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TROUBLESHOOTING GUIDE

Brother TD-2 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Brother documentation, Brother support FAQs and troubleshooting for the TD-2125N, TD-2125NWB, TD-2135N and TD-2135NWB (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Brother TD 2 product page →

In brief. The Brother TD-2 Series covered here comprises the TD-2125N, TD-2125NWB, TD-2135N and TD-2135NWB desktop printers, which print labels and receipts up to 63 mm wide in direct thermal mode (without a ribbon); the NWB versions add Wi-Fi and Bluetooth. They indicate their status with the POWER and STATUS lights, plus Wi-Fi and Bluetooth lights on the NWB models. According to Brother, the “Error 1” state is mainly caused by the media (unsuitable roll, incorrectly installed or used up, cover open), and a stop part-way through a run may simply be the printhead or motor cooling down. This guide covers the Brother light table, sensor alignment, cleaning and network reset. Click a question to open the entry.

- **A light is red or orange** (Error 1, Error 2, cover open...): find the combination of POWER and STATUS lights in the [lookup table](#) and open the matching entry.

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- **No error, but there is a printing problem:** start of label poorly detected, see the [sensors](#); jam at the exit, see [label feeding](#); printhead maintenance, see the [printhead](#); Wi-Fi or Bluetooth, see [connection](#).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What error is my Brother TD-2 showing? Lookup by the POWER and STATUS lights

The TD-2 does not display messages: it combines the colours and flashing of the POWER and STATUS lights (and of the Wi-Fi and Bluetooth lights on the NWB models). The table links each combination documented by Brother to its cause and to the troubleshooting entry.

Message or state	POWER / STATUS lights (Brother FAQ)	Likely cause	Entry
Cover open	● STATUS solid orange	Media roll compartment top cover open	Cover open
Error 1	● ● POWER solid green, STATUS red (1 flash every 2 s)	Unsuitable media, incorrectly installed or used up, cover open, incompatible data or template; access point not found (NWB)	Error 1
Error 2	● ● POWER solid green, STATUS red (2 flashes every 2 s)	Unsupported USB device, damaged file system, wireless connection interrupted (NWB)	Error 2

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Message or state	POWER / STATUS lights (Brother FAQ)	Likely cause	Entry
System error	● ● POWER flashing red, STATUS flashing red	System error	<u>System error</u>
Boot mode	● ○ POWER solid red, STATUS off	AC adapter disconnected during a firmware update	<u>Boot mode</u>
Cooling down	● POWER flashing orange	Printhead or motor too hot after a long print run	<u>Cooling down</u>
Mass storage mode	● POWER solid orange	Printer in mass storage mode (normal operation)	<u>Storage mode</u>
WPS or Bluetooth pairing	● STATUS flashing green (NWB)	WPS configuration or Bluetooth pairing in progress	<u>Wi-Fi and Bluetooth</u>
Wi-Fi not connected	● ● STATUS and Wi-Fi green, 1 flash every 3 s (NWB)	Wi-Fi enabled but not connected	<u>Wi-Fi and Bluetooth</u>
Bluetooth not connected	● STATUS green and Bluetooth blue, 1 flash every 3 s (NWB)	Bluetooth enabled but not connected	<u>Wi-Fi and Bluetooth</u>
Receiving data	● POWER flashing green	Receiving or transferring data (normal operation)	<u>Lights</u>

The light combinations come from the Brother FAQ “What do the indicator lights mean?” published for the TD-2125N, TD-2125NWB, TD-2135N and TD-2135NWB. The Bluetooth light is blue.

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Brother TD-2 errors: Error 1, Error 2, system error, cover open

Brother documents TD-2 errors through combinations of the POWER and STATUS lights. For each one: the short answer, the cause, the steps to follow and, where the FAQ provides for it, the point at which you should hand over to a technician.

Why is the STATUS light on my Brother TD-2 solid orange?

Lights: STATUS solid orange (POWER in any state).

Short answer: The top cover of the roll compartment is open. Close it: this is the only action Brother specifies for this state.

LIKELY CAUSE

According to the Brother light table, a solid orange STATUS light indicates that the roll compartment top cover (Media Roll compartment top cover) is open, whatever the state of the POWER light.

WHAT TO DO

1. Close the roll compartment top cover completely.
2. If the STATUS light then starts flashing red, refer to the [Error 1](#) entry, where Brother also cites a cover left open.

