



P-touch

**P900W/P950NW**  
**Quick Setup Guide**

**English**

Thank you for purchasing the P-touch labelling machine (hereafter, referred to as "machine") model P900W/P950NW. Your new P900W/P950NW is an intuitive, easy to operate and feature-rich labeller that produces professionally looking, high-quality labels. This manual contains basic procedures for using the machine. Read the whole guide before using your product and keep it for later reference. The available options and supplies may vary depending on the country.

To download and install printer drivers and software, visit our website.

[install.brother](http://install.brother)

For more information on installing the driver and software, see *Installing the Software and Printer Driver to a Computer*.

**Available Manuals**

■ **Product Safety Guide**

This guide provides safety information; read it before you use the machine.

■ **Quick Setup Guide (this guide)**

This guide provides basic information about using the machine along with detailed troubleshooting tips.

■ **User's Guide**

When downloading the installer from above [install.brother](http://install.brother) and installing it, the folder "Brother Manual" is created on your PC desktop and this manual is stored in this folder.

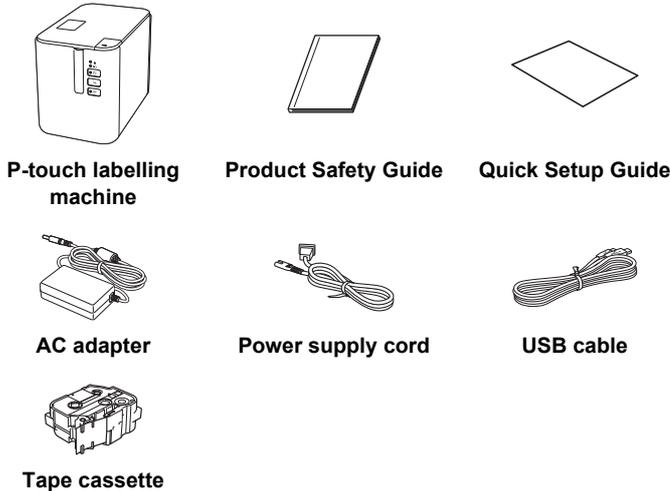
This guide provides additional information about the machine settings and operations, troubleshooting tips, and maintenance instructions.

In addition, you can download individual manuals that you need from the Brother support website.

Visit the Brother support website at [support.brother.com](http://support.brother.com) and click Manuals on your model page to download the other manuals.

**Unpacking Your Machine**

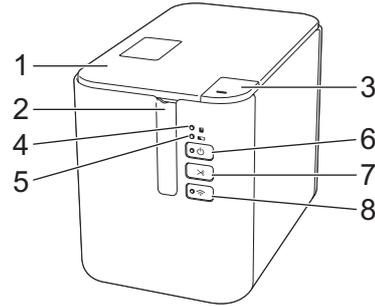
Before using your machine, check that the package contains the following:



**General Description**

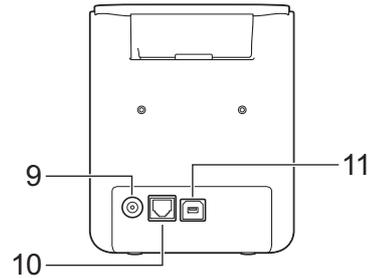
**Front**

P900W/P950NW

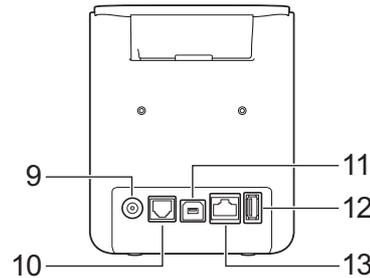


**Back**

P900W



P950NW

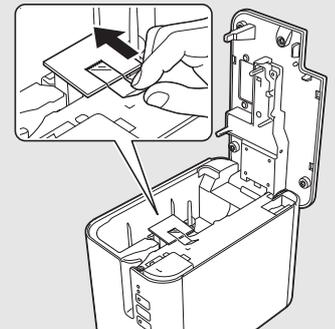


- 1 Tape compartment cover
- 2 Tape exit slot
- 3 Cover open button
- 4 (Status) indicator
- 5 (Battery) indicator
- 6 (Power) button
- 7 (Feed&Cut) button
- 8 (Wi-Fi) button
- 9 AC adapter socket
- 10 Serial port
- 11 USB port (for Computer)
- 12 USB host (for Barcode Scanner)
- 13 LAN port

**IMPORTANT**

Before using the P-touch labelling machine, make sure you remove the protective material according to the following procedure.

