

BROTHER PRINTER CONFIGURATION

Faction Four Systems Inc.

Applies to Smart Squad 2.8 and 2.9 · PJ-763MFi, PJ-723 and RJ series · Revised October 2026

Setting up a Brother PJ or RJ series printer so officers can print tickets from Smart Squad. The printer is configured once per device; after that it reconnects on its own.

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Screenshots in this guide were captured on an earlier version. The steps are current for 2.8 and 2.9; the screens will look different.

BEFORE YOU START

- A **Brother printer with Bluetooth** if you are printing from a mobile device or pairing wirelessly from Windows. A USB cable is enough for a fixed Windows setup.
- The **Smart Squad prerequisites installed** on any Windows device. Without them the app cannot talk to a printer at all, and the failure is silent — see troubleshooting.
- **Non-perforated continuous roll paper.** We recommend Brother **LBX038** . Perforated stock tears unpredictably across a ticket.
- Administrator rights on the Windows device, for the driver install.

1 • INSTALL THE PRINTER DRIVER

1 Download the driver for your model

From Brother's support site, find your model and download the **Printer Driver** :

- **PJ-763MFi** — Brother download list
- **PJ-723** — Brother download list

Connect the printer to the computer with a USB cable and run the installer.

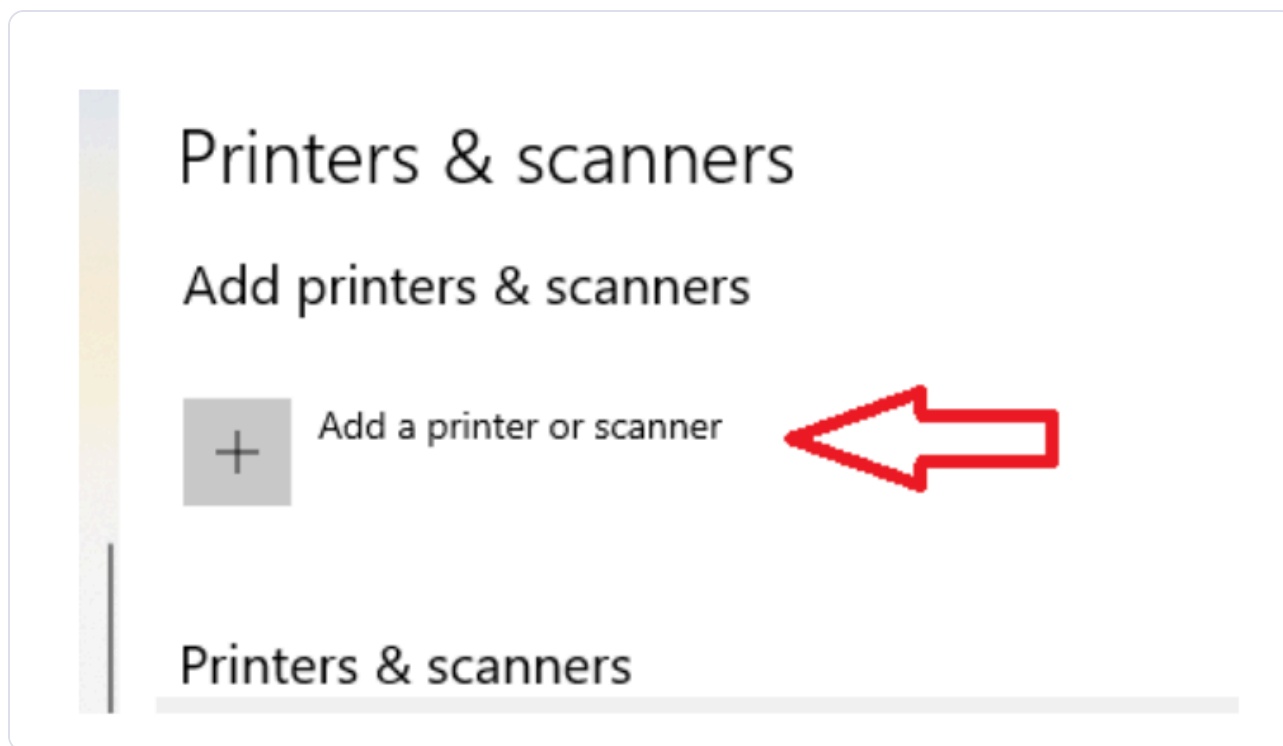
2 • PAIR THE PRINTER WITH WINDOWS

Only needed where the printer connects over Bluetooth rather than a cable. Turn the printer on and keep it within Bluetooth range of the computer.

