



PT-P900 Quick Setup Guide

Thank you for purchasing the P-touch Label Printer model PT-P900. Your new PT-P900 is an intuitive, feature-rich and easy to operate label printer that produces professional looking, high-quality labels. This manual contains basic procedures for using the P-touch Label Printer. 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

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 P-touch Label Printer.

■ Quick Setup Guide (this guide)

This guide provides basic information about using the P-touch Label Printer along with detailed troubleshooting tips.

■ User's Guide

When downloading the installer from above 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 P-touch Label Printer settings and operations, troubleshooting tips, and maintenance instructions. In addition, you can download individual manuals that you need from the Brother Solutions Center.

Visit the Brother Solutions Center at support.brother.com and click Manuals on your model page to download the other manuals.

Unpacking Your P-touch Label Printer

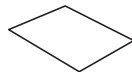
Before using your P-touch Label Printer, check that the package contains the following:



P-touch Label Printer



Product Safety Guide



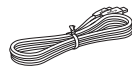
Quick Setup Guide



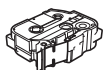
AC adapter



Power supply cord



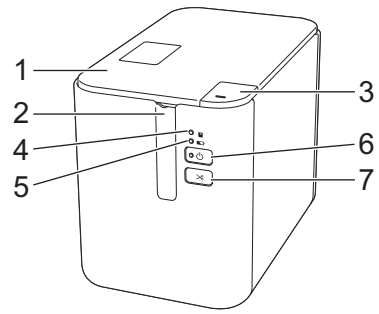
USB cable



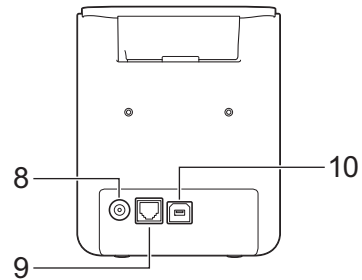
Tape cassette

General Description

Front



Back

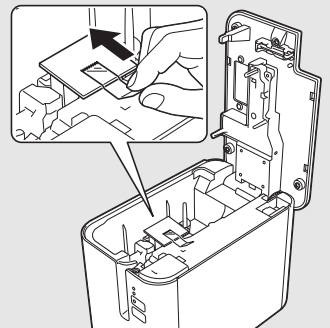


- | | | | |
|---|------------------------|----|-------------------------|
| 1 | Tape compartment cover | 7 | (Feed&Cut) button |
| 2 | Tape exit slot | 8 | AC adapter socket |
| 3 | Cover open button | 9 | Serial port |
| 4 | (Status) indicator | 10 | USB port (for Computer) |
| 5 | (Battery) indicator | | |
| 6 | (Power) button | | |

IMPORTANT

Before using the P-touch Label Printer, 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.

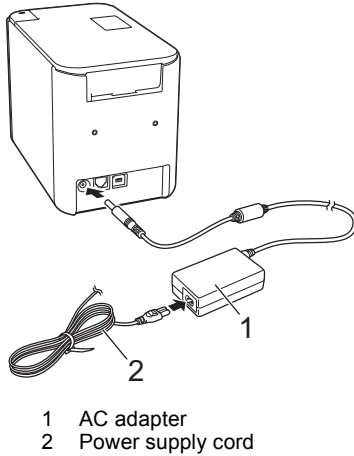


Connecting the Power Supply

AC Adapter


Use the AD9100ESA (AC adapter) for this P-touch Label Printer. Connect the AC adapter directly to the P-touch Label Printer.

1. Insert the plug on the AC adapter cord into the AC adapter socket marked DC IN 24 V on the P-touch Label Printer.
2. Insert the plug on the power supply cord into the AC adapter.



3. Insert the power supply plug into a standard AC power outlet.

IMPORTANT

- Turn the P-touch Label Printer 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 AC power outlet, it may take a few seconds until the  (Power) button is enabled.


