Configuring a printer via a USB cable

(Recommended for configuring individual devices. For configuring multiple Brother PT-E550W label printers, see page 2 'Configuring a printer via a network')

Important:
Follow the steps of the instructions in order and do not use the USB cable yet to connect the Brother PT-E550W printer to your computer. This is not performed until step 2.

1. Download the Brother PT-E550W printer driver compatible with your Windows operating system:
   https://support.brother.com/g/b/downloadtop.aspx?c=eu_ot&lang=en&prod=e550weuk

2. Follow the instructions in the installation assistant to install the printer driver.
   During the installation process, you will be asked to switch the Brother PT-E550W on and connect it to your Windows computer via USB.

3. Download the '**GT900CH_PTE550W_SST**' installation package from www.brother.ch and unzip the contents to your PC.

4. Open the '**P-touch Transfer Express**' folder and double-click the file '**PtTrExp.exe**' to launch it.

5. Click on the 'Browse...' button to open the file **'PT-E550W_US_E000979_Rev2.pdz**', which is also in the '**P-touch Transfer Express**' folder.

6. Select the '**Transfer**' button and confirm the file transfer.
   The firmware is now being loaded. Wait until the transfer is complete and the screen on the Brother PT-E550W returns to the standard display.

7. Repeat steps 4 to 5 with the file '**BA_templates_DE_FR_EN.pdz**'.

   The Brother PT-E550W printer is now ready for use with the BEHA-Amprobe GT-900, GT-900CH.

Configuring a printer via a network

(Recommended for configuring multiple devices at once. For configuring individual Brother PT-E550W printers, see page 1 'Configuring a printer via USB')

Connect the Brother PT-E550W to your network via WLAN:

1. Select the button **Menu → WLAN → Network Mode → Infrastructure Mode**
2. Then select **Menu → WLAN → Network Settings → Infrastructure mode → Setup Wizard**
3. Connect the PT-E550W to your network using the SSID and password
4. Check whether the PT-E550W has received a correct IP: **Menu → WLAN → Network Status → Infrastructure Mode**

Brother BRAdmin Professional software (Windows® only) is used to transfer the firmware file and label templates to the Brother PT-E550W.

1. Download and install BRAdmin Pro:
   https://support.brother.com/g/b/downloadend.aspx?c=eu_ot&lang=en&prod=e550weuk&os=10011&dlid=dlfp100044_000&flang=178&type3=302

2. Once you launch BRAdmin Pro, printers available on the network will be listed (if necessary, you can search network again by pressing F4).

3. Hold down CTRL and click the target devices to select them.

4. Right-click on one of the selected printers to select **'Load Firmware (Manual)' → TFTP PUT → Browse…**

5. Select the file '**PT-E550W_US_E000979_Rev2.blf**' and press send.
   Wait until the transfer is complete and the screen on the Brother PT-E550W returns to the standard display.

8. Repeat steps 3 to 5 with the file '**BA_templates_DE_FR_EN.blf**'.

The Brother PT-E550W printer is now ready for use with the BEHA-Amprobe GT-900, GT-900CH.

Troubleshooting

Firmware and label templates cannot be loaded via 'P-touch Transfer Express', even though the printer drivers are installed and the USB cable is connected.

Use the Windows PC to check that Brother PT-E550W has been correctly identified as a 'printer' and has not been identified as an unknown device or similar.
Do this by opening the Windows Control Panel → Devices and Printers…
The Brother PT-E550W should be listed under the 'Printers' section.
If the driver has not correctly identified it as a printer, do as follows:

1. Right-click on the Brother PT-E550W and select 'Remove device'
2. Disconnect the USB cable from the PC and then reconnect
3. Check whether the Brother PT-E550W is now correctly listed as a printer
4. Repeat the transfer of the software and/or label templates

If these steps do not solve the problem, disconnect the USB cables and follow the instructions to uninstall and reinstall the printer drivers at the following link:
https://support.brother.com/g/b/faqend.aspx?c=eu_ot&lang=en&prod=e550weuk&faqid=faqp00001438_000

When a print command is sent from the BEHA-Amprobe GT-900/GT-900CH, the Brother PT-E550W's screen lights up briefly but nothing prints.

- Check that you have the correct firmware version 1.16 installed on the Brother PT-E550W. Select the following on the printer: Menu → Version info. → Main 1.16

- Check that the label templates are stored in the Brother PT-E550W's memory:

  In the bottom left of the printer, select the button → Transferred templates. There should be a total of 18 label templates.

- Look at the BEHA Amprobe GT-900 display to check whether an error message regarding the wrong tape size appears on its screen shortly after printing command was send. If this is the case, put the correct tape cartridge in the printer or change the tape selection on the GT-900/GT-900CH (Menu → Printer).