

brother

TZe
TAPE

P-touch
CUBE XP



(USA and Canada)



D01EFB001

P-TOUCH CUBE XP (PT-P910BT)

Thank you for purchasing the PT-P910BT (hereafter referred to as "the label printer"). Your PT-P910BT produces professional, high-quality, durable labels. In addition, the variety of tape cartridges available allows you to print labels with different widths and exciting colors. Please read this guide, including all Precautions, before using this label printer. After reading this guide, keep it in a safe place.

For FAQs, Troubleshooting, and to download the label printer's software and manuals, visit support.brother.com.

Supplies

Brother TZe Tape Cassette Compatible Widths	0.13, 0.23, 0.35, 0.47, 0.70, 0.94, 1.41 in. 3.5, 6, 9, 12, 18, 24, 36 mm
Head Cleaning Tape Cassette	TZeCL6
Rechargeable Li-ion Battery	PA-BT-003



- Manuals in Spanish for this model are available at support.brother.com.
- Manuales en Español para este modelo están disponibles en support.brother.com.

Safety Precautions

Follow these guidelines to avoid the risk of heat generation, smoking, explosion, fire, or injury.

⚠ DANGER

Failure to observe instructions and warnings will result in death or serious injuries.

Rechargeable Li-ion Battery

- Do not allow the battery to come into contact with liquids.
- Do not charge, use, or leave the battery in high temperature (above 140 °F / 60 °C) locations or low temperature (below -4 °F / -20 °C).
- Use only the included USB cable or the Battery Charger (PA-BC-002)* to charge the battery.
- Use the battery only for its intended purpose.
- Keep the battery away from heat and fire.
- Do not connect the + and - terminals with metal objects such as wire. Do not carry or store the battery with metal objects.
- Do not throw, hit or damage the battery in any way.
- Do not solder any connections to the battery.
- Do not disassemble or modify the battery.
- Do not dispose of the battery with household waste.

* Not available in all countries. For more information, visit your local Brother website.

⚠ WARNING

Failure to observe instructions and warnings could result in death or serious injuries.

Rechargeable Li-ion Battery

- Keep the battery away from infants. If the battery is ingested, seek immediate medical advice.
- Stop using the battery if there are noticeable abnormalities such as smell, heat, deformities, or discoloration.
- If liquid from the battery gets into your eyes, wash them with clean water and see a doctor immediately.

Safety Precautions (cont)

Label Printer and USB Cable

- Use the included USB cable to prevent any damage.
- Do not use during a thunderstorm.
- Do not damage.
- Do not place heavy objects on.
- Do not forcibly bend or pull.
- Do not disassemble or modify.
- Do not drop or hit.
- Do not allow to come into contact with liquids.
- If you notice abnormalities such as smell, heat generation, discoloration, or deformation while in use or storage, stop using the label printer, disconnect the USB cable, and remove the battery.
- When the label printer 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 ingested, seek immediate medical advice.

⚠ CAUTION

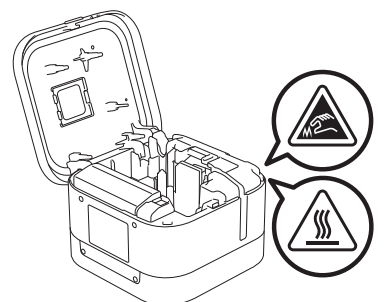
Failure to observe instructions and warnings could result in minor or moderate injuries.

