns fanfold paper with black marks.

My Brother PJ-863 does not detect the black marks on fanfold paper: how do I adjust the sensor?

Symptoms: with fanfold paper with black marks, the printer does not stop at the correct position.

Short answer: The Brother guide does not describe a button-based calibration for the PocketJet PJ-8. It offers two settings in Printer Setting Tool: “Auto Sensor Adjustment”, which automatically adjusts the paper detection sensor, and “Blackmark Threshold”, to be lowered if the black marks are too light to be recognised.

LIKELY CAUSE

Brother states that if the black marks are too light to locate the stop position, the detection threshold must be lowered. The loading guide also asks you to position the black marks on fanfold paper as shown in the illustration, printable side facing down.

SETTINGS DOCUMENTED BY BROTHER

1. Reload the fanfold paper: black marks positioned as shown in the guide's illustration, printable side facing down, bottom edge parallel to the roller.
2. In Printer Setting Tool (Windows), open the device settings, then the maintenance menu, and run “Auto Sensor Adjustment”: according to Brother, this function automatically adjusts the paper detection sensor.
3. If the black marks are still too light to be recognised, open the Advanced (1) tab and set “Blackmark Threshold” to a value lower than the current value.

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The page consulted describes Printer Setting Tool under Windows. The guide does not describe calibration for cut-sheet or roll paper without black marks.

Sources: [Device Settings of the Printer Setting Tool \(Windows\)](#) · [Load Paper in the Printer](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

Paper feed problems: jam, skewed sheet or paper not feeding on the Brother PJ-863

The PJ-8 printers print in direct thermal, with no ribbon: feed problems mostly come from a sheet inserted incorrectly, a release cover not properly closed, unsuitable paper or a dirty platen roller.

How do I load an A4 sheet into my Brother PJ-863?

Symptoms: the sheet is not fed or goes in skewed.

Short answer: Hold the sheet straight with both hands, then insert it printable side (smooth thermal side) facing down into the input slot, without forcing it: the roller feeds it to the start position. Align an A4 sheet with the A4 marks and a Letter sheet with the LTR marks.

Caution: The tear bar is sharp: Brother asks you not to touch it to avoid injury. Do not use folded, wet or damp paper and do not touch the paper with wet hands: according to Brother, this can cause feed problems or a malfunction.

WHAT TO DO

1. Check that the release cover is fully closed.
2. Hold the paper with both hands so that it is straight.
3. Insert it printable side facing down: only the smooth thermal side can be printed on.

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4. Place the bottom edge parallel to the roller and align the sheet with the A4 or LTR marks on the printer.
5. Push gently until the roller feeds the paper to the start position.
6. For fanfold paper, position the black marks as shown in the guide's illustration, printable side facing down.
7. For roll paper, tear off the page against the Tear Bar by pulling one edge of the ejected sheet diagonally, upwards and towards the other edge. The guide asks you to set the paper type (Cut Sheet, Roll or Perforated Roll) in the driver.

Brother recommends genuine Brother thermal paper. Formats accepted according to the specifications: A5, A4, Letter, Legal and continuous paper.

Sources: [Load Paper in the Printer](#) · [If You Are Having Difficulty with Your Printer](#) · [General Precautions](#) · [Printing Problems](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

Why does the print on my Brother PJ-863 come out skewed on the sheet?

Symptoms: image offset or slanted on the page, sheet inserted skewed.

Short answer: According to Brother, a misaligned image comes from paper loaded incorrectly, non-genuine paper or a dirty platen roller. Reload the sheet straight, bottom edge parallel to the roller, then clean the roller with the cleaning sheet if the problem persists.

LIKELY CAUSE

The “Printing Problems” chapter cites three causes for an image that is not aligned: non-genuine thermal paper, paper loaded incorrectly and a dirty platen roller.

WHAT TO DO

1. Remove the incorrectly fed sheet: gently lift the release cover, pull out the sheet, then close the cover.

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2. Hold the new sheet straight with both hands and insert it thermal side facing down, bottom edge parallel to the roller, aligned with the A4 or LTR marks.
3. Use genuine Brother thermal paper.
4. If the roller is dirty, clean it with the cleaning sheet (see [clean the roller](#)).

Sources: [Printing Problems](#) · [Load Paper in the Printer](#) · [Maintenance](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

How do I remove a jammed sheet from my Brother PJ-863?

Symptoms: paper jam, sheet stuck in the printer.

Short answer: Gently lift the release cover, pull the sheet out of the printer in either direction, close the cover, then reload the paper and restart printing.

LIKELY CAUSE

Brother states that dust getting in when the release cover is left open can cause print defects or jams, and that folded, wet or damp paper may not feed correctly.

Caution: Do not touch the printhead: the Brother safety guide warns of a risk of burns.

WHAT TO DO

1. Gently lift the release cover to open it.
2. Gently pull the paper out of the printer, in either direction.
3. Close the release cover.
4. Insert a sheet and restart printing.

To avoid jams, Brother asks you not to leave the release cover open and not to use folded, wet or damp paper.

