

# brother

**TZe**  
TAPE

## USER'S GUIDE

*P-touch*  
ELECTRONIC LABELING SYSTEM

# PT-D400

Read this User's Guide before you start using your P-touch.  
Keep this User's Guide in a handy place for future reference.  
Please visit us at <http://support.brother.com/> where you can get product support and answers to frequently asked questions (FAQs).



ENGLISH

[www.brother.com](http://www.brother.com)

# INTRODUCTION

Thank you for purchasing the P-touch labeler PT-D400.

Your new P-touch labeler is an easy to operate, feature packed labeling system that makes creating professional, high quality labels a breeze.

This manual contains various precautions and basic procedures for using this labeler. Read this manual carefully before using and keep in a handy place for future reference.

## Compilation and Publication Notice

Under the supervision of Brother Industries, Ltd., this manual has been compiled and published, covering the latest product's descriptions and specifications. The contents of this manual and the specifications of this product are subject to change without notice.

If new versions of the PT-D400 software become available, this manual may not reflect the updated features. Therefore, you may find that the software and the contents in this manual are different.

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## Safety Precautions

To prevent injury and damage, important notes are explained using various symbols. The symbols and their meanings are as follows:

 <b>WARNING</b>	Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.
 <b>CAUTION</b>	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.

The symbols used in this manual are as follows:

	Action NOT allowed		DO NOT touch a given portion of the product.
	Mandatory action		Unplugging is required
	DO NOT disassemble the product.		Alerts to the possibility of electrical shock

### **WARNING**

Follow these guidelines to avoid the risk of fire, burns, injury, electric shocks, rupture, overheating, abnormal odors or smoke.

-  Always use the specified voltage and the suggested AC adapter (AD-E001) for the P-touch labeler to prevent any damage or failure.
-  Do not touch the AC adapter and P-touch labeler during a thunder storm.
-  Do not use the P-touch labeler/AC adapter in places of high humidity such as bathrooms.
-  Do not place heavy objects on, or damage the power cord or plug. Do not forcibly bend or pull the power cord. Always hold the AC adapter when disconnecting from the power outlet.
-  Make sure that the plug is fully inserted to the power outlet. Do not use an outlet that is loose.
-  Do not allow the P-touch labeler/AC adapter/power plug/batteries to get wet, for example, by handling them with wet hands or spilling beverages on to them.
-  Since loss of eyesight may result when leaked fluid from batteries gets into your eyes, immediately rinse your eyes with a large amount of clean water, and then seek medical attention.
-  Do not disassemble or modify the P-touch labeler/AC adapter/ batteries.
-  Do not allow a metal object to contact both the plus and minus ends of a battery.
-  Do not use sharp objects, such as tweezers or a metallic pen, to change the batteries.
-  Do not throw the batteries into fire or expose to heat.
-  Disconnect the AC adapter and remove batteries immediately and stop using the P-touch labeler if you notice abnormal odor, heat, discoloration, deformation or anything unusual while using or storing it.

### WARNING

-  Do not use a damaged or leaking battery as the fluid may get on your hands.
-  Do not use a deformed or leaking battery or one whose label is damaged. There is a possibility of generating heat.
-  Do not touch metal parts around the print head immediately after printing.
-  When the P-touch labeler is not being used, store it out of the reach of children. In addition, do not allow children to put the P-touch labeler parts or labels in their mouths. If any object has been swallowed, seek medical attention.
-  Do not use a damaged adapter cord or power plug.
-  Do not use the P-touch labeler when a foreign object enters the P-touch labeler. If any foreign object enters the P-touch labeler, disconnect the AC adapter and remove the batteries, and contact Brother customer service.

### CAUTION

Follow these guidelines to avoid personal injury, liquid leakage, burns or heat.

-  Do not touch the cutter blade.
-  If leaked fluid from batteries gets on your skin or clothes, immediately rinse them with clean water.
-  Remove the batteries and disconnect the AC adapter if you do not intend to use the P-touch labeler.
-  Do not use a battery other than that specified. Do not use combinations of old and new batteries or combinations of different types, different charging levels, different manufacturers or different models. Do not insert a battery with the polarity (+ and -) reversed.
-  Do not drop or hit the P-touch labeler/AC adapter.
-  Do not press on the LCD display.
-  Do not put your finger inside the P-touch labeler when you close the tape compartment cover or battery compartment cover.
-  Before using Ni-MH rechargeable batteries, carefully read the instructions for the batteries and battery charger, and be sure to use them correctly.
-  When using Ni-MH rechargeable batteries, charge the batteries with a specialized battery charger before using the batteries.