1

Add the printer

Open **Printers & scanners** from Windows settings and choose **Add a printer or scanner**.



2

Select it and add the device

Pick the Bluetooth printer from the list and choose **Add device**.

The screenshot shows the Windows 'Add printers & scanners' interface. At the top, there is a 'Refresh' button with a circular arrow icon. Below it, a printer entry 'PJ-763MFi2064 Printer' is shown with a printer icon. A red arrow points to this entry, and another red arrow points to the 'Add device' button located to its right. Below this section, there is a link 'Show Wi-Fi Direct printers'. The main section is titled 'Add printers & scanners' and contains a button with a plus sign and the text 'Add a printer or scanner'. Below this, a printer entry 'Brother PJ-763MFi (Copy 1) Ready' is shown with a printer icon. A red arrow points to this entry. Below this, there is a section titled 'Printers & scanners' which lists two entries: 'Brother PJ-763MFi' and 'Brother PJ-763MFi (Copy 1)'. The first entry has 'Open queue' and 'Manage' buttons. The second entry has a red arrow pointing to it.

Windows creates a second entry ending **(Copy 1)**. That one is the Bluetooth connection; the entry without it is the printer over a USB cable.

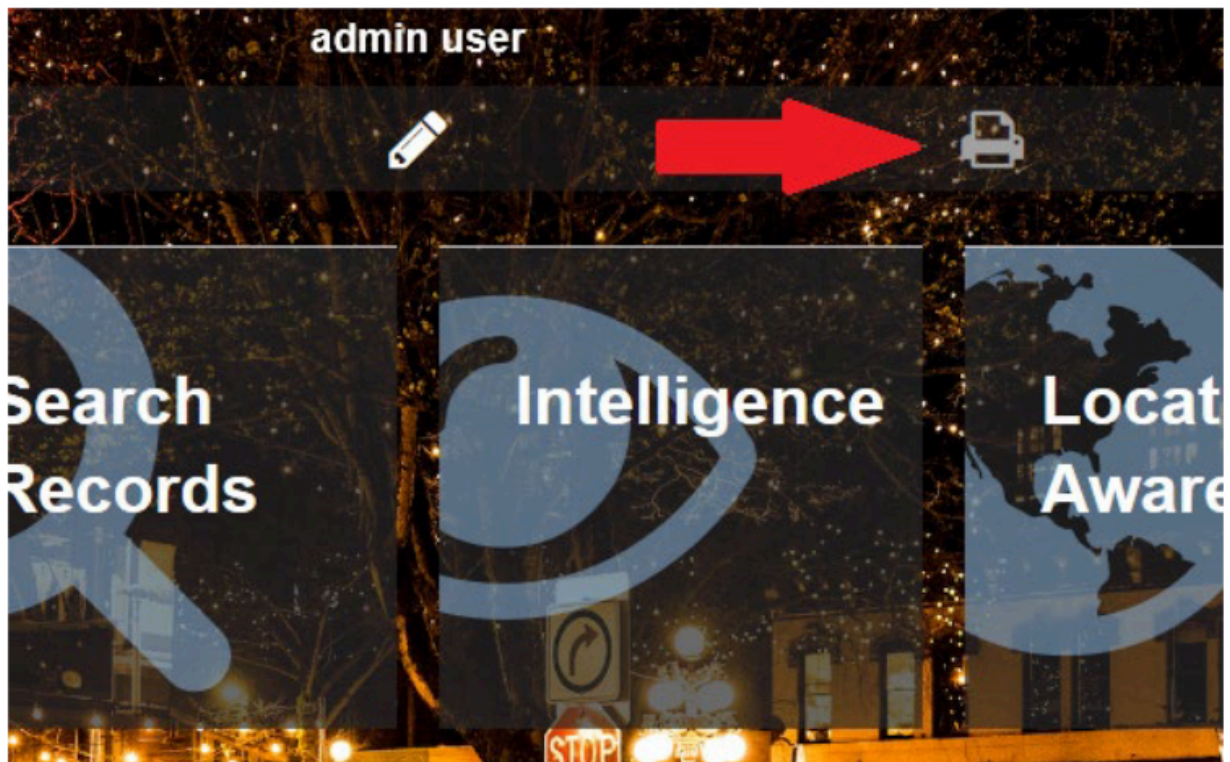
This catches people out later, so it is worth noting which is which now.