Sources: [Maintenance](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [General Precautions](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Product Safety Guide](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 product safety guide (PDF)

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(official documentation).

The motor on my Brother PJ-863 runs but the paper does not feed: what should I do?

Symptoms: the motor runs, the paper is not fed.

Short answer: According to Brother, fully close the release cover, use genuine Brother thermal paper and clean the platen roller with the cleaning sheet. If the paper still does not feed, contact Brother customer service.

LIKELY CAUSE

The “Printing Problems” chapter cites a release cover not properly closed, non-genuine paper and a dirty platen roller.

WHAT TO DO

1. Fully close the release cover.
2. Use genuine Brother thermal paper.
3. Clean the platen roller (see [clean the roller](#)).

When to call a technician: if the paper still does not feed after these checks, the Brother guide refers you to Brother customer service.

Sources: [Printing Problems](#)  · [Maintenance](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

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How do I stop my Brother PJ-863 printing on the perforations of roll paper?

Symptoms: text printed on the perforation, paper feeding at power-on, pressure marks.

Short answer: Enable the “Skip Perforation” option in Printer Setting Tool: it leaves a 25.4 mm (1-inch) margin at the top and bottom of the page. With a pre-cut or pre-printed roll, Brother also recommends disabling “Pre-Feed”.

WHAT TO DO

1. In the driver, set the paper type to Roll or Perforated Roll.
2. In Printer Setting Tool, Basic tab, enable “Skip Perforation” so as not to print on the perforation.
3. In the Advanced (1) tab, set “Pre-Feed” to Disable with a pre-cut or pre-printed roll: when enabled, this setting feeds out a short length of paper at power-on.
4. If you use the roll case (Roll Printer Case), choose the corresponding option in “Roll/Fanfold Option”: with or without the anti-curl system (Anti Curl), or “Short Feed”, which avoids pressure marks when the paper passes through the anti-curl system.
5. To mark the pages on a continuous roll, “Dash Line Print” prints dotted lines between pages (Form Feed Mode set to Fixed Page): these dotted lines are printed, not pre-cut.

With the roll case options, “Tear Distance Adjust” sets the tear-off position.

Sources: [Device Settings of the Printer Setting Tool \(Windows\)](#) · [Load Paper in the Printer](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).



Blank sheets, faded or distorted print on a Brother PJ-863: what should I do?

Brother links most print defects to the paper (type, side, condition), the density setting and the format settings in the application, the driver and Printer Setting Tool.

Why does my Brother PJ-863 output blank sheets?

Symptoms: the paper feeds but nothing prints.

Short answer: According to Brother, use thermal paper and load it the right way round: only the smooth thermal side can be printed on, and it must face down. Then check the print density in Printer Setting Tool.

LIKELY CAUSE

The “Printing Problems” chapter cites paper that is not thermal or is loaded on the wrong side, and a print density setting to be checked. The PJ-8 printers print in direct thermal: they use neither ribbon nor ink.

WHAT TO DO

1. Use thermal paper (Brother recommends genuine Brother thermal paper).
2. Reload the sheet smooth thermal side facing down (see [load the paper](#)).
3. Check the print density in Printer Setting Tool (“Print Density” setting).

Sources: [Printing Problems](#) · [Load Paper in the Printer](#) · [Specifications](#) · [Device Settings of the Printer Setting Tool \(Windows\)](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).



Why is the print from my Brother PJ-863 too faded?

Symptoms: print too light or too dark.

Short answer: According to Brother, adjust the print density in the driver or in Printer Setting Tool, and use genuine Brother thermal paper.

LIKELY CAUSE

The “Printing Problems” chapter links print that is too light or too dark to the density setting and to the paper used.

WHAT TO DO

1. Increase the print density in the driver or in Printer Setting Tool (“Print Density” setting).
2. Use genuine Brother thermal paper.
3. In Printer Setting Tool, print speeds of 1.1, 1.9 and 2.7 ips favour image quality; the Fast modes favour speed.

According to Brother, a high density drains the battery faster. Text already printed can also fade or discolour on contact with PVC products, leather, adhesive tape, erasers, markers, correction fluid, glue, hand cream, cosmetics, water or sweat.

Sources: [Printing Problems](#)  · [Device Settings of the Printer Setting Tool \(Windows\)](#)  · [Charge the Rechargeable Li-ion Battery](#)  · [General Precautions](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

Why is the image printed by my Brother PJ-863 squashed or stretched?

Symptoms: image compressed or elongated on the page.

Short answer: Brother cites a release cover left open during printing, paper slipping on a dirty platen roller or creased paper. Keep the cover closed, clean the

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roller with the cleaning sheet and use genuine, uncreased Brother paper.

LIKELY CAUSE

The “Printing Problems” chapter links this defect to the release cover, to paper slipping on the platen roller and to the condition of the paper.

WHAT TO DO

1. Keep the release cover closed during printing.
2. If the paper slips, clean the platen roller (see [clean the roller](#)).
3. Use genuine, uncreased Brother thermal paper.

Printer Setting Tool also has a “Print Length Scaling” setting, which sets a reduction or enlargement ratio for printing.