- 1 Press the cover open button to open the tape compartment cover.
- 2 Pull the tape to remove the tape together with the protective material.

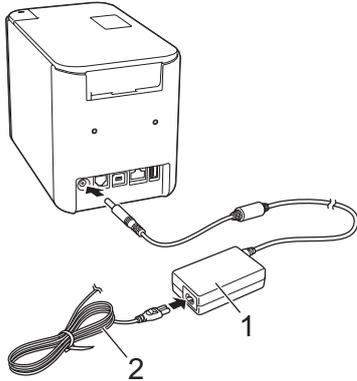


## Connecting the Power Supply

### AC Adapter

Use the AD9100ESA (AC adapter) for this machine. Connect the AC adapter directly to the machine.

1. Insert the plug on the AC adapter cord into the AC adapter socket marked DC IN 24 V on the machine.
2. Insert the plug on the power supply cord into the AC adapter.



- 1 AC adapter  
2 Power supply cord

3. Insert the power supply plug into a standard electrical socket.

### IMPORTANT

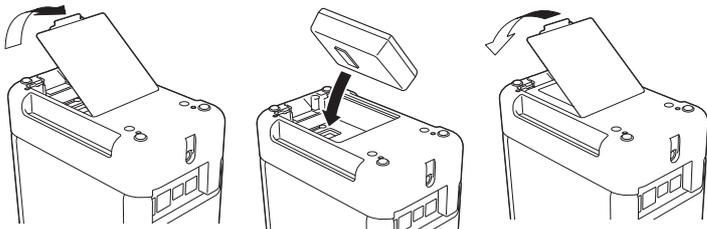
- Turn the machine off before disconnecting the AC adapter.
- Do not pull or bend the AC adapter cord and power supply cord.
- After the power supply plug is inserted into the electrical socket, it may take a few seconds until the ⏻ (Power) button is enabled.

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

Attach the battery base (PA-BB-002) to the machine. For more information about attaching the battery base, see its instruction manual.

### Installing the Rechargeable Li-ion Battery

1. Press and hold the ⏻ (Power) button to turn the machine off.
2. Open the battery cover on the bottom of the machine.
3. Insert the battery into the battery compartment.
4. Close the battery cover.



### Removing the Rechargeable Li-ion Battery

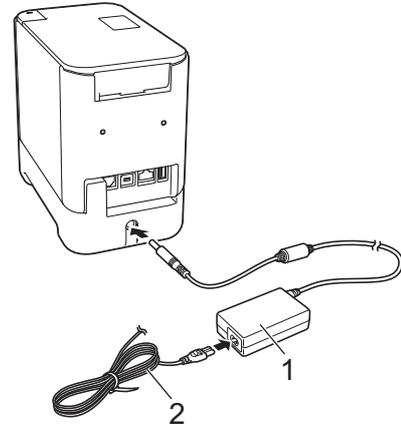
Press and hold the ⏻ (Power) button to turn the machine off. Remove the battery cover and the battery, and then reattach the battery cover.

### Charging the Rechargeable Li-ion Battery

#### NOTE

- Before use, fully charge the battery.
- Up to three hours may be needed to fully charge the battery.

1. Make sure the battery is installed in the machine.
2. Use the AC adapter and power supply cord to connect the machine to an electrical socket.  
Press the ⏻ (Power) button to turn the machine on if it is not on already.  
The 🔋 (Battery) indicator lights in orange during charging, and it goes off when the battery is fully charged.



- 1 AC adapter  
2 Power supply cord

#### NOTE

Although the charging stops if the machine is used to print, feed, or perform another operation, the charging will start again automatically after the operation is finished if the charging is not completed.

### Stopping Rechargeable Li-ion Battery Charging

To stop the battery charging, disconnect the AC adapter.