## General Precautions

- Depending on the location, material, and environmental conditions, the label may unpeel or become irremovable, the color of the label may change or be transferred to other objects. Before applying the label, check the environmental conditions and the material.
- Do not use the P-touch labeler in any way or for any purpose not described in this guide. Doing so may result in accidents or damage the P-touch labeler.
- Use only Brother TZe tapes with the P-touch labeler. Do not use tapes that do not have the  mark.
- Only use a soft, dry cloth to clean the labeler; never use alcohol or other organic solvents.
- Use a soft wipe to clean the print head; never touch the print head.
- Do not put any foreign objects into the tape exit slot or AC adapter connector or battery compartment, etc.
- Do not place the P-touch labeler/batteries/AC adapter in direct sunlight or rain, near heaters or other hot appliances, in any location exposed to extremely high or low temperatures (e.g., on the dashboard or in the back of your car) or high humidity, or in dusty locations.
- Do not apply excessive pressure to the cutter lever.
- Do not try to print if the cassette is empty; it will damage the print head.
- Do not pull the tape while printing or feeding; it will damage the tape and the P-touch labeler.
- Any data stored in memory will be lost due to failure or repair of the P-touch labeler, or if the battery expires.
- The P-touch labeler is not equipped with a charging feature for rechargeable batteries.
- The printed text may differ from the text that appears in the LCD.
- The length of the printed label may differ from the displayed label length.
- When power is disconnected for two minutes, all text, format settings and any text files stored in the memory will be cleared.
- You can also use Heat Shrink Tube in this model. Check the Brother website (<http://www.brother.ca/>) for further information. You cannot print frames, pre-set P-touch templates, or use certain font settings when using Heat Shrink Tube. Printed characters may also be smaller than when using TZe tape.
- **A protective clear plastic sticker is placed over the display during manufacturing and shipping. This sticker should be removed prior to use.**

