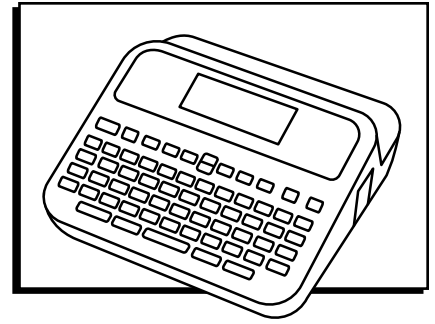


ULINE H-10159
**BROTHER® CONNECTABLE
 LABEL MAKER**

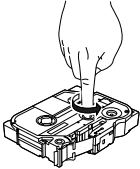
1-800-295-5510
 uline.com



TROUBLESHOOTING

OPERATING ISSUES	RECOMMENDATIONS
The label maker does not print.	Check that the tape cassette is inserted correctly. If the tape cassette is empty, replace it. To order supplies and accessories, contact Uline Customer Service at 1-800-295-5510. Check that the tape cassette compartment cover is securely closed. Check that the label maker is on. Check that the computer's or mobile device's Bluetooth® setting is on. Check that the label maker is connected to the computer or mobile device via Bluetooth®. Check that the label maker is selected in the Brother iPrint&Label app. Check that the label maker is not paired with another device. Ensure the label maker and your mobile device or computer are close enough to communicate. Check that the automatic Bluetooth® reconnection setting of another computer or mobile device is not enabled. Ensure no devices that emit radio waves (for example, a microwave oven) are located nearby. Check that the correct printer driver is installed when printing from a computer. Connect the label maker to a computer using the USB cable (included) when printing from a computer. If the print head is dirty, clean it with a cotton swab or optional print head cleaning cassette.
The tape does not feed correctly. The tape gets stuck inside the label maker.	If the tape is bent, cut off the bent section. If the tape is jammed, remove the tape cassette, remove the jammed tape, and then cut off any damaged tape. Check that the end of the tape exits through the tape guide. Confirm that the tape is pointed at the tape exit slot. Remove the tape cassette and insert it again.

TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
An error occurred when using a mobile app.	Go to the mobile application's settings menu and select <i>Support > FAQs & Troubleshooting</i> .
The screen has locked.	Reset the internal memory to the factory settings. Disconnect the AC adapter and remove the batteries for at least 10 minutes.
The LCD remains blank after turning on the power.	Check that the batteries are correctly installed or that the AC adapter included with the label maker is correctly connected.
The LCD messages are displayed in a foreign language.	Set the desired LCD language.
The label maker stops while printing a label.	Replace the tape cassette if striped tape is visible, as this indicates that the machine has reached the end of the tape. Replace all batteries or connect the AC adapter directly to the label maker.
Previously saved label files are not available.	All files saved in the internal memory are deleted when the batteries are weak or the AC adapter is disconnected.
Cannot install the printer driver even if correct procedure is followed. (Windows) Cannot see printer listed in P-Touch Editor even though printer driver is installed. (Windows)	Cannot use the label maker even though printer driver is installed: 1. Download the printer driver uninstaller from the label maker model's page at support.brother.com . 2. Use the printer driver uninstaller to remove the printer information. 3. Run the printer driver installer again and follow the on-screen instructions to proceed with the installation.
The ink ribbon is separated from the ink roller.	If the ink ribbon is damaged, replace the tape cassette. If it is not, leave the tape uncut and carefully remove the tape cassette, and then wind the loose ink ribbon back onto the spool. 
Printed barcodes or QR codes cannot be read.	Change the tape. (Recommended: Black on white tape) Enlarge the barcodes or QR codes using a barcode application, if possible.
User does not know the version number of the firmware for the label maker.	Confirm the firmware version number and other information on the LCD.

TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
When the label is printed, there is too much margin (space) on both sides of the text.	Select Small Margin , Chain , or No Cut options for smaller margins. For more information, see Related Topics. After the last label prints, press  and  simultaneously to feed the tape, and then eject and cut the last label. Note that the label maker will feed approximately 0.9" (23 mm) of tape before the next new label when using this method.
The font size cannot be increased.	The font is already the maximum size for the width of the label, or the label length has been set, so there is a limit on the font size to prevent exceeding the set length.
When multiple labels are printed, the last label is cut incorrectly.	When Chain is enabled, feed the tape to eject the last printed label.
Cannot update the printer's firmware using the P-Touch Update Software, Transfer Express, or Mac Update Tool.	Restart the printer and then try to update the firmware again. Do not press any buttons during the firmware update until the Home Screen is displayed automatically.
The label maker does not operate normally.	Reset the internal memory to the factory settings. Disconnect the AC adapter and remove the batteries for at least 10 minutes.

ERROR CODES

ERROR CODE	EXPLANATION
<i>Barcode error</i> <i>Record: HHHHH</i> <i>Field: HHHHH</i>	There was an attempt to print barcode labels from a database. The label maker displays this message when the selected range of the database includes invalid characters or numbers not supported by the barcode protocol.
<i>Check no. of digits entered.</i>	The number of digits entered in the barcode data does not match the number of digits set in the barcode parameters. Enter the correct number of digits.
<i>Cutter malfunction.</i>	If the tape is jammed in the cutter unit, remove the tape. Turn the label maker off and then on again before continuing.
<i>Label too long.</i>	The printed label length using the text entered is longer than 39.37" (999 mm). Edit the text so that the label length is less than 39.37" (999 mm).
<i>System error HH.</i>	Contact Uline Customer Service at 1-800-295-5510.
<i>Text too long.</i>	The printed label length using the text entered is longer than the length setting. Edit the text to fit within the set length or change the length setting.

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