Rechargeable Li-ion Battery

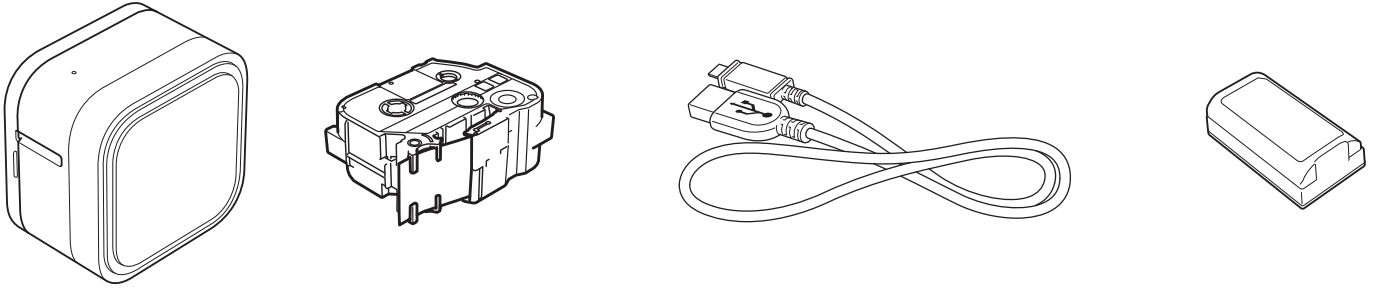
- If liquid from the battery gets onto skin or clothes, immediately rinse them with water.
- Use **ONLY** the PA-BT-003 Rechargeable Li-ion Battery with this Brother device. Use of any other battery type may cause an explosion.
- Dispose of batteries at an appropriate collection point. Be sure to observe all applicable local regulations.

Label Printer and USB Cable

- Use the dedicated battery (PA-BT-003).
- When opening and closing the Cassette Cover, use caution to prevent your fingers from being trapped.
- Do not touch the cutter blade, otherwise you may get injured.
- Do not touch the Print Head or the surrounding metal. The Print Head becomes extremely hot during use. Also, the Print Head will remain extremely hot for a while after use. There is a risk of burns.

