

## Quick Reference Guide

### RuggedJet

RJ-4030  
RJ-4040



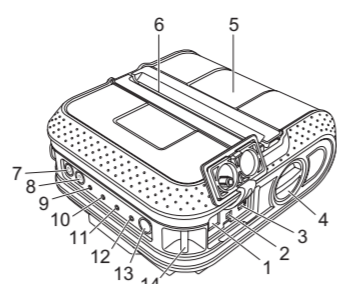
Thank you for purchasing the Brother RuggedJet RJ-4030/RJ-4040 mobile printer.  
Be sure to read the User's Guide (CD-ROM), Product Safety Guide (Printed), Quick Reference Guide (this manual), Software User's Guide (CD-ROM) and Network User's Guide (CD-ROM:RJ-4040 only) before using the printer. We suggest that you keep these documents in a handy place for future reference. To download the latest manuals, please visit the Brother Solutions Center at (<http://solutions.brother.com/>), where you can also download the latest drivers and utilities for your printer, read FAQs and troubleshooting tips or learn about special printing solutions.

Printed in China  
LBB400001

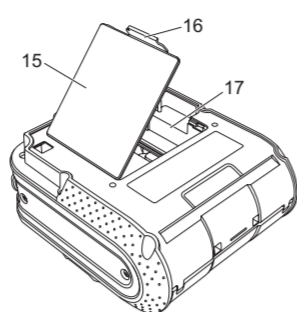


## General Description

### Front



### Back



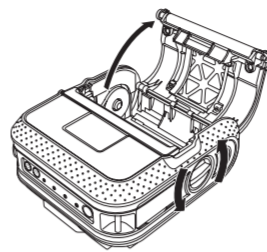
- |   |   |
|---|---|
| 1 AC/DC connector   | 11 BATT (Battery) indicator   |
| 2 Serial port   | 12 Bluetooth indicator (RJ-4030/ RJ-4040)   |
| 3 USB port  | 13 Wi-Fi indicator (RJ-4030/ RJ-4040)   |
| 4 Cover open lever  | 14 Bluetooth button (RJ-4030/ RJ-4040)  |
| 5 RD Roll compartment cover                                     | (To communicate with your Bluetooth-equipped computer/ adapter or your network access point/router) |
| 6 Paper outlet  | 15 Battery cover  |
| 7 Power button (To turn the printer on/off)                     | 16 Battery cover latch  |
| 8 Feed button (To feed the paper or print the printer settings) | 17 Battery compartment  |
| 9 POWER indicator   |   |
| 10 STATUS indicator   |   |

## Printing Receipts or Labels

- 1 Install the printer driver and the software.
  - 2 Make sure that the printer is correctly powered. Use a charged battery or connect the printer to an AC or DC power outlet.
  - 3 Turn the printer on. The POWER indicator should be green.
  - 4 Connect the printer to a computer or handheld device using either USB, Bluetooth, or Wi-Fi.
  - 5 Insert the RD Roll.
  - 6 Print receipts or labels.
- For details, see the User's Guide on the CD-ROM.

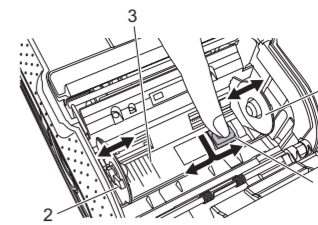
## Inserting the RD Roll

- 1 Press and hold the Power button to turn the printer off. Turn and hold the cover open lever, and then open the RD Roll compartment cover.

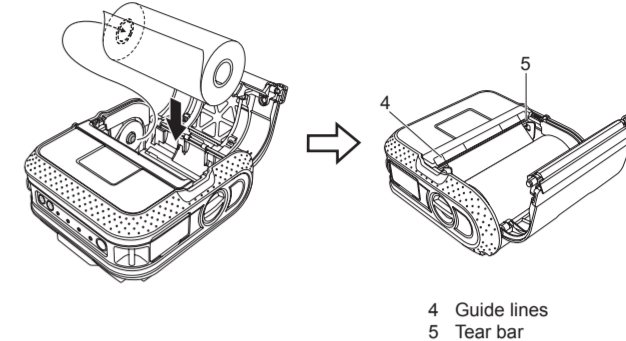


## Inserting the RD Roll (cont'd)

- 2 While pushing the adjuster lock in the direction of the arrow, move it to the left or right. Because the roll guide will also move, adjust the roll guide to match the width of the paper using the scale engraved on the inside of the printer.



