

brother

**TZe**  
TAPE

*P-touch*

**P300BT**

User's Guide (English)

*P-touch*

# P300BT

## User's Guide (English)

Thank you for purchasing model P300BT, the P-TOUCH CUBE!

Please read this guide, including all Precautions, before using this Machine. After reading this guide, keep it in a safe place.

With your machine, you can create a wide variety of custom, self-adhesive labels and satin ribbons. This labeller uses Brother "TZe" tapes from 3.5 to 12 mm widths. "TZe" tape cassettes are available in many colours and sizes. Visit [www.brother.com](http://www.brother.com) for a complete list of tapes compatible with your machine.

### NOTE

- The information provided in this document is subject to change without notice.
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- Although this document has been written with extreme care, if you notice something questionable or incorrect, please contact Brother.
- Please note that we cannot assume any responsibility for any damage or losses arising from the use of this label printer or labels created with the label printer, or the disappearance or change of data due to failure, repair, loss of power, or any claim from a third party.

## Important Information

If you have questions or need information about your Brother product, visit our website at [www.brother.co.uk](http://www.brother.co.uk) or contact Brother customer service.

For FAQs, Troubleshooting, and to download software and manuals, visit [support.brother.com](http://support.brother.com).

# Safety Precautions

**⚠ WARNING** Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.

**Follow these guidelines to avoid the risk of fire, burns, injury, electrical shocks, rupture, overheating, abnormal odours or smoke.**

- Always use the specified voltage and AC Adapter (AD-24ES) for your machine to prevent any damage or failure.
- Do not touch your machine during a thunderstorm.
- Do not use your machine or AC Adapter in places of high humidity such as bathrooms.
- Do not overload the power cord.
- Do not place heavy objects on, or damage your machine, power cord or plug. Do not forcibly bend or pull the power cord. Always hold the AC Adapter when disconnecting from the electrical socket.
- Make sure that the plug is fully inserted in the electrical socket. Do not use an outlet that is loose.
- Do not allow your machine, AC Adapter, power plug, or batteries to get wet, for example, by handling them with wet hands or spilling beverages on them.
- Do not disassemble or modify your machine, AC Adapter, or batteries.
- Do not allow a metal object to touch 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, remove batteries immediately and stop using your machine if you notice abnormal odour, heat, discolouration, deformation or anything unusual while using or storing it.
- 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 damaging your machine.
- Since loss of eyesight may result if leaked fluid from batteries gets into your eyes, immediately rinse your eyes with a large amount of clean water, and then seek medical attention.

**⚠ CAUTION** Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.

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

- When your machine is not being used, store it out of the reach of children. In addition, do not allow children to put any label printer parts or labels in their mouths. If any object has been swallowed, seek medical attention.
- Do not touch metal parts around the Print Head immediately after printing.
- 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 your machine.
- Do not use any batteries other than those 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 its plus and minus ends reversed.
- Do not drop or hit your machine or AC Adapter.
- Do not put your finger inside your machine when you close the Cassette Cover and the Battery Cover.
- Make sure you use only 6×AAA Alkaline Batteries or rechargeable 6×AAA Ni-MH batteries.
- Before using Ni-MH rechargeable batteries, carefully read the instructions for the batteries and battery charger, and be sure to use them correctly.
- If using Ni-MH rechargeable batteries, charge the batteries with a specialised battery charger before using the batteries.

## Warning label



“Sharp Edge” or “Cutter Blade”



Do not touch the cutter blade or insert your fingers inside the Tape Exit Slot. There is a risk of injury if you touch it.