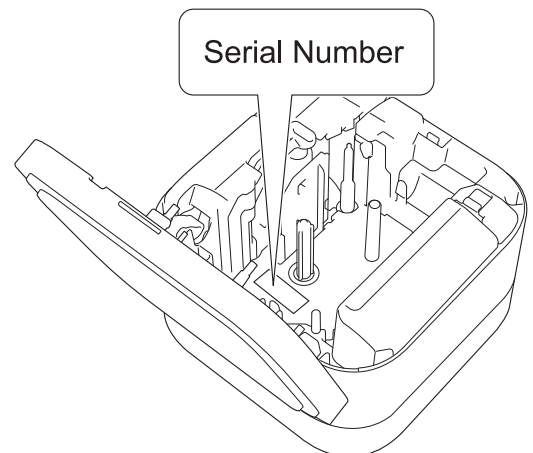
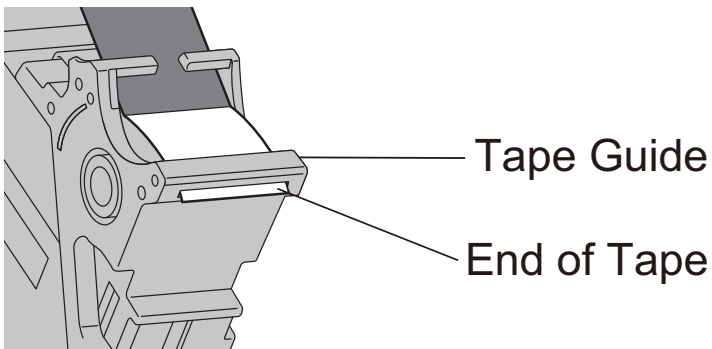
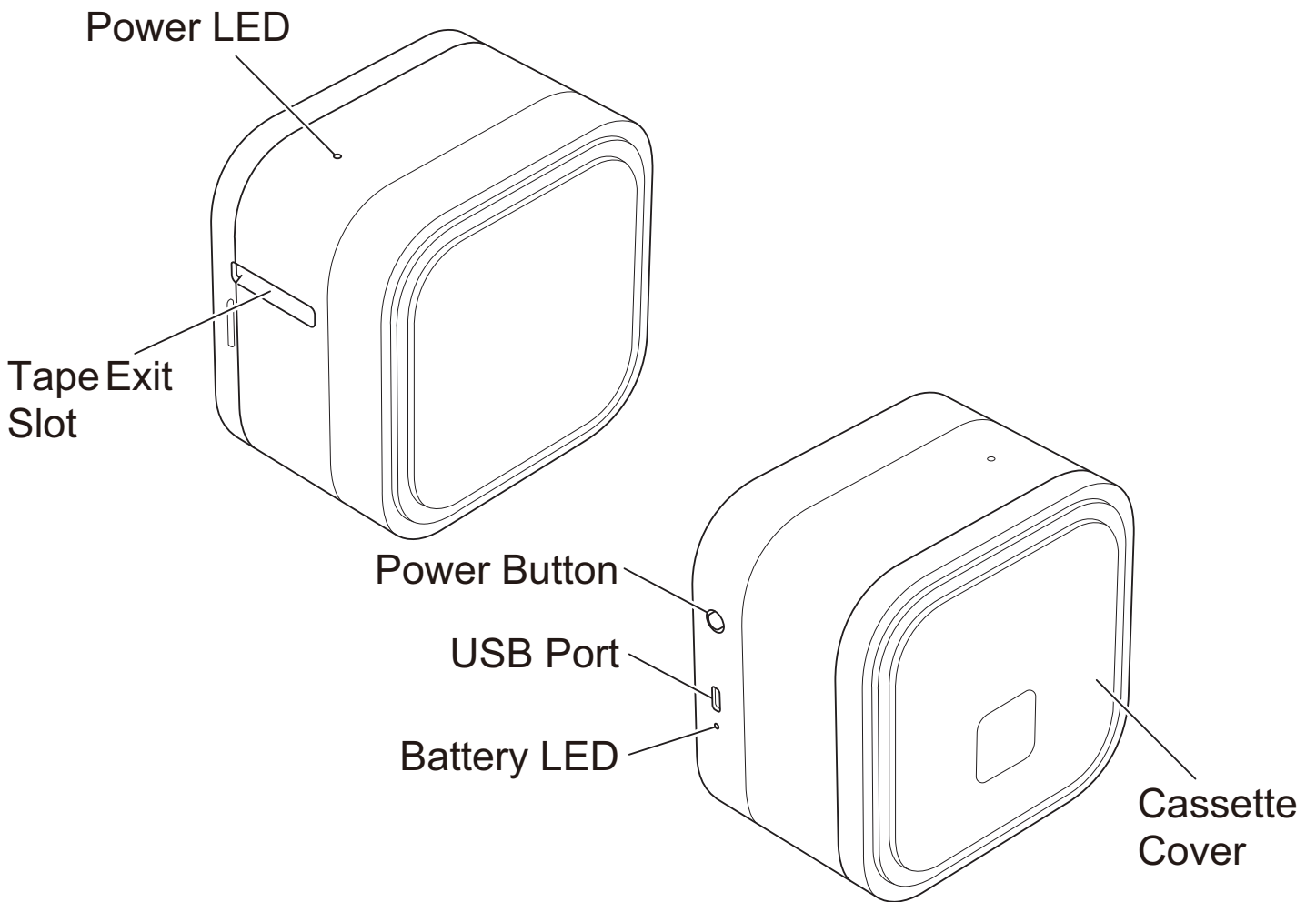


1. Components



The components included in the box may differ depending on your country or region.

