



## Brother Printer Management Tool

## Quick Start Guide

Version 04

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## 1. Introduction

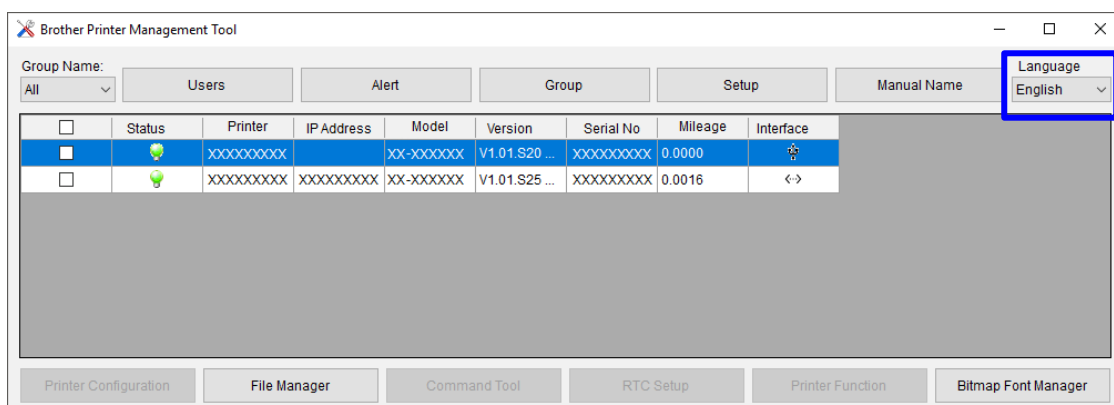
The Brother Printer Management Tool allows you to:

- Check a printer's status and settings
- Change printer settings
- Send additional commands to a printer
- Download graphics and fonts
- Create a printer bitmap font
- Download and update firmware

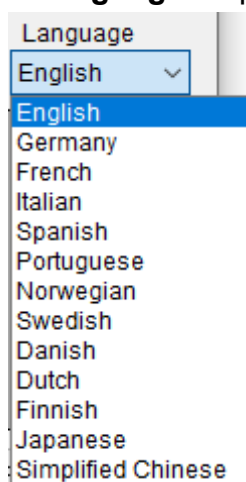
## 2. Getting Started

The BPM does not support the Bluetooth connection. We recommend connecting your printer to the computer using either the USB or Wi-Fi connection.

1. Double-click the  (Brother Printer Management Tool.exe) icon to run the tool.
2. The Settings Page lists both USB-connected printers and network-connected printers (belonging to the same subnet as your computer).



Select your language from the **Language** drop-down list, if necessary.



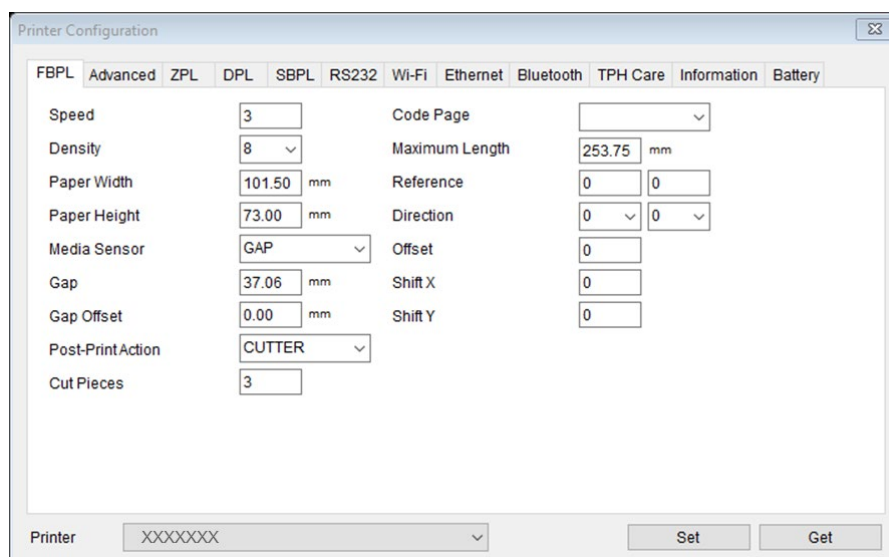
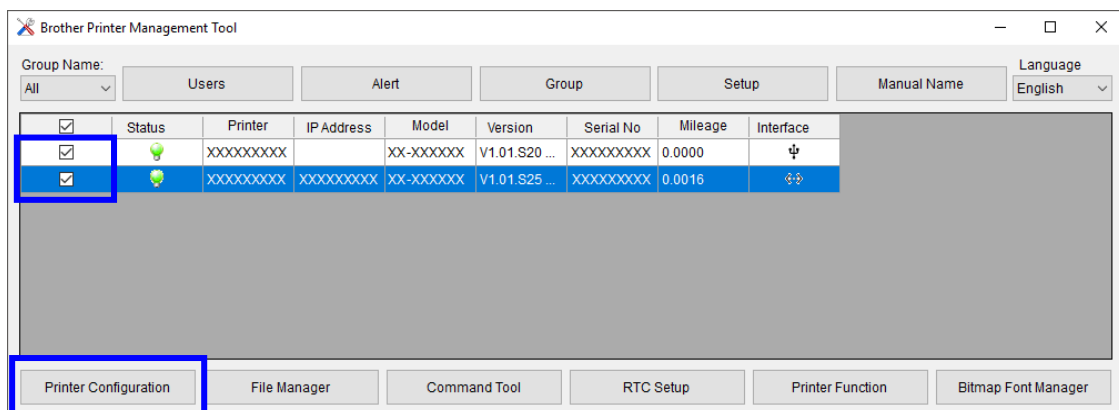
### 3. Printer Configuration

The Printer Configuration page is used to modify (Set) and view (Get) printer settings. This page includes the following tabs:

- FBPL
- Advanced
- ZPL
- DPL
- SBPL
- RS 232
- Wi-Fi
- Ethernet
- Bluetooth
- TPH Care
- Information
- Battery

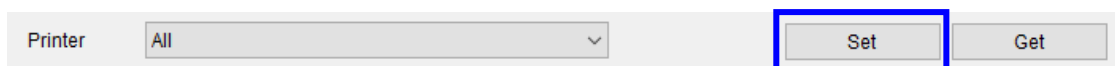
These correspond to the printer settings most commonly used in the FBPL/EPL2/ZPL/DPL/SBPL printer languages.

1. Select the printer you want to modify.
2. Click the **Printer Configuration** button to modify the printer settings.



3. Select the printer setting tab you want.

4. Modify the printer settings by selecting or entering new values, and then click the **Set** button to apply the new settings.



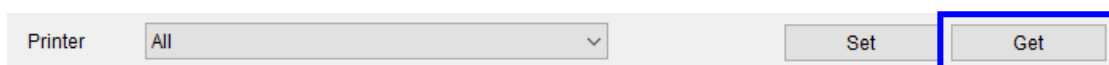
Printer: All [v] [Set] [Get]



### Note

- Any modified values will be highlighted in yellow.
- If you select more than one printer, only the values shared by the selected printers will be shown.

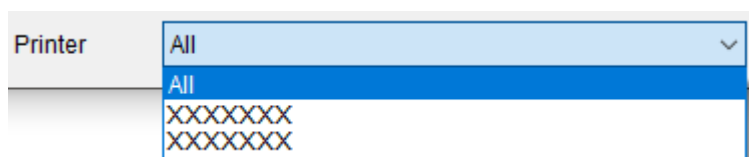
5. After the printer settings have been modified, click the **Get** button to view the new printer settings.



Printer: All [v] [Set] [Get]



### Note

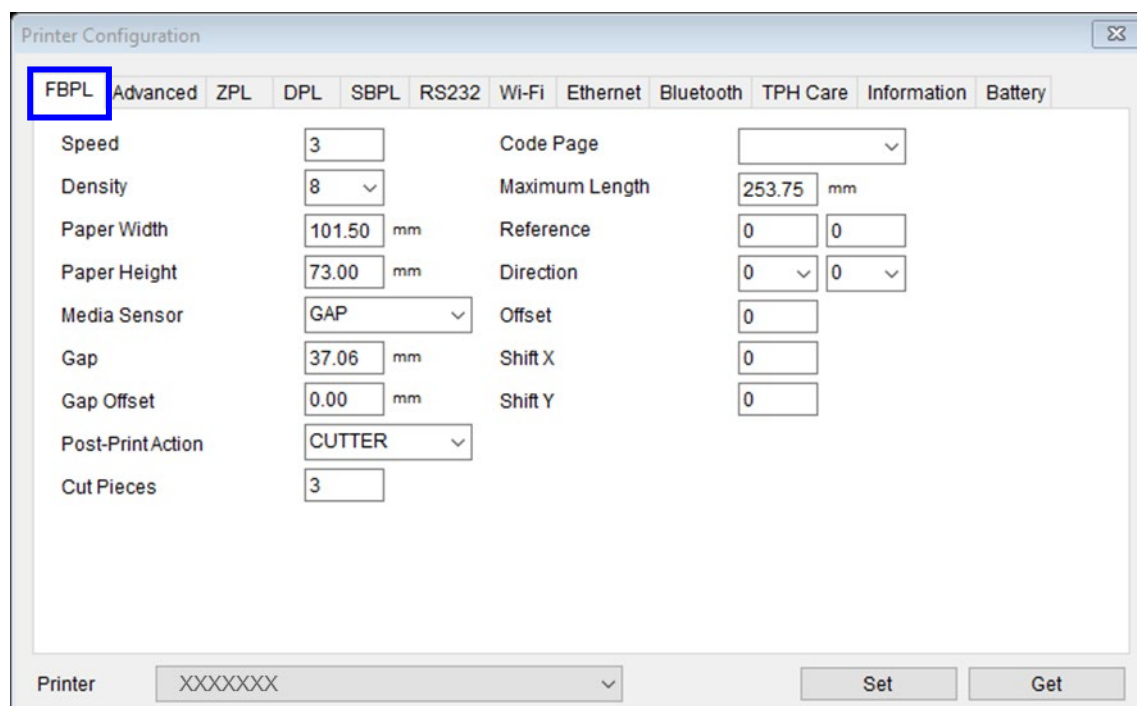


Printer: All [v]  
All  
XXXXXXXX  
XXXXXXXX

Use the Printer drop-down list to view individual printer groups and their settings.

## ▪ FBPL & Advanced

FBPL printer language settings

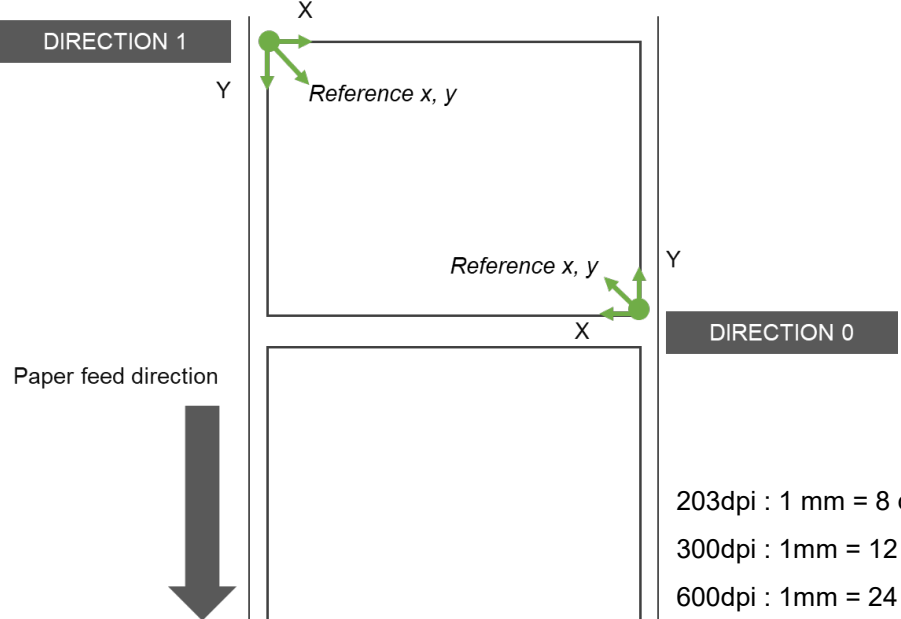


Printer Configuration [X]

FBPL Advanced ZPL DPL SBPL RS232 Wi-Fi Ethernet Bluetooth TPH Care Information Battery

Speed	3	Code Page	[v]
Density	8 [v]	Maximum Length	253.75 mm
Paper Width	101.50 mm	Reference	0 0
Paper Height	73.00 mm	Direction	0 [v] 0 [v]
Media Sensor	GAP [v]	Offset	0
Gap	37.06 mm	Shift X	0
Gap Offset	0.00 mm	Shift Y	0
Post-Print Action	CUTTER [v]		
Cut Pieces	3		

Printer: XXXXXXXX [v] [Set] [Get]

