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TROUBLESHOOTING GUIDE

Brother RJ-4250WB troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Brother documentation, RJ-4250WB/RJ-4230B user guide and Brother support FAQ (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Brother RJ-4250WB product page →

In brief. The Brother RJ-4250WB is a 4-inch mobile thermal printer for labels and receipts, with an LCD display, Bluetooth, NFC and Wi-Fi; it runs on a PA-BT-006 Li-ion battery. Its light mainly gives information about the battery, while errors are shown as text on the display. The causes most often cited by Brother are the battery (low, empty, worn, unable to charge), an incorrectly installed or empty roll, a dirty roller or printhead, and the wireless configuration. Each entry covers the cause and the procedure from the official Brother documentation. Click a question to open the entry.

- **A message is displayed or the light is flashing** (Erreur d'alimentation, Erreur de média, red light...): find it in the [lookup table](#) and open the matching entry.
- **The printer does not hold its charge:** see the [battery charging](#), [unable to charge](#) and [worn battery](#) entries.
- **No message, but the print quality is poor:** see the [faded print](#), [streaks](#) and [label length](#) entries.

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- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What does the light or message on my Brother RJ-4250WB mean? Lookup by status

The RJ-4250WB indicates its battery status with a multicolour light and shows its errors as text on its LCD display. The table links each status and each message documented by Brother to its cause and to the solution entry.

Message or state	Light (Brother FAQ)	Likely cause	Entry
Printer off	○ Off	Printer off, charging complete or not charging	Lights
Printer on	● Solid green	Battery half charged or more, charging complete, or running on the AC adapter	Lights
Charging	● Solid orange	Li-ion battery charging	Battery charging
Low battery	● Flashing orange	Li-ion battery low	Low battery
Rechargez la batterie! (recharge the battery)	● ● Flashing orange or flashing red (every 0.5 s)	Battery low or empty	Low battery
Boot mode	● Solid red	Printer in boot mode	System error

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Message or state	Light (Brother FAQ)	Likely cause	Entry
Erreur capot ouvert (cover open error)	—	Roll compartment cover open	Cover open
Erreur de média! (media error) / Vérifier le chargement (check loading) / Erreur de fin de bande (tape end)	—	Roll empty or incorrectly installed	Media error
Erreur d'alimentation (feed error)	—	Dirty roller, blocked outlet, cover not properly closed or wrong media	Erreur d'alimentation (feed error)
Erreur communication (communication error)	—	Data transfer failed	Erreur communication (communication error)
Bluetooth connection interrupted	—	Bluetooth link lost	Erreur communication (communication error)
System error	—	Internal printer error	System error

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Message or state	Light (Brother FAQ)	Likely cause	Entry
Erreur Stockage de Masse (mass storage error)	—	File corrupted or copied during processing	<u>Mass storage</u>
Erreur Mémoire pleine (memory full error) / Erreur Mémoire pleine ESC/P (ESC/P memory full error)	—	Job too long or too large, insufficient memory	<u>Memory full</u>
Erreur aucun gabarit (no template) / Erreur fichier BLF (BLF file) / Erreur fichier JPEG (JPEG file)	—	Template missing, file not supported or not valid	<u>Templates and files</u>
Erreur de recherche dans la base de données (database search error)	—	No database with the number specified	<u>Templates and files</u>
Impossible à charger (unable to charge) / Erreur de batterie (battery error)	—	Battery not charged within the expected time	<u>Unable to charge</u>
Batt.TrèsFaible (battery very low) / Remplacer batterie (replace battery)	—	Battery badly deteriorated	<u>Worn battery</u>

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Message or state	Light (Brother FAQ)	Likely cause	Entry
WPS ne s'est pas connecté (WPS did not connect) / Erreur de connexion WPS (WPS connection error)	—	Access point or router not found	WPS

The light states and messages come from the Brother FAQ “What do the indicator lights mean?” (RJ-4250WB), in their French wording; the display may show another language depending on the printer setting. The dash indicates that the page consulted does not specify the light status for this message.

Brother RJ-4250WB display error messages: causes and solutions

The Brother FAQ documents about fifteen LCD messages for the RJ-4250WB, from cover open to template errors. For each one: the short answer, the cause given by Brother and the steps to follow.

What do the light colours on my Brother RJ-4250WB mean?

Light: off, green, orange or red, solid or flashing.

Short answer: According to Brother, solid green indicates a printer that is on with a battery at least half charged (or powered by the AC adapter), solid orange indicates charging in progress, flashing orange a low battery and flashing red an empty battery. Solid red corresponds to boot mode.

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LIKELY CAUSE

The Brother FAQ “What do the indicator lights mean?” describes six states: off (printer off, charging complete or not charging), solid green (battery half charged or more, charging complete with the printer on, running on the AC adapter without a battery), solid orange (charging), solid red (boot mode), flashing orange (Li-ion battery low) and flashing red once every 0.5 seconds (battery empty). Other errors are shown as text on the LCD display.

WHAT TO DO

1. Flashing orange or red: recharge the battery (see [low battery](#)).
2. Solid red: see [boot mode and system error](#).
3. For any other error, read the message on the LCD display and find it in the [lookup table](#).
4. Light and display off when the printer should be working: see [the printer will not switch on](#).

Sources: [What do the indicator lights mean?](#)  – Brother France support FAQ (RJ-4250WB) · [Indicateurs lumineux](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

Why does my Brother RJ-4250WB show “Erreur capot ouvert” (cover open error)?