3 - CONNECT THE PRINTER IN SMART SQUAD

On Windows

1 Open Print Jobs

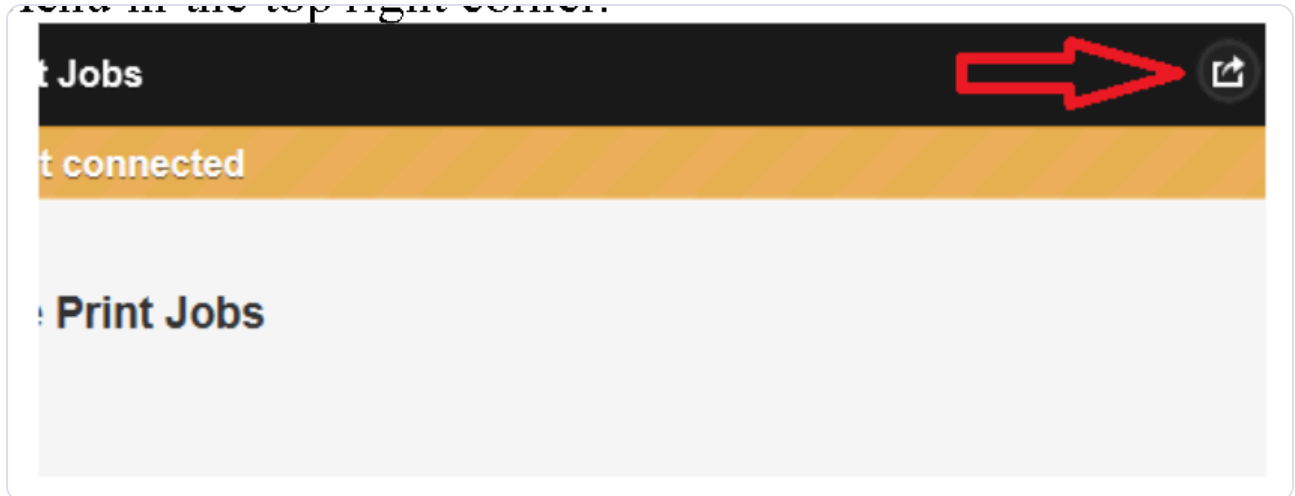
Sign in to Smart Squad and select the printer icon from the main menu.