Function	Description
<b>Speed</b>	Set the print speed. For more information about the available print speed settings, see the <b>SPEED</b> command in <i>FBPL Command Reference</i> .
<b>Density</b>	Set the print density from 0 to 15.
<b>Paper Width</b>	Set the media width.
<b>Paper Height</b>	Set the media height.
<b>Media Sensor</b>	Set the media sensor type.
<b>Gap</b>	Set the gap distance between two labels.
<b>Gap Offset</b>	Set the offset distance of the gap.
<b>Post-Print Action</b>	Set the post-print action.
<b>Cut Pieces</b>	Set the number of printing labels between each automated cut.
<b>Code Page</b>	Set the international character set code page. For more information, see the <b>CODEPAGE</b> command in <i>FBPL Command Reference</i> .
<b>Maximum Length</b>	Set the maximum length for the sensor detection. If the label length is less than the default length (10" or 254mm, for example a wristband), set a value larger than the label length so that the sensor can detect the label correctly.
<b>Reference</b>	<p>Set the origin of the printer coordinate system vertically and horizontally: Left: X (Horizontal) coordinate, Right: Y (Vertical) coordinate. Settings range from 0 dots to 999 dots. The reference point varies depending on the print direction.</p>  <p>The diagram illustrates the printer coordinate system for two print directions. On the left, a large downward arrow indicates the 'Paper feed direction'. Two rectangular labels are shown. The top label is associated with 'DIRECTION 1' and has a reference point at its top-left corner, with 'Reference x, y' text and arrows pointing to the X and Y axes. The bottom label is associated with 'DIRECTION 0' and has a reference point at its bottom-right corner, also with 'Reference x, y' text and arrows pointing to the X and Y axes. To the right of the labels, a list of resolution settings is provided: 203dpi : 1 mm = 8 dots, 300dpi : 1mm = 12 dots, and 600dpi : 1mm = 24 dots.</p> <p>203dpi : 1 mm = 8 dots  300dpi : 1mm = 12 dots  600dpi : 1mm = 24 dots</p>

Function	Description
Direction	<p>Specify the print direction. For more information, see the <b>DIRECTION</b> command in <i>FBPL Command Reference</i>.</p> <div> <div>DIRECTION 0,0</div> <div>TEST PRINT</div> </div> <div> <div>DIRECTION 1,0</div> <div>TEST PRINT</div> </div> <div> <div>DIRECTION 0,1</div> <div>TEST PRINT</div> </div> <div> <div>DIRECTION 1,1</div> <div>TEST PRINT</div> </div> <p>Paper feed direction</p>
Offset	Fine-tune the media stop location. Settings range from -999 dots to 999 dots.
Shift X	Fine-tune the print position. Settings range from -999 dots to 999 dots.
Shift Y	

### Note

To change the unit of measurement to millimeters or inches, go to **Control Panel > Clock and Region > Region > Formats > Additional settings... > Measurement System**. Select **U.S.** for “inch” and **Metric** for “mm”.

Printer Configuration

FBPL

Advanced

ZPL

DPL

SBPL

RS232

Speed

3

Density

8

▼

Paper Width

101.3

mm

Paper Height

101.6

mm

Media Sensor

GAP

▼

Gap

3.00

mm

Gap Offset

0.00

mm

Post-Print Action

TEAR

▼

Cut Pieces

Printer

XXXXXXX

Printer Configuration

FBPL

Advanced

ZPL

DPL

SBPL

RS232

Speed

3

Density

8

▼

Paper Width

3.99

inch

Paper Height

4.00

inch

Media Sensor

GAP

▼

Gap

0.12

inch

Gap Offset

0.00

inch

Post-Print Action

TEAR

▼

Cut Pieces

Printer

XXXXXXX

Printer Configuration

FBPL **Advanced** ZPL DPL SBPL RS232 Wi-Fi Ethernet Bluetooth TPH Care Information Battery

Gap Inten.  Head-up Sensor

Black mark Inten.  Reprint After Error

Continuous Inten.  Ribbon

Threshold Detection  Ribbon Sensor

Country Code  Ribbon Encoder Err.

Printer

Function	Description
<b>Gap Inten.</b>	Adjust the sensor detection sensitivity. Use this setting when auto calibration does not work because the thickness of the backing paper and that of the label with backing paper are not of within the sensor's detection range, or there are pre-printed marks or patterns on the label.
<b>Black mark Inten.</b>	Adjust the sensor detection sensitivity if the printer cannot detect the black mark correctly.
<b>Continuous Inten.</b>	Adjust the sensor detection sensitivity if the paper is either too thin or too thick.
<b>Threshold Detection</b>	Set the sensor sensitivity to <b>AUTO</b> or <b>FIXED</b> . <b>AUTO</b> : Fine-tune the paper positioning threshold automatically when feeding paper. <b>FIXED</b> : Fix the paper positioning threshold.
<b>Country Code</b>	Set the country code.
<b>Head-up Sensor</b>	Enable or disable the print head-up sensor.
<b>Reprint After Error</b>	Enable or disable the print restart after an error.
<b>Ribbon</b>	<b>ON</b> : Unlock the <b>Ribbon Sensor</b> setting and <b>Ribbon Encode Err</b> setting. Select the <b>Ribbon Sensor</b> and <b>Ribbon Encoder Error</b> setting you want. <b>OFF</b> : Disable both the ribbon end sensor and the ribbon encoder sensor. The sensors will remain disabled even if you select "ON" in the <b>Ribbon Sensor</b> or <b>Ribbon Encoder Err.</b> drop-down list.
<b>Ribbon Sensor</b>	Enable or disable the ribbon end sensor (TJ series only)
<b>Ribbon Encoder Err.</b>	Enable or disable the ribbon encoder sensor.





## Note

For more information, see the *FBPL Command Reference Manual* at your model's Manuals page at [support.brother.com](http://support.brother.com).

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- **ZPL**

## ZPL printer language settings

Printer Configuration

FBPL Advanced **ZPL** DPL SBPL RS232 Wi-Fi Ethernet Bluetooth TPH Care Information

Darkness  0 to 30 Media Power Up  ▾

Print Speed  Head Close  ▾

Tear Off  -120 to 120 Label Top  -120 to 120

Print Mode  ▾ Left Position  -9999 to 9999

Print Width  inch

Control Prefix

Format Prefix

Delimiter Char

Printer  ▾

Function	Description
<b>Darkness</b>	Set the print darkness.
<b>Print Speed</b>	Set the print speed.
<b>Tear Off</b>	Adjust the tear off position.
<b>Print Mode</b>	Set the post-print action.
<b>Print Width</b>	Set the print width.
<b>Control Prefix</b>	Set the control character.
<b>Format Prefix</b>	Set the format character.
<b>Delimiter Char</b>	Set the delimiter character.
<b>Media Power Up / Head Close</b>	Set the action of the media when turning on the printer or closing the Print Head. Feed: Advance one label. Calibration: Calibrate the sensor levels, determine the length, and feed a label. Length: Determine the length and feed a label. No Motion: The printer will not adjust the media.
<b>Label Top</b>	Adjust the print position on the label vertically.
<b>Left Position</b>	Adjust the print position on the label horizontally.



## Note

The items in the ZPL tab work only with the ZPL printer language.

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- **DPL**

## DPL printer language settings

The screenshot shows a 'Printer Configuration' window with a tabbed interface. The 'DPL' tab is selected and highlighted with a blue border. The tabs include FBPL, Advanced, ZPL, DPL, SBPL, RS232, Wi-Fi, Ethernet, Bluetooth, TPH Care, and Information. The DPL tab contains the following settings:

- Heat: A numeric input field with a range of 0 to 30.
- Print Speed: A numeric input field.
- Label Width: A numeric input field with a unit of 'inch'.
- Present Sensor: A dropdown menu.
- Cutter Equipped: A dropdown menu.
- Control Codes: A dropdown menu.
- Column Offset: A numeric input field with a unit of 'inch'.
- Row Offset: A numeric input field with a unit of 'inch'.

At the bottom of the window, there is a 'Printer' dropdown menu showing 'XXXXXXXX', and two buttons labeled 'Set' and 'Get'.

Function	Description
<b>Heat</b>	Increase or decrease the heat applied by the Print Head to the media to darken or lighten the print contrast.
<b>Print Speed</b>	Set the print speed.
<b>Label Width</b>	Set the maximum limit for the printable width.
<b>Present Sensor</b>	Enable or disable the present sensor.
<b>Cutter Equipped</b>	Enable or disable the optional Cutter.
<b>Control Codes</b>	Change the prefix of the commands interpreted by the printer.
<b>Column Offset</b>	Shift both the horizontal print start position and the label width end point to the right.
<b>Row Offset</b>	Shift the vertical print start position.



### Note

The items included in the DPL tab only work with the DPL printer language.

## ▪ SBPL

### SBPL printer language settings

Printer Configuration

FBPL Advanced ZPL DPL **SBPL** RS232 Wi-Fi Ethernet Bluetooth TPH Care Information Battery

Print Speed 4 2 to 12 ips

Print Darkness 3 1 to 5

Sensor Type GAP

Label Gap 3.00 mm

Label Size (Horiz.) 108.00 mm

Label Size (Vert.) 104.50 mm

Horizontal Correction Pitch Value 0

Vertical Correction Pitch Value 0

Label Pitch Offset 0

Tear Off Offset 0

Cutter Offset 0

Dispenser Offset 0

Printer XXXXXXXX Set Get

Function	Description
<b>Print Speed</b>	Set the print speed.
<b>Print Darkness</b>	Set the print darkness.
<b>Sensor Type</b>	Set the sensor type: Black Mark, Gap, or Continuous.
<b>Label Gap</b>	Set the gap between labels.
<b>Horizontal LabelSize</b>	Set the horizontal label size.
<b>Vertical LabelSize</b>	Set the vertical label size.
<b>Horizontal Correction Pitch Value</b>	Adjust the print start position horizontally.
<b>Vertical Correction Pitch Value</b>	Adjust the print start position vertically.
<b>Label Pitch Offset</b>	Set the offset of the label stop position for each operation.
<b>Tear Off Offset</b>	
<b>Cutter Offset</b>	
<b>Dispenser Offset</b>	



### Note

The items in the SBPL tab only work with the SBPL printer language.

- **RS232**

Printer RS232 interface settings

The image shows a 'Printer Configuration' window with a tabbed interface. The 'RS232' tab is selected and highlighted with a blue border. The window contains the following elements:

- Tabbed Interface:** FBPL, Advanced, ZPL, DPL, SBPL, **RS232**, Wi-Fi, Ethernet, Bluetooth, TPH Care, Information, Battery.
- RS232 Settings:**
  - Baud Rate: 9600 (dropdown)
  - Data Bits: 8 (dropdown)
  - Parity: None (dropdown)
  - Stop Bits: 1 (dropdown)
- Footer:**
  - Printer: XXXXXXXX (dropdown)
  - Buttons: Set, Get

- **Wi-Fi**

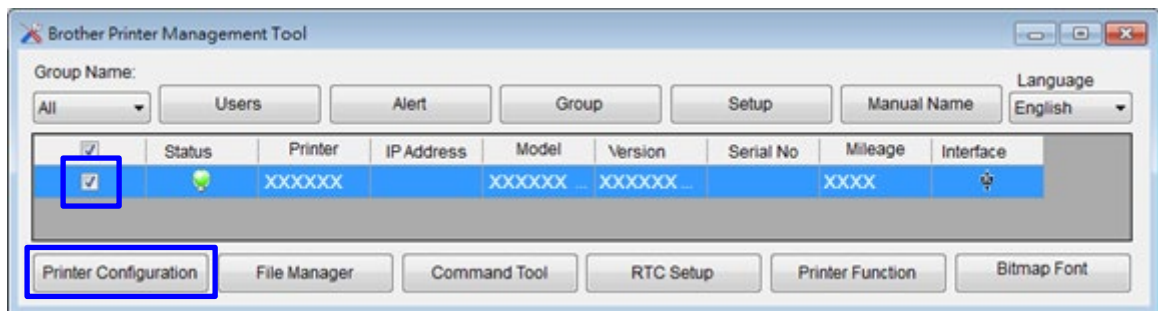
Wireless print server settings

### Using BPM to set the Wi-Fi Module

Make sure both your wireless router/access points and your printer's network settings are correctly set up. For more information, see the documentation provided with your wireless router/access point, or contact the router manufacturer, your system administrator, or Internet service provider.

#### 1. Setting the Wi-Fi Module

1. Connect the computer and printer using a USB cable.
2. Turn on the printer.
3. Start the BPM.
4. Click the **Printer Configuration** button.



## Printer Configuration:

### ▪ Non-Enterprise

Printer Configuration

1

7

FBPL Advanced ZPL DPL SBPL RS232 **Wi-Fi** Ethernet Bluetooth TPH Care Information Battery

2 SSID TEST-AP

3 Encryption WPA1/2-Persona

4 Key \*\*\*\*\*

5 DHCP ON

EAP Type

User Name

Password

File name Browse

CA Certificate

Client Certificate

Private Key

EAP-FAST PAC

IP Address

Subnet Mask 0.0.0.0

Gateway

Printer Name XX-XXXXXX

RAW Port

MAC Address XX:XX:XX:XX:XX:XX

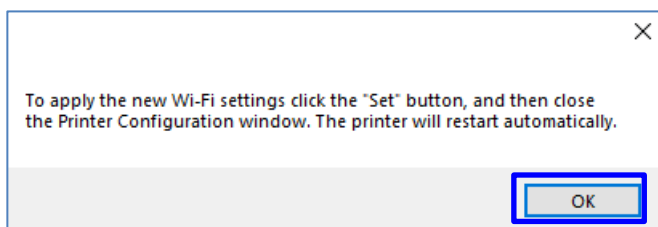
Wi-Fi Version 3.7.1.0R6

To apply the new Wi-Fi settings click the "Set" button, and then close the Printer Configuration window. The printer will restart automatically.

