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> Brother INKvestment MFC-J1365DW Wireless Color Inkjet All-in-One Printer User Manual

## Brother MFC-J1365DW

# Brother INKvestment MFC-J1365DW Wireless Color Inkjet All-in-One Printer User Manual

Model: MFC-J1365DW

## 1. INTRODUCTION

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This manual provides essential information for the safe and efficient use of your Brother INKvestment MFC-J1365DW Wireless Color Inkjet All-in-One Printer. It covers setup, operation, maintenance, and troubleshooting to ensure optimal performance of your device. Please read this manual thoroughly before using the printer and keep it for future reference.



Front view of the Brother MFC-J1365DW printer with paper loaded in the output tray and the control panel visible.

### Key Features:

- **All-in-One Functionality:** Print, copy, and scan capabilities.
- **Wireless Connectivity:** Dual-band wireless (2.4GHz / 5GHz) and Wi-Fi Direct.
- **Automatic Duplex Printing:** Saves paper by printing on both sides automatically.
- **Automatic Document Feeder (ADF):** 20-page capacity for efficient scanning and copying of multiple documents.
- **1.8-inch Color Display:** Intuitive navigation and control.
- **Brother Mobile Connect App:** Easy setup, printing, scanning, and device management from mobile devices.

- **INKvestment Ink System:** Designed for high page yields and efficient ink usage.

## 2. SETUP

### 2.1 Unpacking and Initial Preparation

Carefully remove the printer from its packaging. Ensure all protective tapes and packing materials are removed from the exterior and interior of the printer. Verify that all components listed in the 'In the Box' section are present.



Contents of the Brother MFC-J1365DW printer box, including the printer itself, quick setup guide, product safety guide, reference guide, warranty card, and a set of color (500 pages each) and black (1200 pages) ink cartridges.

### 2.2 Ink Cartridge Installation

1. Open the ink cartridge cover.
2. Unpack each LC504 ink cartridge (black, cyan, magenta, yellow).
3. Insert each cartridge firmly into its corresponding slot until it clicks into place.
4. Close the ink cartridge cover. The printer will initiate an ink charging process.



The Brother MFC-J1365DW printer shown with Brother Genuine LC504XLBK black ink cartridge and LC5043PK color ink cartridges, emphasizing the use of genuine Brother ink for optimal performance.

## 2.3 Loading Paper

1. Pull out the paper tray completely from the printer.
2. Adjust the paper guides to fit the size of the paper you are loading.
3. Load up to 150 sheets of plain paper (20lb.) into the tray.
4. Gently push the paper tray back into the printer.

## 2.4 Connecting to Power and Network

1. Connect the power cord to the printer and then to an electrical outlet.
2. Turn on the printer using the power button.
3. Follow the on-screen instructions on the 1.8-inch color display to select your language and set up the date and time.
4. For network connection, navigate to the network settings on the printer's display. Select your Wi-Fi network and enter the password. Alternatively, connect via USB cable to your computer.



The image is a promotional graphic for the Brother MFC-J1365DW printer. It features a white printer with a hand pointing at its control panel. The graphic is divided into two sections by a vertical bar with four colored stripes (blue, magenta, yellow, black). The top section is titled 'MFC-J1365DW' and 'Connectivity Connectivité'. Below this, the heading 'Easy, Reliable Connections' is followed by a list of features: Dual-band wireless (2.4GHz / 5GHz), Wi-Fi Direct, USB 2.0, AirPrint®, Mopria™, and Brother Mobile Connect app. The bottom section is titled 'Connexion facile et fiable' and lists the same features in French: Interface sans fil bandede (2,4 GHz/5 GHz), Wi-Fi Direct, USB 2.0, Airprint®ID, Mopria™C, and Appli Brother Mobile Connect.

The Brother MFC-J1365DW printer's connectivity options are highlighted, including dual-band wireless (2.4GHz/5GHz), Wi-Fi Direct, USB 2.0, AirPrint, Mopria, and compatibility with the Brother Mobile Connect app.

## 2.5 Software Installation

Download the latest drivers and software from the official Brother support website for your operating system. For mobile devices, download the **Brother Mobile Connect** app from your device's app store.

MFC-J1365<sub>DW</sub>
Mobile Connect

**Use the Brother Mobile Connect App for easy printer set up!**

**Connect your printer with the app and get:**

- Personalized savings on ink
- Free 6-month extended printer limited warranty
- Print from virtually anywhere
- Monitor ink levels and purchase when you run low

**Utilisez l'application Brother Mobile Connect pour configurer facilement votre imprimante!**

**Connectez votre imprimante à l'application pour profiter de ces avantages :**

- Rabais personnalisés sur l'encre
- Garantie limitée prolongée de 6 mois gratuite
- Impression à distance
- Suivi du niveau d'encre et achat de cartouches






A smartphone displaying the Brother Mobile Connect app interface next to the MFC-J1365DW printer, illustrating how the app facilitates easy printer setup, remote printing, and ink level monitoring.

## 3. OPERATING INSTRUCTIONS

### 3.1 Printing

1. Ensure the printer is powered on and connected to your device or network.
2. Open the document or image you wish to print on your computer or mobile device.
3. Select the print option from your application.
4. Choose the Brother MFC-J1365DW from the list of available printers.
5. Adjust print settings such as paper size, print quality, and duplex printing (for two-sided prints) as needed.
6. Click **Print**.

### 3.2 Copying

1. Place the document face down on the scanner glass or face up in the Automatic Document Feeder (ADF).
2. On the printer's control panel, press the **Copy** button.
3. Use the display to select copy options such as number of copies, color/mono, and quality.
4. Press **Start** (Black or Color) to begin copying.