## General Precautions

- Depending on the location, material, and environmental conditions, the label may unpeel or become irremovable, the colour 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 your machine in any way or for any purpose not described in this guide. Doing so may result in accidents or damage to your machine.
- Use only Brother TZe Tape Cassettes with your machine. Do not use tapes that do not have the **TZe** mark.
- Only use a soft, dry cloth to clean your machine; never use alcohol or other organic solvents.
- Use a soft wipe to clean the Print Head; never touch the Print Head with your fingers.
- Do not put any foreign objects into the Tape Exit Slot, the AC Adapter connector or battery compartment, etc.
- Do not place your machine, AC Adapter, or batteries in direct sunlight or rain, near heaters or other hot appliances, in any location exposed to extremely high or low temperatures (for example, on the dashboard or in the back of your car), high humidity, or in dusty locations.
- 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 your machine.
- Your machine is not equipped with a charging feature for rechargeable batteries.
- The length of the printed label may differ from the displayed label length on your mobile device.
- When printing multiple copies of a label, the label printer will not detect the end of the tape cassette and will continue operating.
- Printed characters may look different than previewed on your device, as your device's screen may have a higher resolution than the printer.
- Printed small text may not be as clear as it is displayed on your device.
- White and Gold text may not print clearly if you use thin characters.

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We, Brother Industries, Ltd.  
15-1, Naeshiro-cho, Mizuho-ku,  
Nagoya 467-8561 Japan

declare that these products and AC adapter are in conformity with the relevant EU harmonization legislation (Europe/Turkey only) and UK legislation (Great Britain only). The Declaration of Conformity (DoC) can be downloaded from the Brother support website. Visit [support.brother.com/manuals](http://support.brother.com/manuals).

### **UK Declaration of Conformity for Radio Equipment Regulation 2017 (Great Britain only) (Applicable to models with radio interfaces)**

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### **EU Declaration of Conformity for RE Directive 2014/53/EU (Europe/Turkey only) (Applicable to models with radio interfaces)**

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declare that these products are in conformity with the provisions of the RE Directive 2014/53/EU. A copy of the Declaration of Conformity can be downloaded by following the instructions in the **Declaration of Conformity (Europe/Turkey only)** section.

### **Information for compliance with Commission Regulation 801/2013**

	P300BT
Power consumption*	0.7W

\* All network ports activated and connected.

### **How to enable/disable Bluetooth**

To activate the Bluetooth function:

Press the Power Button to power on your machine, Bluetooth will be turned on.

To deactivate the Bluetooth function:

Press and hold the Power Button for 0.5 seconds to power off your machine, Bluetooth will be turned off.

### **Bluetooth**

This printer supports Bluetooth.

Frequency band(s): 2400 - 2483.5 MHz.

Maximum radio-frequency power transmitted in the frequency band(s): Less than 20 dBm(e.i.r.p).

# Performing Routine Maintenance

## NOTE

Before performing any maintenance, power off your machine. If you use batteries, remove them and if you are using the AC Adapter, unplug it.

### ► Cleaning your machine case

Wipe the case with a soft, dry cloth to remove dirt or dust. If the case is heavily soiled, wipe it with a cloth dampened with some water.

## NOTE

Do not use solvents or agents such as benzene, paint thinner, or alcohol, which may damage your machine's surface.

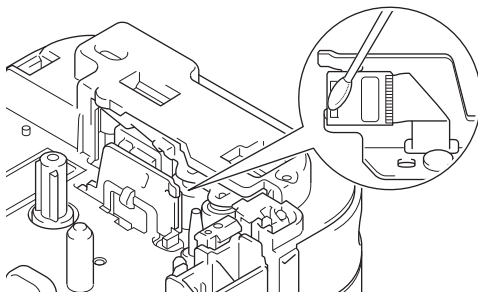
### ► Cleaning the Print Head

Dirt on the Print Head may cause blank lines, faint type, or missing characters.

Use an optional dedicated head cleaning cassette (TZe-CL3) or use a cotton swab to gently wipe dirt from the Print Head.

## NOTE

Put the head cleaning cassette in the machine, and press the Power Button twice quickly. Cut the cleaning tape after it is fed. If the problem is not solved after repeating this process three times, contact Brother customer service.