Printer XXXXXXXX

6 Set Get

1. Click the **Wi-Fi** tab.
2. Type the **SSID** (Network Name).
3. Click the **Encryption** drop-down list and select **Personal**.
4. Type the **Key**.
5. Click the **DHCP** drop-down list and select **ON**.  
If you are not using DHCP, type the **IP Address**, **Subnet Mask**, and **Gateway**.
6. Click **Set**.
7. Wait for 20 seconds, and then close the Printer Configuration window.
8. Click **OK** to close the notification dialog box and apply new Wi-Fi settings. The printer restarts automatically.

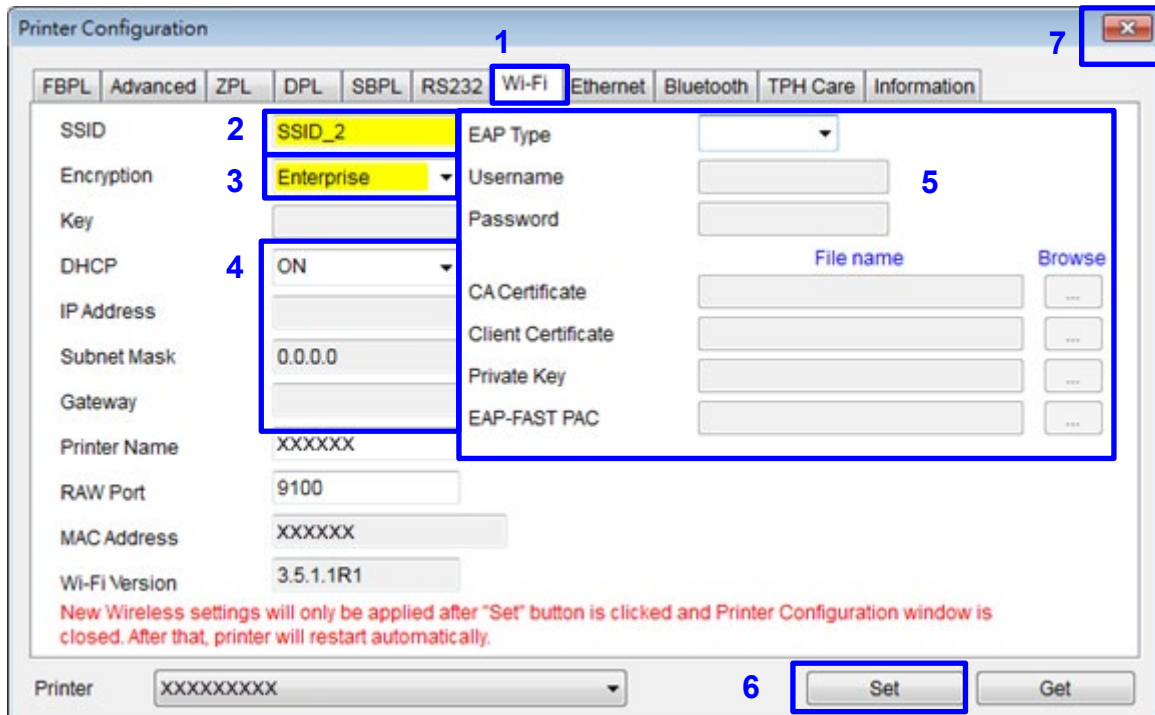


### Note

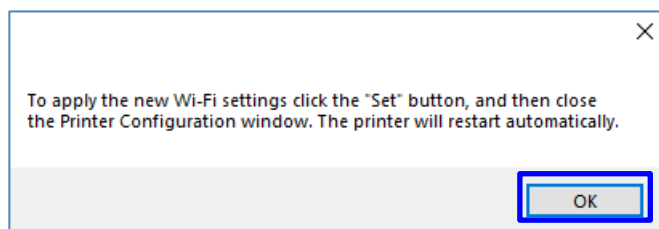
- Modified settings are highlighted in yellow before they are set.
- When DHCP is on, type a new **Printer Name** if you want to change how the printer appears in configuration screens.
- Use the **RAW Port** field to type the applicable RAW Port.



- **Enterprise**



1. Click the **Wi-Fi** tab.
2. Type the **SSID** (Network Name).
3. Click the **Encryption** drop-down list and select **Enterprise**.
4. Click the **DHCP** drop-down list and select **ON**.  
If you are not using DHCP, type the **IP Address**, **Subnet Mask**, and **Gateway**.
5. Click the **EAP Type** drop-down list and make a selection.  
To use EAP-TLS, you must upload the correct CA Certificate and Key for mutual authentication, integrity-protected cipher suite negotiation, and key exchange between two endpoints.
6. Click **Set**.
7. Wait for 20 seconds, and then close the Printer Configuration window.
8. Click **OK** to close the notification dialog box and apply new Wi-Fi settings. The printer restarts automatically.





## Note

- Modified settings are highlighted in yellow before they are set.
- When DHCP is on, type a new **Printer Name** if you want to change how the printer appears in configuration screens.
- Use the **RAW Port** field to type the applicable RAW Port.

The printer's IP address appears in the **IP address** field when the Wi-Fi module has been connected.



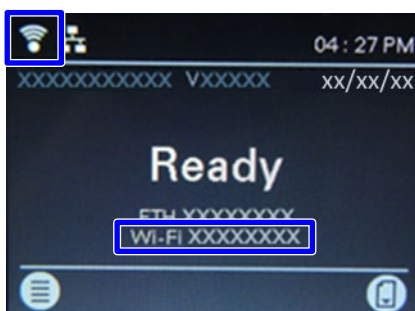
## Note

The IP address should appear 5 to 15 seconds after turning on the printer.

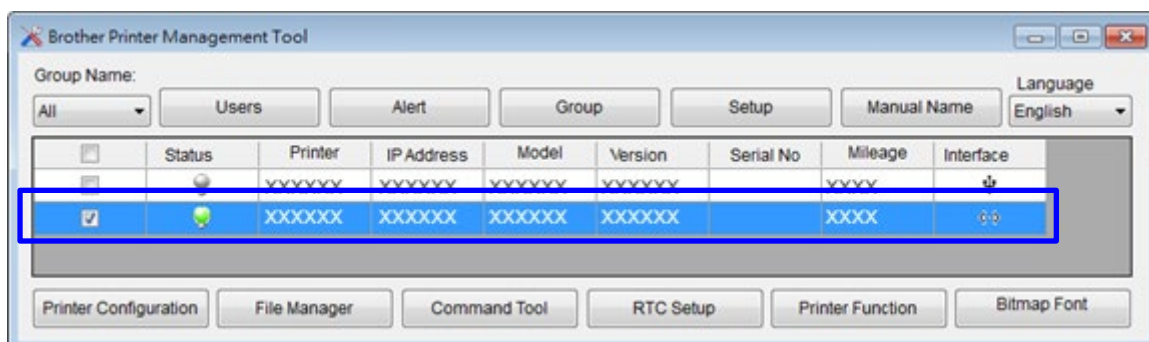
For Non-LCD models, go to step 9.

For LCD models, go to step 8.

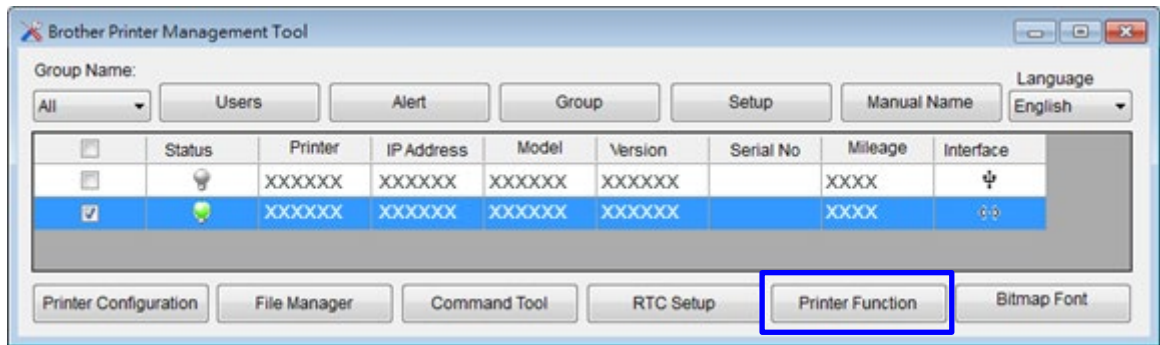
8. The printer's IP address and Wi-Fi icon appear on the LCD, when the Wi-Fi module is connected.



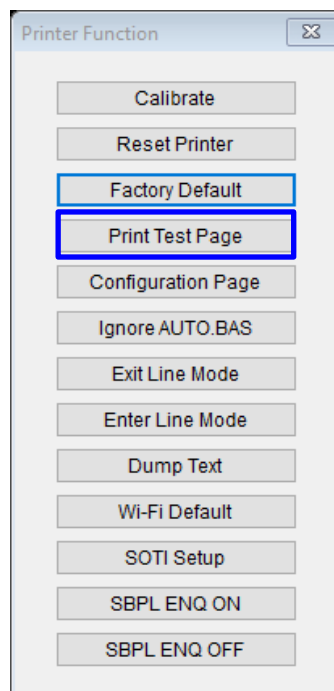
9. Unplug the USB cable connecting the computer and the printer.
10. From the list, select the printer whose IP Address is displayed on the LCD.



11. Click the **Printer Function** button.

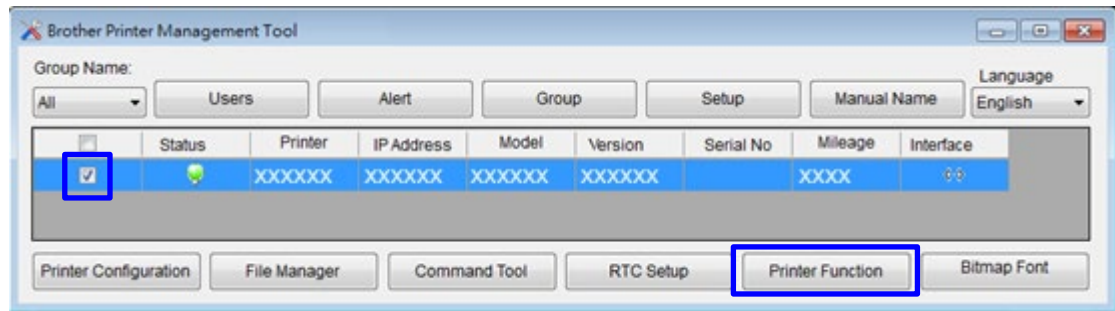


12. Click the **Print Test Page** button to print the test page via Wi-Fi.

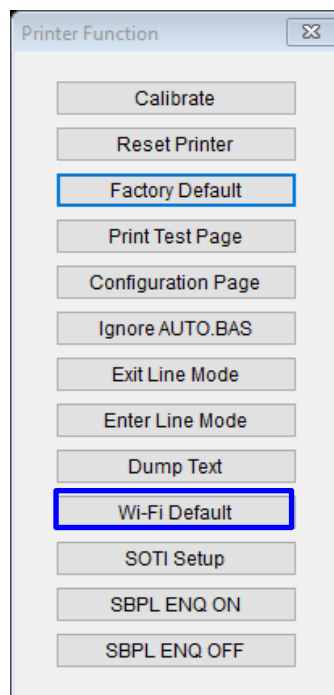


## 2. Initialize the Wi-Fi Module

1. Start the BPM.
2. Select the printer from the list, and then click the **Printer Function** button.



3. Click the **Wi-Fi Default** button.



- **Ethernet (Wired)**

## Ethernet print server settings

The screenshot shows the 'Printer Configuration' window with the 'Ethernet' tab selected. The window has a title bar with a close button. Below the title bar is a tabbed interface with tabs for FBPL, Advanced, ZPL, DPL, SBPL, RS232, Wi-Fi, Ethernet (highlighted with a blue box), Bluetooth, TPH Care, and Information. The Ethernet tab contains two radio buttons: 'DHCP' (selected) and 'Static IP'. Below these are four text input fields for IP, Subnet Mask, Gateway, and MAC Address, each containing 'XXXXXXXXXXXX'. To the right of these fields are two text input fields: 'Printer Name' (containing 'XXXXXXX') and 'RAW Port' (containing '9100'). Below the IP fields is a 'Set IP' button. Below the Printer Name field is a 'Set Printer Name' button. Below the RAW Port field is a 'Set RAW Port' button. At the bottom of the window, there is a 'Printer' dropdown menu showing 'XXXXXXX' and two buttons labeled 'Set' and 'Get'.

Function	Description
<b>DHCP/Static IP</b>	The default IP address is obtained using DHCP. To use a static IP, select the <b>Static IP</b> radio button.
<b>Printer Name</b>	Change the printer name. Make sure you click <b>Set Printer Name</b> to complete the update.
<b>Raw Port</b>	Change the raw port. Make sure you click <b>Set RAW Port</b> to complete the update.