# GETTING STARTED

## Unpacking Your P-touch labeler

### Carton Contents

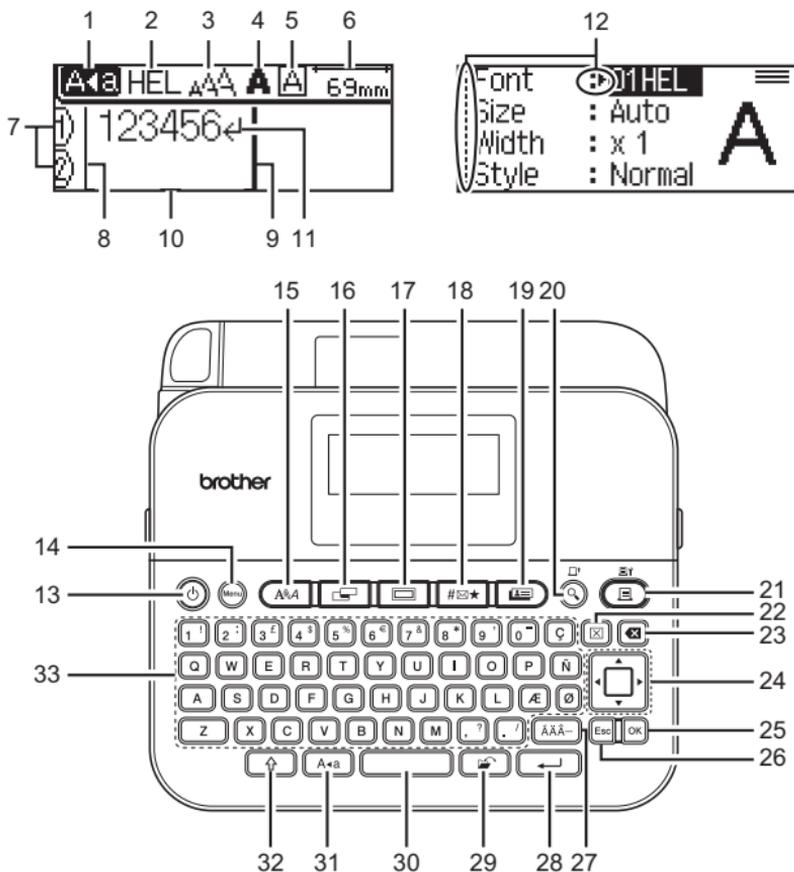
P-touch labeler

Starter Tape Cassette

AC adapter

User's Guide

## LCD Display & Keyboard



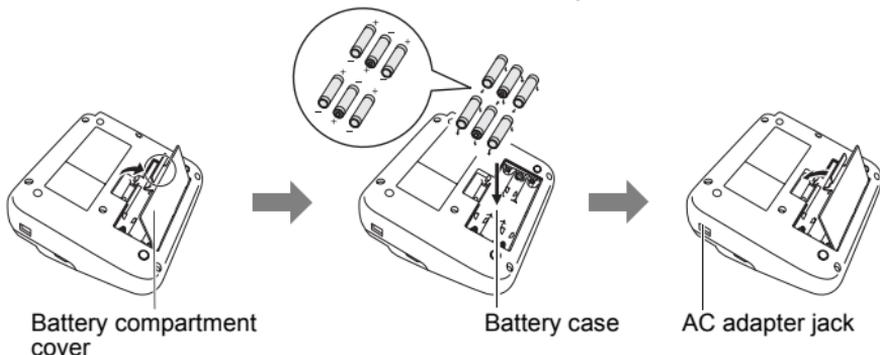
- |                      |                   |            |
|----------------------|-------------------|------------|
| 1. Caps mode         | 15. Font          | 26. Escape |
| 2-5. Style guidance  | 16. Label         | 27. Accent |
| 6. Tape length       | 17. Frame         | 28. Enter  |
| 7. Line number       | 18. Symbol        | 29. File   |
| 8. Start Line        | 19. Sample Labels | 30. Space  |
| 9. End Line          | 20. Preview       | 31. Caps   |
| 10. Cursor           | 21. Print         | 32. Shift  |
| 11. Return mark      | 22. Clear         | 33. Letter |
| 12. Cursor selection | 23. Backspace     |            |
| 13. Power            | 24. Cursor        |            |
| 14. Menu             | 25. OK            |            |

## NOTE

- The text that you enter can be up to 80 characters in length.
- Use (⌘) in combination with the letter and number keys to type uppercase letters or the symbols indicated on the upper-right corner of the keys.
- Use ◀ with (⌘) to go to top of the text. Use ▶ with (⌘) to go to end of the text.
- While selecting the settings, press (⏪) to go back to the default item.
- To cancel any operation, press (Esc).
- Label length shown on LCD may slightly differ from the actual label length when printed.

## Power Supply and Tape cassette

Insert six new AA alkaline batteries (LR6) or fully charged Ni-MH batteries (HR6), making sure that their poles point in the correct directions. To remove the batteries, reverse the installation procedure.

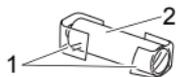


### NOTE

- When using AC adapter (AD-E001):
  - Insert the plug on the adapter cord into the AC adapter jack on the side of the machine.
  - Insert the plug into the nearest standard electrical outlet. For memory back up, we recommend using AA alkaline batteries (LR6) or Ni-MH batteries (HR6) together when using the AC adapter.
- To safeguard and backup the P-touch labeler's memory, when the AC adapter is unplugged it is recommended to have AA alkaline batteries (LR6) or Ni-MH batteries (HR6) installed in the P-touch labeler.
- When power is disconnected for more than two minutes, all text and format settings will be cleared. Any text files stored in the memory will also be cleared.
- Remove the batteries if you do not intend to use the P-touch labeler for an extended period of time.
- Dispose of the battery at an appropriate collection point, not in the general waste stream. In addition, be sure to observe all applicable federal, state, and local regulations.
- When storing or discarding the battery, wrap it (for example with cellophane tape), to prevent it from short-circuiting.

(Battery insulation example)

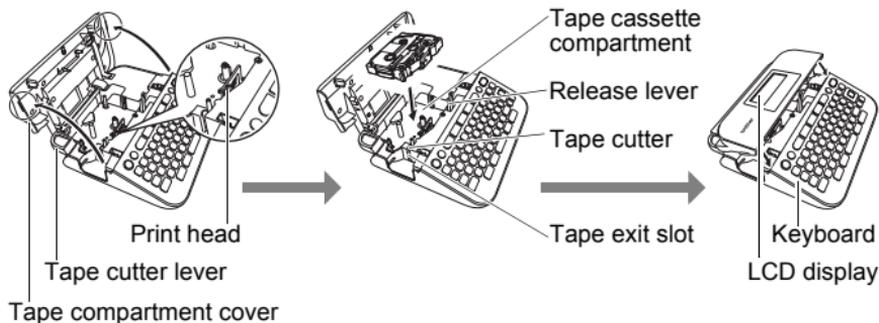
1. Cellophane tape
2. Alkaline or Ni-MH battery



### CAUTION

USING A COMBINATION OF DIFFERENT BATTERIES (SUCH AS NI-MH AND ALKALINE), MAY RESULT IN AN EXPLOSION. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Insert a Tape Cassette.



