

DEVICE CORE

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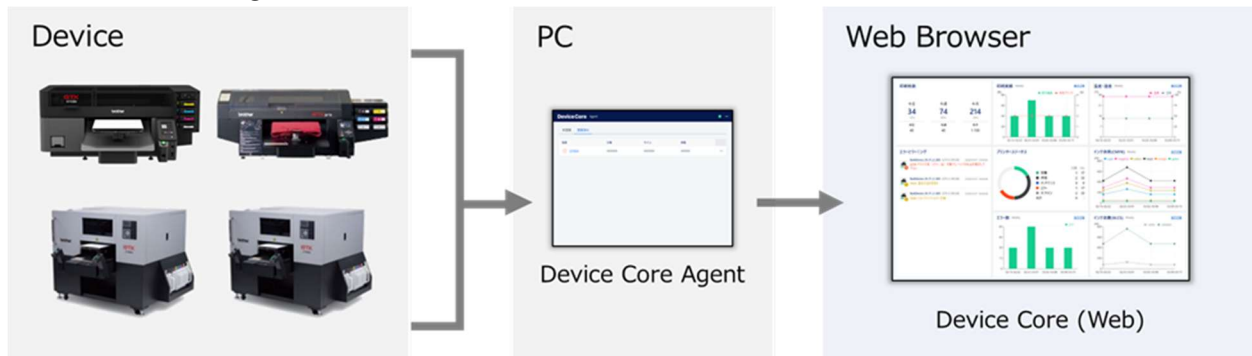
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Chapter 1 Introduction

1.1 What is Device Core?

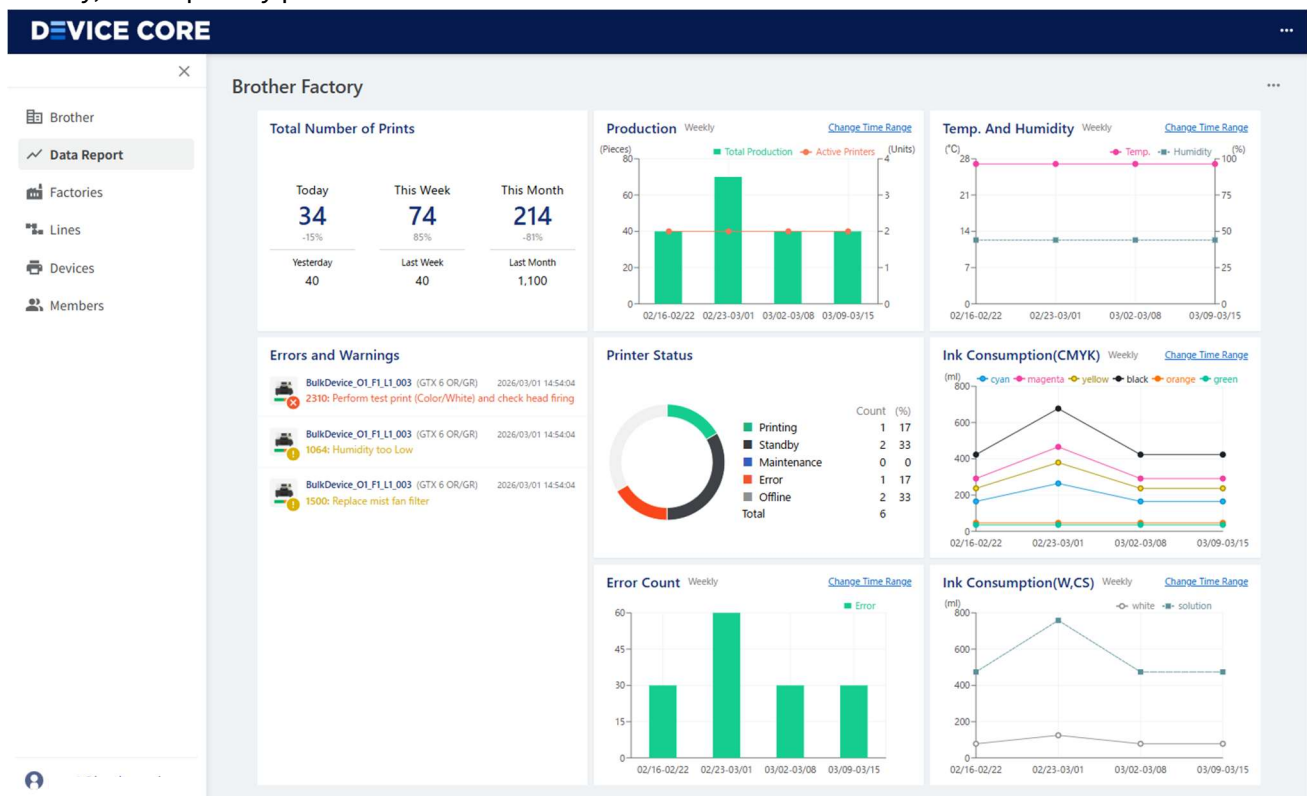
What is Device Core?

Device Core is a web service that uses the dedicated Device Core Agent application to collect device print history, status information, and other data from multiple devices and send it to a cloud server, making it available for viewing in a web browser.



What Is Data Report?

You can view devices production status by consolidating information on devices registered within your organization and displaying it in data report. Data report includes organization-wide report, reports by factory, and report by production line.



What is an Organization?

Users and devices registered with Device Core must belong to an organization.

Within an organization, there are concepts of factories and production lines, allowing you to manage multiple devices separately.

Both users and devices can belong to a single organization.

Even if a single user is using only one device, you must still create an organization, factory, and line.

*When you create an organization, "My Factory" is automatically created as the default factory, and "My Line" is automatically created as the default line.

1.2 What is Device Core Agent?

The Device Core Agent is an application that collects device data and uploads it to Device Core.

To view real-time device data in Device Core, you must register the device with Device Core using the Device Core Agent and keep the application running at all times while connected to the internet.

To send data to Device Core using the Device Core Agent, you need a Device Core account.

1.3 Specifications

Supported Web Browsers

Please use the following web browsers when using Device Core.

Chrome / Edge

Supported OS

The recommended operating systems for using Device Core Agent are as follows.