#### Notes on Using the Rechargeable Li-ion Battery

- Before use, fully charge the battery. Do not use it until it is fully charged.
- The battery charging must take place in environments between 0°C and 40°C, otherwise the battery will not charge, and the 🔋 (Battery) indicator will remain lit. If the charging stops because the environment temperature is too low or too high, place the machine with a temperature between 0°C and 40°C and try charging again.
- If the machine is used to print, feed, or perform another operation when both the battery is installed and the AC adapter is connected, the 🔋 (Battery) indicator may turn off and charging may stop even if the battery is not fully charged.

#### Rechargeable Li-ion Battery Characteristics

To ensure the highest performance and longest life from the battery:

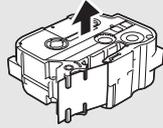
- Do not use or store the battery in a location exposed to extreme high or low temperatures as it may discharge more quickly. This may happen when using a rechargeable Li-ion battery with a high charge (90% charged or more) in a location exposed to high temperatures.
- Remove the battery when storing the machine for long periods of time.
- Store a battery with less than a 50% charge in a cool dry place out of direct sunlight.
- Recharge the battery every six months if it is stored for long periods of time.
- If you touch a part of the machine while the Li-ion battery is charging, that part of the machine may feel warm. This is normal, and the machine may be used safely. However, if the machine becomes extremely hot, discontinue use.

## Inserting a Tape Cassette

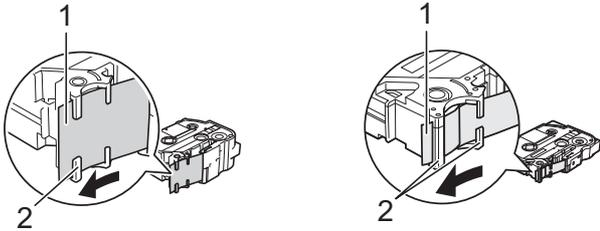
The TZe tape, FLe label and HSe tube cassettes can be used in your machine.

### IMPORTANT

If the new tape cassette has a cardboard stopper, be sure to remove the stopper before inserting the cassette.

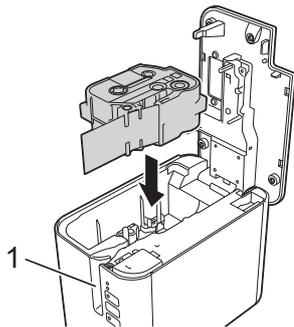


1. Check that the end of the tape is not bent and that it passes through the tape guide. If it does not, pass it through the tape guide as shown in the illustration.



- 1 End of tape
- 2 Tape guides (The actual shape may be different depending on the tape width.)

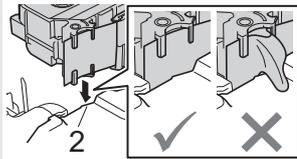
2. Press the cover open button to open the tape compartment cover.
3. Insert the tape cassette into the tape cassette compartment with the end of the tape facing the machine's tape exit slot, then push down evenly until the tape cassette is installed correctly.



1 Tape exit slot

### IMPORTANT

- When inserting the tape cassette, make sure that the tape and ink ribbon do not catch on the print head.
- Make sure that there is no slack in the tape, and then carefully insert the tape cassette. If there is slack in the tape, the tape will catch on the protrusion (2) when the cassette is inserted and become bent or wrinkled, causing the tape to jam. To fix the slack in the tape, refer to the illustration in step 1 and pull the tape outside of the tape guide.
- When removing the tape cassette, make sure that the tape does not catch on the protrusion (2).



4. Close the tape compartment cover.

### IMPORTANT

Store tape cassettes in a cool dark location, away from direct sunlight and high temperature, high humidity, or dusty locations. After opening the sealed package, use the tape cassette as quickly as possible.

## Turning Power On/Off

**On:** Press the ⏻ (Power) button to turn the machine on. The ⏻ (Power) indicator lights in green.

**Off:** Press and hold the ⏻ (Power) button again to turn the machine off. The ⏻ (Power) indicator may light in orange until the power is off.

### IMPORTANT

When turning the machine off, do NOT remove the battery or disconnect the AC adapter until the orange ⏻ (Power) indicator turns off.