## **⚠ WARNING**

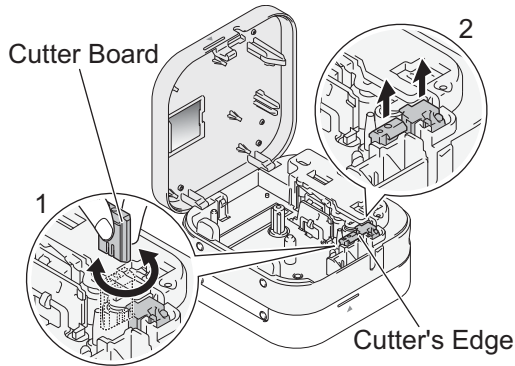
DO NOT TOUCH the Print Head. It is very hot and you may get burned.

## Accessories

If the cutter blade becomes blunt after repetitive use and the tape cannot be cut cleanly, rotate and reset the Cutter Board as shown in the illustration (1).  
If you still have difficulties, replace the Cutter Unit with a new one (item number: TC4) from your Brother dealer.

### ► Replacing the Cutter Unit

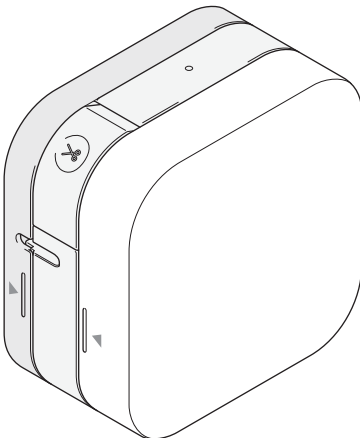
1. Pull out the two sections of the Cutter Unit (green) in the direction of the arrows shown in the illustration (2).
2. Install the new Cutter Unit. Unit by pressing the two new pieces down until they lock into place.



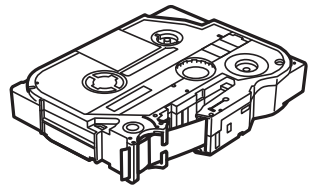
## Unpacking the P300BT

Before using your machine, check that the package contains the following components.  
If any component is missing or damaged, contact your local Brother dealer.


### P300BT



### Starter Tape Cassette



## Specifications

Dimensions (W × D × H)	Approximately 4.5" (W) × 2.4" (D) × 4.5" (H) (115 mm (W) × 61 mm (D) × 115 mm (H))
Weight	Approximately 0.8 lb (380 g) (without batteries and Tape Cassette)
Power Supply	Optional AC Adapter (AD-24ES) 6×AAA Alkaline Batteries (LR03)* Rechargeable 6×AAA Ni-MH batteries (HR03)* <div style="text-align: center;"></div>
Interface	Bluetooth Ver 2.1 + EDR Class2
Tape Cassette	Brother TZe Tape Cassette Compatible widths: 3.5 mm, 6 mm, 9 mm, 12 mm

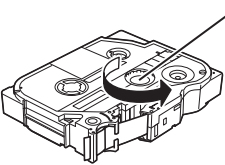
\* Visit us at [support.brother.com](http://support.brother.com) for the latest battery recommendations.

## Troubleshooting

Problem	Solution
I cannot turn my machine on.	Check to see that the batteries are installed correctly, or that the optional AC Adapter is securely connected.
A horizontal space runs through the middle of printed labels.	Streaks or poor quality characters on printed labels generally indicate that the Print Head is dirty. See the section " <b>Performing Routine Maintenance</b> " for instructions on cleaning the Print Head. * Do not touch the Print Head with your hands.
My machine does not print, or the characters are printed incorrectly.	<ul style="list-style-type: none"><li>• Make sure the printer is turned on.</li><li>• Make sure the Tape Cassette has been inserted correctly.</li><li>• Make sure the Cassette Cover is fully closed.</li><li>• Make sure the machine is not in sleep mode.</li><li>• Make sure the printer and the mobile device are connected via Bluetooth.</li><li>• If the Tape Cassette is empty, replace it.</li></ul>