Windows 10 / Windows 11 *64-bit only

Supported Models

GTX pro, GTX pro Bulk, GTX pro Roll, GTX600NB, GTX600SB, GTX600NBA, GTX300

Supported Interfaces

USB, LAN

Chapter 2 Preparation Before Use

2.1 Create a new Device Core account

An account is required to use Device Core.

With a single account, you can use Device Core from multiple web browsers or use the Device Core Agent from multiple PCs.

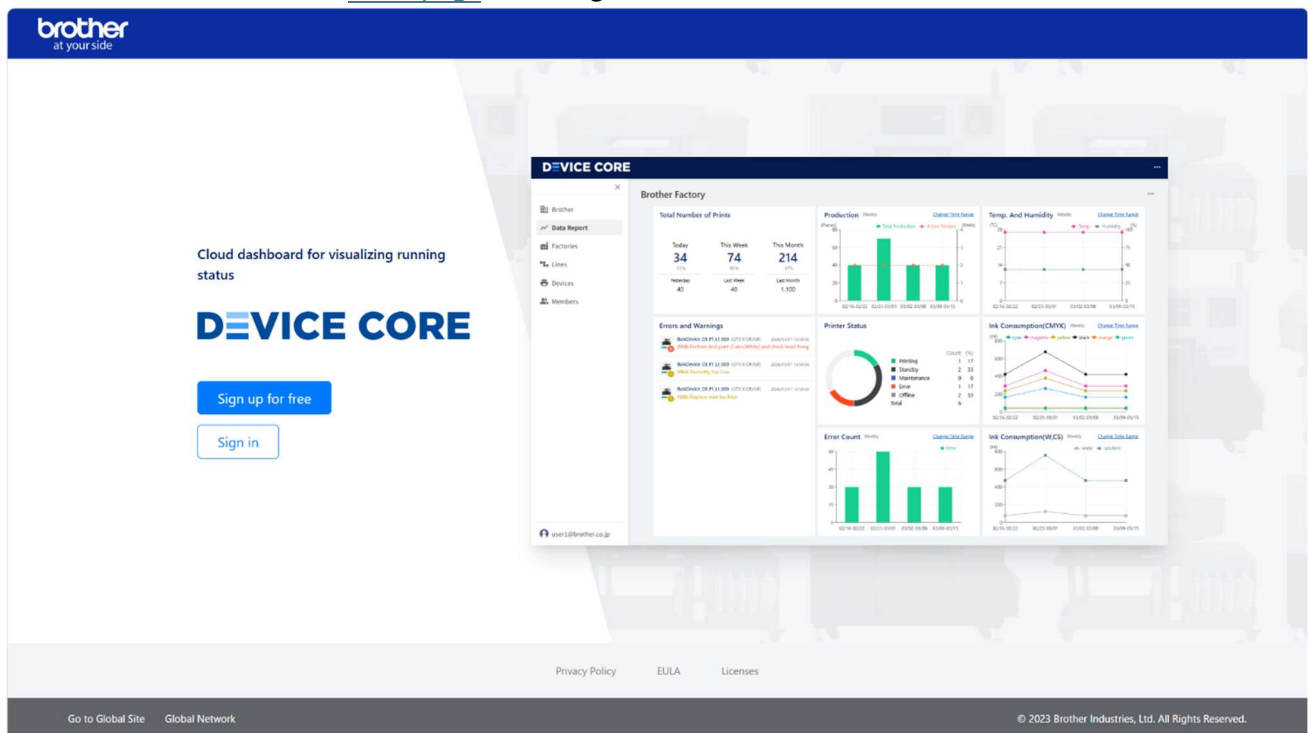
Reference

To add a Device Core account to an existing organization, refer to [Add organization members\(P.12\)](#).

- (1) Click [Create a new account] in the Device Core Agent.
- (2) Check the box next to [I accept the End-User License Agreement] and click [OK].
- (3) Check the box next to [I acknowledge the Privacy Policy] and click [OK].
- (4) Enter the email address you want to register and click [Send].
- (5) A verification code will be sent to the email address you entered. Enter the verification code and password you received to create your account.

2.2 Sign in to Device Core Web

- (1) From the Device Core [homepage](#), click [Sign in].



- (2) Enter your registered [Email Address] and [Password], then click [Sign In].

2.3 Create an organization

Devices are managed under organizations, not individuals.

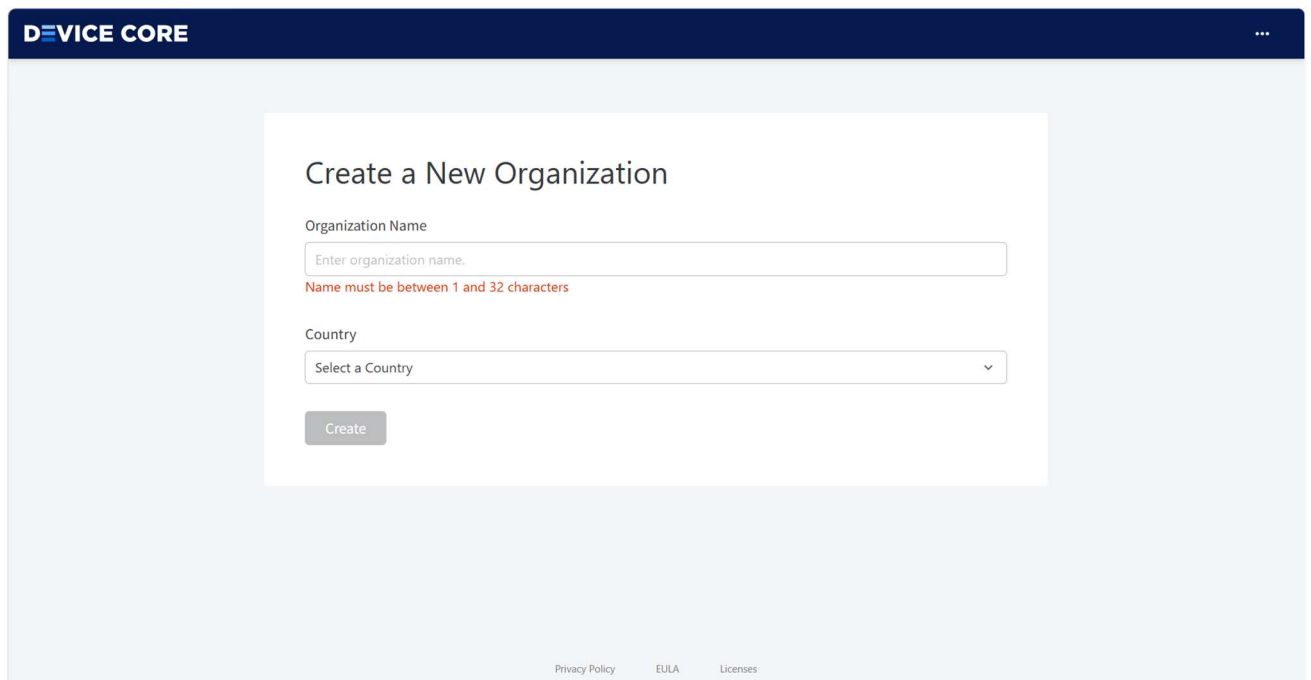
In Device Core, just like in a real organization, you can register multiple users and multiple devices.