LCD message: `Erreur capot ouvert` (cover open error).

Short answer: According to Brother, the roll compartment cover is open. Check that the roll is correctly in place, then close the cover until it locks.

LIKELY CAUSE

The Brother FAQ on the indicator lights associates this message with a roll compartment cover that has been left open.

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Caution: The Brother guide asks you not to hold the printer by the roll compartment cover or by the roll guide.

WHAT TO DO

1. Check that the roll is inserted correctly, with the printable side facing outwards (see [loading the roll](#)).
2. Close the roll compartment cover until it locks.

Sources: [What do the indicator lights mean?](#)  – Brother France support FAQ (RJ-4250WB) · [Inserting the roll](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) · [Important safety instructions](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

Why does my Brother RJ-4250WB show “Erreur de média!” (media error) or “Vérifier le chargement” (check loading)?

LCD message: **Erreur de média!** (media error), **Vérifier le chargement** (check loading)
or **Erreur de fin de bande** (end of tape error).

Short answer: According to Brother, the roll has run out or is incorrectly installed. Replace it with a new roll; if there is enough paper left, reinstall it correctly, with the printable side facing outwards.

LIKELY CAUSE

The Brother FAQ associates these three messages with a roll that has run out or is incorrectly installed.

WHAT TO DO

1. Open the compartment by pushing the cover release lever.
2. Roll empty: replace it with a new roll.
3. Paper remaining: move the two guides apart, put the roll back with the printable side facing outwards and check that it turns freely.
4. Close the cover until it locks.

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5. With die-cut labels, check that the media type is set to “Etiquette Prédécoupée” (die-cut label), then press Feed/OK to bring the label to the start position.

Brother recommends its RD rolls for better performance.

Sources: [What do the indicator lights mean?](#)  – Brother France support FAQ (RJ-4250WB) · [Inserting the roll](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

What should I do when my Brother RJ-4250WB shows “Erreur d'alimentation” (feed error)?

LCD message: **Erreur d'alimentation** (feed error).

Short answer: According to Brother, the platen roller is dirty, the paper outlet is blocked, the paper roll is incorrectly installed, the cover is not properly closed or the media does not match the setting. Clean the roller, clear the outlet, reinstall the paper and check the media type and size.

LIKELY CAUSE

The Brother FAQ on the indicator lights cites five causes: dirty platen roller, paper ejection path blocked, paper roll incorrectly installed, compartment cover not properly closed, or wrong media installed (die-cut label or continuous length tape, size).

Caution: Brother prohibits the use of thinner, benzene, alcohol and other organic solvents on the casing, as they can deform or damage it: isopropyl alcohol or ethanol are only for the printhead, the roller and the outlet slot. Apart from this cleaning, the guide asks you not to touch the printhead.

WHAT TO DO

1. Clean the roller with a lint-free cloth moistened with isopropyl alcohol or ethanol, without leaving any lint (see [cleaning](#)).
2. Check that nothing is blocking the paper outlet; if adhesive builds up in the outlet slot, clean it in the same way.

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3. Reinstall the paper roll and close the compartment cover properly.
4. Check that the media type (die-cut label or continuous length tape) and its size match the roll: menu **Supports** (media) > **Sélect supp** (select media).

Sources: [What do the indicator lights mean?](#)  – Brother France support FAQ (RJ-4250WB) · [How do I clean my printer?](#)  – Brother France support FAQ (RJ-4250WB) · [LCD settings](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

Why does my Brother RJ-4250WB show “Erreur communication” (communication error)?

LCD message: **Erreur communication** (communication error), or a Bluetooth connection interrupted message.

Short answer: According to Brother, the data transfer has failed. Check the data sent and the link with the computer or mobile device; if it is the Bluetooth connection that was interrupted, switch the printer off and on again.

LIKELY CAUSE

The Brother FAQ on the indicator lights associates “Erreur communication” with a data transfer failure, and describes a separate message when the Bluetooth connection has been interrupted.

WHAT TO DO

1. Check the data sent and the connection between the printer and the computer or mobile device (USB cable, Bluetooth enabled, Wi-Fi connected).
2. Bluetooth connection interrupted: switch off the printer by holding down the Power button until the shutdown message appears, then switch it back on.
3. For large print jobs over Bluetooth, the guide recommends **Classic** mode (see [Bluetooth](#)).

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Sources: [What do the indicator lights mean?](#)  – Brother France support FAQ (RJ-4250WB) · [LCD settings](#) 
– Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

What should I do if my Brother RJ-4250WB shows “Erreur système” (system error) or a solid red light?

LCD message: **Erreur système** (system error) followed by a code · Light: solid red (boot mode).

Short answer: Brother asks you to switch the printer off and on again. If the system error or the solid red light (boot mode) persists, contact Brother customer service or your reseller.

LIKELY CAUSE

The Brother FAQ associates the solid red light with boot mode and describes “Erreur système” as an internal error; both are dealt with first by restarting.

WHAT TO DO

1. Switch off the printer by holding down the Power button until the shutdown message appears on the display.
2. Switch it back on with the Power button.
3. If the problem returns, contact Brother support.

When to call a technician: if the system error or boot mode (solid red light) persists after restarting, Brother asks you to contact its customer service; the guide refers you to your Brother reseller for boot mode.

Sources: [What do the indicator lights mean?](#)  – Brother France support FAQ (RJ-4250WB) · [Indicateurs lumineux](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) · [Turning the power on and off](#) 
– Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

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What does “Erreur Stockage de Masse” (mass storage error) mean on my Brother RJ-4250WB?