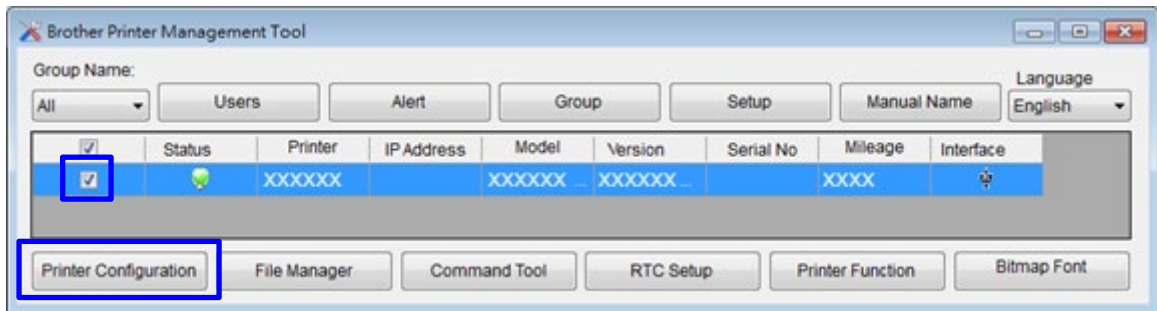
### Note

After clicking **Set IP**, **Set Printer Name**, or **Set RAW Port**, the printer restarts to apply the settings.

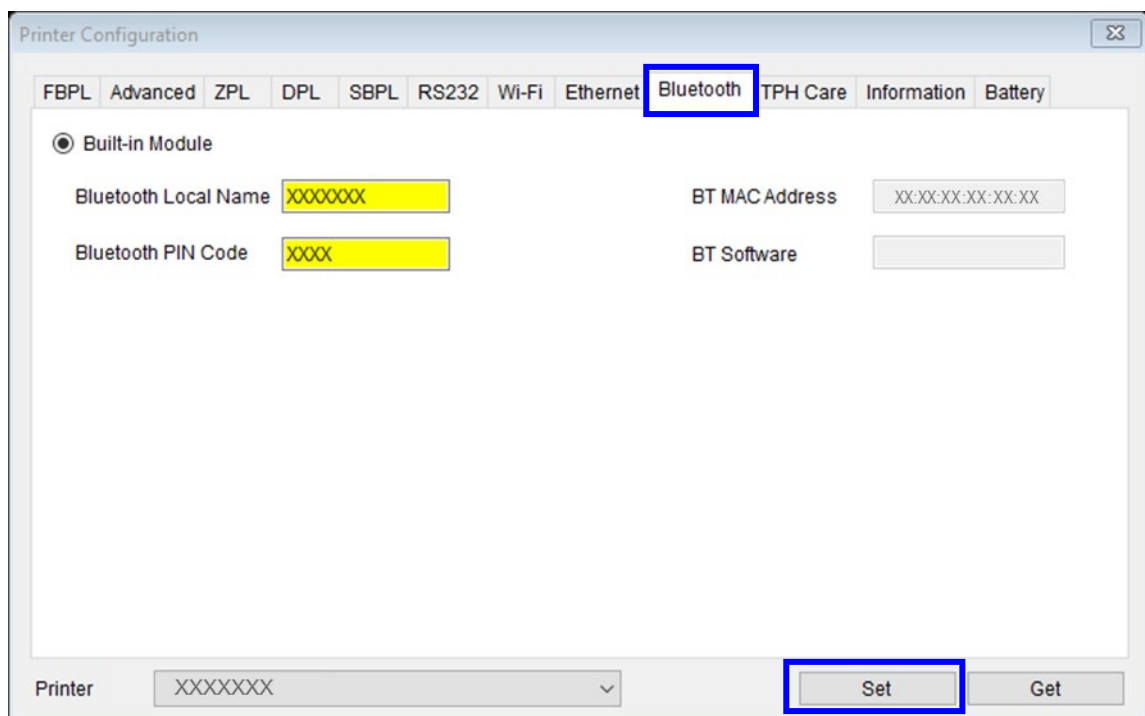
## ▪ Bluetooth

The BPM does not support a Bluetooth connection. To change or check the Bluetooth settings, connect your printer to a computer using either a USB or Wi-Fi connection.

1. Connect the USB cable between the computer and the printer.
2. Turn on the printer.
3. Start the BPM.
4. Click the **Printer Configuration** button.

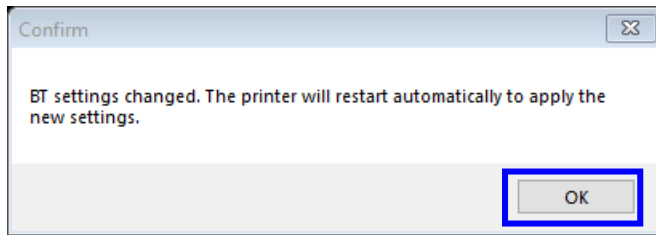


5. Click the Bluetooth tab.
6. Specify the Bluetooth Local Name and Bluetooth PIN Code settings if necessary, and then click **Set**.



Wait for 20 seconds, and then close the Printer Configuration window.

Click **OK** to close the notification dialog box and apply new Bluetooth settings. The printer restarts automatically.



7. Click **Get** to retrieve the settings. Make sure the Bluetooth module settings are set correctly.



### **Note**

You can also connect the printer to the computer using a USB cable.

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## TPH Care

### Thermal Print Head (TPH) Care Settings

Printer Configuration

FBPL Advanced ZPL DPL SBPL RS232 Wi-Fi Ethernet Bluetooth **TPH Care** Information Battery

TPH Care Auto Protection: OFF

Unhealthy TPH dot number: 0

Unhealthy TPH dot number: 1 Condition+1  
(Warning condition)

Get TPH care profile TPH Test Page

Printer XXXXXXXX Set Get

Function	Description
TPH Care Auto Protection	Enable or disable the TPH Care function.
Unhealthy TPH dot number	Check the number of unhealthy TPH dot elements.
Unhealthy TPH dot number (Warning condition)	Set the warning condition for the unhealthy TPH dot number.
Get TPH Care Profile	Detect the unhealthy TPH dots.
TPH Test Page	Print a TPH test image to check the TPH printing status.

1. Select **ON** from the **TPH Care Auto Protection** drop-down list to enable the TPH care function.
2. Click **Get TPH care profile**. The TPH graph appears.
  - If the profile is flat or the unhealthy TPH dot number is 0, the Print Head's condition is good.

TPH Care Auto Protection: ON

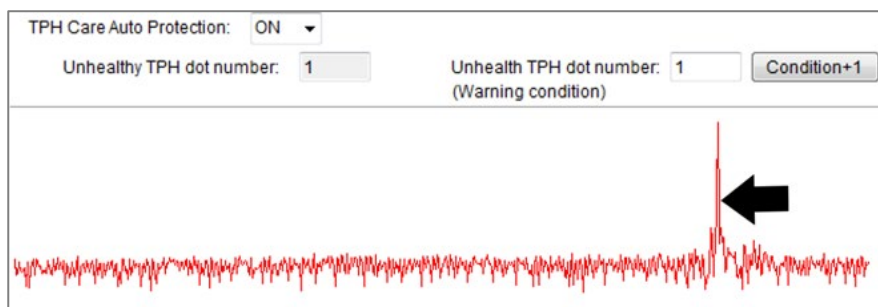
Unhealthy TPH dot number: 0

Unhealthy TPH dot number: 1 Condition+1  
(Warning condition)

TPH graph showing a flat line, indicating good condition.



- If the profile shows a spike, the Print Head may contain damaged dots and the printer will stop printing.

**Note:**

The TPH Care function is available for the following models:

- TD-4420TN / TD-4520TN
  - RJ-2035B / RJ-2055WB / RJ-3035B / RJ-3055WB
  - TJ-4420TN / TJ-4520TN / TJ-4620TN / TJ-4422TN / TJ-4522TN
-

## ▪ Printer information

To view the current printer settings, click the **Information** tab, and then click the **Get** button.

The screenshot shows the 'Printer Configuration' window with the 'Information' tab selected. The window displays the following fields and values:

- Version:** XXXXXXXXXXXXXXXX Version: XXXX.XXX XXX
- Serial No:** XXXXXXXXXXXX
- Printer Status:** Ready
- Checksum:** XXXXXXXX
- Ribbon Capacity:** %
- Cutter Counter:** 0 (Non-Resettable) and 0 (Resettable) with a 'Reset' button.
- Mileage (km):** 0.1245 (Non-Resettable) and 0.1164 (Resettable) with a 'Reset' button.
- Label Count:** 1113



At the bottom, there is a 'Printer' dropdown menu showing 'XXXXXXX', a 'Set' button, and a 'Get' button (highlighted with a blue box).

Function	Description
<b>Version</b>	Printer model name and firmware version.
<b>Serial No</b>	Printer serial number.
<b>Printer Status</b>	Get the printer status.
<b>Check Sum</b>	Printer firmware checksum.
<b>Ribbon remaining</b>	Get the ribbon capacity.
<b>Cutter Counter</b>	Number of cuts made by the Cutter.
<b>Mileage (km)</b>	Printing mileage information of the Print Head.
<b>Label Count</b>	Number of printed labels.



### Note

- The Cutting Counter and Mileage settings should be reset as follows:
  - Cutting Counter: when replacing the Cutter or the Print Head
  - Mileage: when replacing the Print Head
 Their total values will still be listed in the non-resettable fields.
- If the printer is in an error state, its LED will blink in red, and its status icon will display "!". To learn more about the printer's status, select the printer, click **Printer Configuration**, and then click the **Information** tab.

<input type="checkbox"/>	Status	Printer	IP Address	Model	Version	Serial No	Mileage	Interface
<input type="checkbox"/>		XXXXXXXXXX		XX-XXXXXX	V1.01.S20 ...	XXXXXXXXXX	0.0000	USB
<input checked="" type="checkbox"/>		XXXXXXXXXX	192.168.4.96	XX-XXXXXX	V1.01.S25 ...	XXXXXXXXXX	0.0016	USB

Printer Configuration
File Manager
Command Tool
RTC Setup
Printer Function
Bitmap Font Manager

## Troubleshooting

Error Message	Solution
Head Open	<ul style="list-style-type: none"> <li>- Close the Print Head mechanism.</li> <li>- Check if the right and left sides of the Print Head mechanism are locked into place.</li> </ul>
Paper Jam	<ul style="list-style-type: none"> <li>- Check if any labels are jammed in the Print Head mechanism.</li> <li>- Check that the label size and GAP/Black Mark Size settings match the installed media.</li> <li>- Check the sensor type.</li> <li>- Calibrate the sensor again.</li> </ul>
Out of Paper	<ul style="list-style-type: none"> <li>- Check that the GAP/Black Mark Sensor position is aligned with the GAP/Black Mark sensing path.</li> <li>- Check if the label roll is empty.</li> <li>- Calibrate the sensor again.</li> </ul>
Ribbon End Error	<ul style="list-style-type: none"> <li>- Check if the ribbon has run out.</li> <li>- Check if the ribbon roll is broken between the ribbon supply/take-up spindle.</li> <li>- Check if the paper core is installed on the ribbon take-up spindle (for applicable models only).</li> <li>- Check if the ribbon spindle is installed incorrectly in the printer.</li> </ul>

Error Message	Solution
Ribbon Encoder Error	<ul style="list-style-type: none"> <li>- Close the Print Head mechanism and make sure the right and left sides are locked into place.</li> <li>- Check if the ribbon roll is empty.</li> <li>- Check if the ribbon is broken between the ribbon supply/take-up spindle.</li> <li>- Check if the paper core is installed on the ribbon take-up spindle (for applicable models only).</li> </ul>
Pause	Press the <b>Feed/Pause</b> button again to resume printing.
Other Error	<ul style="list-style-type: none"> <li>- Print Head is overheated: The error indicator is lit in solid red and the printer stops printing. As soon as the print head cools down, the printer will resume printing.</li> <li>- Cutter jam: <ul style="list-style-type: none"> <li>• Remove the jammed media from the Cutter area.</li> <li>• Check the Media Specifications and make sure the media thickness is supported.</li> </ul> </li> </ul> <p>For more information about the Media Specifications, see the <i>User's Guide</i>.</p>

- **Battery**

Check the charge level and life of the Rechargeable Li-ion Battery (Smart Battery) (RJ-3035B/RJ-3055WB only)

Printer Configuration

Serial Number: 0001

Current Voltage: 7.4 V

Capacity (%): 51 %

Temperature: 26.5 °C

Discharge Times: 4 times

Manufacture Date: 20181015

Healthy Status: GOOD

Printer: XXXXXXXX

Set Get

Display the Rechargeable Li-ion Battery Capacity and Battery Life in the BPM:

Brother Printer Management Tool

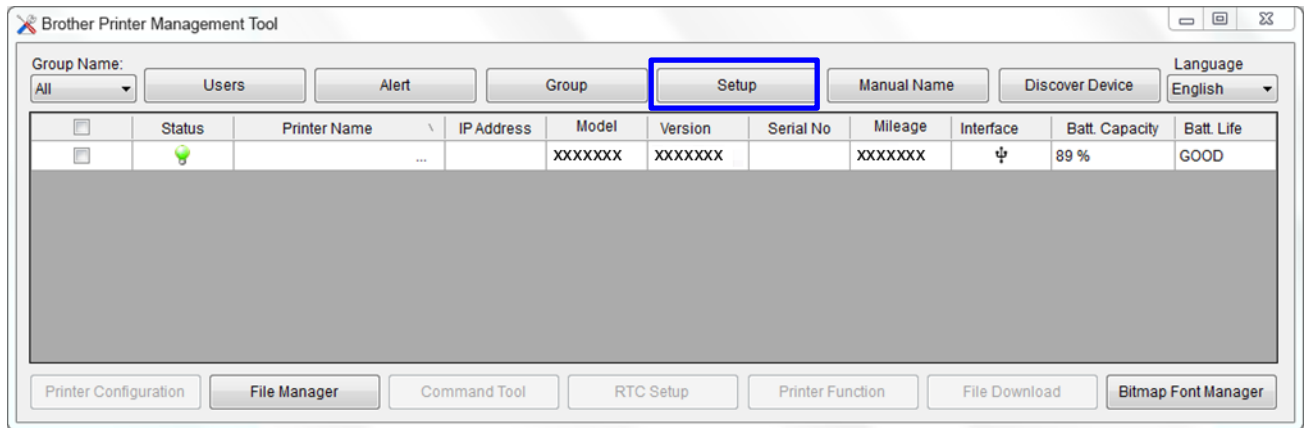
Group Name: All Users Alert Group Setup Manual Name Discover Device Language: English