Anyone with a Device Core account can create an organization.

Users belonging to an organization can view information about the devices belonging to that organization.

Both users and devices can belong to only one organization.

- (1) Enter [Organization name] and select [country].



The screenshot shows the 'Create a New Organization' form within the Device Core application. The form is centered on a light blue background. It features a dark blue header with the 'DEVICE CORE' logo and a three-dot menu icon. The form itself is a white card with the title 'Create a New Organization'. Below the title, there are two input fields: 'Organization Name' with a placeholder 'Enter organization name.' and a red error message 'Name must be between 1 and 32 characters', and 'Country' with a dropdown menu showing 'Select a Country'. A 'Create' button is located below the country field. At the bottom of the page, there are links for 'Privacy Policy', 'EULA', and 'Licenses'.

- (2) Click [Create].

- (3) The organization will be created.

The screenshot shows the 'test_BIL' organization creation page in the Device Core interface. The left sidebar contains a menu with 'test_BIL' selected, and other options: Data Report, Factories, Lines, Devices, and Members. The main content area has a header 'test_BIL' and a 'Created At 2026/06/18' timestamp. Below the header is a form with a label 'Organization Name' and a text input field containing 'test_BIL'. A 'Change' button is located below the input field. A blue callout box with a left-pointing arrow contains the text 'First, register a printer.' The footer of the page includes links for 'Privacy Policy', 'EULA', and 'Licenses', and a copyright notice '© 2023 Brother Industries, Ltd. All Rights Reserved.'.

2.4 Install the Device Core Agent

- (1) Click [New Registration] in the upper-right corner of the [Devices] page.

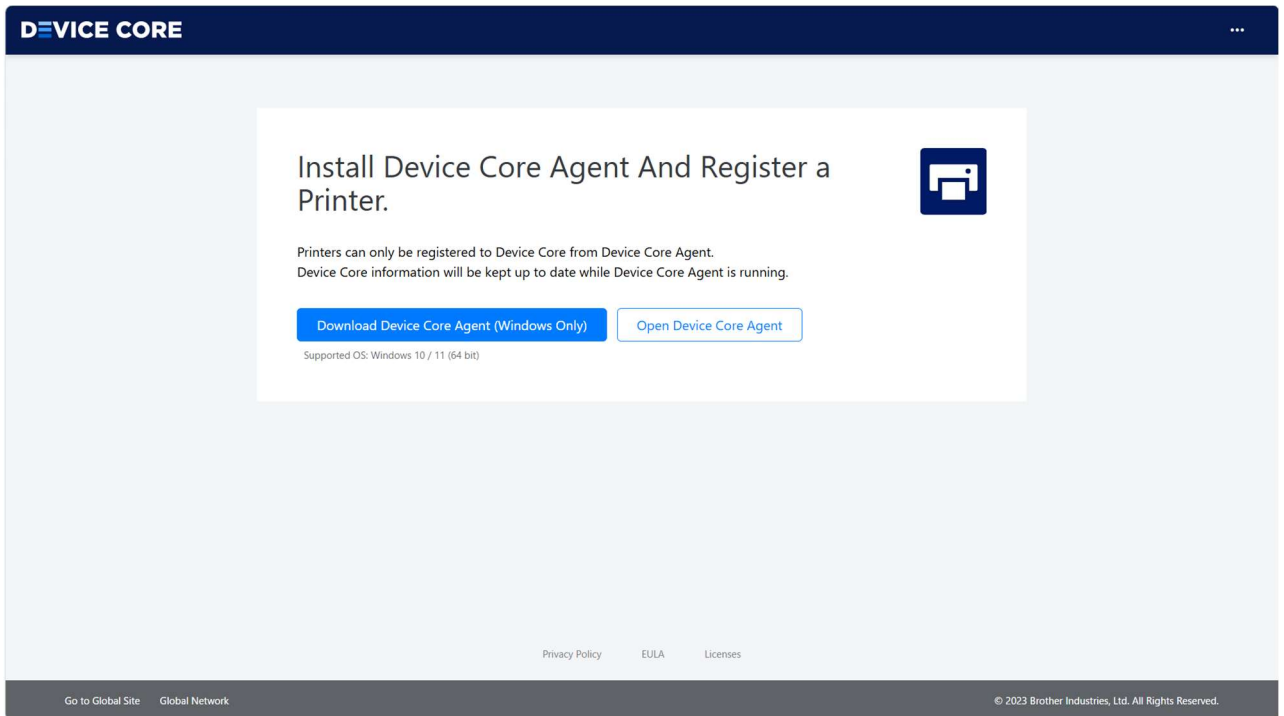
The screenshot shows the 'Devices' page in the Device Core interface. The left sidebar contains a menu with 'test_BIL' selected, and other options: Data Report, Factories, Lines, Devices, and Members. The main content area has a header 'Devices' and a 'New Registration' button in the upper-right corner. Below the header is a table with the following columns: Name, Assigned Factory, Assigned Line, Model, Status, Serial Number, and Initial Ink Installation Date/Time. The table is currently empty, displaying 'No Data'. A blue callout box with a left-pointing arrow contains the text 'First, register a printer.' The footer of the page includes links for 'Privacy Policy', 'EULA', and 'Licenses'.

	Name	Assigned Factory	Assigned Line	Model	Status	Serial Number	Initial Ink Installation Date/Time
No Data							

- (2) Click [Download Device Core Agent (Windows only)] to install Device Core Agent.

