Thank you for purchasing the P-touch labeling system model PT-E800W. Your new PT-E800W is an intuitive, easy to operate and feature-rich P-touch labeling system that produces professionally looking, high-quality labels. This manual contains basic procedures for using your P-touch labeling system. Read the whole guide before using your product and keep it for later reference. The available options and supplies may vary depending on the country.

To download and install printer drivers and software, visit our website.

www.brother.com/inst

For more information on installing the driver and software, see Create a Label using a Computer.

Unpacking Your P-touch Labeling system

Before using your P-touch labeling system, check that the package contains the following:

- P-touch Labeling system
- Keyboard LCD unit
- Keyboard LCD unit cable
- Product Safety Guide
- Quick Setup Guide
- AC adapter
- Power supply cord
- USB cable
- Tape cassette
- Coin cell battery
- Li-ion batteries (PA-BT-4000LI)

Attaching the Keyboard LCD Unit

1. Slide the cover on the bottom of the keyboard LCD unit to remove it, and then connect the keyboard LCD unit cable. Install the cover.

- Handle
- Cover open button
- Top cover
- Tape exit slot
- (Label) indicator
- (Battery) indicator
- (Power) button
- (Feed and Cut) button
- (Wi-Fi) button
- Keyboard LCD unit
- Keyboard LCD unit interface outlet
- Cable holder (holder for the keyboard LCD unit cable)
- USB port
- AC adapter outlet

Inside

- Accessory storage compartment
  Use this space to store TZe tape cassettes and the AC adapter.
- Coin cell battery holder
- Tape cassette compartment
- Print head
- Tape cutter unit
- Tape exit slot
2. Connect the USB cable on the keyboard LCD unit to the outlet on the side of the P-touch labeling system.

A coin cell battery is used as a backup power supply to maintain the settings for the internal clock of the keyboard LCD unit. The battery will be consumed even if the P-touch labeling system is not used for a long period of time.

1. Make sure your P-touch labeling system is turned off.
2. Press the cover open button to open the top cover.
3. Using a coin or similar object, slowly turn the coin cell battery cover in the direction of the arrow on the battery cover until it stops, and then remove the coin cell battery cover.

**NOTE**
- When you turn on the P-touch labeling system, the keyboard LCD unit is also turned on.
- The keyboard LCD unit can be installed on the P-touch labeling system by sliding it on the top cover.
- When storing the keyboard LCD unit, turn it upside down and install it to the top cover to prevent it from becoming dusty or dirty.
- You can place the excess cable in the cable holder.

4. Install the battery.

**IMPORTANT**
- Be sure to insert the new battery with the + and – sides facing the correct direction.

5. Return the coin cell battery cover to its original position. To install the coin cell battery cover, use a coin or similar object to slowly turn the coin cell battery cover in the opposite direction of the arrow on the battery cover until it stops.

For more information, see the User’s Guide.

### Connecting the Power Supply

**AC Adapter**

Use the 9100ESA (AC adapter) for this P-touch labeling system. Connect the AC adapter directly to the P-touch labeling system.

1. Insert the plug on the AC adapter cord into the AC adapter outlet marked DC IN 24 V on the P-touch labeling system.
2. Insert the plug on the power supply cord into the AC adapter.

3. Insert the power supply plug into a standard AC power outlet.

**IMPORTANT**
- Turn off the P-touch labeling system before disconnecting the AC adapter.
- Do not pull or bend the AC adapter cord and power supply cord.
- After the power supply plug is inserted into the AC power outlet, it may take a few seconds until the (Power) button is enabled.

**NOTE**
To safeguard and back up the P-touch labeling system memory, when the power supply is unplugged it is recommended to leave the rechargeable Li-ion batteries (PA-BT-4000LI) installed in the P-touch labeling system.

### Using the Rechargeable Li-ion Battery

**Installing the Rechargeable Li-ion Battery**

1. Press and hold the (Power) button to turn off your P-touch labeling system.
2. Open the battery cover on the bottom of the P-touch labeling system.
3. Insert the battery into the battery compartment.
4. Close the battery cover.
Removing the Rechargeable Li-ion Battery

Press and hold the (Power) button to turn off the P-touch labeling system. Remove the battery cover and the battery, and then reattach the battery cover.

Charging the Rechargeable Li-ion Battery

NOTE
• Before use, fully charge the battery.
• Up to three hours may be needed to fully charge the battery.