LCD message: **Erreur Stockage de Masse** (mass storage error).

Short answer: According to Brother, a file is corrupted, or a file was copied while a file was being processed in mass storage mode. Switch the printer off and on again.

LIKELY CAUSE

Mass storage mode, started by holding down the Power and Menu/Select buttons, lets you run a command file (.bin) copied to the printer using the Menu/Select button. The Brother FAQ associates the error with a corrupted file or a copy made during this processing.

WHAT TO DO

1. Switch off the printer, then switch it back on.
2. Do not copy a file while a mass storage file is being processed: this is one of the causes cited by Brother.

The guide specifies that a command file contains keys and passwords, that it is not encrypted and that it must not be sent to another printer model.

Sources: [What do the indicator lights mean?](#)  – Brother France support FAQ (RJ-4250WB) · [Button functions](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) · [Communication settings](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

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Why does my Brother RJ-4250WB show “Erreur Mémoire pleine” (memory full error)?

LCD message: **Erreur Mémoire pleine** (memory full error) or **Erreur Mémoire pleine ESC/P** (ESC/P memory full error).

Short answer: According to Brother, the job is longer than 3 m, the file is incompatible, or the internal memory is no longer sufficient to store a label file. Delete unnecessary files and then restart printing; with the ESC/P variant, reduce the data sent.

LIKELY CAUSE

The Brother FAQ states that a print job longer than 3 m or an incompatible file cannot be printed, and that the internal memory may not be sufficient to store a label file. “Erreur Mémoire pleine ESC/P” means that the data sent with the ESC/P command is too large.

WHAT TO DO

1. Delete the files (templates) you no longer need from the printer, then restart printing.
2. Check that the job is not longer than 3 m.
3. **Erreur Mémoire pleine ESC/P** : adjust the data sent in ESC/P, then send it again.

Source: [What do the indicator lights mean?](#)  – Brother France support FAQ (RJ-4250WB) (official documentation).

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What do “Erreur aucun gabarit” (no template error) and “Erreur fichier BLF” (BLF file error) mean on a Brother RJ-4250WB?

LCD messages: **Erreur aucun gabarit** (no template), **Erreur fichier BLF** (BLF file error), **Erreur fichier JPEG** (JPEG file error), **Erreur de recherche dans la base de données** (database search error).

Short answer: These messages concern label templates (P-touch Template templates), transferred files and linked databases. According to Brother, check the number of the template or database called, then transfer the file or template concerned again.

LIKELY CAUSE

The Brother FAQ details each case: no template has the number requested or it has not been transferred; the .blf file is not supported by the model or contains an incorrect template name; the .jpg file is not valid (size); no database has the number specified.

WHAT TO DO

1. **Erreur aucun gabarit** : specify or select the correct template number, or store the template in the printer under that number.
2. **Erreur fichier BLF** : check that the printer model supports .blf files and that the template name is correct, then transfer the data again.
3. **Erreur fichier JPEG** : check the size of the .jpg file, then transfer it again.
4. **Erreur de recherche dans la base de données** : specify a correct database number; if the search for a template linked to a database fails, run it again.

The FAQ also mentions printing a template with a key code that is incorrect or missing from the linked database, without giving a solution.

Source: [What do the indicator lights mean?](#)  – Brother France support FAQ (RJ-4250WB) (official documentation).

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My Brother RJ-4250WB prints labels of the wrong length: media and sensor

The Brother pages consulted do not describe calibration using the buttons; they point to the paper size stored in the printer and the condition of the media sensor.

Why is the label length not correct on my Brother RJ-4250WB?

Symptom: the printed label is not the expected length.

Short answer: According to Brother, first check the paper size stored in the printer, then the condition of the media sensor: clean it with a dry cotton bud and make sure nothing is covering it.

LIKELY CAUSE

The Brother FAQ “The label is not the length I expected” points to the media information entered in the printer and the condition of the media sensor (dirt or an object blocking it).

WHAT TO DO

1. Check the media information in the Printer Setting Tool, **Réglage du format de papier** (paper size setup) function.
2. On the printer, choose the media in **Supports** (media) > **Sélect supp** (select media); for die-cut media, the **Délect auto** (auto detect) option can detect the size. If it fails, set the size manually.
3. Wipe the media sensor parts with a dry cotton bud.
4. Check that no object is blocking the media sensor.

The guide specifies that configuring the paper size in the Printer Setting Tool requires administrator rights on the computer.

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Sources: [The label is not the length I expected.](#)  – Brother France support FAQ (RJ-4250WB) · [LCD settings](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) · [Printer setting tool](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

Loading the roll in the Brother RJ-4250WB: the Brother procedure

The RJ-4250WB does not use a ribbon: its feed problems concern the paper or label roll, its orientation and its width locks.

How do I load a label roll into a Brother RJ-4250WB?

Symptom: roll to be replaced or incorrectly positioned.

Short answer: Push the lever to open the compartment, move the two guides apart, insert the roll with the printable side facing outwards, then close the cover until it locks. With die-cut labels, set the media type and press Feed/OK.

LIKELY CAUSE

The Brother guide requires the roll to be inserted with the printable side facing outwards and free to turn; for narrower widths, roll holder locks keep the roll in place.