2. Parts Description

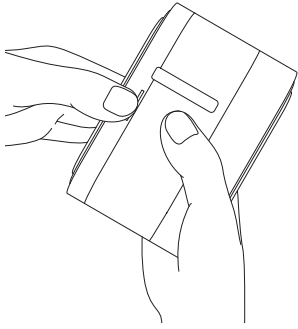


3. Insert the Battery and Charge

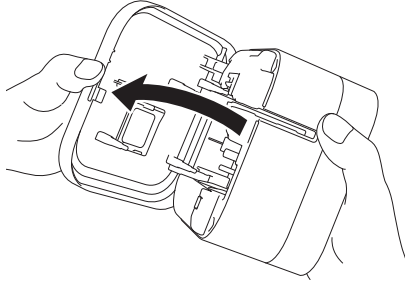


Remove the protective material (first use only) before using the P-touch label printer.

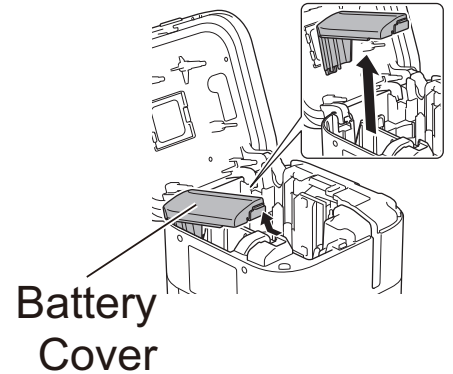
1



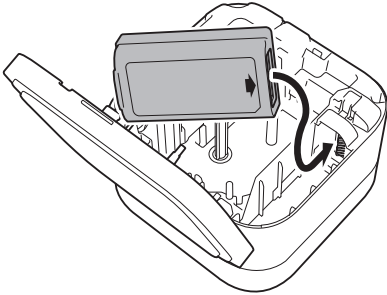
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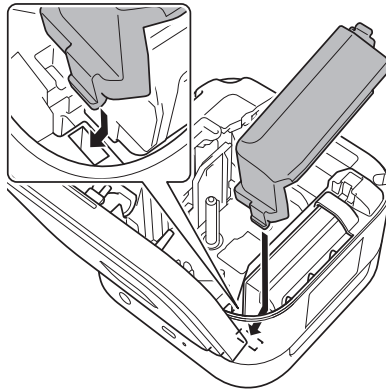
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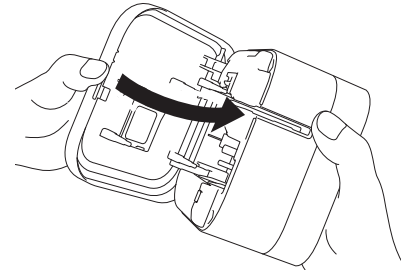
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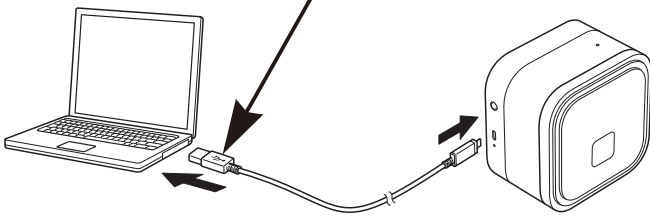
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6

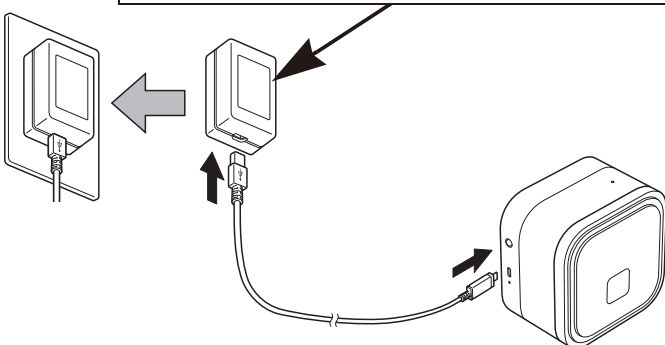


USB Port (on computer)
5 V DC, 0.5 A or above



7 Connect the label printer to the computer using the included USB cable, or connect the USB cable to a USB AC Adapter suitable for charging mobile devices and plug the adapter into a power source. Charge until the Battery LED turns off.