1. Make sure the battery is installed in the P-touch labeling system.
2. Use the AC adapter and power supply cord to connect the P-touch labeling system to an AC power outlet.
   Press the (Power) button to turn on the P-touch labeling system if it is not on already.
   The (Battery) indicator lights in orange during charging, and it goes off when the battery is fully charged.

1 AC adapter
2 Power supply cord

NOTE
Although the charging stops if the P-touch labeling system is used to print, feed, or perform another operation, the charging will start again automatically after the operation is finished if the charging is not completed.

Stopping Rechargeable Li-ion Battery Charging

To stop the battery charging, disconnect the AC adapter.

Notes on Using the Rechargeable Li-ion Battery

Before use, fully charge the battery. Do not use it before it is fully charged.

The battery charging must take place in environments between 32°F and 104°F (0°C and 40°C), otherwise the battery will not charge, and the (Battery) indicator will remain lit. If the charging stops because the environment temperature is too low or too high, place the P-touch labeling system with a temperature between 32°F and 104°F (0°C and 40°C) and try charging again.

If the P-touch labeling system is used to print, feed, or perform another operation when both the battery is installed and the AC adapter is connected, the (Battery) indicator may turn off and charging may stop even if the battery is not fully charged.

Rechargeable Li-ion Battery Characteristics

To ensure the highest performance and longest life from the battery:
Do not use or store the battery in a location exposed to extreme high or low temperatures as it may discharge more quickly. This may happen when using a rechargeable Li-ion battery with a high charge (90% charged or more) in a location exposed to high temperatures.
Remove the battery when storing the P-touch labeling system for long periods of time.
Store a battery with less than a 50% charge in a cool dry place out of direct sunlight.
Recharge the battery every six months if it is stored for long periods of time.
If you touch a part of the P-touch labeling system while the Li-ion battery is charging, that part of the P-touch labeling system may feel warm. This is normal, and the P-touch labeling system may be used safely. However, if the P-touch labeling system becomes extremely hot, discontinue use.

Inserting a Tape Cassette

The TZ tape, FL label, HG tape and HS tube cassettes can be used in your P-touch labeling system.

IMPORTANT
If the new tape cassette has a cardboard stopper, be sure to remove the stopper before inserting the cassette.

1. Check that the end of the tape is not bent and that it passes through the tape guides. If it does not, pass it through the tape guides as shown in the illustration.
2. Press the cover open button to open the top cover.
3. Carefully insert the tape cassette into the tape cassette compartment with the end of the tape facing the P-touch labeling system’s tape exit slot, then push down evenly until the tape cassette is installed correctly.

1 Tape exit slot
2 End of tape
2 Tape guides (The actual shape may be different depending on the tape width.)

IMPORTANT
• When inserting the tape cassette, make sure that the tape and ink ribbon do not catch on the print head.
• Make sure that there is no slack in the tape. Otherwise the tape may catch on the protrusion (2) and become bent or wrinkled, causing the tape to jam.
To fix the slack in the tape, refer to the illustration in step 1 and pull the tape outside of the tape guide.
• When removing the tape cassette, make sure that the tape does not catch on the protrusion (2).

4. Close the top cover.

IMPORTANT
Store tape cassettes in a cool dark location, away from direct sunlight and high temperature, high humidity, or dusty locations. After opening the sealed package, use the tape cassette as quickly as possible.
Turning Power On/Off

On: Press the (Power) button to turn on the P-touch labeling system. The (Power) indicator lights in green.

NOTE
When the P-touch labeling system is turned on for the first time, the language selection screen appears. Select the language you want using the or key. The language setting can also be changed later. (See Setting Language and Unit.)

Off: Press and hold the (Power) button again to turn off the P-touch labeling system. The (Power) indicator may light in orange until the power is off.

IMPORTANT
When turning off the P-touch labeling system, do NOT remove the battery or disconnect the AC adapter until the (Power) indicator turns off.