BROTHER PROCEDURE

1. Push the cover release lever to open the roll compartment.
2. Move the two roll guides outwards.
3. Insert the roll, with the printable side facing outwards, and check that it turns freely.
4. Close the cover until it locks.
5. Die-cut labels: set the media type to “Etiquette Prédécoupée” (die-cut label), then press Feed/OK; the printer brings the label to the start position.
6. To remove the roll, follow the same steps in reverse order.

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The roll holder locks allow four widths (105.6 mm, 101.6 mm, 84 mm and 80 mm). The guide stresses: fit the left and right locks identically, otherwise the roll may come loose and damage the printer.

Sources: [Inserting the roll](#) · [Roll holder locks](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

Several of these faults involve the labels or paper used. TIMCOD supplies [labels and printheads](#) for thermal printers (pages in French).

Faded print or streaks on the Brother RJ-4250WB: what should I do?

Brother links print defects on the RJ-4250WB to the cleanliness of the printhead and roller, then to the darkness setting.

Why is the print on my Brother RJ-4250WB faded or of poor quality?

Symptoms: light or poor-quality print.

Short answer: According to Brother, dust or dirt on the printhead or the roller interferes with printing. Clean them with a lint-free cloth moistened with isopropyl alcohol or ethanol, then adjust the print density (from -5 to +5) with the Printer Setting Tool.

LIKELY CAUSE

The Brother FAQ “Print quality is poor” cites dust or dirt on the printhead or the platen roller, and suggests adjusting the print density.

Caution: Brother prohibits the use of thinner, benzene, alcohol and other organic solvents on the casing, as they can deform or damage it: isopropyl alcohol or ethanol are only for the printhead, the roller and the outlet slot. Apart from this cleaning, the guide asks you not to touch the printhead.

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WHAT TO DO (WITH THE BROTHER PRINTHEAD CLEANING)

1. Wipe the printhead with a lint-free cloth moistened with isopropyl alcohol or ethanol.
2. Wipe the roller in the same way, checking that no lint or other residue remains.
3. To make the print darker, connect the printer to the computer and launch the Printer Setting Tool.
4. Select the printer, click **Paramètre du périphérique...** (device settings), then, in the **Basic** tab, choose a density between -5 (lightest) and +5 (darkest).
5. Click **Appliquer** (apply) to send the setting to the printer.

On battery power, a higher density can slightly reduce the speed and the number of pages per charge, and very dark printing drains the battery faster.

Sources: [The print quality is poor.](#) [↗](#) – Brother France support FAQ (RJ-4250WB) · [How do I clean my printer?](#) [↗](#) – Brother France support FAQ (RJ-4250WB) · [Making prints lighter or darker](#) [↗](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) · [Charging the battery](#) [↗](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

Why do streaks appear on prints from my Brother RJ-4250WB?

Symptoms: streaks on the printed paper, paper not feeding correctly.

Short answer: According to Brother, the printhead or the roller is dirty: even though the printhead generally stays clean, lint or residue from the roller can stick to it. Clean the printhead and the roller.

LIKELY CAUSE

The Brother FAQ “The printed paper has streaks or the paper does not feed correctly” attributes both symptoms to a dirty printhead or roller.

WHAT TO DO

1. Clean the printhead and the roller following the Brother procedure (see [cleaning](#)).
2. If the paper still does not feed correctly, see [Erreur d'alimentation \(feed error\)](#).

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Source: [The printed paper has streaks or the paper does not feed correctly.](#)  – Brother France support FAQ (RJ-4250WB) (official documentation).

Cleaning the printhead on the Brother RJ-4250WB: Brother procedure

The Brother cleaning procedure covers the printhead, the roller, the outlet slot and the media sensor.

How do I clean the printhead on a Brother RJ-4250WB?

Short answer: Brother asks you to wipe the printhead often with a lint-free cloth moistened with isopropyl alcohol or ethanol. The roller is cleaned in the same way, and the media sensor with a dry cotton bud.

LIKELY CAUSE

The Brother FAQ “How do I clean my printer?” covers five areas: the casing, the printhead, the roller, the paper outlet slot and the media sensor. It asks you to maintain the printhead frequently, without setting an interval.

Caution: Brother prohibits the use of thinner, benzene, alcohol and other organic solvents on the casing, as they can deform or damage it: isopropyl alcohol or ethanol are only for the printhead, the roller and the outlet slot. Apart from this cleaning, the guide asks you not to touch the printhead. Some parts of the device can become hot during prolonged use.

BROTHER PROCEDURE

1. Casing: soft, dry cloth; for stubborn marks, a cloth slightly dampened with water.
2. Printhead: lint-free cloth moistened with isopropyl alcohol or ethanol, to be repeated often.

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3. Roller: same cloth, then check that no lint or other residue remains.
4. Paper outlet slot: only if adhesive builds up in it and blocks the media, or if it is dirty; same cloth.
5. Media sensor: if it is dirty, wipe it with a dry cotton bud.

Sources: [How do I clean my printer?](#) ↗ – Brother France support FAQ (RJ-4250WB) · [Important safety instructions](#) ↗ – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

TIMCOD supplies [printheads for thermal printers](#) (page in French).

The Brother RJ-4250WB will not connect: Bluetooth, Wi-Fi and WPS

The RJ-4250WB communicates via USB, Bluetooth (with NFC on Android) and Wi-Fi. These entries cover the settings and checks from the Brother guide and FAQs.

How do I connect a Brother RJ-4250WB via Bluetooth?

Symptoms: printer not found, name displayed twice on Android.