**NOTE**

- When inserting the tape cassette, make sure that the tape and ink ribbon do not catch on the print head.
- If you cannot close the tape compartment cover, check to ensure the release lever is in the up position. If not, lift the lever, and then close the cover.

**Turning Power On/Off**

Press (⏻) to turn the P-touch labeler on.

Press (⏻) again to turn the P-touch labeler off.

**NOTE**

Your P-touch labeler has a power saving function that automatically turns itself off if no key is pressed within a certain time under certain operating conditions. Refer to “Specifications” on page 30.

**Feeding Tape**

To feed the tape, press the following keys:

(⏻) + (⏪).

**Setting LCD Display****■ LCD Contrast**

The default setting is [0].

(Menu) → ▲/▼ [Adjustment] → (OK) or (←) → ▲/▼ [LCD Contrast] →  
 ◀/▶ [-2 - +2] → (OK) or (←).

**Setting Unit and Language****■ Unit**

The default setting is [mm].

(Menu) → ▲/▼ [Unit] → (OK) or (←) → ▲/▼ [mm/inch] → (OK) or (←).

**■ Language**

The default setting is [English].

(Menu) → ▲/▼ [Language] → (OK) or (←) → ▲/▼ [English/Español/  
 Français/Hrvatski/Italiano/Magyar/Nederlands/Norsk/Polски/Português/  
 Português(Brasil)/Română/Slovenski/Slovenský/Suomi/Svenska/Türkçe/  
 Čeština/Dansk/Deutsch] → (OK) or (←).

## EDITING A LABEL

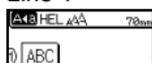
---

### Entering and Editing Text

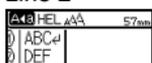
#### ■ Adding a New Line

Move the cursor to end of the current line and press (↵).

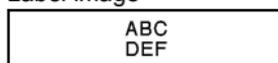
Line 1



Line 2



Label image



#### NOTE

---

There is a maximum number of lines of text that can be entered for each tape width. A maximum of 5 lines for 18 mm tape, 3 lines for 12 mm tape, 2 lines for 9 mm and 6 mm tape, and 1 line for 3.5 mm tape.

---

#### ■ Deleting Text

By pressing (⌫), the letters will be deleted one by one.

To delete all text:

(⌫) → ▲/▼ [Text Only] → (OK) or (↵).

To delete all text and format settings:

(⌫) → ▲/▼ [Text&Format] → (OK) or (↵).

#### ■ Inserting a Tab

(Menu) → ▲/▼ [Tab] → (OK) or (↵).

#### NOTE

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You can also set a tab by pressing (⇧) and ( ).

---

To change tab length:

(⇧) → ▲/▼ [Tab Length] → ◀/▶ [0-100 mm] → (OK) or (↵).

### Entering Symbols

#### ■ Entering Symbols Using the Symbol Function

(#\*) → ▲/▼ Select Category → (OK) or (↵) → ▲/▼/◀/▶ Choose a symbol → (OK) or (↵).





Character	Accented Characters	Character	Accented Characters
k	ķ	y	ý Ÿ
K	Ķ	Y	Ÿ Ÿ
l	ĺ ľ ı ı	z	ž ź ž
L	Ł Ł Ł Ł	Z	Ź Ź Ź

## Setting Character Attributes ([Font]/[Size]/[Width]/[Style]/[Line]/[Align])

You can set character attributes by label or by each line both before and after entering text.

### ■ Setting Character Attributes by Label

(A&A) → ▲/▼ Select an attribute → ◀/▶ Set a value for that attribute → (OK)  
or (←).

### NOTE

You can view an example of the selected character attribute on the LCD display.

### ■ Setting Character Attributes by Each Line

- Using ▲/▼, move the cursor to the line you wish to change the character attribute.
- Press (↕) and (A&A) to display the attributes.

### NOTE

- (<sup>~</sup>A) on the screen indicates that you are now applying the attribute for that specific line only.
- When different value of attribute is set for each line, the value will be displayed as \*\*\*\*\* when you press (A&A). When you change the setting on this screen by using ◀ or ▶, the same change will be applied to all lines of the label.
- When different value of attribute is set for each line, the line numbers on the text entry screen will be displayed as white text on a black background.