Keyboard LCD Unit Description

Key Names and Functions

1 Home
   Returns to the Home screen to select a menu.
2 Format
   Sets characters and attributes.
3 PF (Programmable Function)
   Select programmable function.
4 Clear
   Clears all text entered, or all text and current settings.
5 Save
   Saves the created data in the file memory.
6 Preview
   Displays an image of the label that will be printed in the set layout.
7 Cancel
   Deletes the print job.
8 Print/Print Option
   • Prints the current data onto the tape.
   • Prints multiple copies or changes the print settings when used in combination with the Shift key.
9 BS (Backspace)
   Deletes the character to the left of the cursor.
10 Next
   Creates the next page.
11 Enter
   Adds a new line when entering text.
   Selects the displayed option.
12 Shift
   Enters upper-case letters or symbols when used in combination with the letter keys or number keys.
13 OK
   Selects the displayed option.
14 Cursor (↑↓←→)
   Moves the cursor in the direction of the arrow.
15 Esc (Escape)
   Cancels the current command and returns the display to the data entry screen or the previous step.
16 Space
   • Inserts a blank space.
   • Returns a setting to the default value.
17 Accent
   Selects and enters an accented character.
18 Symbol
   Selects and enters a symbol from a list of available symbols.
19 Serialize/Adv.Serialize
   Sets serialized numbers.
20 Insert
   Inserts a time stamp, barcode, database, or transferred symbol.
21 Caps
   Turns the Caps mode on and off.
22 Tab
   Inserts a tab.

LCD

■ Home Screen

1 Auto Format (Templates)
   Specifies the label format from the preset templates.
2 Create Label
   Displays the label creation screen.
3 Auto Format (Block Layouts)
   Specifies the label format from the preset layouts.
4 File
   Retrieves data that is saved in the file memory.
5 Cable Label
   Specifies the label type from the following seven types: Faceplate/Cable Wrap/Cable Flag/Patch Panel/Punch-Down Block/Die-cut Flag/Inverted Label.
6 Transferred Templates
   Retrieves data that was transferred from a computer.
7 Settings
   Specifies various settings for the P-touch labeling system.
8 Register Programmable Function
   Registers, deletes, and renames programs.
9 Wireless Connection
   The left icon indicates the status of the Wi-Fi® connection and the right icon indicates the status of the Wireless Direct connection.

10 Battery Level
   Indicates the remaining battery level. It appears only when using the Li-ion battery.

   

   Connected in Wi-Fi mode

   Disconnected in Wi-Fi mode

   Wireless direct mode ON

   Connecting using the Setup Wizard

   Wireless connection OFF

   Full

   Low

   Charging

   Half

   Empty

   Li-ion battery
Label Creation Screen

1. Caps mode
   Indicates that the Caps mode is on.

2. Style Guidance
   Indicates the current font (2), character size (3), character width (4), character style (5), line (6), frame (7), and alignment (8) settings.

3. Layout Guidance
   Indicates the orientation, layout, separator, reverse, and repeated text settings. The displayed items vary according to the selected label type.

4. Block Number
   Indicates the block number.

5. Line Number
   Indicates the line number within the label layout.

6. Page Separator Line
   Indicates the end of one page and the beginning of the next page.

7. Block Separator Line
   Indicates the end of a block.

8. Cursor
   Indicates the current data input position. Characters are entered to the left of the cursor.

9. Wireless Connection
   Indicates the current status of the wireless connection. See Wireless Connection in the Home Screen section.

10. Tab Length Setting
    Indicates the set tab length.

11. Tape Size
    Indicates the tape size as follows for the text entered: Tape width × Label length. If the label length has been specified, also appears on the right side of the tape size.

12. Battery Level
    Indicates the remaining battery level. It appears only when using the Li-ion battery. See Battery Level in the Home Screen section.

---

**Feeding Tape**

**IMPORTANT**
- Be sure to feed tape to remove any slack in the tape and ink ribbon after inserting the tape cassette.
- Do not pull the label when the P-touch labeling system is ejecting it from the tape exit slot. Doing so will cause the ink ribbon to be discharged with the tape. The tape may no longer be functional after the ink ribbon discharges.
- Do not block the tape exit slot during printing or when feeding tape. Doing so will cause the tape to jam.

**Feed and Cut**
The Feed and Cut function feeds approximately 22.3 mm of blank tape, and then cuts the tape.

1. Press the [Feed & Cut?] button. [Feed & Cut?] appears on the LCD.

2. Select [Feed & Cut?] using the ↑ or ↓ key, and then press the OK or Enter key. The message [Feed and Cut?... Please Wait] appears while the tape is fed, and then the tape is cut.

**NOTE**
To exit or cancel this function press the Esc key.

**Feed Only**
This function ejects the tape approximately 22.3 mm, resulting in a blank label sticking out of the tape cassette. This action is recommended when using Fabric tapes, which should be cut with scissors.

