brother

Quick Reference Guide

TD-2020A
TD-2125N
TD-2135N
TD-2125NWB
TD-2135NWB

Thank you for purchasing the Brother TD-2020A/2125N/2135N/2125NWB/2135NWB.
The TD-2020A/2125N/2135N/2125NWB/2135NWB (hereafter referred to as "the printer") is a powered desktop thermal printer.
Be sure to read the User's Guide (Brother support website), Product Safety Guide (included in the box with your printer), Quick Reference Guide (this manual), Software User's Guide (Brother support website) and Network User's Guide (Brother support website:TD-2125N/2135N/ 2125NWB/2135NWB only) before using the printer. We suggest that you keep these documents for future reference.

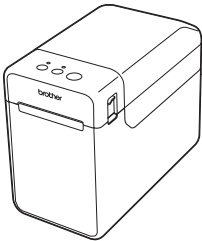## Installing the Printer Driver and Software

NOTE

• The information provided in this document is subject to change without notice.
• Unauthorised duplication or reproduction of any content of this document is prohibited.
• Models may vary depending on your country.

Go to support.brother.com to download printer drivers, software and manuals for your printer and to view FAQs.
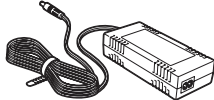
Unpacking the TD-2020A/2125N/ 2135N/2125NWB/2135NWB

Check that the package contains the following before using the printer. If any item is missing or damaged, contact your Brother reseller.
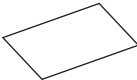
• Printer

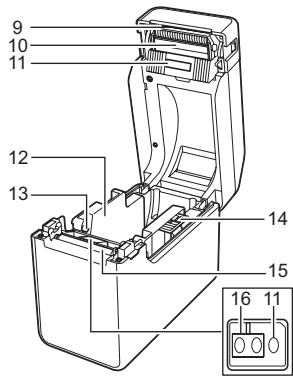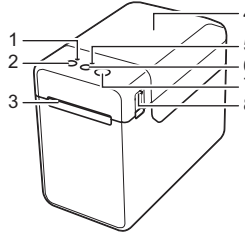| • AC adapter | • AC power cord |

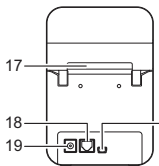• USB cable

• Product Safety Guide

• Quick Reference Guide

Inserting the media roll

❶ Press and hold the ⏻ (Power) button to turn the printer off.
Press the cover release lever (1) on either side and lift up to open the media roll compartment top cover.
Open the media guides by lifting up the media guide adjustment lever (2) and pulling the media guide outwards.

❷ Insert the media roll so that the labels feed with the side to be printed on facing up (1), as shown.

General Description

■ Front

■ Back
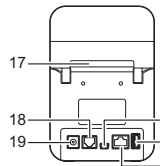
| TD-2020A | TD-2125N/2135N | TD-2125NWB/2135NWB |
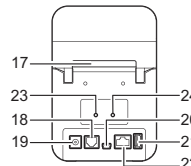
1 POWER indicator
2 ⏻ (Power) button
3 Media exit
4 Media roll compartment top cover
5 STATUS indicator
6 ↑📄 (Feed) button
7 📄 (Print) button
8 Cover release lever
9 Tear bar
10 Print head
11 Transmissive/gap sensor

NOTE: Before using the printer, remove the cover over the tear bar.
Do not dispose of the removed cover.
In order to avoid injuries when the printer is not being used, attach the cover to the tear bar.

12 Media guide
13 Media tip guide
14 Media guide adjustment lever
15 Platen roller
16 Reflective/black mark sensor
17 External media feed slot
18 Serial port
19 Power connector
20 Mini-USB port
21 USB host port (TD-2125N/2135N/ 2125NWB/2135NWB only)
22 Ethernet network port (TD-2125N/ 2135N/2125NWB/2135NWB only)
23 Wi-Fi® indicator
24 Bluetooth® indicator

Inserting the media roll (continued)

❸ While lifting up the media guide adjustment lever (1), push in both the media guides (2) to fit the width of the paper.
Feed the end of the media roll under the media tip guides (3).
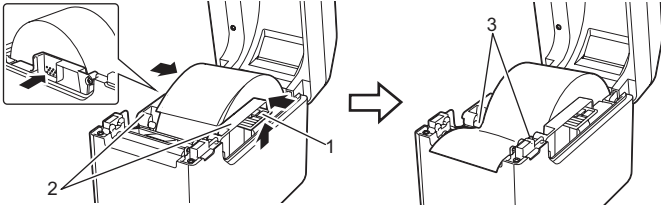
❹ Position the end of the paper centred over the platen roller and slightly out of the media exit.