## EDITING A LABEL

- The actual printed font size depends on the tape width, number of characters and number of input lines. Once characters reach a minimum size, the selected font will default to a custom font which is based on the Helsinki style. This allows labels to print using the smallest text possible on narrow or multi-line labels.
- The 6 point font only prints in Helsinki, no other font type.
- When [Size] is set to [Auto] and all the text is entered in uppercase, the text is automatically adjusted to print in the largest font size possible for each tape width. This font size is larger than the largest font size available in the font settings for each tape width.

### Setting Options

Attribute	Value	Result	Attribute	Value	Result
Font	Helsinki	A1	Font	Belgium	A1
	Brussels	A1		Atlanta	A1
	US	A1		Adams	A1
	Los Angeles	<b>A1</b>		Brunei	<b>A1</b>
	San Diego	<b>A1</b>		Sofia	<b>A1</b>
	Florida	<b>A1</b>		Germany	A1
	Calgary	A1		Letter Gothic	A1
Size	Auto	When Auto is selected, the text is automatically adjusted to print in the largest size available in the font settings for each tape width.	Size	18 pt	A
	6 pt	A		24 pt	A
	9 pt	A		36 pt	A
	12 pt	A		42 pt	A

Attribute	Value	Result	Attribute	Value	Result
Width	x 1	A	Width	x 1/2	A
	x 3/2	A		x 2/3	A
	x 2	A			
Style	Normal	A	Style	Italic Bold	A
	Bold	A		Italic Outline	A
	Outline	A		Italic Shadow	A
	Shadow	A		Italic Solid	A
	Solid	A		Vertical	A
	Italic	A			
Line	Off	A	Line	Strikeout	A
	Underline	A			
Align	Left	ABC	Align	Right	ABC
	Center	ABC		Justify	A B C

### ■ Setting Auto Fit Style

When [Size] is set to [Auto] and [Length] is set to a specific length, you can select the way of reducing the text size to fit within the label length. When [Text Size] is selected, the total text size is modified to fit within the label. When [Text Width] is selected, the text width will be reduced to the size of x1/2 setting.

(Menu) → ▲/▼ [Auto Fit Style] → (OK) or (↩) → ▲/▼ [Text Size/Text Width] → (OK) or (↩).

### Setting Frames

(☐) → ▲/▼ Select Category → (OK) or (↩) → ▲/▼/◀/▶ Select a frame → (OK) or (↩).

## Frames

Category	Frames
Basic 1	
Basic 2	
Home	
School/Office	
Appointment	
DIY/Hobby	
Season/Holiday	

## Setting Label Attributes ([Length]/[Margin]/[Tab Length])

(Refer to "Adjusting the Label Length" on page 23, "Setting Margin" on page 21 and "To change tab length:" on page 10.)

() → ▲/▼ Select an attribute → ◀/▶ Set a value for that attribute → () or ()

### NOTE

[Length] can be set within the range 30 mm - 300 mm. When [Auto] is selected, the length of the label is automatically adjusted based on the amount of text entered.

## Creating a Bar Code Label

### NOTE

- The P-touch labeler is not designed exclusively for creating bar code labels. Always check that bar code labels can be read by the bar code reader.
- For best results, print bar code labels in black ink on white tape. Some bar code readers may not be able to read bar code labels created using colored tape or ink.
- Use the [Large] setting for [Width] whenever possible. Some bar code readers may not be able to read bar code labels created using the [Small] setting.
- Continuously printing a large number of labels with bar codes can overheat the print head, which may affect printing quality.

### ■ Setting Bar Code Parameters and Entering Bar Code Data

() → ▲/▼ [Bar Code Setup] → () or () → ▲/▼ Select an attribute → ◀/▶ Set a value for that attribute → () or () → Type in the bar code data → () → ▲/▼ Select a character → () or () → () or ()

### NOTE

- Symbols are only available for the CODE39, CODE128, CODABAR or GS1-128 protocols. When not using symbols, after typing in the bar code data, press () or () to insert the bar code in the label.
- The "C.Digit" (Check Digit) attribute is only available for the CODE39, I-2/5 and CODABAR protocols.
- Only one bar code can be printed on a label.