## Connecting to a computer

### P900W

Operating Systems	Basic Setup		Serial port (ESC/P and P-touch Template only)
	USB port	LAN port	
Windows Vista / Windows 7/ Windows 8 / 8.1 Windows 10 / Windows Server 2008 / 2008 R2 Windows Server 2012 / 2012 R2	✓	-	✓
Mac OS X v10.9.5, 10.10.x, 10.11			-

### P950NW

Operating Systems	Basic Setup		Serial port (ESC/P and P-touch Template only)
	USB port	LAN port	
Windows Vista / Windows 7/ Windows 8 / 8.1 Windows 10 / Windows Server 2008 / 2008 R2 Windows Server 2012 / 2012 R2	✓	✓	✓
Mac OS X v10.9.5, 10.10.x, 10.11			-

### NOTE

The compatible operating systems may change. For the latest information, visit our support website at [support.brother.com](http://support.brother.com).

# LED Indicators

The indicators light and flash to indicate the machine status. The symbols used in this section explain the meaning of the different indicator colours and patterns:

 = Indicator is lit

 = Indicator is flashing

 = Indicator can be off, lit or flashing in any colour

(Off) = Indicator is off

G = Green  
O = Orange  
R = Red

Example:  = Indicator is flashing in green

 (Status)	 (Power)	 (Wi-Fi)	Condition
(Off)		(Off)	During the processing of the power-off
(Off)			Idle mode Initializing mode  Mode can be used only when the Touch Panel Display Unit (TDU) is installed (includes the error mode) (P950NW Only)
(Off)			Tape feed and cutting mode
			Printing mode
 (2 times in 1.8 seconds)		(Off)	No media error Tape end error
(Off)			Cover open mode
		(Off)	Cover open error when printing
			Receiving data
(Off)			Transferring data
(Off)			Now cooling
			System error 1 System error 2 System error 3
			In boot mode
		(Off)	Reset mode (when the mode is starting)
(Off)		(Off)	Reset mode (when the button is pressed 1/3/5 times)
		(Off)	Reset mode (when the button is pressed 2/4/6 times)
 (Three times)	 (Three times)	(Off)	Reset mode (when reset is confirmed)
(Off)	 (Repeat four times)	(Off)	IP address fixed notification (USB ID fixed notification)
		(Off)	Mass storage mode
 (One time)		(Off)	Mass storage processing mode

 (Status)	 (Power)	 (Wi-Fi)	Condition
 (2 times in 1.8 seconds)			P950NW Only: USB host unsupported device connection error USB host HUB connection error
 (1 time in 1 second)			USB host power supply excessive voltage error (P950NW Only)  Mass storage error
 (1 time in 2 seconds)			Roller holder error
 (2 times in 1.8 seconds)			Adapter error
 (2 times in 1.8 seconds)			Option connection error (P950NW Only)
(Off)		(Off)	Adapter connection error
		(Off)	When blinking alternately: Cutter error When blinking simultaneously: High temperature error
 (2 times in 1.8 seconds)		(Off)	Non-compliant tape error
		(Off)	Wrong media error
 (2 times in 1.8 seconds)	 (2 times in 1.8 seconds)	(Off)	Communication error Memory full error Number of lines/character size error
 (1 time in 1 second)	 (1 time in 1 second)	(Off)	When blinking alternately: Database search error When blinking simultaneously: No template error
 (2 times in 1.8 seconds)	 (2 times in 1.8 seconds)	(Off)	High-resolution/draft printing error
		(Off)	Black mark not detected error

## Battery indicator

 (Battery)	 (Power)	Condition
(Off)		Rechargeable battery power: full Charging complete
		Charging
 (1 times in 4 seconds)		Rechargeable battery power: half
 (2 times in 4 seconds)		Rechargeable battery power: low
		Rechargeable battery error
		Rechargeable battery power: empty

## Wi-Fi® indicator

 (Status)	 (Power)	 (Wi-Fi)	Condition
(Off)			No available WPS access point was found
(Off)			WPS access point connection error
(Off)		 (2 times in 1.8 seconds)	Incorrect security settings
(Off)		 (2 times in 1.8 seconds)	WPS access point search error
			Wi-Fi on, not connected
			Wi-Fi on, connected
			Wi-Fi: WPS setting mode
		 (Three times)	BT switching complete notification (P950NW Only)

## Printing Using the Computer

### Available Applications for Use with Computers

Available Applications	Features	Computer	Connection
 P-touch Editor	Design and print custom labels with built in drawing tools, text using different fonts and styles, imported graphic images and barcodes.	Windows / Mac	Wi-Fi / USB / Wired Network
 Cable Label Tool	Create and print labels for cables, patch panels, faceplates, electrical equipment and more.	Windows	

For more information, see the *User's Guide*.