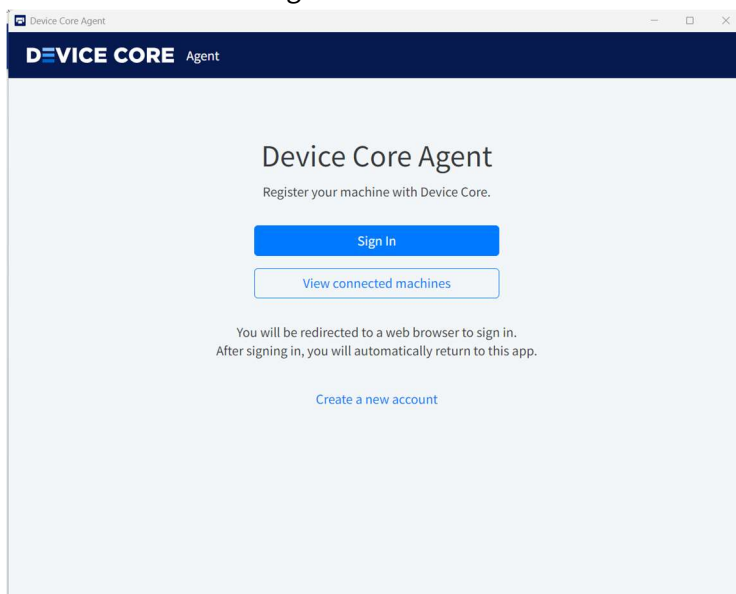
Note

Administrator privileges are required to install Device Core Agent. When you launch the installer, the installation wizard will start. If you run the installation while Device Core Agent is already installed, it will be an overwrite installation.



2.5 Launch Device Core Agent

Launch Device Core Agent.

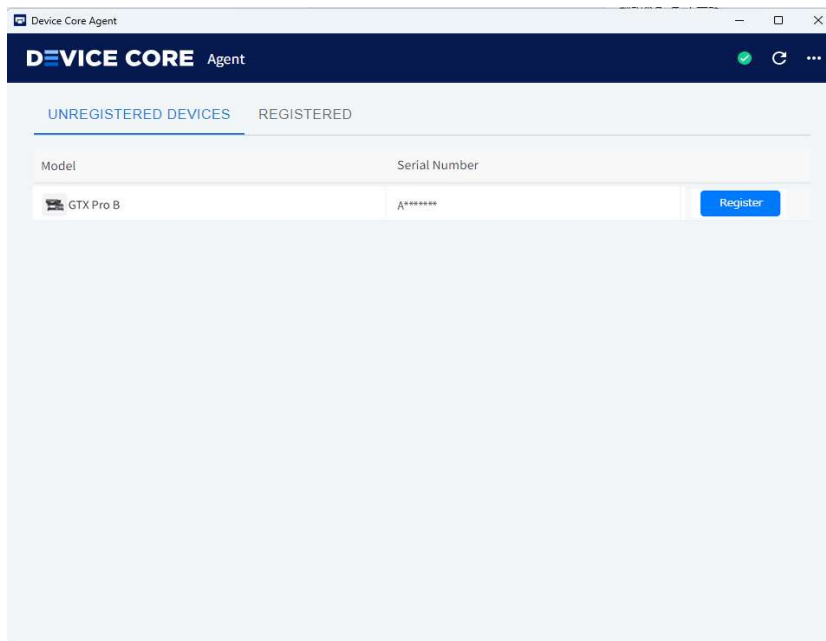


2.6 Sign in to Device Core Agent

- (1) Turn on the device with the driver already installed.
- (2) Connect the computer to the device using a USB cable or LAN cable.
- (3) Click [Sign In] in Device Core Agent.
- (4) Verify that the device you just turned on is displayed.

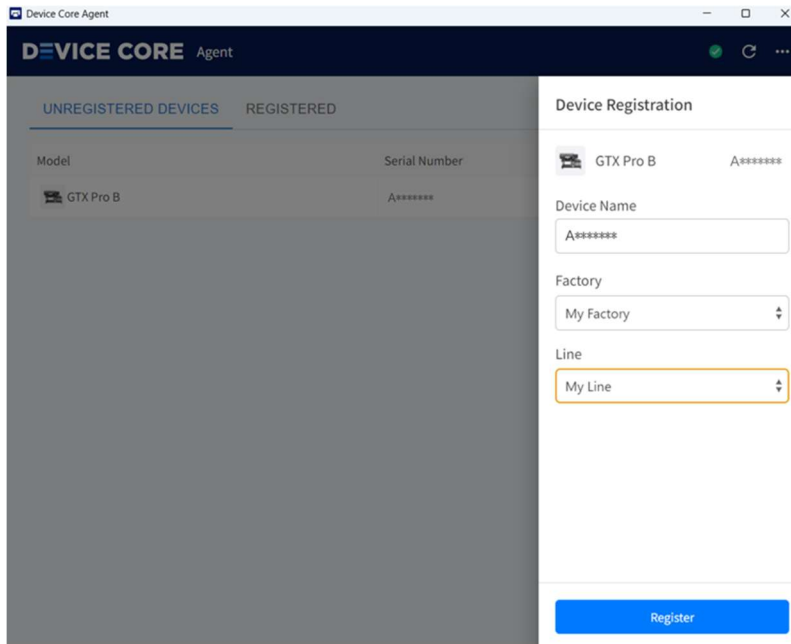
Note

At this point, it will be displayed as [UNREGISTERED DEVICES].



2.7 Register the factory and line for the device

- (1) Click [Register].
- (2) Register the device. Register the [Factory] and [Line].



Reference

By default, you can only select [My Factory] for [Factory] and [My Line] for [Line]. If you have added an factory at [Create a factory \(P.13\)](#) or a line at [Creating a Line \(P.14\)](#), you will be able to select the added items.

- (3) Click [Register].
The device will appear under [REGISTERED].

Chapter 3 Basic Instructions

3.1 Changing Profile Information

- (1) Click [Settings] from the [...] in the upper right corner of Device Core.
- (2) Click [Edit] next to the item you want to change (Name, Email Address, or Password).
- (3) After making your changes, click [Change].

3.2 Viewing Organization Members

- (1) Click [Members].
A list of members belonging to the organization will be displayed.