❺ Close the media roll compartment top cover by pressing down on the centre, until it clicks into place.
Press the ⏻ (Power) button to turn the printer on.

After loading the paper, check that the transmissive/gap sensor and triangle on the printer are aligned, or if there is a black mark on the paper, check that the black mark is aligned with the centre line of the reflective/black mark sensor.
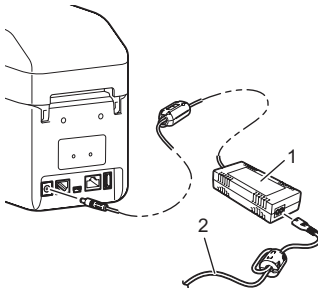
Printing

❶ Install the printer driver and the software.
❷ Make sure the printer is connected to an electrical socket.
❸ Turn the printer on. The POWER indicator lights in green.
❹ Connect the printer to a computer.
❺ Insert the media roll.
❻ Print receipts or labels.
❼ To remove the printed labels or receipts, hold one edge and carefully pull it up and diagonally towards the other edge.

For more information, see the User's Guide.

Connecting the Printer to an electrical socket

Connect the AC adapter to the printer, and then plug the AC power cord into an electrical socket to power the printer.
❶ Connect the AC adapter to the printer.
❷ Connect the AC power cord to the AC adapter.
❸ Connect the AC power cord to a nearby electrical socket (100 - 240 V, 50 - 60 Hz).

1 AC adapter
2 AC power cord

Printing the Printer Setup Information

You can use the 📄 (Print) button to print a report that lists the following printer settings:
■ Program version
■ Printer usage history
■ Missing dot test pattern
■ List of transferred data
■ Communication settings

NOTE

• You can use [**Device settings**] of "**Printer Setting Tool**" to set, in advance, which items will be printed.
• The node name will also appear in the communication settings. The default node name is "BRWxxxxxxxxxxxx". ("xxxxxxxxxxxx" is based on your printer's MAC address/Ethernet address.)

❶ Make sure that a roll of 58 mm receipt paper has been loaded, and the media roll compartment top cover is closed.
❷ Turn the printer on.
❸ Hold down the 📄 (Print) button until the POWER indicator starts flashing green and the printer setup information is printed.

NOTE

• For printing the printer setup information, we recommend using 58 mm receipt paper.
The length of media required for printing differs depending on the information to be printed.
• The printer setup information can also be printed from [**Device settings**] of "**Printer Setting Tool**".

For more information, see the User's Guide.

Troubleshooting

The POWER indicator is not lit.
- Is the AC power cord inserted correctly?
  Check that the AC power cord is inserted correctly. If it is, try plugging it into another electrical socket.
- Be sure to use the Brother adapter provided with the printer.
- If the POWER indicator still does not light up, contact Brother customer service.

The indicators show that the printer is in boot mode.
- The AC adapter was unplugged while the firmware was being updated, and the printer started up in boot mode when it was turned back on.
  Contact your reseller or Brother customer service for assistance.

The indicators show that the printer is cooling down.
- The print head or motor is too hot.
  Print head:
  If the print head becomes too hot, it may produce imaging on the paper in areas not intended to be printed. This condition is normal when printing a large number of documents with a high print density. The printer will stop and resume printing after the print head has cooled down.
  To avoid or delay the onset of this condition:
  - Print using a lighter density setting and reduce the number of black areas being printed (for example, remove background shading and colours in graphs and presentation documents).
  - Make sure that the printer has adequate ventilation and is not located in an enclosed space.
  Motor:
  If the printer is used continuously, the motor will become too hot. In this case, the printer will stop and resume printing after the motor has cooled down.
  NOTE: This condition may occur more often when the printer is used at a high altitude (above 3,048 m (10,000 feet)) due to the lower air density available to cool the printer.

The indicators show that a system error has occurred.
Turn the printer off, and contact your reseller or Brother customer service.

The printer does not print.
- Is a cable loose?
  Check that the cables are connected securely.
- Is the STATUS indicator flashing?
  Check the error details in the "Indicators" section.

Media is not fed correctly.
- Is the print head or platen roller dirty?
  Although the print head generally remains clean under normal use, dust or dirt from the platen roller may stick to the print head.
  If this occurs, clean the print head or platen roller.
- Are the sensors in the correct position?
  Check that the sensors are correctly positioned.
- Has the paper size information been registered with the printer?
  If the paper size information has not been registered with the printer, the media will not be fed correctly.

A data transmission error appears on your computer.
- Is the correct port selected?
  Check that the correct port is selected.
- Is the printer in cooling mode (the POWER indicator is flashing orange)?
  Wait until the indicator stops flashing, and then try printing again.
- Is someone printing via the network?
  If you try to print while other users are printing large amounts of data, the printer will be unable to accept your print job until the ongoing printing is finished. In such a situation, execute the print job again after the other jobs are completed.