Source: [What do the indicator lights mean?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

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Why does the STATUS light on my Brother TD-2 flash red once every two seconds (Error 1)?

State: **Error 1** · Lights: POWER solid green, STATUS red, one flash every 2 seconds.

Short answer: Brother calls this state “Error 1”. It is mainly caused by the media: unsuitable roll, incorrectly installed or almost empty, guides incorrectly positioned or cover open. Check the roll, push the guides against it and close the cover.

LIKELY CAUSE

Brother first cites media-related causes: media type (die-cut labels or continuous tape) or label size different from what is expected, roll incorrectly installed, media guides not pushed against the roll, roll almost used up, compartment cover open. On the TD-2125NWB and TD-2135NWB, the same error appears when connecting to an access point (see [Wi-Fi WPS](#)). If the media is correct, other causes relate to the data (see [persistent Error 1](#)).

WHAT TO DO

1. Check that the correct media is installed: type (die-cut labels or continuous tape) and label size.
2. If the roll is not properly in place, reinstall it.
3. Bring the media guides back against the sides of the roll.
4. If there is not enough media left, install a new roll.
5. Close the roll compartment top cover.

Source: [What do the indicator lights mean?](#) – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).



My Brother TD-2 stays in “Error 1” even though the roll is correctly loaded: what should I do?

State: **Error 1** · Lights: POWER solid green, STATUS red, one flash every 2 seconds.

Short answer: If the media is correct, Brother points to data-related causes: label longer than one metre, incompatible file, template not found or created for another printer model, linked database not found, user memory exceeded. In these cases, switch the printer off and on again.

LIKELY CAUSE

Brother lists the following causes when the error persists: label longer than 1 m or incompatible file; BLF file created for another printer model (different model name); requested template not present in the printer; failure to find a template linked to a database; transferred data exceeding the user storage capacity.

WHAT TO DO

1. First check the points in the [Error 1](#) entry: media, guides and cover.
2. Check the label length (1 m maximum) and the file sent.
3. If you are printing from a transferred template (BLF file), check that it bears the name of this printer model, that it actually exists in the printer and that its linked database is found.
4. Check that the transferred data does not exceed the user storage capacity.
5. Switch the printer off and on again.

Source: [What do the indicator lights mean?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

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What does “Error 2” (STATUS light red, two flashes every two seconds) mean on my Brother TD-2?

State: Error 2 · Lights: POWER solid green, STATUS red, two flashes every 2 seconds.

Short answer: An unsupported device connected to the USB host port has caused an overcurrent, or the mass storage mode file system is damaged. Switch off the printer and check the connected device; on NWB models, the cause may also be an interrupted Wi-Fi or Bluetooth connection.

LIKELY CAUSE

Brother cites three causes: an unsupported device on the USB host port (overcurrent or detection of an unsupported device); in mass storage mode, a damaged file system or a file copied during processing; on the TD-2125NWB and TD-2135NWB, an interrupted wireless network or Bluetooth connection.

WHAT TO DO

1. Switch off the printer and check the device connected to the USB host port.
2. If a USB hub is connected, the printer switches off automatically after a certain time.
3. If the printer was in mass storage mode (see [mass storage mode](#)), switch it off.
4. On the TD-2125NWB and TD-2135NWB, if the Wi-Fi or Bluetooth connection was interrupted, switch the printer off and on again.

Source: [What do the indicator lights mean?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).



The POWER and STATUS lights on my Brother TD-2 are flashing red: what should I do?

State: system error · Lights: POWER flashing red, STATUS flashing red.

Short answer: Brother indicates a system error. Switch off the printer, then contact your reseller or Brother customer service.

LIKELY CAUSE

The Brother light table associates simultaneous red flashing of the POWER and STATUS lights with a system error, with no action for the user other than switching off.

WHAT TO DO

1. Switch the printer off.
2. Contact your reseller or Brother customer service.

When to call a technician: in the event of a system error (POWER and STATUS flashing red), Brother asks you to switch off the printer and contact the reseller or customer service.

Source: [What do the indicator lights mean?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

Why does my Brother TD-2 stop printing during a long run of labels (POWER light flashing orange)?

Lights: POWER flashing orange · Symptoms: printing stops, then resumes by itself.

Short answer: The printhead or motor is cooling down after a long or continuous print run. No action is needed: printing resumes automatically once the temperature has dropped.