Sources: [Printing Problems](#) · [Maintenance](#) · [Device Settings of the Printer Setting Tool \(Windows\)](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

Why are the margins wrong or the page incomplete on my Brother PJ-863?

Symptoms: incorrect top margin or side margins, page partly printed.

Short answer: According to Brother, the paper size must be the same in the application, in the driver and in Printer Setting Tool, and match the paper loaded. Also set the margins in Printer Setting Tool or in the application, and insert the sheet carefully.

WHAT TO DO

1. Incorrect top margin: set the margins in Printer Setting Tool or in the application, and insert the paper carefully.
2. Incorrect side margins: set the left margin and check that the application, the printer and the driver use the size of the paper loaded.

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3. Page left in the printer, Data light off: the computer may not have sent the complete page. Restart printing, check the paper size in the application, Printer Setting Tool and the driver, or press Feed to eject the page.
4. Partial page ejected while the Data light is on or flashing green: choose the correct paper size.

In ESC/P mode, the default size is set in Printer Setting Tool (Paper Size), but a setting changed in the driver takes priority.

Sources: [Printing Problems](#) · [Device Settings of the Printer Setting Tool \(Windows\)](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

Why does my Brother PJ-863 print incorrect characters?

Symptoms: wrong or substituted characters on the page.

Short answer: According to Brother, select the correct character set (font) in the application, or try another font.

WHAT TO DO

1. In the application, choose the appropriate character set (font).
2. Try another font.
3. For printing in ESC/P mode, Printer Setting Tool also offers the “Character Set Map” (character set by language), “Extended Characters” (ASCII characters 128 to 255) and “Default Font” (built-in font) settings.

Sources: [Printing Problems](#) · [Device Settings of the Printer Setting Tool \(Windows\)](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

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Brother PJ-863 maintenance: printhead and platen roller

The Brother guide does not provide for printhead cleaning: routine maintenance concerns the platen roller, using the Brother cleaning sheet.

How do I clean the printhead and the roller on my Brother PJ-863?

Short answer: The Brother guide does not describe printhead cleaning: the maintenance it provides for concerns the platen roller, which must be cleaned only with the Brother cleaning sheet. With the printer on and no paper loaded, insert the sheet, remove the top half of its protective backing, then hold down Feed for more than 2 seconds.

Caution: Brother prohibits cleaning the roller with anything other than the cleaning sheet, and the cleaning sheet is only for the roller. Do not touch the printhead: the Brother safety guide warns of a risk of burns. For the exterior: no wet cloth, no water inside the printer, no benzene, alcohol, thinner or other solvent, and no abrasive, alkaline or acidic product.

OFFICIAL ROLLER CLEANING PROCEDURE

1. Turn the printer on and check that no paper is loaded.
2. Insert the cleaning sheet into the paper input slot, with the words “CLEANING SHEET” the right way up and facing forward: the roller feeds it into position.
3. Remove the protective backing from the top half of the cleaning sheet. Do not remove the backing from the bottom half.
4. Hold down the Feed button for more than 2 seconds: the printer feeds and then ejects the cleaning sheet.
5. From a Windows computer, the “Clean Unit” function in the Printer Setting Tool maintenance menu can also be used to clean the roller by feeding the cleaning sheet through.

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6. Clean the outside of the printer with a soft, dry cloth.

Brother states that maintenance is done as needed, more often in a dusty environment. For a replacement cleaning sheet, contact Brother or your Brother dealer.

Sources: [Maintenance](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Device Settings of the Printer Setting Tool \(Windows\)](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Product Safety Guide](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 product safety guide (PDF) · [General Precautions](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

USB, Bluetooth or Wi-Fi connection: my Brother PJ-863 does not print

All PJ-8 models have a USB Type-C port; the PJ-862, PJ-863 and PJ-883 add Bluetooth, and the PJ-883 adds Wi-Fi. The Data light and the Bluetooth or Bluetooth and Wi-Fi light show the connection status.

My Brother PJ-863 receives data but does not print: what should I do?

Lights: Data green on or flashing with no printing, or Power, Data and Status on (“Buffer contains unprinted data” state).

Short answer: Wait for data reception to finish, check that paper is loaded, then turn the printer off and on again. According to Brother, incomplete data, for example after a Wi-Fi dropout, blocks printing; ASCII text with no line end or page end can also put the printer on hold.

LIKELY CAUSE

Brother cites several causes: data reception not finished, paper missing or loaded incorrectly, incomplete data left in memory (lost Wi-Fi connection, for example), incomplete ASCII text (without CR/LF or form feed) and printer left in Mass Storage

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mode. On the PJ-883, Wi-Fi can take up to 15 seconds after power-on.

WHAT TO DO

1. Wait until data reception is complete.
2. Load paper or reload it if necessary (see [load the paper](#)).
3. If the text sent is in ASCII, print another page or press Feed: the printer may be waiting for the line end or the form feed.
4. Turn the printer off and on again: this is the solution Brother gives for incomplete data left in memory and for a printer left in Mass Storage mode.
5. On a PJ-883 using Wi-Fi, wait up to 15 seconds after power-on.
6. If the Data light does not turn green, check the connection: [USB](#), [Bluetooth](#) or [Wi-Fi](#).