**Bar Code Settings**

Attribute	Value
Protocol	<b>CODE39</b> , CODE128, EAN-8, EAN-13, GS1-128 (UCC/EAN-128), UPC-A, UPC-E, I-2/5 (ITF), CODABAR
Width	<b>Small</b>
	Large
Under# (characters printed below bar code)	<b>On</b>
	Off
C.Digit (check digit)	<b>Off</b>
	On (only available for the CODE39, I-2/5 and CODABAR protocols)

**Special Character List**

**CODE39**

**CODABAR**

Special Character	Special Character
-	-
.	\$
(SPACE)	:
\$	/
/	.
+	+
%	

## CODE128, GS1-128 (UCC / EAN-128)

Special Character			
(SPACE)	!	"	#
\$	%	&	'
(	)	*	+
,	-	.	/
:	;	<	=
>	?	@	[
\	]	^	_
NUL	.	SOH	STX
ETX	EOT	ENQ	ACK
BEL	BS	HT	LF
VT	FF	CR	SO
SI	DLE	DC1	DC2
DC3	DC4	NAK	SYN
ETB	CAN	EM	SUB
ESC	{	FS	
GS	}	RS	~
US	DEL	FNC3	FNC2
FNC4	FNC1		

### ■ Editing and Deleting a Bar Code

To edit bar code parameters and bar code data, position the cursor beneath the bar code mark on the data entry screen and then open the Bar Code Setup screen by pressing (Menu) and selecting [Bar Code Setup] with ▲/▼.

To delete a bar code from a label, position the cursor to the right of the bar code mark on the data entry screen and press (☒).

## LABEL PRINTING

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### Label Preview

You can preview the text before printing.



Press ◀ or ▶ to scroll the preview to the left or right.

Press ▲ or ▼ to change the magnification of the preview.

### Printing Labels

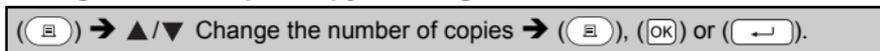
To cut off the label, press the tape cutter lever on the upper left corner of the machine.

#### NOTE

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- To prevent damage to the tape, do not touch the cutter lever while the message [Printing...Copies] or [Feeding Tape...Please Wait] is displayed.
  - Do not pull the label coming out of the tape exit slot. Doing so will cause the ink ribbon to be discharged with the tape, making the tape no longer usable.
  - Do not block the tape exit slot during printing or when feeding tape. Doing so will cause the tape to jam.
- 

#### ■ Single and Multiple Copy Printing

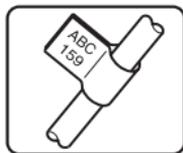
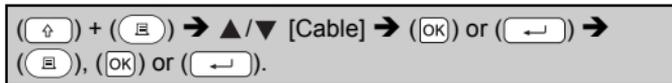


#### NOTE

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- If you need only 1 copy of the label, press (E), (OK) or (←) without selecting the number of copies.
  - The number of copies can also be specified by pressing a number key.
- 

#### ■ Cable Flag Printing



■ **Numbering Printing**



() + () → ▲/▼ [Numbering] → () or () → ◀/▶ Select start point → () or () → ◀/▶ Select end point → () or () → ▲/▼ Select the number of labels to be printed → (), () or ()

Select the highest number you wish to be printed when setting the number.

■ **Mirror Printing**

Use clear tape in [Mirror], so the labels can be read correctly from the opposite side when attached on glass, windows or other transparent surfaces.



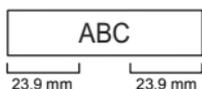
() + () → ▲/▼ [Mirror] → () or () → (), () or ()

**Setting Margin**

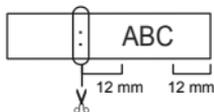
■ **[Full]/[Half]/[Narrow]**

() → ▲/▼ [Margin] → ◀/▶ [Full/Half/Narrow] → () or () → () → ▲/▼ Select the number of copies → (), () or ()

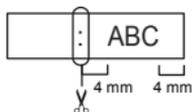
Full



Half



Narrow



**NOTE**

Cut along the printed dots (:) with scissors so the text is centered in the label.

### ■ [Chain]

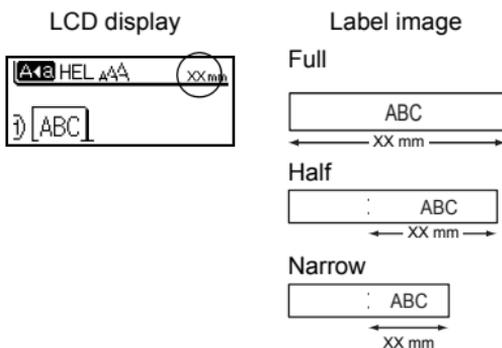
Use this setting when printing several labels with minimum margins.