Short answer: Enable Bluetooth in the **Bluetooth > Act/Désact** (on/off) menu, then search for the printer from your device: its name ends with the last four digits of the serial number. For large print jobs, Brother recommends **Classic** mode.

LIKELY CAUSE

The Brother guide states that the default “Classic & BLE” mode can cause two identical names to appear on an Android device, and recommends Classic mode for large print jobs. The NFC connection does not work in Énergie faible (low energy) mode.

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BROTHER PROCEDURE

1. On the printer: menu **Bluetooth** > **Act/Désact** (on/off) > **Activé** (on); the Bluetooth icon is displayed (it flashes during automatic pairing).
2. From the computer or mobile device, search for the printer: its name ends with the last four digits of the serial number, shown on the back.
3. If necessary, change the mode in **Bluetooth** > **Mode** : Classic & BLE, Classic or **Énergie faible** (low energy).
4. iOS device already connected: the **ReconnexAuto** (auto reconnect) option restores the connection automatically; **Eff. Historiq** (clear history) clears the list of automatically paired devices.
5. NFC (Android): Bluetooth enabled on the printer in Classic & BLE or Classic mode, Bluetooth and NFC enabled on the device, then touch the printer with the device.

According to the guide, NFC compatibility with an Android device is not guaranteed.

Sources: [Bluetooth connection](#) · [LCD settings](#) · [NFC connection \(Android\)](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

Why does my Brother RJ-4250WB show the WLAN icon but not print over Wi-Fi?

Symptom: WLAN icon visible on the display, but no computer communicates with the printer.

Short answer: According to Brother, the WLAN icon is not enough: the printer's network settings must be configured, and the driver installed on each computer. Set Infrastructure mode (SSID and passphrase) with the Printer Setting Tool over USB, then check the IP address in **WLAN** > **Adresse IP** (IP address).

LIKELY CAUSE

The Brother FAQ states that the printer only communicates over Wi-Fi once its network settings have been configured, and that each computer must have the driver and software. Wi-Fi is only available on the RJ-4250WB.

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WHAT TO DO

1. Check that Wi-Fi is enabled: menu **WLAN** > **Act/Désact** (on/off) set to **Activé** (on).
2. Choose the mode in **WLAN** > **Mode** : Direct, Infrastructure or Direct/Infra.
3. Infrastructure mode: with the printer connected via USB, enter the network SSID and passphrase in the communication settings of the Printer Setting Tool. The Wi-Fi symbol is displayed once the connection is established.
4. You can also use WPS (see [WPS](#)).
5. Check the IP address in **WLAN** > **Adresse IP** (IP address).
6. Install the driver and software on each computer that needs to print.
7. Move the printer closer to the access point and minimise obstacles.

Wireless Direct mode connects the device directly to the printer but does not provide Internet access. The password for this network is given in the Brother user guide.

Sources: [The WLAN icon appears on the LCD but the printer cannot communicate with other devices over WLAN.](#) [↗](#) – Brother France support FAQ (RJ-4250WB) · [Wi-Fi connection](#) [↗](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) · [Comment confirmer l'adresse IP](#) [↗](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

Why does my Brother RJ-4250WB show “Erreur de connexion WPS” (WPS connection error)?

LCD message: **WPS ne s'est pas connecté** (WPS did not connect) or **Erreur de connexion WPS** (WPS connection error).

Short answer: According to Brother, the printer could not find the Wi-Fi access point or router. Try again with the printer closer to the router and fewer obstacles, then restart the WPS setup.



LIKELY CAUSE

The Brother FAQ associates these messages with an access point or router that could not be found during the WPS attempt; it suggests checking the environment (distance, obstacles).

WPS PROCEDURE FROM THE BROTHER GUIDE

1. Check that your router or access point carries the WPS symbol.
2. Press the WPS button on the router.
3. On the printer, in the **WLAN** menu, choose **WPS**, then “Bouton Push” (push button) or “Code PIN” (PIN code).
4. The attempt lasts two minutes; pressing Menu/Select extends it by two minutes.
5. If it fails, move the printer closer to the router, minimise obstacles and try again.

The guide recommends the PIN code, which is more secure, if your device supports it.

Sources: [What do the indicator lights mean?](#) [↗](#) – Brother France support FAQ (RJ-4250WB) · [WPS](#) [↗](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

Tearing off labels on the Brother RJ-4250WB: tear bar

The RJ-4250WB has no motorised cutter: receipts and labels are torn off on a tear bar.

How do I tear off labels on a Brother RJ-4250WB?

Short answer: The RJ-4250WB has a tear bar: pull the receipt or label upwards or downwards, depending on the tear-off position set (upwards by default). Liner-free media can only be torn off upwards.



LIKELY CAUSE

According to the Brother guide, the tear bar position is set in the Printer Setting Tool; it is forced to upwards when the “Sans doublure” (liner-free) option is enabled.

Caution: Brother asks you not to touch the tear bar blade.

WHAT TO DO

1. Pull the media upwards (default setting) or downwards, depending on the tear-off position set.
2. Liner-free media: tear off upwards only.
3. To change the tear-off position, use the Printer Setting Tool, Position d'impression/Capteurs (print position/sensors) section; this setting is not available if the “Sans doublure” (liner-free) option is enabled.

Source: [Cutting the media](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

Brother RJ-4250WB battery: charging, lights and battery life

The PA-BT-006 Li-ion battery is at the heart of most faults on a mobile printer. These entries explain the charging lights, the battery messages and automatic power-off according to Brother.

