

# Index

To save this PDF, select "Save" from the "File" menu.

The FAQ order in the Index is not identical to the order in the main text.

## Getting Started

### Installation

#### Software

- [Where can I find my Brother printer's serial number?](#)
- [How to install Brother software on a computer not connected to the Internet](#)
- [Install BAdmin Professional 3](#)

### Machine Setup

#### General Setup Procedures

- [Getting ready to use your printer](#)
- [How to install Brother software on a computer not connected to the Internet](#)
- [I cannot save a file downloaded from the Brother support website \(For Windows\)](#)
- [The paper settings specified from the server computer are not reflected on the client computer.](#)
- [Setting up the P-touch labeler](#)
- [What is P-touch Library?](#)
- [Installing the software](#)
- [Installing a CA certificate](#)
- [How do I set a tape cassette?](#)

### Connecting to a Computer

#### USB

- [How do I connect the printer to my computer using a USB cable?](#)
- [Printing is not possible. \(USB connection\)](#)

#### Wireless LAN

- [How do I connect the printer to my computer via Wi-Fi®?](#)
- [What is WEP?](#)
- [What are WPA-PSK/WPA2-PSK, TKIP and AES?](#)
- [How can I print wirelessly after installing the printer driver? \(for macOS 10.15 or earlier\)](#)
- [Can I set the printer to turn on its wireless LAN settings when I turn on the printer?](#)
- [Find the Wireless Security Information \(e.g., SSID, Network key, etc.\) for Windows](#)
- [Important points you need to confirm before configuring your printer for a wireless network.](#)

#### Wireless Direct

- [How can I print from a computer via a wireless network? \(Wireless Direct mode\)](#)
- [I cannot establish a connection using Wireless Direct.](#)

#### Wireless Ad-hoc Connections

- [How can I print wirelessly from a computer in Ad-hoc mode?](#)

### Connecting to a Mobile Device

#### Wi-Fi

- [How can I connect the printer and my Android™ mobile device wirelessly?](#)
- [Can I quickly connect the printer to my mobile device?](#)
- [How can I connect the printer and my Apple mobile device wirelessly?](#)

#### Mobile Applications

- [What Android™ mobile application can I use?](#)
- [What iOS mobile application can I use?](#)
- [Why does this app ask me to allow the access to "Device internal storage", "Camera" or "Contacts"?](#)

#### Mobile App Compatibility

- [What Android™ mobile application can I use?](#)
- [What iOS mobile application can I use?](#)

## Easy Tasks

### P-touch Editor (Windows)

#### Numbering

- [How to use the Numbering function \(P-touch Editor 5.x for Windows\)](#)

#### Barcodes

- [The barcode number is not displayed below the barcode. \(P-touch Editor for Windows\)](#)
- [How to create a barcode from two data fields \(P-touch Editor 5.x for Windows\)](#)
- [Can I enlarge the size of bar code characters? \(P-touch Editor 5.x for Windows\)](#)
- [What are the definitions of each field in the bar code setup? \(P-touch Editor 5.x for Windows\)](#)
- [How do I create a label containing a bar code/QR code? \(P-touch Editor 5.x for Windows\)](#)
- [How to use Excel data to print labels \(P-touch Editor 5.x for Windows\)](#)

#### Layout

- [How to insert a new image into each label using a database file. \(P-touch Editor 5.x for Windows\)](#)
- [How can I automatically adjust the label length depending on the amount of text? \(P-touch Editor 5.x for Windows\)](#)
- [How do I combine vertical and horizontal characters on a label? \(P-touch Editor 5.x for Windows\)](#)
- [How do I create a label containing a table? \(P-touch Editor 5.x for Windows\)](#)
- [How do I print the inserted image maintaining its original size? \(P-touch Editor 5.x for Windows\)](#)
- [How do I save a layout style that I created? \(P-touch Editor 5.x for Windows\)](#)
- [How do I create name badges by joining "First Name" and "Last Name" fields together? \(P-touch Editor 5.x for Windows\)](#)
- [How do I select just certain data \(cells\) in the Excel spreadsheet to place on the label? \(P-touch Editor 5.x for Windows\)](#)
- [How do I create an Address Label using Microsoft Word Add-In and formatting the text? \(P-touch Editor 5.x for Windows\)](#)
- [Creating an Address Label using the Add-In function with Microsoft Outlook \(P-touch Editor 5.x for Windows\)](#)
- [How do I create an Address Label? \(P-touch Editor 5.x for Windows\)](#)
- [How can I print multiple copies of a label? \(P-touch Editor 5.x for Windows\)](#)
- [How do I print vertical text? \(P-touch Editor 5.x for Windows\)](#)
- [How do I create a label using a template? \(P-touch Editor 5.x for Windows\)](#)

- [How can I make a wide label by using the split printing function \(printing a large layout dividedly on multiple labels\)? \(P-touch Editor 5.x for Windows\)](#)

#### Add-ins

- [My format is reset to default once my label has been printed when running the Excel Add-In. \(P-touch Editor 5.x for Windows\)](#)
- [How do I select just certain data \(cells\) in the Excel spreadsheet to place on the label? \(P-touch Editor 5.x for Windows\)](#)
- [How to use the Add-In function in Microsoft applications \(P-touch Editor 5.x for Windows\)](#)
- [How do I create an Address Label using Microsoft Word Add-In and formatting the text? \(P-touch Editor 5.x for Windows\)](#)
- [Creating an Address Label using the Add-In function with Microsoft Outlook \(P-touch Editor 5.x for Windows\)](#)
- [I cannot register the Add-In in 64 bit editions of Microsoft Office 2010/ 2013/ 2016. \(P-touch Editor 5.x for Windows\)](#)

#### Templates

- [How to use Excel data to print labels \(P-touch Editor 5.x for Windows\)](#)
- [How do I create an ID label using a template? \(P-touch Editor 5.x for Windows\)](#)
- [How do I create a label using a template? \(P-touch Editor 5.x for Windows\)](#)

#### Printing

- [How to insert a new image into each label using a database file. \(P-touch Editor 5.x for Windows\)](#)
- [What types of image format can be inserted and printed? \(P-touch Editor 5.x for Windows\)](#)
- [How to add Microsoft Excel text to a Label List \(P-touch Editor 5.x for Windows\)](#)
- [How do I select just certain data \(cells\) in the Excel spreadsheet to place on the label? \(P-touch Editor 5.x for Windows\)](#)
- [How to use Excel data to print labels \(P-touch Editor 5.x for Windows\)](#)
- [How do I open an Excel/Access file with the Database function? \(P-touch Editor 5.x for Windows\)](#)
- [How can I prevent about 1-inch left margin produced before printing? \(P-touch Editor 5.x\)](#)
- [The printer stops while printing, or the tape is cut in the middle of the text.](#)

#### Using the Software

- [Can I edit or print data created in other applications? \(P-touch Editor 5.x for Windows\)](#)
- [What types of image format can be inserted and printed? \(P-touch Editor 5.x for Windows\)](#)
- [What is the Label List? \(P-touch Editor 5.x for Windows\)](#)
- [How do I save a layout style that I created? \(P-touch Editor 5.x for Windows\)](#)
- [How do I save the printer settings to a file? \(P-touch Editor 5.x for Windows\)](#)
- [How do I update P-touch Editor?](#)
- [How do I use the Screen Capture tool? \(P-touch Editor 5.x for Windows\)](#)
- [How do I create an Address Label? \(P-touch Editor 5.x for Windows\)](#)
- [How can I print multiple copies of a label? \(P-touch Editor 5.x for Windows\)](#)

#### Databases

- [How to create a barcode from two data fields \(P-touch Editor 5.x for Windows\)](#)
- [How to insert a new image into each label using a database file. \(P-touch Editor 5.x for Windows\)](#)
- [Can I edit or print data created in other applications? \(P-touch Editor 5.x for Windows\)](#)
- [How to add Microsoft Excel text to a Label List \(P-touch Editor 5.x for Windows\)](#)
- [How do I create name badges by joining "First Name" and "Last Name" fields together? \(P-touch Editor 5.x for Windows\)](#)
- [How do I select just certain data \(cells\) in the Excel spreadsheet to place on the label? \(P-touch Editor 5.x for Windows\)](#)
- [How to use Excel data to print labels \(P-touch Editor 5.x for Windows\)](#)
- [How do I open an Excel/Access file with the Database function? \(P-touch Editor 5.x for Windows\)](#)

### P-touch Editor (Mac)

#### Numbering

- [How can I use the Sequential Numbering function? \(P-touch Editor 5.1 for Mac\)](#)

#### Barcodes

- [How to create a label containing a bar code/QR code \(P-touch Editor 5.2 or later for Mac\)](#)
- [How to create a label containing a bar code/QR code \(P-touch Editor 5.1 for Mac\)](#)

#### Layout

- [How can I make vertical labels? \(P-touch Editor 5.1 for Mac\)](#)

#### Templates

- [How do I use a template? \(P-touch Editor 5.1 for Mac\)](#)

#### Printing

- [I cannot select my printer in P-touch Editor. \(For macOS 10.13 or later\)](#)

#### Using the Software

- [Where can I download the latest P-touch Editor for Mac?](#)
- [How can I change the unit of measurement \(mm or inches\)? \(P-touch Editor 5.1 for Mac\)](#)
- [I want to know how to use P-touch Editor. \(P-touch Editor 5.1 for Mac\)](#)
- [How can I make vertical labels? \(P-touch Editor 5.1 for Mac\)](#)

### Printing

#### Print Quality/Print Settings

- [Which printing modes are available?](#)
- [Can I print a label at a high resolution?](#)
- [What options are available for label feeding and cutting?](#)
- [How is the print head cleaning cassette used?](#)

#### Distributed Printing (Windows only)

- [How do I print labels distributed to multiple printers?](#)

#### Reduce Tape Margins

- [How can I minimize the margin from the start or end of the label when printing? \(iPrint&Label\)](#)
- [How can I minimize the margin from the start or end of the label when printing? \(P-touch Editor Lite\)](#)
- [How can I prevent about 1-inch left margin produced before printing? \(P-touch Editor 5.x\)](#)
- [Is there a way to eliminate the tape that is cut off before each label? \(P-touch Editor Lite\)](#)

#### Layout

- [How can I make a wide label by using the split printing function \(printing a large layout dividedly on multiple labels\)? \(P-touch Editor 5.x for Windows\)](#)

### Apps for Mobile Devices

#### Brother iPrint&Label

- [Where can I download Brother iPrint&Label? \(iPrint&Label\)](#)
- [How can I print using Portrait? \(iPrint&Label\)](#)
- [How can I create a barcode label? \(iPrint&Label\)](#)
- [How can I minimize the margin from the start or end of the label when printing? \(iPrint&Label\)](#)
- [Which label printers are compatible with iPrint&Label? \(iPrint&Label\)](#)

- [Can I use iPrint&Label with another company's printers? \(iPrint&Label\)](#)
- [If I receive a telephone call or text message during printing, can I continue to print? \(iPrint&Label\)](#)
- [Can I use the app with my iPad? \(iPrint&Label\)](#)
- [Can I change the barcode protocol inside the templates? \(iPrint&Label\)](#)
- [Can I change the barcode settings like barocde size? \(iPrint&Label\)](#)
- [Can I create a label with time&date? \(iPrint&Label\)](#)
- [Why are there a greater number of label templates when a device is on-line versus off-line? \(iPrint&Label\)](#)

#### Pro Label Tool

- [The data imported from a CSV file is not included on the printed label. \(Pro Label Tool\)](#)
- [Open LBX files created in P-touch Editor in Pro Label Tool](#)
- [How to create serialized labels \(Pro Label Tool\)](#)

## Network

### Network Settings

- [Changing your printer's network settings \(IP address, Subnet mask and Gateway\) using the BRAdmin Light utility](#)
- [Share your printer in Windows 7 \(Shared printer\)](#)
- [Where can I find the IP addresses of my computer and the printer?](#)
- [How do I disable broadcasting the printer to AirPrint-compatible devices?](#)
- [Find the Wireless Security Information \(e.g. SSID, Network key etc.\) for Mac OS X 10.7 or greater](#)
- [Can I quickly connect the printer to my mobile device?](#)
- [Where can I find the printer's network settings, such as IP address?](#)
- [How can I connect the printer and my Apple mobile device wirelessly?](#)
- [How can I print wirelessly after installing the printer driver? \(for macOS 10.15 or earlier\)](#)
- [Find the Wireless Security Information \(e.g., SSID, Network key, etc.\) for Windows](#)

### Network Terms

- [What is WEP?](#)
- [What are WPA-PSK/WPA2-PSK, TKIP and AES?](#)

## Software

### Printer Driver

- [How to delete the registry information and files related to the printer driver](#)
- [How do I uninstall the printer driver?](#)

### Firmware

- [How do I update the firmware?](#)

### P-touch Update Software

- [What is P-touch Update Software?](#)

### Printer Setting Tool

- [Using the Printer Setting Tool \(for Windows\)](#)
- [Where can I find the IP addresses of my computer and the printer?](#)
- [Using the Communication Settings \(for Windows\)](#)
- [Using the Device Settings \(for Windows\)](#)
- [Can I apply device setting changes to another printer?](#)
- [Can I check the printer's usage log?](#)
- [Where can I find the printer's network settings, such as IP address?](#)
- [Can I set the printer to turn on its wireless LAN settings when I turn on the printer?](#)

### Wireless Device Setup Wizard (Mac only)

- [How can I print wirelessly after installing the printer driver? \(for macOS 10.15 or earlier\)](#)

### P-touch Editor Lite

- [Creating a label using P-touch Editor Lite](#)
- [I cannot use P-touch Editor Lite. \(For macOS 10.15 or later\)](#)
- [How do I create a mixed 1-row / 2-row label containing a symbol? \(P-touch Editor Lite\)](#)
- [How can I minimize the margin from the start or end of the label when printing? \(P-touch Editor Lite\)](#)
- [How to use the Numbering function \(P-touch Editor Lite\)](#)
- [How do I rotate objects? \(P-touch Editor Lite\)](#)
- [The printer stops while printing, or the tape is cut in the middle of the text.](#)
- [Is there a way to eliminate the tape that is cut off before each label? \(P-touch Editor Lite\)](#)
- [How do I change the setting of "mm" and "inches"? \(P-touch Editor Lite\)](#)

### P-touch Library

- [How to use P-touch Library](#)
- [What is P-touch Library?](#)

### BRAdmin Light

- [Changing your printer's network settings \(IP address, Subnet mask and Gateway\) using the BRAdmin Light utility](#)

### AirPrint

- [How do I disable broadcasting the printer to AirPrint-compatible devices?](#)

## Machine

### Reset Procedure

- [How can I reset the printer?](#)

### Print Printer Settings

- [Where can I find the IP addresses of my computer and the printer?](#)
- [Can I check the printer's usage log?](#)
- [Where can I find the printer's network settings, such as IP address?](#)
- [When I try to print the printer information, the red lamp flashes and the print does not start.](#)
- [Can I print out the printer settings?](#)

### Managing Your Machine with a Web Browser

- [Using Web Based Management](#)
- [Installing a CA certificate](#)

### Printer Setting Tool

- [Using the Printer Setting Tool \(for Windows\)](#)
- [Using the Communication Settings \(for Windows\)](#)
- [Using the Device Settings \(for Windows\)](#)
- [Can I apply device setting changes to another printer?](#)

## Power Supply

- [Which brands of Ni-MH rechargeable batteries do you recommend?](#)
- [Power Supply](#)

## Operations

- [Can I set the printer to turn on its wireless LAN settings when I turn on the printer?](#)
- [The printer stops while printing, or the tape is cut in the middle of the text.](#)

## Operating System

### Mac

- [How to identify your Operating System \(OS\) for Windows or Mac](#)
- [How to open the Devices and Printers window](#)
- [Find the Wireless Security Information \(e.g. SSID, Network key etc.\) for Mac OS X 10.7 or greater](#)
- [Using the P-touch Utility \(for Mac\)](#)
- [Installing the software](#)

### Windows

- [My printed documents are incomplete or a blue screen appears when printing after a Windows 10 update \(March 2021\)](#)
- [I cannot save a file downloaded from the Brother support website \(For Windows\)](#)
- [How to identify your Operating System \(OS\) for Windows or Mac](#)
- [How to open the Devices and Printers window](#)
- [How to uninstall P-touch Editor \(P-touch Editor 5.x for Windows\)](#)
- [Installing the software](#)

### Mobile Devices (Apple/Android etc.)

- [When the NFC reader of my Android™ device is tapped against the NFC logo on the P-touch, the device is recognized but cannot connect to the P-touch.](#)
- [I tapped my Android™ device against my P-touch to use the NFC function, but it was not recognized.](#)

## Maintenance

### Machine Maintenance

- [How is the print head cleaning cassette used?](#)

## Installation

### Software

- [Where can I find my Brother printer's serial number?](#)
- [Where can I download the latest P-touch Editor for Mac?](#)
- [I cannot save a file downloaded from the Brother support website \(For Windows\)](#)
- [Installing the software](#)

## Troubleshooting

### Software

#### Printer Driver

- [I cannot install the printer driver and P-touch Editor 5.x. P-touch Editor Lite is open.](#)
- [I cannot install the printer driver because the installation stops after I connect the printer to my computer.](#)
- [P-touch Editor displays "There is no printer driver installed with this application." \(for Windows 10\)](#)
- [When printing from an application, the application's "Collate" setting does not work correctly.](#)

#### Printer Setting Tool

- [I cannot establish a connection using Wireless Direct.](#)
- [Wi-Fi@ lamp is lit in green but the printer cannot communicate with other devices via a wireless LAN.](#)

#### P-touch Editor Lite

- [P-touch Editor Lite pop-up dialog box does not appear when connecting P-touch labeler to my computer.](#)
- [I cannot install the printer driver and P-touch Editor 5.x. P-touch Editor Lite is open.](#)
- [The printer stops while printing, or the tape is cut in the middle of the text.](#)

### P-touch Editor (Windows)

#### Print Quality

- [Some parts of the label are not printed. \(P-touch Editor 5.x for Windows\)](#)
- [My label is printing like a mirror image. How do I enable/disable the Mirror Printing option? \(P-touch Editor 5.x for Windows\)](#)

#### Media

- [The media width cannot be selected. Only standard paper sizes can be selected. \(P-touch Editor 5.x for Windows\)](#)
- [The tape color is not recognized. I get the error message "Tape color not recognized" when I install a tape cassette in the printer.](#)

#### Databases

- [When I try to use the database function, the error message "Code=800401f9 Msg: Error in the DLL Source: ADO DB. Connection Description:" appears. What should I do?](#)

#### Add-ins

- [How to add Microsoft Excel text to a Label List \(P-touch Editor 5.x for Windows\)](#)
- [The text format which is used with the Add-In Function differs from the original data. Why? \(P-touch Editor 5.x for Windows\)](#)
- [The P-touch Add-In is registered in Microsoft Word, but the P-touch icon or "Brother P-touch" in the Tools menu does not appear as normal. \(P-touch Editor 5.x for Windows\)](#)
- [The P-touch Add-In is registered in Microsoft Word or Excel, but it still cannot be used. \(P-touch Editor 5.x for Windows\)](#)
- [I cannot register the Add-In in 64 bit editions of Microsoft Office 2010/ 2013/ 2016. \(P-touch Editor 5.x for Windows\)](#)
- [P-touch Editor sometimes crashes. \(For Office 2013 or 2016 users\)](#)

#### Barcodes

- [The barcode number is not displayed below the barcode. \(P-touch Editor for Windows\)](#)

#### Error Messages

- [I cannot print using a HSe cassette.](#)
- [I get the message "OneDrive could not be accessed" and cannot open or save any files. \(P-touch Editor 5.1/5.2 for Windows\)](#)

#### Operations

- [Some functions available in P-touch Editor 5.4 are not available in P-touch Editor 6.x. \(for Windows\)](#)
- [Is there a way to automatically store or manage the label data? \(P-touch Editor 5.x for Windows\)](#)
- [The size of all characters is automatically reduced when more text is added. \(P-touch Editor 5.x for Windows\)](#)
- [I cannot select my printer name from the "Application Matching Printer" drop-down menu in the "Printer Setup" dialog box. \(P-touch Editor 5.x for Windows\)](#)
- [The printing date/time is not printed. \(P-touch Editor 5.x for Windows\)](#)
- [I cannot find the Transfer Template function in P-touch Editor 6.x. \(for Windows\)](#)

- [My label is printing like a mirror image. How do I enable/disable the Mirror Printing option? \(P-touch Editor 5.x for Windows\)](#)
- [P-touch Editor sometimes crashes. \(For Office 2013 or 2016 users\)](#)
- [I get the message "OneDrive could not be accessed" and cannot open or save any files. \(P-touch Editor 5.1/5.2 for Windows\)](#)
- [The printer stops while printing, or the tape is cut in the middle of the text.](#)

#### Cannot Print

- [I cannot print using a HSe cassette.](#)

### P-touch Editor (Mac)

#### Operations

- [Where can I download the latest P-touch Editor for Mac?](#)
- [I cannot use some buttons or functions in P-touch Editor or the printer driver. \(For macOS 10.15.x\)](#)
- [I cannot select my printer in P-touch Editor. \(For macOS 10.13 or later\)](#)
- [P-touch Editor crashes when I open it on my Mac.](#)
- [When I try to load data from a CSV file into P-touch Editor for Mac, the characters in the data become garbled.](#)
- [I cannot select my printer in P-touch Editor. \(P-touch Editor 5.x for Mac\)](#)

#### Cannot Print

- [I cannot use some buttons or functions in P-touch Editor or the printer driver. \(For macOS 10.15.x\)](#)
- [I cannot select my printer in P-touch Editor. \(For macOS 10.13 or later\)](#)
- [Printing is not possible. \(P-touch Editor5.3 for Mac\)](#)

#### Print Quality

- [When I try to load data from a CSV file into P-touch Editor for Mac, the characters in the data become garbled.](#)

#### Databases

- [Cannot insert data from a database into a barcode. \(P-touch Editor 5.2 or later for Mac\)](#)
- [When I try to load data from a CSV file into P-touch Editor for Mac, the characters in the data become garbled.](#)

### Error Messages/LED Indications

#### Error Messages on the Machine's Display

- [I cannot print using a HSe cassette.](#)

#### LED Indications

- [I cannot print using a HSe cassette.](#)
- [Wi-Fi® lamp is lit in green but the printer cannot communicate with other devices via a wireless LAN.](#)
- [When I try to print the printer information, the red lamp flashes and the print does not start.](#)
- [What do the indicator lights mean?](#)

#### Error Messages on your Computer's Screen

- [I cannot print using a HSe cassette.](#)
- [The tape color is not recognized. I get the error message "Tape color not recognized" when I install a tape cassette in the printer.](#)
- [I get an error message while trying to print: "Communication Error Cannot Communicate with the Device". \(iPrint&Label\)](#)
- [When I try to use the database function, the error message "Code=800401f9 Msg: Error in the DLL. Source: ADOB. Connection Description:" appears. What should I do?](#)
- ["Setup start error code 2" \(also "code 193", "code 216" or "code 267"\) appears when I try to install the driver. What should I do?](#)
- [P-touch Editor displays "There is no printer driver installed with this application." \(for Windows 10\)](#)

### Apps for Mobile Devices

#### Brother iPrint&Label

- [Poor print quality when printing on narrow labels. \(iPrint&Label\)](#)
- [I connected the P-touch and my Android™ device and tapped \[Print\] on the device, but I cannot print.](#)
- [When I run iPrint&Label, "Unconnected Printer" is displayed on my Android™ device.](#)
- [I get an error message while trying to print: "Communication Error Cannot Communicate with the Device". \(iPrint&Label\)](#)
- [When I search for devices using Mobile Cable Label Tool, Brother iPrint&Label or Mac, the printer cannot be detected.](#)
- [I cannot find the Brother machine on my wireless network connection. \(iPrint&Label\)](#)

#### P-touch Design&Print

- [The printer stops while printing, or the tape is cut in the middle of the text.](#)

#### Pro Label Tool

- [I cannot print using a HSe cassette.](#)
- [The data imported from a CSV file is not included on the printed label. \(Pro Label Tool\)](#)

### Connecting to a Computer

#### Installation Failure

- [The paper settings specified from the server computer are not reflected on the client computer.](#)
- [I'm trying to install the printer driver using a USB Hub. The "Driver Setup" dialog box appeared and the P-touch was connected, but the installation does not continue.](#)
- [I cannot install the printer driver and P-touch Editor 5.x. P-touch Editor Lite is open.](#)
- [I cannot install the printer driver because the installation stops after I connect the printer to my computer.](#)
- ["Setup start error code 2" \(also "code 193", "code 216" or "code 267"\) appears when I try to install the driver. What should I do?](#)
- [P-touch Editor displays "There is no printer driver installed with this application." \(for Windows 10\)](#)
- [I cannot install the "Full Software Package" displayed in "Drivers&Editor Tool" on macOS 10.13/ 10.12.](#)

#### Cannot Print

- [Printing is not possible. \(USB connection\)](#)
- [I can no longer print from my computer, even though I was able to print previously.](#)
- [Printing is not possible. \(P-touch Editor5.3 for Mac\)](#)

#### Wi-Fi

- [I cannot establish a connection using Wireless Direct.](#)
- [Wi-Fi® lamp is lit in green but the printer cannot communicate with other devices via a wireless LAN.](#)
- [I cannot connect my machine to the wireless network.](#)

#### Network Settings

- [I cannot establish a connection using Wireless Direct.](#)
- [I cannot connect my machine to the wireless network.](#)

### Connecting to a Mobile Device

#### Wi-Fi

- [When the NFC reader of my Android™ device is tapped against the NFC logo on the P-touch, the device is recognized but cannot connect to the P-touch.](#)
- [I cannot establish a connection using Wireless Direct.](#)
- [Wi-Fi® lamp is lit in green but the printer cannot communicate with other devices via a wireless LAN.](#)

- [I tapped my Android™ device against my P-touch to use the NFC function, but it was not recognized.](#)

## Printing

### Cannot Print

- [I cannot select my printer name from the "Application Matching Printer" drop-down menu in the "Printer Setup" dialog box. \(P-touch Editor 5.x for Windows\)](#)
- [I cannot print using a HSe cassette.](#)
- [I cannot use some buttons or functions in P-touch Editor or the printer driver. \(For macOS 10.15.x\)](#)
- [My printed documents are incomplete or a blue screen appears when printing after a Windows 10 update \(March 2021\)](#)
- [I connected multiple printers of the same model to one computer but can only print from one of them.](#)
- [Printing is not possible. \(USB connection\)](#)
- [I can no longer print from my computer, even though I was able to print previously.](#)
- [Printing is not possible. \(P-touch Editor 5.3 for Mac\)](#)
- [I connected the P-touch and my Android™ device and tapped \[Print\] on the device, but I cannot print.](#)
- [When I try to print the printer information, the red lamp flashes and the print does not start.](#)
- [The printer stops while printing, or the tape is cut in the middle of the text.](#)

### Print Quality/Print Settings

- [Some parts of the label are not printed. \(P-touch Editor 5.x for Windows\)](#)
- [I cannot use some buttons or functions in P-touch Editor or the printer driver. \(For macOS 10.15.x\)](#)
- [My printed documents are incomplete or a blue screen appears when printing after a Windows 10 update \(March 2021\)](#)
- [Poor print quality when printing on narrow labels. \(iPrint&Label\)](#)
- [The printed label contains blank horizontal lines.](#)
- [When printing from an application, the application's "Collate" setting does not work correctly.](#)
- [The top and base layers of the laminated tape are misaligned.](#)
- [Half cut labels are printed, although the "Half Cut" option is not selected.](#)

### Reduce Tape Margins

- [How can I minimize the margin from the start or end of the label when printing? \(iPrint&Label\)](#)
- [How can I minimize the margin from the start or end of the label when printing? \(P-touch Editor Lite\)](#)
- [How can I prevent about 1-inch left margin produced before printing? \(P-touch Editor 5.x\)](#)
- [Is there a way to eliminate the tape that is cut off before each label? \(P-touch Editor Lite\)](#)

### Layout

- [The size of all characters is automatically reduced when more text is added. \(P-touch Editor 5.x for Windows\)](#)
- [The printing date/time is not printed. \(P-touch Editor 5.x for Windows\)](#)
- [The printed label is shorter or longer than the actual label data.](#)
- [My label is printing like a mirror image. How do I enable/disable the Mirror Printing option? \(P-touch Editor 5.x for Windows\)](#)

### Cannot Cut

- [The label does not cut well.](#)

### Paper/Tape/Label Jam

- [The tape got jammed or stuck in the printer.](#)
- [The ink ribbon \(black tape\) got caught in between the tape layers and came out of the printer, and the tape cannot be used.](#)
- [The top and base layers of the laminated tape are misaligned.](#)

## Uninstallation

### Printer Driver

- [How to delete the registry information and files related to the printer driver](#)
- [How do I uninstall the printer driver?](#)
- [I'm trying to install the printer driver using a USB Hub. The "Driver Setup" dialog box appeared and the P-touch was connected, but the installation does not continue.](#)

### P-touch Editor

- [How to uninstall P-touch Editor \(P-touch Editor 5.x for Windows\)](#)

## Machine

### Machine

- [Where can I find my Brother printer's serial number?](#)
- [When the NFC reader of my Android™ device is tapped against the NFC logo on the P-touch, the device is recognized but cannot connect to the P-touch.](#)
- [The tape got jammed or stuck in the printer.](#)
- [I tapped my Android™ device against my P-touch to use the NFC function, but it was not recognized.](#)
- [The label does not cut well.](#)
- [The ink ribbon \(black tape\) got caught in between the tape layers and came out of the printer, and the tape cannot be used.](#)
- [Half cut labels are printed, although the "Half Cut" option is not selected.](#)

### Power Supply

- [Which brands of Ni-MH rechargeable batteries do you recommend?](#)

### Reset Procedure

- [How can I reset the printer?](#)

### Operations

- [The media width cannot be selected. Only standard paper sizes can be selected. \(P-touch Editor 5.x for Windows\)](#)
- [The printer stops while printing, or the tape is cut in the middle of the text.](#)

## Operating System

### Mac

- [I cannot select my printer in P-touch Editor. \(For macOS 10.13 or later\)](#)
- [P-touch Editor crashes when I open it on my Mac.](#)
- [When I search for devices using Mobile Cable Label Tool, Brother iPrint&Label or Mac, the printer cannot be detected.](#)

### Windows

- [My printed documents are incomplete or a blue screen appears when printing after a Windows 10 update \(March 2021\)](#)

### Mobile Devices (Apple/Android etc.)

- [When I search for devices using Mobile Cable Label Tool, Brother iPrint&Label or Mac, the printer cannot be detected.](#)
- [Why does this app ask me to allow the access to "Device internal storage", "Camera" or "Contacts"?](#)

## Installation

### Software

- [Where can I download the latest P-touch Editor for Mac?](#)
- [Installing the software](#)

- [P-touch Editor displays "There is no printer driver installed with this application." \(for Windows 10\)](#)
- [I cannot install the "Full Software Package" displayed in "Drivers&Editor Tool" on macOS 10.13/ 10.12.](#)

## Others

### Apps for Mobile Devices

#### Brother iPrint&Label

- [Where can I download Brother iPrint&Label? \(iPrint&Label\)](#)
- [How can I print using Portrait? \(iPrint&Label\)](#)
- [Poor print quality when printing on narrow labels. \(iPrint&Label\)](#)
- [How can I create a barcode label? \(iPrint&Label\)](#)
- [How can I minimize the margin from the start or end of the label when printing? \(iPrint&Label\)](#)
- [When I run iPrint&Label, "Unconnected Printer" is displayed on my Android™ device.](#)
- [Which label printers are compatible with iPrint&Label? \(iPrint&Label\)](#)
- [I get an error message while trying to print: "Communication Error Cannot Communicate with the Device". \(iPrint&Label\)](#)
- [When I search for devices using Mobile Cable Label Tool, Brother iPrint&Label or Mac, the printer cannot be detected.](#)
- [Can I use iPrint&Label with another company's printers? \(iPrint&Label\)](#)
- [I cannot find the Brother machine on my wireless network connection. \(iPrint&Label\)](#)
- [If I receive a telephone call or text message during printing, can I continue to print? \(iPrint&Label\)](#)
- [Can I use the app with my iPad? \(iPrint&Label\)](#)
- [Can I change the barcode protocol inside the templates? \(iPrint&Label\)](#)
- [Can I change the barcode settings like barcode size? \(iPrint&Label\)](#)
- [Can I create a label with time&date? \(iPrint&Label\)](#)
- [Why are there a greater number of label templates when a device is on-line versus off-line? \(iPrint&Label\)](#)

#### P-touch Design&Print

- [The printer stops while printing, or the tape is cut in the middle of the text.](#)

#### Pro Label Tool

- [The data imported from a CSV file is not included on the printed label. \(Pro Label Tool\)](#)
- [Open LBX files created in P-touch Editor in Pro Label Tool](#)
- [How to create serialized labels \(Pro Label Tool\)](#)

## Maintenance

### Machine Maintenance

- [How is the print head cleaning cassette used?](#)

## Specifications

### Product

- [Share your printer in Windows 10/Windows 8/Windows 8.1 \(Shared printer\)](#)
- [The paper settings specified from the server computer are not reflected on the client computer.](#)
- [What can I do with the NFC \(Near Field Communication\) feature?](#)
- [I cannot connect my machine to the wireless network.](#)
- [Can TZe tapes be used with this printer? What is the difference between TZ tapes and TZe tapes?](#)
- [The label does not cut well.](#)
- [What options are available for label feeding and cutting?](#)
- [How do I set a tape cassette?](#)
- [Which label printers are compatible with iPrint&Label? \(iPrint&Label\)](#)
- [Can my printer use TZ/TZe tapes?](#)
- [Which brands of Ni-MH rechargeable batteries do you recommend?](#)
- [Half cut labels are printed, although the "Half Cut" option is not selected.](#)
- [Power Supply](#)

### Application

- [Is there a way to automatically store or manage the label data? \(P-touch Editor 5.x for Windows\)](#)
- [Can I edit or print data created in other applications? \(P-touch Editor 5.x for Windows\)](#)
- [What types of image format can be inserted and printed? \(P-touch Editor 5.x for Windows\)](#)
- [What is the Label List? \(P-touch Editor 5.x for Windows\)](#)
- [How do I create name badges by joining "First Name" and "Last Name" fields together? \(P-touch Editor 5.x for Windows\)](#)
- [What Android™ mobile application can I use?](#)
- [What iOS mobile application can I use?](#)
- [Where can I download the latest P-touch Editor for Mac?](#)
- [Where can I download Brother iPrint&Label? \(iPrint&Label\)](#)
- [I cannot use P-touch Editor Lite. \(For macOS 10.15 or later\)](#)
- [What can I do with the NFC \(Near Field Communication\) feature?](#)
- [What is P-touch Library?](#)
- [Using the P-touch Utility \(for Mac\)](#)
- [P-touch Editor sometimes crashes. \(For Office 2013 or 2016 users\)](#)
- [Which label printers are compatible with iPrint&Label? \(iPrint&Label\)](#)
- [Can I use iPrint&Label with another company's printers? \(iPrint&Label\)](#)
- [Can I use the app with my iPad? \(iPrint&Label\)](#)
- [Is data created in other applications compatible with P-touch Editor 5.1 for Mac?](#)

### Consumables&Accessories

- [Can TZe tapes be used with this printer? What is the difference between TZ tapes and TZe tapes?](#)
- [Can my printer use TZ/TZe tapes?](#)
- [Which brands of Ni-MH rechargeable batteries do you recommend?](#)
- [Power Supply](#)

I'm trying to install the printer driver using a USB Hub. The "Driver Setup" dialog box appeared and the P-touch was connected, but the installation does not continue.



Please check the following:

- Did you turn on the P-touch after it was connected to the computer?  
If you do not turn it on, the computer does not recognize that the P-touch was connected.
- Depending on the model of the USB Hub, the P-touch may not be correctly detected.  
Connect the P-touch directly to the USB connector of the computer.

If you still get the same problem, download the latest printer driver from the [\[Downloads\]](#) page and try to install it again.