USB AC Adapter (not included)
5 V DC, 0.5 A or above



- Use the included USB cable.
- If charging the battery using a computer, make sure the computer is on.

CAUTION

ALWAYS USE THE SPECIFIED VOLTAGE AND THE USB AC ADAPTER FOR THE LABEL PRINTER TO PREVENT ANY DAMAGE OR FAILURE.

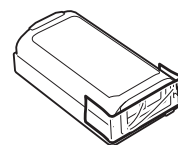
3. Insert and Charge the Battery (cont)

Notes on Using the Rechargeable Li-ion Battery

- Store and charge the battery in environments between 50 °F and 95 °F / 10 °C and 35 °C, otherwise the battery will not charge, and the Battery LED will remain lit.
- We recommend charging the battery once every six months.
- Printing and feeding labels while recharging may cause the battery to stop charging even though it is not fully charged. Charging resumes when the operation is completed.



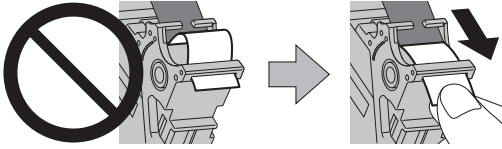
- Dispose of batteries at an appropriate collection point. Be sure to observe all applicable local regulations.
- When storing or discarding a battery, cover the contacts with cellophane tape to prevent it from short-circuiting.



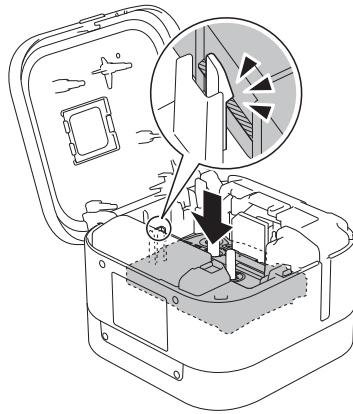
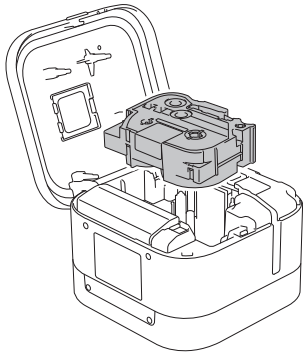
⚠ DANGER

Do not dispose of the battery with household waste.
There is a risk of environmental damage, explosion, or fire.

4. Insert the Tape Cassette



- After the tape passes under the Tape Guide, pull the tip to remove any slack in the tape.
- Make sure the tape is not caught in the unit when inserting or removing the Tape Cassette.



1. Insert the Tape Cassette following the drawing marked inside the case. Confirm that the tip of the tape is pointed at the Tape Exit Slot.
2. Press the Tape Cassette into the label printer until it snaps into place and close the cover.

5. Turn Power On or Off

Power on	Press the Power Button.
Power off	Press and hold the Power Button until the Power LED turns off.

To print from your Mobile Device, go to Step 6.

To print from your Computer, go to Step 8.