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Why is the light on my Brother RJ-4250WB flashing orange or red?

Light: flashing orange (battery low) or flashing red once every 0.5 seconds · LCD message: **Rechargez la batterie!** (recharge the battery) (battery low or empty).

Short answer: According to Brother, flashing orange indicates a low Li-ion battery and flashing red an empty battery. Recharge it with the AC adapter, the car adapter, the charger or the charging cradle: allow about 4 hours.

LIKELY CAUSE

The Brother FAQ on the indicator lights associates flashing orange with a low Li-ion rechargeable battery, and flashing red (once every 0.5 seconds) with an empty battery; the message “Rechargez la batterie!” (recharge the battery) accompanies both states.

Caution: The Brother guide prohibits exposing the battery to liquids, to temperatures above 60 °C or to fire, short-circuiting its terminals, piercing it, dismantling it, soldering it or throwing it away with household waste.

BROTHER CHARGING PROCEDURE

1. Leave the PA-BT-006 battery in the printer and connect the PA-AD-600 AC adapter (100 to 240 V) or the PA-CD-600CG car adapter (12 V).
2. Or use the PA-BC-003 battery charger or the PA-CR-002 charging cradle (options).
3. While charging, the light is orange; when charging is complete, it goes off (printer off) or turns green (printer on).
4. Charge between 5 and 35 °C: outside the 0 to 40 °C range, charging stops.
5. To stop charging, disconnect the adapter from the DC connector.

According to the guide, printing while charging can stop charging before it is complete, and very dark printing drains the battery faster. Charge the battery before first use.

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Sources: [What do the indicator lights mean?](#) – Brother France support FAQ (RJ-4250WB) · [Charging the battery](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) · [Important safety instructions](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

What should I do if my Brother RJ-4250WB shows “Impossible à charger” (unable to charge) or “Erreur de batterie” (battery error)?

LCD message: **Impossible à charger** (unable to charge) or **Erreur de batterie** (battery error).

Short answer: According to Brother, the battery is not fully charged within the expected time, despite continuous charging. Check that it is installed correctly; if charging still fails, the battery may be faulty and need replacing.

LIKELY CAUSE

The Brother FAQ associates these messages with a battery that does not reach full charge within the expected time. The guide also points out that charging stops outside the 0 to 40 °C range; the charging icon on the display then indicates that charging is not taking place because of the temperature.

Caution: The Brother guide prohibits exposing the battery to liquids, to temperatures above 60 °C or to fire, short-circuiting its terminals, piercing it, dismantling it, soldering it or throwing it away with household waste.

WHAT TO DO

1. Remove the battery and put it back in place until it clicks.
2. Check that the adapter is properly connected and that the ambient temperature is between 0 and 40 °C (ideally 5 to 35 °C).
3. Look at the charging icon on the display: it indicates that charging has been suspended because of the temperature.
4. If charging still fails, replace the battery (see [worn battery](#)).

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Sources: [What do the indicator lights mean?](#)  – Brother France support FAQ (RJ-4250WB) · [Charging the battery](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) · [LCD display](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

What does “Batt.TrèsFaible” (battery very low) or “Replacer batterie” (replace battery) mean on my Brother RJ-4250WB?

LCD message: `Batt.TrèsFaible` (battery very low) or `Replacer batterie` (replace battery).

Short answer: According to Brother, the battery is badly deteriorated: replace it with a new battery. Its state of health is shown on the display at start-up, on four levels.

LIKELY CAUSE

The Brother FAQ associates these messages with a badly deteriorated battery. At start-up, the display shows the battery's state of health: excellent, good, deteriorating (replacement to be planned) or very poor (replacement required).

Caution: The Brother guide prohibits exposing the battery to liquids, to temperatures above 60 °C or to fire, short-circuiting its terminals, piercing it, dismantling it, soldering it or throwing it away with household waste.

WHAT TO DO

1. Switch off the printer and disconnect the AC adapter from the printer and the socket; wait until the display is off.
2. Unlock the battery cover (or the battery, on -L versions) and remove the worn battery.
3. Insert a new PA-BT-006 Li-ion battery until it clicks, then charge it before use.
4. For a spare battery stored for a long time: less than 50% charge, in a cool, dry place, away from sunlight, and a recharge every six months.

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Sources: [What do the indicator lights mean?](#) [↗](#) – Brother France support FAQ (RJ-4250WB) · [LCD display](#) [↗](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) · [Installing the battery](#) [↗](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) · [Charging the battery](#) [↗](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

Why will my Brother RJ-4250WB not switch on?

Symptoms: nothing happens when the Power button is pressed, light and display off.

Short answer: According to Brother, the battery is too low to start up, incorrectly installed or still protected by its insulating sheet (-L versions, on first use). Check the battery, recharge it and check the AC adapter connection.

LIKELY CAUSE

The Brother FAQs cite three causes: the battery's insulating sheet has not been removed (RJ-4250WB-L), the battery is low (the printer does not switch on in this case) or incorrectly installed, and the AC adapter cord is incorrectly connected.

WHAT TO DO

1. First use of an -L version: remove the battery's insulating sheet.
2. Check that the battery is inserted until it clicks.
3. Recharge the battery (see [battery charging](#)).
4. Check the connection of the AC adapter cord; according to the guide, by default the printer switches on by itself when the adapter is connected.
5. Press the Power button to switch on the printer.