3.3 Add organization members

- (1) Click [Members].
A list of members belonging to the organization will be displayed.
- (2) Click [New Registration].
- (3) Enter the [Email Address] of the member you want to add, and select [Category], [Assign], and [Role].

Note

If you select [Organization] for [Category], you can only select [Organization Admin] for [Role].
Similarly, if you select [Factory] for [Category], you can only select [Factory Admin] for [Role].

- (4) Click [Create].
- (5) A verification code will be sent to the email address you entered. Enter the verification code and password you received to create the account.

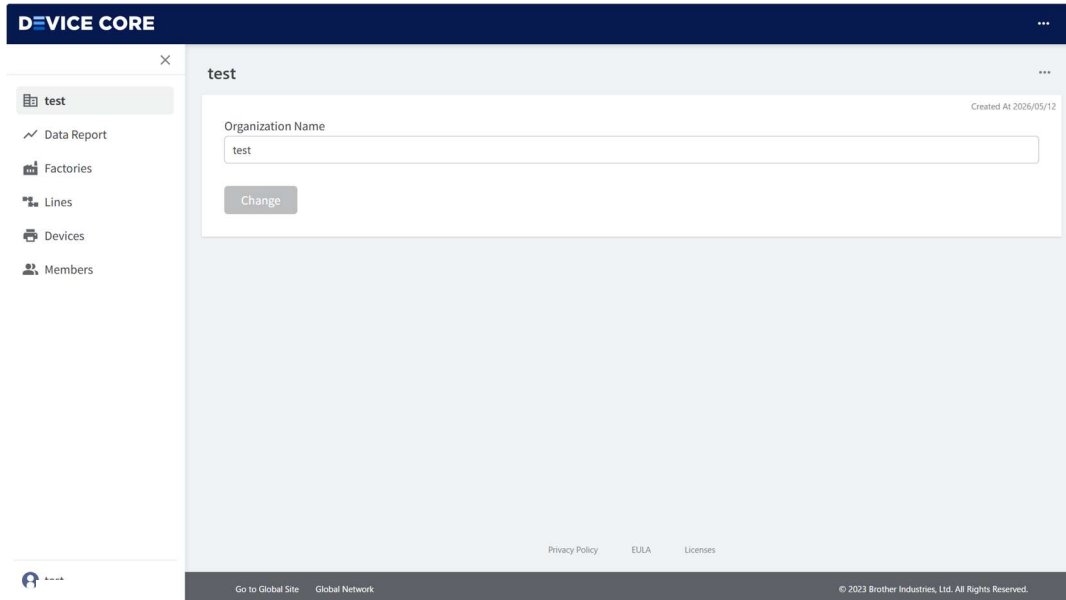
3.4 Removing a member from the organization

- (1) Click [Members].
A list of members belonging to the organization will be displayed.
- (2) Click the [...] on the far right of the member you want to remove.
- (3) Click [Delete].
- (4) Click [Yes, I understand], then click [Delete].

Chapter 4 Manage the organization

4.1 Edit organization information

- (1) Select an organization.
- (2) Enter the name of the organization you want to change.



The screenshot shows the 'DEVICE CORE' web interface. On the left is a sidebar with a 'test' tab selected, and links for 'Data Report', 'Factories', 'Lines', 'Devices', and 'Members'. The main content area is titled 'test' and contains a form with a text input field labeled 'Organization Name' containing the value 'test'. Below the input is a 'Change' button. The top right of the form area says 'Created At 2026/05/12'. The footer includes links for 'Privacy Policy', 'EULA', and 'Licenses', and a copyright notice: '© 2023 Brother Industries, Ltd. All Rights Reserved.'.

- (3) Click [Change].

4.2 Manage Factories (Create, Edit, Delete)

4.2.1 Create a factory

- (1) Click [Factories].
A list of factories belonging to the organization will be displayed.
- (2) Click [New Registration].
- (3) Enter the [Factory Name] and select the [Time Zone].
- (4) Click [Create].
A new factory will be created.

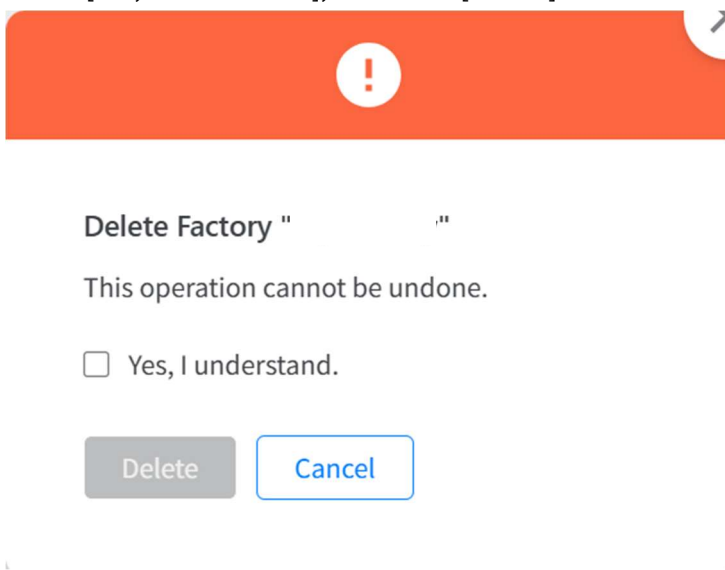
4.2.2 Edit Factory

- (1) Click [Factories].
A list of factories belonging to the organization will be displayed.
- (2) Click the cell for the [Factory] you want to change.

- (3) Enter the new name for the factory.
- (4) If you want to change the [Time Zone], modify the [Time Zone] setting.
- (5) Click [Change].

4.2.3 Deleting a Factory

- (1) Click [Factories].
A list of factories belonging to the organization will be displayed.
- (2) Click [Delete] from the [...] menu on the far right of the factory you want to delete.
- (3) Click [Yes, I understand.], then click [Delete].



4.3 Manage Channels (Create, Edit, Delete)

4.3.1 Creating a Line

- (1) Click [Lines].
A list of factories belonging to the organization will be displayed.
- (2) Click [New Registration].
- (3) Select the [Assigned Factory] and enter the [Line Name].
- (4) If you are connected to Digital Line 2, select [DL Connection] and then [DL2].
- (5) Click [Create].
A new line will be created.

4.3.2 Editing a Line

- (1) Click [Lines].