## Troubleshooting (cont)

Problem	Solution
My machine powers off when I try to print.	<ul style="list-style-type: none"> <li>• The batteries may be weak. Replace them.</li> <li>• Check that the batteries are correctly inserted. (See “<b>2. Installing Batteries or Connecting the AC Adapter</b>”).</li> <li>• You are using an incompatible adaptor. Use only the recommended adaptor: the AD-24ES/AD-24ES-01.</li> </ul>
The tape does not feed correctly, or the tape gets stuck inside My machine.	<ul style="list-style-type: none"> <li>• Check that the end of the tape feeds under the tape guides.</li> <li>• You may have tried to use the Cutter while printing. Do not try to cut a label while it is printing.</li> </ul>
The tape stops halfway. The tape is not fully ejected.	Your machine may be configured not to cut the last label. Press the Power Button twice quickly to feed the tape, and then press the Tape Cutter Lever to cut the tape. You can also use your app to configure the machine to always cut the last label.
I cannot print from my mobile device.	Check that your machine and your mobile device are connected via Bluetooth. See “ <b>6. Pairing Your Machine with Your Mobile Device</b> ”.
A blank space (approx. 25 mm) is added to each label.	<p>To prevent a blank space from being added on the second and subsequent labels, use the following cut option settings:</p> <p><b>P-touch Design&amp;Print 2</b></p> <ul style="list-style-type: none"> <li>- Cut the last label: OFF</li> <li>- Special Tape: OFF</li> </ul> <p><b>iPrint&amp;Label</b></p> <ul style="list-style-type: none"> <li>- Chain Printing: ON</li> </ul> <p>You must eject and cut the last label manually: Press the Power Button twice to feed the tape, and then press the Tape Cutter Lever to cut the tape.</p>
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 back onto the spool.</p> <div style="text-align: right;">  <p>Spool</p> </div>
The label is difficult to cut.	Reverse the Cutter Board. For a description of how to do so, see “ <b>Accessories</b> ”.

## Introduction

To start printing, download one of our mobile apps:

### iPad/iPhone/iPod touch

Download **P-touch Design&Print 2** or **iPrint&Label** from the App Store.

### Android

Download **P-touch Design&Print 2** or **iPrint&Label** from Google Play™.



P-touch Design&Print 2

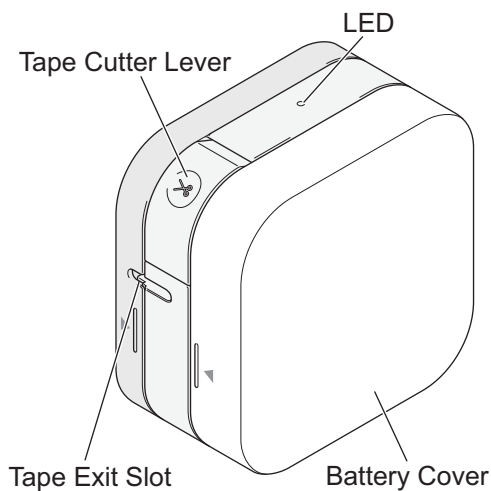


iPrint&Label

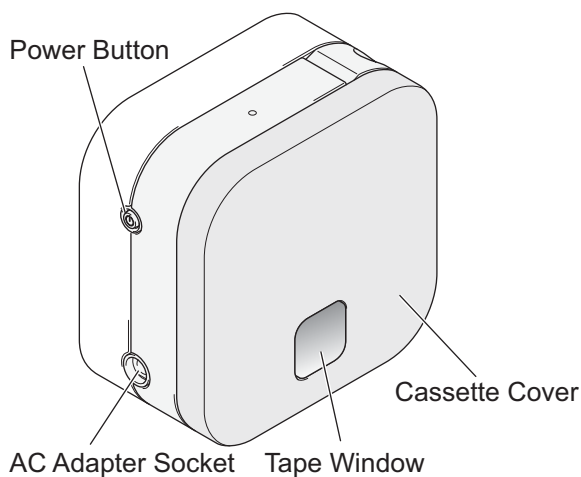


# 1. Parts and Components

## ► Front



## ► Rear



## ► Feeding Tape

Power on your machine and press the Power Button twice quickly to automatically feed the tape.