#### Related FAQs

▶ [I cannot install the printer driver because the installation stops after I connect the printer to my computer.](#)

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

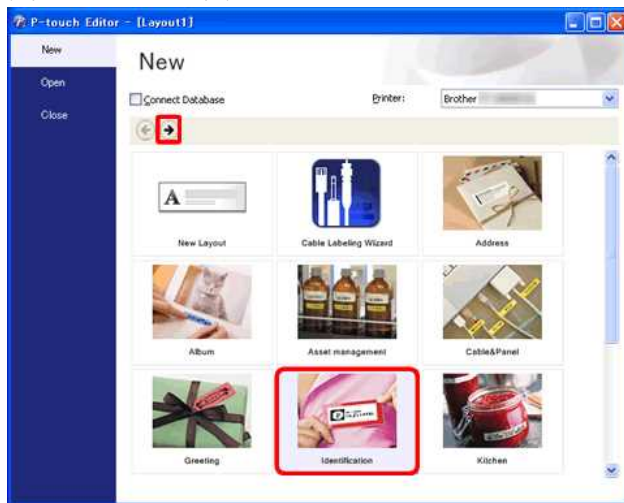




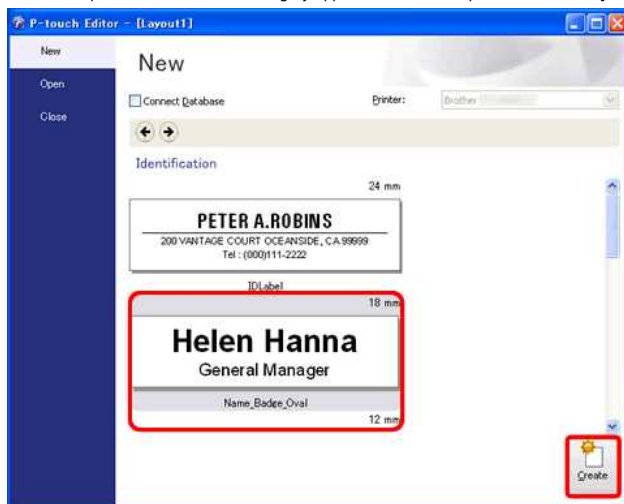
## How do I create an ID label using a template? (P-touch Editor 5.x for Windows)

1. Start P-touch Editor, select "Identification" and then click .

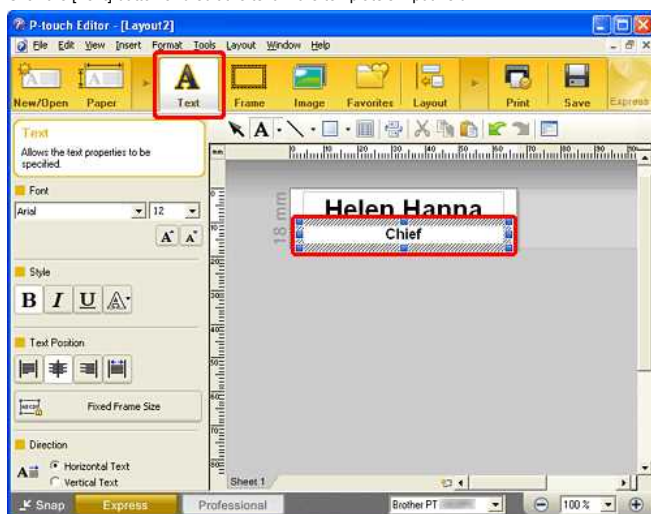
(Express mode as an example)



2. A list of templates for the selected category appears. Select a template and click the [Create] button.



3. Click the [Text] button and edit the text in the template's Input field.













### How is the print head cleaning cassette used?

Insert the print head cleaning cassette into the P-touch, close the cover, and then press the Feed & Cut button once or twice. Since the used tape is wound up into the print head cleaning cassette, no tape will be fed out.

© 2001-2018 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.



**I can no longer print from my computer, even though I was able to print previously.**

Turning the power ON/OFF while the print monitor screen is displayed may cause the printer driver to go off-line and make printing impossible.

In this case, open the **[Printers / Printers and Faxes]** folder of your Windows computer to check if the printer driver is off-line.

If the printer driver is off-line, close the print monitor screen and turn the printer's power ON/OFF a few times. If the printer driver remains off-line, restart the computer.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.





**When I try to use the database function, the error message "Code=800401f9 Msg: Error in the DLL Source: ADODB. Connection Description:" appears. What should I do?**

Follow the steps below:

1. Log on to your computer as an Administrator. If you are already logged on as an administrator, close all open applications and proceed to Step 2.
2. Click [Start] - [Run...].
3. In the Open box, type "cmd", and then click [OK].
4. At the command prompt, type the following lines pressing [Enter] after each line.  
  
D: (where "D" is the letter of the drive on which Windows is installed)  
cd program files\common files\system\ole db  
regsvr32 oledb32.dll  
regsvr32 oledb32r.dll
5. Click [OK] when you receive the message indicating that the operation succeeded.
6. Type "exit" to close [the command prompt] window.

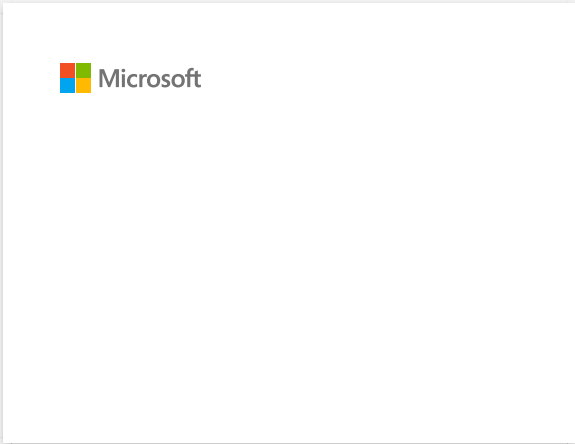
© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.













## How do I use the Screen Capture tool? (P-touch Editor 5.x for Windows)

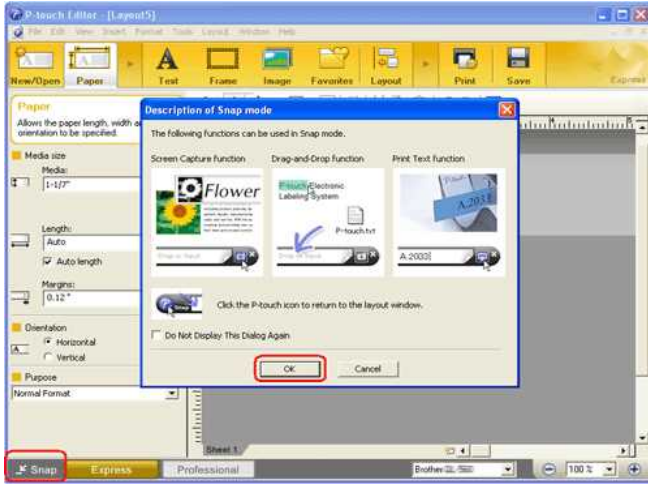
There are two ways to import the image of an area on your desktop/screen into a label.

[Method 1: Using Snap mode](#)

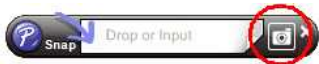
[Method 2: Using Professional mode](#)


### Method 1: Using Snap mode

1. Click the **Snap** button on the left bottom corner. The "Description of Snap mode" window appears. Click the **OK** button.



Snap mode starts.

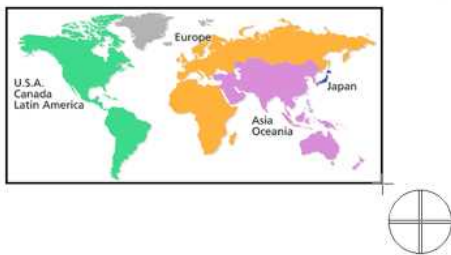


2. Click the "Screen Capture" button . Snap mode disappears and the shape of the pointer changes.

3. Specify the area you want to import by drawing a rectangle around it. Click the start point of the area you want to select.



4. Click the end of the area.



5. The image data of the selected area is imported into the edit screen.

<Using the screen of Express mode as an example>



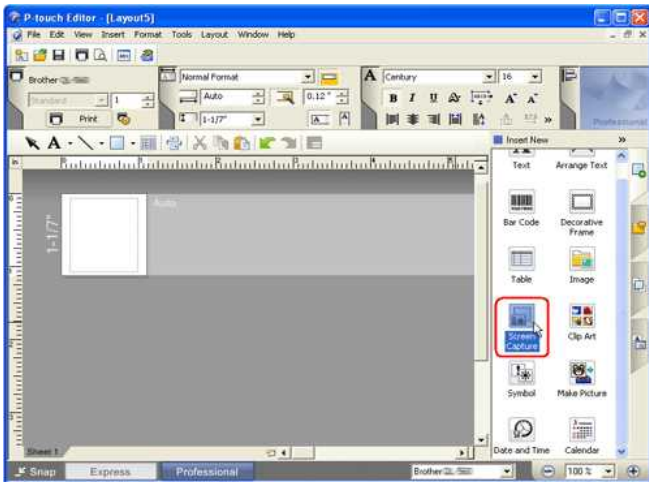


- You can also specify the area by dragging the mouse from the start point to the end point.
- When you want to cancel Screen Capture mode, click the right mouse button or press the Esc key.

### Method 2: Using Professional mode

Click the **Professional** button on the left bottom corner to change to Professional mode.

1. Click the **Screen Capture** button on the side bar. The current screen disappears and the shape of the pointer changes.



2. Take the same steps as Method 1 to import the data.





















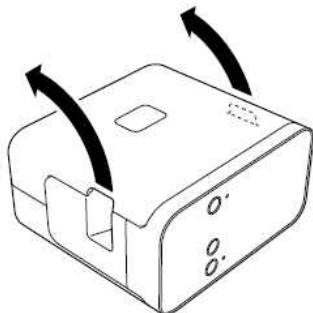




## How do I set a tape cassette?

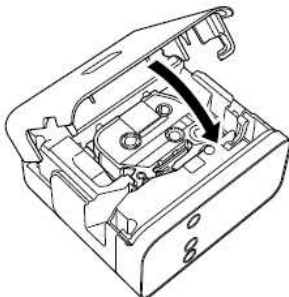
Follow the steps below:

1. Make sure that the P-touch labeler is turned off.
2. Place the P-touch labeler so that the cassette cover is facing upwards, then open the cassette cover.



Do not put your finger inside the tape exit slot. You could be injured by the cutter blade.

3. Insert a tape cassette and close the cassette cover. Restore the P-touch labeler to an upright position.



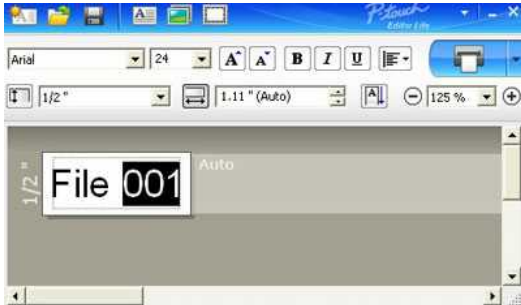
## How to use the Numbering function (P-touch Editor Lite)

File 001

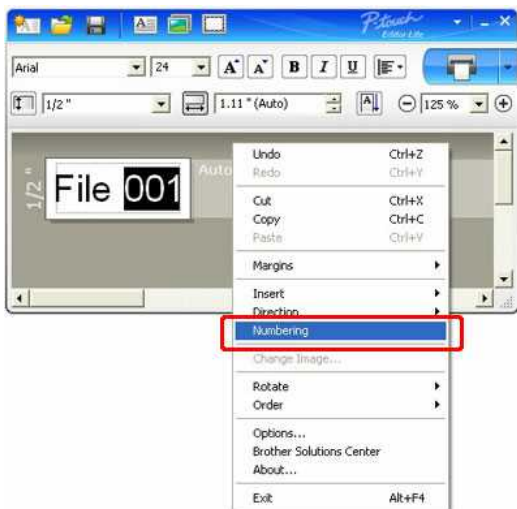
File 002

The numbering function is used to make labels with consecutive numbering.

1. Start P-touch Editor Lite.
2. Select the tape size and type "File 001" and select "001" which you want to configure numbering.



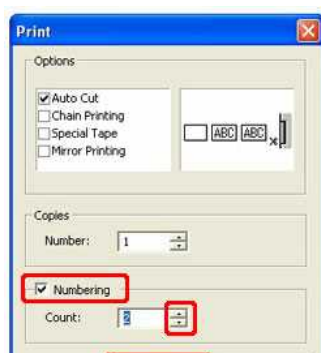
3. Click "Numbering" on the context menu.



4. Click  to the right of the "Print" button and click "Print Options".



5. Check the "Numbering Box" and enter the number of labels being printed in the "Count" box.







Print

Cancel

6. Click **"Print"** button.

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## P-touch Editor Lite pop-up dialog box does not appear when connecting P-touch labeler to my computer.

If the pop-up dialog does not appear, refer to the following:

- Check that the power is ON.
- Check that the USB cable is correctly connected.
- Check that the Editor Lite lamp is lit. If not, press and hold down the Editor Lite button until the green Editor Lite lamp lights up.
- Check that the operating system on your PC is Windows Vista or later.
- Is it the first time the printer has been connected to your PC?  
When you connect the printer to your PC for the first time, you may encounter a time out by the Windows Shell Hardware Detection service, for example if a process of driver load is delayed finding the printer or it takes a long time to assign the drive letter.

### <Solution>

Turn off the printer and disconnect the USB cable from your PC, then reconnect and turn on the printer again. You only need to do this process once, and the pop-up dialog box will then appear every time the printer is connected.

- Even though your PC is supported by Windows Vista or later, the pop-up dialog box may not appear depending on the PC environment.

### <Solution>

#### For Windows 11 users:

1. Right-click **Start** and click **File Explorer - This PC**.
2. Double-click your printer's name.
3. Double-click **PTLITE10.EXE** to start P-touch Editor Lite.

#### For Windows 10 users:

1. Click **Start - (All apps -) Windows System - PC**.
2. Double-click your printer's name.
3. Double-click **PTLITE10.EXE** to start P-touch Editor Lite.

#### For Windows 8.1 users:

1. Click **This PC** in the **Apps** screen.
2. Double-click your printer's name.
3. Double-click **PTLITE10.EXE** to start P-touch Editor Lite.

#### For Windows 8 users:

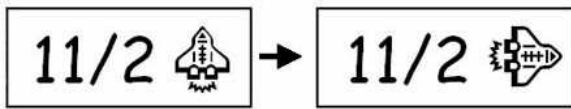
1. Click **Computer** in the **Apps** screen.
2. Double-click your printer's name.
3. Double-click **PTLITE10.EXE** to start P-touch Editor Lite.

#### For Windows Vista and Windows 7 users:

1. Click **Start**, and then click **Computer**.
2. Double-click your printer's name.
3. Double-click **PTLITE10.EXE** to start P-touch Editor Lite.

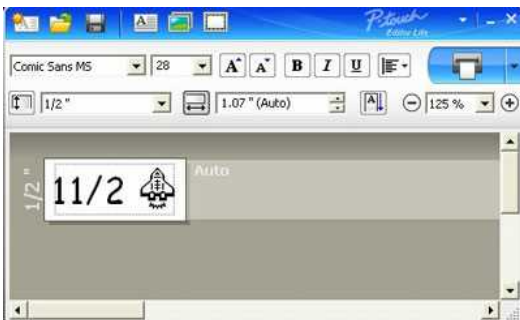
## How do I rotate objects? (P-touch Editor Lite)

Example:

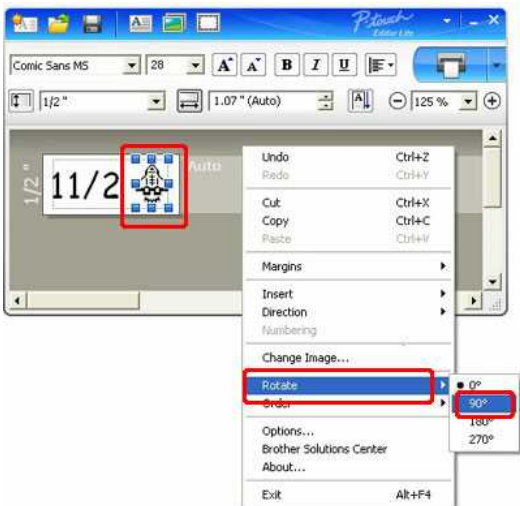


Do the following:

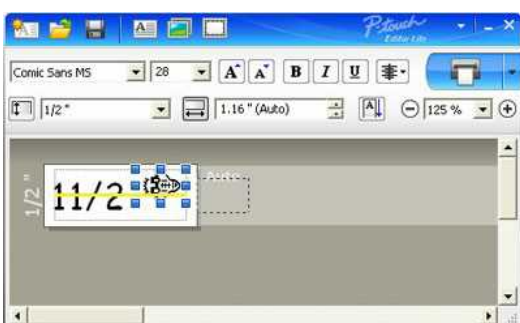
1. Start P-touch Editor Lite.
2. Input some text and insert an object. (In this example, using a picture from the **Symbol** function.)

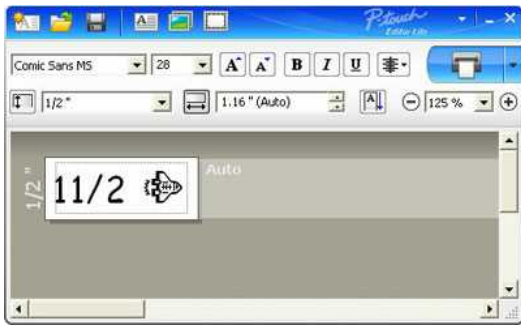


3. Select the object and right-click the mouse to choose **[Rotate] - [90°]**.



4. Adjust the object if needed.  
A yellow guideline is displayed in the center of the object while it is being moved.





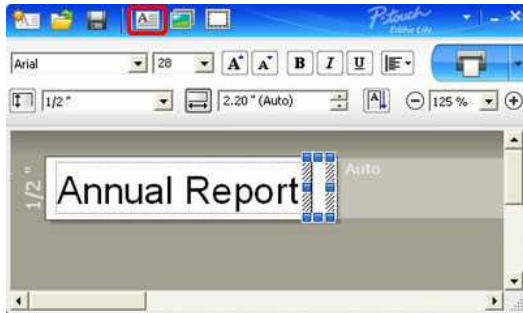
© 2001-2019 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

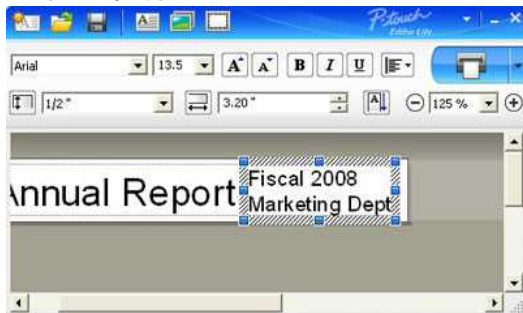
## How do I create a mixed 1-row / 2-row label containing a symbol? (P-touch Editor Lite)

Refer to the following:

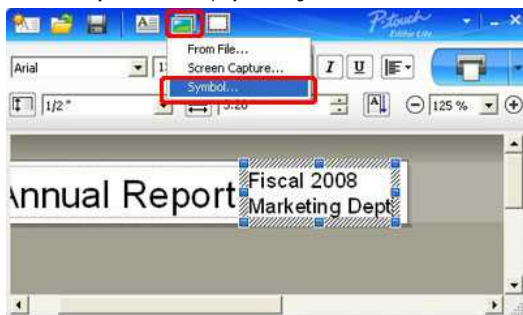
1. Start the P-touch Editor Lite.
2. Enter [Annual Report].
3. Insert a few spaces, then click button.



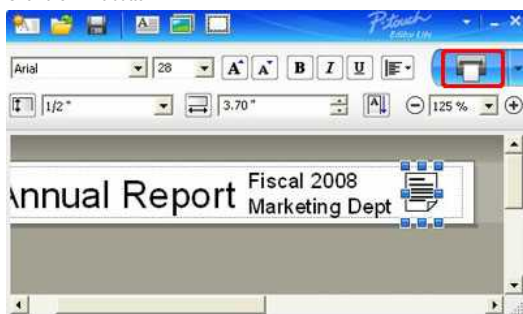
4. Enter [Fiscal 2008] and press **Enter** key.  
Enter [Marketing Dept] on the second row.



5. Click **Symbol** under .  
Select the object from the displayed dialog box.



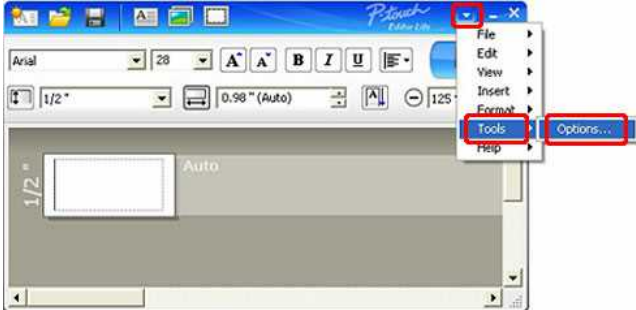
6. Click the **Print** button.



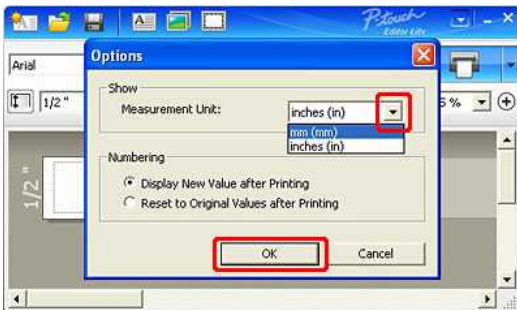
## How do I change the setting of "mm" and "inches"? (P-touch Editor Lite)

Refer to the following:

1. Start the P-touch Editor Lite.
2. Click the menu button in the top right corner of the P-touch Editor Lite.
3. Select the [Tools] - [Options].



4. The Options dialog box opens. Select "mm" or "inches" from Measurement unit.



5. Press the **OK** button.

© 2001-2018 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## Power Supply

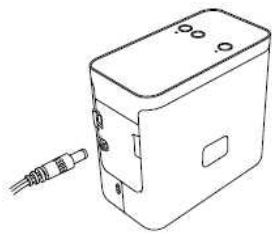
You can use the AC adapter (AD-E001), six AA alkaline batteries (LR6) or Ni-MH rechargeable batteries (HR6).

### <AC adapter>

The AC adapter (AD-E001) is included in a package.

When using the AC adapter, insert the plug on the adapter cord into the AC adapter connector of the P-touch labeler.

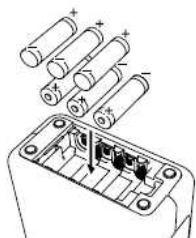
Insert the plug into the nearest standard electrical outlet.



### <Battery power>

When using the P-touch labeler with batteries, open the battery cover on the bottom of the P-touch labeler, insert six AA alkaline batteries (LR6) or Ni-MH rechargeable batteries (HR6), making sure that their poles point in the correct directions, and then close the battery cover.

Always replace all six batteries at the same time using new batteries or fully charged rechargeable batteries.









## How can I prevent about 1-inch left margin produced before printing? (P-touch Editor 5.x)

Due to the design and construction of the tape mechanism, it is essential to feed a certain amount of tape through the machine before the first label. However, by printing labels consecutively, subsequent labels can be printed without this excess tape.

The following methods are useful for reducing tape use:

> [Reducing the tape margins](#)

Printing more than one label consecutively:

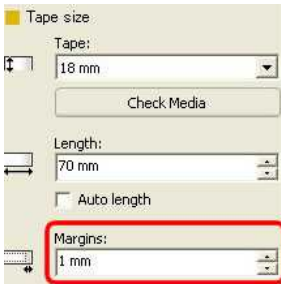
> [Using the same layout style for multiple copies](#)

> [Using different layout styles](#)

### Reducing the tape margins



1. Click **Paper** on the command bar.
2. Select **[Tape size] - [Margins]** to adjust the margin.



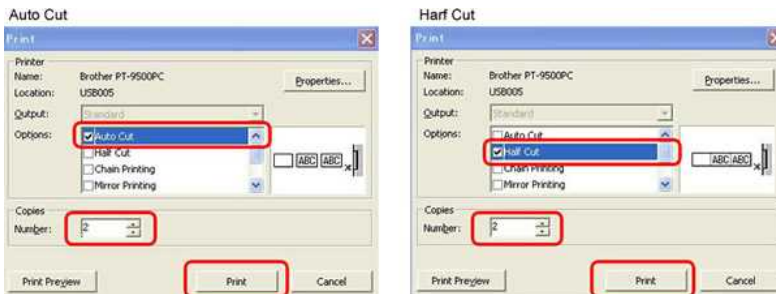
\*This is an effective way to save tape although the left margin still remains.

### Printing more than one label consecutively:

**Same layout style** - Using "Print Options" to print multiple copies of the label



1. Click **Print** on the command bar.
2. Select **[Auto Cut]** or **[Half Cut]** and the number of copies. Click **[Print]**.

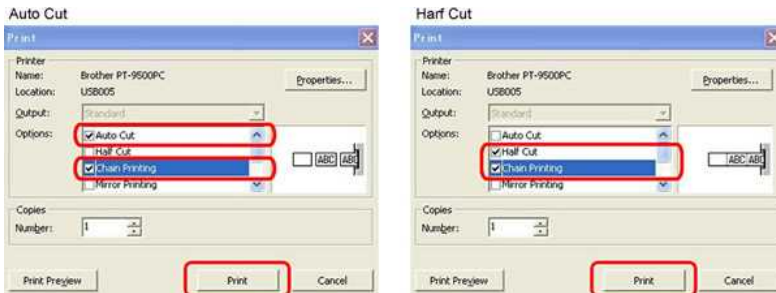


\*The left margin is produced before the first label, but not for the consecutive copies.  
(If **[Auto cut]** is selected, the first part of the left margin is trimmed.)

### Different layout styles - Setting the tape margin to "Chain Print"



1. Click **Print** on the command bar.
2. Select **[Auto Cut]** or **[Half Cut]**, and **[Chain Printing]**. Click **[Print]**.



No cutting procedure is done at this stage.  
(If **[Auto cut]** is selected, the first part of the left margin is trimmed.)

3. Create the next label and set the print options in the same way as above.
4. Cut the label by pushing the Feed/Cut button on the front panel of the printer after the last label has printed.

\*The left margin is produced before the first label, but not for the consecutive labels.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.





### The top and base layers of the laminated tape are misaligned.

Make sure the underside of the tape cassette is completely touching the base of the compartment.

If the tape is not installed correctly, the top and base layers of the laminated tape become misaligned, as shown in the picture below.



This can be corrected by feeding. Please follow the steps below.

1. Reinstall the tape cassette and make sure it is completely touching the base of the compartment.
2. Keep feeding by pressing the button for ejecting the tape until the top and base layers of laminated tape becomes aligned correctly.

#### Related FAQs

▶ [The printer stops while printing, or the tape is cut in the middle of the text.](#)

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.





























**"Setup start error code 2" (also "code 193", "code 216" or "code 267") appears when I try to install the driver. What should I do?**

This error appears when you install the wrong driver for your Operating System (OS).

Please check your OS by referring to the FAQ: "[How to identify your Operating System \(OS\) for Windows or Mac.](#)" and re-install the correct driver.

**Related FAQs**

▶ [How to identify your Operating System \(OS\) for Windows or Mac](#)

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

**Which brands of Ni-MH rechargeable batteries do you recommend?**

Duracell, Energizer and eneloop are recommended Ni-MH rechargeable batteries.

\*Duracell® is a registered trademark of Procter & Gamble Company.

\*Energizer® is a registered trademark of Eveready Battery Company, Inc. and Energizer S.A..

\*eneloop® is a registered trademark of Panasonic group.

© 2001-2021 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## Where can I download Brother iPrint&Label? (iPrint&Label)

**For iOS/iPadOS Devices:**

The latest Brother iPrint&Label version is available on App Store for free. [App Store](#)

**For Android™ Devices:**

The latest Brother iPrint&Label version is available on Google Play™ for free. [Google Play™](#)

\* For QL-800/1100, only Android™ devices are compatible with iPrint&Label by USB connection.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

**Can I use the app with my iPad? (iPrint&Label)**

Yes, the app is compatible with an iPad, although the UI may be different than most iPad apps.  
Although the app will appear on iTunes under "iPhone and iPod touch app" you are able to use on an iPad.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

**Which label printers are compatible with iPrint&Label? (iPrint&Label)**

Please refer to the "Related Models" at the bottom of this page. (For QL-800, only Android™ devices are compatible with iPrint&Label by USB connection.)

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

**If I receive a telephone call or text message during printing, can I continue to print? (iPrint&Label)**

Yes, Brother iPrint&Label continues to print even if you receive and answer a telephone call or respond to a text message.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.



**I cannot find the Brother machine on my wireless network connection. (iPrint&Label)**

Please verify the following:

- Is your Brother iPrint&Label application the newest?
- Is the machine you are trying to print to a supported model?
- Is the machine turned on?
- Is your device connected to the correct wireless network?
- Is the correct IP address entered into your device? Verify both the IP address of your device and the Brother machine are correct and located in the same network.

© 2001-2021 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## I get an error message while trying to print: "Communication Error Cannot Communicate with the Device". (iPrint&Label)

Confirm that:

- The printer is turned on.
- The DK roll or tape cassette is correctly set in the printer.
- Your mobile device is correctly connected to the printer.

Please refer to the Related FAQs below for more information.

### Related FAQs

- ▶ [How do I set a tape cassette?](#)
- ▶ [I cannot find the Brother machine on my wireless network connection. \(iPrint&Label\)](#)
- ▶ [How can I connect the printer and my Android™ mobile device wirelessly?](#)
- ▶ [How can I connect the printer and my Apple mobile device wirelessly?](#)

© 2001-2021 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

**Can I use iPrint&Label with another company's printers? (iPrint&Label)**

No, you can only print to the Brother printers. For the compatible models, please refer to the "Related Models" at the bottom of this page.

© 2001-2018 Brother Industries, Ltd. All Rights Reserved.

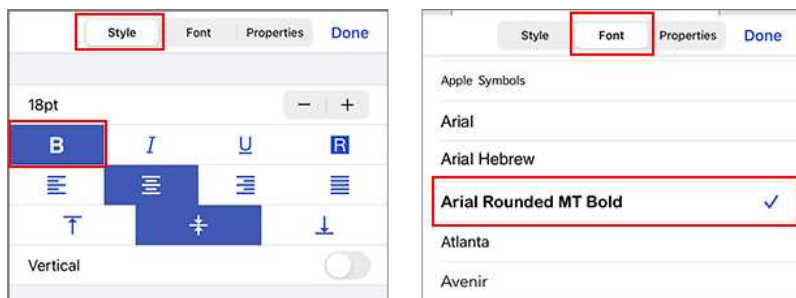
Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## Poor print quality when printing on narrow labels. (iPrint&Label)

Templates are for commonly used label and tape sizes. Therefore the print result may not be as good when using narrow tape. It may look better if you make text bold.

How to set text as bold:

1. Tap the text box and tap **[Font]** on the function bar.
2. Tap **[B]** in the Style tab or select any bold style you like in the Font tab.



If this doesn't solve the problem, it is recommended that you try to print on a wider tape.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

**Why are there a greater number of label templates when a device is on-line versus off-line? (iPrint&Label)**

If your device is on-line, you can view label templates that are in the cloud. If your device is off-line, only downloaded label templates will appear.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

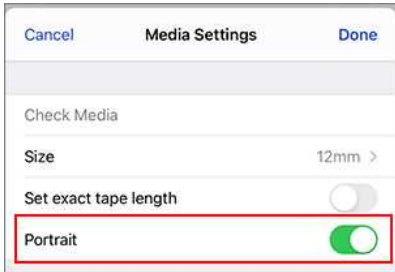
Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

### How can I print using Portrait? (iPrint&Label)

1. Tap the label size at the bottom.



2. Turn on [Portrait] in the Media Settings.



© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

**When I try to print the printer information, the red lamp flashes and the print does not start.**

If you attempt to print the printer information using a tape less than 24 mm wide, the red lamp will flash to tell you the tape is too narrow. To print the printer information, install a 24 mm wide tape.

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

**The tape color is not recognized.  
I get the error message "Tape color not recognized" when I install a tape cassette in the printer.**

Some tape cassettes are unable to identify their tape color.  
If so, white color tape is displayed on the editing screen of P-touch Editor or P-touch Editor Lite, instead of the actual tape color.  
Printing will not be otherwise affected.

© 2001-2019 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.





### How can I minimize the margin from the start or end of the label when printing? (P-touch Editor Lite)

When the margin is set to "Large", approximately 25 mm of margin will be produced on both sides of the text. You can reduce the margin by changing the setting to "Small". Right-click on the editing screen of P-touch Editor Lite, select **[Margins]**, and then change the setting to "Small".

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.



## How can I make a wide label by using the split printing function (printing a large layout dividedly on multiple labels)? (P-touch Editor 5.x for Windows)

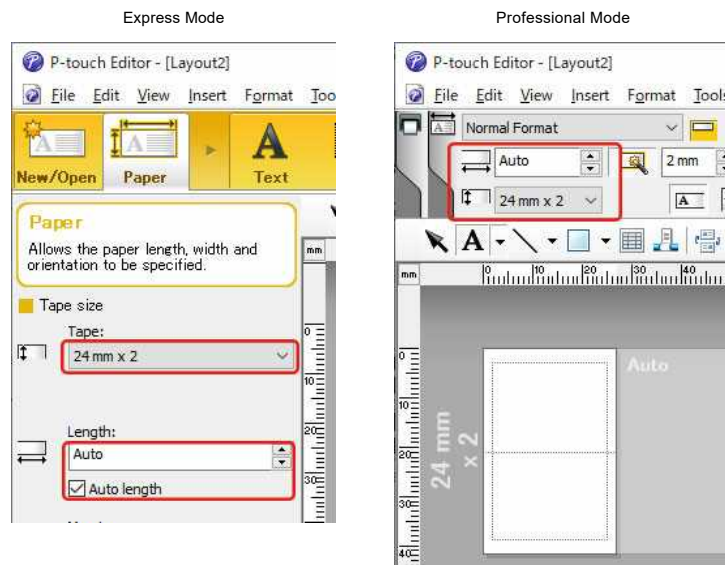
You can make a wider label using your tape.

Example:



1. Specify the Tape/Media size settings as follows (when splitting in two labels):

- [XX mm x 2] for Tape/Media
- [Auto] for Length



Depending on the printer model and the tape, the text may be printed smaller than the tape width. In that case, after the labels are printed, use scissors to cut off empty areas at the top and bottom of the labels.

2. Edit the layout as you like.



3. Click the [Print] button to print the label.



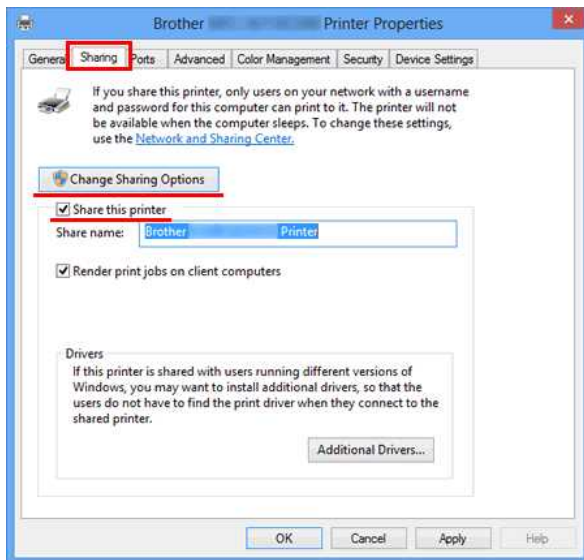
## Share your printer in Windows 10/Windows 8/Windows 8.1 (Shared printer)

Follow the instructions below to share your printer.

Screens may differ slightly depending on the version of your OS.

### STEP 1: Server PC Settings

1. Install the printer driver. (The latest printer driver is available in the [\[Downloads\]](#) section of this website.)
2. Open the printer folder. (To learn how to open the printer folder, see "How to open the Devices and Printers window.")
3. Right-click **Brother [model name]** and then click **Printer properties**.
4. Open the **Sharing** tab and check **Share this printer**. (If you see the **Change Sharing Options** button, click on it.)



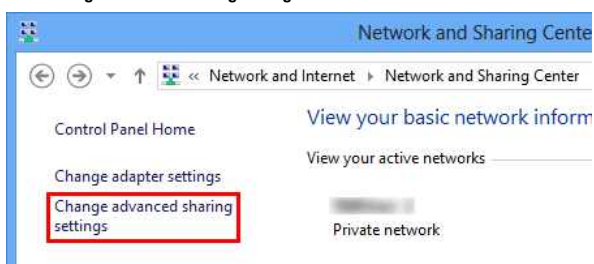
5. Click **OK**.

#### Printers (4)

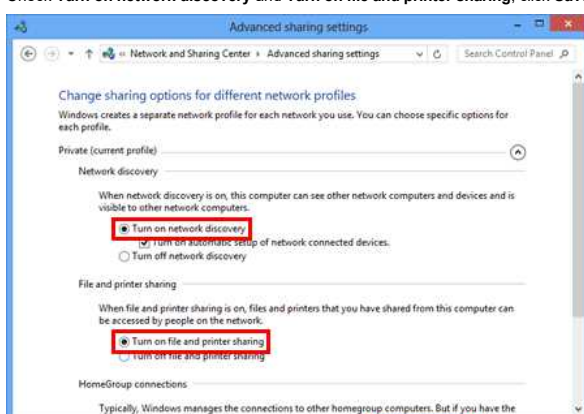


### STEP 2: Client PC Settings

1. Open the **Control Panel**.
2. Click **Network and Internet**. (Windows 10/Windows 8/Windows 8.1 only)
3. Click **Network and Sharing Center**.
4. Click **Change advanced sharing settings**.



5. Check **Turn on network discovery** and **Turn on file and printer sharing**, click **Save changes**.



6. Open the **Control Panel**.
7. Click **Hardware and Sound** (Windows 10/Windows 8/Windows 8.1 only) => **Devices and Printers**.
8. Click **Add a printer**.
9. Choose a printer and click **Next**.  
(If you cannot find the printer you want, [click here](#).)
10. If the warning message appears, click **Install driver**.
11. Click **Next**.
12. Click **Finish**.



If you cannot find the printer you want, it's possible that there is some problem in the network connection. We recommend you run the Ping command in **Command Prompt**.

1. **Windows 10:**  
Right-click the start button and then select Command Prompt.

**Windows 8/Windows 8.1:**

On the Start screen, click . If  is not on the Start screen, right-click somewhere on an empty spot, and then click, **All Apps** from the bar.

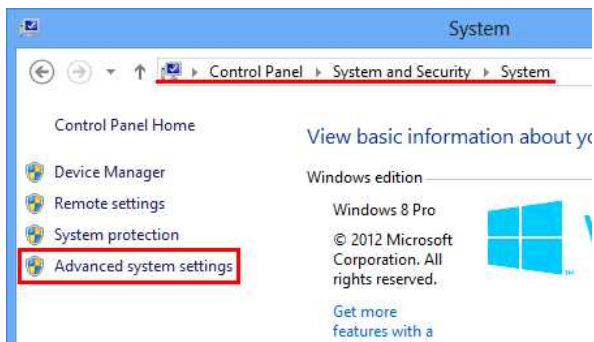
2. Click **Command Prompt**.