Sources: [Printing Problems](#) · [LED Patterns and Indications](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

My Brother PJ-822 does not print via USB: what should I check?

Symptoms: the Data light does not turn green when a print job is sent via USB.

Short answer: According to Brother, connect the USB Type-C cable firmly or try another cable. With the printer off, connect the cable to the USB port and then to the computer, and turn the printer back on. The USB cable alone does not power the printer: a battery must be installed or an adapter connected.

WHAT TO DO

1. Switch the printer off.
2. Connect the USB Type-C cable to the printer's USB port, then to the computer.
3. Switch the printer on.
4. If the Data light does not turn green while sending, reconnect the cable firmly or try another cable.
5. Check that the correct printer driver is installed and selected.

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6. Check that the printer is powered by the battery, the AC adapter or the car adapter: the USB connection alone is not enough.

The USB Type-C cable may or may not be supplied depending on the country. In Mass Storage mode, only the USB connection works.

Sources: [Connect the Printer to a Computer Using a USB Cable](#) · [Printing Problems](#) · [If You Are Having Difficulty with Your Printer](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

Why will my Brother PJ-862 not connect via Bluetooth?

Bluetooth light: flashing blue every 3 seconds (enabled, not connected); flashing once per second with the other three lights (Bluetooth error).

Short answer: According to Brother, the Bluetooth light should be solid blue once connected. If it is flashing or off, enable Bluetooth with the Bluetooth button, then select the printer in the device's Bluetooth manager. Then check the Bluetooth settings on the configuration report.

LIKELY CAUSE

Bluetooth is only available on the PJ-862, PJ-863 and PJ-883. Brother distinguishes pairing in progress (flashing once per second), Bluetooth enabled but not connected (once every 3 seconds, automatic reconnection) and Bluetooth error (Bluetooth light and the other three lights flashing once per second).

WHAT TO DO

1. PJ-862 or PJ-863: press the Bluetooth button. The light flashes blue about once every 3 seconds.
2. PJ-883: press the Bluetooth and Wi-Fi button. The light should flash blue or cyan; if it flashes green, hold the button for about 3 seconds: the colour changes with each long press.



3. On the computer or mobile device, open the Bluetooth manager, find the printer and select its name. Once connected, the light stays blue (blue or cyan on the PJ-883).
4. If the connection fails, print the configuration report (see [configuration report](#)) to check the Bluetooth settings, and correct them in Printer Setting Tool.
5. With an Apple device whose Bluetooth connection has been interrupted and does not recover, enable “Auto Reconnect” in Printer Setting Tool.
6. According to Brother, using Bluetooth and Wi-Fi at the same time can slow down communication: disable the one you are not using.

Brother advises setting a new Bluetooth PIN code in Printer Setting Tool to prevent unauthorised access. The “Airplane Mode” setting in Printer Setting Tool disables Bluetooth or Wi-Fi.

Sources: [Printing Problems](#) · [Connect the Printer to a Computer Using Bluetooth Connection](#) · [LED Patterns and Indications](#) · [Network Problems](#) · [General Precautions](#) · [Control Panel Overview](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

How do I connect my Brother PJ-883 to Wi-Fi?

Bluetooth and Wi-Fi light: green or cyan flashing every 3 seconds (not connected), solid green or cyan (connected).

Short answer: Only the PJ-883 has Wi-Fi. Connect it to the computer via USB, enable Wi-Fi with the Bluetooth and Wi-Fi button (light green or cyan), then enter the SSID and the network key in Printer Setting Tool, using the Communication Settings button. The light turns solid green or cyan once connected.

BROTHER PROCEDURE (INFRASTRUCTURE MODE)

1. Before you start, check the Wi-Fi settings with your administrator and note the network name (SSID) and the network key. Place the printer near the router, with few obstacles.



2. If the Wi-Fi settings need to be changed or the connection status is unknown, reset them: with the printer off, hold down Feed and Power for about 2 seconds, then, still holding Feed, press Power twice and release Feed (the Power light flashes orange); then press Feed twice.
3. Connect the printer to the computer with a USB cable.
4. Press the Bluetooth and Wi-Fi button: the light should flash green or cyan once every 3 seconds. If it flashes blue, hold the button for about 3 seconds.
5. On Windows, open Printer Setting Tool and click Communication Settings: General tab, “Selected Interface” set to Infrastructure; Wireless LAN tab, “Communication Mode” set to Infrastructure; enter the SSID (or click Search) and the key in the Password field, then click Apply.
6. On Mac, use the Wireless Device Setup Wizard in the Utilities folder of the Printer Driver Package.
7. Once the printer is connected, the light stays solid green or cyan. Cyan may mean that only Bluetooth is connected: if Wi-Fi is not, repeat the configuration.

The Bluetooth and Wi-Fi button also allows configuration by WPS (press for about 5 seconds) or with the WLAN Assistant Wizard (about 10 seconds). According to Brother, establishing a Wi-Fi connection can take a minute or more depending on the device and the environment.