### 3.3 Scanning

1. Place the document face down on the scanner glass or face up in the ADF.
2. On the printer's control panel, press the **Scan** button.
3. Select your desired scan destination (e.g., PC, Cloud, Email).
4. Adjust scan settings such as resolution and file type.
5. Press **Start** to begin scanning.

### 3.4 Cloud App Connections

The MFC-J1365DW supports direct printing from and scanning to popular cloud services like Google Drive, Dropbox, Box, and OneDrive. Access these features through the printer's 1.8-inch color display and follow the on-screen prompts to link your accounts.

## 4. MAINTENANCE

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### 4.1 Replacing Ink Cartridges

When an ink cartridge is low or empty, a message will appear on the printer's display. Replace cartridges as follows:

1. Open the ink cartridge cover.
2. Press the release lever for the empty cartridge and remove it.
3. Unpack a new Brother Genuine LC504 ink cartridge.
4. Insert the new cartridge into the correct slot until it clicks.
5. Close the ink cartridge cover.

**Note:** Use only Brother Genuine LC504 ink cartridges for optimal performance and to prevent damage to your printer.

### 4.2 Cleaning the Printer

Regular cleaning helps maintain print quality and extends the life of your printer.

- **Exterior:** Wipe the exterior surfaces with a soft, lint-free cloth. Do not use abrasive cleaners or solvents.
- **Scanner Glass:** Clean the scanner glass with a soft, lint-free cloth dampened with glass cleaner.
- **Print Head:** If print quality issues occur (e.g., streaks, missing colors), perform a print head cleaning cycle through the printer's maintenance menu.

## 5. TROUBLESHOOTING

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This section addresses common issues you might encounter with your MFC-J1365DW printer.

### 5.1 Printer Not Responding

- **Check Power:** Ensure the printer is plugged in and powered on.
- **Check Connections:** Verify USB cable is securely connected or Wi-Fi connection is active.
- **Restart Devices:** Turn off the printer, computer/mobile device, and router. Wait a few minutes, then power them back on.

### 5.2 Print Quality Issues

- **Check Ink Levels:** Replace any low or empty ink cartridges.
- **Perform Print Head Cleaning:** Access this function through the printer's maintenance menu.
- **Check Paper Type:** Ensure you are using the correct paper type for your print settings.

### 5.3 Paper Jams

- **Locate Jam:** Open all covers and trays to find the jammed paper.
- **Remove Carefully:** Gently pull the paper in the direction of the paper path. Avoid tearing the paper.
- **Close Covers:** Ensure all covers and trays are securely closed after removing the jam.

## 6. SPECIFICATIONS

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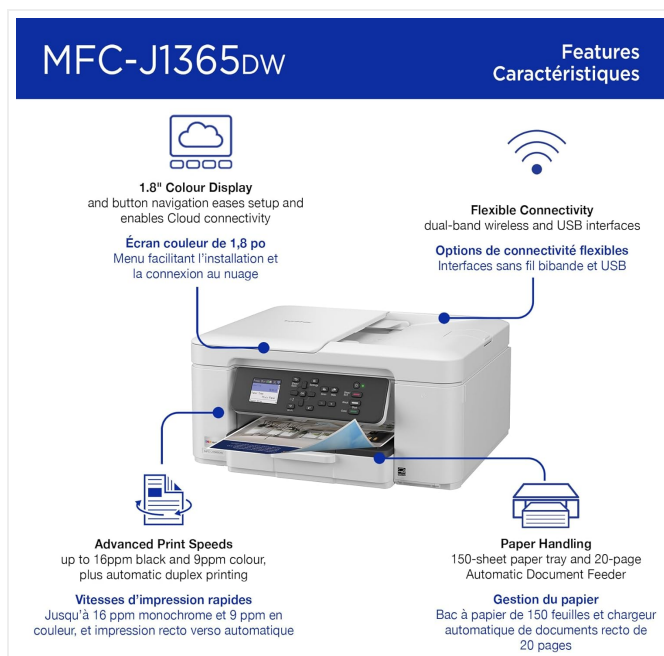


Diagram illustrating the main features of the Brother MFC-J1365DW printer.

Feature	Specification
Model Number	MFC-J1365DW
Product Dimensions (DxWxH)	13.5" x 15.4" x 7.2"
Item Weight	16.8 pounds
Printing Technology	Inkjet
Printer Output	Color
Max Print Speed (Monochrome)	16 ppm
Max Print Speed (Color)	9 ppm
Max Copy Speed (Black & White)	11 ppm
Maximum Print Resolution	Up to 1,200 x 6,000 dpi (Windows), 1,200 x 3,600 dpi (Mac)
Duplex Printing	Automatic
Max Input Sheet Capacity	150 sheets
Automatic Document Feeder (ADF)	20-page single-sided
Scanner Type	Flatbed, Sheetfed
Connectivity Technology	USB 2.0, Wi-Fi (Dual-band 2.4GHz/5GHz)
Control Method	Push Button, 1.8" Color Display
Included Components	Inkjet Cartridges (LC504 series)
Memory Storage Capacity	256 MB

## 7. WARRANTY AND SUPPORT

## **7.1 Limited Warranty**

Your Brother MFC-J1365DW printer comes with a limited warranty. Please refer to the warranty card included in your product box for specific terms, conditions, and duration of coverage. Keep your proof of purchase for warranty claims.

## **7.2 Customer Support**

For technical assistance, driver downloads, FAQs, and additional support resources, please visit the official Brother support website. You can also contact Brother customer service directly for personalized assistance.