brother

Quick Reference Guide

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

Thank you for purchasing the Brother TD-2020A/2125N/2135N/2125NWB/2135NWB.
The TD-2020A/2125N/2135N/2125NWB/2135NWB (hereafter referred to as "the printer") is a powered desktop thermal printer.
Be sure to read the User's Guide (Brother support website), Product Safety Guide (Printed), Quick Reference Guide (this manual), Software User's Guide (Brother support website) and Network User's Guide (Brother support website TD-2125N/2135N/2125NWB/2135NWB only) before using the printer. We suggest that you keep these documents in a handy place for future reference. To download the latest manuals, please visit the Brother support website at support.brother.com, where you can also download the latest drivers and utilities for your printer, get product support and answers to frequently asked questions (FAQs).
Options can be used with the TD-2125N/2135N/2125NWB/2135NWB.
For details, refer to the User's Guide.

Unpacking the TD-2020A/2125N/2135N/2125NWB/2135NWB

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

• Printer

• AC Adapter   • AC Power Cord

• USB Cable


• Product Safety Guide

• Quick Reference Guide

General Description

■ Front

■ Back

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

1 POWER indicator
2 ⏻ (Power) button
3 Media exit
4 Media Roll compartment top cover
5 STATUS indicator
6 ↑↓ (Feed) button
7 🖨 (Print) button
8 Cover release lever
9 Tear bar
10 Print head
11 Transmissive/gap sensor
12 Media guide
13 Media tip guide
14 Media guide adjustment lever
15 Platen roller
16 Reflective/black mark sensor
17 External media feed slot
18 Serial port
19 Power connector
20 Mini-USB port
21 USB host port (TD-2125N/2135N/2125NWB/2135NWB only)
22 Ethernet network port (TD-2125N/2135N/2125NWB/2135NWB only)
23 Wi-Fi® indicator
24 Bluetooth® indicator

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

Connecting the Printer to an AC Power Outlet

Connect the AC adapter to the printer, and then plug the AC power cord into an AC power outlet to power the printer.
1 Connect the AC adapter to the printer.
2 Connect the AC power cord to the AC adapter.
3 Connect the AC power cord to a nearby AC power outlet (100 - 240 V, 50 - 60 Hz).

1 AC adapter
2 AC power cord
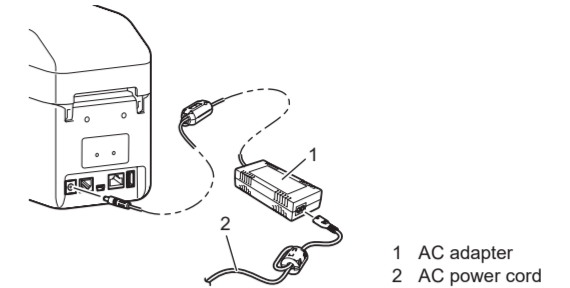
Installing the Printer Driver and Software

For detailed machine information and product specifications, see your model's User's Guide at support.brother.com/manuals.

To install the printer driver and software or to check for firmware updates, go to support.brother.com, click **Downloads**, and select your model.

For other questions or issues, go to support.brother.com, click **FAQs & Troubleshooting**, and select your model.

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

Inserting the Media Roll

1 Press and hold the ⏻ (Power) button to turn the printer off.
Press the cover release lever (1) on either side and lift up to open the Media Roll compartment top cover.
Open the media guides by lifting up the media guide adjustment lever (2) and pulling the media guide outwards.
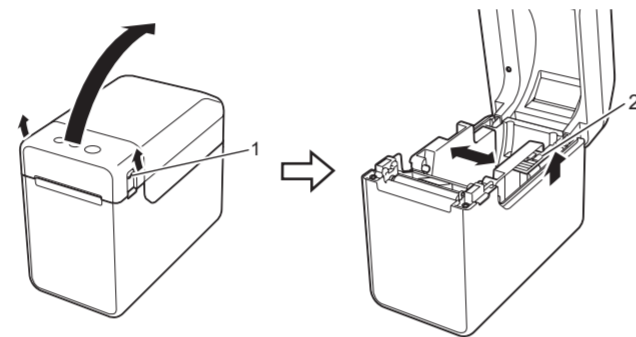
2 Insert the Media Roll so that the labels feed with the side to be printed on facing up (1), as shown.
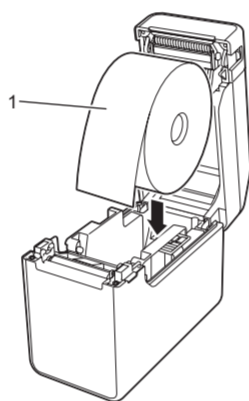
Inserting the Media Roll (continued)