Sources: [Connect the Printer to a Computer Using a Wi-Fi Router/Access Point \(Infrastructure Mode\)](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Control Panel Overview](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Network Problems](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Printing Problems](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Quick Setup Guide / Guide d'installation rapide](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 quick setup guide (multilingual PDF) (official documentation).



Why is the Wi-Fi light on my Brother PJ-883 flashing at the same time as the Status light?

Lights: Status and Bluetooth/Wi-Fi flashing twice every 2.5 s (access point not found), 3 times every 3.5 s (cannot connect to the access point) or once per second (security error or WPS failure).

Short answer: These flashing patterns signal a failed Wi-Fi connection on the PJ-883: access point not found, cannot connect to the access point, security error or WPS failure. Check the SSID and the network key, move the printer closer, move away sources of interference, then turn the printer off and on again before redoing the settings.

LIKELY CAUSE

The Brother light table distinguishes “Access point search error”, “Access point connection error”, “Security error” and “WPS setup unsuccessful”. When Power, Data and Status all flash with the Bluetooth and Wi-Fi light, it is a Wi-Fi error (“Wi-Fi error”). The “Network Problems” chapter lists the causes of wireless setup failure: incorrect SSID or network key, printer too far away, obstacles, interference, MAC address filtering or hidden SSID.

WHAT TO DO

1. Check the SSID and the network key using the router documentation or with the network administrator.
2. During setup, place the printer about 1 m from the device, in an area with no walls or furniture between them.
3. Move away sources of interference: wireless computers, Bluetooth devices, microwave ovens, digital cordless phones.
4. If the router filters MAC addresses, find the printer's MAC address on the configuration report (see [configuration report](#)).
5. If the SSID is not broadcast (stealth mode), enter it during setup or in Printer Setting Tool, then redo the setup.

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6. If setup still fails, turn the printer off and on again and redo the Wi-Fi settings (see [connect to Wi-Fi](#)).

Sources: [LED Patterns and Indications](#) · [Network Problems](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

My Brother PJ-883 is on Wi-Fi but the computer cannot find it: what should I do?

Symptoms: unable to print over the network, printer not found after a successful installation.

Short answer: According to Brother, first check that the computer's security software allows access, then that the printer has an IP address on the same network as the computer. Delete the stuck job from the print queue; as a last resort, uninstall and then reinstall the driver.

WHAT TO DO

1. Check the Bluetooth and Wi-Fi light: solid green, the network is correctly connected; green or cyan flashing every 3 seconds, the Wi-Fi connection needs to be set up again.
2. Allow access in the security software: its firewall may block the printer, even without displaying an alert. BRAdmin Light uses UDP port 161.
3. Check the IP address and the subnet mask in Printer Setting Tool: the computer and the printer must be on the same network.
4. If a print job has failed, delete it from the print queue (in Windows 10: Printers & scanners, Open queue, then cancel all documents).
5. If printing still fails, uninstall and then reinstall the driver and the software.

Source: [Network Problems](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

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Brother PJ-863 battery: charging, battery life and printer that will not turn on

The Li-ion battery of the PJ-8 is optional: according to Brother, it charges in about 2 hours with the dedicated adapter and prints about 600 pages. The Status light shows its level and when charging is in progress.

My Brother PJ-863 will not turn on or switches itself off: what should I do?

Light: Power off, or Power flashing once every 3.5 seconds (sleep).

Short answer: With the Power light off, the printer is not receiving power according to Brother: install a charged battery or connect the AC adapter or car adapter. The USB cable alone is not enough to power it. If it switches off after a period of inactivity, this is the automatic power-off set in Printer Setting Tool.

LIKELY CAUSE

Brother cites lack of power: adapter not properly connected, socket with no power, battery missing or flat. The USB Type-C AC adapter only charges the battery: without a battery installed, it does not power the printer. The “Auto Power Off” and “Auto Sleep” settings turn the printer off or put it to sleep after a period of inactivity.

Caution: When turning off, do not remove the battery or disconnect the adapter until the Power and Status lights, which have turned orange, have gone out. According to the Brother safety guide, do not pull on the cord to disconnect the AC adapter or car adapter.

WHAT TO DO

1. Check the connection of the AC adapter or car adapter and the socket, or install a charged battery.
2. To turn on, hold the Power button for about 1 second: the Power light comes on green on adapter, orange on battery.

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3. If the Power light flashes once every 3.5 seconds, the printer is in sleep mode: press a button, send data, reconnect the USB cable or the AC adapter, or reinsert the battery to wake it up.
4. To change the sleep and power-off delays, set “Auto Sleep” and “Auto Power Off” in Printer Setting Tool.
5. The “Auto Power On” setting defines how the printer behaves when it is connected via USB or to the power supply. If connected while off, it turns on for a system check, then turns off again if “Auto Power On” is disabled.

Sources: [Printing Problems](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Connect the Printer to a Computer Using a USB Cable](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Connect the Printer to External Power](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Turn the Printer On or Off](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Control Panel Overview](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Device Settings of the Printer Setting Tool \(Windows\)](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [LED Patterns and Indications](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Product Safety Guide](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 product safety guide (PDF) (official documentation).