If you confirm that there is no problem in the network connection, try the following:

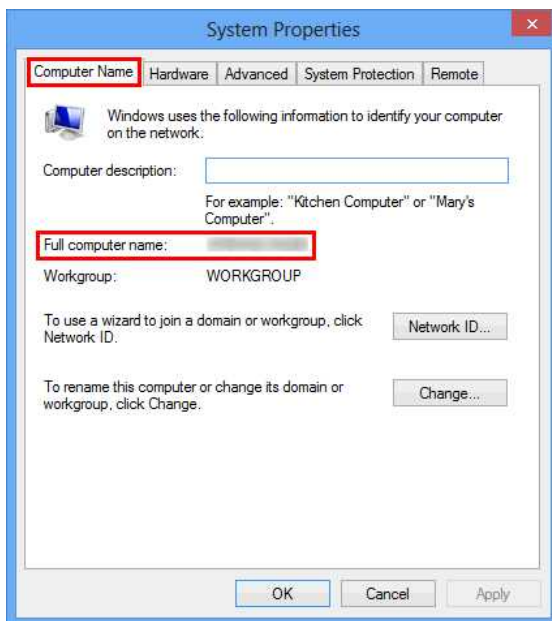
1. Click **The printer that I want isn't listed**.
2. Choose **Select a shared printer by name** and enter `\\[server PC name][server printer name]`.
3. Click **Next**.
4. If the warning message appears, click **Install driver**.
5. Click **Next**.
6. Click **Finish**.

Follow the steps below to check the Computer name.

1. Open the **Control Panel**.
2. Click **System and Security** (Windows 10/Windows 8/Windows 8.1 only) => **System**.
3. Click **Advanced system settings**.



4. Click **Computer Name** tab and check the computer name.







**I cannot install the printer driver and P-touch Editor 5.x. P-touch Editor Lite is open.**

Check if the P-touch Editor Lite lamp is off.

If the P-touch Editor Lite lamp is lit, you cannot install both the printer driver and P-touch Editor.

Do the following:

1. Press and hold down the Editor Lite button until the Editor Lite lamp turns off before connecting the USB cable.
2. Install the printer driver and P-touch Editor.
3. After the installation is finished, connect the printer to your computer.

**Related FAQs**

▶ [Installing the software](#)

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

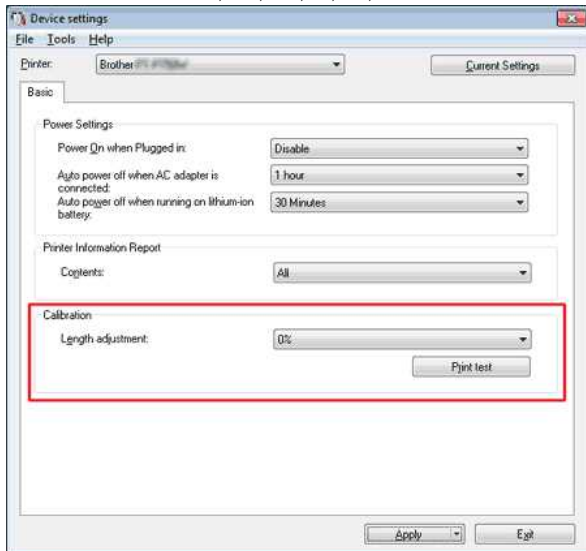
Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## The printed label is shorter or longer than the actual label data.

### For Windows:

You can adjust the length by using the **Printer Setting Tool**.

1. Open the **Printer Setting Tool**.  
Refer to "[Using the Printer Setting Tool \(for Windows\)](#)".
2. Click **Device settings**.  
The **Device settings** window appears.
3. Select a value for **Length adjustment** in **Calibration** from the drop-down list.  
The available values are: +3%, +2%, +1%, 0%, -1%, -2% and -3%.



### For Mac:

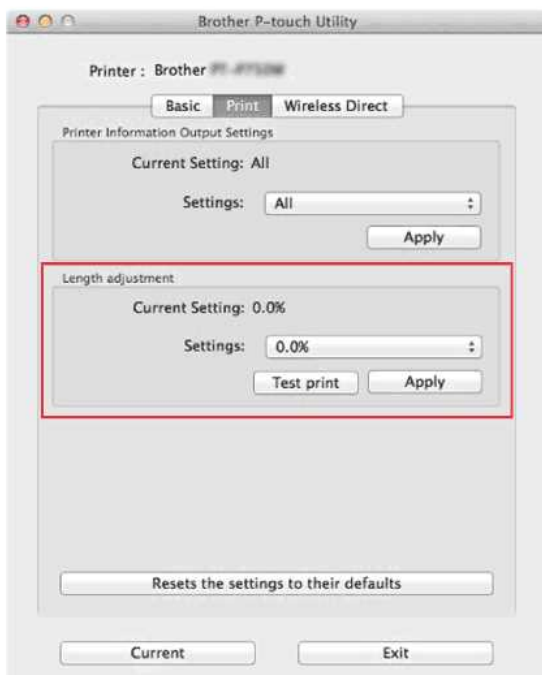
You can adjust the length by using the **P-touch Utility**. (For macOS 10.15 or earlier)



#### For PT-D800W/E800W:

Use the **Printer Setting Tool**. (Refer to "[Using the Printer Setting Tool \(for Mac\)](#)".)

1. Open the **P-touch Utility**.  
Refer to "[Using the P-touch Utility](#)".
2. Click **Print** tab.
3. Select a value for **Settings** in **Length adjustment** from the drop-down list.  
The available values are: +3%, +2%, +1%, 0%, -1%, -2% and -3%.



**Related FAQs**

- ▶ [Using the Device Settings \(for Windows\)](#)
- ▶ [Using the P-touch Utility \(for Mac\)](#)

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.



## Wi-Fi® lamp is lit in green but the printer cannot communicate with other devices via a wireless LAN.

First you must configure the wireless network settings of your printer to communicate with other devices via a wireless LAN.  
After the printer is configured, computers on your network will have access to the printer.

To use the printer from these computers, you will need to install the drivers and software.

You can use the **Communication settings** in the **Printer Setting Tool** to easily configure network settings or check the status of multiple printers. For more information on how to use the Communication settings, see "[Using the Communication settings \(for Windows\)](#)".

For more information on configuring the wireless network settings, refer to the Related FAQs below.

### Related FAQs

- ▶ [What do the indicator lights mean?](#)
- ▶ [How can I print wirelessly from a computer using a wireless router/access point? \(Infrastructure mode\)](#)
- ▶ [How can I print from a computer via a wireless network? \(Wireless Direct mode\)](#)
- ▶ [How can I print wirelessly from a computer in Ad-hoc mode?](#)

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## How can I connect the printer and my Apple mobile device wirelessly?

- !** To print wirelessly using your Apple device (such as the iPad, iPhone or iPod touch), you must download and install one of the following applications from the App Store:
- iPrint&Label
  - Mobile Cable Label Tool (for printing cable labels)

To connect to a wireless network, you must use the supplied AC adapter or Li-ion battery. If your Brother printer is powered by alkaline or Ni-MH batteries, you cannot connect it to a wireless network.

Choose a connection method to wirelessly connect the Brother printer and your Apple mobile device:

✓ [If you have a wireless router/access point](#)

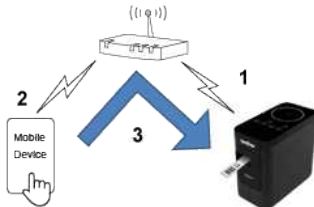
✓ [If you do not have a wireless router/access point](#)

### If you have a wireless router/access point

#### Connect using a wireless router/access point (Infrastructure mode)

If you have a wireless router/access point, do the following:

1. Connect your Brother printer to your wireless router/access point.
2. Connect your mobile device to the same wireless router/access point.  
(You can skip this step if your device is already connected to a Wi-Fi® network.)
3. You can now print from your mobile device wirelessly.



[ ▲ [Back To Top](#) ]

#### Connect using a wireless router/access point (WPS)

If your wireless router/access point supports WPS (Wi-Fi Protected Setup™), do the following:



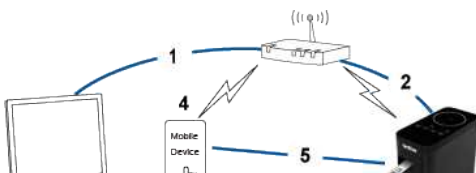
If you cannot use the wireless router/access point, go to "[Connect the printer to the wireless router/access point using your computer](#)".

1. First, confirm that your wireless router/access point has the WPS symbol and place the printer close to the wireless router/access point.
2. Turn the printer on.
3. Press the WPS button on your wireless router/access point, and press and hold the Wireless mode button on the printer for about five seconds.
4. The Wi-Fi LED on the printer flashes in green.
5. When the connection is established, the Wi-Fi LED lights in green.  
If the Wi-Fi LED is still flashing  
Use a computer to connect the printer to the wireless router/access point: Go to "[Connect the printer to the wireless router/access point using your computer](#)".
6. Connect your mobile device to the wireless router/access point:  
(If your device is already connected to a Wi-Fi network, go to step 7.)
  - a. Tap **[Settings]** - **[Wi-Fi]** on the device, and slide the toggle button to activate Wi-Fi.
  - b. Select the SSID (Network Name) of the wireless router/access point that you connected to in step 5. The connection between your device and the wireless router/access point will be established.
7. Start your mobile application and tap the Settings icon.  
(Mobile Cable Label Tool users must also tap **[Printer Settings]** - **[Printer]**.)
8. Select your printer from the list.
9. You can now print wirelessly from your device.

[ ▲ [Back To Top](#) ]

#### Connect the printer to the wireless router/access point using your computer

- !** Before you proceed, make sure your computer is equipped with a Wi-Fi interface that is connected to a wireless network. If it is not, the computer will not be able to connect to your printer wirelessly.





1. Connect your computer to your wireless router/access point.  
(You can skip this step if your computer is already connected to a Wi-Fi network.)
2. Connect your Brother printer to the same wireless router/access point.
3. Connect your Brother printer and your computer.
4. Connect your mobile device to the same wireless router/access point.
5. Connect your mobile device and your printer.

▼ [For Windows](#)

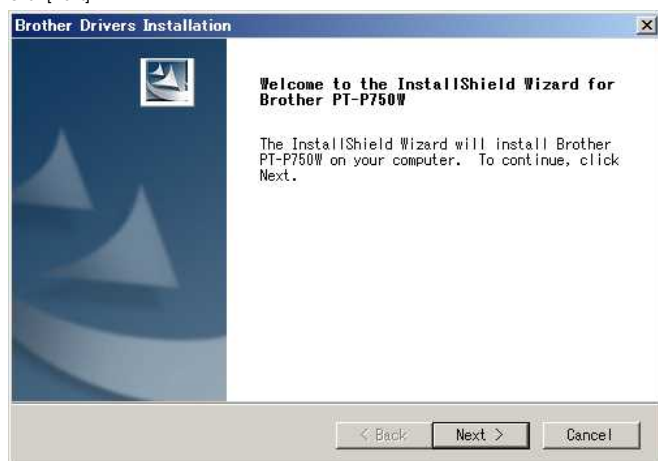
▼ [For Mac](#)

## Windows



Before you begin, confirm the SSID (Network Name) and the password (Network Key) of your wireless router/access point.

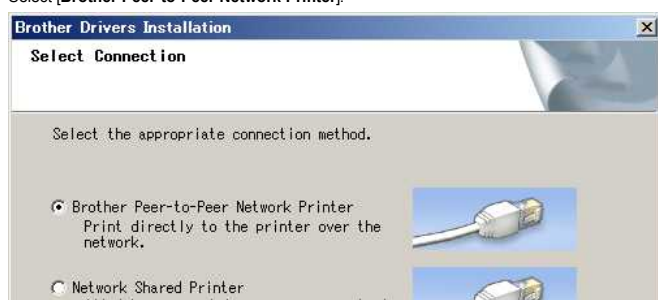
1. Download the printer driver from the [\[Downloads\]](#) section of this website.
2. Double-click the downloaded file to begin the installation.
3. Click **[Next]**.

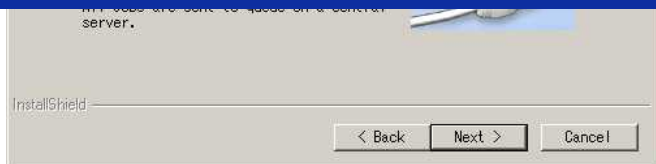


4. Select **[Wireless Network Connection]**, and then click **[Next]**.

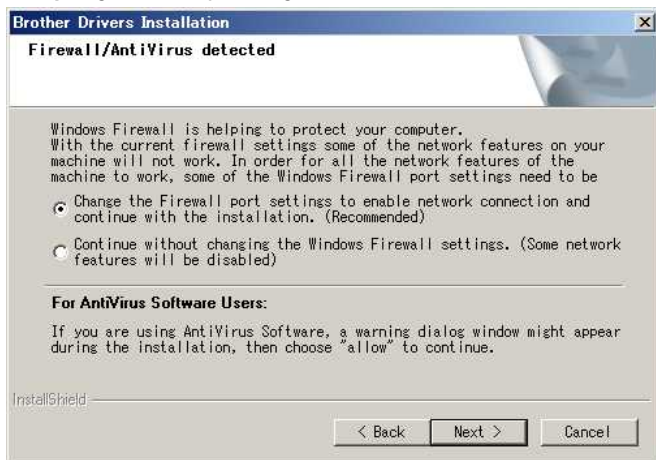


5. Select **[Brother Peer-to-Peer Network Printer]**.





6. Select [Change the Firewall port settings to enable network connection and continue with the installation. (Recommended)], and then click [Next].

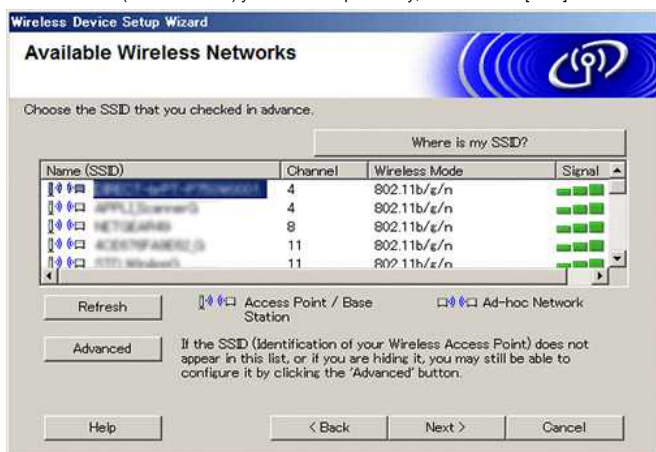


7. Prepare a USB cable. Select [Yes, I have a USB cable to use for installation.].



8. Follow the on-screen instructions to find available wireless networks.

9. Select the SSID (Network Name) you confirmed previously, and then click [Next].

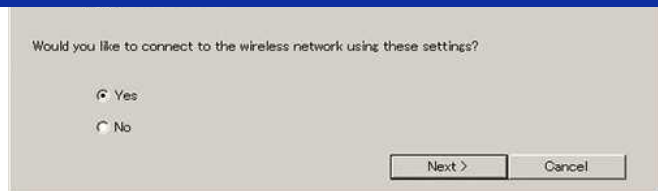


10. When the installation confirmation screen appears, make sure the check box is selected, and then click [Next].

11. Confirm that the SSID (Network Name) is correct, and then select [Yes].







12. Follow the on-screen instructions to complete the software installation.
13. Wait until the installation is complete, and then click **[Finish]** to close the installer window.
14. When the printer is connected to your wireless router/access point, the printer's Wi-Fi LED becomes lit.
15. Connect your Apple device to the wireless router/access point.  
(If your device is already connected to a Wi-Fi network, go to step 16.)
  - a. Tap **[Settings]** - **[Wi-Fi]** and slide the toggle button to activate the Wi-Fi function.
  - b. Select the SSID you connected to in step 11. Your device and the wireless router/access point will be connected.
16. Start your mobile application, and then tap the Settings icon.  
(Mobile Cable Label Tool users must also tap **[Printer Settings]** - **[Printer]**.)
17. Select your printer from the list.
18. You can now print wirelessly from your device.

## Mac



Before you begin, confirm the SSID (Network Name) and the password (Network Key) of your wireless router/access point.

1. Download the **Full Software Package** from the [\[Downloads\]](#) section of this website.
2. Double-click the downloaded file.
3. Open the **[Utilities]** folder and find the **Wireless Device Setup Wizard**.
4. Double-click **[Wireless Device Setup Wizard.app]**.
5. Follow the on-screen instructions to configure the wireless settings between the printer and your wireless router/access point.



We recommend using a USB cable to complete the connection.

6. When selecting the wireless router/access point, make sure you select the SSID that you confirmed previously.
7. Connect your Apple device to the wireless router/access point.  
(If your device is already connected to a Wi-Fi network, go to step 9.)  
Tap **[Settings]** - **[Wi-Fi]** and slide the toggle button to activate the Wi-Fi function.
8. Select the SSID that you used previously. The connection between your device and your wireless router/access point will be established.
9. Start your mobile application and tap the Settings icon.  
(Mobile Cable Label Tool users must also tap **[Printer Settings]** - **[Printer]**.)
10. Select your printer from the list.
11. You can now print wirelessly from your device.

[\[ ▲ Back To Top \]](#)

## If you do not have a wireless router/access point

### Connect your printer and Apple device using Wireless Direct

1. Turn the printer on.
2. Make sure the Wi-Fi LED is lit on the printer.  
If the Wi-Fi LED is not lit
  - a. Press and hold the Wireless Mode button for one second to turn on the wireless mode.
  - b. After the Wi-Fi LED is lit, release the Wireless Mode button. The Wi-Fi LED begins flashing.
3. Enable the printer's wireless settings using your computer:
  - ✓ [For Windows](#)
  - ✓ [For Mac](#)

## Windows



- Make sure the printer driver and the Printer Setting Tool are installed in your computer. If not, download and install them from the [\[Downloads\]](#) section of this website.

- Make sure the printer is on, and then connect it to the computer with a USB cable.

1. Start the Printer Setting Tool on the computer, and click the **[Communication Settings]** button.  
For more information about the Printer Setting Tool, see "[Using the Printer Setting Tool \(for Windows\)](#)".
2. In the **[General]** tab, click **[Communication Settings]**, and then make sure that:
  - **[Keep Current State]** is selected for the **[Network Settings on Power On]** setting
  - **[Infrastructure and Wireless Direct]** is selected for the **[Selected Interface]** setting
3. Start your mobile application, and then tap the Settings icon.  
(Mobile Cable Label Tool users must also tap **[Printer Settings]** - **[Printer]**.)
4. Connect your mobile device to the same network as your printer is in.
  - a. Tap **[Settings]** - **[Wi-Fi]** on the device, and slide the toggle button to activate Wi-Fi.
  - b. Select your printer from the list. The connection between your device and the printer will be established.
5. Confirm that your printer is listed in the **[Settings]** page of the mobile application, and then select it.
6. You can now print wirelessly from your device.

## Mac

-  Make sure the printer driver and the P-touch Utility are installed on your computer. (For macOS 10.15 or earlier)

1. Connect the printer and computer with a USB cable, and start the P-touch Utility.  
For more information, see "[Using the P-touch Utility \(for Mac OSX\)](#)".
2. In the **[Wireless Direct]** tab, set **[Wireless Direct]** to **[ON]**.
3. Start your mobile application, and then tap the Settings icon.  
(Mobile Cable Label Tool users must also tap **[Printer Settings]** - **[Printer]**.)
4. Connect your mobile device to the same network as your printer is in.
  - a. Tap **[Settings]** - **[Wi-Fi]** on the device, and slide the toggle button to activate Wi-Fi.
  - b. Select your printer from the list. The connection between your device and the printer will be established.
5. Confirm that your printer is listed in the **[Settings]** page of the mobile application, and then select it.
6. You can now print wirelessly from your device.



The printer's default SSID (Network Name) and password (Network Key):

- SSID: "DIRECT-brPT-P750W\*\*\*\*" where "\*\*\*\*" is the last four digits of the product's serial number (you can find the serial number label by opening the cassette cover.)
- Password: 00000000

If you changed the password using the Communication Settings, you must enter it after selecting the printer.

If you want to print the SSID and password, press the Wireless Mode button twice (use 0.94" (24 mm) tape.)

[\[ ▲ Back To Top \]](#)


## If you cannot connect

Enable the printer's wireless settings using your computer:

[↵ For Windows](#)


[↵ For Mac](#)

## Windows

-  • Make sure the printer driver and the Printer Setting Tool are installed on your computer. If not, download and install them from the [\[Downloads\]](#) section of this website.
- Make sure the printer is on, and then connect it to the computer with a USB cable.

1. Start the Printer Setting Tool on your computer, and click the **[Communication Settings]** button.  
For more information about the Printer Setting Tool, see "[Using the Printer Setting Tool \(for Windows\)](#)".
2. In the **[General]** tab, click **[Communication Settings]** and make sure that:
  - **[Keep Current State]** is selected for the **[Network Settings on Power On]** setting.
  - **[Infrastructure and Wireless Direct]** is selected for the **[Selected Interface]** setting.
3. Start your mobile application, and then tap the Settings icon.  
(Mobile Cable Label Tool users must also tap **[Printer Settings]** - **[Printer]**.)
4. Select your printer from the list.
5. You can now print wirelessly from your device.

## Mac

-  Make sure the printer driver and the P-touch Utility are installed on your computer. (For macOS 10.15 or earlier)

1. Connect the printer and computer with a USB cable, and start the P-touch Utility.  
For more information about the P-touch Utility, see "[Using the P-touch Utility \(for Mac OSX\)](#)".
2. In the **[Wireless Direct]** tab, set **[Wireless Direct]** to **[ON]**.
3. Start your mobile application, and then tap the Settings icon.  
(Mobile Cable Label Tool users must also tap **[Printer Settings]** - **[Printer]**.)
4. Select your printer from the list.
5. You can now print wirelessly from your device.

[\[ ▲ Back To Top \]](#)

#### Related FAQs

[▶ What is the SSID?](#)

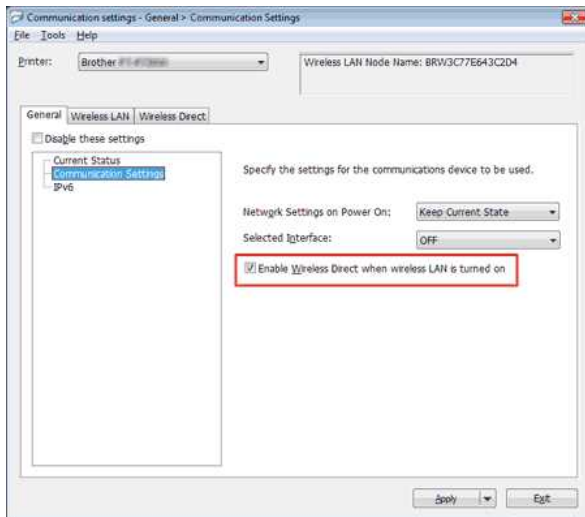
© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

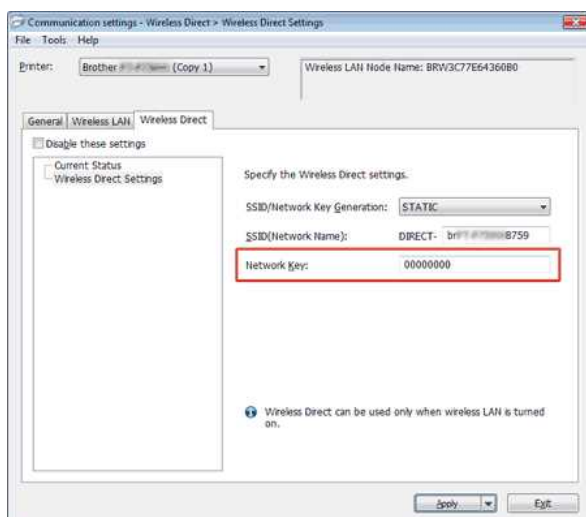
## I cannot establish a connection using Wireless Direct.

Check the following Wireless Direct settings in **Communication settings** in the Printer Setting Tool.

- Confirm that "Enable Wireless Direct when wireless LAN is turned on" is selected.
  1. Open the **Printer Setting Tool**.  
Refer to the FAQ: "[Using the Printer Setting Tool \(for Windows\)](#)"
  2. Click **Communication settings**.  
The Communication settings window appears.
  3. Confirm that "Enable Wireless Direct when wireless LAN is turned on" is selected in **Communication Settings** in the **General** tab. If not, select the check box.



- Confirm that the Network Key (password) entered to your computer or mobile device is correct.
  1. Confirm your printer's Network Key.
    - a. Open the **Printer Setting Tool**.  
Refer to the FAQ: "[Using the Printer Setting Tool \(for Windows\)](#)"
    - b. Click **Communication settings**.  
The Communication settings window appears.
    - c. Confirm the **Network Key** in **Wireless Direct Settings** in the **Wireless Direct** tab.



2. Confirm the Network Key entered to your computer or mobile device (see your computer's or mobile device's user's guide for instructions). If the Network Key is different from that of your printer, enter the correct Network Key.



If the issue continues, uninstall the printer driver and the software, and then reinstall them.

- ▶ [Using the Communication Settings \(for Windows\)](#)
- ▶ [How can I print from a computer via a wireless network? \(Wireless Direct mode\)](#)

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.



## Where can I find the IP addresses of my computer and the printer?

Follow the steps below to check the IP addresses of your computer and printer.

### How to check the IP address of your computer

↙ For Windows

↙ For Mac

#### For Windows:

##### 1. Windows 11:

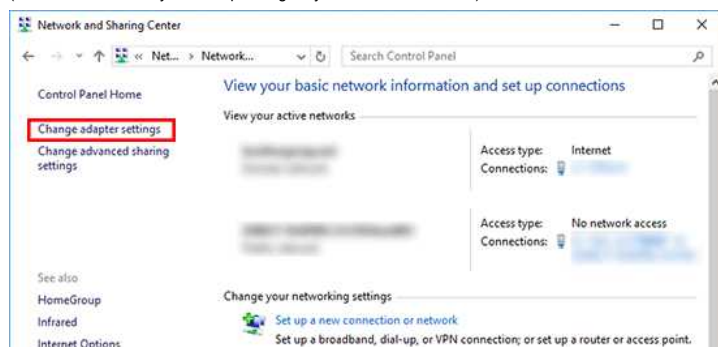
Click [Start menu] - [All apps] - [Windows Tools] - [Control Panel].

##### Windows 10:

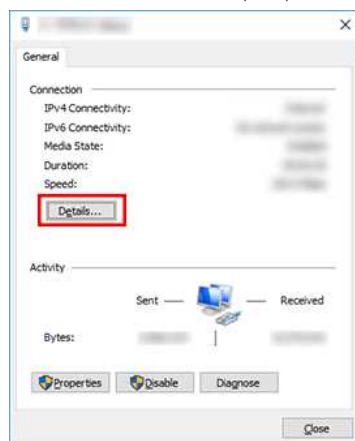
Click [Start menu] - [Windows System Tool] - [Control Panel].

##### 2. Click [Network and Internet] - [Network and Sharing Center] - [Change adapter settings].

(The screenshots may differ depending on your Windows version.)

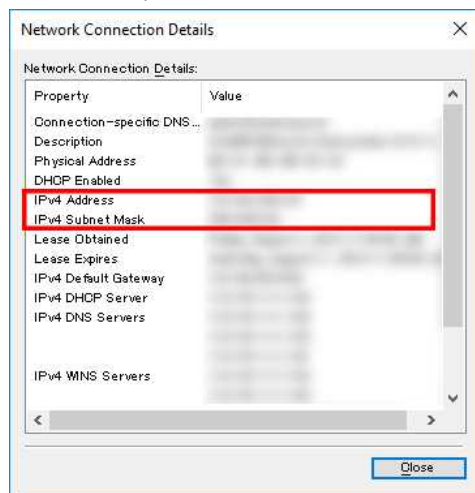


##### 3. Click the Local Area Connection (wired) or Wireless Network Connection (wireless), and then click [Details] in the displayed dialog box.



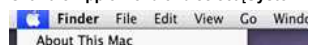
##### 4. Check the IP address and the subnet mask.

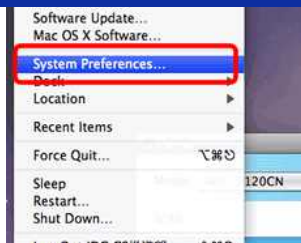
The IP address may be described as "IPv4".



#### For Mac:

##### 1. Click the Apple Menu and select [System Preferences...].

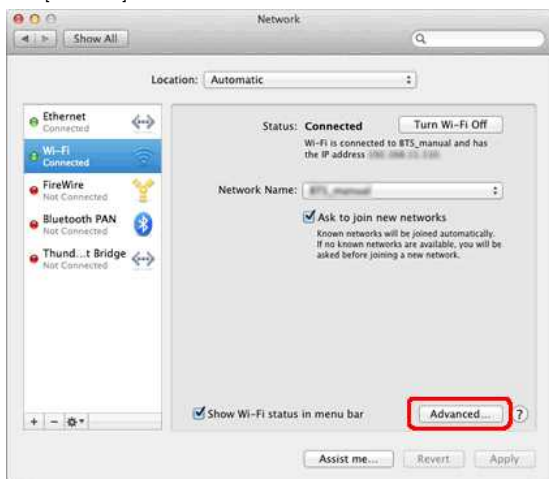




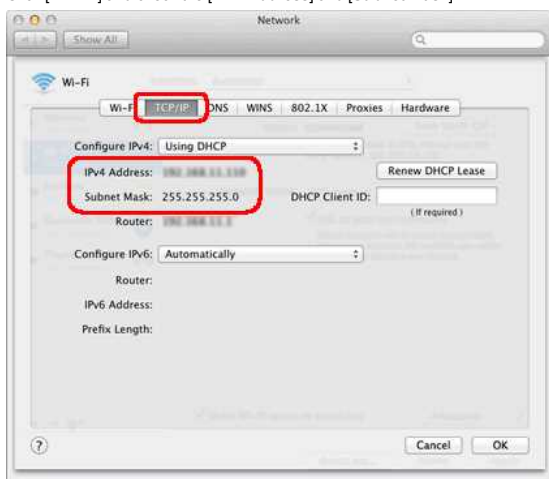
2. Click **[Network]**.



3. Click **[Advanced]**.



4. Click **[TCP/IP]** and check the **[IPv4 Address]** and **[Subnet Mask]**.



**Make sure that the Subnet Mask is "255.255.255.0".**

If your Subnet Mask is different, please consult a network administrator to solve the problem. (This FAQ is not applicable for your network environment.)

#### **How to check the IP address of your printer**

You can confirm the IP address in two ways:

Checking the **Communication settings** in the **Printer Setting Tool** or printing out a printer configuration report from your printer.

- For details about checking the **Communication settings**, see the FAQ: "[Using the Communication Settings \(for Windows\)](#)".
- For details about printing out a printer configuration report from your printer, see the FAQ: "[Can I print out the printer settings?](#)".



**Related FAQs**

- ▶ [I cannot connect my machine to the wireless network.](#)
- ▶ [Where can I find the printer's network settings, such as IP address?](#)

© 2001-2021 Brother Industries, Ltd. All Rights Reserved.

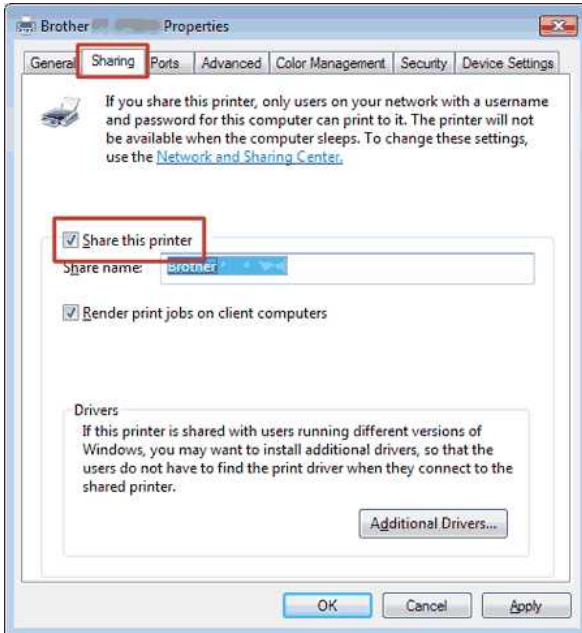
Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## Share your printer in Windows 7 (Shared printer)

Follow the instructions below to share your printer.

### STEP 1: Server PC Settings

1. Install the printer driver. (The latest printer driver is available in the [\[Downloads\]](#) section of this website.)
2. Click **Start => Devices and Printers => Printers and Faxes**.
3. Right-click **Brother [model name]** and then click **Printer properties**.
4. Open the **Sharing** tab and check **Share this printer**.



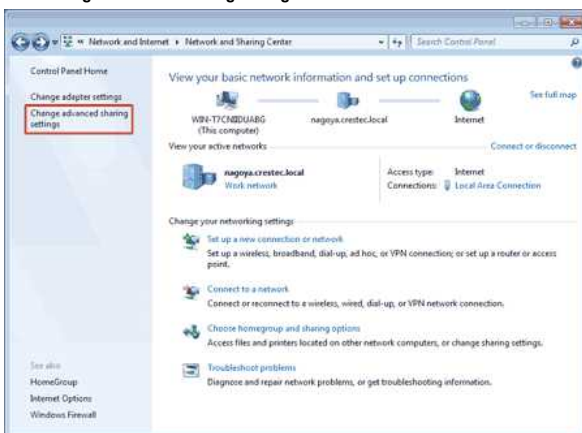
5. Click **OK**.

### Printers (4)

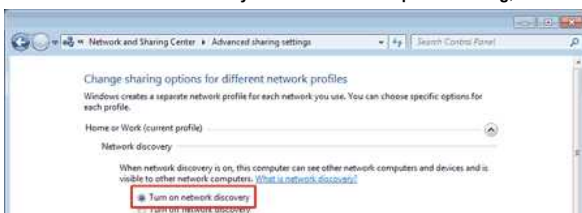


### STEP 2: Client PC Settings

1. Click **Start => Control Panel => Network and Internet**.
2. Click **Network and Sharing center**.
3. Click **Change advanced sharing settings**.

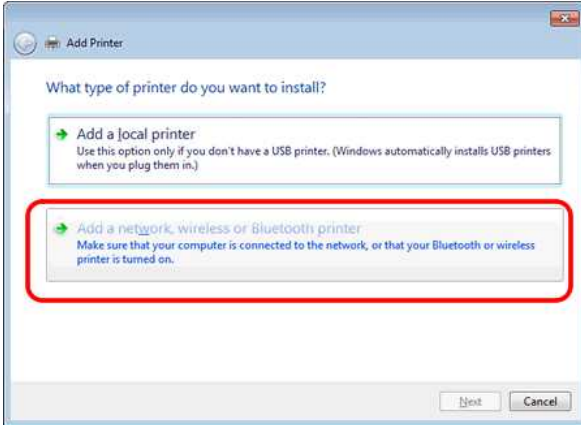


4. Check **Turn on network discovery** and **Turn on file and printer sharing**, click **Save changes**.

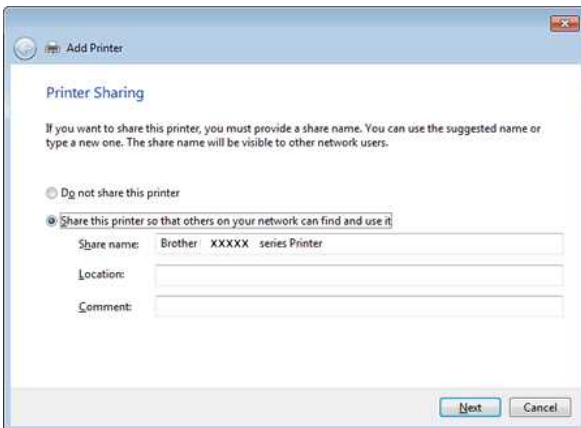




5. Click **Start** => **Devices and Printers**.
6. Click **Add a printer**.
7. Click **Add a network wireless or Bluetooth printer**.



8. Choose a printer and click **Next**.  
(If you cannot find the printer you want, [click here](#).)
9. Click **Next**.
10. Choose **Share this printer so that others on your network can find and use it** and click **Next**.



11. Click **Finish**.

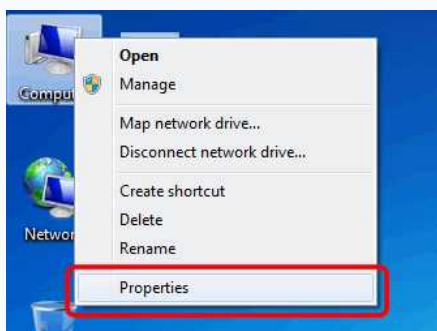


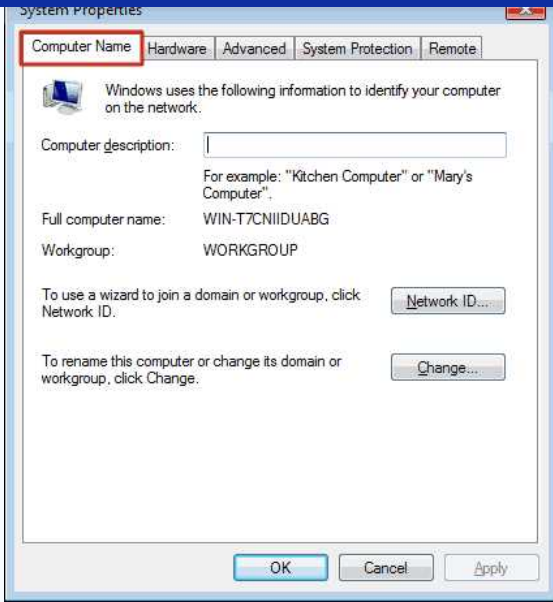
If you cannot find the printer you want, it's possible that there is some problem in the network connection. We recommend you run the Ping command in Command Prompt. (Click **Start** => **All Programs** => **Accessories** => **Command Prompt**.)