1. Press the [Feed & Cut?] button. [Feed & Cut?] appears on the LCD.

2. Select [Feed Only] using the ↑ or ↓ key, and then press the OK or Enter key. The message [Feed and Cut?... Please Wait] appears while the tape is fed.

**NOTE**
To exit or cancel this function press the Esc key.

---

**Setting Language and Unit**

**Language**
1. Select [Settings] in the Home screen using the ↑, ↓, ← or → key, and then press the OK or Enter key.

2. Select [Language] using the ↑ or ↓ key, and then press the OK or Enter key.

3. Select a language for menu commands and messages shown on the LCD using the ↑ or ↓ key.
   - The following languages are available: [Czech], [Danish], [Dutch], [English], [Spanish], [French], [Hebrew], [Italian], [Hungarian], [Dutch], [Norwegian], [Polish], [Portuguese], [Portuguese(Brazil)], [Romanian], [Slovenian], [Slovak], [Swedish], [Hungarian], [Swiss], [Svenska], and [Turkish].

4. Press the OK or Enter key.

**NOTE**
To return to the previous step, press the Esc key.

**Unit**
1. Select [Settings] in the Home screen using the ↑, ↓, ← or → key, and then press the OK or Enter key.

2. Select [Unit] using the ↑ or ↓ key, and then press the OK or Enter key.

3. Select a unit for dimensions shown on the LCD using the ↑ or ↓ key.
   - Either [inch] or [mm] can be selected.

4. Press the OK or Enter key.

**NOTE**
The default setting is [Inch].
To return to the previous step, press the Esc key.

---

**Adjusting the LCD Settings**

**LCD Contrast**
You can change the contrast setting of the LCD to one of five levels (+2, +1, 0, -1, or -2) to make the screen easier to read. The default setting is “0”.

1. Select [Settings] in the Home screen using the ↑, ↓, ← or → key, and then press the OK or Enter key.

2. Select [LCD Contrast] using the ↑ or ↓ key, and then press the OK or Enter key.

3. Set the value using the ↑ or ↓ key, and then press the OK or Enter key.

**NOTE**
- To return to the previous step, press the Esc key.
- Pressing the Space key on the contrast setting screen sets the contrast to the default value of “0”.

**Backlight**
You can change the backlight setting either to “On” or “Off”. The display is easier to see with the backlight on. The default setting is “On”.

1. Select [Settings] in the Home screen using the ↑, ↓, ← or → key, and then press the OK or Enter key.

2. Select [Backlight] using the ↑ or ↓ key, and then press the OK or Enter key.

3. Select [On] or [Off] using the ↑ or ↓ key, and then press the OK or Enter key.

**NOTE**
- Power can be saved when the backlight is turned off.
- The backlight automatically turns off. Press any key to turn the backlight on again.

During printing, the backlight is turned off. The backlight turns on during data transmissions.
The indicators light and flash to indicate the P-touch labeling system’s status. The symbols used in this section explain the meaning of the different indicator colors and patterns:

- □ = Indicator is lit
- ○ = Indicator is flashing
- ◯ = Indicator can be off, lit or flashing in any color
- (Off) = Indicator is off

**LED Indicators**

Example: G○ = Indicator is flashing in green

### Label, Power indicator

<table>
<thead>
<tr>
<th>(Label)</th>
<th>(Power)</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Off)</td>
<td>○○</td>
<td>Power is turning off</td>
</tr>
<tr>
<td></td>
<td>○</td>
<td>Top cover open</td>
</tr>
<tr>
<td></td>
<td>G○○</td>
<td>Transferring data</td>
</tr>
<tr>
<td>○○</td>
<td></td>
<td>Now cooling</td>
</tr>
<tr>
<td>R○○</td>
<td>R○○</td>
<td>System error 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>System error 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>System error 3</td>
</tr>
<tr>
<td>G○○</td>
<td>○○</td>
<td>Reset mode (when the mode is starting)</td>
</tr>
<tr>
<td>G○○</td>
<td>○○</td>
<td>Reset mode (when the button is pressed 2/4/6 times)</td>
</tr>
<tr>
<td>G○○</td>
<td>○○</td>
<td>When blinking alternately: Cutter error</td>
</tr>
<tr>
<td></td>
<td></td>
<td>When blinking simultaneously: High temperature error</td>
</tr>
<tr>
<td>○○</td>
<td>○○</td>
<td>Wrong media error</td>
</tr>
<tr>
<td>(Off)</td>
<td>○○</td>
<td>No media error</td>
</tr>
<tr>
<td>R○○</td>
<td>G○○</td>
<td>Top cover open error when printing</td>
</tr>
</tbody>
</table>