Why is the Status light on my Brother PJ-863 flashing?

Lights (on battery): Status flashing once every 4 s (half charged) or twice every 4 s (low charge); Power and Status flashing, Data off (battery needs recharging).

Short answer: On battery, the Status light shows the charge level: one flash every 4 seconds signals a half-charged battery, two flashes a low charge. When the Power light also starts flashing, Brother asks you to recharge the battery.

LIKELY CAUSE

The Brother light table associates these flashing patterns with the level of the Li-ion battery in use.



WHAT TO DO

1. Recharge the battery as soon as Power and Status flash (see [charge the battery](#)).
2. To save battery, reduce the print density in the driver or in Printer Setting Tool:
according to Brother, dense printing drains the battery faster.

A full battery prints about 600 pages, according to Brother.

Sources: [LED Patterns and Indications](#) · [Charge the Rechargeable Li-ion Battery](#) · [Specifications](#) –
Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

How do I charge the battery of my Brother PJ-863 and how long does it take?

Light: Status on while charging, off when charging is complete.

Short answer: With the printer off, connect the AC adapter, the car adapter, the USB Type-C AC adapter or a USB Type-C cable connected to a computer or charger. According to Brother, a full charge takes about 2 hours with the dedicated adapter; the Status light goes out when it is complete.

Caution: According to the Brother guide, do not carry the printer while cables are connected to the AC/DC connector or the USB port.

WHAT TO DO

1. Before first use, fully charge the battery with the AC adapter.
2. To install the battery: slide latch 1 to the unlocked position; hold latch 2 unlocked and remove the battery cavity mounting block; release latch 2; insert the battery until it locks; return latch 1 to the locked position.
3. Switch the printer off.
4. Connect one of the sources: AC adapter and cord to a socket; car adapter to a 12 V socket; USB Type-C AC adapter; or USB Type-C cable connected to a computer or USB charger (5 V, 0.5 A minimum, slower charging).

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5. The Status light stays on while charging and goes out when the battery is full. Then disconnect the power source.

Brother states about 600 pages per full charge. The battery cavity mounting block is not needed with the battery: store it in a safe place. For long-term storage, remove the battery, keep it at less than 50% charge in a cool, dry place out of the sun, and recharge it every six months.

Sources: [Charge the Rechargeable Li-ion Battery](#) · [Install the Rechargeable Li-ion Battery](#) · [General Precautions](#) · [Specifications](#) · [LED Patterns and Indications](#) · [Safety Precautions](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

Why will the battery of my Brother PJ-863 not charge?

Symptoms: the Status light does not come on or goes out before charging is complete.

Short answer: According to Brother, the battery only charges between 0 and 40 °C (ideally between 5 and 35 °C). It also does not charge when its remaining charge is sufficient, to limit wear, and charging may stop before completion if you print while it is connected.

LIKELY CAUSE

The guide cites three situations: temperature outside the charging range, remaining charge deemed sufficient, and using the printer with the battery installed and the AC adapter or car adapter connected, which can turn off the Status light and stop charging before it is complete.

Caution: According to the Brother safety guide, do not charge, use or leave the battery in a place above 60 °C. Stop using the battery if there is an odour, heat, deformation or discolouration. If battery fluid gets into your eyes, rinse them immediately with clean water; on skin or clothing, rinse with water.



WHAT TO DO

1. Charge the battery in a room between 5 and 35 °C: outside 0 to 40 °C, it does not charge.
2. Turn the printer off while charging, as the Brother procedure specifies.
3. If the remaining charge is sufficient, the absence of charging is normal: it prevents battery wear.
4. With a USB Type-C cable, use a charger of at least 5 V and 0.5 A, and allow for a longer charge.
5. If the battery heats up or shows rust on first use, stop using it immediately.

When to call a technician: if the battery overheats or shows rust on first use, Brother asks you to stop using it and contact Brother customer service.

Sources: [Charge the Rechargeable Li-ion Battery](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [General Precautions](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) · [Product Safety Guide](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 product safety guide (PDF) (official documentation).

Reset, firmware and configuration report on the Brother PJ-863

These operations are carried out with the Feed and Power buttons or from a computer connected via USB, using the Brother software.

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How do I reset my Brother PJ-863 to factory settings?

Light: Power flashing orange during the procedure.

Short answer: With the printer off, hold down Feed and Power for about 2 seconds, then, still holding Feed, press Power twice and release Feed: the Power light flashes orange. Press Feed three times to reset the device settings, or four times to also reset the communication settings.

OFFICIAL PROCEDURE (BUTTONS)

1. Switch the printer off.
2. Hold down the Feed and Power buttons for about 2 seconds.
3. While holding Feed, press Power twice, then release Feed: the Power light flashes orange.
4. Press Feed 3 times to restore the device's factory settings and delete all data transferred to the printer.
5. Or press Feed 4 times to restore the communication and device factory settings, and delete all transferred data.