## Installing the Software and Printer Driver to a Computer

To print from your Windows computer or Mac, install the printer driver, P-touch Editor and other applications to your computer.

1. Visit our website ([install.brother](http://install.brother.com)) and download the installer for the latest software and manuals.
2. Double-click the downloaded .exe file and follow the on-screen instructions to proceed with the installation.

### NOTE

To connect the machine to a computer using a wireless connection, we recommend the following:

- Configure the wireless network settings while installing the software. You can change the settings later using the Printer Setting Tool. For more information, see the *User's Guide*.
- Install the software on a computer wirelessly connected to your network and configure the machine using a USB cable.
- Get the SSID (network name) and password (network key) of the wireless network in advance.
- If your wireless access point/router supports WPS, you can use one-push WPS (Wi-Fi Protected Setup) to quickly configure the wireless network settings.

3. Close the dialog box when the installation is complete.

## Connecting the Machine to a Computer

You can connect the machine to a Windows computer or Mac using a USB cable, wireless LAN, or wired LAN. For more information, see the *User's Guide*.

### Connecting Using USB

1. Connect the machine end of the USB cable to the USB port on the back of the machine.
2. Connect the other end of the USB cable to the USB port on the computer.
3. Turn the machine on.

### Connecting Using Wi-Fi

1. Turn the machine on.
2. Press and hold the  (Wi-Fi) button on your machine for one second to turn the Wi-Fi function on. The  (Wi-Fi) indicator starts flashing in green once every three seconds.

#### Ad-Hoc Mode

After installing the printer driver and other applications to your computer, set the Ad-Hoc mode using the Printer Setting Tool installed on the computer. (See the *User's Guide*.)

## ■ Connecting Using a Wired LAN (P950NW Only)

### NOTE

To use a static IP address to connect your machine to a wired LAN connection, install the printer driver and Printer Setting Tool, and then specify wired LAN connection settings.

For more information, see *Installing the Software and Printer Driver to a Computer*.

1. Before connecting the LAN cable, make sure that the machine is turned off.
2. Connect the LAN cable to the LAN port on the back of the machine, and then connect the other end of the LAN cable to an active LAN port on the network.
3. Turn the machine on.

### NOTE

The printer's communication settings can be changed with **[Communication Settings]** in the Printer Setting Tool.

For more information, see the *User's Guide*.

## Printing from the computer

There are various methods for printing with this machine.

The following describes the procedure for printing from a computer using P-touch Editor.

1. Start P-touch Editor, and then open the document you want to print.
2. Create a label design.
3. Select **[File]** then **[Print]** from the menu bar or by clicking the **[Print]** icon.

## Printing Using the Mobile Device

### Installing Applications for Use with Mobile Devices

You can either use your machine as a stand-alone machine or connect it to a mobile device. To create and print labels directly from your mobile device, install the Brother mobile applications, and then connect your machine to your mobile device.

For more information about the mobile applications available for your printer, visit [support.brother.com/g/d/f5f9](http://support.brother.com/g/d/f5f9).



## Connecting the Machine to a Mobile Device

1. Confirm the Wireless Direct settings of the machine.
  - For Windows  
Connect the machine and computer with a USB cable. Start the Printer Setting Tool on your computer, and click the **[Communication Settings]** button. Confirm that **[Infrastructure and Wireless Direct]** or **[Wireless Direct]** is selected for **[Selected Interface]** in the **[General]** tab.  
For more information, see the *User's Guide*.
  - For Mac  
Connect the machine and computer with a USB cable. Start the Printer Setting Tool on your computer, and confirm that **[WirelessDirect]** is set to **[On]** in the **[Wireless LAN]** tab.  
For more information, see the *User's Guide*.
2. Press and hold the  (Wi-Fi) button on your machine for one second to turn the Wi-Fi function on.  
The  (Wi-Fi) indicator starts flashing in blue once every three seconds.
3. In the Wi-Fi settings screen of your mobile device, select the SSID of the machine and enter the password.