- 3 Insert an RD Roll into the RD Roll compartment upside down with the labels feeding from the bottom as shown. Align the RD Roll with the guide lines.



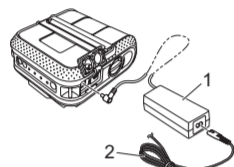
- 4 Close the RD Roll compartment by pressing on the center of the cover, and then press and hold the Power button to turn the printer on.

## Connecting the Printer to External Power

### Connecting to an AC Power Outlet (Optional)

Connect the printer to a nearby AC power outlet to power the printer or charge the rechargeable battery using AC power.

- 1 Connect the AC adapter to the printer.
- 2 Connect the AC power cord to the AC adapter.
- 3 Connect the AC power cord to a nearby AC power outlet (100 - 240 VAC, 50 - 60 Hz).

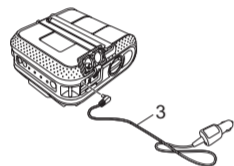


- 1 AC adapter
- 2 AC power cord

### Connecting to a DC Power Outlet (Optional)

Connect the printer to your vehicle's 12 V DC power outlet (cigarette lighter, etc.) to power the printer or charge the rechargeable battery using the vehicle's DC power.

- 1 Connect the Car adapter to the vehicle's 12 V DC power outlet.
- 2 Connect the Car adapter to the printer.

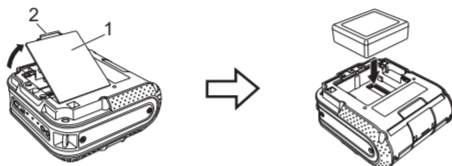


- 3 Car adapter

## Using the Rechargeable Li-ion Battery (Optional)

### Installing the Rechargeable Li-ion Battery

- 1 Open the battery cover by pressing the cover latch, and then swing the cover open and remove it. Insert the battery into the battery compartment.



- 1 Battery cover
- 2 Cover latch

- 2 Confirm that the hooks on the edge of the battery cover are inserted correctly, and then reattach the cover.

### Removing the Rechargeable Li-ion Battery

Remove the battery cover and the rechargeable Li-ion battery, and then reattach the battery cover.

### Charging the Rechargeable Li-ion Battery

- 1 Make sure that the printer is turned off. If the printer is turned on, press and hold the Power button to turn it off.
- 2 Make sure that the rechargeable Li-ion battery is installed in the printer.
- 3 Use the AC adapter and AC power cord to connect the printer to an AC power outlet, or use the Car adapter to connect the printer to a DC power outlet.

The BATT (battery) indicator light is orange when the printer is charging. When the rechargeable Li-ion battery is fully charged, the BATT (battery) indicator light turns off. Disconnect the AC power cord or Car adapter from the battery's AC/DC connector.

For details, see the User's Guide on the CD-ROM.

## Installing the Drivers

- Make sure that you are logged on with Administrator rights.

The screenshot shown below may differ slightly from that of the actual product.

- 1 Insert the installer CD-ROM into your CD-ROM drive. If the model name screen appears, choose your printer. If the language screen appears, choose your language.
- 2 Click [Standard Installation].

- You can refer to the User's Guide by clicking [User's Guide].



- 3 Read the license agreement and click [Agree] if you agree with the terms and conditions.
- 4 Click [Install] to start the installation and follow the on-screen instructions to complete the Standard Installation.

### Note

You can download optional tools later from the Brother Solutions Center: <http://solutions.brother.com> [Select your region/country] - Choose your product - [Downloads]

For details, see the User's Guide on the CD-ROM.

## Wireless Network Connections

### Bluetooth Connection (RJ-4030)

- In order for the printer and your Bluetooth-equipped computer or adapter to communicate, you must first pair the printer with the computer or handheld device using the Bluetooth management software.

- 1 Press and hold the Power button to turn the printer on, and then press the Bluetooth button.
- 2 Use your Bluetooth management software to discover the printer. Bluetooth communication is now active.

### Wi-Fi Connection (RJ-4040)

- In order for the printer and your network access point or router to communicate, you must first install the printer driver and Printer Setting Tool.

- 1 Press and hold the Power button to turn the printer on, and then press the Wi-Fi button. Wi-Fi communication is now active.

For details, see the User's Guide on the CD-ROM.