According to Brother, resetting clears the internal memory of data sent from the computer or mobile device, and is used when the printer is not working correctly. Transferred templates and data are deleted. From a computer, Printer Setting Tool also lets you delete templates and databases, reset the communication settings (PJ-862, PJ-863 and PJ-883) or reset all settings. On the PJ-883, pressing Feed twice instead of step 4 resets only the Wi-Fi settings.

Sources: [Reset the Printer](#) · [Connect the Printer to a Computer Using a Wi-Fi Router/Access Point \(Infrastructure Mode\)](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

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How do I update the firmware on my Brother PJ-863?

Short answer: Connect the printer, switched on, to the computer via USB, then use P-touch Update Software on Windows or Transfer Express (App Store) on Mac. The driver must be installed before updating. Do not turn the printer off or disconnect the cable during the update.

Caution: Do not turn the printer off or disconnect the cable during data transfer or the update.

OFFICIAL PROCEDURE (WINDOWS)

1. Install the printer driver and close other applications.
2. Turn the printer on and connect the USB cable.
3. Launch P-touch Update Software (Start menu, Brother P-touch, or desktop icon).
4. Click the Machine update icon.
5. Select the Printer option, check that the printer is properly connected, then click OK.
6. Choose your language, tick the firmware to install, then click Transfer.
7. Check the content of the update and click Start.

On Mac: install Transfer Express from the App Store, turn the printer on and connect the USB cable, open Transfer Express in Applications, choose the printer in the “Choose a printer” menu, then click Download and Update.

Source: [Update the Firmware](#) – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).



How do I print the configuration report on my Brother PJ-863?

Light: Data solid red when the printer is ready to print the report.

Short answer: With the printer on and no paper loaded, hold the Feed button until the Data light comes on red, then insert a sheet of genuine Brother thermal paper: the report prints. It requires no computer or mobile device.

WHAT TO DO

1. Switch the printer on.
2. Check that no paper is loaded.
3. Hold down the Feed button until the Data light comes on red.
4. Insert a sheet of genuine Brother thermal paper into the input slot: printing of the report starts.

The report, in Letter format (it also fits on an A4 sheet), shows the model name, the serial number and the configuration details. Brother uses it in particular to find the MAC address or check the Bluetooth settings. From a computer, the “Print Unit Settings” function of Printer Setting Tool prints a report with the firmware version, the paper size and the configuration.

Sources: [Confirm Printer Settings](#)  · [Network Problems](#)  · [Printing Problems](#)  · [Device Settings of the Printer Setting Tool \(Windows\)](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) (official documentation).

When should you call a technician for a Brother PocketJet PJ-8?

The entries above first suggest reloading the paper, cleaning, resetting or checking the settings. In the following cases, the Brother documentation refers you to Brother customer service or the Brother dealer:

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- **Persistent system error:** after the basic checks and the reset, the guide refers you to Brother online support.
- **Printer in boot mode:** contact the dealer or Brother customer service.
- **Paper not feeding, motor running:** after closing the cover, using genuine paper and cleaning the roller, contact Brother customer service.
- **Battery overheating or rusty on first use:** stop using it and contact Brother customer service.

Avoiding recurring faults on the Brother PocketJet PJ-8: preventive maintenance

Several entries in this guide point to paper inserted incorrectly, a printhead or roller that needs cleaning, a worn battery or unsuitable settings. These are exactly the points a preventive maintenance visit checks before they cause a breakdown.

TIMCOD preventive maintenance is part of the through-life maintenance (MCO) TIMCOD provides for your fleet (page in French): scheduled preventive visits by certified technicians, with a detailed report. What it brings to a PJ-8 fleet:

Fewer breakdowns, less downtime

Fewer interruptions caused by mobile printers.

Worn parts detected in time

Printhead, drive roller, battery: spotted before they cause a breakdown.

Regular cleaning and checks

Printhead and roller cleaned and checked at every visit.

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

Sharp, legible documents, with settings suited to your paper.

Fewer emergency call-outs

Incidents are handled during scheduled visits rather than as emergency repairs.

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Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Brother technicians

Support from teams who know your equipment.

In addition, TIMCOD corrective maintenance includes phone support (hotline), repair to working order, express exchange and, as an option, SWAP. Maintenance contracts come in three levels (Essentiel, Confort, Premium).

Brother PocketJet PJ-8 troubleshooting: frequently asked questions

How do I reset a Brother PJ-863?

With the printer off, hold down Feed and Power for about 2 seconds, then, still holding Feed, press Power twice and release Feed: the Power light flashes orange. Then press Feed 3 times to restore the device's factory settings, or 4 times to also restore the communication settings. In both cases, all data transferred to the printer is deleted. [See the detailed entry.](#)

Why does my Brother PJ-863 output blank sheets?

According to Brother, use thermal paper and load it the right way round: only the smooth thermal side can be printed on, and it must face down. Then check the print density in Printer Setting Tool. [See the detailed entry.](#)

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How do I clean a Brother PocketJet PJ-863?