### Battery indicator

<table>
<thead>
<tr>
<th>(Battery)</th>
<th>(Power)</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Off)</td>
<td>○</td>
<td>Rechargeable battery power: full</td>
</tr>
<tr>
<td>○○</td>
<td></td>
<td>Charging</td>
</tr>
<tr>
<td>○○</td>
<td>G○○</td>
<td>Rechargeable battery power: half</td>
</tr>
<tr>
<td>○○</td>
<td>R○○</td>
<td>Rechargeable battery power: low</td>
</tr>
<tr>
<td>R○○</td>
<td>R○○</td>
<td>Rechargeable battery error</td>
</tr>
<tr>
<td>R○○</td>
<td>G○○</td>
<td>Rechargeable battery power: empty</td>
</tr>
<tr>
<td>○○</td>
<td>G○○</td>
<td>Adapter connection/disconnection error</td>
</tr>
</tbody>
</table>

### Wi-Fi indicator

<table>
<thead>
<tr>
<th>(Wi-Fi)</th>
<th>(Power)</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>R○○</td>
<td>○○</td>
<td>No available WPS access point was found</td>
</tr>
<tr>
<td>R○○</td>
<td>(1 time in 1 second)</td>
<td>WPS access point connection error</td>
</tr>
<tr>
<td>R○○</td>
<td>(2 times in 1.8 seconds)</td>
<td>Incorrect security settings</td>
</tr>
<tr>
<td>○○</td>
<td>(2 times in 1.8 seconds)</td>
<td>WPS access point search error</td>
</tr>
<tr>
<td>G○○</td>
<td></td>
<td>Wi-Fi on, not connected</td>
</tr>
<tr>
<td>G○○</td>
<td></td>
<td>Wi-Fi on, connected</td>
</tr>
<tr>
<td>(Off)</td>
<td>○○</td>
<td>Wi-Fi off</td>
</tr>
</tbody>
</table>
Create a Label using a Mobile Device

Your P-touch labeling system can be used as a stand-alone P-touch labeling system, or it can be connected to a mobile device and used with the Brother applications to create labels and print directly from your mobile device. To print labels from your mobile device, install the Brother applications to your mobile device, and then connect your P-touch labeling system to your mobile device. The following Brother applications can be downloaded free-of-charge from the App Store or Google Play™.

### Application

<table>
<thead>
<tr>
<th>Mobile Cable Label Tool</th>
<th>Print labels for cables and patch panels using templates on a smartphone, tablet or other mobile device directly to your P-touch labeling system.</th>
<th>Mobile</th>
<th>Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPrint&amp;Label</td>
<td>Create and print labels using templates on a smartphone, tablet or other mobile device directly to your P-touch labeling system.</td>
<td>Mobile</td>
<td>Wireless Direct / Wi-Fi</td>
</tr>
<tr>
<td>Mobile Transfer Express</td>
<td>Allows you to use a mobile device to download databases and label data, which was created on a computer using P-touch Editor and saved to a cloud service, and send them to your P-touch labeling system.</td>
<td>Mobile</td>
<td>Wireless Direct / Wi-Fi</td>
</tr>
</tbody>
</table>

#### Connecting Your P-touch labeling system to a Mobile Device

1. Turn on your P-touch labeling system, and then press and hold the (Wi-Fi) button until the (Wi-Fi) indicator is lit in green.
2. Turn on the Wi-Fi function on your Apple iPhone/iPad/iPod touch or Android™ device.
3. Start the application on your Apple iPhone/iPad/iPod touch or Android™ device, and then select your P-touch labeling system as the printer in the application.

Select "PT-E800W" or "DIRECT-*****_PT-E800W". "*****" is the last five digits of the product serial number. You can find the serial number label on the bottom of the P-touch labeling system.

When the password (network key) is required, type "00000000".

### Create a Label using a Computer

Your P-touch labeling system can be connected to a computer and used with the P-touch Editor or Cable Label Tool software to create more complex labels.