If you confirm that there is no problem in the network connection, try the following:

1. Click **The printer that I want isn't listed**.
2. Choose **Select a shared printer by name** and enter `\\ server PC name \ Server printer name`.
3. Click **Next**.
4. Click **Next**.
5. Click **Finish**.

You can check the PC name by right clicking on the **Computer** icon on the Desktop => Choose **Properties** => **Advanced System Settings**.





© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

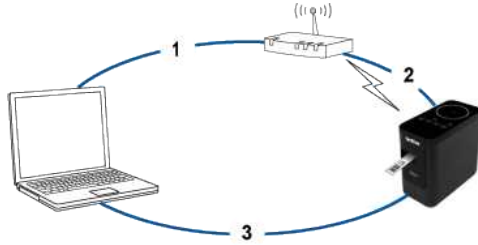
Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## How do I connect the printer to my computer via Wi-Fi®?



To connect your printer to a wireless network, you must use the supplied AC adapter or Li-ion battery. If your Brother printer is powered by alkaline or Ni-MH batteries, you cannot connect it to a wireless network.

To connect the printer and your computer:



1. Connect your computer to your wireless router/access point.  
(You can skip this step if your computer is already connected to a Wi-Fi® network.)
2. Connect your Brother printer to the same wireless router/access point.
3. Connect your Brother printer and your computer.

Depending on whether the printer driver is installed, do one of the following:

(The printer driver is not provided for macOS 11 or later. Follow the steps in "[Set up the wireless connection manually with the printer driver installed \(For Mac\)](#)".)

The printer driver is not installed	<a href="#">Set up the wireless connection while installing the printer driver.</a>
The printer driver is installed	Set up the wireless connection manually: <a href="#">v For Windows</a> <a href="#">v For Mac</a>

### Set up the wireless connection while installing the printer driver



Before you begin, confirm the SSID (Network Name) and the password (Network Key) of your wireless router/access point.

1. Make sure your computer is connected to your wireless router/access point.  
(If your computer is already connected to a Wi-Fi network, go to the next step.)
2. Download the printer driver and P-touch Editor from the [\[Downloads\]](#) section of this website.
3. Double-click the downloaded file to begin the installation.
4. Select **[Wireless Network Connection]** and then click **[Next]**.

Windows



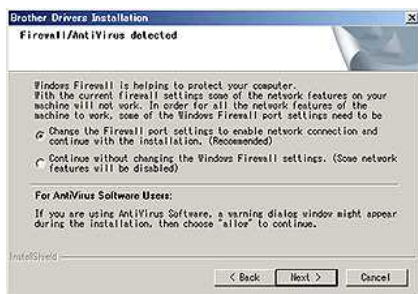
Mac



5. Windows: Select **[Brother Peer-to-Peer Network Printer]**.  
Mac: Go to [step 7](#).



6. (Windows only) Select **[Change the Firewall port settings to enable network connection and continue with the installation.(Recommended)]**, and then click **[Next]**.



7. Prepare a USB cable. Select **[Yes, I have a USB cable to use for installation.]**.



#### WPS Users Only

If you want to use WPS (Wi-Fi Protected Setup™), select **[No, I do not have a USB cable]**. Follow the on-screen instructions to complete the software installation, and then go to [step 13](#).

#### Windows

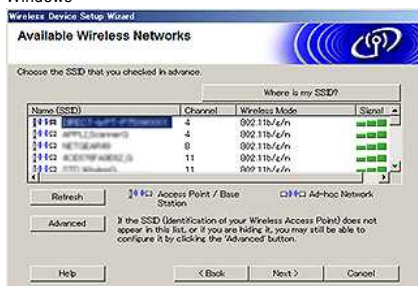


#### Mac



8. Select the SSID (Network Name) you confirmed previously, and then click **[Next]**.

#### Windows



#### Mac



9. When the installation confirmation screen appears, make sure the check box is selected, and then click **[Next]**.

10. Confirm that the SSID (Network Name) is correct, and then select **[Yes]**.

#### Windows



#### Mac



11. Follow the on-screen instructions to complete the software installation.

When the installation is complete, click **[Finish]** to close the installer window.

12. When the printer is connected to your wireless router/access point, the printer's Wi-Fi LED becomes lit.

13. Make sure that the Editor Lite LED is off. Start the P-touch Editor and select the printer from the list.

14. You can now edit and print labels wirelessly from your computer.

[\[▲ Back To Top\]](#)

### Set up the wireless connection manually with the printer driver installed (For Windows)



To connect your printer to a wireless network, you must use the supplied AC adapter or Li-ion battery. If your Brother printer is powered by alkaline or Ni-MH batteries, you cannot connect it to a wireless network.

1. Make sure that the printer driver, Printer Setting Tool, and P-touch Editor are installed on your computer.
2. Turn on the printer.
3. Make sure the printer's Wi-Fi LED is flashing.

If the Wi-Fi LED is not flashing

Press and hold the Wireless Mode button for one second to turn on the wireless mode. When the Wi-Fi LED is lit, release the Wireless Mode button.

4. Connect the printer to the computer with a USB cable.
5. Start the Printer Setting Tool on the computer, and click **[Communication Settings]**. For more information about the Printer Setting Tool, see "[Using the Printer Setting Tool \(for Windows\)](#)".
6. In **[Wireless Settings]** in the **[Wireless LAN]** tab, do the following:
  - a. Make sure that **[Infrastructure]** is selected for **[Communication Mode]**.
  - b. Enter the SSID (Network Name) that you used previously, or click **[Search...]** and select the SSID from the list.
7. Enter the password as **[Passphrase]** and click **[Apply]**.



Enter the correct **[Authentication Method]** and **[Encryption Mode]** settings for your wireless network.

8. When the printer and the wireless router/access point are connected successfully, the printer's Wi-Fi LED stops flashing, and then becomes lit.
9. Make sure that the Editor Lite LED is off. Start the P-touch Editor and select the printer from the list.
10. You can now edit and print labels wirelessly from your computer.

### Set up the wireless connection manually with the printer driver installed (For Mac)



To connect your printer to a wireless network, you must use the supplied AC adapter or Li-ion battery. If your Brother printer is powered by alkaline or Ni-MH batteries, you cannot connect it to a wireless network.

1. Download the **Full Software Package** from the [\[Downloads\]](#) section of this website.
2. Double-click the downloaded file.
3. Open the **[Utilities]** folder and find the **Wireless Device Setup Wizard**.
4. Double-click **[Wireless Device Setup Wizard.app]**.
5. Follow the on-screen instructions to set up the wireless settings between the printer and your wireless router/access point.



We recommend using a USB cable to complete the setup.

6. Connect your computer to the wireless router/access point.
7. Make sure the Wi-Fi function of your computer is activated.  
Select the SSID that you used in step 5. The connection between your computer and your wireless router/access point will be established.  
If your computer is already connected to a Wi-Fi network, go to the next step.
8. Make sure that the Editor Lite LED is off. Start the P-touch Editor and select the printer from the list.
9. You can now edit and print labels wirelessly from your computer.



You can also try the following alternative connection methods:

**Wireless Direct:** "[How can I connect the printer and my Apple mobile device wirelessly?](#)"

**Ad-hoc Mode:** "[How can I print wirelessly from a computer in Ad-hoc mode?](#)"

(Not all computers, mobile devices, and operating systems, may support Ad-hoc mode.)

[\[ ▲ Back To Top \]](#)

### Related FAQs

- ▶ [What is WPS \(Wi-Fi Protected Setup™\)](#)
- ▶ [Find the Wireless Security Information \(e.g. SSID, Network key etc.\) for Mac OS X 10.7 or greater](#)
- ▶ [Find the Wireless Security Information \(e.g., SSID, Network key, etc.\) for Windows](#)

## Find the Wireless Security Information (e.g. SSID, Network key etc.) for Mac OS X 10.7 or greater

These steps may help you locate your wireless security settings if your Macintosh is also connected to your network using a wireless connection. If you are unable to access the Keychain Access application, you will need to contact your router manufacturer or network admin to determine your wireless network's security settings.

- To determine the Wireless Password (Network Key), [go to PART 1](#).
- To determine the Wireless Authentication Method, [go to PART 2](#).

### PART 1: RETRIEVE THE WIRELESS PASSWORD USING "KEYCHAIN ACCESS"



The screens may differ depending on operating system being used.

- Click **Go => Utilities => double-click Keychain Access**.



- Under **Keychains**, click **login** and locate your network from the list.

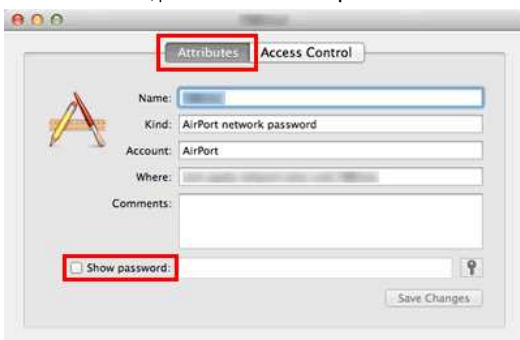


If the network is not listed under **login**, click **System** and locate your Network from the list.

- Double-click the Network Name (SSID) under **Name**.



- In the **Attributes Tab**, put a check next to **Show password**.



- When prompted, enter the Mac Administrator's password or Keychain password in the dialog box and then click **Allow** or **OK**.





6. Make a note of the password listed in the **Show password** field to use when connecting to the Wireless network.

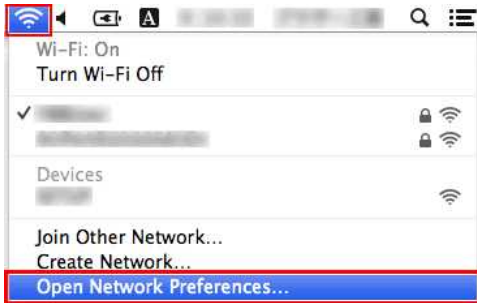


**PART 2: RETRIEVE THE WIRELESS AUTHENTICATION USING NETWORK UTILITY**

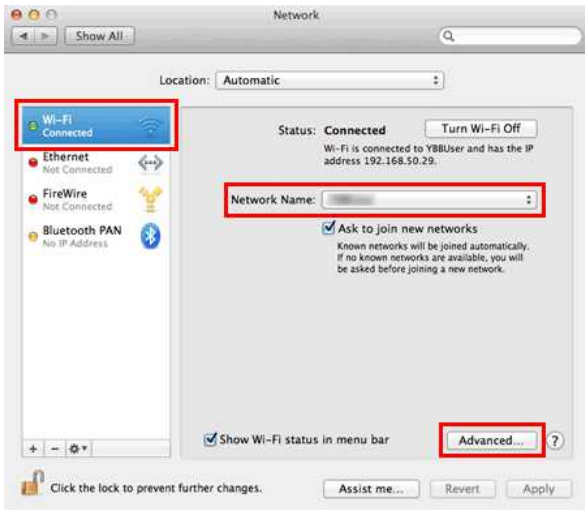


The screens may differ depending on operating system being used.

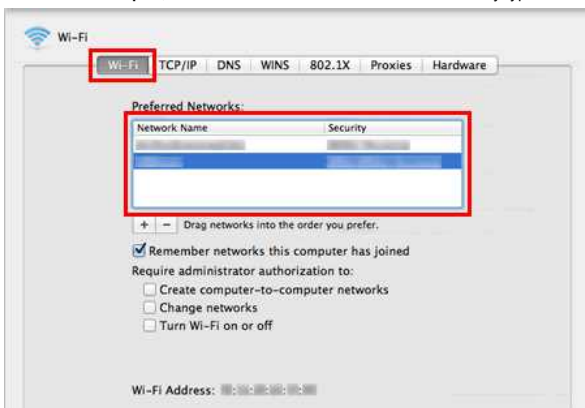
1. Click the **Wi-Fi** or **Airport** icon in the Menu Bar.
2. Click **Open Network Preferences**.



3. Click **Wi-Fi** or **Airport** in the list of network connections.
4. Make sure that the correct Network Name is listed and then click **Advanced**.



5. Under **Wi-Fi** or **Airport**, make a note of the Network Name and Security type on the list of Preferred Network.





Cancel

OK

© 2001-2021 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## What are WPA-PSK/WPA2-PSK, TKIP and AES?

WPA, short for a Wi-Fi Protected Access®, is a data encryption specification for a wireless LAN. It improves upon the security feature of WEP by using Extensible Authentication Protocol (EAP) to secure network access and an encryption method to secure data transmissions.

WPA is designed for use with an 802.1X authentication server that distributes different keys to each user. However, it can also be used in a less secure "Pre-Shared Key (PSK)" mode. PSK is designed for home and small office networks where every user has the same passphrase. WPA-PSK is also called WPA-Personal. WPA-PSK enables the Brother wireless machine to associate with access points using TKIP or AES encryption method. WPA2-PSK enables the Brother wireless machine to associate with access points using AES encryption method.

TKIP (short for Temporal Key Integrity Protocol) is an encryption method. TKIP provides per-packet key mixing a message integrity and re-keying mechanism.

AES (short for Advanced Encryption Standard) is the Wi-Fi® authorized strong encryption standard.

WPA-PSK/ WPA2-PSK and TKIP or AES use a Pre-Shared Key (PSK) that is 8 or more characters in length, up to a maximum of 63 characters.

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## What is WEP?

WEP is short for Wired Equivalent Privacy, a security protocol for a wireless local area network (WLAN) defined in the IEEE 802.11b standard. WEP is designed to provide a wireless LAN with a level of security comparable to that of a wired LAN.

WEP was the standard set in 1999 and since then hackers have devised ways to exploit WEP security flaws. The most widely recommended solution to WEP security problems is to switch to WPA or WPA2. Either is much more secure than WEP.

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.



## Can I set the printer to turn on its wireless LAN settings when I turn on the printer?

Yes. Use **Communication settings** in the **Printer Setting Tool** to configure the printer's network settings.

### Enabling automatic wireless connections

1. Open the **Printer Setting Tool**.  
Refer to "[Using the Printer Setting Tool](#)".
2. Click **Communication settings**.  
The **Communication settings** window appears.
3. To automatically connect the printer to a wireless network when the printer is turned on, select **Wireless LAN by Default** or **Keep Current State for Network Settings on Power ON**.

The following three settings are available for **Network Settings on Power ON**:

- **Wireless LAN by Default**: when the printer is turned on, the wireless LAN function is always on.
  - **Off by Default**: when the printer is turned on, the wireless LAN function is always off.
  - **Keep Current State**: when the printer is turned on, the wireless LAN function setting when the printer was last turned off is used.
4. Click **Apply** to apply the setting to the printer, and then click **Exit**.
  5. Click **Exit** in the **Printer Setting Tool** window to finish specifying the setting.

### Related FAQs

- ▶ [Using the Communication Settings \(for Windows\)](#)

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## Can I print out the printer settings?

Yes. You can print out the printer settings from your printer.

### For Windows:

Use **Device settings** in the **Printer Setting Tool** to confirm the printer information report setting.

### For Mac:

Use **Brother P-touch Utility** to confirm the printer information output settings.

Follow the steps below:

1. Confirm the printer information report setting.

### For Windows:

- a. Open the **Printer Setting Tool**.  
Refer to the FAQ: "[Using the Printer Setting Tool \(for Windows\)](#)"
- b. Click **Device settings**.  
The **Device settings** window appears.
- c. To print out the printer settings, confirm that **All** or **Printer Settings** is selected for **Contents** in **Printer Information Report**.



The following three settings are available for **Contents**:

- **All**: the usage log and printer settings will be printed.
- **Usage Log**: the version information, usage log and error history will be printed.
- **Printer Settings**: the version information, printer settings and printer configuration will be printed.

- d. Click **Apply** to apply the setting to the printer, and then click **Exit**.
- e. Click **Exit** in the Printer Setting Tool window to finish specifying the setting.

### For Mac:

- a. Open the **P-touch Utility**.  
Refer to the FAQ: "[Using the P-touch Utility \(for Mac\)](#)"
- b. Click the **Print** tab.
- c. To print out the printer settings, confirm that **All** or **Printer Settings** is selected for **Printer Information Output Settings**.



The following three settings are available for Printer Information Output Settings.

- **All**: the usage log and printer settings will be printed.
- **Usage Log**: the program version information, missing dot test pattern, printer usage history, and error history will be printed.
- **Printer Settings**: the program version, device settings information, network settings information, PDL information will be printed.

- d. Click **Apply** for **Printer Information Output Settings**, and then click **Exit**.

2. Press and hold the [Feed & Cut] button on the printer to print the printer information report.



To print out the printer settings, make sure to use 0.94" (24 mm) tape. Other tape sizes cannot be used.

## Related FAQs

- ▶ [Using the Device Settings \(for Windows\)](#)

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## Can I check the printer's usage log?

Yes. You can check the printer's usage log by printing a printer information report from your printer. Use **Device settings** in the **Printer Setting Tool** to confirm the printer information report setting.

### Checking the printer's usage log

1. Confirm the printer information report setting.
  - a. Open the **Printer Setting Tool**. (Refer to "[Using the Printer Setting Tool \(for Windows\)](#)".)
  - b. Click **Device settings**.  
The **Device settings** window appears.
  - c. To print out the usage log, confirm that **All** or **Usage Log** is selected for **Contents** in **Printer Information Report**.



The following three settings are available for **Contents**:

- **All**: the usage log and printer settings will be printed.
- **Usage Log**: the version information, usage log and error history will be printed.
- **Printer Settings**: the version information, printer settings and printer configuration will be printed.

- d. Click **Apply** to apply the setting to the printer, and then click **Exit**.
  - e. Click **Exit** in the **Printer Setting Tool** window to finish specifying the setting.
2. Print the printer information report from your printer.
  - a. Press and hold the Feed & Cut button on the printer.  
The usage log will be printed.  
To print out the printer settings, make sure to use 0.94" (24 mm) tape. Other tape sizes cannot be used.

### Related FAQs

- ▶ [Using the Device Settings \(for Windows\)](#)

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.



## How can I reset the printer?

You can reset the printer settings in two ways: resetting all the settings or resetting communication settings only.

### Resetting all the settings

1. Turn off the printer.
2. Press and hold the Feed & Cut button while holding down the Power button.
  - The Editor Lite lamp flashes and the Status lamp is lit in orange.
3. Press the Feed & Cut button six times while continuing to hold down the Power button.
  - All printer settings will be reset to the factory settings.

### Resetting the communication settings

1. Turn off the printer.
2. Press and hold the Feed & Cut button while holding down the Power button.
  - The Editor Lite lamp flashes and the Status lamp is lit in orange.
3. Press the Feed & Cut button twice while continuing to hold down the Power button.
  - The communication settings will be reset to the factory settings.

## Related FAQs

- ▶ [Using the Communication Settings \(for Windows\)](#)

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## Which printing modes are available?

The following modes are available for selecting when the printing starts.

- **Immediately after starting to receive data**

Printing starts immediately after the printer begins receiving the printing data.

This is the default mode.

If the printing data for the next page is received before the printer finishes printing the current page, the printer will print continuously without stopping.

- **After one page of data is received**

Printing starts after the printing data for one page is received.

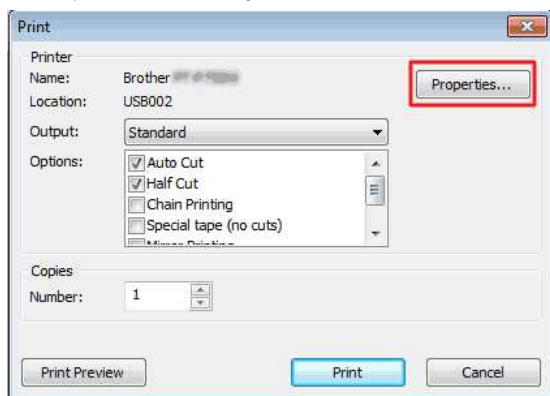


When **After one page of data is received** is selected, the printer will not stop during the printing of a page even if your computer is performing complex operations at the same time that are not related to printing.

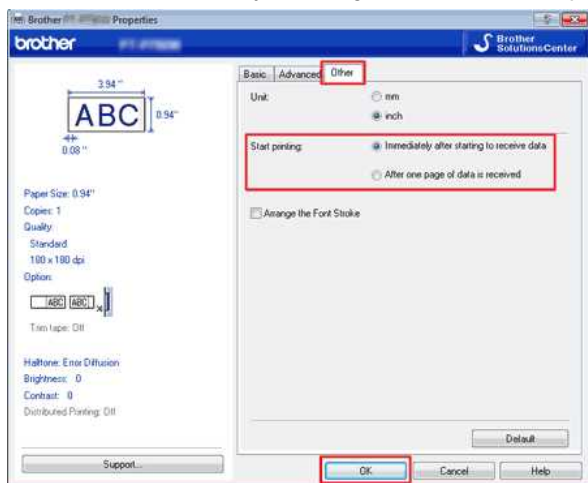
To switch between the two modes above, follow the steps below:

1. Start P-touch Editor and select **Print** from the **File** menu.

2. Click **Properties** in the **Print** dialog box.



3. In the **Other** tab, select **Immediately after starting to receive data** or **After one page of data is received** for **Start printing** and click **OK**.



## What options are available for label feeding and cutting?

When printing, you can select the following six options on the **Print** screen:

Auto Cut	<ul style="list-style-type: none"> <li>Each label is automatically cut after printing.</li> <li>When the <b>Auto Cut</b> and <b>Half Cut</b> options are selected simultaneously, only the last label will be fully cut after printing.</li> <li>The printer can also be set to cut the labels after a specified number of labels are printed.</li> </ul>
Half Cut	Only the label tape is cut without cutting the backing, making it easier to remove the label backing.
Chain Printing	When printing more than one label, the labels are printed continuously without cutting each label. After printing, the last label is stopped in that position without being cut.
Special tape (no cuts)	After printing, the label is stopped in that position without being cut. Without using the printer's cutter after printing, remove the tape cassette from the machine and use scissors to cut the tape.
Mirror Printing	Prints a mirror image of the label.
Output Directly to Printer Driver	Sends the data directly from the application to the printer driver. (Because the printing speed has priority over the printing quality, some objects may not be printed or may appear slightly different from the actual objects when printed.)

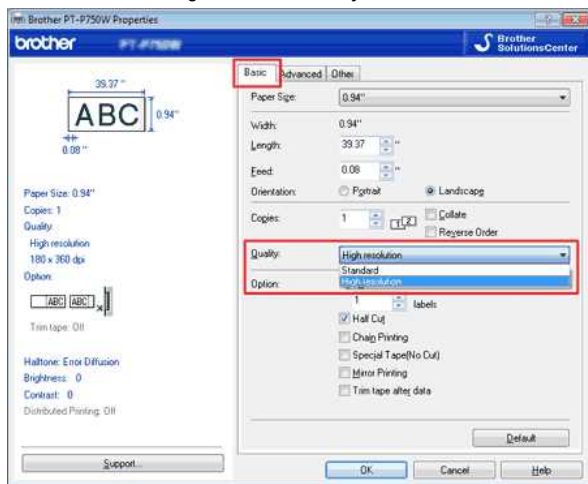


- You may use some options simultaneously (except in the following cases).
- When you select the **Special tape (no cuts)** option, the **Auto Cut**, **Half Cut** and **Chain Printing** options will be disabled even if they were selected.
- When you use TZe tape (non-laminated) and select the **Half Cut** option, the **Half Cut** option will be disabled and the **Auto Cut** option will be selected instead.

## Can I print a label at a high resolution?

Yes. Create a label using P-touch Editor, and then follow the steps below to print the label at a high resolution.

1. From the **File** menu in P-touch Editor, click **Print**.
2. Click **Properties....**
3. In the **Basic** tab, select **High resolution** for **Quality**.



4. Click **OK**.  
Now you can print the label at a high resolution.



You cannot select high resolution when printing on fabric tape. For more information about the consumables for your printer, refer to the **Consumables** section of this website.

## Can I apply device setting changes to another printer?

Yes. Use the **Device settings** in the **Printer Setting Tool** to change settings of the first printer, and then follow the steps below to apply the changes to the second printer.

1. Disconnect the first printer from the computer.
2. Connect the second printer to the computer.
3. Select the newly connected printer from the **Printer** drop-down list.
4. Click the **Apply** button.  
The same settings that were applied to the first printer are applied to the second printer.
5. Repeat steps 1-4 for all the printers whose settings you wish to change.

### Related FAQs

- ▶ [Using the Device Settings \(for Windows\)](#)

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## Using the Device Settings (for Windows)

To use the Device settings, please follow the steps below:

1. Open the Printer Setting Tool.  
Refer to the FAQ: "[Using the Printer Setting Tool \(for Windows\)](#)".
2. Select **Device settings**.  
The **Device settings** window appears.
3. Specify or change the settings.
  - **Auto power off when AC adapter is connected**  
Specify the amount of time that passes before the printer turns off automatically.  
Available settings: **None, 10/20/30/40/50 minutes, 1/2/4/8/12 hours**
  - **Auto power off when running on lithium-ion battery**  
Specify the amount of time that passes before the printer turns off automatically.  
Available settings: **None, 10/20/30/40/50 minutes, 1 hour**
  - **Contents**  
Specifies the printer information that will be printed.  
Available settings: **All, Usage Log, Printer Settings**
  - **Length adjustment**  
Adjusts the length of the printed label to correspond to the length of the label displayed on the computer.  
Available settings: **-3% to +3%** (1% increments)
  - **Print test**  
Prints a test label to check the length adjustment results.
  - **Menu Bar**  
Select a command contained in each menu from the list.  
For details on the menu bar, see [Menu Bar](#).
  - **Current Settings**  
Click this button to retrieve the settings from the currently connected printer and display them in the dialog box.
  - **Exit**  
Exits **Communication settings**, and returns to the main window of the **Printer Setting Tool**.
  - **Apply**  
Click **Apply** to apply the settings to the printer.  
To save the specified settings in a command file, select **Save in Command File** from the drop-down menu.
4. After changing the settings, click **Apply - Exit**, and then click **Exit** in the main window to finish specifying settings.

### Menu Bar

#### File menu

- **Apply Settings to the Printer**  
Applies the settings to the printer. Performs the same operation as when the **Apply** button is clicked.
- **Save Settings in Command File**  
Saves the specified settings in a command file. The file extension is ".bin".  
The saved command file can be used with the BRAdmin utility to apply the settings to a machine.
- **Import**  
Imports the exported file and applies the settings to this tool.
- **Export**  
Saves the current settings in a file.

#### Tool menu

- **Print Information Report**  
Prints the printer information.
- **Reset to Factory Defaults**  
Returns all printer settings to their factory defaults.
- **Option Settings**  
If the **Do not display an error message if the current settings cannot be retrieved at startup** check box is selected, a message will not be displayed next time.

## Important points you need to confirm before configuring your printer for a wireless network.

Please check the following points before you connect your printer to your wireless network.

- The printer is powered by either the supplied AC adapter or Li-ion battery.
- Configuring the printer for a wireless network using WPS (Wi-Fi Protected Setup™) (Recommended)
- Configuring the printer manually for a wireless network
- Function settings of your WLAN access point
- IP address allocation

The printer is powered by either the supplied AC adapter or Li-ion battery.

If the printer is powered by alkaline or Ni-MH batteries, you cannot connect to a wireless network. To connect to a wireless network, use the supplied AC adapter or Li-ion battery.

### Configuring the printer for a wireless network using WPS (Wi-Fi Protected Setup™) (Recommended)

If your WLAN access point/router supports WPS, you can easily connect your printer to your wireless network without a computer. To confirm if your WLAN access point/router support WPS, please check if the WLAN access point/router has the WPS symbol as shown below.



[Click here to see the details of how to configure the printer for a wireless network using WPS \(for Windows\).](#)

### Configuring the printer manually for a wireless network

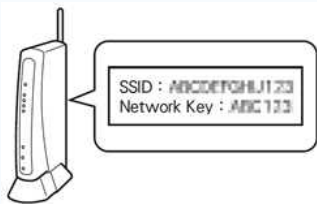
Before configuring wireless settings, you will need to know your Network name: (SSID, ESSID) and Network Key.

Do one of the following to find the Network Name (SSID, ESSID) and Network Key:

- See the side of your WLAN access point/router.



The illustration shown below may differ depending on the product being used.



- See the documentation provided with your WLAN access point/router.
- The initial Network Name could be the manufacturer's name or the model name.
- If you still cannot find the security information, please consult the manufacturer of your WLAN access point/router, your system administrator or internet provider.



WPA-PSK/WPA2-PSK is one of the network authentication methods which use a Pre-Shared Key (PSK) that is 8 or more characters in length, up to a maximum of 63 characters.

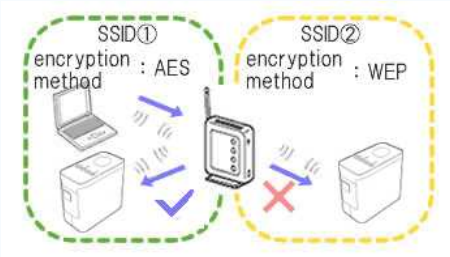
### Function settings of your WLAN access point

Depending on the WLAN access point being used, some functions of WLAN access point/router may cause interference to wireless communication between your computer and the printer. See the instructions supplied with your WLAN access point/router and confirm your function settings. If the following functions are enabled, please change the setting.

- **Multiple SSID**  
This function allows you to configure multiple SSIDs with one WLAN access point/router. Each SSID can use different authentication and encryption methods so that you can connect wireless devices to the wireless network at different security levels at the same time. However, if you want to connect all wireless devices to a specific wireless network, these devices have to use the same SSID. In many cases, devices using different SSID cannot communicate with each other, and cannot send or receive data through the same wireless network. Configure your wireless computer and printer with the same SSID as used for your WLAN access point/router.



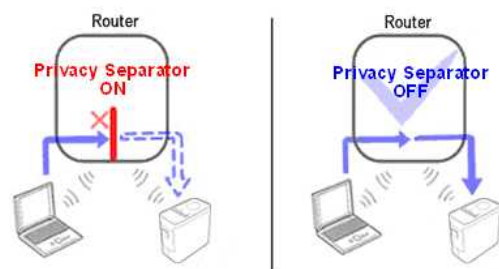
The illustration shown below may differ depending on the product being used and the encryption methods are one example.



- **Privacy Separator**

Privacy Separator isolates all wireless devices connected to your WLAN access point/router, and prevents the wireless devices from being able to connect and send data to other devices in your wireless network.

When Privacy Separator is on, wireless devices such as your computer and your printer will not be able to communicate with each other. To connect your printer to the other devices, please change the setting of your WLAN access point/router and disable Privacy Separator.



- **MAC address filtering**

MAC address filtering is a function that allows only specific MAC address configured in the WLAN access point/ router to connect. If you are using MAC address filtering in the WLAN access point/ router, you need to configure your MAC address of your printer.

You can find your printer's MAC Address by checking the **Communication settings** in the **Printer Setting Tool** or by printing the Printer Configuration. [Click here to see the details of how to find your printer's network settings.](#)

#### IP address allocation

- **Assigning Static IP addresses**

Before you assign the IP address manually using Static mode, please read the following.

The IP address which you wish to assign to your printer.

- Must be chosen from outside the range of the IP address that might be assigned as a dynamic address by DHCP server.
- Must be different from the one that has been already assigned to another device in your network.
- Must be on the same network as your computer and the WLAN access point/router.



If the IP address assigned to your computer is 192.168.1.xx, assign any number which has not assigned to other devices to where xx is (e.g. 192.168.1.10). The first three series of numbers (192.168.1 as shown in the example) must be the same.

- **Assigning IP address automatically**







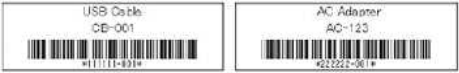



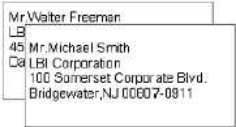
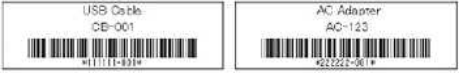


If your WLAN access point/router does not support a DHCP server function, the IP address can not be automatically configured. For more information, see the documentation supplied with your WLAN access point/router.



**I want to know how to use P-touch Editor. (P-touch Editor 5.1 for Mac)**

Start up P-touch Editor and go to [P-touch Editor Help] from the [Help] menu. We provide step by step instructions for frequently asked questions in the help. By following the instructions, you'll be able to learn from basic to advanced P-touch Editor techniques.

Examples of provided description in P-touch Editor Help

Help Section (Process)	Sample Label
<p><b>Making a nametag</b></p> <p>(Specifying the size of the label. Centering the text within the label. Adding a frame around the text.)</p>	
<p><b>Making an address label</b></p> <p>(Specifying the size of the label. Printing. Saving a layout.)</p>	
<p><b>Making a banner or sign with continuous length tape</b></p> <p>(Specifying the label length or using auto setting. Inserting clip art illustrations)</p>	
<p><b>Making labels for a CD case</b></p> <p>(Specifying a background theme. Inserting clip art illustrations. Combining multiple labels using the Sheet function.)</p>	
<p><b>Creating a table</b></p> <p>(Inserting a table. Joining cells. Typing text into a table.)</p>	
<p><b>Making a label that contains information split among multiple labels</b></p> <p>(Creating wide labels. Inverting text.)</p>	
<p><b>Connecting to a database using a template</b></p> <p>(Selecting a template. Database connection.)</p>	
<p><b>Printing using the Numbering function</b></p> <p>(Specifying the field to be incremented (Numbering field), and printing a series of sequentially numbered labels.)</p>	
<p><b>Making a label that shows telephone numbers</b></p> <p>(Creating tables without borders. Setting the cell width.)</p>	
<p><b>Using P-touch Editor to make a label that contains a bar code</b></p> <p>(Selecting a protocol. Changing the size.)</p>	
<p><b>Making address labels with continuous length tape</b></p> <p>(Using tape in vertical direction. Adding outlines. Printing.)</p>	
<p><b>Making a label by using a database</b></p> <p>(Using / Connecting an Microsoft Excel file Merging into a layout.)</p>	
<p><b>Using layout styles to create labels</b></p> <p>(Choosing/Changing the default layout style. Editing and saving a layout style.)</p>	
<p><b>Making a stamp containing a photo</b></p> <p>(Inserting photo data. Enhancing photo data.)</p>	
<p><b>Making a stamp using arrange text</b></p> <p>(Creating arrange text. Adding to a template.)</p>	

© 2001-2018 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## Getting ready to use your printer

Movie: Getting ready to use your printer.



How to use the buttons:	
	Start the video
	Skip the video
	Stop the video
	Restart the video

### 1. Preparing for printing

First, set up the printer. For setup instructions, click here.

→ [Setting up the P-touch labeler](#)

After completing the printer setup, create a test label.

→ [Creating a label using P-touch Editor Lite](#)

### 2. Installing the software

If you want to create more elaborate labels or use all of the various functions of the printer, the printer driver and P-touch Editor must be installed on your computer. For installation instructions, click here.

→ [Installing the software](#)

### 3. Configuring a network connection

If you want to use a wireless LAN, click here for setup instructions.

→ [How do I connect the printer to my computer via Wi-Fi®?](#)

→ [How can I print from a computer via a wireless network? \(Wireless Direct mode\)](#)

→ [How can I print wirelessly from a computer in Ad-hoc mode?](#)



Not all computers, mobile devices, and operating systems, may support Ad-hoc mode.

### 4. Changing the printer settings

To change the printer settings, click here for instructions. You can configure the device settings and communication settings.

→ [Using the Printer Setting Tool \(for Windows\)](#)

### 5. Error messages

If the printer's LEDs are blinking or lit to indicate an error, click here for the possible solutions.

→ [What do the indicator lights mean?](#)

### 6. Other useful information

If you would like to learn more about your product, refer to the following convenient information available on this website.

→ [Frequently asked questions](#)

→ [Consumables](#)

→ [Specifications](#)

→ [Updating software](#)

## How do I update the firmware?

The firmware can be upgraded to the latest version using the P-touch Update Software.



- To use the P-touch Update Software, it is necessary to install it from the [[Downloads](#)] section of this website.
- You must be connected to the internet in order to launch the P-touch Update Software.
- You may find that the software and the contents on this page are different.
- Upon installation of the P-touch Update Software, an icon will be installed on your desktop for your convenience.
- Do not turn off the power when transferring data or updating firmware.

To update the firmware, follow the steps below:

1. Turn the printer on and connect the USB cable.

2. **For Windows 10 or later**

From the Start button, select ([All apps] - [Brother P-touch] -) [P-touch Update Software], or double-click [P-touch Update Software] on the desktop.



**For Windows 8/8.1**

Click [P-touch Update Software] on [Apps] screen or double-click [P-touch Update Software] on the desktop.

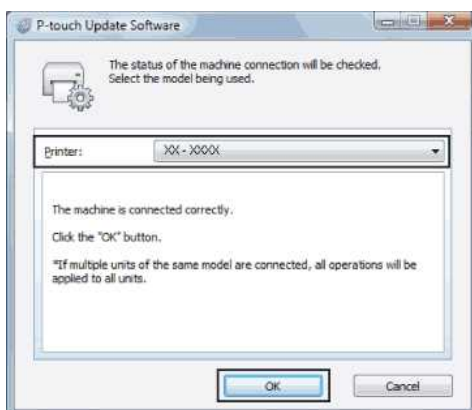
**For Windows 7 / Windows Vista**

Double-click the [P-touch Update Software] icon.

3. Click the [Machine update] icon.



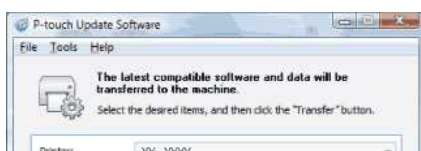
4. Select the printer, ensure that [The machine is connected correctly.] is displayed, and then click [OK].