NOTE

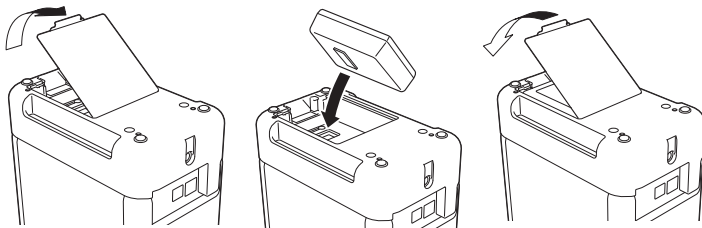
To safeguard and backup the P-touch Label Printer memory, when the power supply is unplugged it is recommended to have the rechargeable battery (optional: PA-BT-4000LI) installed in the P-touch Label Printer.

Using the Rechargeable Li-ion Battery (Optional)


Attach the battery base (PA-BB-002) to the P-touch Label Printer. 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 P-touch Label Printer off.
2. Open the battery cover on the bottom of the P-touch Label Printer.
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 P-touch Label Printer off. Remove the battery cover and the battery, and then reattach the battery cover.

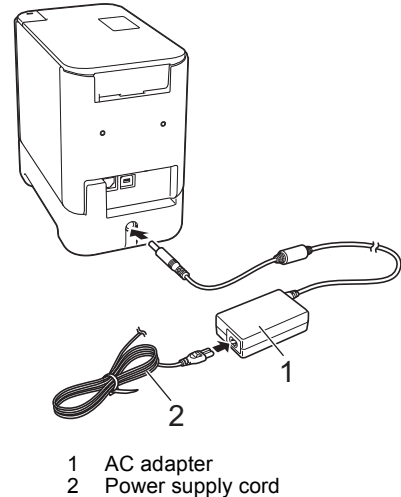
■ Charging the Rechargeable Li-ion Battery

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 P-touch Label Printer.
 2. Use the AC adapter and power supply cord to connect the P-touch Label Printer to an AC power outlet.
- Press the  (Power) button to turn the P-touch Label Printer 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.





NOTE

Although the charging stops if the P-touch Label Printer 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 32°F and 104°F (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 P-touch Label Printer with a temperature between 32°F and 104°F (0°C and 40°C) and try charging again.
- If the P-touch Label Printer 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:

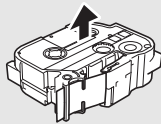
- Do not use or store the battery in a location exposed to extreme high or low temperatures as it may discharge more quickly. This may happen when using a rechargeable Li-ion battery with a high charge (90% charged or more) in a location exposed to high temperatures.
- Remove the battery when storing the P-touch Label Printer 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 P-touch Label Printer while the Li-ion battery is charging, that part of the P-touch Label Printer may feel warm. This is normal, and the P-touch Label Printer may be used safely. However, if the P-touch Label Printer becomes extremely hot, discontinue use.

Inserting a Tape Cassette

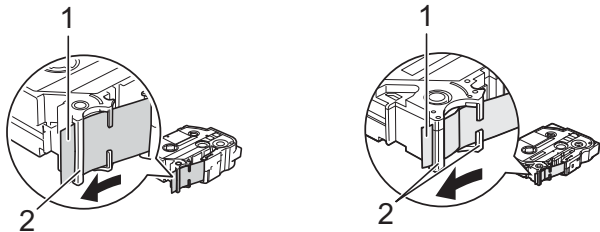
The TZe, HGe tape, FLe label and HSe tube cassettes can be used in your P-touch Label Printer.

IMPORTANT

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

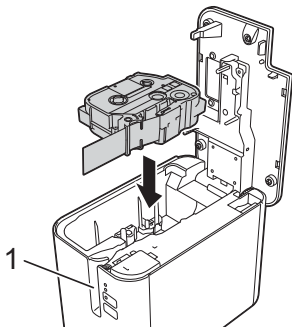


1. Check that the end of the tape is not bent and that it passes through the tape guide. If it does not, pass it through the tape guide as shown in the illustration.