A list of factories belonging to the organization will be displayed.

- (2) Click the cell for the line you want to edit.
- (3) Edit the [Line Name].
- (4) To change the connection to Digital Line 2, change [DL Connection] to [No Connection] or [DL2].
- (5) Click [Change].

4.3.3 Deleting a Line

- (1) Click [Lines].

A list of lines belonging to your organization will be displayed.

- (2) Click [Delete] from the [...] menu on the far right of the line you want to delete.
- (3) Click [Yes, I understand.], then click [Delete].

4.4 Manage Devices (Create, Edit, Delete)

4.4.1 Create (Add) a Device

To add a device, refer to [Register the factory and line for the device \(P.11\)](#).

4.4.2 Editing a device

- (1) Click [Devices].

A list of devices belonging to your organization will be displayed.

- (2) Click the cell for the device you want to edit.
- (3) Edit the [Device Name] and click [Change].

4.4.3 Remove a device

- (1) Click [Devices].

A list of devices belonging to the organization will be displayed.

- (2) Click [Delete] from the [...] menu at the far right of the row you want to delete.
- (3) Click [Yes, I understand.], then click [Delete].

4.5 Manage Members (Create, Edit, Delete)

4.5.1 Create (Add) Members

To add members, refer to [Add organization members \(P.12\)](#).

4.5.2 Editing Members

- (1) Click [Members].
A list of members belonging to the organization will be displayed.
- (2) Click the cell for the member you want to edit.
- (3) To change the [Role], change [Role] to [Organization Administrator] or [Factory Administrator].
- (4) To change the [Account Status], set it to [Active] or [Inactive].
- (5) Click [Change].

4.5.3 Deleting a Member

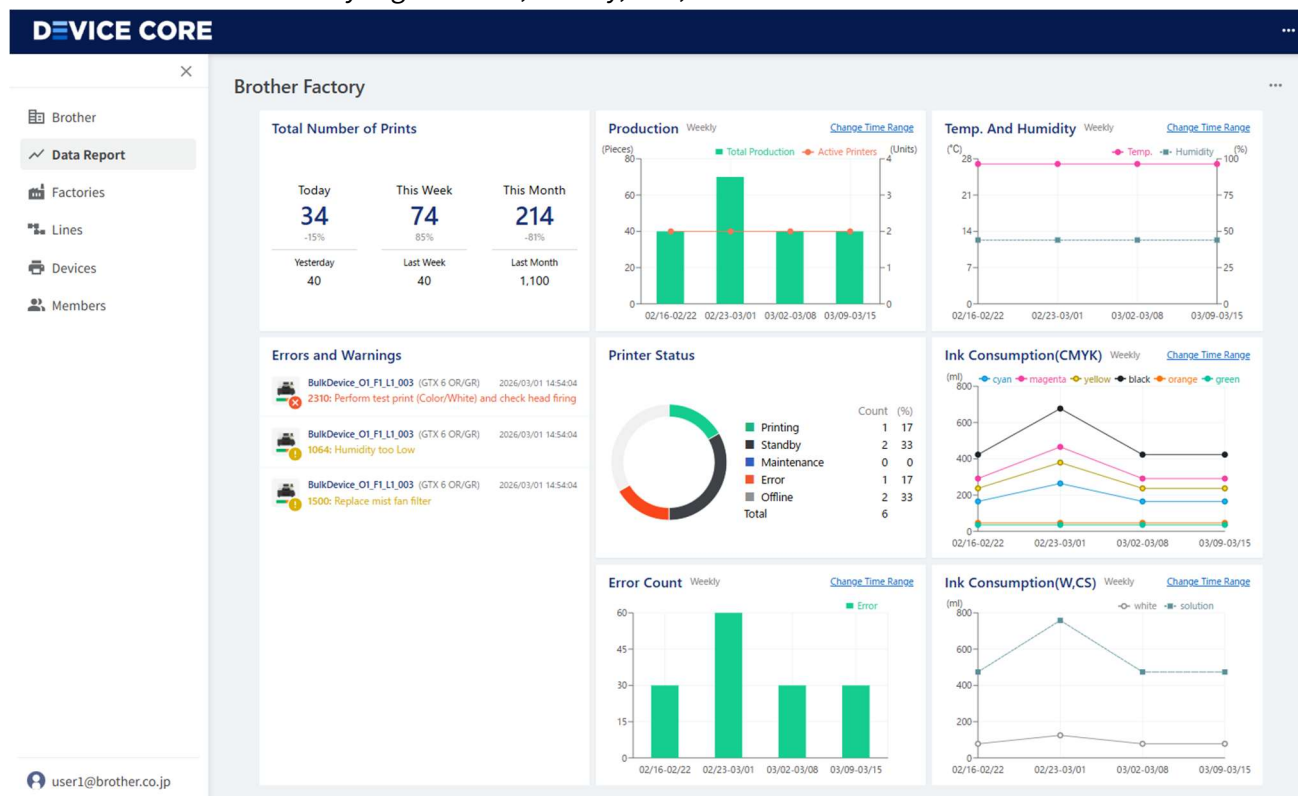
- (1) Click [Members].
A list of members belonging to the organization will be displayed.
- (2) Click [Delete] from the [...] menu on the far right of the member you want to delete.
- (3) Click [Yes, I understand.], then click [Delete].

Chapter 5 Data Reports

5.1 Overview of the Data Reporting Feature

You can view the production status of printers on the data report screen by consolidating information such as [Total Number of Prints], [Printer Status], and [Errors and Warnings] for devices registered within your organization.

You can view dashboard by organization, factory, line, or device.



5.2 About Each Item

Total Number of Prints

Displayed on the factory, line, and device dashboard screens.

The total print count for registered devices is aggregated and displayed in the following units.



Name	Description
Today	Displays the tabulation result for the period from [00:00] on the day the screen was displayed up to the present.
This Week	Displays the tabulation results from [00:00] on Monday immediately preceding the day the screen was displayed up to the present time. *If the date the screen is displayed is Monday, the tabulation results from [00:00] on that day are displayed.
This Month	The tabulation results from [00:00] on the 1st of the month in which the screen was displayed up to the present time are displayed.
Yesterday	The tabulation results for the day before the date you viewed the screen are displayed.
Last Week	Displays the tabulation results for the 7-day period starting from Monday 7 to 13 days prior to the day the screen was displayed.
Last Month	The tabulation results for the period from the 1st to the last day of the month preceding the month in which the screen was displayed are shown.