## Indicators

- Indicator is lit
  - Indicator is blinking
  - Indicator blinks 1 or 2 times in each color, then turns off
  - Indicator is lit or blinking in any color or pattern (off) = Indicator is off
- G = Green  
O = Orange  
R = Red  
B = Blue

Example: G - Indicator is blinking in green

POWER	STATUS	BATT (BATTERY)	Bluetooth/Wi-Fi	Description
G				Power on
	O			Roll cover open
G				Receiving data Transferring data
G	R			Error Print error Feed error Cover open error Communication error Image processing error Database search error No template error Access point search error Access point connection error Security error
R	R	(off)		Error Battery error Mass storage error
R	R	R	(off)	System error
(off)	R	(off)	(off)	In boot mode

POWER	STATUS	BATT (BATTERY)	Bluetooth/Wi-Fi	Description
			B (Once every 3 seconds)	Wireless on, not connected*
			B	Wireless or Bluetooth on, connected
			B (Once every second)	Now setting WPS*
O	O	O	(off)	Now resetting
O	O	O		Formatting complete (When [Print Data after being Printed] is set to [Erase])
O				Now cooling
O	G	(off)		MCR read mode
O	R	(off)		MCR read success
		O (Once every 4 seconds)		MCR read error
		O (Twice every 4 seconds)		Rechargeable battery power: half
		O (Once every second)		Rechargeable battery power: low
		O (Once every second)		Battery must be charged
		O		Charging
		(off)		Rechargeable battery power: full
		(off)		Charging complete
G	G		(off)	In mass storage mode
G	G		B	Processing file in mass storage mode
G	R	(off)	(off)	Initializing

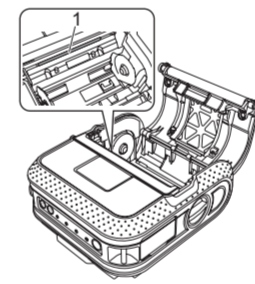
\*RJ-4040 only

## Maintaining the Printer

Maintenance of the printer may be carried out as required. However, some environments require that maintenance must be done more frequently (e.g. in dusty conditions).

### Print Head Maintenance

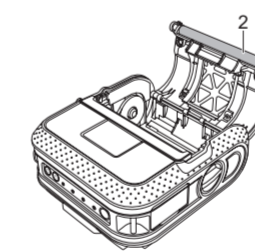
Use a cotton swab and wipe the head.



- 1 Print head

### Roller Maintenance

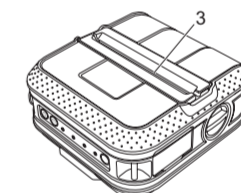
Use a piece of cellophane tape to remove dirt from the roller.



- 2 Roller

### Paper Outlet Maintenance

If glue accumulates on the paper outlet and the printer becomes jammed, disconnect the printer from the external power outlet and clean the paper outlet with a cloth dipped in isopropyl alcohol.



- 3 Paper outlet

## Internet Addresses

Brother Global Web Site: <http://www.brother.com>  
Brother Developer Center: <http://www.brother.com/product/dev/>  
For Frequently Asked Questions (FAQs), Product Support and Technical Questions, and Driver Updates and Utilities: <http://solutions.brother.com>

## Troubleshooting

<p><b>The printer does not print, or there is a printing error.</b></p> <ul style="list-style-type: none"> <li>Is the cable loose? Check that the cable is connected securely.</li> <li>Is the RD Roll installed correctly? If not, remove the RD Roll and reinstall.</li> <li>Is there enough roll remaining? If not, install a new RD Roll.</li> <li>Is the RD Roll compartment cover open? Check that the RD Roll compartment cover is closed.</li> <li>Has a print error or transmission error occurred? Turn off the printer and on again. If the problem still occurs, contact Brother Customer Service at 1-800-255-0415.</li> <li>Is the roll guide not touching the side of the RD Roll? Move the roll guide against the side of the RD Roll.</li> </ul>
<p><b>The POWER indicator is not lit.</b></p> <ul style="list-style-type: none"> <li>Is the power cord inserted correctly? Check that the power cord is inserted correctly. If it is, try plugging it into another electrical outlet.</li> <li>If the POWER indicator still does not light up, contact Brother Customer Service at 1-800-255-0415.</li> </ul>
<p><b>Printed labels contain streaks or poor quality characters, or labels are not fed correctly.</b></p> <p>Is the print head or roller dirty? Although the print head generally remains clean under normal use, lint or dirt from the roller may become stuck on the printer head. If this occurs, clean the roller.</p> <p><b>A data transmission error appears on your computer.</b></p> <ul style="list-style-type: none"> <li>Is the correct port selected? Check that the correct port is selected.</li> <li>Is the printer in cooling mode (the POWER indicator is flashing in orange)? Wait until the indicator stops flashing and then try printing again.</li> <li>Is someone printing via the network? If you try to print while other users are printing large amounts of data, the printer is unable to accept your print job until the ongoing printing is finished. In such situations, execute the print job again after the other jobs are completed.</li> </ul>