Media is jammed / Media is not ejected correctly after printing.
- Is there dust or dirt on the platen roller preventing it from turning freely?
- Check that the media exit path is not blocked.
- Is there adhesive on the media exit, or has a media misfeed occurred?
- Remove the media roll, and then reinstall it.
- Check that the media roll compartment top cover is firmly closed.
- If the label peeler (optional) is being used, check that the printer driver settings for the peeler function have been specified correctly.

The print quality is poor / Printed labels contain white streaks.
- Adjust the printing density. The print density can be specified in the printer driver's dialog box or "Printer Setting Tool".
- Is there dust or dirt on the print head or platen roller preventing it from turning freely?
  Clean the print head or platen roller.

Printed barcodes cannot be read.
- Print labels so that barcodes are aligned with the print head as shown below.

1	Print head
2	Barcode
3	Printing orientation

- Try using another scanner.
- We recommend printing the barcodes with [Give priority to quality] selected from the [Quality] options.

I want to reset the printer/delete the data transferred from the computer.
To reset the printer, perform the following procedure.
1. Press and hold the ⏻ (Power) button to turn the printer off.
2. Press and hold the ↑▯ (Feed) button and the ⏻ (Power) button until the POWER, indicator lights in orange and the STATUS indicator flashes green.
3. While holding down the ⏻ (Power) button, press the ↑▯ (Feed) button 6 times.
4. Release the ⏻ (Power) button.
All the transferred data from the computer will be deleted, and the printer will be reset to its factory settings.

I want to cancel the current print job.
Make sure that this printer is turned on, and then press the ⏻ (Power) button.

I want to reset the incrementing field.
Hold down the ▤ (Print) button until the POWER and STATUS indicators flashes orange 3 times.

The media cannot be fed to the beginning of a label.
- If a feed error occurred, use the Custom Label Tool to apply the correct paper settings to the printer.
- Are the sensors in the correct position?
  Check that the sensors are correctly positioned.

Data is being sent to the printer, but the POWER indicator is not flashing green.
Make sure that the USB cable is connected securely. Try using another USB cable.
For WLAN (TD-2125NWB/2135NWB only) or Bluetooth (TD-2125NWB/2135NWB only) connection, check that the appropriate LED is lit.

The labels are not being peeled off correctly (when using the optional label peeler).
- Make sure that the paper is correctly fed through the label peeler.
- Has the peeler option setting been specified in the printer driver and "Printer Setting Tool"?

The media is not ejected correctly (when using the optional label peeler).
- Has the sensor of the label peeler been exposed to direct sunlight?
- If the sensor of the label peeler has been exposed to direct sunlight, the loaded media may not be detected correctly. Use the printer in a location not exposed to direct sunlight.

The printer does not operate correctly (when using the optional touchpanel for TD-2125N/2135N/2125NWB/2135NWB only).
- Does the touchpanel name (A or B) printed in the top right corner of the touchpanel match the specified touchpanel name, which appears in the bottom right corner of the LCD?
  If they do not match, select [Set Panel] on the touchpanel, and then select the correct setting.
- Has the type of data assigned to one-touch keys been correctly specified?
  If the correct setting has not been specified, select [Keys Function] from the touchpanel, and then correctly select [Template] or [Database].

No key on the touchpanel was pressed, but data was unintentionally entered (when using the optional touchpanel display). Or, data that was entered is different than the data for the touch panel key that was pressed (when using the optional touchpanel display).
- Foreign matter, such as dust, between the touchpanel, protective sheet and touchpanel holder may cause a malfunction. Make sure there is no foreign matter on or near the touchpanel.
- Has the touchpanel been folded? When a folded touchpanel is used, the fold may press on the touchpanel holder. Do not use a folded touchpanel.

If the STATUS indicator is flashing red
If the STATUS indicator it flashing red, complete the following steps to clear the error:
- Press the ⏻ (Power) button once.
  If the error is still not cleared, turn the printer off, and then turn it on again.
  If you still cannot clear the error, contact Brother customer service.

The STATUS indicator is flashing.
- Check the error details in the "Indicators" section, and then see below.