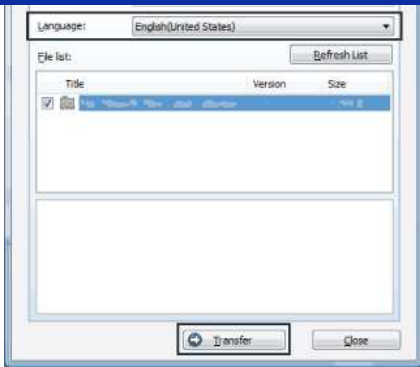


5. Select the Language, check the firmware to be updated, and then click [Transfer].

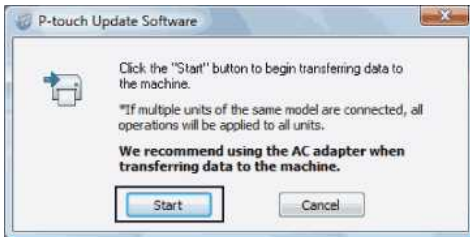


Do not turn off the printer or disconnect the cable while the data is being transferred.





6. Check the content to be updated, and then click **[Start]** to begin the update.

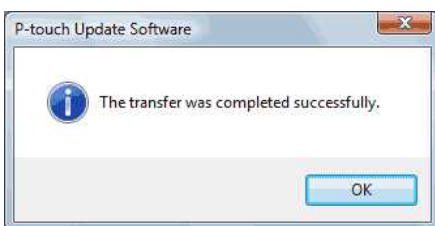


7. This screen is displayed on your computer while the software is being updated.



Do not turn off the machine during the update process.

8. Click **[OK]** to complete the update.



## Related FAQs

[▶ How do I update P-touch Editor?](#)

### What is P-touch Library?

This program allows you to use your computer to manage P-touch templates and other data. You can use P-touch Library to print templates.

### Related FAQs

[▶ How to use P-touch Library](#)

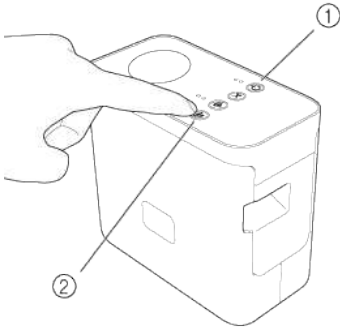
© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

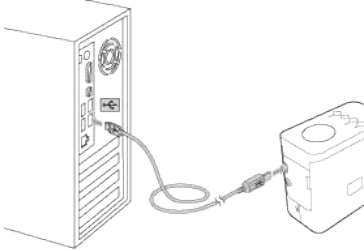
## Creating a label using P-touch Editor Lite

To create a label using P-touch Editor Lite, follow the steps below:

1. Turn on the P-touch labeler (1), then press and hold down the Editor Lite button until the green Editor Lite lamp lights up (2).



2. Connect the USB cable to the computer and P-touch labeler.

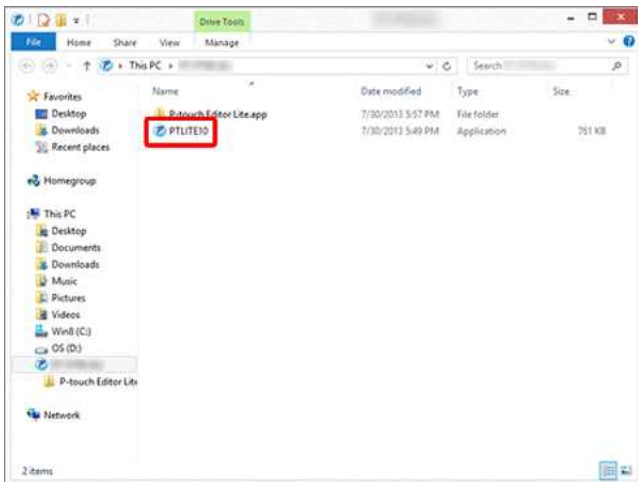


If you are connecting the P-touch labeler via a USB hub, it may not be detected correctly.

3. When the printer is connected to your computer, the following windows open.

### For Windows 8 or later:

Double-click "PTLITExx.EXE (xx=Version)" to start P-touch Editor Lite.



### For Windows 7:

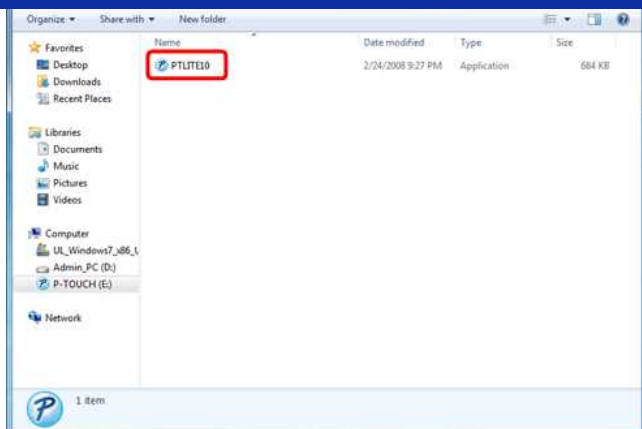
Click [Open folder to view files].



The following window opens.

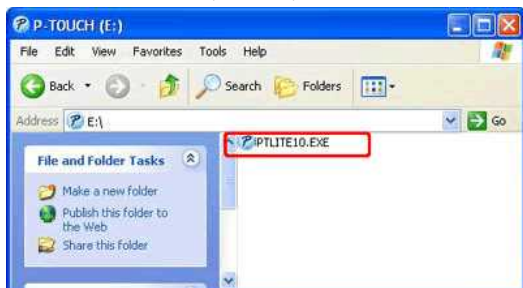
Double-click "PTLITExx.EXE (xx=Version)" to start P-touch Editor Lite.





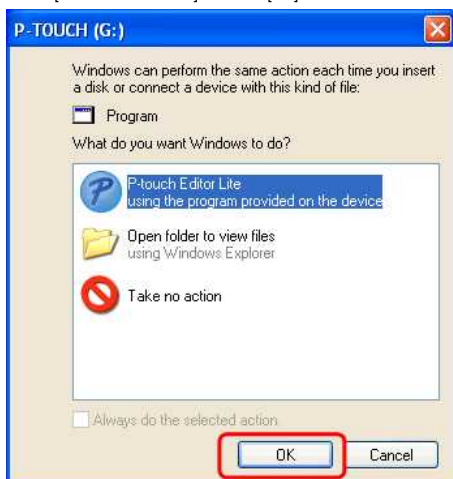
**For Windows Vista - Updated Windows AutoPlay functionality:**

Double-click "PTLITExx.EXE (xx=Version)" to start P-touch Editor Lite.



**For Windows Vista:**

Select [P-touch Editor Lite] and click [OK].



**For macOS 10.14/10.13/ 10.12/ Mac OS X 10.11/ 10.10/ 10.9/ 10.8/ 10.7.5:**

Double-click [PT-P750W] on the desktop and the [P-touch Editor Lite] application icon.



- It will take longer than usual when connecting the printer to your computer for the first time. If the software does not start automatically when you connect the printer, refer to "P-touch Editor Lite pop-up dialog box does not appear when connecting the printer to my computer."
- For more information about P-touch Editor Lite, click [here](#).





## How do I update P-touch Editor?

P-touch Editor can be upgraded to the latest version using the P-touch Update Software.



- To use the P-touch Update Software, it is necessary to install it from the [\[Downloads\]](#) section of this website.
- You must be connected to the internet in order to launch the P-touch Update Software.
- You may find that the software and the contents on this page are different.
- Upon installation of the P-touch Update Software, an icon will be installed on your desktop for your convenience.
- Do not turn off the power when transferring data.

To update P-touch Editor, please follow the steps below:

### 1. For Windows 10 or later

From the Start button, select **([All apps] - [Brother P-touch] -) [P-touch Update Software]**, or double-click **[P-touch Update Software]** on the desktop.



### For Windows 8/8.1

Click **[P-touch Update Software]** on **[Apps]** screen or double-click **[P-touch Update Software]** on the desktop.

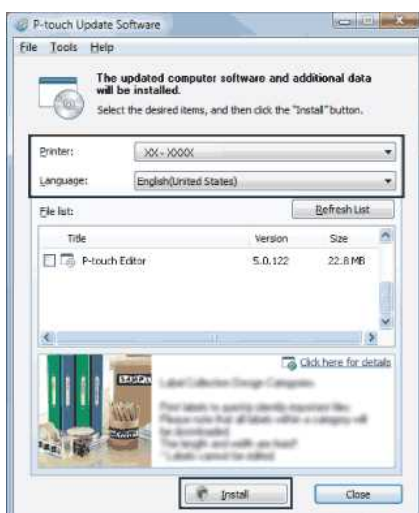
### For Windows 7 / Windows Vista

Double-click the **[P-touch Update Software]** icon.

### 2. Click the **[Computer software update]** icon.



### 3. Select the **[Printer]** and **[Language]**, select the check box next to P-touch Editor and then click **[Install]**.



### 4. A message indicating that installation has finished is displayed.

## Related FAQs

▶ [How do I update the firmware?](#)



## Find the Wireless Security Information (e.g., SSID, Network key, etc.) for Windows

These steps may help you locate your wireless security settings if your computer is also connected to your network using a wireless connection.

If you are unable to find this information using the steps below, you can find the wireless network security settings on the documentation provided with your wireless access point /router. The initial setting of security information could be the manufacturer's name or the model name.

If you still cannot find the security settings, please consult the router manufacturer, your system administrator, or your internet provider.

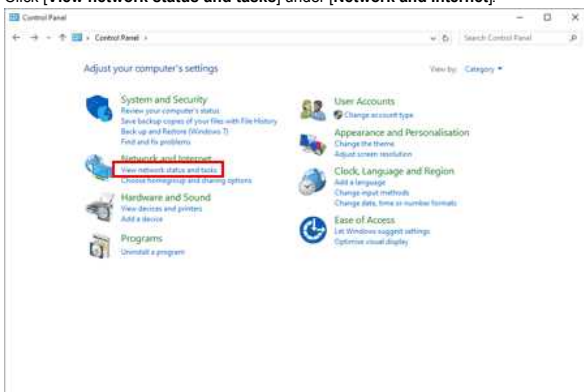


Illustrations shown below are from a representative product and operating system, and may differ from your printer and operating system.

- > [For Windows 10](#)
- > [For Windows 8.1](#)
- > [For Windows 8](#)
- > [For Windows 7](#)
- > [For Windows Vista](#)

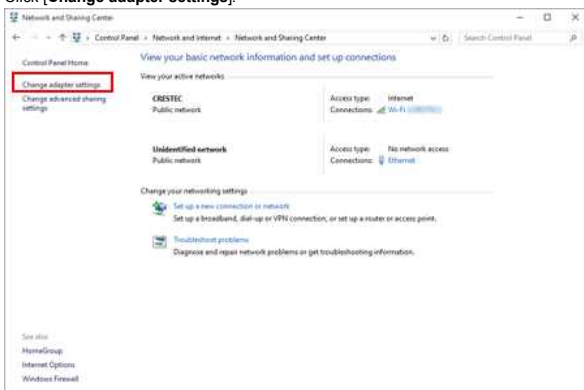
### Windows 10

1. Click the **[Start]** button - **[Windows System]**.
2. Click **[Control Panel]**.
3. Click **[View network status and tasks]** under **[Network and Internet]**.



If the appearance is set to "Large icons" or "Small icons", click **[Network and Sharing Center]**.

4. Click **[Change adapter settings]**.



5. Double-click **[Wi-Fi]**.



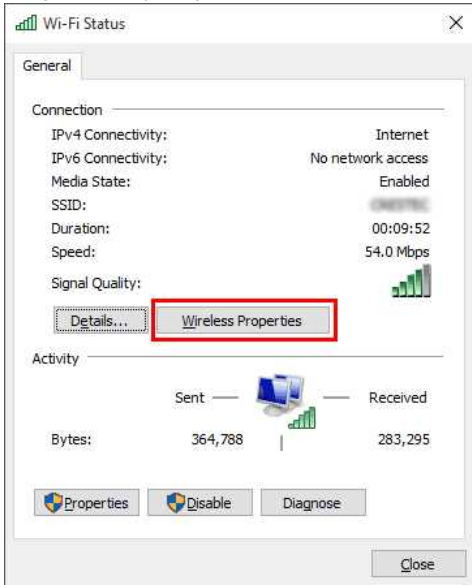
The **Network Connections** screen is displayed.



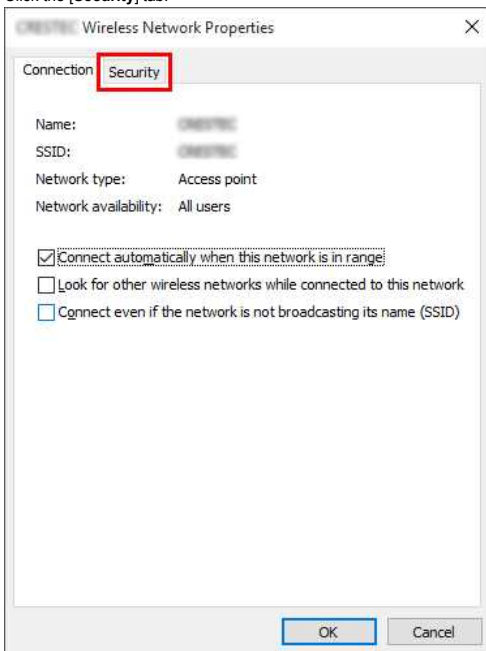
If the **NETWORK & INTERNET** screen is displayed, follow the steps below:

1. If the Wi-Fi switch is set to off, click to turn it on.
2. Click the name (SSID) of the network settings you want to use.
3. Click **[Connect]**.
4. Double-click **[Wi-Fi]** in the **Network Connections** screen.

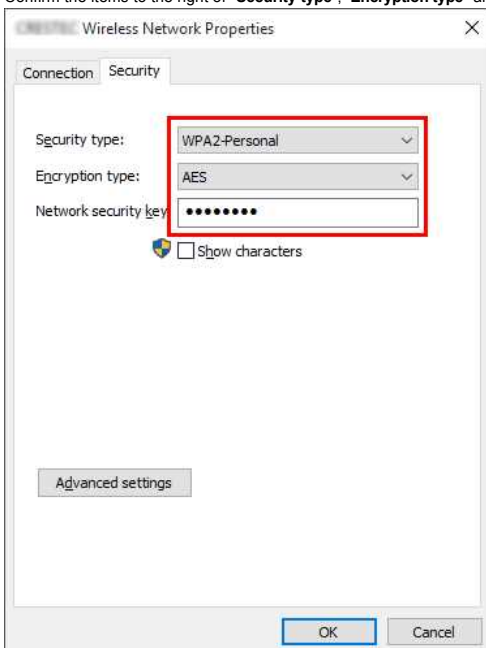
6. Click **[Wireless Properties]**.



7. Click the **[Security]** tab.



8. Confirm the items to the right of "Security type", "Encryption type" and "Network security key".





Select the "Show characters" check box to display the "Security key".



Because the security key will be changed depending on the security type, the values may be different from the values of your network access point/router.

- Click [X] to close the (SSID) **Wireless Network Properties** dialog box.

[▲ Back To Top]

## Windows 8.1

- Click the [Desktop] Tile.



If the desktop is already displayed, go to the next step.

- Move the mouse pointer to the lower-right corner of the screen.

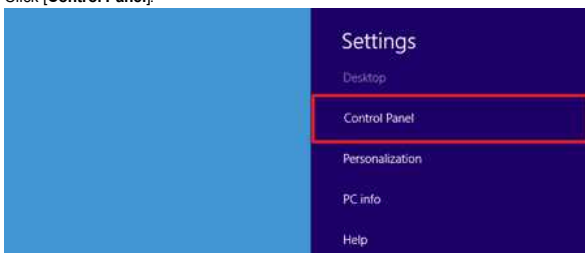


- The charms will be displayed.

Click [Settings].



- Click [Control Panel].

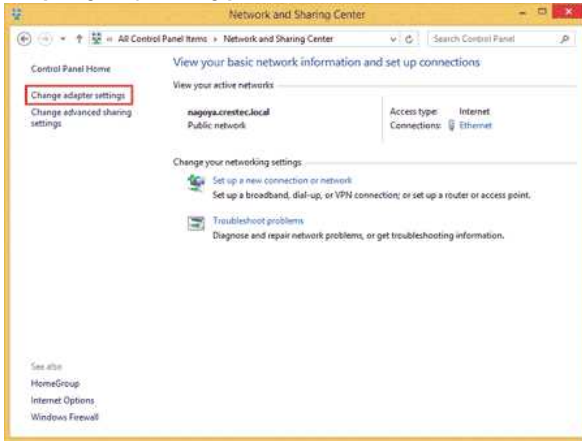


- The control panel will be displayed.

Click [View network status and tasks].



6. Click **[Change adapter settings]**.



7. Double-click **[Wi-Fi]**.



8. The procedures hereafter differ depending on the displayed screen.  
If the **Network** charm is displayed, go to the next step.



If **Wi-Fi Status** is displayed, go to step 13.



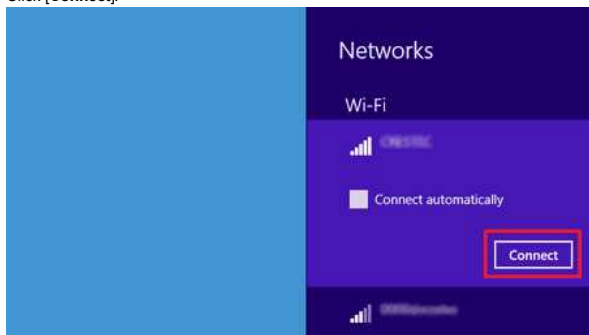
9. Click the **[Wi-Fi]** switch to turn it on.  
If the switch does not appear or it is already turned on, go to the next step.



10. Click the name (SSID) of the network whose settings you want to see.



11. Click **[Connect]**.



12. Double-click **[Wi-Fi]** under **[Network Connections]**.



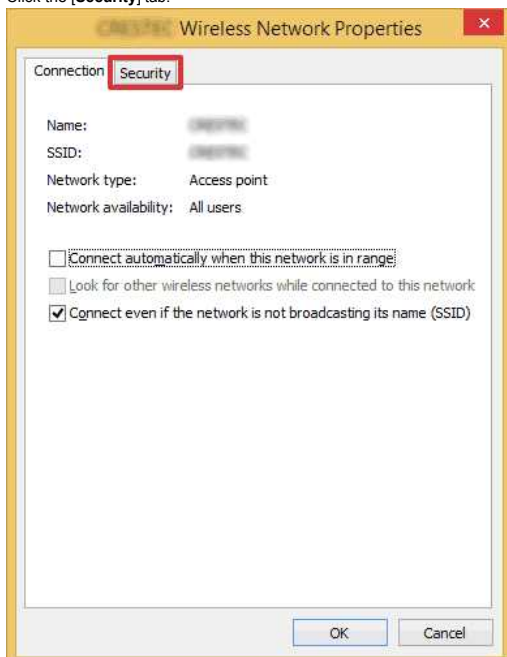
13. The **Wi-Fi Status** dialog box will be displayed.

Click **[Wireless Properties]**.



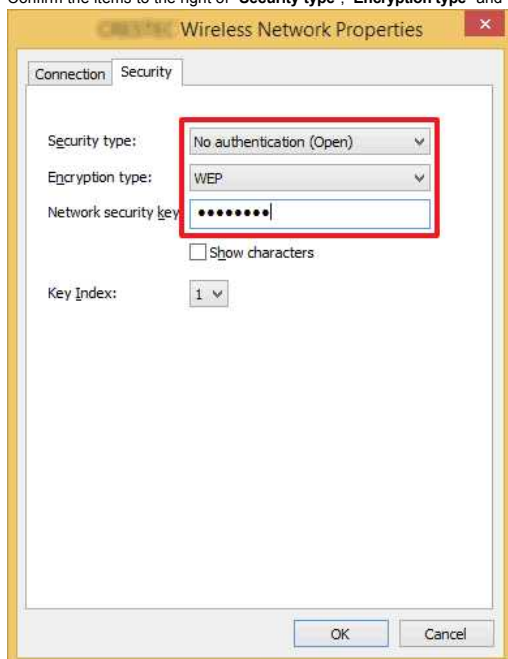
14. The **(SSID) Wireless Network Properties** dialog box will be displayed.

Click the **[Security]** tab.





15. Confirm the items to the right of "Security type", "Encryption type" and "Network security key".



Select the "Show characters" check box to display the security key.



Because the security key will be changed depending on the security type, the values may be different from the values of your network access point/router.

16. Click [X] to close the (SSID) **Wireless Network Properties** dialog box.

[\[ ▲ Back To Top \]](#)

## Windows 8

1. Move the mouse pointer to the lower-right corner of the screen.



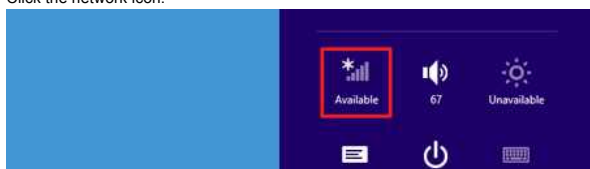
Click the network icon displayed in the notification area to display the screen shown in step 4.

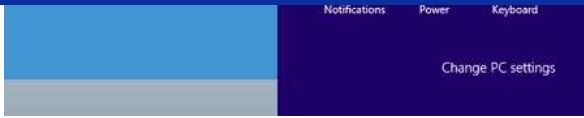


2. The charms will be displayed.  
Click [Settings].



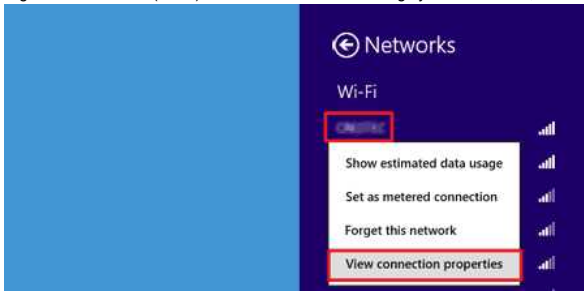
3. Click the network icon.





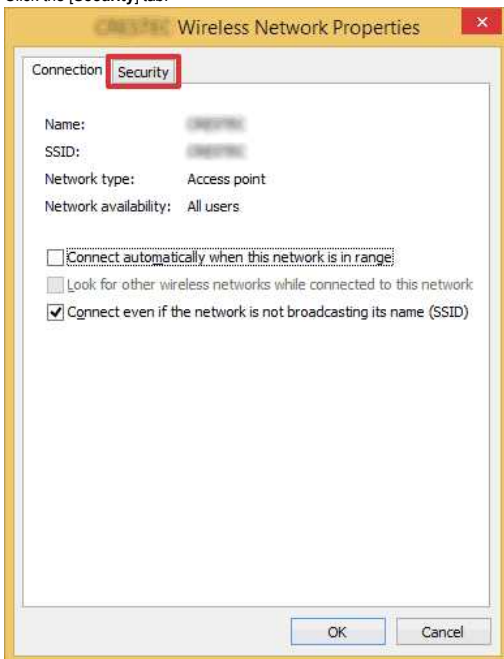
4. **Network** will be displayed.

Right-click the name (SSID) of the network whose settings you want to see, and click **[View connection properties]** in the displayed menu.

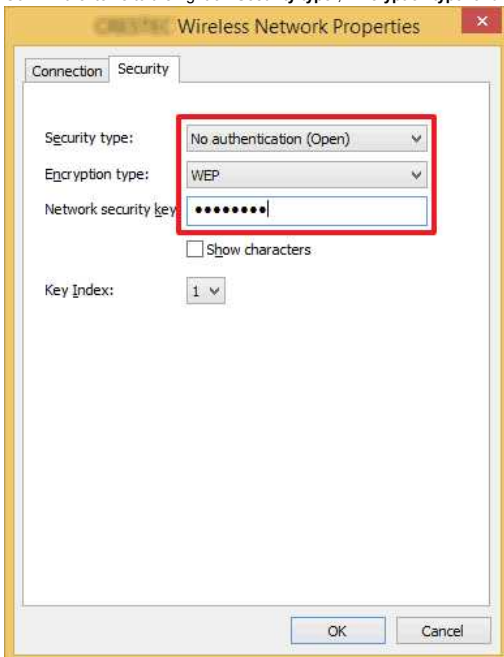


5. The **(SSID) Wireless Network Properties** dialog box will be displayed.

Click the **[Security]** tab.



6. Confirm the items to the right of "Security type", "Encryption type" and "Network security key".



Select the **"Show characters"** check box to display the security key.



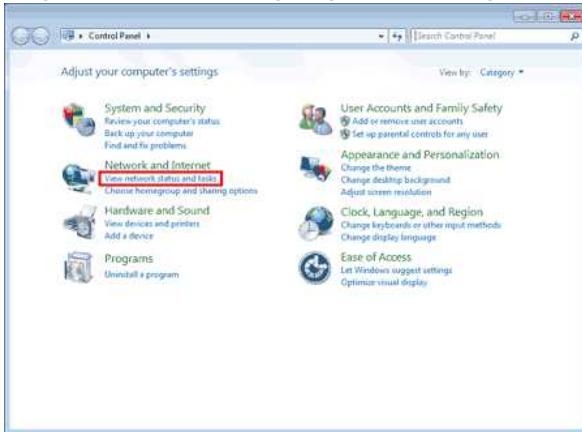
Because the security key will be changed depending on the security type, the values may be different from the values of your network access point/router.

- Click [X] to close the **(SSID) Wireless Network Properties** dialog box.

[ ▲ Back To Top ]

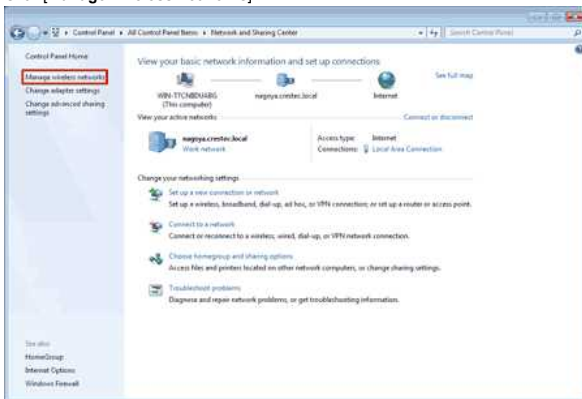
## Windows 7

- Click [Start] - [Control Panel].
- Click [View network status and tasks] under [Network and Internet].



If the appearance is set to "Large icons" or "Small icons", click [Network and Sharing Center].

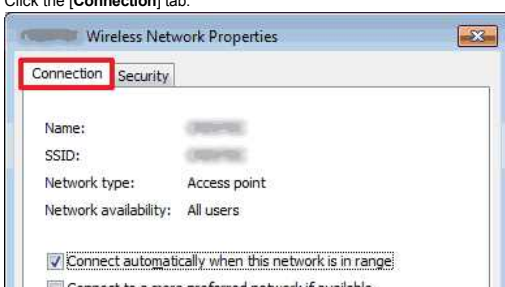
- The **Network and Sharing Center** dialog box will be displayed. Click [Manage wireless networks].



- The **Manage wireless networks** dialog box will be displayed. Right-click the registered profile, and click [Properties] in the displayed menu.

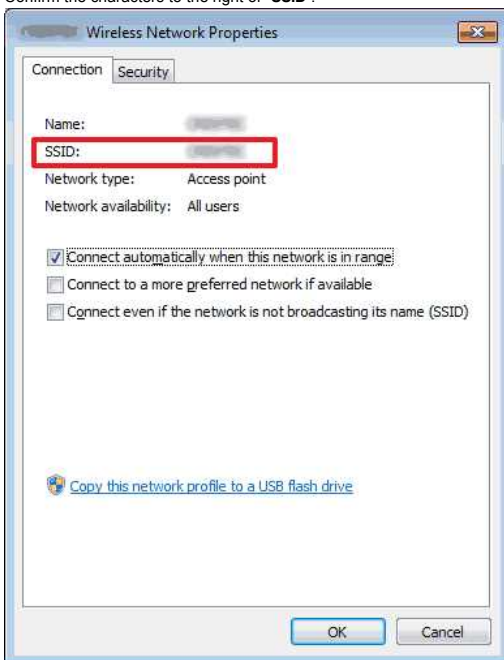


- The **(profile name) Wireless Network Properties** dialog box will be displayed. Click the [Connection] tab.

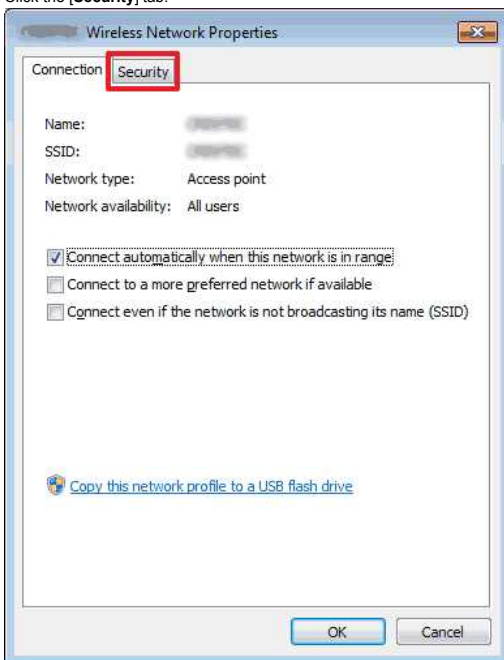




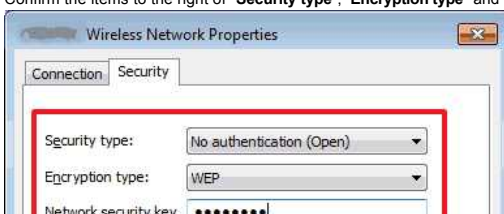
6. Confirm the characters to the right of "SSID".

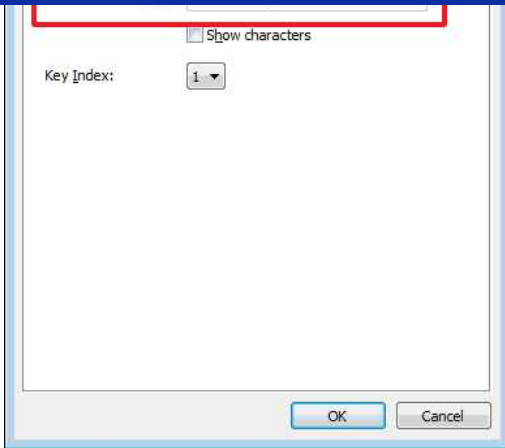


7. Click the [Security] tab.



8. Confirm the items to the right of "Security type", "Encryption type" and "Network security key".





Select the "Show characters" check box to display the security key.



Because the security key will be changed depending on the security type, the values may be different from the values of your network access point/router.

9. Click [X] to close the (profile name) **Wireless Network Properties** dialog box.
10. Click [X] to close the **Manage wireless networks** dialog box.

[\[ ▲ Back To Top \]](#)

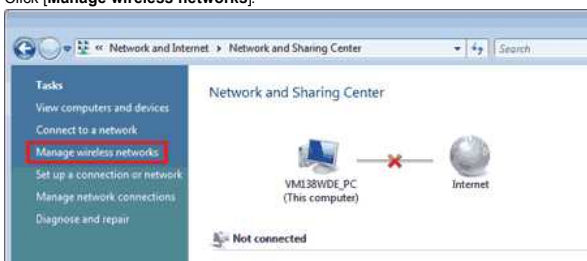
#### Windows Vista

1. Click [Start] - [Control Panel].
2. Click [View network status and tasks] under [Network and Internet].



If [Network and Internet] is not displayed, click [Network and Sharing Center].

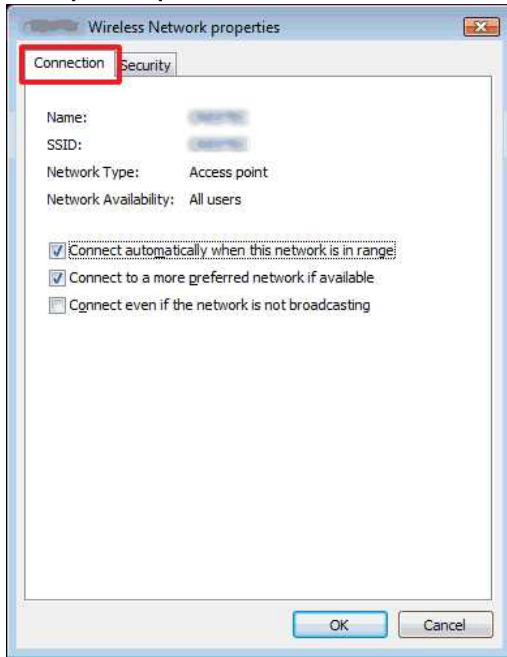
3. The **Network and Sharing Center** dialog box will be displayed.  
Click [Manage wireless networks].



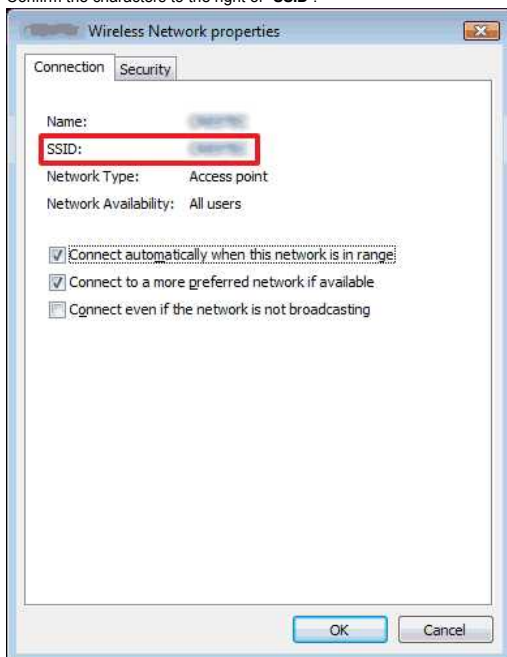
4. The **Manage wireless networks** dialog box will be displayed.  
Right-click the registered profile, and click [Properties] in the displayed menu.



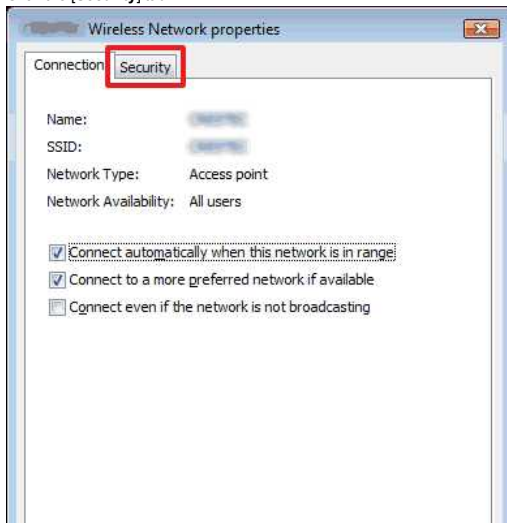
5. The (profile name) **Wireless Network Properties** dialog box will be displayed.  
Click the **[Connection]** tab.



6. Confirm the characters to the right of "SSID".

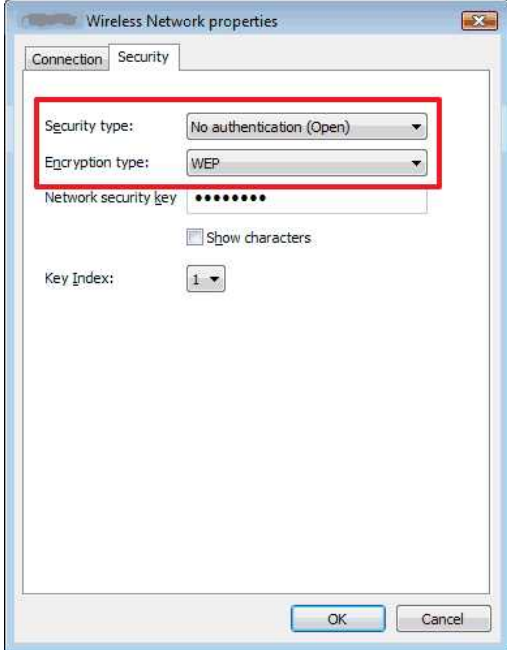


7. Click the **[Security]** tab.





8. Confirm the items to the right of "Security type" and "Encryption type".



9. Click [X] to close the (profile name) **Wireless Network Properties** dialog box.
10. Click [X] to close the **Manage wireless networks** dialog box.
11. Click [X] to close the **Network and Sharing Center** dialog box.

[\[ ▲ Back To Top \]](#)

## Installing the software

If you want to create more elaborate labels or use various functions of the printer, the printer driver and P-touch Editor must be installed on your computer.

### For Windows:

1. Download the **Software/Document Installer (Recommended)** from the [\[Downloads\]](#) section of this website.
2. Follow the on-screen instructions to complete the installation.

### For Mac:

1. Download the **Full Software Package** from the [\[Downloads\]](#) section of this website.



- If necessary, download each type of software individually that is not included in the Full Software Package.
- Depending on your model, you can print labels using P-touch Editor without installing a printer driver.

2. Double-click the downloaded file.
3. Click **"Start Here OSX"**.
4. Follow the on-screen instructions to complete the installation.

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.



## Using the Printer Setting Tool (for Windows)



The Printer Setting Tool is available from the [\[Downloads\]](#) section of this website. Also, download and install the software you need such as the printer driver or P-touch Editor from there.

This application is for Windows only.

By using the Printer Setting Tool, the printer's communication settings and device settings can be specified from the computer.



- Before connecting the USB cable to the computer, check that the Editor Lite lamp is not lit. If the Editor Lite lamp is lit, press and hold down the Editor Lite button until the lamp goes off.
- Make sure that the AC adapter is connected to an AC power outlet.
- Make sure that the printer driver has been installed and is functional.
- Connect this printer to a computer with a USB cable.

With this tool, settings cannot be specified using a wireless LAN connection.