The Brother guide provides for cleaning the platen roller with the Brother cleaning sheet, and only with it. With the printer on and no paper loaded, insert the sheet, remove the protective backing from its top half, then hold down Feed for more than 2 seconds. Clean the outside with a dry cloth, without alcohol or solvent. [See the detailed entry.](#)

How long does it take to charge the battery of a Brother PJ-863?

According to Brother, about 2 hours with the dedicated adapter; charging via a USB Type-C cable takes longer. The Status light goes out when the battery is full. A full charge prints about 600 pages. [See the detailed entry.](#)

How do I print the configuration report on a Brother PJ-863?

With the printer on and no paper loaded, hold the Feed button until the Data light comes on red. Then insert a sheet of genuine Brother thermal paper: the report prints, with no computer or mobile device. [See the detailed entry.](#)

What should I do if paper jams in a Brother PJ-863?

Gently lift the release cover, pull the sheet out of the printer in either direction, then close the cover. Then reload the paper and restart printing. Do not touch the printhead: Brother warns of a risk of burns. [See the detailed entry.](#)

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Why will my Brother PJ-862 not connect via Bluetooth?

According to Brother, the Bluetooth light should be solid blue once connected. If it is flashing or off, press the Bluetooth button and then select the printer in the device's Bluetooth manager. With an Apple device that no longer reconnects, enable Auto Reconnect in Printer Setting Tool. [See the detailed entry.](#)

What does a flashing Power light mean on a Brother PJ-863?

It all depends on the other lights. With Status on and Data off, Brother signals a communication error (memory full, template missing, battery, adapter disconnected, etc.). If Status is also flashing, the battery needs recharging; slow flashing, once every 3.5 seconds, indicates sleep mode. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and light states in this guide come from the official Brother documents below, consulted on 20 October 2026.

- [LED Patterns and Indications](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Control Panel Overview](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Printing Problems](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Network Problems](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [If You Are Having Difficulty with Your Printer](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**

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- [Reset the Printer](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Maintenance](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Load Paper in the Printer](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Charge the Rechargeable Li-ion Battery](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Turn the Printer On or Off](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Install the Rechargeable Li-ion Battery](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Connect the Printer to External Power](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Update the Firmware](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Confirm Printer Settings](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Connect the Printer to a Computer Using Bluetooth Connection](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Connect the Printer to a Computer Using a USB Cable](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Connect the Printer to a Computer Using a Wi-Fi Router/Access Point \(Infrastructure Mode\)](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Device Settings of the Printer Setting Tool \(Windows\)](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Print Using the USB Interface \(Mass Storage Mode\)](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Safety Precautions](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [General Precautions](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**
- [Specifications](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 user guide (online version) **official**

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- [Product Safety Guide](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 product safety guide (PDF)
official
- [Quick Setup Guide / Guide d'installation rapide](#)  – Brother PJ-822/PJ-823/PJ-862/PJ-863/PJ-883 quick setup guide (multilingual PDF) **official**

The Brother support “FAQ and diagnostics” pages for the PJ-822 and PJ-863, the list of manuals on Brother France support and the Brother support product page were not consulted for this guide and are not cited; the full PDF version of the user guide was only partly consulted. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Brother PJ8 Series](#)
- [All Brother printer troubleshooting guides](#) (RJ-4250WB, TD-2, TD-4, TJ-4420TN)
- [Maintenance and repair of Brother printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [Mobile printers](#) (in French)
- [Printer cleaning kits](#) (in French)

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495 rue Lavoisier
59112 Annoeullin

📞 RECEPTION	+33 3 74 45 45 35
🔧 TECHNICAL HOTLINE	+33 3 74 45 45 37

TIMCOD Île-de-France

10 A rue Blaise Pascal, Bâtiment C
78990 Élancourt

📞 RECEPTION	+33 1 77 04 86 26
🔧 TECHNICAL HOTLINE	+33 1 77 04 86 30

TIMCOD Est

7 rue Icare
67960 Entzheim

📞 RECEPTION	+33 3 68 33 29 10
🔧 TECHNICAL HOTLINE	+33 3 68 41 90 80

TIMCOD Ouest

7 bis rue Augustin Fresnel
44470 Carquefou

📞 RECEPTION	+33 2 28 00 99 99
🔧 TECHNICAL HOTLINE	+33 2 28 00 99 84

TIMCOD Rhône-Alpes

40 route de Lyon, PA de Chambetière
69960 Corbas

📞 RECEPTION	+33 4 26 22 15 20
🔧 TECHNICAL HOTLINE	+33 4 26 22 15 15

TIMCOD Sud-Ouest

3 impasse de los Appares
31790 Saint-Jory

📞 RECEPTION	+33 5 34 66 61 46
🔧 TECHNICAL HOTLINE	+33 5 34 66 76 88

TIMCOD Sud-Est

545 rue François Hennebique, ZI Milles
13290 Aix-en-Provence

📞 RECEPTION	+33 4 42 60 78 78
🔧 TECHNICAL HOTLINE	+33 4 42 60 78 76

PDF version of the page <https://www.timcod.fr/repairation/en/printer-troubleshooting/brother/pj-8>, updated on 21 October 2026.

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