## ► Cutting Tape

When your label finishes printing, press the Tape Cutter Lever to cut the tape.

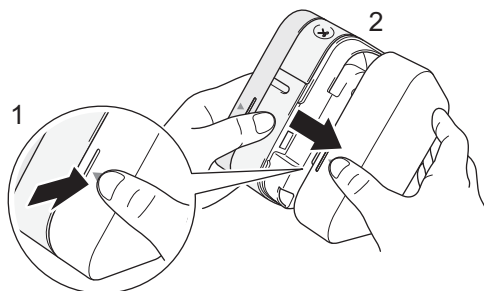
## 2. Installing Batteries or Connecting the AC Adapter

### **⚠ CAUTION**

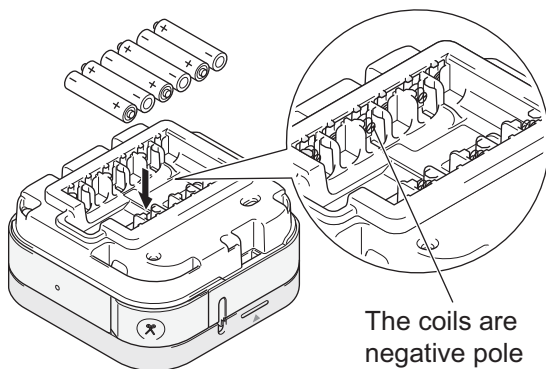
ALWAYS USE THE SPECIFIED VOLTAGE AND THE AC ADAPTER (AD-24ES) FOR THE LABEL PRINTER TO PREVENT ANY DAMAGE OR FAILURE.

This label printer requires six (6) AAA alkaline batteries or six (6) fully-charged AAA Ni-MH batteries, not included. As an alternative, use the optional AC Adapter and plug your machine into an AC socket.

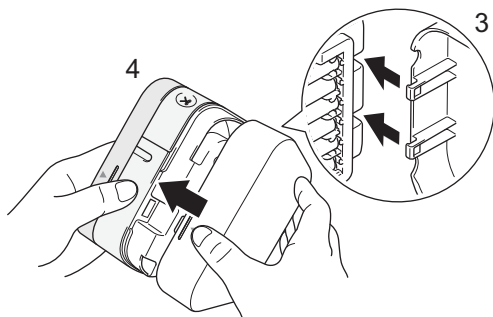
1. Hold your machine as shown in the illustration. Open the Battery Cover by pressing the mark on its side (1) and pulling in the direction of the arrow (2).



2. Insert six batteries as shown in the illustration inside the case. Alternate the positive and negative poles, making sure the negative poles touch the coil spring in the battery slot.



3. Insert the two hooks at the rear of the Battery Cover into the slots on your machine (3). Push the Battery Cover (4), making sure it locks into place.



## 2. Installing Batteries or Connecting the AC Adapter (cont)

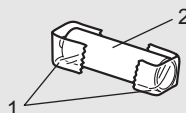
### **⚠ CAUTION**

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

### **⚠ CAUTION**

- Remove the batteries if you do not intend to use your machine for an extended period of time.
- Dispose of batteries at an appropriate collection point, not in the general waste stream. Be sure to observe all applicable federal, state, and local regulations.
- When storing or discarding a battery, wrap it with cellophane tape to prevent it from short-circuiting (see illustration).