When to call a technician: if the light and display remain off after these checks, Brother asks you to contact its customer service.

Sources: [Why does my machine not turn on when I press the Power button?](#) [↗](#) – Brother France support FAQ (RJ-4250WB) · [The LED indicator or the LCD display is not lit.](#) [↗](#) – Brother France support FAQ (RJ-4250WB) · [Turning the power on and off](#) [↗](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official

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documentation).

Why does my Brother RJ-4250WB switch off by itself?

Symptom: the printer switches off after a period without printing.

Short answer: The Arrêt automatique (auto power-off) function switches off the printer after an adjustable period of inactivity: Non (off), 10 or 30 minutes, 1, 3, 6, 9 or 12 hours. The setting is changed in the Printer Setting Tool, Élémentaire (basic) tab of the device settings.

LIKELY CAUSE

According to the Brother FAQ, when auto power-off is enabled, the printer switches itself off after the chosen period of inactivity.

BROTHER PROCEDURE (WINDOWS)

1. Connect the printer to the computer and launch the Printer Setting Tool.
2. Select the printer and click the device settings button.
3. In the **Elémentaire** (basic) tab, choose the required delay or Non (off).
4. Click **Appliquer** (apply) to transfer the setting.

Source: [Will my printer turn off automatically?](#)  – Brother France support FAQ (RJ-4250WB) (official documentation).

Brother RJ-4250WB settings, reset and updates

Resetting Wi-Fi using the buttons, remote updates and the Printer Setting Tool, according to the Brother guide.

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How do I reset the Wi-Fi settings on a Brother RJ-4250WB?

Short answer: With the printer switched off, hold down Feed/OK and Power for about five seconds, until the light flashes green. While keeping Power pressed, press Feed/OK twice, then release Power.

LIKELY CAUSE

The Brother guide offers this button sequence to reset the Wi-Fi settings, for example before switching to Infrastructure mode. The Printer Setting Tool can also restore the factory communication settings.

OFFICIAL PROCEDURE

1. Switch off the printer with the Power button.
2. Hold down Feed/OK and Power for about five seconds: the light flashes green.
3. Without releasing Power, press Feed/OK twice.
4. Release Power.
5. From a computer, the Printer Setting Tool also offers, in its menu bar, an option to restore the factory communication settings.

Brother advises consulting the network administrator before configuring Infrastructure mode. The pages consulted do not describe a complete reset of all settings.

Sources: [Infrastructure mode](#) · [Communication settings](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

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How do I update a Brother RJ-4250WB remotely?

Display: update icon, **Réception** (receiving) or **Téléchargement** (downloading) messages.

Short answer: The RJ-4250WB can retrieve its update files from an FTP server declared in the Printer Setting Tool. Then start the update from the **Mettre à jour** (update) > **Démarrer** (start) menu; the display shows **Réception** (receiving) or **Téléchargement** (downloading).

LIKELY CAUSE

According to the Brother guide, remote updating (RJ-4250WB only) goes through an FTP server: the option only appears if this server is configured and files are available. The update icon on the display indicates new data, a failed update or a failure to connect to the server.

BROTHER PROCEDURE

1. In the Printer Setting Tool (communication settings, Mise à jour à distance (remote update) tab), enter the FTP server address, the port, the path and the name of the configuration file, then click **Appliquer** (apply).
2. On the printer, open the **Mettre à jour** (update) menu and choose **Démarrer** (start).
3. Wait for the operation to finish (**Réception** then **Téléchargement** on the display).
4. If it fails, the update icon indicates this; the Journal (log) tab of the tool lets you save a log to the FTP server.

Sources: [Remote update](#)  · [LCD display](#)  – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

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Why can the Printer Setting Tool not find my Brother RJ-4250WB?

Symptom: the printer does not appear in the Printer Setting Tool, or the settings are not applied.

Short answer: According to the Brother guide, the Printer Setting Tool (Windows) requires a printer that is switched on, connected to the mains, connected via USB and with a working driver; a printer connected wirelessly cannot be configured with this tool. Change the settings while the printer is in standby and click Appliquer (apply).

LIKELY CAUSE

The Brother guide lists these prerequisites and specifies that changes are only sent after clicking Appliquer (apply); configuring during printing can cause a malfunction.

WHAT TO DO

1. Switch off the printer, connect the cable to the side mini-USB port and then to the computer, and switch the printer back on.
2. Connect the AC adapter and check that the driver is installed and working.
3. Launch the Printer Setting Tool (installed with the driver) and select the printer.
4. Make your settings while the printer is in standby, then click **Appliquer** (apply): without this click, the changes are lost.

The guide points out that the tool applies the settings from all tabs at once, except those marked “Désactiver ces paramètres” (disable these settings).

Sources: [Printer setting tool](#) · [USB connection](#) · [Communication settings](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

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Other questions about the Brother RJ-4250WB: settings report

The settings report printed by the printer is used to find its serial number and settings.

How do I print the settings of my Brother RJ-4250WB?

Short answer: Hold down the Feed/OK button: the printer prints its information and settings. The Brother guide refers to this printout in particular for finding the serial number.

LIKELY CAUSE

According to the Brother guide, a short press of the Feed/OK button feeds the paper, and holding it down starts printing the printer information.

WHAT TO DO

1. Load a roll and switch on the printer.
2. Hold down the Feed/OK button until the information is printed.
3. To cancel a print in progress, press the Back button.