Enter text (ABC) → → ▲/▼ [Margin] → ◀/▶ [Chain] → or → → ▲/▼ Select the number of copies → , or → The message [OK to Feed?] appears → → Clear the text and enter text for the next label (DEF) → → ▲/▼ Select the number of copies → , or → The message [OK to Feed?] appears → or to feed the tape.



### NOTE

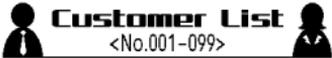
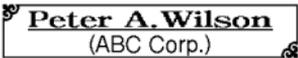
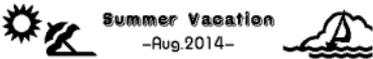
- When [Chain] is set, feed the tape before using the cutter otherwise a part of the text may be cut off. Refer to “Feeding Tape” on page 9.
- The value XX displayed on the upper right corner of the LCD display indicates the label length XX shown on the Label images below.



- Do not pull the tape since this may damage the tape cassette.



**Sample Label List**

Category	Sample Label
File	
Storage Box	
Kitchen	
Name Badge	
Garage	
Scrapbooking	
Gardening	
Address	
Gift	
Caution	

## USING THE FILE MEMORY

---

### Saving Label Files

You can save up to 50 labels and recall them for printing at a later date. A maximum of 80 characters can be saved per file. You can also edit and overwrite the stored label.

#### ■ Save

Type text and format label → (🖨️) → ▲/▼ [Save] → (OK) or (↩️) → ▲/▼ [No.] (Save) → (OK) or (↩️).

#### ■ Print

(🖨️) → ▲/▼ [Print] → (OK) or (↩️) → ▲/▼ [No.] (Print) ABC → (📄), (OK) or (↩️) → ▲/▼ Select the number of copies → (📄), (OK) or (↩️).

#### ■ Open

(🖨️) → ▲/▼ [Open] → (OK) or (↩️) → ▲/▼ [No.] (Open) ABC → (OK) or (↩️).

#### ■ Delete

(🖨️) → ▲/▼ [Delete] → (OK) or (↩️) → ▲/▼ [No.] (Delete) ABC → (OK) or (↩️) → [Delete?] → (OK) or (↩️).

# RESETTING & MAINTAINING YOUR P-TOUCH LABELER

## Resetting the P-touch Labeler

### ■ Resetting the data to factory settings

Turn off the machine. Press and hold down (⏏) and (R). While holding down (⏏) and (R), press (⏻) once and then release (⏏) and (R).

#### NOTE

- Release (⏻) before releasing the other key.
- All text, format settings, option settings and stored label files are cleared when you reset the P-touch labeler. Language and unit settings will also be cleared.

## Maintenance

#### NOTE

Always remove the batteries and disconnect the AC adapter before cleaning the P-touch labeler.

### ■ Cleaning the Unit

Wipe any dust and marks from the main unit using a soft, dry cloth. Use a slightly dampened cloth on difficult to remove marks.

#### NOTE

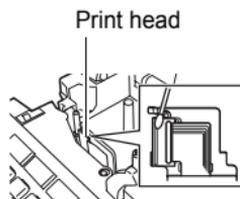
Do not use paint thinner, benzene, alcohol or any other organic solvent. These may deform the case or damage the appearance of your P-touch labeler.

### ■ Cleaning the Print Head

Streaks or poor quality characters on printed labels generally indicates that the print head is dirty. Clean the print head using a cotton swab or the optional print head cleaning cassette (TZe-CL4).

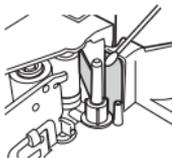
#### NOTE

- Do not touch the print head directly with your bare hands.
- Refer to the instructions provided with the print head cleaning cassette for directions on how to use it.



### ■ Cleaning the Tape Cutter

Tape adhesive can build up on the cutter blade after repeated use, taking the edge off the blade which may result in the tape jamming in the cutter.



