

Request Help

Request Help provides a time and cost-effective way for system administrators or service partners to provide you with practical information and advice for your Brother device.

Requests for technical assistance can be made directly from the menu of the Brother device* and then emailed to the system administrator or preferred service partner.



Save time

Quickly and efficiently diagnose technical issues



Maintenance report

IT administrator will have all the information they require at the start of the troubleshooting process

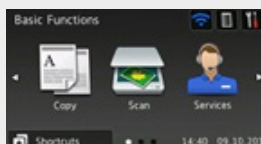


Centralised support

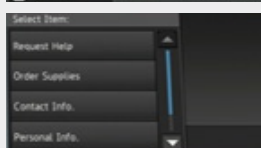
Simplify IT support by automating troubleshooting requests

This service enables an IT administrator or printer service provider to easily troubleshoot errors that may occur. By pressing the 'Request Help' icon on the control panel a full diagnostic report is created and automatically emailed to the IT administrator.

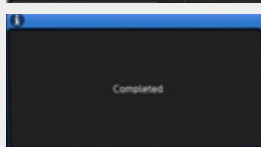
Receive help directly from the control panel in 3 steps:



1. Select the "Services" icon



2. Select "Request Help"



3. Request sent to your service provider

Available on selected Brother solutions-enabled printers:

DCP-L5500DN	MFC-L8690CDW
DCP-L6600DW	MFC-L8900CDW
MFC-L5700DN	MFC-L9570CDW(T)
MFC-L6800DW(T)	MFC-J5945DW
MFC-L5750DW	MFC-J6945DW
MFC-L6900DW(T)	MFC-J6947DW
DCP-L8410CDW	

To activate print- and scanner Light Solutions and for updated list of Light Solutions and their compatible models, visit: <https://www.brother.no/business-solutions/solutions-activation>