### NOTE

- The factory default SSID and password are as follows:  
SSID: "DIRECT-\*\*\*\*\*\_PT-P900W" or "DIRECT-\*\*\*\*\*\_PT-P950NW" is the last five digits of the product serial number.  
(You can find the serial number label in the tape compartment of the machine.)  
Password (network key): 00000000
- You can connect the machine to a mobile device in the Infrastructure Mode via a wireless access point/router.

## Printing from a Mobile Device

1. Start the Brother application on your mobile device.

### NOTE

Make sure that the machine is connected to your mobile device.  
See *Installing Applications for Use with Mobile Devices*.

2. Select a label template or design.

### NOTE

You can also select a label or image you designed previously, and print it.

3. Tap **[Print]** in the application menu.

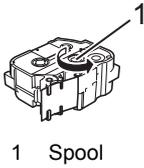
## Connecting the Other Interfaces (Serial Interface/Bluetooth Interface)

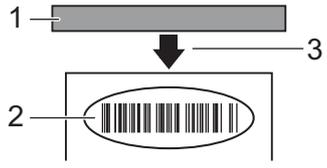
You can connect the machine to a barcode scanner using a serial interface or Bluetooth interface.

For more information, see the *User's Guide*.

# Troubleshooting

## Printing Problems

Problem	Solution
The label did not print.	<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 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 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 locks into place.</li> <li>If the print head is dirty, clean it with a cotton swab or optional print head cleaning cassette (TZe-CL6).</li> </ul>
The ink ribbon is separated from the ink roller.	<p>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.</p>  <p>1 Spool</p>
The machine 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>Connect the AC adapter directly to the machine, or charge the rechargeable Li-ion battery.</li> </ul>
The label did not get cut automatically.	Check the Cut Option setting. For more information, see the <i>User's Guide</i> . Alternatively, when using the tape cassette, press the  (Feed&Cut) button to feed and cut the tape.
A tape jam error cannot be cleared despite following the troubleshooting steps.	Contact Brother customer service.
I want to print in higher resolution.	High resolution printing can be used if you are printing from a computer, the AC adapter is connected, and TZe laminated tape with black ink is installed. Use the printer driver to select the high resolution mode when printing the labels.
The high resolution or high speed printing setting was specified, but an error occurred and printing could not be completed.	As conditions for high resolution or high speed printing, the AC adapter must be connected, and TZe laminated tape with black ink must be installed. To clear the error, cancel the print job, and then connect the AC adapter or cancel high resolution or high speed printing.

Problem	Solution
Printed barcodes cannot be read.	<ul style="list-style-type: none"> <li>Print labels so that barcodes are aligned with the print head as shown below:            <ul style="list-style-type: none"> <li>1 Print head</li> <li>2 Barcodes</li> <li>3 Printing orientation</li> </ul> </li> <li>Try using another scanner.</li> <li>We recommend printing the barcodes with <b>[Standard]</b> selected from the <b>[Quality]</b> options.</li> </ul> <p><b>Windows Vista / Windows Server 2008</b></p> <p>To display the <b>[Quality]</b> options, open the printer properties by clicking the Start button - <b>[Control Panel]</b> - <b>[Hardware and Sound]</b> - <b>[Printers]</b>, right-clicking the machine you want to set up, and then clicking <b>[Printing Preferences]</b>.</p> <p><b>Windows 7 / Windows Server 2008 R2</b></p> <p>To display the <b>[Quality]</b> options, open the printer properties by clicking the Start button - <b>[Devices and Printers]</b>, right-clicking the machine you want to set up, and then clicking <b>[Printing Preferences]</b>.</p> <p><b>Windows 8 / Windows 8.1 / Windows Server 2012 / Windows Server 2012 R2</b></p> <p>To display the <b>[Quality]</b> options, open the printer properties by clicking <b>[Control Panel]</b> in the <b>[Apps]</b> screen - <b>[Hardware and Sound]</b> - <b>[Devices and Printers]</b>, right-clicking the machine you want to set up, and then clicking <b>[Printing Preferences]</b>.</p> <p><b>Windows 10</b></p> <p>To display the <b>[Quality]</b> options, open the printer properties by clicking the Start button - <b>[Settings]</b> - <b>[Devices]</b> - <b>[Devices and Printers]</b>, right-clicking the machine you want to set up, and then clicking <b>[Printing Preferences]</b>.</p>