Sources: [Button functions](#) · [Wi-Fi connection](#) – Brother RJ-4250WB/RJ-4230B user guide (version 03, PDF) (official documentation).

When should you call a technician for a Brother RJ-4250WB?

The entries above first suggest restarting, recharging, cleaning or an adjustment. In the following cases, the Brother documentation refers you to its customer service or your reseller:

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- **“Erreur système” (system error) or solid red light persisting:** error or boot mode that returns after restarting.
- **Printer that will not switch on:** light and display still off despite a charged battery and a properly connected adapter.

Avoiding recurring faults on the Brother RJ-4250WB: preventive maintenance

Several entries in this guide point to sensors that are badly positioned or dirty, a printhead or platen roller that needs cleaning, or unsuitable settings or consumables. 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 RJ-4250WB fleet:

Fewer breakdowns, less downtime

Fewer production interruptions caused by label printers.

Worn parts detected in time

Printhead, platen roller, sensors: spotted before they cause a breakdown.

Regular cleaning and checks

Printhead, rollers and sensors cleaned and checked at every visit.

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

Legible barcodes, with darkness and printhead pressure suited to your consumables.

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 RJ-4250WB troubleshooting: frequently asked questions

Why is the light on my Brother RJ-4250WB flashing red?

According to Brother, flashing orange indicates a low Li-ion battery and flashing red an empty battery. Recharge it with the AC adapter, the car adapter, the charger or the charging cradle: allow about 4 hours. [See the detailed entry.](#)

How long does it take to charge the battery of a Brother RJ-4250WB?

Brother states about 4 hours, depending on conditions. Charge between 5 and 35 °C: outside the 0 to 40 °C range, charging stops. The light is orange while charging, then goes off or turns green when charging is complete. [See the detailed entry.](#)

What does “Erreur d'alimentation” (feed error) mean on a Brother RJ-4250WB?

According to Brother, the platen roller is dirty, the paper outlet is blocked, the paper roll is incorrectly installed, the cover is not properly closed or the media does not match the setting. Clean the roller, clear the outlet, reinstall the paper and check the media type

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and size. [See the detailed entry.](#)

Why will my Brother RJ-4250WB not switch on?

According to Brother, the battery is too low to start up, incorrectly installed or still protected by its insulating sheet (-L versions, on first use). Check the battery, recharge it and check the AC adapter connection. [See the detailed entry.](#)

How do I connect a Brother RJ-4250WB via Bluetooth?

Enable Bluetooth in the Bluetooth > Act/Désact (on/off) menu, then search for the printer from your device: its name ends with the last four digits of the serial number. For large print jobs, Brother recommends Classic mode. [See the detailed entry.](#)

How do I reset the Wi-Fi on a Brother RJ-4250WB?

With the printer switched off, hold down Feed/OK and Power for about five seconds, until the light flashes green. While keeping Power pressed, press Feed/OK twice, then release Power. [See the detailed entry.](#)

How do I clean the printhead on a Brother RJ-4250WB?

Brother asks you to wipe the printhead often with a lint-free cloth moistened with isopropyl alcohol or ethanol. The roller is cleaned in the same way, and the media sensor with a dry cotton bud. Never use solvent on the casing. [See the detailed entry.](#)

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What does “Batt.TrèsFaible” (battery very low) mean on a Brother RJ-4250WB?

According to Brother, the battery is badly deteriorated: replace it with a new battery. Its state of health is shown on the display at start-up, on four levels. [See the detailed entry.](#)

Sources consulted

All the causes, procedures, light states and messages in this guide come from the documents below from the official Brother documentation (user guide and FAQs on support.brother.com), consulted on 20 October 2026.

- [User's guide – RJ-4250WB / RJ-4230B](#)  – Brother user guide in French, version 03 (PDF) **official**
- [What do the indicator lights mean?](#)  – Brother France support FAQ (RJ-4250WB) **official**
- [The LED indicator or the LCD display is not lit.](#)  – Brother France support FAQ (RJ-4250WB) **official**
- [Why does my machine not turn on when I press the Power button?](#)  – Brother France support FAQ (RJ-4250WB) **official**
- [The WLAN icon appears on the LCD but the printer cannot communicate with other devices over WLAN.](#)  – Brother France support FAQ (RJ-4250WB) **official**
- [How do I clean my printer?](#)  – Brother France support FAQ (RJ-4250WB) **official**
- [The print quality is poor.](#)  – Brother France support FAQ (RJ-4250WB) **official**
- [The printed paper has streaks or the paper does not feed correctly.](#)  – Brother France support FAQ (RJ-4250WB) **official**
- [The label is not the length I expected.](#)  – Brother France support FAQ (RJ-4250WB) **official**
- [Will my printer turn off automatically?](#)  – Brother France support FAQ (RJ-4250WB) **official**

In the PDF user guide, the pages beyond about page 58 (network settings), including the device settings, printer maintenance (chapter 10) and chapter 15 “Troubleshooting”, were not consulted for this guide and are not cited. The list of “Reset procedure” FAQs did not contain any articles in French. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

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See also

- [Product page on timcod.fr \(in French\): Brother RJ-4250WB](#)
- [All Brother printer troubleshooting guides \(PJ-8, TD-2, TD-4, TJ-4420TN\)](#)
- [Maintenance and repair of Brother printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance \(in French\)](#)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads \(in French\)](#)
- [Printer cleaning kits \(in French\)](#)

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PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/brother/rj-4250wb>, updated on 21 October 2026.

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