6. Print from Your Mobile Device

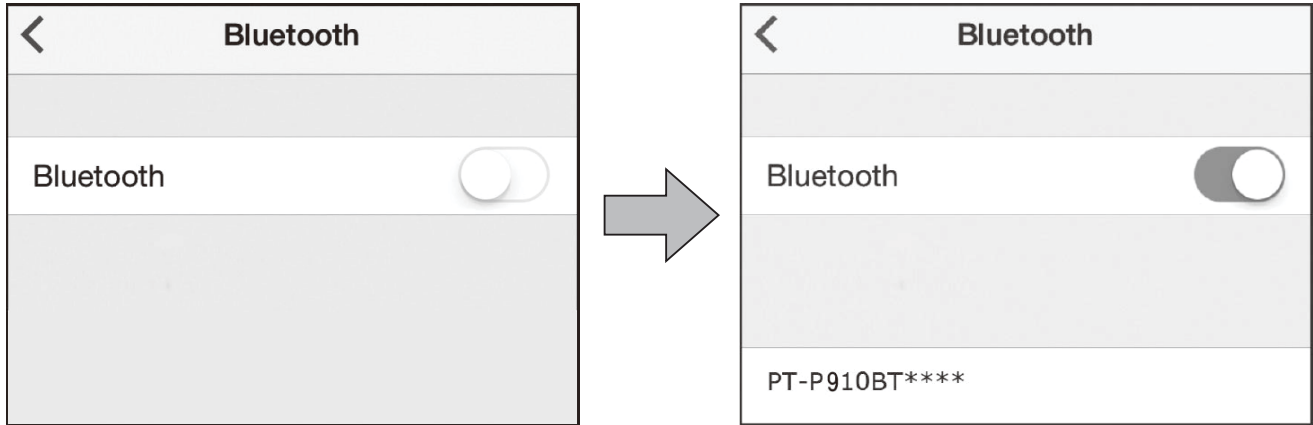
Download the applications from the App Store or Google Play™.

P-touch Design&Print 2			Design and create stylish labels for work or home.
Brother iPrint&Label			Create labels for business use, including barcodes, office equipment labels, and labels for folder tabs.



- Due to the structure of the laminate, when Auto Cut is ON, the label printer feeds approximately 0.88 in./22 mm of leader tape before every new label.
- To save tape, change these settings in each app:
P-touch Design&Print 2 - Turn Cut the last label: OFF
Brother iPrint&Label - Turn Chain Printing: ON
Then print your labels and leave the last label in the label printer until you are ready to print a new label.
- After the last label prints, press the Power Button twice quickly to eject and cut the last label. Note that the label printer will feed about 0.88 in./22 mm of leader tape before the next new label when you use this method.

7. Pair the Label Printer with Your Mobile Device



On your mobile device:

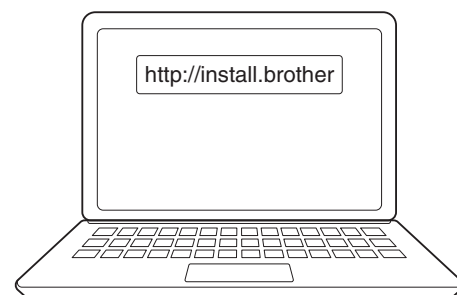
1. Go to the Settings menu and make sure the Bluetooth[®] option is on.
2. Select **PT-P910BT****** (where **** is the last four digits of your label printer's serial number. The unit's serial number is located inside the Cassette Cover, underneath the TZe Tape Cassette.).





- If asked to enter a PIN Code, enter **"0000"**.
- Pairing instructions may differ slightly, depending on your mobile device.
- If the label printer is not discovered by your smartphone or tablet via Bluetooth, check the following:
 - Place your mobile device as close as possible to the label printer.
 - Make sure there are no obstacles or items that emit radio waves, such as a microwave oven, between the label printer and your mobile device. If such obstacles or items are present, use the label printer away from them.
- This label printer does not support Wi-Fi connections.

8. Print from Your Computer

In the address bar, enter **<http://install.brother>**, install the Printer Driver and P-touch Editor by following the on-screen instructions.



Software	Features
Printer Driver	Software required to print from a label printer.
P-touch Editor 	Label creation software for computers. This application comes with built-in drawing tools that allow you to print a wide variety of custom labels in complex layouts with text of different fonts and styles, frames, imported images, barcodes, etc.
P-touch Update Software 	Update applications to the latest version. (Windows only)
Printer Setting Tool	Configure settings for the label printer.