	Status	Printer Name	IP Address	Model	Version	Serial No	Mileage	Interface	Batt. Capacity	Batt. Life
	🟢	...		XXXXXXX	XXXXXXX		XXXXXXX	USB	89 %	GOOD

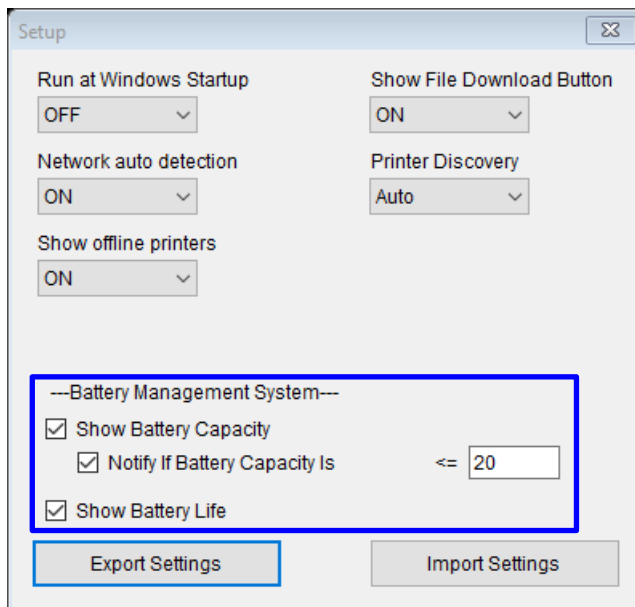
Printer Configuration File Manager Command Tool RTC Setup Printer Function File Download Bitmap Font Manager

1. Insert the Rechargeable Li-ion Battery (Smart Battery) into your printer.
2. Connect the printer to the computer using a USB cable or Wi-Fi.

3. Start the BPM and click the **Setup** button.



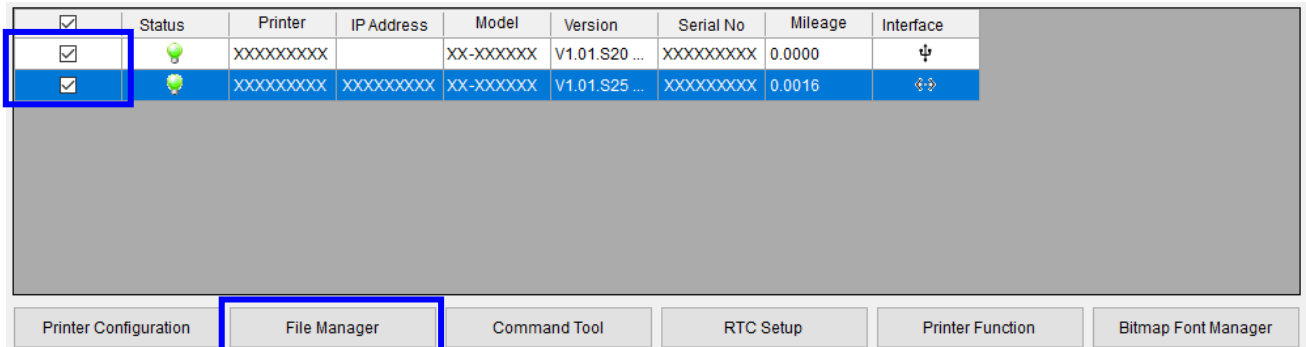
4. Select the Battery Management System settings you want , and then close the Setup dialog box by clicking the **X** in its upper right corner.



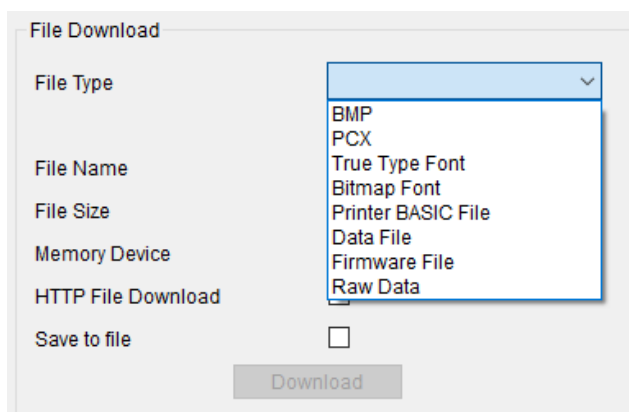
## 4. File Manager

The File Manager feature allows you to generate file headers, download files into the printer and browse them.

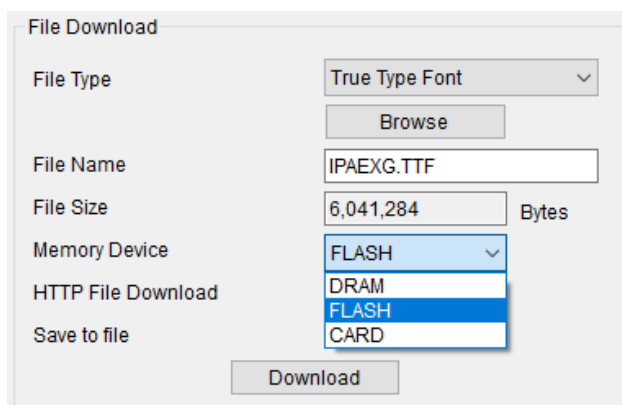
Select the printers from the list, and then click the **File Manager** button to access the settings page.



### Downloading files to the specified memory device



1. Select the file type, and then click the **Browse** button to select the files you want to download.



2. Select where to download the file using the **Memory Device** drop-down menu.
3. Click the **Download** button to start downloading the file to all printers.

## Listing the files saved on the specified memory device

The screenshot shows the 'File Information' dialog box. At the top, there is a 'Printer' dropdown menu set to 'XXXXXXX'. Below it, the 'Memory Device' section has three radio buttons: 'DRAM', 'FLASH' (which is selected), and 'CARD'. On the left, a list of files is displayed: 'ARAB\_CGT.TTF', 'CP864.DAT', 'AUTO.BAS', 'Items.txt', and 'TEST.BAS'. To the right of the file list, there are two text boxes: 'Physical Space' with the value '131072' and 'KB', and 'Free Space' with the value '80762' and 'KB'. At the bottom right, there are three buttons: 'Remove', 'Get' (which is highlighted with a blue rectangle), and 'Format'.

1. Select the printer.
2. Select the memory device type, and then click the **Get** button to retrieve a list of the files saved on the specified memory device.

## Removing selected files from the specified memory device

The screenshot shows the 'File Information' dialog box. The 'Printer' dropdown is set to 'XXXXXXX'. The 'Memory Device' section has 'FLASH' selected. The file list on the left now includes 'DEMO.BAS', 'TEST1.BAS', 'LOGO.BMP', 'FONT001', and 'IPAEXG.TTF'. The 'Physical Space' text box shows '131072' and 'KB', and the 'Free Space' text box shows '74342' and 'KB'. The 'Remove' button at the bottom right is highlighted with a blue rectangle.

1. Select the files you want to remove.
2. Click the **Remove** button to delete selected files from the specified memory device.

## Removing all files from the specified memory device

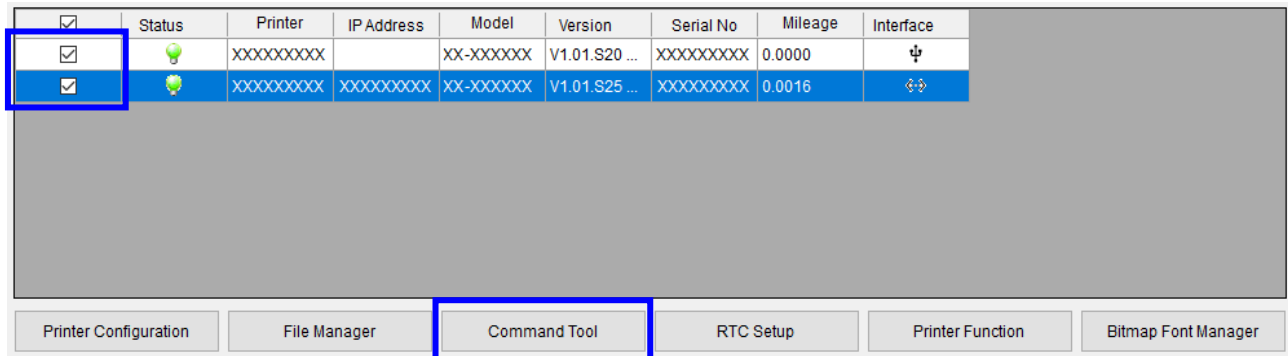
The screenshot shows the 'File Information' dialog box. The 'Printer' dropdown is set to 'XXXXXXX'. The 'Memory Device' section has 'FLASH' selected. The file list on the left includes 'DEMO.BAS', 'TEST1.BAS', 'LOGO.BMP', 'FONT001', and 'IPAEXG.TTF'. The 'Physical Space' text box shows '131072' and 'KB', and the 'Free Space' text box shows '74342' and 'KB'. The 'Format' button at the bottom right is highlighted with a blue rectangle.

1. Select the memory device.
2. Click the **Format** button to delete all the files on the specified memory device.

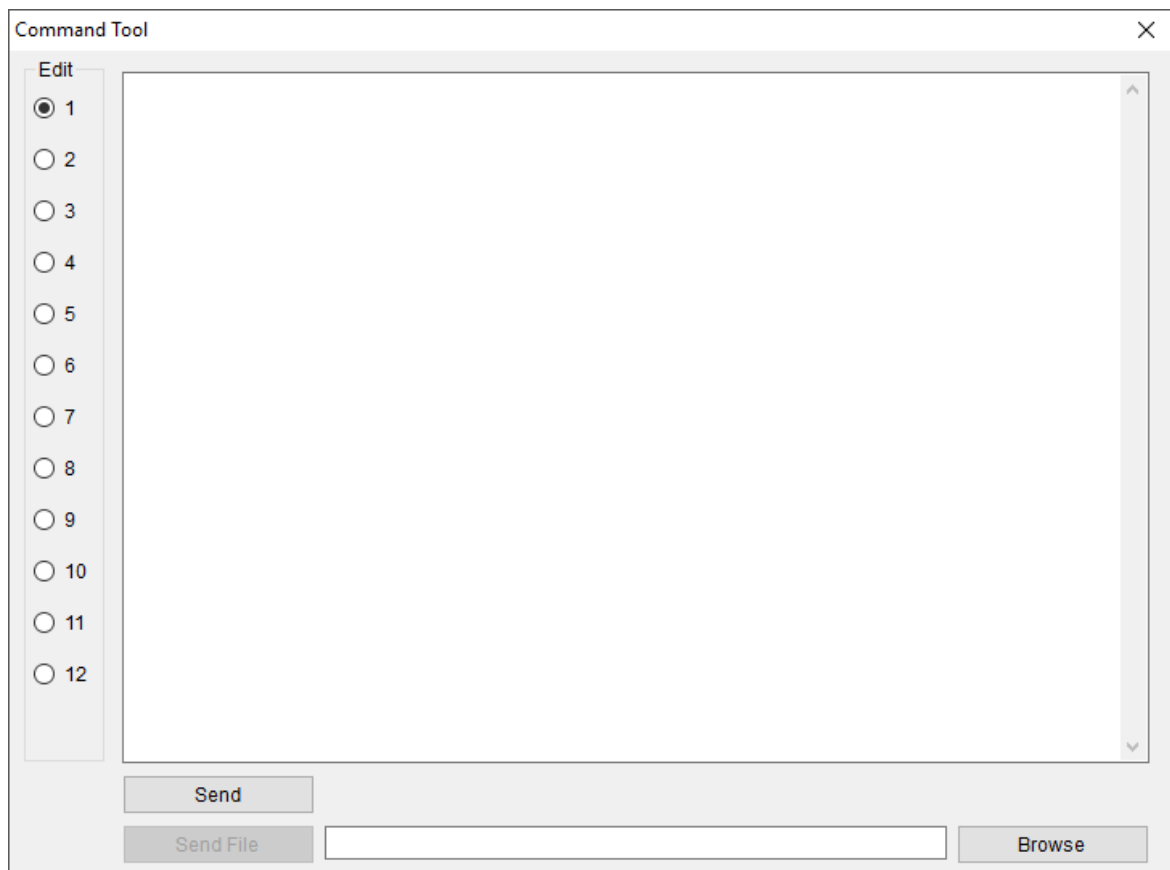


## 5. Command Tool

The Command Tool feature allows you to send printer commands to print and change printer settings. Select a printer from the list, and then click the **Command Tool** button. You can send commands to more than one printer at the same time.