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



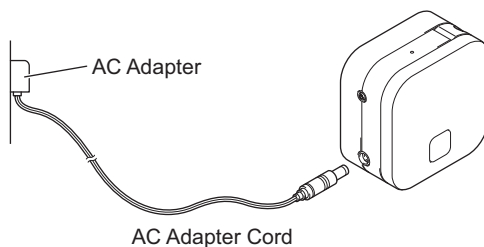
### **NOTE**

Do not use together old and new batteries. Replace all six batteries at the same time.

### **▶ Connecting the AC Adapter**

If you use the optional AC Adapter:

1. Insert the AC Adapter Cord into the AC Adapter Socket on the side of the machine.
2. Insert the AC Adapter into an electrical socket.



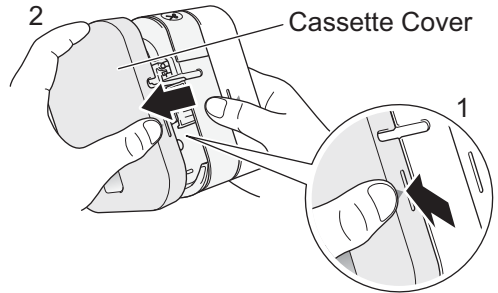
### 3. Inserting the Tape Cassette

Make sure your Tape Cassettes display the TZe mark ()

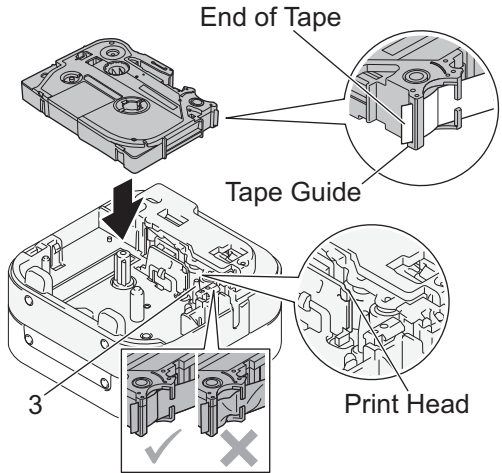
Use only tape widths of 3.5 mm, 6 mm, 9 mm, or 12 mm.

If there is a stopper on the TZe Tape Cassette, remove it before installation.

1. Hold your machine as shown in the illustration. Open the Cassette Cover by pressing the mark on its side (1) and pulling in the direction of the arrow (2).



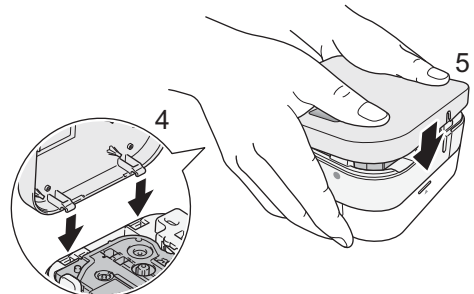
2. Insert the Tape Cassette following the drawing marked inside the case. Confirm that the tape is aimed at the green Tape Outlet and gently press the Tape Cassette into your machine until it locks into place.



#### NOTE

- Make sure that there is no slack in the tape. To fix any slack, pull the end of the tape out of the Tape Guide.
- When inserting or removing the Tape Cassette, make sure that the tape does not catch on the silver pin (3) or the Print Head.

3. Insert the two hooks at the rear of the Cassette Cover into the slots on your machine (4). Push the Cassette Cover making sure it locks into place (5).



## 4. Turning Your Machine On or Off

- To turn the machine on, press the Power Button.
- To turn the machine off, press and hold the Power Button for 0.5 seconds.

## 5. LED Indications

Your machine's LED indicates your machine's status.