The indicators show that error 1 has occurred.
- Is the correct media roll installed?
  Check that the correct media type (for example, die-cut label or continuous length tape) and die-cut label size are installed.
- Is the media roll installed correctly?
  If not, remove the media roll, and then reinstall it.
- Are the media guides not touching the sides of the media roll?
  Position the media guides against the sides of the media roll.
- Is there enough of the roll remaining?
  If not, install a new media roll.
- Is the media roll compartment top cover open?
  Check that the media roll compartment top cover is closed.
- An access point could not be found, or two or more access points have been found after approximately 2 minutes (TD-2125NWB/2135NWB only).
- If error 1 persists, check for the following:
  You are not using tape longer than 1 m or incompatible file formats.
  When sending a template as a BLF file, an error is displayed if the model name in the file is different to the model name of the printer receiving the file.
  When trying to print a template, an error is displayed if the specified template does not exist.
  LEDs shows an error if the search for a template with a linked database fails.
  LED shows an error if the transferred data causes the capacity of the user storage area to be exceeded.
  If you get such errors, turn the printer off, and then turn it on again.
  If error 1 is not cleared, contact Brother customer service.

The indicators show that error 2 has occurred.
- Is the connected device supported by the USB port?
  An overcurrent or unsupported device was detected by the USB port. Turn the printer off, and then check the connected device.
  If a USB hub is connected, the printer will automatically turn off after a certain length of time has passed.
- Is the printer in mass storage mode?
  LEDs show an error if the file system becomes corrupted or a file is copied while a mass storage file is being processed. Turn the printer off.
- Has the wireless LAN or Bluetooth connection been interrupted? (TD-2125NWB/2135NWB only)
- The wireless LAN or Bluetooth connection established while the printer is on was interrupted. Turn the printer off, and then turn it on again.

LED indicators

- ▪ = Indicator is lit
- ◌ = Indicator is flashing
- ▯ = Indicator flashes 1 or 3 times, then turns off
- ☐ = Indicator is lit or flashing in any colour or pattern
- (off) = Indicator is off

G = Green
O = Orange
R = Red

Example: G-◌- = Indicator is flashing green

Power LED	Status LED	Status Description
G▪	☐	Printer turned on / Initialising
☐	O▪	Media roll compartment top cover open
G-◌-	☐	Receiving data / Transferring/importing data
O-◌-	☐	Now cooling down
O▯ (3 times)	O▯ (3 times)	Resetting the incrementing field
O▯ (1 time)	O▯ (1 time)	Initialisation completed
G▪	R-◌- (Once every 2 seconds)	Error 1 / See the "Troubleshooting" section.
G▪	R-◌- (Twice every 2 seconds)	Error 2 / See the "Troubleshooting" section.
R-◌-	R-◌-	System error
R▪	(off)	Printer in boot mode

Power LED	Status LED	Status Description
O▯ (3 times)	G▯ (3 times)	Restarting
O▪	☐	Printer in mass storage mode
O▪	G▯ (1 time)	Processing file in mass storage mode
☐	G▪	▪ Wi-Fi on, connected *1 (Wi-Fi indicator is green) ▪ Bluetooth on, connected *1 (Bluetooth indicator is blue) ▪ A supported external device is connected to the printer's USB port
☐	G▯ (Once every 3 seconds)	▪ Wi-Fi on, not connected (Wi-Fi indicator flashes every 3 seconds) ▪ Bluetooth on, not connected (Bluetooth indicator flashes every 3 seconds)
G▪	G▪	▪ Bluetooth and Wi-Fi on, either one or both connected *1 (Both Bluetooth and Wi-Fi indicators are lit)
☐	G-◌-	▪ Setting up WPS *2 ▪ Pairing with Bluetooth

*1 Press and hold the feed button for 5 seconds, to enable or disable Wi-Fi or Bluetooth, or both connections types at the same time. See the User's Guide for information on how to switch between different connection types.

*2 Press and hold the Feed button (10 seconds) to enable WPS.

Internet Addresses

Brother Global website: https://www.brother.com
Brother Developer Center: https://support.brother.com/g/s/es/dev/en/index.html?navi=offall
Go to support.brother.com to view FAQs, Product Support and Technical Questions, and Driver Updates and Software.

Maintaining the Printer

Maintenance of the printer may be carried out as required. However, some environments require that maintenance must be done more frequently (for example, in dusty conditions). If dirt or dust is not removed, the printed labels may contain white streaks, or the media may become jammed.

▪ Print Head Maintenance
Use a dry cotton swab to wipe the print head (1).
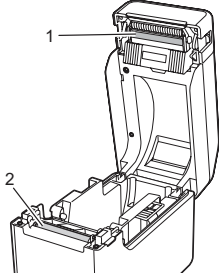
▪ Platen Roller Maintenance
Use a piece of cellophane tape to remove dirt from the platen roller (2).

▪ Media Exit Maintenance
If the tape adhesive accumulates at the media exit (3) and the media becomes jammed, disconnect the printer's power cable from the electrical socket, and then clean the media exit with a cloth slightly moistened with isopropyl alcohol.