1. Connect the printer to the computer.
2. Start the Printer Setting Tool.

### For Windows 11 / Windows 10 / Windows Server 2019 / Windows Server 2016

Click **[Start]** - **([All apps])** - **[Brother]** - **[Printer Setting Tool]**.

### For Windows 8/8.1 / Windows Server 2012/2012 R2

On the **[Apps]** screen, click **[Printer Setting Tool]**.

### For Windows 7 / Windows Vista / Windows Server 2008/2008 R2

From the Start menu, click **[All Programs]** - **[Brother]** - **[Label & Mobile Printer]** - **[Printer Setting Tool]**.

The main window appears.

3. Select the printer from the **[Printer]** drop-down list.  
You can select either **[Communication settings]** to configure the printer's communication settings or **[Device settings]** to change the printer's device settings.

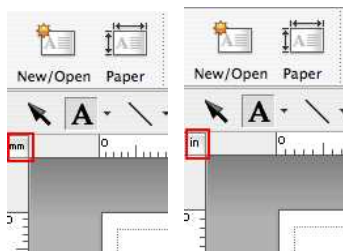
[To use the Communication settings, click here.](#)

[To use the Device settings, click here.](#)

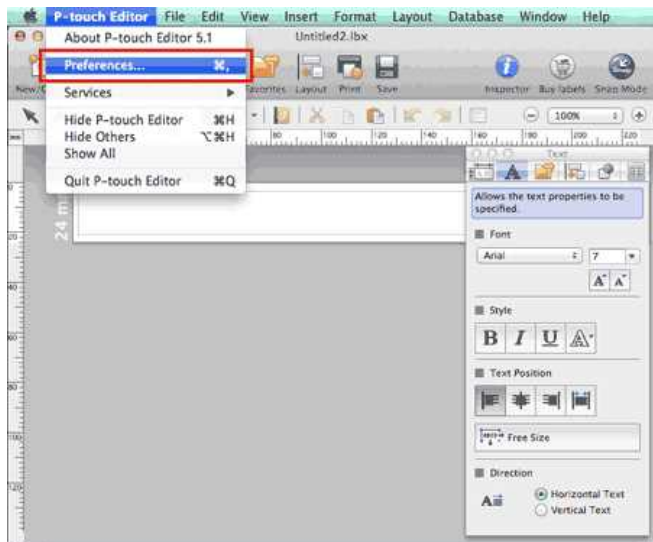
## How can I change the unit of measurement (mm or inches)? (P-touch Editor 5.1 for Mac)

You can change the unit of measurement by using either of the following two methods:

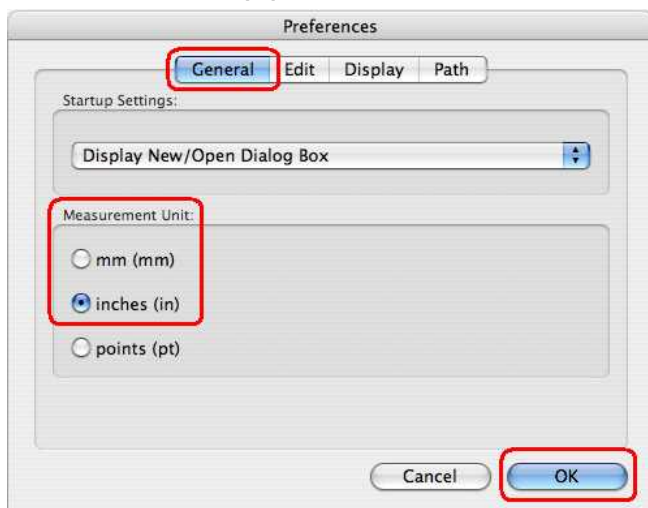
- Click your current unit of measurement shown in the top left corner of the layout window.



- Click **[P-touch Editor Main] - [Preferences...]**. The Preferences dialog box will appear.



Select "inches" or "mm" and click **[OK]**.

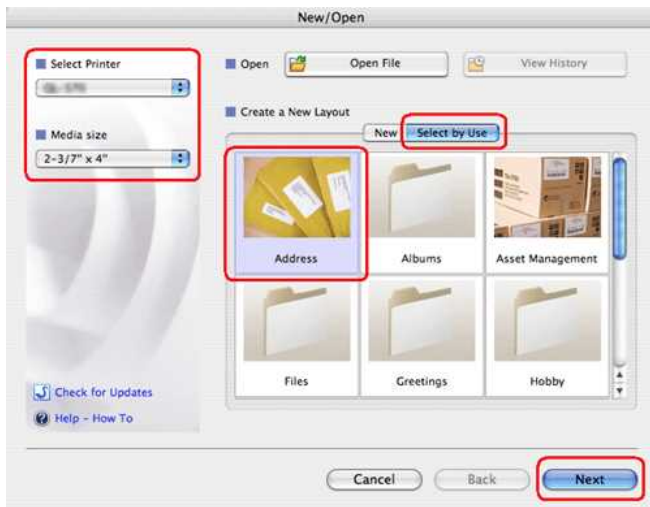


## How do I use a template? (P-touch Editor 5.1 for Mac)

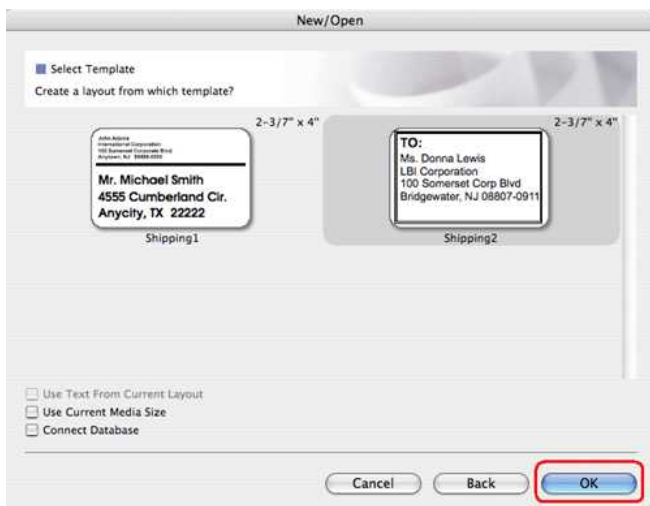
Please follow the instructions below:



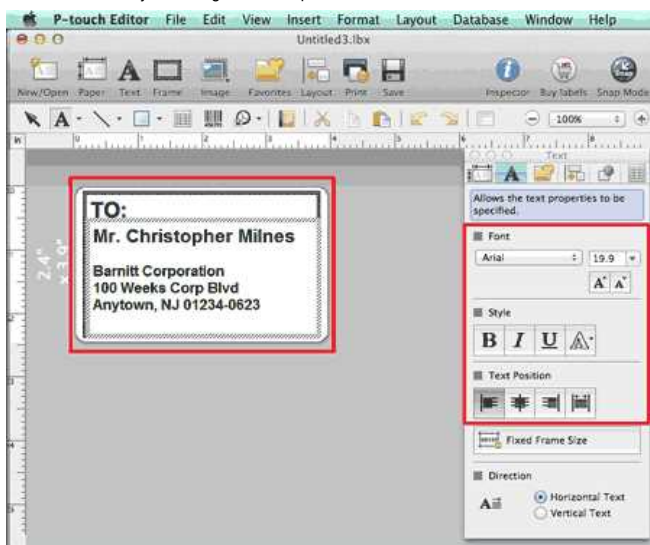
1. Click **New/Open** to display the [New/Open] window. Select your printer and set the tape/label size. Click the [Select by Use] tab, and choose the category. Click [Next].




2. Choose the template you want to make a label with, and click [OK].

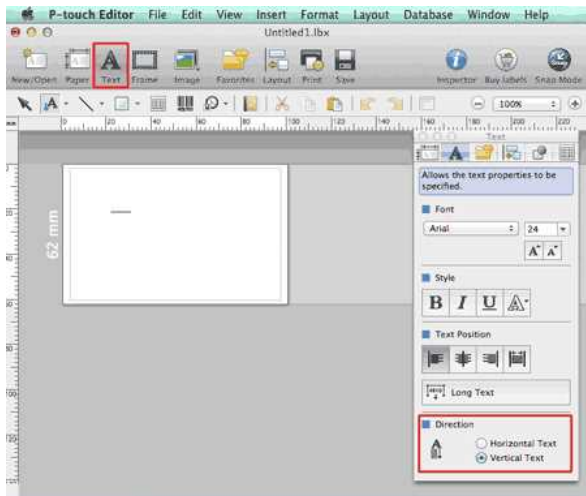


3. Edit the text and adjust it using the text inspector.

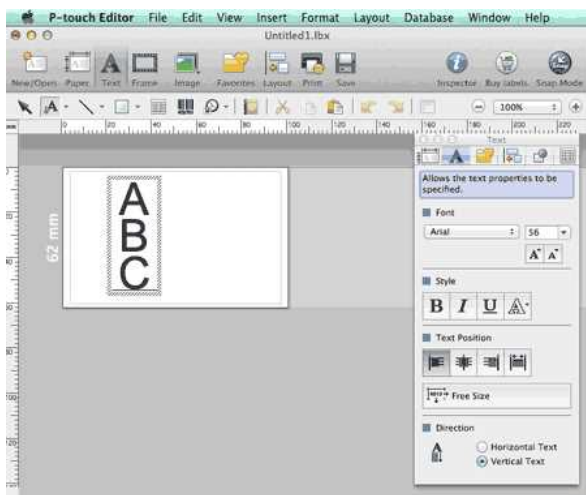


## How can I make vertical labels? (P-touch Editor 5.1 for Mac)

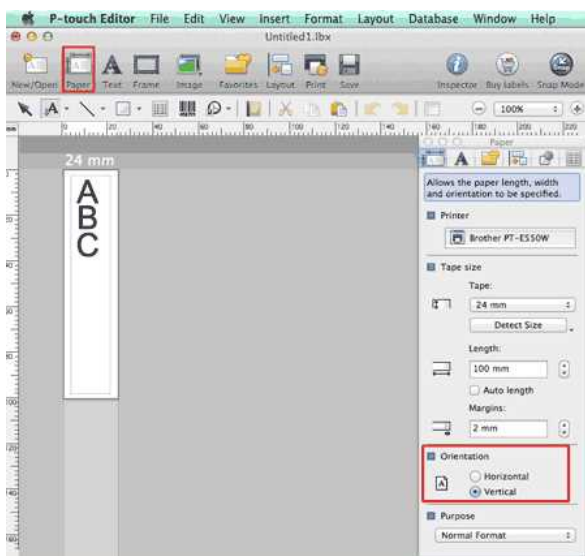
- In P-touch Editor, click  to display the Text inspector, and check "Vertical Text" at the bottom.



- Type the text.



- When you use narrow paper, click  to display the Paper inspector, and check "Vertical".





## Is data created in other applications compatible with P-touch Editor 5.1 for Mac?

The following data files can be imported and printed from P-touch Editor 5.1.

- csv, text, OS standard address book

You can import data files by clicking **[File] - [Database] - [Connect...]** in the menu bar of P-touch Editor 5.1.

For information on how to layout database data in a label, click **[P-touch Editor Help]** from the **[Help]** menu in P-touch Editor and refer to the **[How to] - [Creating Labels] - [8: Connecting to a database using a template]** section.

© 2001-2017 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

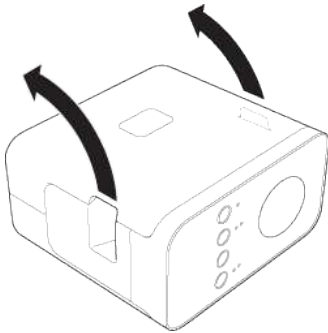


## Setting up the P-touch labeler

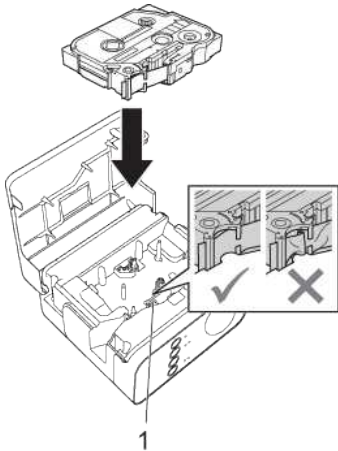
To setup the printer, please follow the steps below:

### 1. Setting the tape cassette

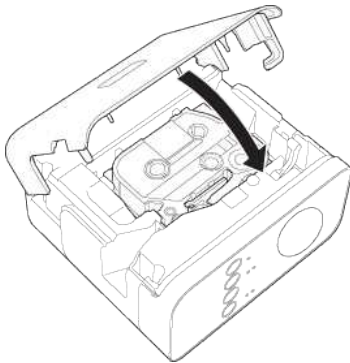
a. Open the cassette cover.



b. Insert the tape cassette.



c. Close the cassette cover.



- If you cannot close the cassette cover, check to ensure the white lever is in the up position. If not, lift the lever, and then attach the cover.
- Make sure that there is no slack in the tape.
- When setting or removing the tape cassette, make sure that the tape does not catch on the protrusion (1) or the print head.

### 2. Connecting the power supply

Power the P-touch labeler using the AC adapter or batteries.

#### Using the AC adapter

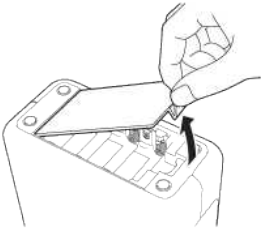
Plug in the P-touch labeler using the AC adapter.





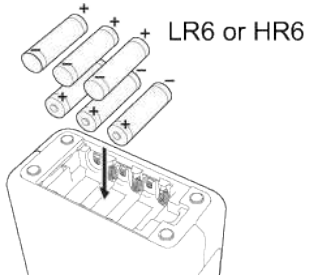
**Using the batteries.**

- a. Open the battery cover.

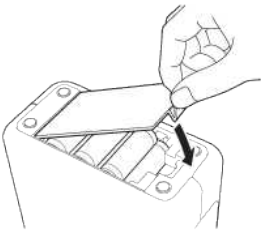


- b. Insert the batteries.

Make sure that the batteries are correctly oriented.



- c. Close the battery cover.



After completing the printer setup, create a test label. See "[Creating a label using P-touch Editor Lite](#)".

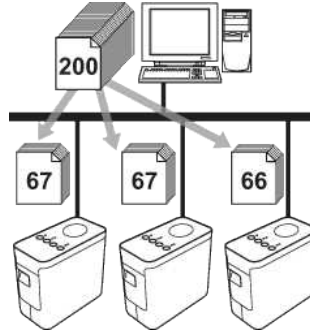


## How do I print labels distributed to multiple printers?

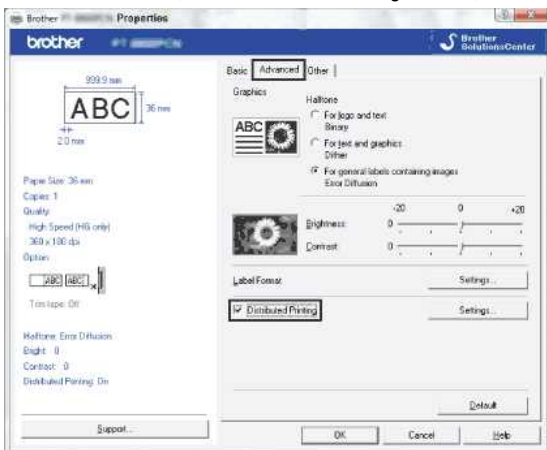
When printing a large number of labels, printing can be distributed among multiple printers. Since printing is performed at the same time, the total printing time can be reduced.



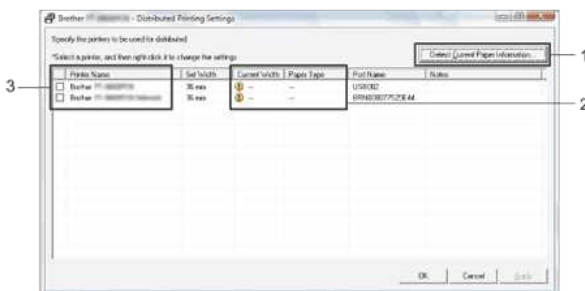
- Printing can be distributed to printers connected via a USB connection or wireless network connection.
- The number of pages to be printed is automatically divided among the selected printers. If the specified number of pages cannot be evenly divided among the printers, it will be divided in the order of the printers listed in the dialog box when the print settings are specified in [step 4](#).



1. From the **File** menu in P-touch Editor, click **Print**.
2. Click **Properties....**
3. Select the **Advanced** tab, select the **Distributed Printing** check box, and then click **Settings**.




4. In the **Distributed Printing Settings** dialog box, select the printers to be used for distributed printing.



- a. Click **Detect Current Paper Information....**
- b. The current printer information that was detected appears below **Current Width** and **Paper Type**.
- c. Select the check box beside the **Printer Name** to be used for distributed printing.

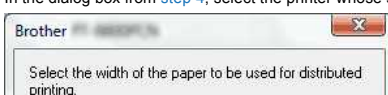


If the selected tape width is different from that displayed beside **Current Width**,  appears beside the setting below **Current Width**. Load the printer with tape of the width specified **Set Width**.

5. Specify the tape width to be used for printing.

### A. If only one printer has been selected

In the dialog box from [step 4](#), select the printer whose setting is to be specified, and then either double-click it or right-click it and click **Settings**. From the **Set Width** drop-down list, select the tape width.





Information to be displayed in the dialog box from [step 4](#) can be entered in the **Notes** text box.

#### B. If multiple printers have been selected

In the dialog box from [step 4](#), select the printers whose settings are to be specified, and right-click them and click **Settings**. From the **Set Width** drop-down list, select the tape width. The same tape width setting is applied to all selected printers.



The settings below **Printer Settings** and **Notes** are not available.

6. Click **OK** to close the tape width setting window.
7. Click **OK** to close the **Distributed Printing Settings** window.  
Setup is completed.
8. Click **OK** to start distributed printing.



- It may not be possible for information to be detected for a printer connected using the any common USB hub or print server. Before printing, enter the settings manually, and check if the printer can be used for printing.
- Depending on whether a router is used and the security features in use, such as a firewall, it may not be possible to use this function.
- We recommend performing a connection test for your operating environment. For more information, contact a sales representative.

## Using the Communication Settings (for Windows)

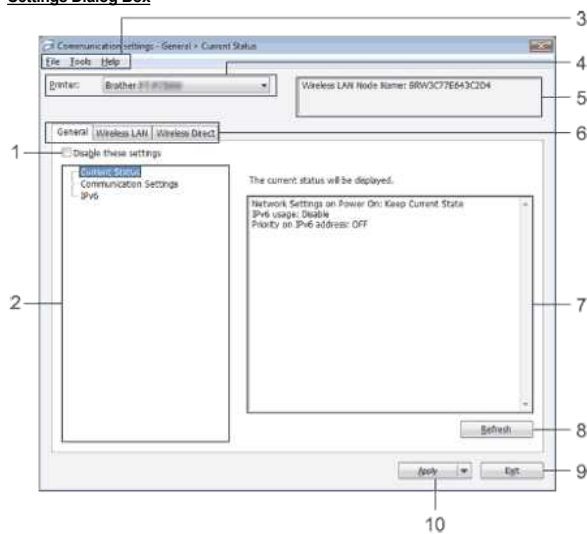
To use the Communication settings, please follow the steps below:

1. Open the Printer Setting Tool.  
Refer to the FAQ: "[Using the Printer Setting Tool \(for Windows\)](#)".
2. Select **Communication settings**.  
The **Communication settings** window appears.
3. Specify or change the settings.


For information on items in the Communication settings window, refer to the following links (the screens are from Windows):


- [Settings Dialog Box](#)
- [Menu Bar](#)
- [General Tab](#)
- [Wireless LAN Tab](#)
- [Wireless Direct Tab](#)
- [Applying Setting Changes to Multiple Printers](#)

### Settings Dialog Box



#### 1. Disable these settings

When this check box is selected,  appears in the tab, and the settings can no longer be specified or changed.

The settings in a tab where  appears will not be applied to the printer even if **Apply** is clicked. In addition, the settings in the tab will not be saved or exported when the **Save in Command File** or **Export** command is executed.

To apply, save or export the settings to the printer, be sure to clear the check box.

#### 2. Items

When **Current Status** is selected, the current settings appear in the settings display/change area.

Select the item for the settings that you want to change.

#### 3. Menu Bar

Select a command contained in each menu from the list.

For details on the menu bar, see [Menu Bar](#).

#### 4. Printer

Selects the printer whose settings are to be changed.


If only one printer is connected, it is unnecessary to make a selection since only that printer will appear.

#### 5. Node Name

Displays the node name. The node name can also be changed. (See [Tools menu](#).)

#### 6. Settings Tabs

Click the tab containing the settings to be specified or changed.

If  appears in the tab, the settings in that tab will not be applied to the printer.

#### 7. Settings Display/Change Area

Displays the current settings for the selected item. Change the settings as necessary using the drop-down menus, direct entry or other appropriate methods.

#### 8. Refresh

Click to update the displayed settings with the most recent information.

#### 9. Exit

Exits **Communication settings**, and returns to the main window of the **Printer Setting Tool**.



Settings are not applied to printers if the **Exit** button is clicked without clicking the **Apply** button after changing settings.

#### 10. Apply

Click **Apply** to apply the settings to the printer.

To save the specified settings in a command file, select **Save in Command File** from the drop-down menu.



Clicking **Apply** applies all settings in all tabs to the printer. If the **Disable these settings** check box is selected, the settings in that tab are not applied.

**Menu Bar****File menu**

- **Apply Settings to the Printer**  
Applies the settings to the printer.



If the **Disable these settings** check box is selected, the settings in that tab are not saved.

- **Save Settings in Command File**  
Saves the specified settings in a command file.  
The file extension is ".bin".



- If the **Disable these settings** check box is selected, the settings in that tab are not saved.
- The following information is not saved with the settings commands.
  - Node name
  - IP address, subnet mask and default gateway (when the IP address is set to **STATIC**)
- The saved communication settings commands are only intended to be used for applying settings to a printer. The settings cannot be applied by importing this command file.
- Saved command files contain authentication keys and passwords.  
Take necessary measures to protect saved command files, such as by saving them in a location that cannot be accessed by other users.
- Do not send the command file to a printer whose model was not specified when the command file was exported.

**Import**

- **Import from the current computer wireless settings**  
Imports the settings from the computer.



- Only personal security authentication settings (open system, public key authentication and WPA/WPA2-PSK) can be imported. Enterprise security authentication (such as LEAP and EAP-FAST) and WPA2-PSK (TKIP+AES) settings cannot be imported.
- If multiple wireless LANs are enabled for the computer being used, the first wireless settings (only personal settings) that are detected will be considered for the import data.
- Only settings (communication mode, SSID, authentication method, encryption mode and authentication key) from the **Wireless LAN** tab - **Wireless Settings** pane can be imported.

- **Select a Profile to import**

Imports the exported file and applies the settings to a printer.

Click **Browse** to display a dialog box for browsing for the file. Select the file to be imported. The settings in the selected file appear in the settings display/change area.



- All settings, such as wireless settings or TCP/IP settings, can be imported. However, node names cannot be imported.
- Only profiles that are compatible with the selected printer can be imported.
- If the imported profile's IP address is set to **STATIC**, change the IP address of the imported profile, if necessary, so that it does not duplicate the IP address of an existing printer on the network whose settings have been completed.

- **Export**  
Saves the current settings in a file.



- If the **Disable these settings** check box is selected, the settings in that tab are not saved.
- Exported files are not encrypted.

**Tools menu****Option Settings**

- **Automatically restart the printer after applying new settings**

If this check box is selected, the printer automatically restarts after communication settings are applied.

If this check box is cleared, printers must be manually restarted.



When configuring multiple printers, you can reduce the time required to change settings by clearing this check box. In this case, we recommend selecting this check box when configuring the first printer so that you can confirm that each setting is operating as intended.

- **Automatically detects the connected printer, and retrieves the current settings.**

If this check box is selected and a printer is connected to the computer, the printer is automatically detected and the printer's current settings are displayed in the **Current Status** page.



If the model of the connected printer is different than that of the printer shown in the **Printer** drop-down list, the settings available on all tabs will change to match the connected printer.

- **Change Node Name**  
Allows each node name to be changed.
- **Reset to Default Communication Settings**

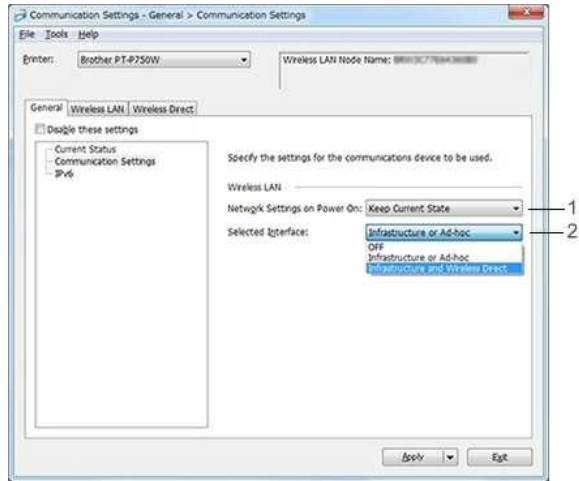
Returns the communication settings to their factory defaults.

**Help menu**

- **Display Help**  
Displays the Help.
- **About**  
Displays the version information.

**General Tab**

**Communication settings**

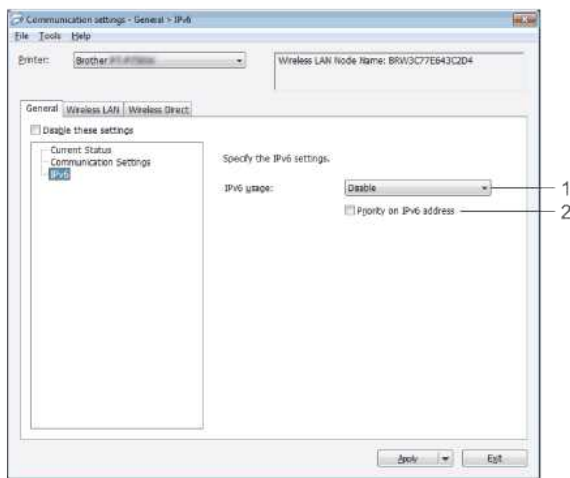


**1. Network Settings on Power On**

Determines the conditions for connecting via Wi-Fi® when the printer is turned on. Select **Wireless LAN by Default**, **Off by default** or **Keep Current State**.

**2. Selected Interface**

Select **OFF**, **Infrastructure or Ad-hoc** or **Infrastructure and Wireless Direct**.



**1. IPv6 Usage**

Select **Enable** or **Disable**.

**2. Priority on IPv6 address**

Select to give priority to an IPv6 addresses.

**Wireless LAN Tab**

**TCP/IP (Wireless)**





#### 1. Boot Method

Select **STATIC**, **AUTO**, **BOOTP**, **DHCP** or **RARP**.

#### 2. IP Address/Subnet Mask/Gateway

Specify the various values.

You can only enter settings when the IP address is set to **STATIC**.

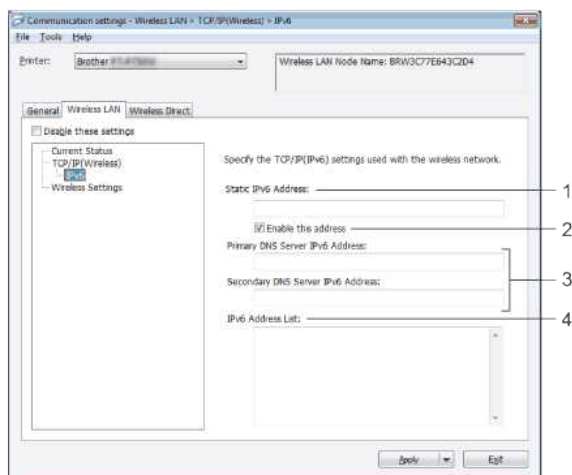
#### 3. DNS Server Method

Select **STATIC** or **AUTO**.

#### 4. Primary DNS Server IP Address/Secondary DNS Server IP Address

You can only enter settings when the DNS server is set to **STATIC**.

### IPv6



#### 1. Static IPv6 Address

Specify the value.

#### 2. Enable this address

Select to make the specified static IPv6 address effective.

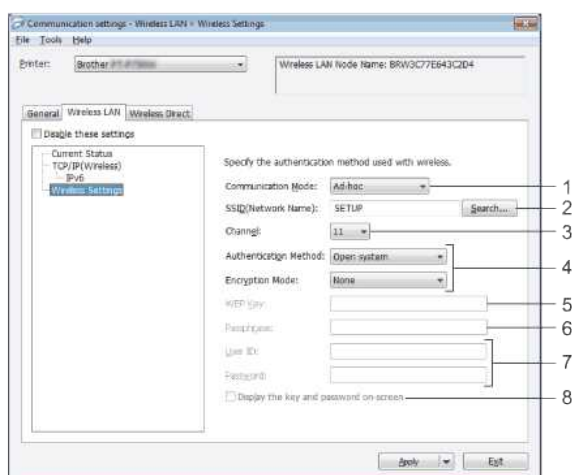
#### 3. Primary DNS Server IPv6 Address/Secondary DNS Server IPv6 Address

Specify the values.

#### 4. IPv6 Address List

Displays the list of IPv6 addresses.

### Wireless Settings



#### 1. Communication Mode

Select **Ad-hoc** or **Infrastructure**.

#### 2. SSID (Network Name)

Click the **Search** button to display the SSID selections in a separate dialog box.

#### 3. Channel

Select from the displayed options.

#### 4. Authentication Method/Encryption Mode

The supported encryption modes for the various authentication methods are as shown in [Communication Modes and Authentication Methods/Encryption Modes](#).

#### 5. WEP Key

You can only specify a setting when WEP is selected as the encryption mode.

#### 6. Passphrase

You can only specify a setting when WPA2-PSK, or WPA/WPA2-PSK is selected as the authentication method.



7. **User ID/Password**

You can only specify settings when LEAP, EAP-FAST, EAP-TTLS or EAP-TLS is selected as the authentication method. In addition, with EAP-TLS, it is not necessary to register a password, but a client certificate must be registered. To register a certificate, connect to the printer from a web browser, and then specify the certificate.

8. **Display the key and password on-screen**

If this check box is selected, keys and passwords will be displayed in plain text (non-encrypted text).

**Communication Modes and Authentication Methods/Encryption Modes**

- When **Communication Mode** is set to **Ad-hoc**

Authentication Method	Encryption Mode
Open System	None / WEP

- When **Communication Mode** is set to **Infrastructure**

Authentication Method	Encryption Mode
Open System	None / WEP
Shared Key	WEP
WPA2-PSK	AES
WPA/WPA2-PSK	TKIP+AES / AES
LEAP	CKIP
EAP-FAST/NONE	TKIP+AES / AES
EAP-FAST/MS-CHAPv2	TKIP+AES / AES
EAP-FAST/GTC	TKIP+AES / AES
PEAP/MS-CHAPv2	TKIP+AES / AES
PEAP/GTC	TKIP+AES / AES
EAP-TTLS/CHAP	TKIP+AES / AES
EAP-TTLS/MS-CHAP	TKIP+AES / AES
EAP-TTLS/MS-CHAPv2	TKIP+AES / AES
EAP-TTLS/PAP	TKIP+AES / AES
EAP-TLS	TKIP+AES / AES

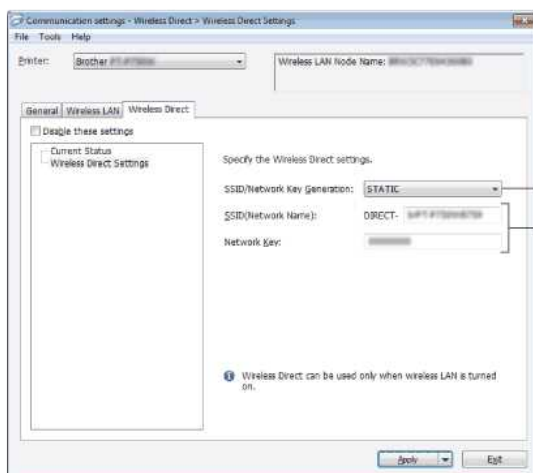


To perform higher level security settings:

When performing certificate verification with EAP-FAST, PEAP, EAP-TTLS or EAP-TLS authentication methods, the certificate cannot be specified from the **Printer Setting Tool**. After the printer is configured to connect to the network, specify the certificate by accessing the printer from a web browser.

**Wireless Direct Tab**

**Wireless Direct Settings**



1. **SSID/Network Key Generation**

Select **AUTO** or **STATIC**.

2. **SSID (Network Name)/Network Key**

Enter the SSID (25 ASCII characters or less) and the network key (63 characters or less) to be used in the Wireless Direct mode.

You can only specify a setting when **STATIC** is selected as **SSID/Network Key Generation**.

**Applying Setting Changes to Multiple Printers**

- After applying settings to the first printer, disconnect the printer from the computer, and then connect the second printer to the computer.

2. Select the newly connected printer from the **Printer** drop-down box.



If the **Automatically detects the connected printer, and retrieves the current settings** check box in the **Option Settings** dialog box is selected, the printer connected with the USB cable is automatically selected.  
For details, see [File menu](#).

3. Click the **Apply** button.

The same settings that were applied to the first printer are applied to the second printer.



If the **Automatically restart the printer after applying new settings** check box is cleared, the printers will not be restarted after the settings are changed, reducing the time required to configure the printers. However, we recommend selecting the **Automatically restart the printer after applying new settings** check box when configuring the first printer so that you can confirm that a connection with the access point can be correctly established with the settings. For details, see [File menu](#).

4. Repeat steps 1 - 3 for all the printers whose settings you wish to change.






- If the IP address is set to **STATIC**, the printer's IP address will also be changed to the same address as the first printer. Change the IP address if necessary.
- To save the current settings in a file, click **File - Export**.  
The same settings can be applied to another printer by clicking **File - Import**, then selecting the exported settings file. (See [File menu](#).)







Not all computers, mobile devices, and operating systems, may support Ad-hoc mode.


### What do the indicator lights mean?


































The indicators light and blink to indicate the printer's status. The following symbols are used in this FAQ to explain the meaning of the different indicator colors and patterns.

 or 
  or 
  Indicator is lit in the color shown

 or 
  or 
  Indicator is blinking in the color shown  
 \* Blinking patterns differ depending on the situation as shown in the table below.

 Indicator is lit or blinking in any color or pattern

 Indicator is off

Editor Lite	Wi-Fi®	NFC	STATUS	Battery	Description
					Power on Initializing Low battery charge No battery charge Now cutting Now printing
					Cassette cover open
			 (Once every second)		Receiving data Transferring data
					Now cooling >> <a href="#">See below for more information</a>
			 (Once every 1.8 seconds)		Error No tape error Wrong tape error Non-compliant tape error Cover open error Communication error High temperature error Cutter error >> <a href="#">See below for more information</a>  WPS access point search error WPS access point connection error WPS security error WFD client search error WFD client connection error WFD security error >> <a href="#">See below for more information</a>
			 (Twice every 1.8 seconds)		Error Li-ion battery error Li-ion battery must be charged Communication error >> <a href="#">See below for more information</a>
					Error NFC error >> <a href="#">See below for more information</a>
			 (Once every 0.6 seconds)		System error Head rank error >> <a href="#">See below for more information</a>  Wireless LAN system error NFC system error >> <a href="#">See below for more information</a>
					In boot mode >> <a href="#">See below for more information</a>
					Now resetting
					Notification that wireless LAN connections are enabled when using batteries
					P-touch Editor can be used
					P-touch Editor Lite can be used
					

					Wireless LAN on, not connected
					Wireless LAN on, connected
					Now setting WPS
					WFD on, NFC reading enabled
					Reading completed when NFC is enabled
					Now setting WFD
					Rechargeable battery power: full Charging complete
					Charging
					Rechargeable battery power: half
					Rechargeable battery power: low
					Error Battery error Battery must be charged

## Indicator Warnings

### Head or motor 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, then resume printing after the print head has cooled down.

To avoid or delay the onset of this condition, print using a lighter density setting, reduce the amount of black areas being printed (for example, remove background shading and colors in graphs and presentation documents). Also, 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.



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.

### Error 1 has occurred.

- Is the correct cassette installed?  
Check that the correct type and size of tape is installed. For more information, see "[Which kind of tapes can I use?](#)"
- Is the cassette installed correctly?  
If not, remove the cassette, and then reinstall it. For more information, see "[How do I set a tape cassette?](#)"
- Is there enough tape remained?  
If not, install a new cassette.
- Is the cassette cover open?  
Check that the cassette cover is closed.
- If the error still occurs, check for the following:
  - An error is indicated if the printer fails to receive data.
  - An error is indicated if the print head temperature exceeds the specified temperature.
  - An error is indicated if the cutter blades do not work or are not in the original position.

In these cases, turn off the printer, and then turn it on again.

### Error 2 has occurred.

- After the specified length of time (120 seconds) has passed, either the access point could not be found or two or more access points were found.
- For the one-push configuration or PIN code configuration, two or more access points were found while WPS was starting.
- WEP or WPA is set for the access point encryption method.
- The received packet is incorrect.
- After the specified length of time (120 seconds) has passed, the client could not be found.
- Two or more devices connected using the one-push configuration or PIN code configuration were found.

In these cases, turn off the printer, and then turn it on again.

#### **Error 3 has occurred.**

- Does the rechargeable battery have a low charge (when using the optional rechargeable Li-ion battery)?  
Use the AC adapter.
- Has the rechargeable battery failed to recharge (when using the optional rechargeable Li-ion battery)?  
If the battery has not been recharged after a certain length of time, recharging has failed. Use the AC adapter.
- An error is indicated if the printer fails to receive data. Turn off the printer, and then turn it on again.

#### **Error 4 has occurred.**

- The tag information for the printer does not match the tag information for the device.  
Turn off the printer, and then turn it on again.