<p><b>Labels are jammed or are not ejected correctly after printing.</b></p> <ul style="list-style-type: none"> <li>Is there dirt or lint on the roller preventing it from rolling freely? Check that the ejection path of the label is not blocked.</li> <li>Check that the RD Roll is set correctly by removing the RD Roll and reinstalling.</li> <li>Ensure that the RD Roll compartment cover is closed correctly.</li> </ul> <p><b>The print quality is poor.</b></p> <p>Is there dirt or lint on the roller preventing it from rolling freely? Clean the roller.</p> <p><b>Printed barcodes cannot be read.</b></p> <ul style="list-style-type: none"> <li>Align the label with the print head as shown below.</li> </ul> <ol style="list-style-type: none"> <li>1 Label exit slot</li> <li>2 Print head</li> <li>3 Recommended print direction</li> </ol> <ul style="list-style-type: none"> <li>Some types of scanners are not able to read the barcodes. Try using another scanner.</li> <li>We recommend setting [Quality] in the printer properties window to [Give priority to print quality] when printing barcodes.</li> </ul> <p><b>I want to reset the printer/delete the data transferred from the computer.</b></p> <p>To reset the printer, perform the following procedure:</p> <ol style="list-style-type: none"> <li>1 Press and hold the Power button to turn the printer off.</li> <li>2 Press and hold the Feed button and the Power button until the POWER, STATUS and BATTERY indicators start blinking in orange.</li> <li>3 While pressing the Power button, press the Feed button 3 times.</li> <li>4 Release the Power button and the Feed button at the same time.</li> </ol> <p>All the transferred data from the computer will be deleted and reset the printer to factory settings.</p> <p><b>I want to cancel the current print job.</b></p> <p>Make sure that the printer is ON, and press the Power button.</p>
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<p><b>When printing via the USB cable, the printer repeatedly pauses and then continues printing.</b></p> <p>Is the printer set for sequential printing? If so, set print mode to buffered printing.</p> <p>For Windows® XP: Open the printer properties from [Control Panel] - [Printers and Other Hardware] - [Printers and Faxes] and click [Printing Preference] button in the [General] tab. Click the [Other] tab and choose the option [After one page of data is received].</p> <p>For Windows Vista®: Open printer properties from [Control Panel] - [Hardware and Sound] - [Printers] and click [Printing Preference] button in the [General] tab. Click the [Other] tab and choose the option [After one page of data is received].</p> <p>For Windows® 7: Open printer properties from [Devices and Printers], right-clicking the printer whose settings are to be changed, and selecting [Printing Preference]. Choose the option [After one page of data is received].</p> <p><b>An error occurs when the roll cannot be fed to the beginning of the label.</b></p> <p>If a feed error occurs, use the Custom Label Tool to assign the correct paper settings to the printer.</p> <p><b>The computer program should be sending data to the printer, but the POWER indicator does not blink green.</b></p> <p>Make sure that the USB cable is connected firmly and correctly. Try using another USB cable. Depending on whether you are using Bluetooth or Wi-Fi, confirm that the Bluetooth indicator or the Wi-Fi indicator is lit in blue. If it is not, check the connection.</p>
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## Printing the Printer Set-up Information

You can use the Feed button to print a report that lists the following printer settings:

- Program version
- Printer usage history
- Missing dot test pattern
- RJ Utility setting information
- List of transferred data
- Network setting information
- Wi-Fi setting information

### Note

- You can use the RJ Utility to set in advance which items will be printed.
- The node name appears in the Printer Settings. The default node name is "BRWxxxxxxx". ("xxxxxxx" is based on your printer's MAC Address / Ethernet Address.)

- 1 Make sure that a roll of 4" (101.6 mm) receipt paper has been loaded and the RD Roll compartment cover is closed.
- 2 Turn on the printer.
- 3 Press and hold the Feed button until the POWER indicator starts blinking in green. The settings will be printed.

### Note

- To print the Printer Settings, we recommend to use 4" (101.6 mm) receipt paper.
- This operation can also be performed using the RJ Utility.

For details, see the User's Guide on the CD-ROM.