3 While lifting up the media guide adjustment lever (1), push in both media guides (2) to fit the width of the paper.
Feed the end of the Media Roll under the media tip guides (3).
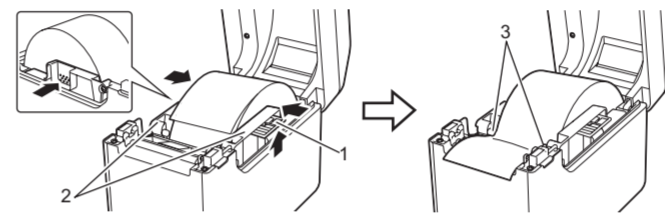
4 Position the end of the paper centered over the platen roller and slightly out of the media exit.
5 Close the Media Roll compartment top cover by pressing it in the center. Press down until it snaps into place.
Press the ⏻ (Power) button to turn the printer on.
After loading the paper, check that the transmissive/gap sensor and triangle on the printer are aligned, or if there is a black mark on the paper, check that the black mark is aligned with the centerline of the reflective/black mark sensor.

Printing

1 Install the printer driver and the software.
2 Check that the printer has the correct power source. (Make sure that the AC adapter is connected to an AC power outlet or that a fully charged rechargeable Li-ion battery is installed.)
3 Turn on the printer. The POWER indicator lights in green.
4 Connect the printer to a computer.
5 Insert the Media Roll.
6 Print receipts or labels.
7 Hold one edge of the ejected media and pull it up and diagonally toward the other edge.

For details, see the User's Guide (Brother support website).

Printing the Printer Setup Information

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

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

1 Make sure that a roll of 2.25" (57mm) receipt paper has been loaded, and the Media Roll compartment top cover is closed.
2 Turn on the printer.
3 Hold down (for at least 1 second) the 🖨 (Print) button until the POWER indicator starts blinking in green and the printer setup information is printed.

NOTE
• To print the printer setup information, we recommend using 2.25" (57mm) receipt paper.
The length required for printing differs depending on the information to be printed.
• The printer setup information can also be printed from [Device settings] of the "Printer Setting Tool".

For details, see the User's Guide (Brother support website).

Troubleshooting

The POWER indicator is not lit.
■ Is the AC power cord inserted correctly?
  Check that the AC power cord is inserted correctly. If it is, try plugging it into another AC power outlet.
■ Be sure to use a genuine Brother AC adapter.
■ If the POWER indicator still does not light up, contact Brother Customer Service.

The indicators show that the printer is in boot mode.
■ The AC adapter was unplugged while the firmware was being updated, and the printer started up in boot mode the next time it was started.
  This issue must be resolved. Contact your reseller or Brother Customer Service for assistance.

The indicators show that the printer is cooling.
■ 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.
  NOTE: This condition may occur more often when the printer is used at a high altitude (above 3,048 m (10,000 feet)) due to the lower air density available to cool the printer.

The indicators show that a system error has occurred.
If this condition occurs, turn off the printer, and then contact your reseller or Brother Customer Service.

The printer does not print.
■ Is a cable loose?
  Check that the cables are connected securely.
■ Is the STATUS indicator blinking?
  An error occurred. Check the error details in "Indicators" below, and then see "If the STATUS indicator was blinking in red".