#### **Error 5 has occurred.**

- Turn off the printer, and then turn it on again. If the error still occurs, please contact Brother Customer Service.

#### **Error 6 has occurred.**

- The wireless module is not connected.
- A communication error has occurred between the wireless module and the printer.
- The NFC tag is not communicating.  
In these cases, turn off the printer, and then turn it on again.

#### **Printer is in boot mode**

If the power cord is unplugged or the rechargeable battery is removed, or the printer is turned off while the firmware is being updated, the printer may enter the boot mode. In this case, transfer the program again. If the problem still occurs, contact Brother Customer Service.













**Half cut labels are printed, although the "Half Cut" option is not selected.**

Due to the printer specifications, if you print labels which are less than 24.5mm wide, half cut labels are printed to prevent label jams. In these circumstances the "Half Cut" setting is ignored.

© 2001-2017 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

**Can I change the barcode protocol inside the templates? (iPrint&Label)**

No. Please select the barcode protocol from templates thumbnail.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

**Can I change the barcode settings like barocde size? (iPrint&Label)**

No. You can only edit the barcode data.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## How can I create a barcode label? (iPrint&Label)

Please perform the following actions:

1. Select [**Bar code**(XXmm)] at the top bar.
2. Select a template you want to use.
3. Tap the barcode object twice.
4. Input the barcode data, and then tap [**Done**].
5. Tap [**Save**].

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

### Can I create a label with time&date? (iPrint&Label)

You can do it when you use a template with time&date.

The following features are possible:

- Change time&date format
- Add/Subtract the time&date

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## Using the P-touch Utility (for Mac)

The P-touch Utility is available only with Mac (macOS 10.15 or earlier).

With this application, the printer's communication settings for Wireless Direct and device settings can be specified from your Mac.



- Before connecting the USB cable to the computer, check that the Editor Lite lamp is not lit. If the Editor Lite lamp is lit, press and hold down the Editor Lite button until the lamp goes off.
- Make sure that the AC adapter is connected to an AC power outlet.
- Make sure that the printer driver has been installed and is functional.
- Connect this printer to a computer with a USB cable.
- With this tool, settings cannot be specified using a wireless LAN connection.

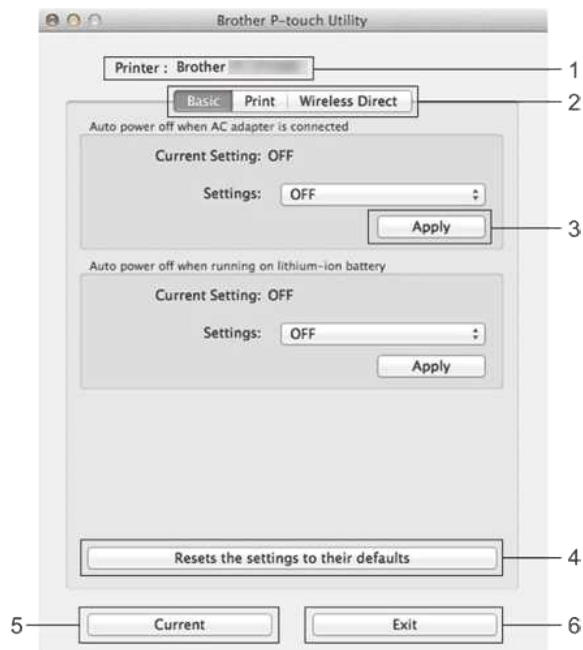
### 1. Starting the P-touch Utility

- Connect the printer to the computer.
- Click **Macintosh HD - Applications - Brother - P-touch Utilities - Brother P-touch Utility.app**.  
The **Brother P-touch Utility** window appears.

### 2. Using the P-touch Utility

- [Settings Dialog Box](#)
- [Basic Tab](#)
- [Print Tab](#)
- [Wireless Direct Tab](#)

#### Settings Dialog Box

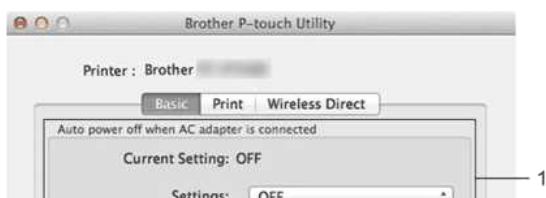


- Printer**  
Displays your printer's model name.
- Setting Tabs**  
Click the tab containing the settings to be specified or changed.
- Apply**  
Sends the setting for each item to the printer.
- Resets the settings to their defaults**  
Returns all printer settings to their factory defaults
- Current**  
Retrieves the settings from the currently connected printer and displays them in the dialog box.
- Exit**  
Exits the P-touch Utility.

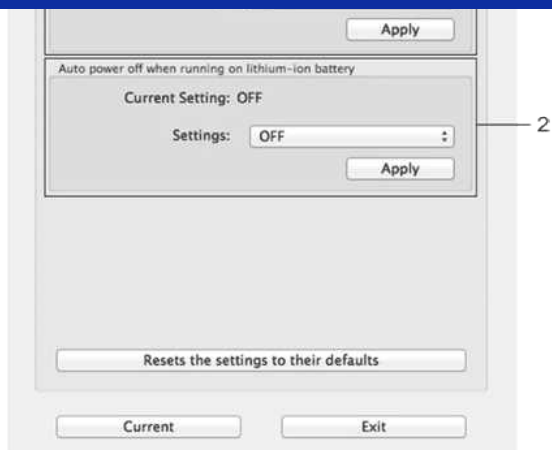


Settings are not applied to printers if the **Exit** button is clicked without clicking the **Apply** button for each item after changing settings.

#### Basic Tab







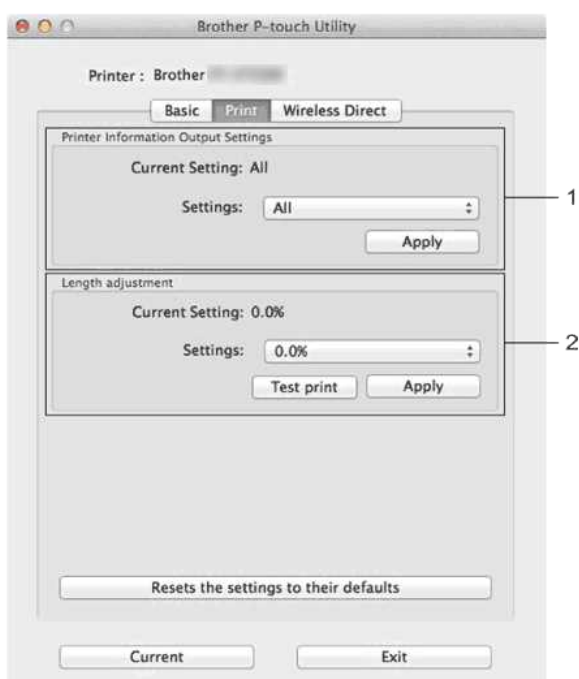
#### 1. Auto power off when AC adapter is connected

Specify the amount of time that passes before the printer turns off automatically.  
Available settings: **OFF**, 10/20/30/40/50 minutes, 1/2/4/8/12 hours

#### 2. Auto power off when running on lithium-ion battery

Specify the amount of time that passes before the printer turns off automatically.  
Available settings: **OFF**, 10/20/30/40/50/60 minutes

### Print Tab



#### 1. Printer Information Output Settings

Specifies the items that will be printed as the printer information.

Available settings:

**All:** Prints all of the information included in the usage log and device settings.

**Usage Log:** Prints the program version information, missing dot test pattern, printer usage history, and error history.

**Printer Settings:** Prints program version, device settings information, network settings information, PDL information.

#### 2. Length adjustment

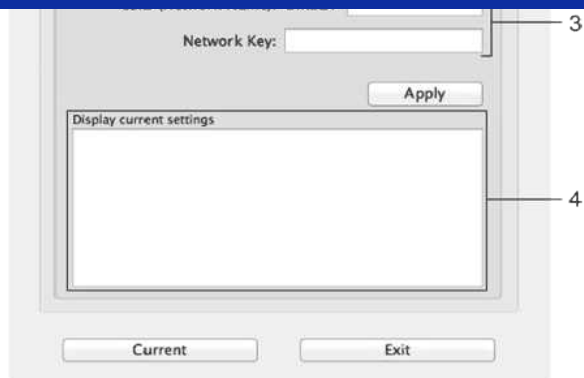
Adjusts the length of the printed label to correspond to the length of the label displayed on the computer.

Available settings: -3% to +3% (1% increments)

Click **Test print** to print a test label and check the length adjustment.

### Wireless Direct Tab



**1. Wireless Direct**

Turns the Wireless Direct function on or off.

Available settings: **ON**, **OFF**

**2. SSID/Network Key Generation**

Select **AUTO** or **STATIC**.

**3. SSID (Network Name)/Network Key**

Enter the SSID (3 to 25 ASCII characters) and the network key to be used in the Wireless Direct mode.

You can only specify a setting when **STATIC** is selected as **SSID/Network Key Generation**.

**4. Display current settings**

Displays the current settings for Wireless Direct. Click the **Current** button to update the displayed settings with the most recent information.

## How to uninstall P-touch Editor (P-touch Editor 5.x for Windows)

Please follow the instructions below:

### For Windows 11

1. Quit all applications.
2. Click **[Start Menu]** - **[All apps]** - **[Windows Tools]** - **[Control Panel]** - **[Programs]** - **[Programs and Features]**.
3. In the **Programs and Features** dialog box, choose **Brother P-touch Editor 5.x**, and click **[Uninstall]**.
4. Click **[Yes]**.

### For Windows 10 / Windows Server 2016 / Windows Server 2019

1. Quit all applications.
2. Click **[Start Menu]** - **([All apps] -)** **[Windows System]** - **[Control Panel]** - **[Programs]** - **[Programs and Features]**.
3. In the **Programs and Features** dialog box, choose **Brother P-touch Editor 5.x**, and click **[Uninstall]**.
4. Click **[Yes]**.

### For Windows 8 / Windows 8.1 / Windows Server 2012

1. Quit all applications.
2. Click **[Control Panel]** in **Apps** screen - **[Program]** - **[Programs and Features]**.
3. In the **Programs and Features** dialog box, choose **Brother P-touch Editor 5.x**, and click **[Uninstall]**.
4. Click **[OK]**.

### For Windows Vista / Windows 7 / Windows Server 2008/2008 R2

1. Quit all applications.
2. From **[Control Panel]**, go to **[Programs]** and open **[Programs and Features]**.
3. In the **Uninstall or change a program** dialog box, choose **Brother P-touch Editor 5.x**, and click **[Uninstall]**.
4. Click **[OK]**.



Administrator privileges are required for the uninstallation operation.

## Related FAQs

- ▶ [How do I uninstall the printer driver?](#)

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.







**P-touch Editor sometimes crashes. (For Office 2013 or 2016 users)**

If you update Office to the 2013 or 2016 version with the "Add-in" setting on, P-touch Editor sometimes crashes.  
Please update P-touch Editor to the latest version from the [Downloads](#) section of this website.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

**The printed label contains blank horizontal lines.**

A blank horizontal line or poor-quality characters on printed labels generally indicate that the print head is dirty. Clean the print head using a cotton swab or optional print head cleaning cassette (TZ-CL4).



Do not touch the print head directly with your bare hands.

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.



**When I search for devices using Mobile Cable Label Tool, Brother iPrint&Label or Mac, the printer cannot be detected.**

You need to update to the latest firmware.

When you update the firmware from a mobile device using Mobile Transfer Express (Mobile Application), use infrastructure mode, not Wireless Direct.

We recommend updating the firmware using a computer by connecting a USB cable to the printer.

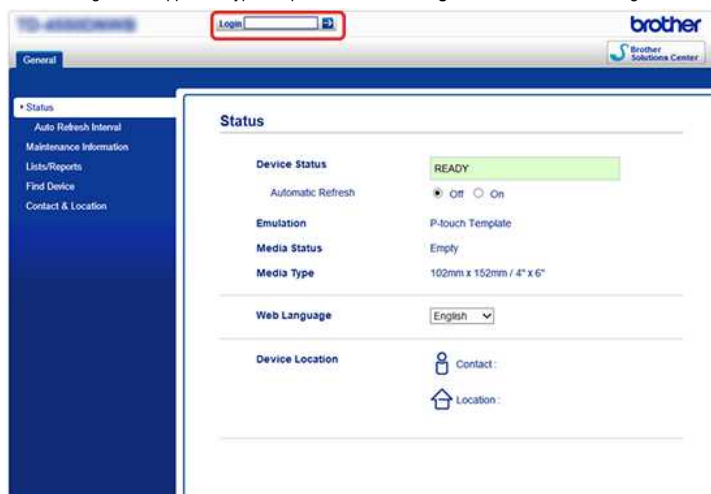
© 2001-2018 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

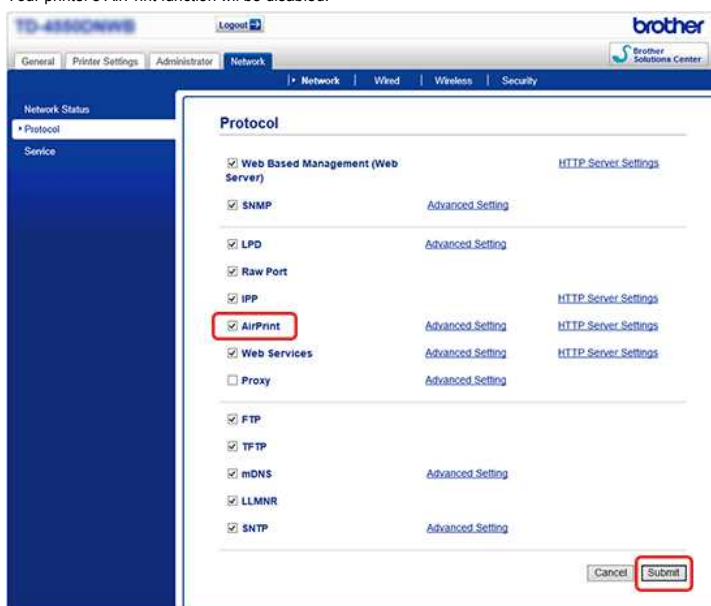
## How do I disable broadcasting the printer to AirPrint-compatible devices?

You can disable AirPrint by using a Web browser.

1. Type "http://xxxxx" into your web browser's address bar. (xxxxx is the IP address of your printer.) Refer to "[Using Web Based Management](#)".
2. The following screen appears. Type the password into the **Login** box and then click the right arrow button to log in.



3. Open **[Network] - [Protocol]** and uncheck **AirPrint**, and then click **[Submit]**. Your printer's AirPrint function will be disabled.

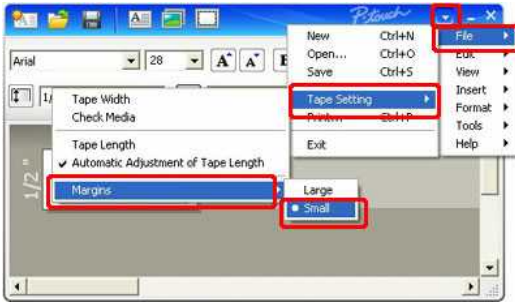


## Is there a way to eliminate the tape that is cut off before each label? (P-touch Editor Lite)

Due to the construction of the tape mechanism, there is no way to print without the excess tape before the first label. However, when you print more than one label continuously, the subsequent labels can be printed without the excess tape.

The following methods are useful for reducing tape use:


- Minimizing the tape margin. (PT-1230PC / PT-2430PC / PT-P700 / PT-P750W)
- Using the "Print Option" to print multiple copies of the label.
  - Setting the tape margin to "Cut Mark". (PT-1230PC only)
  - Setting the tape margin to "Auto Cut". (PT-2430PC / PT-P700 / PT-P750W only)
  - Setting the tape margin to "Half Cut". (PT-P750W only)
  - Setting the tape margin to "Chain Printing". (PT-2430PC / PT-P700 / PT-P750W only)
- Minimizing the tape margin. (PT-1230PC / PT-2430PC / PT-P700 / PT-P750W)
  1. Click the menu button to display the menu.

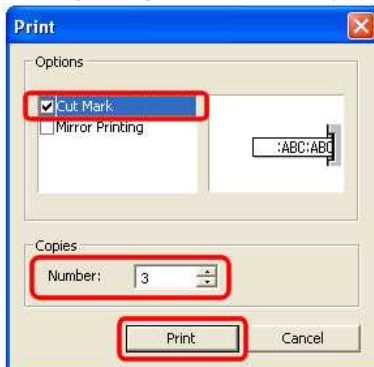


2. Select the [File] - [Tape Setting] - [Margins] - [Small].
3. Click the [Print] button.

- Using the "Print Option" to print multiple copies of the label.
  - Setting the tape margin to "Cut Mark". (PT-1230PC only)




1. Click  to print with options.
2. Select the [Cut Mark] and set the number of copies.

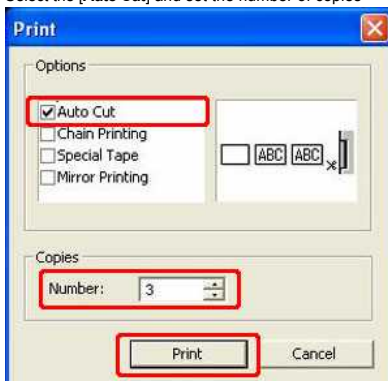


3. Click the [Print] button.

- Setting the tape margin to "Auto Cut". (PT-2430PC / PT-P700 / PT-P750W only)

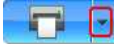



1. Click  to print with options.
2. Select the [Auto Cut] and set the number of copies

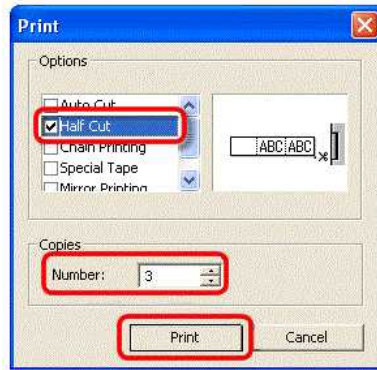


3. Click the [Print] button.

## ◦ Setting the tape margin to "Half Cut". (PT-P750W only)




1. Click  to print with options.
2. Select the [**Half Cut**] and set the number of copies.

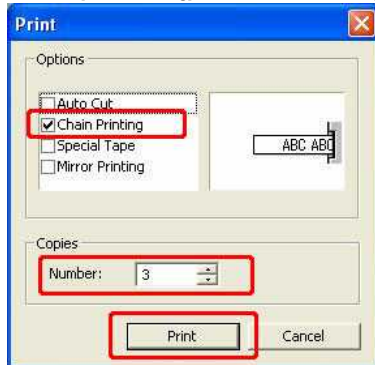


3. Click the [**Print**] button.

## ◦ Setting the tape margin to "Chain Printing". (PT-2430PC / PT-P700 / PT-P750W only)



1. Click  to print with options.
2. Select the [**Chain Printing**] and set the number of copies .



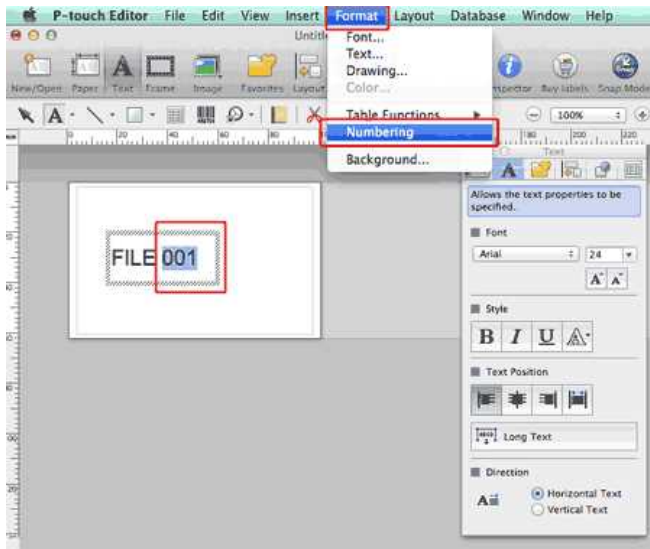
3. Click the [**Print**] button.



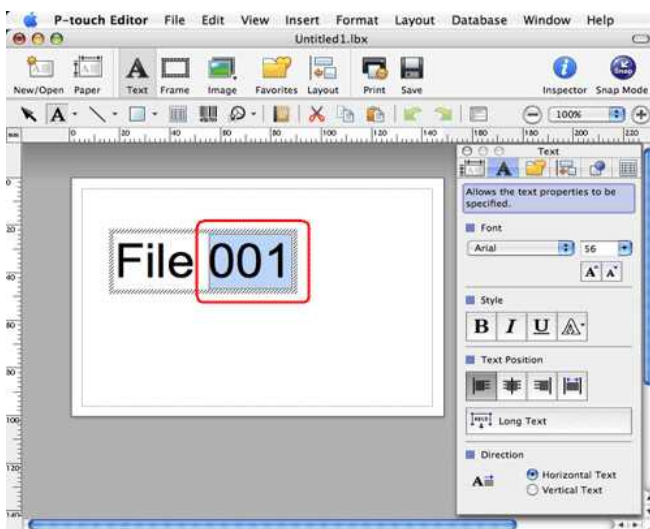
## How can I use the Sequential Numbering function? (P-touch Editor 5.1 for Mac)

To use Sequential Numbering function:

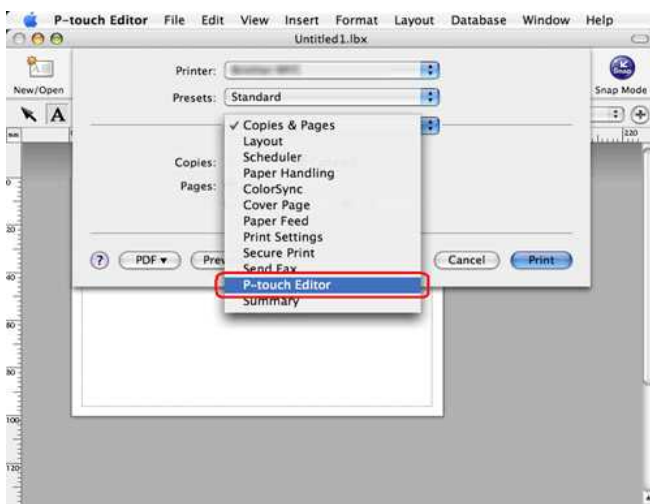
1. Start up P-touch Editor.
2. Type the text.
3. Highlight the number that you want to increase.
4. Click on [Format] - [Numbering].



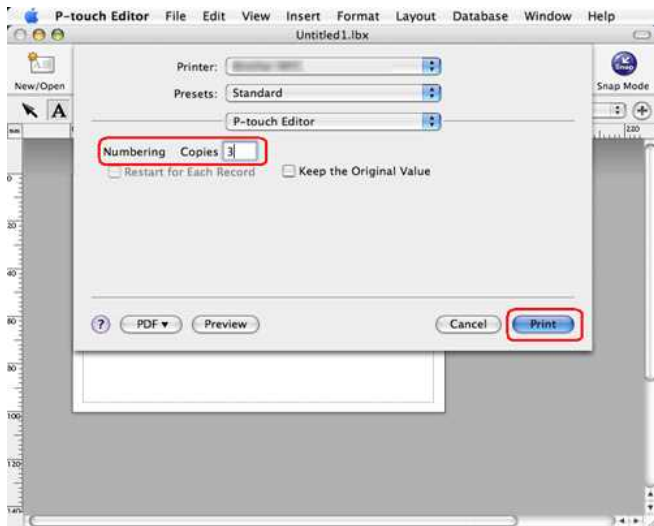
The numbers you highlighted will be enclosed in a square.



5. Click **Print** to open the print dialog box.
6. Select "P-touch Editor" from the pull-down menu.



Type in the number of labels to be printed while increasing the values in the Numbering field.



7. Click the print button. Now the labels will be printed with the sequential numbers.





## When I try to load data from a CSV file into P-touch Editor for Mac, the characters in the data become garbled.

This problem will be solved if you use the latest version of P-touch Editor (Version 5.1.105 or later).  
Download and install the latest version of P-touch Editor from the [\[Downloads\]](#) section.

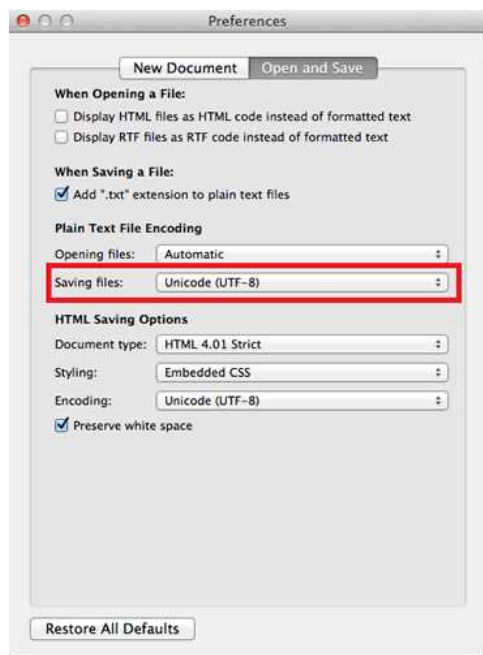
If the issue is not resolved or you will use an older version, refer to the following:  
Change the encoding of the file to UTF-8 in the text editor that you are using.



The procedure varies between different text editors.

How to change file encoding in TextEdit:

1. Open TextEdit.
2. Click **[TextEdit] > [Preferences]** in the menu bar.
3. Click the **[Open and Save]** tab.
4. Select **"Unicode (UTF-8)"** from the drop-down list in **"Plain Text File Encoding" > "Saving Files"**.



5. Close the **Preferences** window.
6. Open the CSV file again, and then save it.





## I cannot save a file downloaded from the Brother support website (For Windows)

The download process varies depending on your browser. Follow the steps below to download the file.

1. Download a file.  
([Google Chrome™](#))  
([Microsoft Edge](#))

### Google Chrome™

- a. Downloads will start automatically.



- b. After the download has completed, click [x].



### Microsoft Edge

- a. Downloads will start automatically.



- b. After the download has completed, click [x].



When you get a warning message such as "[file name] was blocked because this type of file can harm your device.", we recommend using other browsers (Google Chrome, etc.), or follow the steps below.

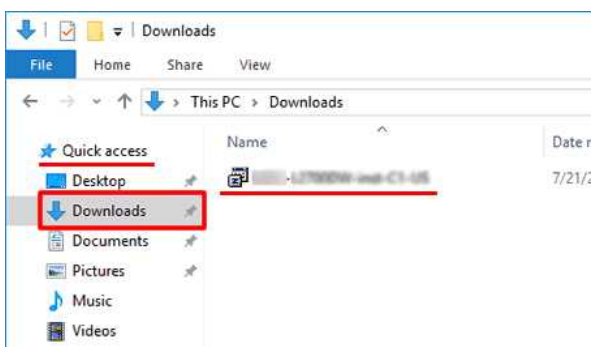
1. Move the cursor onto the warning message and click [...], and then click [Keep].
2. Click the folder icon to confirm the downloaded file is stored.

2. The downloaded files will be saved in the [Downloads] folder by default.

- a. Click [File Explorer].



- b. Open the [Downloads] folder from [Quick access].



- c. Run the downloaded file and follow the installation procedure.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.





## Why does this app ask me to allow the access to "Device internal storage", "Camera" or "Contacts"?

To use the following features of the application, you must turn on the relevant setting in your mobile device as follows:

- **Device internal storage:** Access is required when you use "Simple Label" and "Template" mode.
- **Camera:** Access is required when you use "Photo" mode and want to include an image on the label.
- **Contacts:** Access is required when you want to include contact information on templates.

© 2001-2018 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

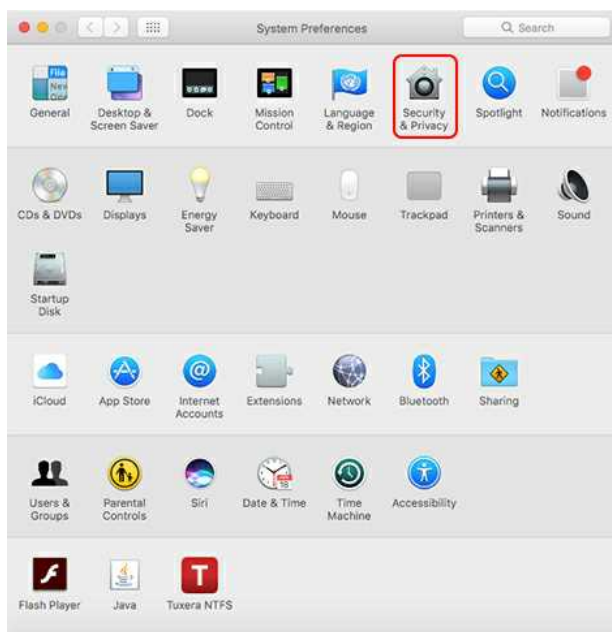




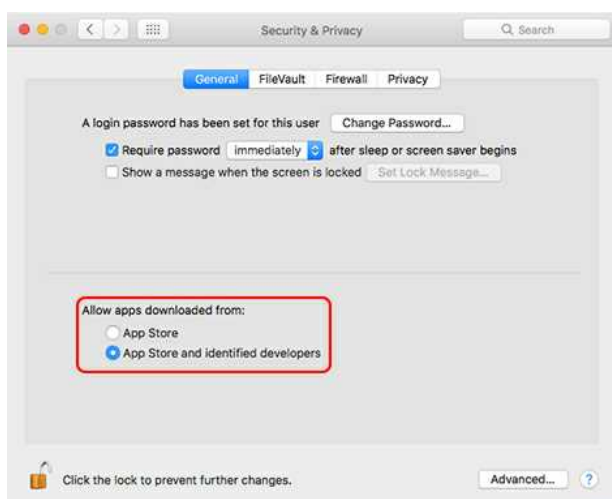
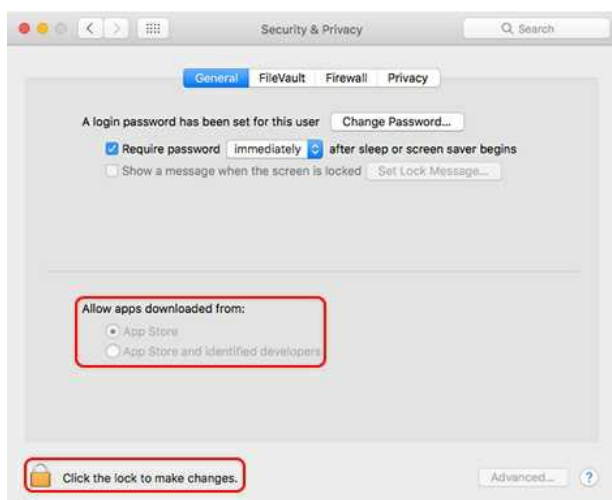
## I cannot install the "Full Software Package" displayed in "Drivers&Editor Tool" on macOS 10.13/ 10.12.

Check the following requirements:

1. From the Apple menu, click [System Preferences] - [Security & Privacy].



2. Make sure that [App Store and identified developers] under [Allow apps downloaded from:] is selected. If it is not, select it after clicking [Click the lock to make changes.] If you select the [App Store] option, the installer may not work properly.



3. Retry downloading and installing the file.

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.





**I cannot select my printer in P-touch Editor. (P-touch Editor 5.x for Mac)**

The version of P-touch Editor you can use varies depending on your model.  
This issue happens if you are not using the correct version for your model.  
Download and install the latest P-touch Editor from the [\[Downloads\]](#) section in your model's page.

© 2001-2020 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## How do I connect the printer to my computer using a USB cable?

Use the following procedure to print using a USB cable.

[For Windows](#)

[For Mac](#)

### For Windows:

1. Check that the printer is turned off.
2. Connect the USB cable to the USB Port on the back of the printer and to your computer, and turn on the printer.
3. Download and install the Printer Driver and P-touch Editor from the [\[Downloads\]](#) section of this website.
4. Start the Printer Driver installer or Software/Document Installer.
5. Select **[Local Connection (USB)]** for the connection type, and then follow the installer instructions to complete the installation.
6. After installing the Printer Driver, install P-touch Editor. Then, start P-touch Editor to create and print labels.

### For Mac:

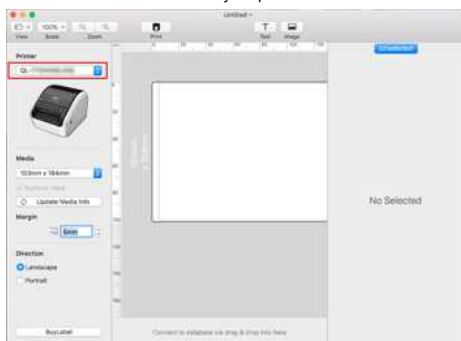
[> Printing from P-touch Editor \(if available for your model\)](#)

[> Printing using AirPrint](#)

[> Printing from CUPS Driver](#)

### Printing from P-touch Editor (if available for your model)

1. Download and install P-touch Editor from the [\[Downloads\]](#) section of this website.
2. Connect the USB cable to the USB Port on the back of the printer and to your computer, and turn on the printer.
3. Start P-touch Editor and select your printer.

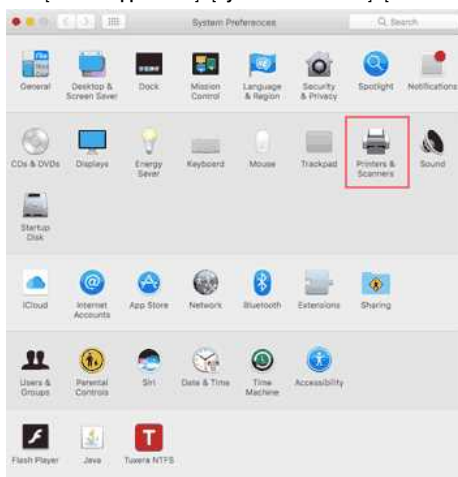


4. Create and print labels.

### Printing using AirPrint

The following procedure uses QL-1110NWB as an example. Please replace it with your model.

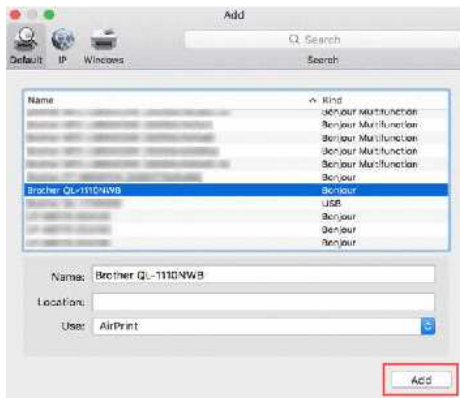
1. Connect the USB cable to the USB Port on the back of the printer, and then to your computer.
2. Click **[Choose Apple Menu] - [System Preferences] - [Print & Scan / Printers & Scanners]**.



3. Click **[+]** button.



4. Select your model, and click **[Add]** button.



5. Select your model in your application to print.

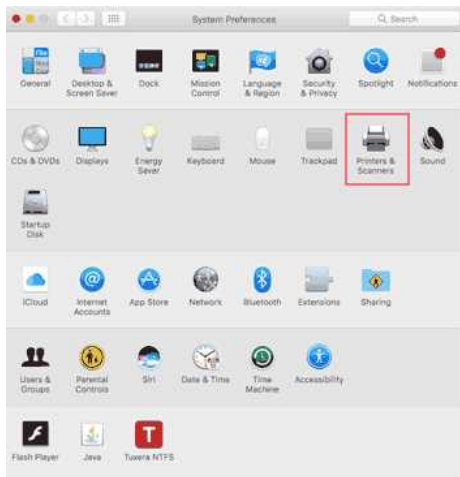
**Printing from CUPS driver**



- Do not connect the printer to your computer via the USB cable until you have installed the printer driver.
- On macOS 11 or later, only some models support the CUPS driver.

The following procedure uses QL-1100 as an example. Please replace it with your model.

1. Download the Printer Driver from the [\[Downloads\]](#) section of this website, double-click the file, and then follow the on-screen instructions.
2. When instructed, connect the USB cable to the USB port on the back of the printer, and then to your computer.
3. After the installation is finished, click **[Choose Apple Menu]** - **[System Preferences]** - **[Print & Scan / Printers & Scanners]**.



4. Click **[+]**.

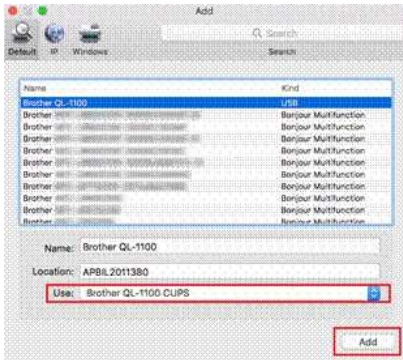


5. Click the **[Default]** icon, and select your model from the **[Name]** list.





6. Make sure that the [your model + CUPS] is selected in the [Use] list, and click the [Add] button.



7. Adding the printer is complete. Select your model in your application to print.



© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.