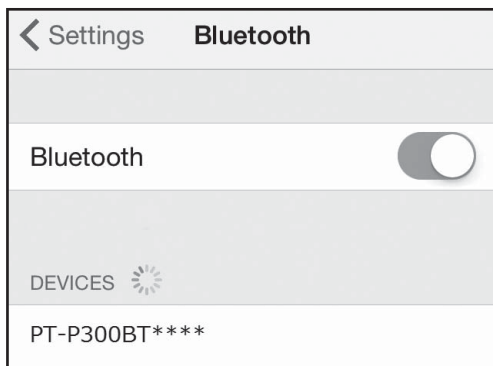
LED	Condition
Not lit	Power Off
Steady green light	<ul style="list-style-type: none"> <li>• Connecting to your mobile device</li> <li>• Feeding or cutting tape</li> <li>• Printing</li> </ul>
Flashing green light (Lit for 3 seconds, then off for 1 second)	Standby
Flashing green light (0.5 second intervals)	Receiving data from your mobile device.
Flashing orange light (1 second intervals)	The batteries are almost out of power.

LED	Condition	How to Clear an Error	Solution
Steady red light	Booting	Transfer the program again. If the problem is still not resolved, contact Brother customer service.	
Flashing red light (1 second intervals)	<ul style="list-style-type: none"> <li>• No Tape Cassette installed.</li> <li>• Incorrect Tape Cassette installed.</li> <li>• Incompatible Tape Cassette installed.</li> </ul>	Lightly press the Power Button.	Insert the correct Tape Cassette.
	The machine failed to communicate with your mobile device.	Restart the label printer.	Connect via Bluetooth and try sending the label from your mobile device to the machine again.
	Cutter error	Lightly press the Power Button.	
	Incompatible AC Adapter used	Use the correct AC Adapter.	
Flashing red light (0.5 second intervals)	System error.	Please contact Brother customer service.	

## 6. Pairing Your Machine with Your Mobile Device

### ► On your mobile device:

1. In Settings, access the Bluetooth option, and turn it ON.
2. When the list of discovered Bluetooth devices appears, tap P300BT\*\*\*\* (where \*\*\*\* is the last four digits of your label printer's serial number. Alternatively, you can find your machine number on the sticker below the Power Button). The unit's serial number is located where the TZe Tape Cassette is set inside the Cassette Cover.



3. If asked to enter a PIN Code, enter "0000".

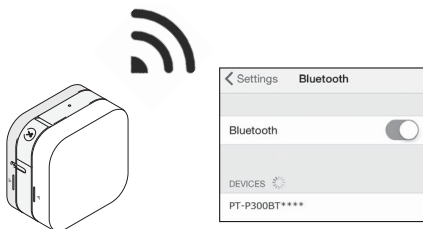
### NOTE

- Pairing instructions may differ depending on the mobile device you are using.
- If your machine is not discovered by your mobile device via Bluetooth, check the following and then try to connect again:
  - The machine may be connected to another mobile device. If so, turn off Bluetooth on that device, or turn your machine off and then on again.
  - Check that the machine is not in sleep mode.
  - Place your mobile device as close to the machine as possible.
  - Make sure there are no obstacles or items that emit radio waves, such as a microwave oven, between the machine and your mobile device.
- If using a Smart Cover on your tablet, ensure that the cover remains open while you are creating or printing labels. Closing the Smart Cover may interrupt data communication, and your labels will not print.



## 7. Printing labels

1. Connect your mobile device to the machine via Bluetooth.



2. Create a label design in the app.  
You can also create and save label data and print the labels later.

### NOTE

To prevent a blank space from being added at the leading edge of each printed label, use the following cut option settings:

#### **P-touch Design&Print 2**

- Cut the last label: OFF
- Special Tape: OFF

#### **iPrint&Label**

- Chain Printing: ON

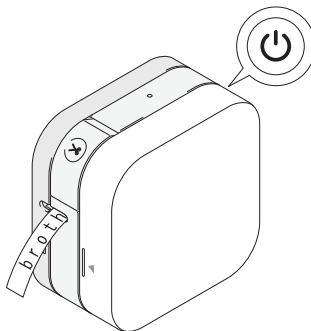


P-touch Design&Print 2



iPrint&Label

3. Tap "Print".



4. Cut the label with the Tape Cutter Lever. If not all printed labels have been ejected, quickly press the Power Button twice to eject them.