1. Select the radio button of the Editor page you want.

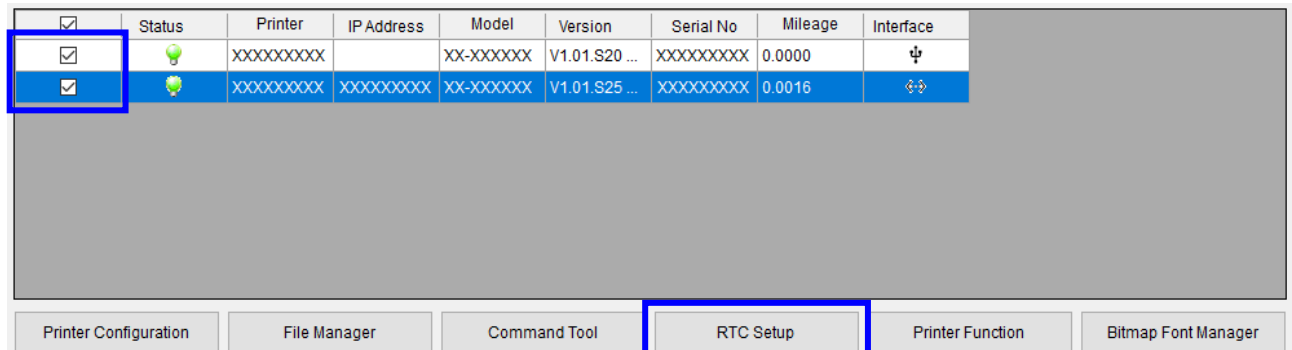


2. Enter the commands in the Editor window. Make sure you press the Enter key at the end of each command line.
3. Click the **Send** button to send the commands. You can also send a command file to the printer by clicking the **Send File** button.

## 6. RTC (Real Time Clock) Setup

This feature allows you to synchronize the printer's Real Time Clock with the computer.

1. Select the printers from the list, and then click the **RTC Setup** button to access the settings page.

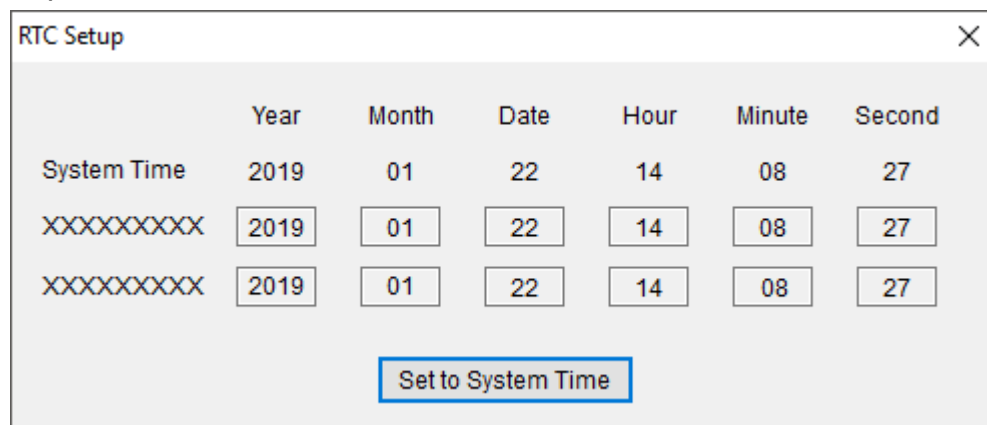


The screenshot shows a printer management interface. At the top, there is a table with columns: ☒, Status, Printer, IP Address, Model, Version, Serial No, Mileage, and Interface. The first two rows of the table are highlighted in blue. The first row has a green lightbulb icon in the Status column and a USB icon in the Interface column. The second row has a green lightbulb icon in the Status column and a USB icon in the Interface column. Below the table, there is a navigation bar with buttons: Printer Configuration, File Manager, Command Tool, RTC Setup (highlighted with a blue box), Printer Function, and Bitmap Font Manager.

<input checked="" type="checkbox"/>	Status	Printer	IP Address	Model	Version	Serial No	Mileage	Interface
<input checked="" type="checkbox"/>	🟢	XXXXXXXXXX		XX-XXXXXX	V1.01.S20 ...	XXXXXXXXXX	0.0000	USB
<input checked="" type="checkbox"/>	🟢	XXXXXXXXXX	XXXXXXXXXX	XX-XXXXXX	V1.01.S25 ...	XXXXXXXXXX	0.0016	USB

Printer Configuration   File Manager   Command Tool   **RTC Setup**   Printer Function   Bitmap Font Manager

2. Click the **Set to System Time** button to synchronize the printer's Real Time Clock with the computer.



The screenshot shows the 'RTC Setup' dialog box. It has a title bar with 'RTC Setup' and a close button (X). Inside the dialog, there is a table with columns: System Time, Year, Month, Date, Hour, Minute, and Second. The first row shows the system time as 2019, 01, 22, 14, 08, 27. Below this, there are two rows of input fields for the printer's time, each with a 'XXXXXXX' label. The first input row shows 2019, 01, 22, 14, 08, 27. The second input row shows 2019, 01, 22, 14, 08, 27. At the bottom of the dialog, there is a button labeled 'Set to System Time'.

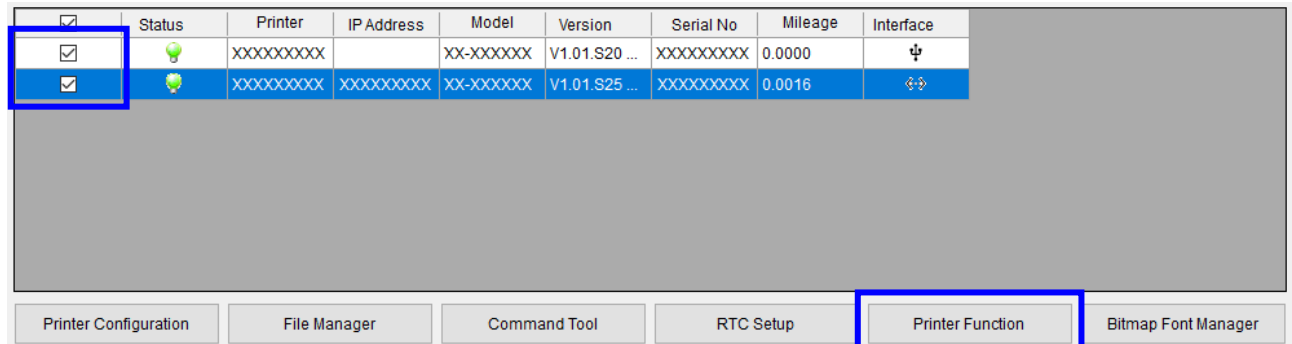
	Year	Month	Date	Hour	Minute	Second
System Time	2019	01	22	14	08	27
XXXXXXXXXX	2019	01	22	14	08	27
XXXXXXXXXX	2019	01	22	14	08	27

**Set to System Time**

## 7. Printer Function

The Brother Printer Management Tool allows you to configure printer functions without pressing any printer buttons.

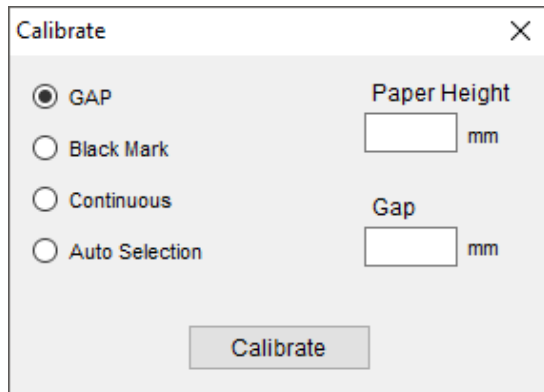
Select the printers from the list, and then click the **Printer Function** button to access the settings page.



	Printer Function	
	Function	Description
	Calibrate	Calibrate the sensor selected in the <b>Media Sensor</b> in the <b>Printer Configuration</b> feature.
	Reset Printer	Reboot the printer.
	Factory Default	Initialize the printer and restore the settings to their default values.
	Print Test Page	Print a test page.
	Configuration Page	Print the printer configuration.
	Ignore AUTO.BAS	Ignore the downloaded AUTO.BAS program.
	Exit Line Mode	Exit the line mode (RJ-2035B / RJ-2055WB / RJ-3035B / RJ-3055WB only).
	Enter Line Mode	Enter the line mode (RJ-2035B / RJ-2055WB / RJ-3035B / RJ-3055WB only).
	Dump Text	Activate the printer's dump mode.
	Wi-Fi Default	Reset the Wi-Fi settings to their default values.
	SOTI Setup	Configure SOTI Connect (TJ-4420TN / TJ-4520TN / TJ-4620TN / TJ-4422TN / TJ-4522TN only).
	SBPL ENQ ON	Enable SBPL ENQ mode.
	SBPL ENQ OFF	Disable SBPL ENQ mode.

## Calibrating the Media Sensor:

1. Make sure the media is already installed and the Print Head is closed.
2. Click the **Printer Function** button.
3. Click the **Calibrate** button.
4. Select the sensor media type you want to use.

A screenshot of a 'Calibrate' dialog box. It has a title bar with 'Calibrate' and a close button. Inside, there are four radio button options: 'GAP' (selected), 'Black Mark', 'Continuous', and 'Auto Selection'. To the right of these options are two input fields. The first is labeled 'Paper Height' and has a text box followed by 'mm'. The second is labeled 'Gap' and also has a text box followed by 'mm'. At the bottom center is a 'Calibrate' button.

### Note

- The printer starts the calibration first from the sensor you selected.
- If the printer cannot calibrate the pre-printed media or media with holes, type the **Paper Height** or **Gap**.

5. Click **Calibrate**.



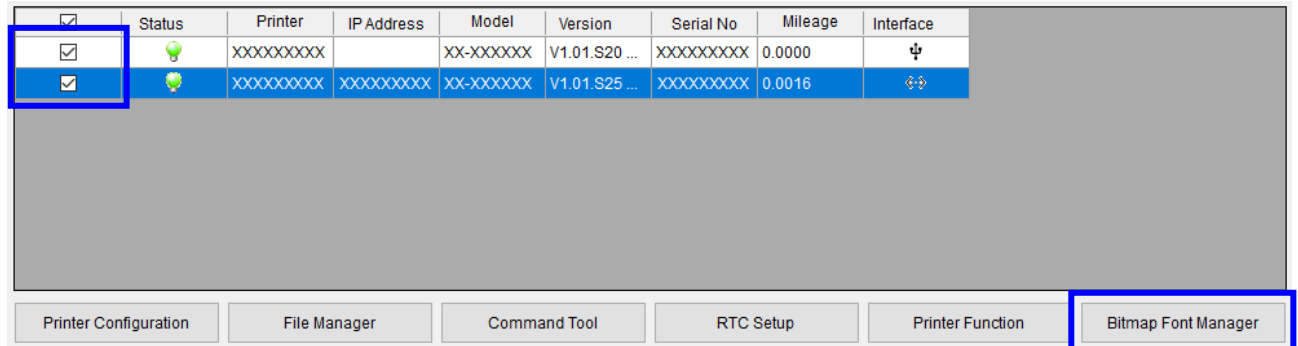
### Note: Models RJ-2035B, RJ-2055WB, RJ-3035B, RJ-3055WB only:

For more information about Line Mode, visit <https://support.brother.com/g/s/es/dev/en/index.html> and see the *CPCL Emulation Command Reference* or *ESC/POS Emulation Command Reference*.

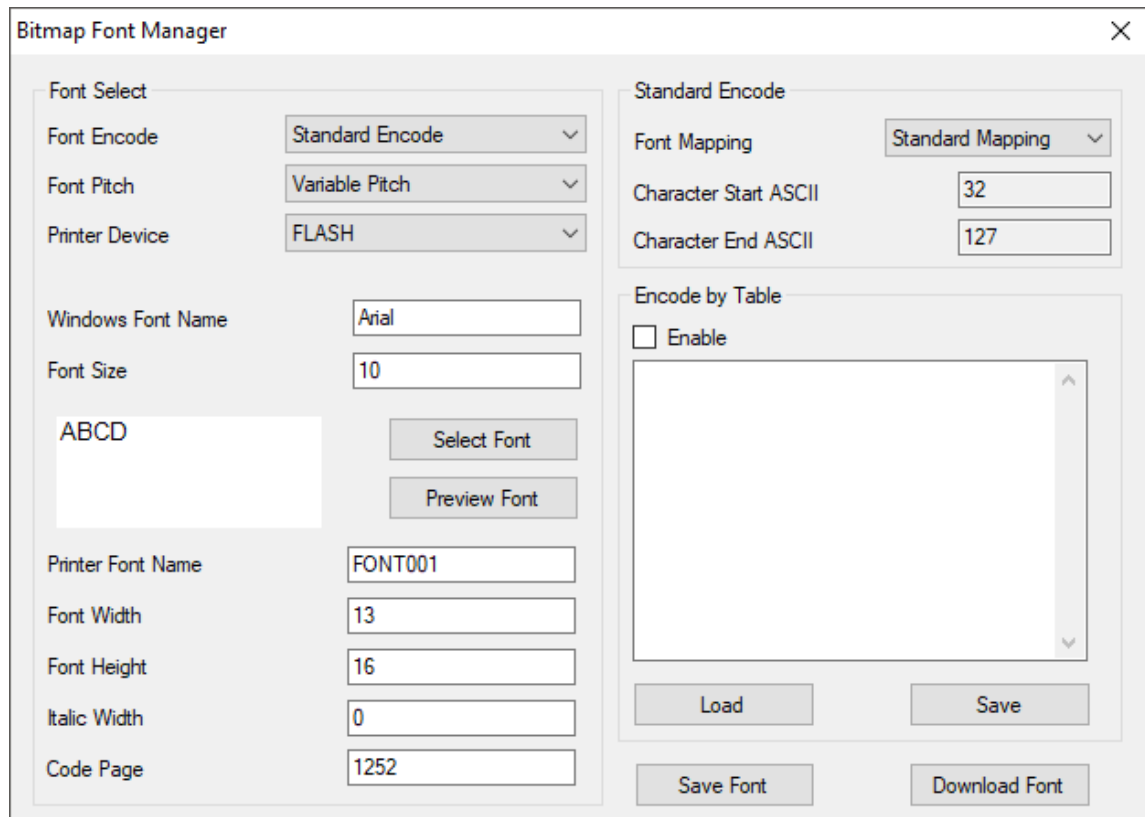
## 8. Bitmap Font Manager

The Bitmap Font Manager helps convert TTF fonts into the bitmap fonts supported by the printer (both fixed pitch and variable pitch bitmap).