## How can I print from a computer via a wireless network? (Wireless Direct mode)

Set up the wireless connection while installing the printer driver:

✓ [For Windows](#)

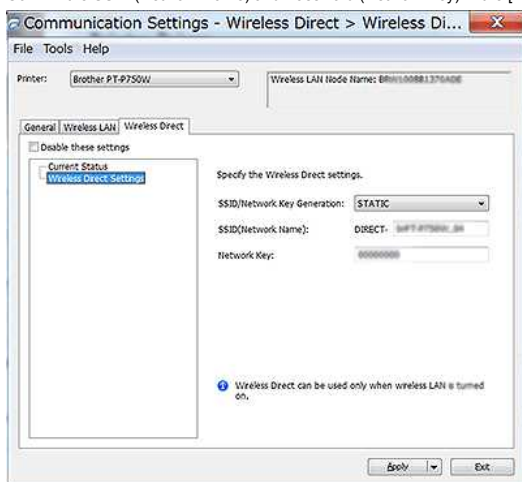
✓ [For Mac \(macOS 10.15 or earlier\)](#)

### For Windows:

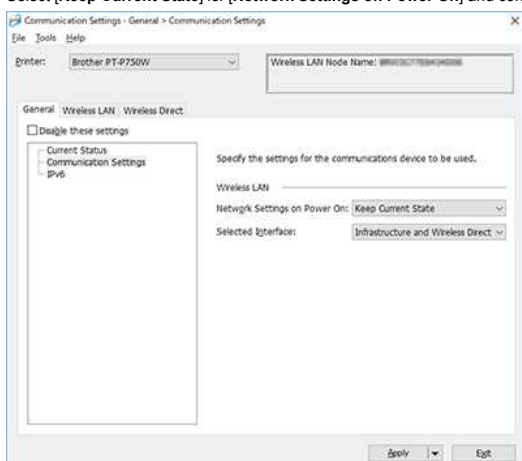
1. Download the **Software/Document Installer** from the [\[Downloads\]](#) section of this website. The installer allows you to install the printer driver and additional software, such as P-touch Editor and the Printer Setting Tool.
2. Double-click the downloaded file to begin the installation.
3. In the **[Connection Type]** dialog box, select **[Local Connection (USB)]**. Click **[Next]**, and then follow the on-screen instructions.



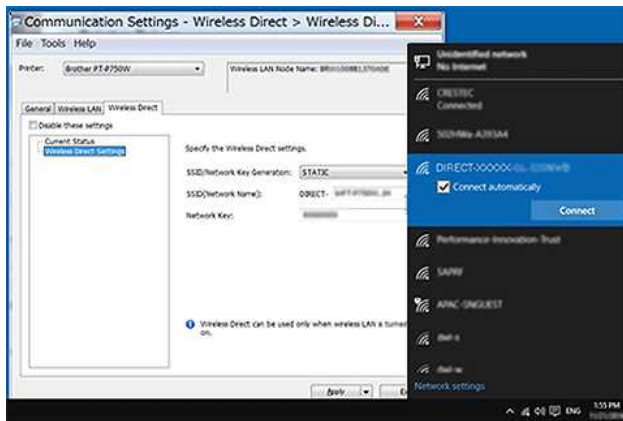
4. When the installation is finished, press and hold the printer's Wireless Mode button for one second to turn on the wireless mode. When the Wi-Fi LED is lit, release the Wireless Mode button.
5. Start the Printer Setting Tool on your computer, and then click the **[Communication Settings]** button. For more information about the Printer Setting Tool, see "[Using the Printer Setting Tool \(for Windows\)](#)".
6. Confirm the SSID (Network Name) and Password (Network Key) in the **[Wireless Direct]** tab.



7. Select **[Keep Current State]** for **[Network Settings on Power On]** and confirm that **[Infrastructure and Wireless Direct]** is selected for **[Selected Interface]** in **[Communication Settings]** in the **[General]** tab.



8. Connect your computer to the SSID you confirmed in step 6 and connect to the printer.

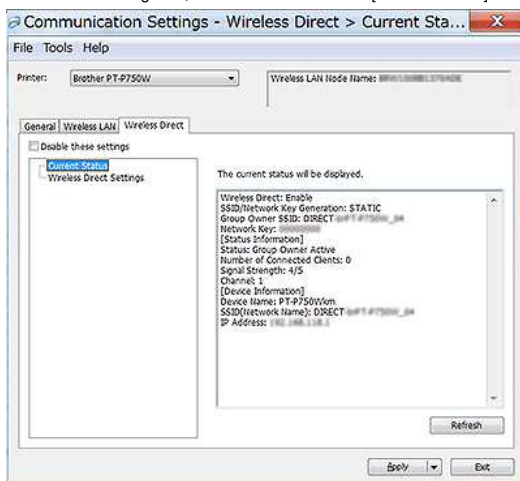


Wait until the connection is established.



- The printer's default SSID (Network Name) and password (Network Key):
  - SSID: "DIRECT-brPT-P750W\*\*\*\*\*" where "\*\*\*\*\*" is the last four digits of the product's serial number (you can find the serial number label by opening the cassette cover.)
  - Password: 00000000
- If you want to print the SSID and password, press the Wireless Mode button twice. (Use 0.94" (24 mm) tape.)
- While connected to the printer using Wireless Direct, your computer cannot connect to the Internet. To stay connected to the Internet while using the printer, connect the printer using the wired connection.
- For Windows 10 or later, check **[Connect automatically]**.

9. In the Printer Setting Tool, confirm the IP address in **[Current Status]** in the **[Wireless Direct]** tab.



10. Open the **[Devices and Printers]** window. For more information, see "How to open the Devices and Printers window".

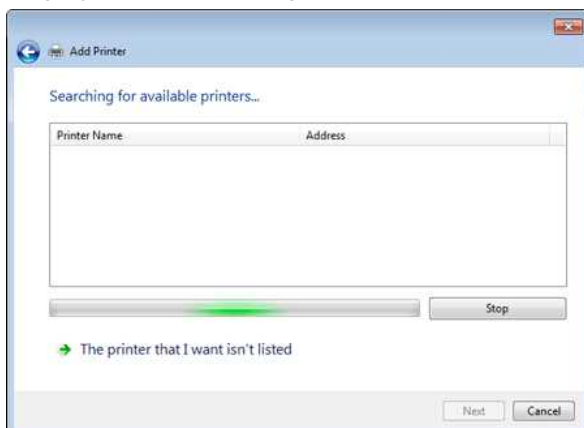
Windows 8 or later:

Click **[Add a printer]**, and then select **[The printer that I want isn't listed]**.

Windows 7:

Click **[Add a printer]**, and then select **[Add a network, wireless or Bluetooth printer]**.

Click **[The printer that I want isn't listed]**.



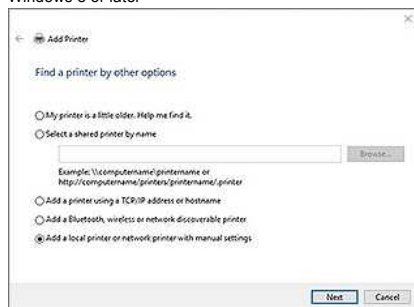
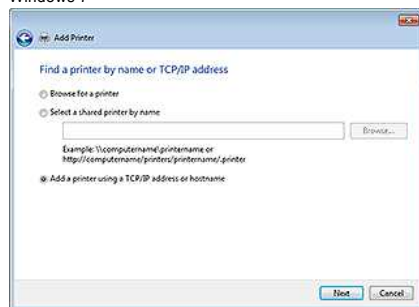
11. Windows 8 or later:

In the **[Find a printer by other options]** dialog box, select **[Add a local printer or network printer with manual settings]**, and then click **[Next]**.

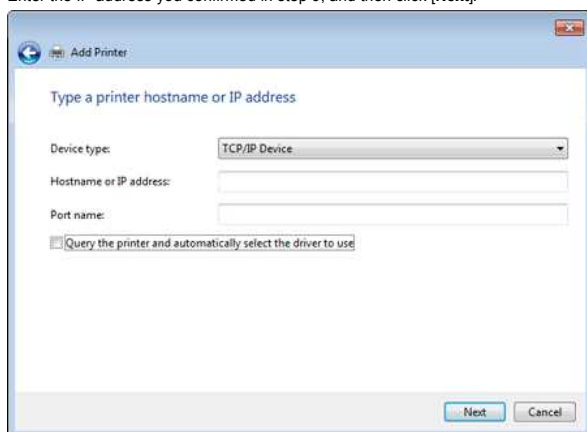
When **[Choose a printer port]** dialog box is displayed, select **[Create a new port:] - [Standard TCP/IP Port]** in **[Type of Port]**, and then click **[Next]**.

**Windows 7:**

In the **[Find a printer by name or TCP/IP address]** dialog box, select **[Add a printer using a TCP/IP address or hostname]**, and then click **[Next]**.

**Windows 8 or later****Windows 7**

12. Enter the IP address you confirmed in step 9, and then click **[Next]**.



13. When the **[Which version of the driver do you want to use?]** dialog box appears, select **[Use the driver that is currently installed (recommended)]**, and then click **[Next]**.

14. Confirm the printer name, and then click **[Next]**. You have finished connecting your computer to the printer.

15. Open the **[Devices and Printers]** window again, right-click your printer's icon, and then click **[Printer Properties]**.

16. In the **[Ports]** tab, confirm that:

- The printer's IP address is the same as the address you confirmed in step 8.
- The **[Standard TCP/IP Port]** option is selected (not the WSD port).

Click **[Apply]**.

17. Make sure that the Editor Lite LED is off. Start the P-touch Editor and select the printer from the list.

18. You can now edit and print labels wirelessly from your computer.

### For Mac (macOS 10.15 or earlier):

- Download the **Full Software Package** from the **[Downloads]** section of this website.
- Double-click the downloaded file, and then start the installer from **[Start Here OSX]**.
- In the **[Connection Type]** dialog box, select **[Local Connection (USB)]** and follow the on-screen instructions.



- When the installation is finished, press and hold the printer's Wireless Mode button for one second to turn on the wireless mode. When the Wi-Fi LED is lit, release the Wireless Mode button.



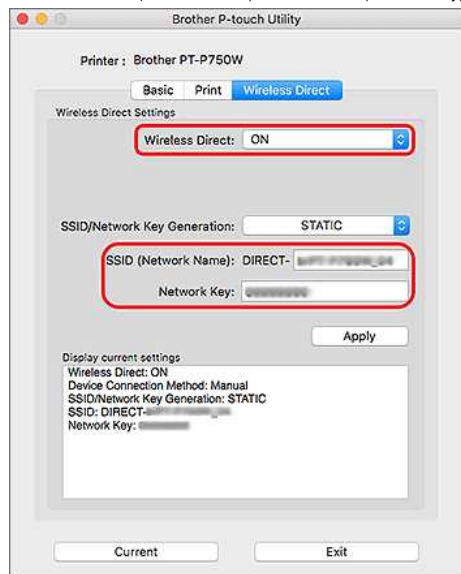
Make sure that the P-touch Utility is installed on your computer. If it is not, download it from the **[Downloads]** section of this website.

5. Connect the printer and computer with a USB cable, and start the P-touch Utility.

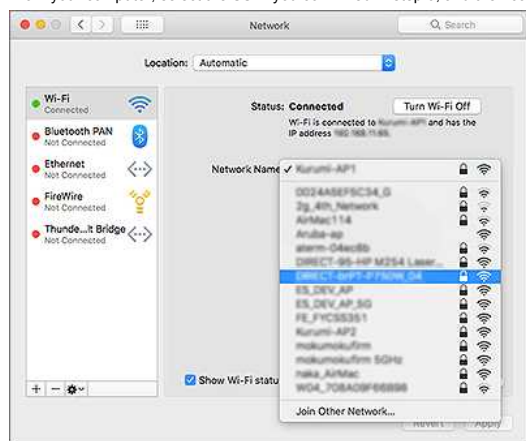
For more information, see "Using the P-touch Utility (for Mac OS X)".

6. In the **[Wireless Direct]** tab, set **[Wireless Direct]** to **[ON]**.

Confirm the SSID (Network Name) and Password (Network Key).



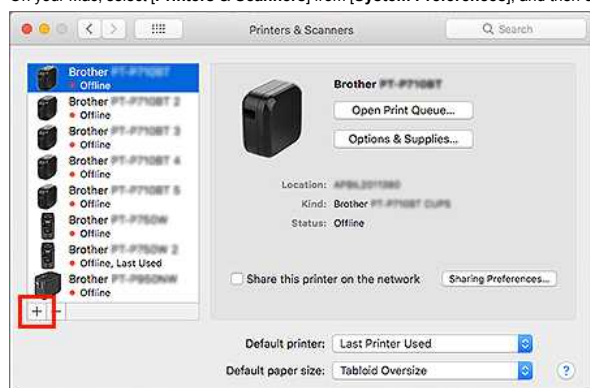
7. From your computer, select the SSID you confirmed in step 6, and then connect to the printer.



- The printer's default SSID (Network Name) and password (Network Key):
  - SSID: "DIRECT-brPT-P750W\*\*\*\*\*" where "\*\*\*\*\*" is the last four digits of the product's serial number (you can find the serial number label by opening the cassette cover.)
  - Password: 00000000
- If you changed the password using the Communication Settings, you must enter it after selecting the printer.
- If you want to print the SSID and password, press the Wireless Mode button twice (use 0.94" (24 mm) tape.)

8. When you are prompted to enter a password, enter the Password (Network Key) you confirmed in step 6. Wait until the connection is established.

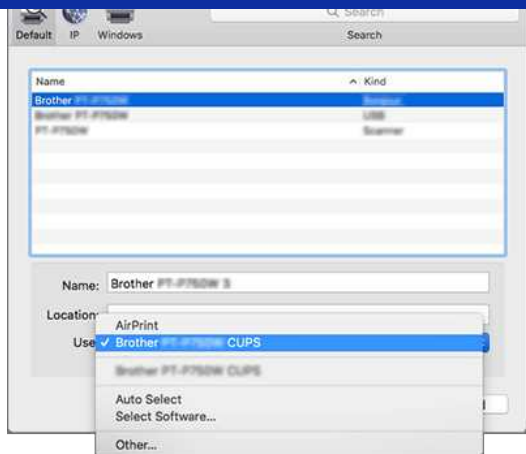
9. On your Mac, select **[Printers & Scanners]** from **[System Preferences]**, and then click the **[+]** button. Click **[Add Printer or Scanner]**.



10. Select the printer you want to use from the list.

Select the item with "CUPS" next to the model name in the **[Use]** list.





11. Click the **[Add]** button.
12. Disconnect the USB cable.
13. Confirm that the Editor Lite LED is off. Start the P-touch Editor and select the printer from the list.
14. You can now edit and print labels wirelessly from your computer.

## How can I print wirelessly from a computer in Ad-hoc mode?



Not all computers, mobile devices, and operating systems, may support Ad-hoc mode.

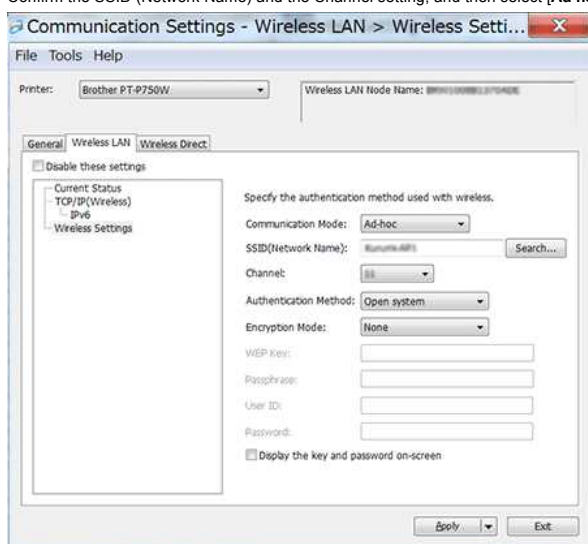
- ✓ For Windows
- ✓ For Mac

### Windows

1. Download the **Software/Document Installer** from the [\[Downloads\]](#) section of this website. The installer allows you to install the printer driver and additional software, such as P-touch Editor and the Printer Setting Tool.
2. Double-click the downloaded file to begin the installation.
3. In the **[Connection Type]** dialog box, select **[Local Connection (USB)]** and follow the on-screen instructions.



4. When the installation is finished, press and hold the printer's Wireless Mode button until the Wi-Fi® LED is lit.
5. Start the Printer Setting Tool on your computer, and then click the **[Communication Settings]** button. For more information about the Printer Setting Tool, see ["Using the Printer Setting Tool \(for Windows\)"](#).
6. Confirm the SSID (Network Name) and the Channel setting, and then select **[Ad-hoc]** for **[Communication Mode]** in **[Wireless Settings]** in the **[Wireless LAN]** tab.



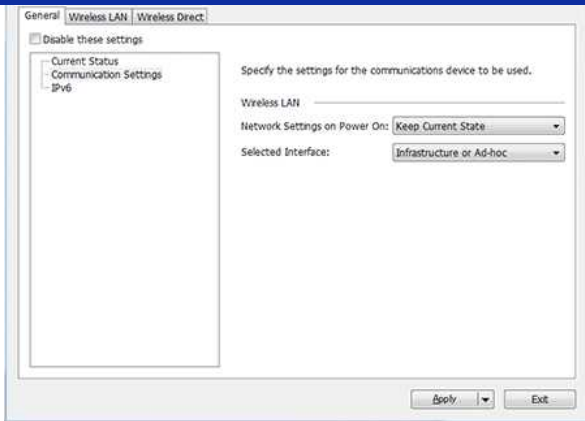
7. Select **[Infrastructure or Ad-hoc]** for **[Selected Interface]** in **[Communication Settings]** in the **[General]** tab. Make sure that **[Keep Current State]** is selected in **[Network Settings on Power ON]** in the **[General]** tab.



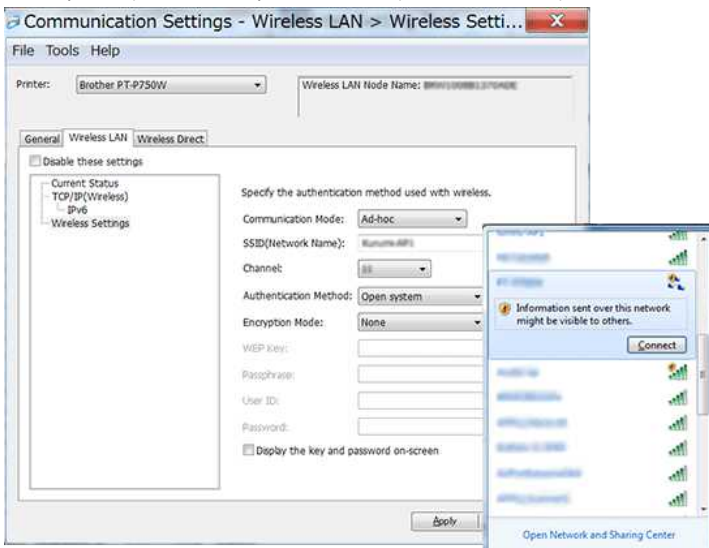
- If you want the printer to automatically connect to a wireless network, select **[On by Default]** for **[Network Settings on Power ON]** in the **[General]** tab.
- If you do not want the IP address to change each time, click the **[Wireless LAN]** tab in the Printer Setting Tool. Select **[STATIC]** for **[Boot Method]** in **[TCP/IP(Wireless)]**, and then enter the information for **[IP Address]** and **[Subnet Mask]**.







8. Connect your computer to the SSID you confirmed in step 6 and connect to the printer.



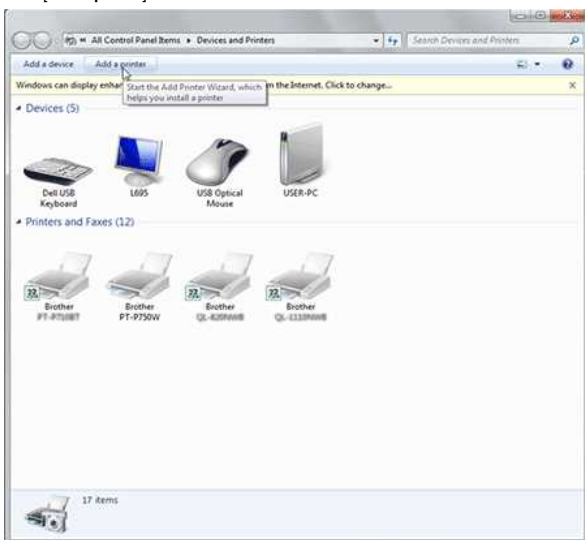
Wait until the connection is established.

 The default SSID is "SETUP".

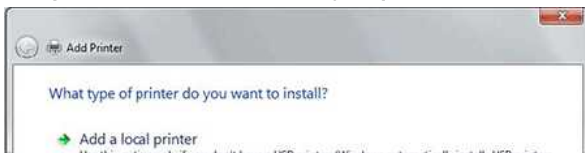
9. Disconnect the USB cable.

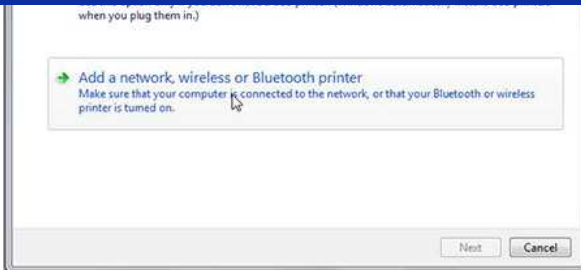
10. Open the **[Devices and Printers]** window. For more information, see "[How to open the Devices and Printers window](#)".

11. Click **[Add a printer]**.

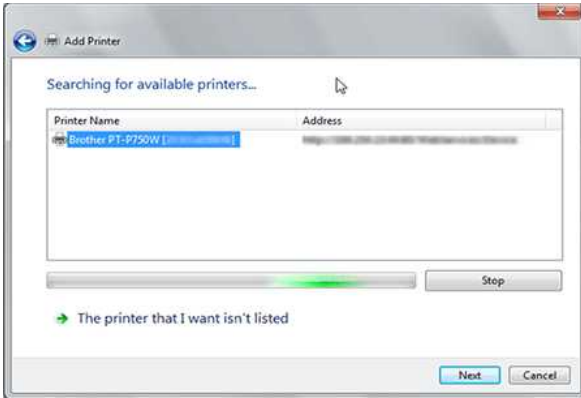


12. Select **[Add a network, wireless or Bluetooth printer]**.





13. Confirm the printer you connected with Ad-hoc mode in step 8 is selected, and then click **[Next]**. Check the displayed settings and then click **[Next]** to add the printer.



14. Confirm that the Editor Lite LED is off. Start the P-touch Editor and select the printer from the drop-down list.
15. You can now edit and print labels wirelessly from your computer.

[\[ ▲ Back To Top \]](#)

## Mac

- Download the **Full Software Package** from the [\[Downloads\]](#) section of this website, double-click the file, and then start the installer from **[Start Here Mac]**.
- In the **[Connection Type]** dialog box, select **[Local Connection (USB)]** and follow the on-screen instructions.



- When the **[Wireless Device Setup]** dialog box is displayed, select **[Yes, I have a USB cable to use for installation.]**.



If this dialog box does not appear, start the **[Wireless Device Setup Wizard]** from the **[Utilities]** folder.

4. In the **[Available Wireless Networks]** dialog box, click **[Advanced]**.



5. In the **[Wireless Network Name]** dialog box, enter a new name for **[Name(SSID)]**, select the **[This is an Ad-hoc network and there is no access point.]** check box, and then click **[Next]**.



6. Follow the on-screen instructions to complete configuring the connection.
7. Disconnect the USB cable.
8. Confirm that the Editor Lite LED is off. Start the P-touch Editor and select the printer from the list.
9. You can now edit and print labels wirelessly from your computer.

[\[ ▲ Back To Top \]](#)

## How can I minimize the margin from the start or end of the label when printing? (iPrint&Label)

You can minimize the tape margin by turning the [Chain Printing] setting ON on the editing screen of iPrint&Label.  
(It is effective for printing multiple labels.)

The procedure is as follows.

1. Edit the labels using iPrint&Label.
2. Tap **[PRINT]**.
3. Swipe the toggle button for **[Chain Printing]** under **[Cut Options]** to turn it ON.  
If there is **[Auto Cut]**, turn it OFF.
4. Tap the **[PRINT]** button.



To prevent the tape from being cut in the middle of the text, be sure to feed the tape before you cut it.

For more information, see the FAQ: "[The printer stops while printing, or the tape is cut in the middle of the text. \(P-touch Design&Print / Design&Print 2\)](#)"



## How can I print wirelessly after installing the printer driver? (for macOS 10.15 or earlier)

Set up the wireless connection using the Wireless Device Setup Wizard:

1. Turn on the printer.



To connect your printer to a wireless network, you must use the supplied AC adapter or Li-ion battery. If your Brother printer is powered by alkaline or Ni-MH batteries, you cannot connect it to a wireless network.

2. Make sure the printer's Wi-Fi® function is ON.
3. Prepare the SSID (Network Name) and the password (Network Key) of your wireless router/access point.
4. Download the **[Full Software Package]** from the [\[Downloads\]](#) section of this website.
5. Double-click the downloaded file.
6. Depending on the model, the installer may display the Utilities icon. Do one of the following:



7. Click the **[Wireless Device Setup Wizard]** icon, and follow the on-screen instructions.



We recommend using a USB cable to complete the setup.



## The printer stops while printing, or the tape is cut in the middle of the text.

When the printer stops while printing, or the tape is cut in the middle of the text, perform the following steps to feed the tape.

1. Confirm that the printer is ON.
2. Press the **[Feed&Cut]** button. The tape feeds automatically.



The following settings in the applications can prevent the printer from stopping while printing.  
(If you want to reduce margin to the minimum, perform the steps above without doing the settings below.)

**For Brother iPrint&Label:**

Tap **[Print]** and then turn **[Chain Printing]** in the Cut Option OFF.

**For P-touch Editor / P-touch Editor Lite:**

Click **[Print]** and then uncheck **[Chain Printing]** in the Option.






## Installing a CA certificate

You can install a CA certificate into your printer using the following method.

### Installing a CA certificate using EWS (Embedded Web Server)

1. Make sure the printer and your computer are connected via Wi-Fi®.
2. Start your web browser.
3. Type "http://machine's IP address/" in the browser's address bar (where "machine's IP address" is the machine's IP address).  
E.g. http://192.168.1.2/
4. Enter the password, and then press  (Right arrow button).



You may be asked for the default login password depending on your model.  
The default login password is preceded by "Pwd" and located either on the bottom of the printer or in the battery or media compartment.

For more information, see [IMPORTANT – Network Security Notice: Default Login Password Change] on the [Manuals] page.

5. Click **Network**.
6. Click **Security**.
7. Click **CA Certificate**.




8. Click **Import CA Certificate**.
9. Select the CA certificate you want to install and import.



Setting a password:

We recommend changing a login password to prevent unauthorized access to EWS.

1. Click **Administrator**.
2. Type the password you want to use (up to 32 characters).
3. Re-type the password in the **Confirm new password** box.
4. Click **Submit**.

The next time you access EWS, enter a password in the Login box, and then click .

After configuring the settings, logout by clicking .

You can also set a password by clicking **Please configure the password**. on the printer's web page if you are not setting a login password.

**P-touch Editor displays “There is no printer driver installed with this application.” (for Windows 10)**

If you receive this error, your printer may have been incorrectly detected by your computer. Do the following:

1. Click the **Start Menu > (All apps) > Windows System > Control Panel > Hardware and Sound > Devices and Printers**.
2. Check if your printer is listed as an unspecified device.



If the printer is not listed in **Devices and Printers**, make sure that :

- The printer is turned on.
- The printer is connected to the computer via USB.

3. Right-click the printer listed as an unspecified device, and then click **Remove device**.



4. Make sure the USB cable is connected to the computer and the printer.
5. Turn the printer off and then on. The computer should be able to correctly detect the printer.



If the printer has not been detected, disconnect the USB cable, and then connect it again.

**I get the message "OneDrive could not be accessed" and cannot open or save any files. (P-touch Editor 5.1/5.2 for Windows)****For P-touch Editor 5.2:**

Update your P-touch Editor to the latest version (5.2.020 or higher).

**For P-touch Editor 5.1:**

Do the following:

**If you cannot open any files from [Open] - [OneDrive]:**

1. Start P-touch Editor and click **[Open]** - **[Computer]**.
2. Select **[OneDrive]** from **[Look in]** and choose the file you want to open.

**If you cannot save any files from [File] - [Save to Web]:**

1. Click **[File]** - **[Save]** or **[Save as]**.
2. Click **[OneDrive]**, and then click the **[Save]** button.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## I cannot use some buttons or functions in P-touch Editor or the printer driver. (For macOS 10.15.x)

If you switch to AirPrint when using the CUPS printer driver, some buttons or functions in P-touch Editor or the printer driver may not be available. To solve this problem, use the CUPS printer driver.

To choose the CUPS printer driver, perform the following steps:

1. Choose [Apple Menu] => [System Preferences] => [Print & Scan / Printers & Scanners].
2. Choose your Brother machine in the [Printers] section and check the printer driver in use. When the AirPrint printer driver is used, "Model name + AirPrint" is displayed for "Kind".



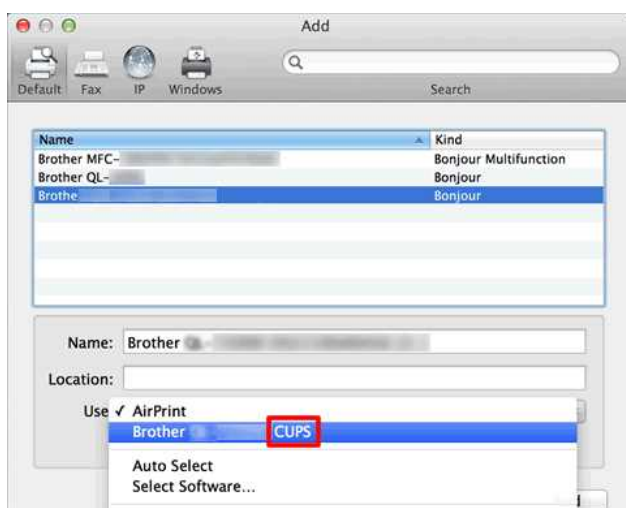
3. Click the [+] button.



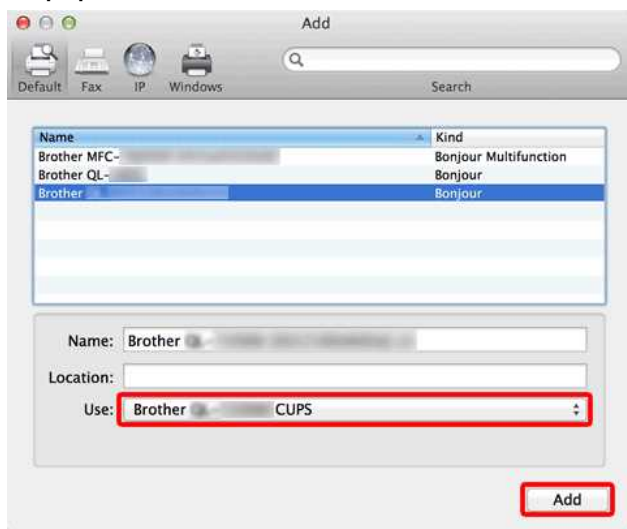
4. Click the [Default] icon at the top of the dialog box.
5. Choose your machine from the [Name] list.
6. Choose "[model name]+ CUPS" from the [Use] list.



If you cannot find "[model name]+ CUPS", the CUPS printer driver is not installed. Download and install the latest CUPS printer driver from the [Downloads](#) section.



7. Click **[Add]**.



8. The printer is now available in the **[Printers]** section.

9. Choose **[Quit System Preferences]** from the **[Apple Menu]**.



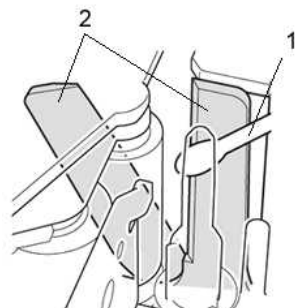
### The label does not cut well.

If the label does not cut well or tape is jammed in the cutter, tape adhesive may have built up on the cutter blades after repeated use. To correct this problem, the tape cutter must be cleaned.

#### Cleaning the tape cutter

Wipe the cutter blades using a dry cotton swab.

- Frequent cleaning is recommended.



1. Cotton swab
2. Cutter blades



Do not touch the cutter blades with your finger.



**I cannot use P-touch Editor Lite. (For macOS 10.15 or later)**

P-touch Editor Lite is not compatible with macOS 10.15 or later. You need to install the Printer Driver (available only for macOS 10.15) and P-touch Editor on your computer. For the information about the Printer Driver and P-touch Editor, go to the [\[Downloads\]](#) section of this website.

© 2001-2021 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

### Install BRAdmin Professional 3

> [Click here to download BRAdmin Professional 3.](#)

Once the download is complete, double-click on the downloaded file. Follow the on-screen instructions to complete the installation.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.



## Printing is not possible. (P-touch Editor5.3 for Mac)

Perform the following steps to solve the problem:

[STEP1: Check the connection between your printer and the computer](#)

[STEP2: Restart your printer and P-touch Editor](#)

### STEP 1: Check the connection between your printer and the computer

---

- i. **Make sure that the printer is turned on.**
- ii. **Make sure that both ends of the USB cable are correctly inserted into the computer and the printer.**
  - Try disconnecting and reconnecting the USB cable at both ends. Disconnect the printer and the computer and reconnect them.
  - Try another USB port if available.
  - If you are using a USB hub, remove it and connect the printer directly to the computer. Depending on the model of the USB Hub, the printer may not be correctly detected.
  - Use a USB cable no longer than 6 feet long (2 meters).
  - Try another USB cable if available.
  - If you are using a network model, make sure that you have not accidentally connected the USB cable to the LAN port instead of the USB port.
- iii. **Make sure that the Editor Lite mode is disabled.**

#### For PT-P750W / QL-700 / QL-1110NWB users

If the Editor Lite lamp is lit, press and hold down the Editor Lite button until the Editor Lite lamp turns off.

### STEP 2: Restart your printer and P-touch Editor

---

P-touch Editor may have become unstable and need to be restarted. After saving all data, try restarting P-touch Editor, and then turn the printer off. After restarting P-touch Editor, turn the printer back on again.







## How to create serialized labels (Pro Label Tool)



The screens may differ depending on your device.

Make sure you select the item from the **[Field]** drop-down list for each of the lines that you want to include on your printed label.

1. Tap **[Connect database/serialize]** in the edit screen, and then select **[New Data to serialize]**.



2. Select **[Enter data...serialize]** and type the number you like, and then tap **[Serialize]**.



3. Tap the **[Range]** box and specify the range you want.
4. Set the values you want in the **[Incremented by]** and **[Count]** fields, and then select "↓" in **[Output direction]**.

**Incremented by:** increase per count

**Count:** number of entries per series

For example, when setting **[Incremented by]** to "1" and **[Count]** to "4", the labels will be serialized as follows: P1 P2 P3 P4.



To serialize multiple selected ranges, select the **[Advanced serialize]** check box, and then specify the necessary items.

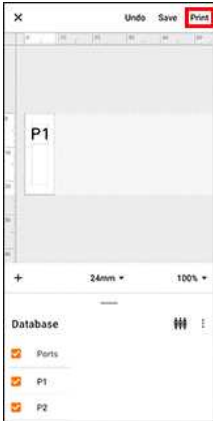
5. Tap **[DONE]**. The contents set in step 4 appear in the **[Database]** list.



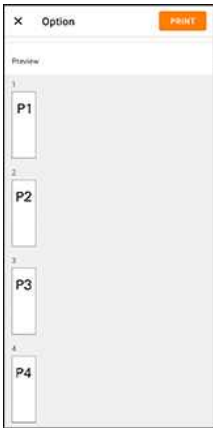




6. Pull down the **[Database]** area, and then tap **[Print]**.



7. Swipe up and check the preview.



8. Tap **[PRINT]**.

**Open LBX files created in P-touch Editor in Pro Label Tool**

1. Email the LBX files you created in P-touch Editor to your mobile device.
2. On your mobile device, select Pro Label Tool to open the received files.  
You can download Pro Label Tool from [here for Android™](#) or [for iOS](#).

Object restrictions in Pro Label Tool:

Object	Restriction
Text Bar code Cable Object	When editing files created using the database connection function, you must reconnect them in Pro Label Tool.
Numbering	The numbering set in P-touch Editor will be reset if you edit an object in Pro Label Tool.
Date/Time	Not editable. (Pro Label Tool will use the time setting of P-touch Editor.)
Object Link	You cannot add new object links or edit child object data. (Pro Label Tool will use the object links created in P-touch Editor.)
Shape (Poly/Rect) Table Group Frame Background Symbol Picture Making Calendar Arrange Text	Not editable. (Only printing is possible.)
Cutline	The cutline position setting of P-touch Editor is not available in Pro Label Tool.
Multiple sheets	If your label layout created in P-touch Editor contains multiple sheets, only the first sheet is available in Pro Label Tool.

© 2001-2022 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

## The data imported from a CSV file is not included on the printed label. (Pro Label Tool)



The screens may differ depending on your device.

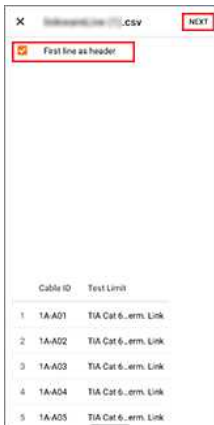
Make sure you select the item from the **[Field]** drop-down list for each of the lines that you want to include on your printed label.

1. Tap **[Connect database/serialize]** in the edit screen.

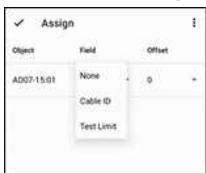


2. Select the CSV file you want to import.

3. If the first line of your CSV file is a header, select **[First line as header]**, and then tap **[Next]**.



4. Select the item from the **[Field]** drop-down list for each of the lines that you want to include on your printed label.



5. Tap the tick icon.



6. Tap **[PRINT]**.

## P-touch Editor crashes when I open it on my Mac.

P-touch Editor may crash if your Mac has custom fonts installed.

1. Disable custom fonts in the Font Book.



Custom fonts are usually stored in the **[User]** folder in the Font Book. If necessary, you can enable them in the Font Book later.

2. Open P-touch Editor.
3. If you still cannot open P-touch Editor, go to the Font Book > **[File]** > **[Restore Standard Fonts]**.
4. Your Mac will automatically back up the custom fonts, and then will restore the standard fonts. Restart P-touch Editor.



For more information about restoring your custom fonts, see your Mac documentation.

© 2001-2021 Brother Industries, Ltd. All Rights Reserved.

Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.