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

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

Media is jammed. / Media is not ejected correctly after printing.
■ Is there dust or dirt on the platen roller preventing it from turning freely?
■ Check that the media exit path is not blocked.
■ Is there adhesive on the media exit, or has a media misfeed occurred?
■ Remove the Media Roll, and then reinstall it.
■ Check that the Media Roll compartment top cover is firmly closed.
■ Check that the Media Roll compartment top cover is firmly closed (when using the optional label peeler).

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

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

1 Print head
2 Barcode
3 Printing orientation

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

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

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

I want to reset the incrementing field.
Hold down the 🖨 (Print) button for at least 5 seconds, until the POWER and STATUS indicators blink 3 times in orange.

The media is not feeding correctly or an error occurred.
■ If a feed error occurred, use the Custom Label Tool to apply the correct paper settings to the printer.
■ Are the sensors in the correct position?
  Check that the sensors are correctly positioned.

Even though data is being sent to the printer, the POWER indicator is not blinking in green.
Make sure that the USB cable is connected firmly and correctly. Try using another USB cable.
If a connection is being made using the WLAN (TD-2125NWB/2135NWB only) or Bluetooth (TD-2125NWB/2135NWB only), check that the LED indicator is lit.

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

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

The printer does not operate according to the operations performed with the touch panel display (when using the optional touch panel display).
■ Does the touch panel name (A or B) printed in the upper-right corner of the touch panel match the specified touch panel name, which appears in the lower-right corner of the main screen on the LCD?
  If they do not match, select [Set Panel] from the touch panel display, and then select the correct touch panel name.
■ Has the type of data assigned to one-touch keys been correctly specified?
  If the correct setting has not been selected, select [Keys Function] from the touch panel display, and then correctly select [Template] or [Database].

Although no key in the touch panel display was pressed, data was unintentionally entered (when using the optional touch panel display)./The data that was entered is different than the data for the touch panel key that was pressed (when using the optional touch panel display).
■ Since foreign material, such as dust, caught between the touch panel, protective sheet and touch panel holder may cause a malfunction. Make sure that no foreign material is attached.
■ Has the touch panel been folded? When a folded touch panel is used, the fold may press on the touch panel holder. Therefore, do not use a touch panel that has been folded.

If the STATUS indicator is blinking in red

If the STATUS indicator is blinking in red, perform the following procedures to clear the error.
Press the ⏻ (Power) button once.
If the error is still not cleared, turn the printer off, then on again.
If the error appears, even after performing the procedures described above, contact Brother Customer Service.

The STATUS indicator is blinking.
■ An error occurred.
  Check the error details in "Indicators", and then see below.

The indicators show that error 1 has occurred.
■ Is the correct Media Roll installed?
  Check that the correct media, for example, type (die-cut label or continuous length tape) and die-cut label sizes, is installed.
■ Is the Media Roll installed correctly?
  If not, remove the Media Roll, and then reinstall it.
■ Are the media guides not touching the side of the Media Roll?
  Move the media guides against the side of the Media Roll.
■ Is there enough of the roll remaining?
  If not, install a new Media Roll.
■ Is the Media Roll compartment top cover open?
  Check that the Media Roll compartment top cover is closed.
■ 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 (TD-2125NWB/2135NWB only).
■ If the error still occurs, check for the following:
  Tape exceeding 39.37" (1 m) or incompatible files cannot be printed.
  When sending a template as a BLF file, an error is indicated if the model name in the file is different.
  When printing a template, an error is indicated if the specified template does not exist.
  An error is indicated if the search of a template with a linked database fails.
  An error is indicated if data is transferred, causing the capacity of the user storage area to be exceeded.
  In these cases, turn off the printer, and then turn it on again.
  If the error still occurs, contact Brother Customer Service.

The indicators show that error 2 has occurred.
■ Has a device been connected that is not supported by the USB host port?
  An overcurrent was detected by the USB host port, or the connection of an unsupported device was detected. Turn off the printer, and then check the connected device.
  If a USB hub is connected, the printer will automatically turn off after a certain length of time has passed.
■ Is the printer in mass storage mode?
  An error is indicated if the file system becomes corrupted or a file is copied while a mass storage file is being processed. Turn off the printer.
■ Has the wireless LAN or Bluetooth connection been interrupted? (2125NWB/2135NWB only).
  The wireless LAN or Bluetooth connection established while the printer is on was interrupted. Turn off the printer, and then turn the printer on again.