1. Select the printers from the list, and then click the **Bitmap Font Manager** button.

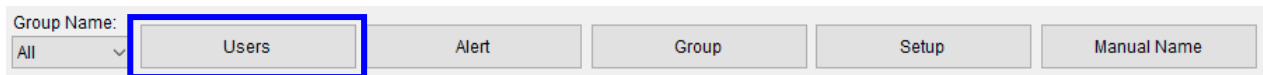


2. Select the **Font Encode** and **Font Pitch** settings you want.
3. Click **Select Font** and specify the font.
4. Specify the **Printer Font Name**.
5. Specify the correct **Font Width** and **Font Height**.
6. Select the font storage location you want from the **Print Device** drop-down menu.
7. Click **Download Font**.



## 9. Users Configuration

The **Users** feature allows you to create user profiles, protect the settings with a password, and assign permissions to specific user IDs.

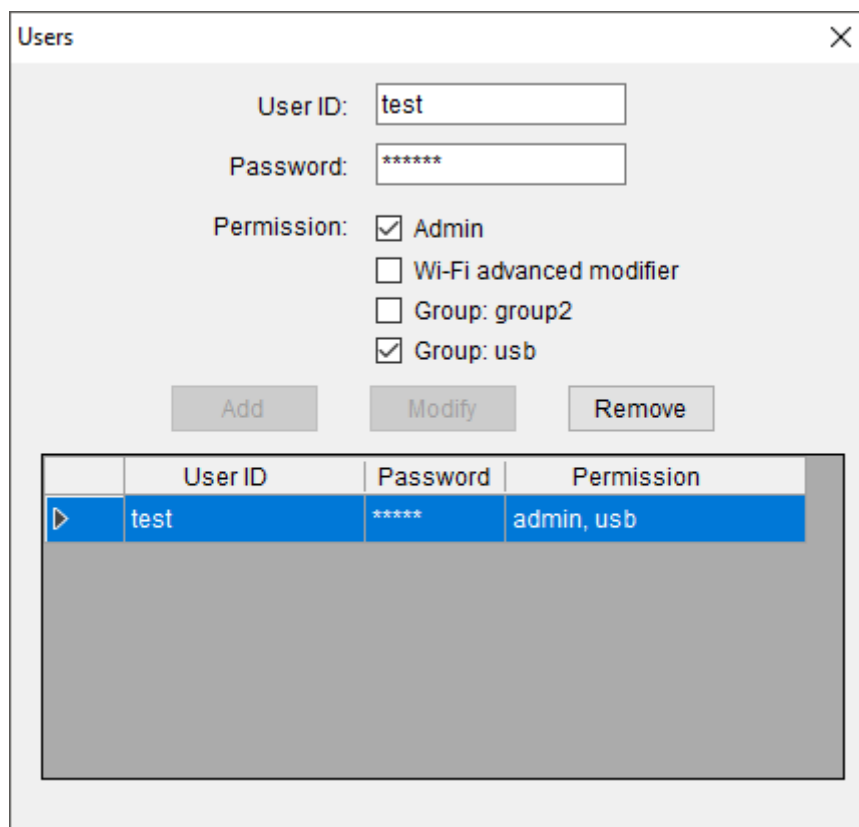


A horizontal toolbar with a 'Group Name:' label on the left. Below it is a dropdown menu showing 'All'. To the right of the dropdown are five buttons: 'Users' (highlighted with a blue border), 'Alert', 'Group', 'Setup', and 'Manual Name'.

Example:

Enter a user named “test”, enter the password, and select the **Admin** and **Group: usb** permission check boxes.

For more information, see [11.Group Configuration](#).

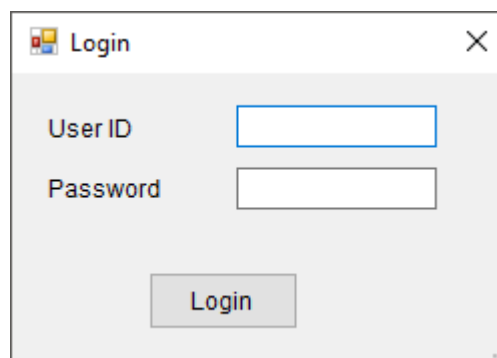


The 'Users' dialog box contains the following fields and controls:

- User ID:
- Password:
- Permission: ☒ Admin, ☐ Wi-Fi advanced modifier, ☐ Group: group2, ☒ Group: usb
- Buttons: Add, Modify, Remove
- Table:

	User ID	Password	Permission
▶	test	*****	admin, usb

Click **Add**. The login dialog box will appear every time the Brother Print Management Tool starts.

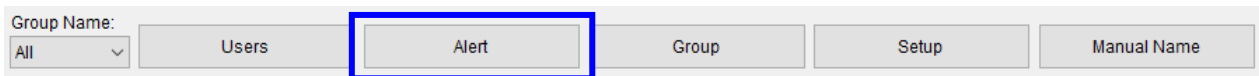


The 'Login' dialog box contains the following fields and controls:

- User ID:
- Password:
- Button: Login

## 10. Alert Configuration

The **Alert** feature allows you to monitor and record the status of specific printers or printer groups.

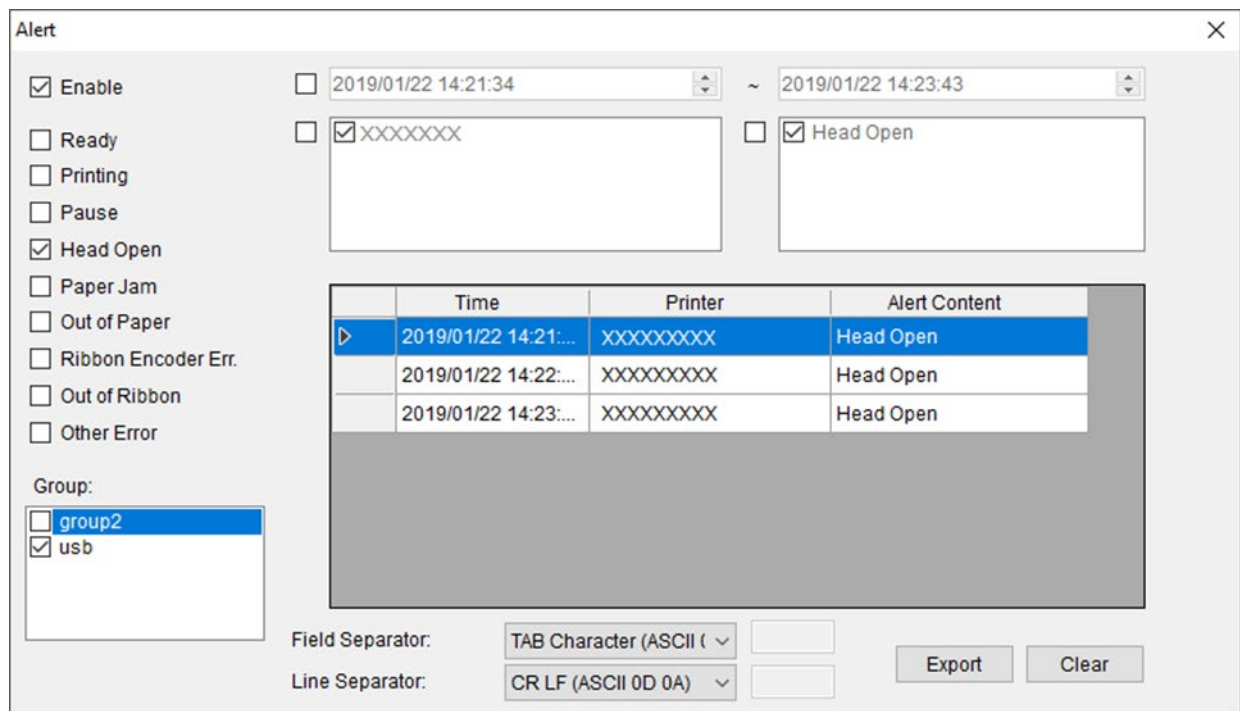


A horizontal toolbar with five buttons: 'Users', 'Alert', 'Group', 'Setup', and 'Manual Name'. The 'Alert' button is highlighted with a blue rectangular border. To the left of the buttons is a 'Group Name:' label and a dropdown menu currently showing 'All'.

1. Click the **Alert** button.
2. Select the items you want to be alerted to.
3. Select the printer group.
4. Close the **Alert** window.

Example:

If you select the **Enable** and **Head Open** check boxes, and then select the "usb" group, an alert will be displayed every time the "Head Open" error occurs. You can also export these settings into a file. For more information, see [11.Group Configuration](#).



The 'Alert' window is shown with a close button (X) in the top right corner. It contains the following elements:

- Enable** checkbox: checked.
- Ready** checkbox: unchecked.
- Printing** checkbox: unchecked.
- Pause** checkbox: unchecked.
- Head Open** checkbox: checked.
- Paper Jam** checkbox: unchecked.
- Out of Paper** checkbox: unchecked.
- Ribbon Encoder Err.** checkbox: unchecked.
- Out of Ribbon** checkbox: unchecked.
- Other Error** checkbox: unchecked.
- Group:** A list box with 'group2' and 'usb'. 'usb' is selected with a checkmark.
- Time Range:** Two date/time pickers. The first shows '2019/01/22 14:21:34' and the second shows '2019/01/22 14:23:43'. A tilde (~) is between them.
- Alert Content:** A list box with 'XXXXXXX' and 'Head Open'. 'Head Open' is selected with a checkmark.
- Alert Log Table:**

	Time	Printer	Alert Content
>	2019/01/22 14:21:...	XXXXXXXXXX	Head Open
	2019/01/22 14:22:...	XXXXXXXXXX	Head Open
	2019/01/22 14:23:...	XXXXXXXXXX	Head Open
- Field Separator:** A dropdown menu set to 'TAB Character (ASCII \t)'.
- Line Separator:** A dropdown menu set to 'CR LF (ASCII 0D 0A)'.
- Export** and **Clear** buttons.

## 11. Group Configuration

The **Group** feature allows you to create printer groups according to their IP address, interface, and model name.

Group Name: All Users Alert **Group** Setup Manual Name

Example:

If you add "usb" as the Group Name, leave the IP Address fields blank, set the Interface to **USB**, and the Model Name to **Not Specified**, so that all USB-connected printers are filtered out.

Group

Group Name: usb

First IP Address:  ~

Last IP Address:

Interface: ☐ Not Specified ☐ Net ☒ **USB**

Model Name: ☒ Not Specified ☐ XX-XXXXXX

**Add** Modify Remove

	Group Name	IP Address	Model Name	Interface
▶	usb			USB

Click **Add**. The new "usb" group appears in the **Group Name** drop-down menu.

usb All **usb**

Group Name: usb Users Alert Group Setup

<input type="checkbox"/>	Status	Printer	IP Address	Model	Version	Serial No	Mileage	Interface
<input type="checkbox"/>	💡	XXXXXXXXXX		XX-XXXXXX	V1.01.S20 ...	XXXXXXXXXX	0.0005	ψ

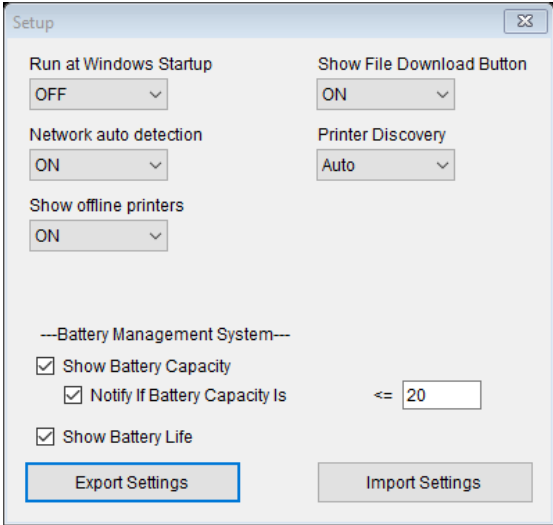


## 12. Setup Configuration

The **Setup** feature allows you to configure the Brother Printer Management Tool.