2

Open the action menu

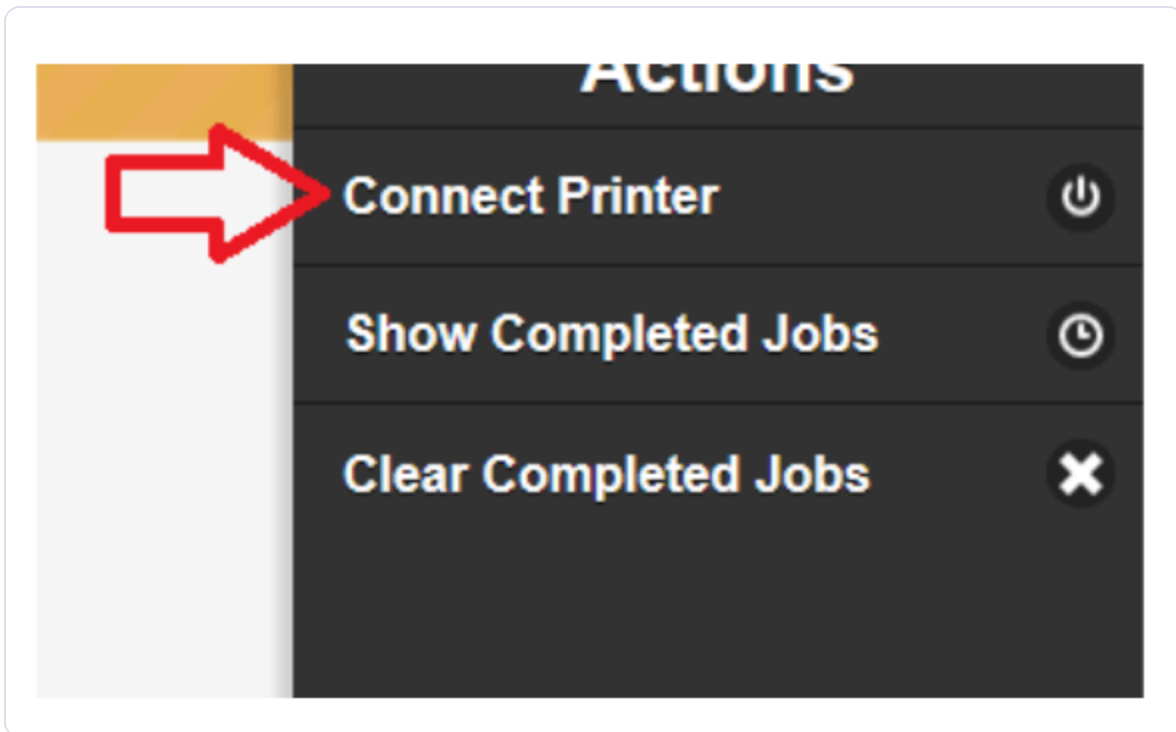
On the **Print Jobs** screen, open the action menu in the top right.



3

Choose Connect

Select **Connect Printer**, then pick your printer from the list.



The current menu carries more than it did when this was captured — alongside Connect you will find Select Size, Pause, Resume, Show, Hide and Clear Completed Jobs, and Reconnect iOS Printer.

Remember which entry is which: **(Copy 1)** is the Bluetooth connection, the plain name is the cable.

On Android

Pair the printer in the device's Bluetooth settings first, then connect it in the app. Smart Squad offers two ways to do that.

1 Tap the printer's NFC tag — the quick way

On the **Print Jobs** screen choose **Connect Printer**. The app prompts **Please Tap Printer NFC**. Hold the device against the printer's NFC tag and it connects.

If you see **Unable to connect to printer via NFC**, the device's NFC is switched off or the tag was not read — use the QR method below.

2 Or scan a QR code

Choose **Scan QR Code** and scan the code attached to the printer. The code carries the printer's Bluetooth address.

If your printers have no QR labels yet, see making a QR code label below.

MAKING A QR CODE LABEL

One label per printer, made once. Worth doing even where officers normally tap — it is the fallback when a device's NFC is switched off or unavailable.

1 Find the printer's Bluetooth address

Pair the printer in the Android device's Bluetooth settings, then read its address with a Bluetooth utility app — one that lists paired devices with their addresses. Some models also carry the address on a label on the printer itself.

The address is six pairs of hexadecimal characters separated by colons, like **AC:3F:A4:12:9B:7E**.

2 Generate a QR code containing exactly that address

Any QR code generator will do — what matters is the content, not the tool. Enter the address **exactly as it appears, with the colons**, in upper case. Nothing else: no printer name, no label text, no web address.

The Bluetooth address is printed on the outside of the hardware, so it is not a secret. If your agency restricts the use of external web tools, an offline generator produces an identical result.