- Due to the structure of the laminate, when Auto Cut is ON, the label printer feeds approximately 0.88 in./22 mm of leader tape before every new label. When printing multiple labels, you can prevent the generation of the blank space on the second and subsequent labels. Select Chain Printing in the optional settings of printing. Then print your labels and leave the last label in the label printer until you are ready to print a new label.
- After the last label prints, press the Power Button twice quickly to eject and cut the last label. Note that the label printer will feed about 0.88 in./22 mm of leader tape before the next new label when you use this method.
- When printing from your computer, you must connect the label printer and computer with the included USB cable. Printing can also be performed from your computer via Bluetooth connection.
- This label printer does not support Wi-Fi connections.

LED Indications

Power LED	Lit/Flashing	Condition
Green	Lit	<ul style="list-style-type: none"> • Bluetooth connection established • Feeding and cutting tape • Printing
	Flashing (1 second intervals)	<ul style="list-style-type: none"> • Receiving data from a mobile device or a computer • Transferring program
Orange	Lit	Initializing or shutting down
	Flashing (1 second intervals)	Cooling

Battery LED	Lit/Flashing	Condition
Orange	Not lit	Fully charged
	Lit	Charging
	Flashing (0.5 second intervals)	<ul style="list-style-type: none"> • Battery not installed • Insufficient charge or battery failure. Refer to the LED Troubleshooting section in this guide to solve the problem.

LED Troubleshooting

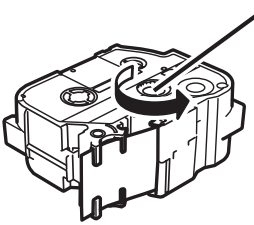
Power LED	Lit/ Flashing	Condition	How to Clear an Error	Solution
Red	Flashing (1 second intervals)	Battery is not inserted.	Lightly press the Power Button.	Insert or replace the battery.
		No Tape Cassette or an incompatible Tape Cassette is installed.		<ul style="list-style-type: none"> • Insert the correct Tape Cassette. • Close the Cassette Cover.
		Transmission error		<p>If using a mobile device or computer, establish a Bluetooth connection.</p> <p>If using a computer, reconnect the USB cable, or change the USB port.</p> <p>When using a computer:</p> <ul style="list-style-type: none"> • Reconnect the USB cable. • Change the USB port. • Establish a Bluetooth connection.
	Flashing twice per second, then off for 1 second	<ul style="list-style-type: none"> • Battery error • Insufficient charge • Power supply high voltage error 	Restart the label printer.	If the problem is still not resolved, replace the battery.
		Cutter error	Restart the label printer.	
	Lit	Recovery mode	Transfer the program again. If the problem is still not resolved, contact Brother customer service.	

Troubleshooting

If you need additional help, visit support.brother.com.

Problem	Solution
The label printer does not print.	<ul style="list-style-type: none">• Check that the Tape Cassette is inserted correctly.• If the Tape Cassette is empty, replace it.• Check that the Cassette Cover is securely closed.• Charge the battery.• Check that the label printer is on.• Check that the computer or mobile device's Bluetooth setting is on.• Check that the label printer is connected to computer or your mobile device via Bluetooth.• Check that the label printer is selected in the P-touch app.• Check that the label printer is not paired with another device.• Make sure the label printer and your mobile device or computer are close enough to communicate.• Check that the automatic Bluetooth re-connection setting of another computer or mobile device is not enabled.• Make sure no devices that emit radio waves (for example, a microwave oven) are located nearby.• Check that the correct printer driver is installed when printing from a computer.• Connect the label printer to your computer with the included USB cable when printing from a computer.• Check the label is not blank.
<ul style="list-style-type: none">• The tape does not feed correctly.• The tape gets stuck inside the label printer.	<ul style="list-style-type: none">• If the tape is bent, cut off the bent section.• If the tape is jammed, remove the tape cassette, remove the jammed tape, and then cut it.• Check that the end of the tape exits the Tape Guide.• Confirm that the tape is pointed at the Tape Exit Slot.• Remove the tape cassette and insert it again.
An error occurred when using a mobile app.	Go to your mobile application's Settings menu > Support page > FAQs & Troubleshooting
I want to cancel the current printing job.	Make sure that the label printer is on, and then lightly press the Power Button.