If figures cannot be displayed for any reason, [---] will be displayed.

Comparisons are made between today, this week, and this month against yesterday, last week, and last month, and the increase or decrease is displayed as a result and a percentage.

If the current tabulation results are higher than the previous ones, they are displayed in green. Conversely, if the tabulation results are lower, they are displayed in red.

The percentage is calculated by subtracting the previous tabulation result from the current tabulation result, dividing by the previous tabulation result, and multiplying by 100.

If the previous tabulation result is 0, it is displayed as [-].

Errors and Warnings

Displayed on the factory, line, and device dashboards.

The error and warning status of devices registered in the organization is displayed in a list format.

Errors and Warnings		
	BulkDevice_O1_F1_L1_003 (GTX 6 OR/GR)	2026/03/01 14:54:04 2310: Perform test print (Color/White) and check head firing
	BulkDevice_O1_F1_L1_003 (GTX 6 OR/GR)	2026/03/01 14:54:04 1064: Humidity too Low
	BulkDevice_O1_F1_L1_003 (GTX 6 OR/GR)	2026/03/01 14:54:04 1500: Replace mist fan filter

If there are no errors or warnings to display, a message to that effect will appear on the screen.

Name	Description
Icon	Icons corresponding to the printer model and icons indicating the status (error: red, warning: yellow) are displayed together.
Model Name	The model name and serial number are displayed.
Status	The error code and a summary are displayed.
Time	The time when the error or warning was detected is displayed.

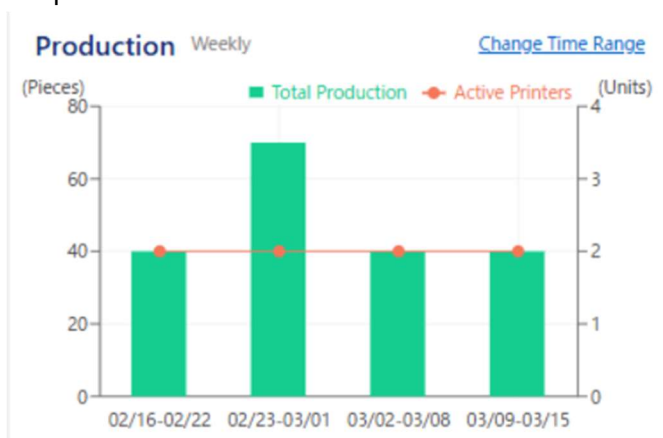
Error and warning conditions are defined for each device series. The wording displayed may vary slightly even for similar symptoms.

Please refer to the user manual for each model for a list of errors.

Production

Displayed on the organization, factory, line, and printer dashboards.

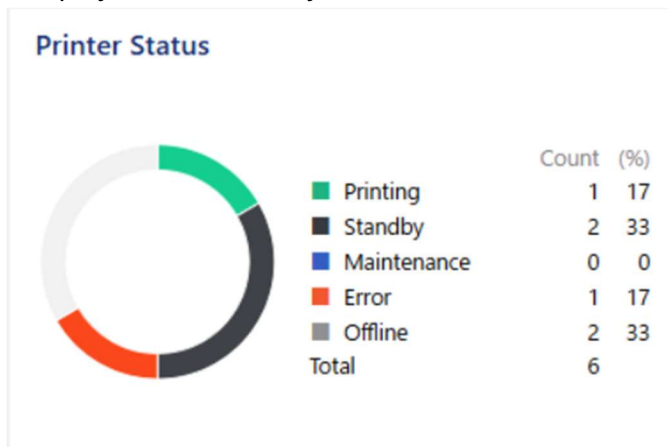
Displays a graph showing the number of pages printed by registered printers and the number of printers in operation.



Name	Description
Printing History	The total number of pages printed during the period displayed on the horizontal axis is shown as a bar graph. The print count includes test prints but excludes cases where printing was not completed due to an error or was canceled midway.
Active Printers	The number of devices that were active during the period shown on the horizontal axis is displayed as a line graph. Any device that started printing at least once during the period is included in the count of active devices.

Printer Status

Displayed on the factory dashboard.



The status of registered printers is aggregated by the following units and displayed as counts, percentages, and pie charts.

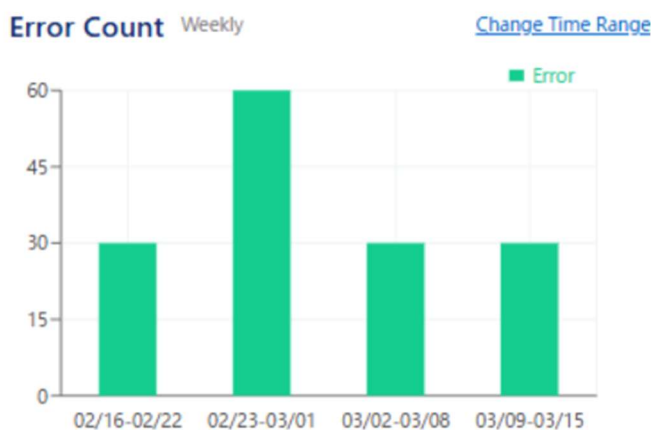
Name	Description
Operational	Printing
Standby	Ready to print
Maintenance	Unable to print; maintenance required
Error	An error has occurred that prevents printing
Offline	A state in which information obtained from the printer has not been sent from the Device Core Agent for a certain period of time

If there are 0 registered printers or if a value cannot be displayed, [-] is displayed.

Error Count

Displayed on the factory, line, and device dashboards.

Displays a graph showing the number of errors that have occurred on registered printers.

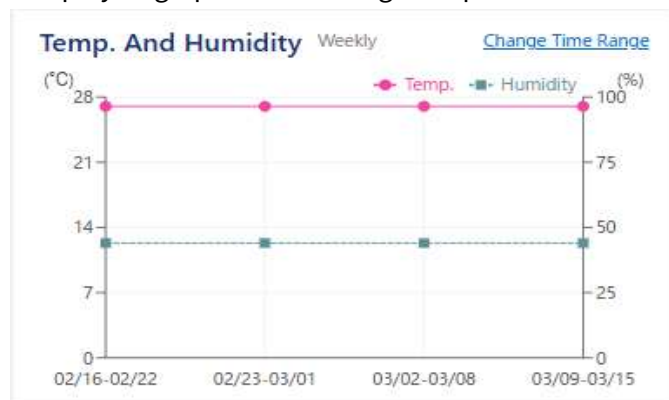


Name	Description
Error	The total number of errors during the period shown on the horizontal axis is displayed as a bar graph.