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

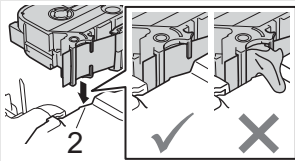
2. Press the cover open button to open the tape compartment cover.
3. Insert the tape cassette into the tape cassette compartment with the end of the tape facing the P-touch Label Printer's tape exit slot, then push down evenly until the tape cassette is installed correctly.



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 P-touch Label Printer on. The  (Power) indicator lights in green.
Off: Press and hold the  (Power) button again to turn the P-touch Label Printer off. The  (Power) indicator may light in orange until the power is off.

IMPORTANT

When turning the P-touch Label Printer off, do NOT remove the battery or disconnect the AC adapter until the orange  (Power) indicator turns off.

Connecting to a computer


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	✓	—	✓


NOTE


The compatible operating systems may change. For the latest information, visit our support website at support.brother.com.

LED Indicators


The indicators light and flash to indicate the P-touch Label Printer status. The symbols used in this section explain the meaning of the different indicator colors and patterns:



















-  = Indicator is lit












 = Indicator is flashing

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











(Off) = Indicator is off
- G** = Green
O = Orange
R = Red

Example: **G**- = Indicator is flashing in green

 (Status)	 (Power)	Condition
(Off)	O ●	During the processing of the power-off
(Off)	G ●	Idle mode Initializing mode
(Off)	G ●	Tape feed and cutting mode
G ●	G ●	Printing mode
R -  (2 times in 1.8 seconds)	G ●	No media error Tape end error
(Off)	O ●	Cover open mode
O - 	G ●	Cover open error when printing
G - 	G ●	Receiving data
(Off)	G - 	Transferring data
(Off)	O - 	Now cooling
R - 	R - 	System error 1 System error 2 System error 3
R ●	R ●	In boot mode
G - 	O ●	Reset mode (when the mode is starting)
(Off)	O ●	Reset mode (when the button is pressed 1/3/5 times)
G ●	O ●	Reset mode (when the button is pressed 2/4/6 times)
G -  (Three times)	O -  (Three times)	Reset mode (when reset is confirmed)
(Off)	GOR -  (Repeat four times)	USB ID fixed notification
R -  (1 time in 2 seconds)	R ●	Roller holder error
R -  (2 times in 1.8 seconds)	R ●	Adapter error
(Off)	O - 	Adapter connection error
O - 	O - 	When blinking alternately: Cutter error When blinking simultaneously: High temperature error



 (Status)	 (Power)	Condition
R -  (2 times in 1.8 seconds)	O ●	Non-compliant tape error
R - 	O ●	Wrong media error
R -  (2 times in 1.8 seconds)	O -  (2 times in 1.8 seconds)	Communication error Memory full error Number of lines/character size error
R -  (1 time in 1 second)	O -  (1 time in 1 second)	When blinking alternately: Database search error When blinking simultaneously: No template error
O -  (2 times in 1.8 seconds)	O -  (2 times in 1.8 seconds)	High-resolution/draft printing error
O - 	O ●	Black mark not detected error

Battery indicator

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

Printing Using the Computer

Available Applications for Use with Computers

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

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

Installing the Software and Printer Driver to a Computer

To print from your Windows® computer, 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.
3. Close the dialog box when the installation is complete.

Connecting the P-touch Label Printer to a Computer

1. Connect the P-touch Label Printer end of the USB cable to the USB port on the back of the P-touch Label Printer.
2. Connect the other end of the USB cable to the USB port on the computer.
3. Turn on the P-touch Label Printer.

Printing from the computer

There are various methods for printing with this P-touch Label Printer. 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.

Connecting the Other Interfaces (Serial Interface)

You can connect the P-touch Label Printer to a barcode scanner using a serial interface.

To connect using the serial interface, see the *User's Guide*.