Download the installer from www.brother.com/inst

#### Available Applications

<table>
<thead>
<tr>
<th>Available Applications</th>
<th>Features</th>
<th>Computer</th>
<th>Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cable Label Tool</td>
<td>Create and print labels for cables, patch panels, faceplates, electrical equipment and more.</td>
<td>Windows®</td>
<td>Wi-Fi / USB</td>
</tr>
<tr>
<td>P-touch Editor</td>
<td>Design and print custom labels with built in drawing tools, text using different fonts and styles, imported graphic images and barcodes.</td>
<td>Windows® / Mac</td>
<td></td>
</tr>
</tbody>
</table>
Installing the Software and Printer Driver to a Computer
To print from your Windows® computer or Mac, install the printer driver, P-touch Editor and other applications to your computer.

1. Visit our website (www.brother.com/inst) and download the installer for the software and manuals.

2. Double-click the downloaded .exe file and follow the on-screen instructions to proceed with the installation.

**NOTE**
To connect the P-touch labeling system to a computer using a wireless connection:
- We recommended configuring the wireless network settings while installing the software. You can change the settings later using [Settings] in the Home screen or the Printer Setting Tool. For more information, see the User’s Guide.
- We recommended installing the software on a computer wirelessly connected to your network and configuring the P-touch labeling system using a USB cable.
- We recommend preparing the SSID (network name) and password (network key) of the wireless network in advance.
- If your wireless access point/router supports WPS, you can use [Wi-Fi] button on your P-touch labeling system.
- We recommended configuring the wireless network settings while installing the software. You can change the settings later using [Settings] in the Home screen or the Printer Setting Tool. For more information, see the User’s Guide.
- Check that the keyboard LCD unit cable is securely connected to the keyboard LCD unit and keyboard LCD unit interface of the P-touch labeling system.

3. Close the dialog box when the installation is complete.

Connecting the P-touch Labeling System to a Computer
You can connect the P-touch labeling system to a Windows® computer or Mac using a USB cable, or wireless LAN. For more information, see the User’s Guide.

- **Connecting Using USB**
  1. Connect the P-touch labeling system end of the USB cable to the USB port on the back of the P-touch labeling system.
  2. Connect the other end of the USB cable to the USB port on the computer.
  3. Turn on the P-touch labeling system.

- **Connecting Using Wi-Fi**
  1. Turn on the P-touch labeling system.
  2. Press and hold the (Wi-Fi) button on your P-touch labeling system for one second to turn the Wi-Fi function on. The (Wi-Fi) indicator starts flashing in green once every three seconds.
    - **Ad-Hoc Mode**
      - For Windows, after installing the printer driver and other applications to your computer, set the Ad-Hoc mode using the Printer Setting Tool installed on the computer. (See the User’s Guide.)
      - For Mac, set the Ad-Hoc mode using the Wireless Device Setup Wizard.

Troubleshooting

**LCD Problems**

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The screen is locked, or the P-touch labeling system does not respond normally.</td>
<td>Reset the internal memory to the factory settings. For more information, see the User’s Guide.</td>
</tr>
<tr>
<td>The display remains blank after turning on the power. The POWER indicator does not light</td>
<td>The P-touch labeling system is receiving no power. If using AC power, connect the AC adapter correctly to the P-touch labeling system and an AC power outlet. If using a rechargeable Li-ion battery, make sure the rechargeable Li-ion battery is firmly installed in the P-touch labeling system and is fully charged. Check that the keyboard LCD unit cable is securely connected to the keyboard LCD unit and keyboard LCD unit interface of the P-touch labeling system.</td>
</tr>
<tr>
<td>The LCD messages are displayed in a foreign language.</td>
<td>See Setting Language and Unit in this guide to select the language you want.</td>
</tr>
</tbody>
</table>

**Printing Problems**

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The label is not printed.</td>
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<td>The ink ribbon is separated from the ink roller.</td>
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  In addition, you can also use the following procedure:
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  2. Press and hold the (Feed and Cut) button for more than 10 seconds to print the report.
  (Use 0.94” (24 mm) or 1.4” (36 mm) tape.) For more information, see the User’s Guide. |
| I want to make fine adjustments to the print result. | The length and margins can be adjusted in the Printer Setting Tool. For more information, see User’s Guide. |
| I want to confirm whether I am using the latest version of the software. | Use the P-touch Update Software to confirm if you have the latest version. For more information, refer to the User’s Guide. |

Note: Do not pull the label when the P-touch labeling system is ejecting it from the tape exit slot. Doing so will cause the ink ribbon to be pulled out with the tape. The tape may no longer be functional after the ink ribbon is pulled out.

A tape jam error cannot be cleared despite following the troubleshooting steps.

Contact Brother customer service.

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