Indicators

■ = Indicator is lit
-■- = Indicator is blinking
■□ = Indicator blinks 1 or 3 times, then turns off
□ = Indicator is lit or blinking in any color or pattern
(off) = Indicator is off

G = Green
O = Orange
R = Red
B = Blue

Example: G-■- = Indicator is blinking in green

POWER	STATUS	Description
G ■	□	Printer turned on / Initializing
□	O ■	Media Roll compartment top cover open
G -■-	□	Receiving data / Transferring/importing data
O -■-	□	Now cooling
O ■□ (3 times)	O ■□ (3 times)	Resetting the incrementing field
O ■□ (1 time)	O ■□ (1 time)	Initializing complete
G ■	R -■- (Once every 1.8 seconds)	Error 1 / See "Troubleshooting" above.
G ■	R -■- (Twice every 1.8 seconds)	Error 2 / See "Troubleshooting" above.
R -■-	R -■-	System error
R ■	(off)	In boot mode
O ■□ (3 times)	G ■□ (3 times)	Resetting

POWER	STATUS	Description
O ■	□	In mass storage mode
O ■	G ■□ (1 time)	Processing file in mass storage mode
□	■	USB host port connected to a supported device
G ■	■	Bluetooth and Wi-Fi on, either or both connected [1] / Both Bluetooth and Wi-Fi indicators are lit
□	G -■-	■ Configuring WPS [2] / ■ Pairing with Bluetooth

POWER	STATUS	Wi-Fi	Bluetooth	Description
G -■-	G -■-	□	□	Ready to change the mode [3]
□	□	□	□	No change
□	□	□	□	Power on
□	□	G ■□ (Once every 3 seconds)	G ■□ (Once every 3 seconds)	Wi-Fi ON, not connected
G ■	□	G ■	□	Wi-Fi ON, connected [1]
□	□	G ■□ (Once every 3 seconds)	□	Bluetooth ON, not connected
□	□	□	B ■□ (Once every 3 seconds)	Bluetooth ON, not connected
□	□	□	B ■	Bluetooth ON, connected [1]
G ■	G ■	G ■	B ■	Wi-Fi and Bluetooth ON, either one or both connected [1]

[1] Press and hold the ↑↓ (Feed) button for five seconds to enable or disable Wi-Fi, Bluetooth, or both. See the User's Guide for more information.
[2] Press and hold the ↑↓ (Feed) button for 10 seconds to enable a WPS connection.
[3] The Power and Status LEDs blink in green alternately.

Internet Addresses

Brother Global Web Site: http://www.brother.com
Brother Developer Center: https://support.brother.com/g/s/es/dev/en/index.html?navi=offall
For Frequently Asked Questions (FAQs), Product Support and Technical Questions, and Driver Updates and Utilities: support.brother.com

DON'T FORGET TO REGISTER!
Registering your product will provide purchase confirmation, proof of ownership and, if you choose, allow us to notify you of product enhancements and special offers!
You can register online at:
www.registermybrother.com (USA)

Maintaining the Printer

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

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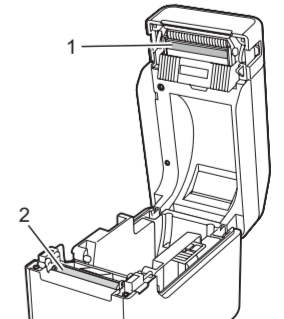
■ **Platen Roller Maintenance**
Use a piece of cellophane tape to remove dirt from the platen roller (2).

■ **Media Exit Maintenance**
If adhesive accumulates at the media exit (3) and media becomes jammed, disconnect the printer from the AC power outlet, and then clean the media exit with a cloth slightly moistened with isopropyl alcohol.