Product Specifications

Model Name	PT-P900
Size	
Dimensions	approx. 4.65" (W) x 7.56" (D) x 5.75" (H) (118 mm (W) x 192 mm (D) x 146 mm (H))
Weight	approx. 3.27 lb (1480 g) (without tape cassette and batteries)
Printing	
Method	Thermal Transfer
Cassette	<ul style="list-style-type: none">• Brother TZe tape cassette : 0.13" (3.5 mm), 0.23" (6 mm), 0.35" (9 mm), 0.47" (12 mm), 0.70" (18 mm), 0.94" (24 mm), 1.4" (36 mm) widths• Brother FLe label cassette : 0.82" (21 mm) x 1.77" (45 mm)• Brother HSe tube cassette : 0.23" (5.8 mm), 0.34" (8.8 mm), 0.46" (11.7 mm), 0.69" (17.7 mm), 0.93" (23.6 mm) widths• Brother HGe tape cassette: 0.23" (6 mm), 0.35" (9 mm), 0.47" (12 mm), 0.70" (18 mm), 0.94" (24 mm), 1.4" (36 mm) widths
Interface	
USB	Version 2.0 Full Speed
Serial	RS232C (Original serial cable)
Environment	
Operating temperature/humidity	When running: between 50°F and 95°F (10°C and 35°C) / between 20% and 80% Max. wet bulb temperature: 80.6°F (27°C)

Brother support website

Please visit our support website at support.brother.com.

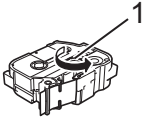

You can find following information:

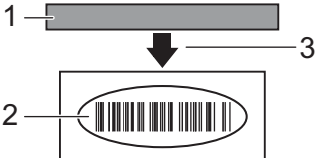
- Software downloads
- Manuals/Documents
- Frequently Asked Questions (Troubleshooting, Useful tips on using printer)
- Consumable information
- Latest OS compatibility information

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


Troubleshooting

Printing Problems

Problem	Solution
The label did not print.	<ul style="list-style-type: none"> Check that text has been entered and that the tape cassette is installed correctly with sufficient tape remaining. If the tape is bent, cut off the bent section and thread the tape through the exit slot. 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.
The label is not printed correctly.	<ul style="list-style-type: none"> Remove the tape cassette and reinstall it, pressing it firmly until it locks into place. If the print head is dirty, clean it with a cotton swab or optional print head cleaning cassette (TZe-CL6).
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 P-touch Label Printer stops while printing a label.	<ul style="list-style-type: none"> Replace the tape cassette if striped tape is visible, as this indicates that you have reached the end of the tape. Connect the AC adapter directly to the P-touch Label Printer, or charge the rechargeable Li-ion battery.
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"> Print labels so that barcodes are aligned with the print head as shown below:  <p>1 Print head 2 Barcodes 3 Printing orientation</p> Try using another scanner. We recommend printing the barcodes with [Standard] selected from the [Quality] options. <p>Windows Vista®</p> <p>To display the [Quality] options, open the printer properties by clicking the Start button - [Control Panel] - [Hardware and Sound] - [Printers], right-clicking the P-touch Label Printer you want to set up, and then clicking [Printing Preferences].</p> <p>Windows® 7</p> <p>To display the [Quality] options, open the printer properties by clicking the Start button - [Devices and Printers], right-clicking the P-touch Label Printer you want to set up, and then clicking [Printing Preferences].</p> <p>Windows® 8 / Windows® 8.1</p> <p>To display the [Quality] options, open the printer properties by clicking [Control Panel] in the [Apps] screen - [Hardware and Sound] - [Devices and Printers], right-clicking the P-touch Label Printer you want to set up, and then clicking [Printing Preferences].</p> <p>Windows® 10</p> <p>To display the [Quality] options, open the printer properties by clicking the Start button - [Settings] - [Devices] - [Devices and Printers], right-clicking the P-touch Label Printer you want to set up, and then clicking [Printing Preferences].</p>

Version Information

Problem	Solution
I do not know the version number of the firmware for the P-touch Label Printer.	<p>You can use the following procedure. Use 0.94" (24 mm) or 1.4" (36 mm) tape.</p> <ol style="list-style-type: none"> Turn your P-touch label Printer on. Press and hold the  (Feed&Cut) button for more than 10 seconds to print the report.
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.