Temperature and Humidity

Displayed on the factory, line, and device dashboards.

Displays a graph of the average temperature and humidity of registered printers.



Name	Description
Temperature	The average temperature inside the printer during the period displayed on the horizontal axis is shown as a line graph. You can switch between Celsius and Fahrenheit.
Humidity	A line graph displays the average humidity (%) inside the printer during the period shown on the horizontal axis.

Ink Consumption

Displayed on the factory, line, and device dashboards.

Displays a graph of ink consumption for registered devices.

CMYK, ORGR (Cyan, Magenta, Yellow, Black, Orange, Green) and W, CS (White, Cleaning Solution) are displayed on separate graphs.



Name	Description
Ink Consumption (Each Color)	The total ink consumption (mL) for each color during the period displayed on the horizontal axis is shown as a line graph. Ink consumption includes ink used during maintenance. Since the ink consumption used for maintenance is a theoretical value, it may differ from the actual ink consumption.

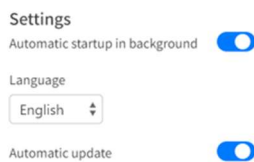
Chapter 6 Agent Management and Maintenance

6.1 Checking the Device Core Agent Version

- (1) Click [Version Info] from the [...] menu in the upper-right corner of the Device Core Agent.
The Device Core Agent version will be displayed.

6.2 Device Core Agent Automatic Update Settings

- (1) Click [Settings] from the [...] menu in the upper-right corner of the Device Core Agent.
- (2) Turn on [Automatic Updates].



- (3) Click [Registrar].

6.3 Manually Updating the Device Core Agent

- (1) Click [Version Info] from the [...] menu in the upper-right corner of the Device Core Agent.
The Device Core Agent version will be displayed.
- (2) Click [Update] to update manually.

6.4 Uninstalling the Device Core Agent

- (1) Open [Settings] from the Windows icon.
- (2) Click [Apps], then [Apps & features].
- (3) Click [Uninstall] from the [...] menu to the right of [Brother Device Core Agent].

Chapter 7 FAQ (Frequently Asked Questions)

7.1 About Device Core

The data isn't displaying properly.

Please wait a moment and try opening the data report page again. If the data still does not display, please try the following:

- Restart your web browser
- Restart the Device Core Agent

Is account creation free?

Yes, it is free.

I haven't received the verification code.

Please re-enter your email address and resend the code.

Or, please check your spam folder.

I forgot the password I registered.

Please create a new password.

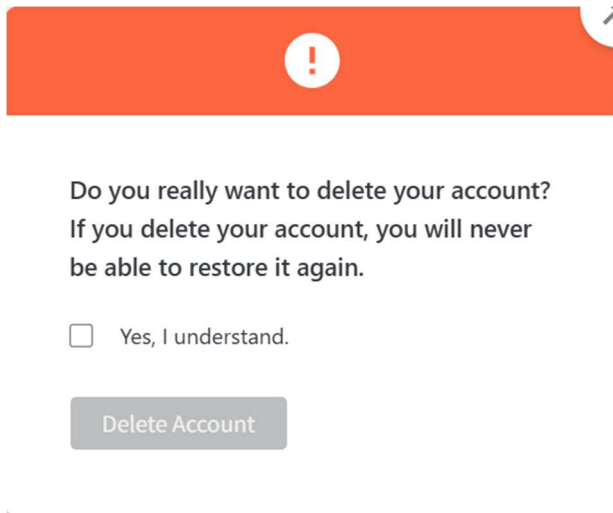
- (1) On the sign-in page, click [Forgot your password?].
- (2) To verify your account, enter your registered email address and click [Send].
- (3) Enter the verification code you received and the new password you want to set, then click [Change Password].
- (4) Enter your email address and new password, then sign in.

The message "You are already a member of another organization" appears, and you cannot add other users to the organization.

The user you are trying to add is already a member of another organization. Since Device Core limits each account to a single organization, please ask the user to leave the other organization.

I want to delete my Device Core account.

- (1) Click [Settings] from the [...] menu in the upper-right corner of Device Core.
- (2) Click [Delete User] under [Other].
- (3) Click [Yes, I understand.], then click [Delete Account].



7.2 About Device Registration

I don't know my device's serial number.

Please check the user manual for your specific model to find the device's serial number.

The device I want to register is not displayed.

Please make sure the device is in standby mode.

The device cannot be displayed while it is in operation, such as during printing, menu navigation, or white ink circulation.

7.3 About Device Core Agent

The device is not displayed in Device Core Agent.

Please try the following.

- Verify that the device is connected to the PC.
- Verify that the device driver is installed.
- Make sure the device is in standby mode.
- Restart the Device Core Agent.

Does the Device Core Agent need to be running at all times?

We recommend keeping it running at all times. The Agent automatically starts in the background upon completion of installation. By default, the Agent is set to restart automatically when the PC starts up (auto-start enabled). With this setting, the Agent will launch and continue collecting data even if the PC is restarted, without requiring any user action. If the user manually terminates the Agent or disables auto-start, data transmission will stop during that time.

Is it possible to log in to the Agent from multiple PCs using a single account?

Yes. With a single Device Core account, you can log in simultaneously to Agents installed on multiple PCs. For example, you can log in to the Agent on a PC at Factory A and a PC at Factory B using the same administrator account to manage the printers at each location. Note that since the Agent is linked to an organization, once you select the organization to access during login, that Agent will only handle devices belonging to that organization thereafter.

Does the Device Core Agent have to be installed on a PC?

Installation is required on the PC used to connect to the printer. Installation is not required on PCs used solely to view data via a web browser.

7.4 If you encounter problems

I cannot sign in.

Please try the following.

- Re-enter your email address and password.
- Restart your web browser.
- Restart Device Core Agent.

If you are still unable to sign in after trying the above, please change your password.



Please note that the contents of this manual may differ slightly from the actual product purchased as a result of product improvements.

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I6052333Z JP
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