3 Print it and fix it to the printer

Put the printer's name on the same label while you are there — a shelf of identical printers is hard to tell apart in a connect list.

Test it

Scan the new label with **Scan QR Code** in Smart Squad before the printer goes out. A label that was mistyped looks exactly like a label that works until someone needs it on the street.

If a scan does nothing, check the code's content first. Smart Squad reads the scanned value as the Bluetooth address, splitting at a **|** character if there is one and ignoring anything after it. A code containing a URL, a device name or extra text will scan successfully and then fail to connect, which looks like a printer fault rather than a label fault.

On iOS

Pair the printer in the iPhone's Bluetooth settings. Smart Squad picks it up from there, so there is nothing further to do in the app.

If printing stops working later, use **Reconnect iOS Printer** on the Print Jobs action menu before re-pairing anything — iOS drops the connection more readily than the other platforms, and that action is there to put it back.

4 • PAPER SIZE AND PRINT SETTINGS

Settings depend on the paper and the case you use, and there is no single correct set — expect some trial and error to get a ticket positioned on the roll.

- **In Smart Squad**, use **Select Size** on the Print Jobs action menu to choose the paper size for a job.
- **On a Windows device**, the driver holds the rest. Open **Printers & scanners**, select the printer, choose **Manage** and then **Printing Preferences**.
- **On a mobile device**, the settings live on the printer itself. Install the Brother Printer Settings Tool, connect the printer by USB, select it, and use **Device Settings > Advanced**.

5 • RENAME THE PRINTER

Worth doing wherever an agency has more than a couple of printers, so officers can recognise theirs in the connect list.

Open **Printers & scanners**, select the printer, choose **Manage**, then **Printer properties**, and edit the name to match your own labelling.

General

Sharing

Ports

Advanced

Color Management

Security

About



Brother PJ-763MFi



Location:

Comment:

Model:

Brother PJ-763MFi

Features

Color: No

Paper available:

THE PRINTER'S BUTTONS



BUTTON	WHAT IT DOES
Power	Turns the printer on and off.
Feed	Tap to feed a small amount of paper. Press and hold to feed roughly a quarter of a sheet.
Bluetooth	Puts the printer into Bluetooth mode.

TROUBLESHOOTING

Nothing happens when you select the printer to connect. The Smart Squad prerequisites are not installed on that Windows device. This is by far the most common cause, and it produces no error message — the list simply does nothing. Install the prerequisites, then try again.

If that is not it: confirm you downloaded the correct driver for the model from Brother, and that the printer appears in the Windows printer list.

The printer feeds paper but the page is blank. The roll is in backwards. Take it out, turn it around and put it back.

Tearing the page cuts off the bottom row. Adjust the print settings for your paper and case — the offset that works depends on both, so we cannot specify one set of values per agency. Change one setting at a time and print a test ticket between changes.

Printing from another officer's printer. Where a squad is working together, a job can be sent to a squad member's connected printer rather than your own. If the app reports **No current squad members with a connected printer**, nobody in the squad currently has one connected — it is not a fault.

RJ SERIES — INSTALLING FONTS

The RJ 4" printers handle fonts differently from the Zebra 4" printers, and will print incorrectly unless these are loaded exactly as described.

- 1 Install the Brother Font Manager**
Download it from Brother's developer downloads, then connect the printer to the computer with a USB Mini-B adapter.

- 2 Clear any pre-loaded fonts**
Open the Font Manager, select the printer, and remove any fonts already loaded. Skip this if there are none.

3

Load Arial as index 0

Open the font file picker, select **Arial**, set **Specify Index** to **0**, rename the font to **ARI000.FNT** and choose **Transfer**.

4

Load Arial Bold as index 1

Repeat with **ARIALBD**, with **Specify Index** set to **1** and the name **ARI001.FNT**.

The index numbers and file names are not arbitrary — the print templates reference them directly, so a font loaded under a different name will not be found.

STILL STUCK

Raise it with Faction Four support. Tell us the printer model, the platform, and whether the printer appears in the device's own Bluetooth or printer list — that narrows it down faster than anything else.