Group Name: All Users Alert Group **Setup** Manual Name

1. Click the **Setup** button.
2. Select the settings you want.
3. Click the **Setting Export** button.

	Function	Description
	Run at Windows Startup	Runs the BPM at Windows startup.
	Network auto detection	Sets the BPM to automatically search for new printers.
	Show offline printers	Displays or hides offline printers.
	Support File Download Button	Enables or disables the Download button on the Home Page.
	Printer Discovery	Changes the device discovery method (Auto/Manual).
	Show Battery Capacity	Shows the battery capacity on the Top Page (Smart battery only).
	Show Battery Life	Shows the battery life on the Top Page (Smart battery only).
	<b>Export Settings</b>	Exports the current settings to a file.
	<b>Import Settings</b>	Imports settings from a file.





### Note

If you have changed the device discovery setting to "Manual", click the **Discover Device** button to refresh the printer list.

Group Name: All Users Alert Group Setup Manual Name **Discover Device** Language English

When in manual mode, the discovered printer's status icon will be highlighted in blue (Ethernet connection only).

Group Name: <span>All</span> <span>Users</span> <span>Alert</span> <span>Group</span> <span>Setup</span> <span>Manual Name</span> <span>Discover Device</span> <span>Language English</span>								
<input checked="" type="checkbox"/>	Status	Printer	IP Address	Model	Version	Serial No	Mileage	Interface
<input checked="" type="checkbox"/>		XXXXXXXX	XXXXXXXX	XX-XXXXXX	V1.01.S20 EZD	XXXXXXXX	0.0005	<->
<input checked="" type="checkbox"/>		XXXXXXXX	XXXXXXXX	XX-XXXXXX	V1.01.S20 EZD	XXXXXXXX	0.0005	<->

## 13. Manual Name Configuration

The **Manual Name** feature allows you to rename the printers listed by the software, helping to manage multiple printers more easily.

Group Name: All Users Alert Group Setup Manual Name

Example:

Printer Name	Model Name	Manual Name
XXXXXX	XX-XXXXXX	Printer 01
XXXXXX	XX-XXXXXX	Printer 02

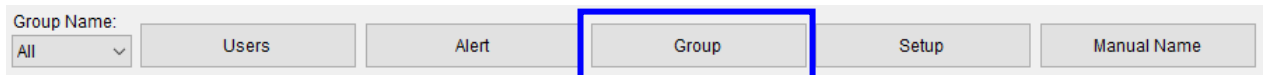
<input type="checkbox"/>	Status	Printer	IP Address	Model	Version	Serial No	Mileage	Interface
<input type="checkbox"/>		Printer 01	XXXXXXXXXX	XX-XXXXXX	V1.01.S20 ...	XXXXXXXXXX	0.0005	USB
<input type="checkbox"/>		Printer 02	XXXXXXXXXX	XX-XXXXXX	V1.01.S25 ...	XXXXXXXXXX	0.0016	<->

Printer All All Printer 01 (XXXXXXXXXX) Printer 02 (XXXXXXXXXX)

## 14. Firmware Update

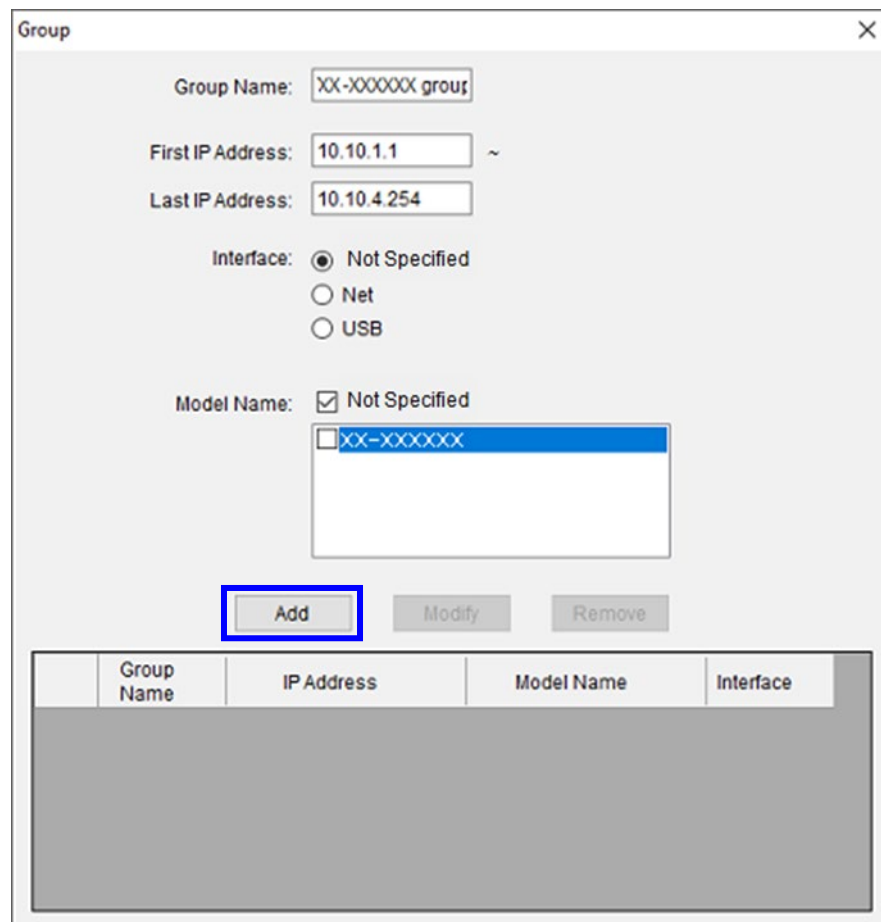
To update your printer group's firmware, make sure the printers belong to the same subnet and are listed on the Brother Printer Management Tool's home page. Check your router's settings, if necessary.

1. Click the **Group** button to create a printer group.



The screenshot shows the top navigation bar of the Brother Printer Management Tool. It includes a 'Group Name' dropdown menu set to 'All', and several buttons: 'Users', 'Alert', 'Group' (highlighted with a blue box), 'Setup', and 'Manual Name'.

2. Add a group named "XX-XXXXXX group".
3. Set the IP Address range between 10.10.1.1 and 10.10.4.254.
4. Select **Not specified** for **Interface**.
5. Select the "XX-XXXXXX" for Model Name.
6. Click **Add**. The new printer group appears in the list.



The 'Group' dialog box is shown with the following fields and options:

- Group Name: XX-XXXXXX group
- First IP Address: 10.10.1.1 ~
- Last IP Address: 10.10.4.254
- Interface: ☒ Not Specified, ☐ Net, ☐ USB
- Model Name: ☒ Not Specified, ☐ XX-XXXXXX (selected in the dropdown)

At the bottom, there are three buttons: 'Add' (highlighted with a blue box), 'Modify', and 'Remove'.

Group Name	IP Address	Model Name	Interface
------------	------------	------------	-----------



Group

Group Name: XX-XXXXXX group

First IP Address: 10.10.1.1 ~

Last IP Address: 10.10.4.254

Interface: ☒ Not Specified  
☐ Net  
☐ USB

Model Name: ☐ Not Specified  
☒ XX-XXXXXX

Add Modify Remove

Group Name	IP Address	Model Name	Interface
XX-XXXXXX	10.10.1.1 ~ 10.10.4.254	XX-XXXXXX, XX-XXXXXX	Not specify

7. Close the **Group** window.

8. Select the "XX-XXXXXX group" on the home page. The printers belonging to that group will be listed. Select up to four printers that need a firmware update.

Brother Printer Management Tool

Group Name: XX-XXXXXX

Users Alert Group Setup Manual Name Discover Device Language English

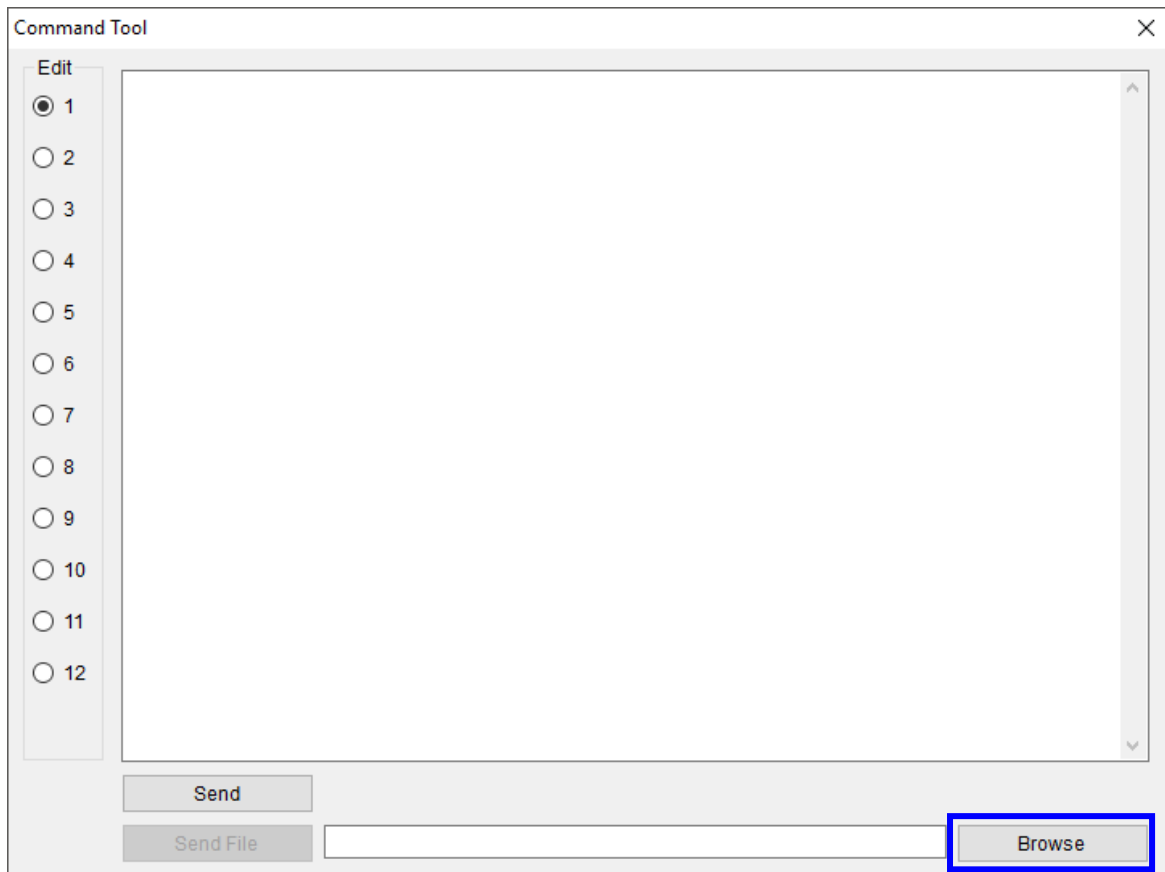
<input checked="" type="checkbox"/>	Status	Printer	IP Address	Model	Version	Serial No	Mileage	Interface
<input checked="" type="checkbox"/>		XXXXXXXXXX	10.10.1.1	XX-XXXXXX	V1.01.S20 EZD	XXXXXXXXXX	0.0005	<->
<input checked="" type="checkbox"/>		XXXXXXXXXX	10.10.2.1	XX-XXXXXX	V1.01.S20 EZD	XXXXXXXXXX	0.0005	<->
<input checked="" type="checkbox"/>		XXXXXXXXXX	10.10.3.1	XX-XXXXXX	V1.01.S20 EZD	XXXXXXXXXX	0.0005	<->
<input checked="" type="checkbox"/>		XXXXXXXXXX	10.10.4.1	XX-XXXXXX	V1.01.S20 EZD	XXXXXXXXXX	0.0005	<->

Printer Configuration File Manager Command Tool RTC Setup Printer Function Bitmap Font Manager

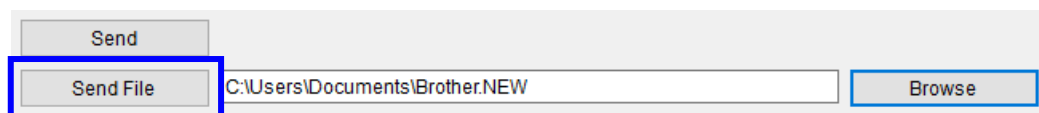
9. Click the **Command Tool** button.

Printer Configuration File Manager Command Tool RTC Setup Printer Function Bitmap Font Manager

10. Click the **Browse** button to select a firmware file (\*.NEW), and then click the **Open** button.



11. Click the **Send File** button to start updating the XX-XXXXXX printer group's firmware.



12. Check the Version column to make sure the printers' firmware has been updated.

<input checked="" type="checkbox"/>	Status	Printer	IP Address	Model	Version	Serial No	Mileage	Interface
<input checked="" type="checkbox"/>		XXXXXXXXXX	XXXXXXXXXX	XX-XXXXXX	V1.01.S20 EZS / V1.01.S25 EZS	XXXXXXXXXX	0.0005	<->
<input checked="" type="checkbox"/>		XXXXXXXXXX	XXXXXXXXXX	XX-XXXXXX	V1.01.S20 EZS / V1.01.S25 EZS	XXXXXXXXXX	0.0016	<->
<input checked="" type="checkbox"/>		XXXXXXXXXX	XXXXXXXXXX	XX-XXXXXX	V1.01.S20 EZS / V1.01.S25 EZS	XXXXXXXXXX	0.0005	<->
<input checked="" type="checkbox"/>		XXXXXXXXXX	XXXXXXXXXX	XX-XXXXXX	V1.01.S20 EZS / V1.01.S25 EZS	XXXXXXXXXX	0.0016	<->

**brother**