## Version Information

Problem	Solution
I do not know the version number of the firmware for the machine.	<p>You can use the following procedure.</p> <p>Use 24 mm or 36 mm tape.</p> <ol style="list-style-type: none"> <li>Turn your machine on.</li> <li>Press and hold the  (Feed&amp;Cut) button for more than 10 seconds to print the report.</li> </ol>
I want to confirm whether I am using the latest version of the software.	Use the P-touch Update Software to confirm if you have the latest version or not. See the <i>User's Guide</i> for more information about the P-touch Update Software.

## Product Specifications

<b>Model Name</b>	<b>P900W</b>
<b>Size</b>	
Dimensions	approx. 118 mm (W) × 192 mm (D) × 146 mm (H)
Weight	approx. 1508 g (without tape cassette and batteries)
<b>Printing</b>	
Method	Thermal Transfer
Cassette	<ul style="list-style-type: none"> <li>• Brother TZe tape cassette : 3.5 mm, 6 mm, 9 mm, 12 mm, 18 mm, 24 mm, 36 mm widths</li> <li>• Brother FLe label cassette : 21 mm × 45 mm</li> <li>• Brother HSe tube cassette : 5.8 mm, 8.8 mm, 11.7 mm, 17.7 mm, 23.6 mm widths</li> </ul>
<b>Interface</b>	
USB	Version 2.0 Full Speed
Wi-Fi	<ul style="list-style-type: none"> <li>• Wireless Direct: IEEE802.11n</li> <li>• Ad-Hoc mode: IEEE802.11b</li> <li>• Infrastructure mode: IEEE802.11b/g/n</li> <li>• WPS 2.0</li> </ul>
Serial	RS232C (Original serial cable)
<b>Environment</b>	
Operating temperature/humidity	When running: between 10°C and 35°C / between 20% and 80% Max. wet bulb temperature: 27°C

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<b>Size</b>	
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Weight	approx. 1508 g (without tape cassette and batteries)
<b>Printing</b>	
Method	Thermal Transfer
Cassette	<ul style="list-style-type: none"> <li>• Brother TZe tape cassette : 3.5 mm, 6 mm, 9 mm, 12 mm, 18 mm, 24 mm, 36 mm widths</li> <li>• Brother FLe label cassette : 21 mm × 45 mm</li> <li>• Brother HSe tube cassette : 5.8 mm, 8.8 mm, 11.7 mm, 17.7 mm, 23.6 mm widths</li> </ul>
<b>Interface</b>	
USB	Version 2.0 Full Speed
Wi-Fi	<ul style="list-style-type: none"> <li>• Wireless Direct: IEEE802.11n</li> <li>• Ad-Hoc mode: IEEE802.11b</li> <li>• Infrastructure mode: IEEE802.11b/g/n</li> <li>• WPS 2.0</li> </ul>
Serial	RS232C (Original serial cable)
USB host	Supports only barcode scanners
LAN	10BASE-T/100BASE-TX
Bluetooth	(The Bluetooth interface (optional) is required.) Bluetooth Ver.2.1+EDR (Class 1) Supported profiles: SPP, OPP
<b>Environment</b>	
Operating temperature/humidity	When running: between 10°C and 35°C / between 20% and 80% Max. wet bulb temperature: 27°C

### Brother support website

Please visit our support website at [support.brother.com](http://support.brother.com).

You can find following information:

- Software downloads
- Manuals/Documents
- Frequently Asked Questions (Troubleshooting, Useful tips on using printer)
- Consumable information
- Latest OS compatibility information

The contents of this website are subject to change without notice.