### NOTE

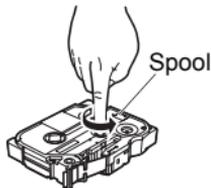
---

- About once every year, wipe the cutter blade using a cotton swab moistened with Isopropyl alcohol (rubbing alcohol).
  - Do not touch the cutter blade directly with your bare hands.
-

# TROUBLESHOOTING

## What to do when...

Problem	Solution
The screen 'locks', or the P-touch labeler does not respond normally.	<ul style="list-style-type: none"><li>Refer to "Resetting the P-touch Labeler" on page 26 and reset the internal memory to the initial settings. If resetting the P-touch labeler does not solve the problem, disconnect the AC adapter and remove the batteries for more than 10 minutes.</li></ul>
The display remains blank after turning on the power.	<ul style="list-style-type: none"><li>Check that the batteries are correctly installed and that the AC adapter designed exclusively for your P-touch labeler is correctly connected. Check that the rechargeable battery is fully charged.</li></ul>
The LCD messages are displayed in a foreign language.	<ul style="list-style-type: none"><li>Refer to "Setting Unit and Language" on page 9 to select your desired language.</li></ul>
The label is not printed after pressing the Print key.	<ul style="list-style-type: none"><li>Check that text has been entered and that the tape cassette is installed correctly with sufficient tape remaining.</li><li>If the tape is bent, cut off the bent section and thread the tape through the tape exit slot.</li><li>If the tape is jammed, remove the tape cassette and then pull out the jammed tape and cut it. Check that the end of the tape passes through the tape guide before reinstalling the tape cassette.</li></ul>
The label is not printed correctly.	<ul style="list-style-type: none"><li>Remove the tape cassette and reinstall it, pressing it firmly until it clicks into place.</li><li>If the print head is dirty, clean it with a cotton swab or optional print head cleaning cassette (TZe-CL4).</li></ul>
The ink ribbon is separated from the ink roller.	<ul style="list-style-type: none"><li>If the ink ribbon is broken, replace the tape cassette. If not, leave the tape uncut and remove the tape cassette, then wind the loose ink ribbon onto the spool as shown in the figure.</li></ul>
The P-touch labeler stops while printing a label.	<ul style="list-style-type: none"><li>Replace the tape cassette if striped tape is visible, as this indicates that you have reached the end of the tape.</li><li>Replace all batteries or connect the AC adapter directly to the P-touch labeler.</li></ul>
Label files saved previously are now empty.	<ul style="list-style-type: none"><li>All files stored in the internal memory are deleted if the batteries are weak or the AC adapter was disconnected.</li></ul>
A tape jam which cannot be cleared keeps occurring.	<ul style="list-style-type: none"><li>Please contact Brother customer service.</li></ul>



## When an error message appears on the display

When an error message appears on the display, follow the directions provided below.

Message	Cause/Remedy
<b>Check # of Digits Entered!</b>	The number of digits entered in the bar code data does not match the number of digits set in the bar code parameters. Enter the correct number of digits.
<b>Cutter Error!</b>	The tape cutter has been closed when you tried to print or feed tape. Turn the P-touch labeler off and then on again before continuing. When tape is tangled in the cutter, remove the tape.
<b>Length Limit!</b>	The length of the label to be printed using the text entered is longer than 1 m. Edit the text so that the length of the label is less than 1 m.
<b>Text Too High!</b>	The text size is too large.
<b>Text Too Long!</b>	The length of the label to be printed using the text entered is longer than the length setting. Edit the text to fit within the set length or change the length setting.
<b>System Error XX</b>	Please contact Brother customer service.

# APPENDIX

## Specifications

Item	Specification
Dimensions	Approx. 189 (W) x 177.5 (D) x 70.5 (H) mm
Weight	Approx. 730 g (without batteries and tape cassette)
Power supply	Six AA alkaline batteries (LR6), Six AA Ni-MH batteries (HR6) <sup>*1</sup> , AC adapter (AD-E001)
Character display	16 characters x 1 guidance and 2 lines text (128 dot x 48 dot)
Print height	15.8 mm max. (when using 18 mm tape) <sup>*2</sup>
Print speed	Approx. 20 mm/sec.
Tape cassette	Standard TZe tape cassette (3.5 mm, 6 mm, 9 mm, 12 mm, 18 mm widths)
No. of lines	18 mm tape : 1 - 5 lines; 12 mm tape : 1 - 3 lines; 9 mm tape : 1 - 2 lines; 6 mm tape : 1 - 2 lines; 3.5 mm tape : 1 line
Memory buffer size	Maximum 1,100 characters
File storage	Maximum 50 files
Auto Power-off	5 minutes
Operation temperature/ humidity	10 - 35 °C (50 - 95 °F) / 20% - 80% humidity (without condensation) Maximum wet bulb temperature: 27 °C (80.6 °F)

<sup>\*1</sup> Visit us at <http://support.brother.com/> for the latest information about the recommended batteries.

<sup>\*2</sup> Actual character size may be smaller than maximum print height.

### Contact Information

Website: [www.brother.ca](http://www.brother.ca)

**brother**

Printed in China  
LAE979001A