Troubleshooting (cont)

Problem	Solution
<ul style="list-style-type: none"> • I cannot install the printer driver even if I follow the correct procedure. • I cannot see my printer listed in P-touch Editor even though I have installed the printer driver. 	<p>If you cannot use your printer even though you have installed the printer driver:</p> <ol style="list-style-type: none"> 1. Download the Printer Driver Uninstaller from support.brother.com. 2. Use the Printer Driver Uninstaller to remove the printer information. 3. Run the installer again and follow the on-screen instructions to proceed with the installation.
<p>The ink ribbon is separated from the ink roller.</p>	<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> 
<p>The tape is not cut automatically.</p>	<p>Select Auto Cut. If using special tapes like Ribbon Cassettes, cut the tape using scissors.</p>
<p>Printed barcodes or QR codes cannot be read.</p>	<ul style="list-style-type: none"> • Change the tape. Recommended: Black on white tape • Enlarge barcodes or QR codes using the application, if possible.
<p>I want to check I am using the latest version of the software.</p>	<p>Windows: Use the P-touch Update Software to confirm if you have the latest version. See the <i>User's Guide: Update P-touch Editor</i>.</p> <p>Mac: See support.brother.com.</p>

Regulation

Federal Communications Commission (FCC) Supplier's Declaration of Conformity (USA)

Responsible Party: Brother International Corporation
200 Crossing Boulevard
Bridgewater, NJ 08807-0911, U.S.A.
TEL: (908) 704-1700

Product Name: Brother Label Printer Electronic Labeling System
Model Number: PT-P910BT

Label printer complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) Label printer may not cause harmful interference, and (2) label printer must accept any interference received, including interference that may cause undesired operation.

Label printer has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. Label printer generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If label printer does cause harmful interference to radio or television reception, which can be determined by turning the label printer off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the label printer and receiver.
- Connect the label printer into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Important

- The enclosed interface cable should be used in order to ensure compliance with the limits for a Class B digital device.
- Changes or modifications not expressly approved by Brother Industries, Ltd. could void the user's authority to operate the label printer.

RF Exposure Notice (USA)

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This equipment has very low levels of RF energy that it deemed to comply without maximum permissive exposure evaluation (MPE).

RF Exposure Notice (Canada)

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment and meets RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated keeping the radiator at least 20 cm or more away from person's body.

Regulation (cont)

Industry Canada Compliance Statement (Canada)

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

(1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

CAUTION (USA)

RISK OF EXPLOSION IF BATTERY IS REPLACED WITH AN INCORRECT TYPE.
DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

ATTENTION: (USA and Canada)

The product you have purchased is powered by Rechargeable Li-ion Battery which is recyclable. At the end of their useful lives, under various state and local laws, it is illegal to dispose of this battery into your municipal waste stream. Please call 1-800-8-BATTERY for information on how to recycle this battery.



Contact Information

Customer Service for USA	Phone: 1-877-BROTHER (1-877-276-8437) Fax: 1-901-379-1210 To order supplies and accessories: www.brother-usa.com Phone: 1-877-552-6255
Customer Service for Canada	www.brother.ca/support To order supplies and accessories: www.brother.ca
Other countries or regions	support.brother.com

DON'T FORGET TO REGISTER!

Registering your product will provide purchase confirmation, proof of ownership and, if you choose, allow us to notify you of product enhancements and special offers!

You can register online at: www.registermybrother.com (USA)

www.brother.ca/en/product-registration (Canada)

LIMITED WARRANTY

Product warranty information can be found online at:

www.brother-usa.com/brother-support (USA)

www.brother.ca/warranty (Canada)