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LIKELY CAUSE

According to Brother, direct thermal printing of a long label or of many labels in succession makes the inside of the printer too hot. It then pauses printing to cool down: the POWER light flashes slowly orange and a window on the computer indicates that the printer is cooling down. The motor can also heat up in continuous use. According to Brother, motor overheating is more likely above an altitude of 3,048 m.

WHAT TO DO

1. Wait: printing resumes by itself once the temperature has dropped.
2. To limit these pauses, Brother recommends choosing a lighter print density and reducing black areas (shaded backgrounds, colour graphics).
3. Place the printer in a well-ventilated location, not in an enclosed space.

An overheating printhead may also print marks in areas that should be blank; Brother considers this normal with many high-density prints.

Sources: [When I print a long label or many labels continuously, printing suddenly stops.](#) [↗](#) · [What do the indicator lights mean?](#) [↗](#) – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

Label detection: my Brother TD-2 cannot find the start of the label

The TD-2 locates the start of labels with a transmissive sensor (gap) and a reflective sensor (black mark). Brother explains how to align them with the media.

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Why does my Brother TD-2 not feed correctly to the start of the label?

Symptoms: start of label poorly detected, media feed error.

Short answer: According to Brother, the sensors are not properly aligned with the media. Apply the correct paper settings with **Paper Size Setup** in the Printer Setting Tool, then align the sensor according to the media type: triangular markers, or the sensor's centre line for a black mark.

LIKELY CAUSE

The TD-2 uses two sensors: the transmissive sensor (gap sensor), which locates the start of die-cut labels without a black mark, and the reflective sensor (black mark sensor), which detects black marks and the end of receipt paper. Brother attributes the problem to poor alignment of these sensors with the media.

BROTHER PROCEDURE

1. If there is a feed error, apply the correct paper settings to the printer with **Paper Size Setup** in the Printer Setting Tool.
2. Die-cut labels without a black mark: align the white triangle on the sensor with the black triangle on the printer.
3. Receipt paper without a black mark: for widths of 25 mm or more, align the white triangle on the sensor with the black triangle on the printer; below 25 mm, align it with the white triangle on the printer.
4. Black mark media: align the black mark with the centre line of the reflective sensor, leaving at least 4 mm of mark on each side of this line.
5. Black mark receipt paper (up to 63 mm wide): the mark must measure at least 9 mm from the left or right edge, otherwise the sensor may not detect it.

The Brother FAQs consulted for the TD-2 do not describe calibration using the printer's buttons.

Source: [The media cannot be fed to the beginning of a label.](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

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Brother TD-2 label feeding: jam at the exit

The TD-2 prints without a ribbon. Brother deals here with jams caused by adhesive building up at the media exit.

Labels are getting stuck at the exit of my Brother TD-2: how do I clean the media exit?

Symptoms: jam at the exit, adhesive build-up.

Short answer: Adhesive has built up at the media exit. Unplug the printer from the mains socket, then clean the exit with a cloth lightly moistened with isopropyl alcohol.

LIKELY CAUSE

Brother specifies this cleaning only when adhesive builds up at the media exit and causes jams.

Caution: Unplug the printer from the mains socket before this cleaning (Brother instruction).

BROTHER PROCEDURE

1. Unplug the printer from the mains socket.
2. Clean the media exit with a cloth lightly moistened with isopropyl alcohol.

Source: [How do I clean my machine?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

Several of these faults involve the labels or paper used. TIMCOD supplies [labels and printheads](#) for thermal printers (pages in French).

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Cleaning the printhead and roller of the Brother TD-2: frequency and precautions

Brother sets a cleaning frequency for the printhead and specific precautions to avoid damaging it; the platen roller is cleaned with adhesive tape, without solvent.

How do I clean the printhead on my Brother TD-2, and how often?

Maintenance: printhead to be cleaned every day or with every roll.

Short answer: Brother recommends cleaning the printhead once a day or at each roll change, whichever comes first. Wipe it with a cotton swab moistened with isopropyl alcohol, without touching it with your skin or scratching it.

Caution: According to Brother: keep your skin away from the printhead (risk of electrostatic damage and corrosion), do not touch the media surface, do not scratch or knock the printhead, and do not blow on it. Use the printer in a well-ventilated room; if condensation forms, switch it off and wait for the condensation to disappear.

OFFICIAL CLEANING PROCEDURE

1. Dip a cotton swab in isopropyl alcohol.
2. Wipe the printhead with the cotton swab.
3. Do not blow on the printhead to remove dust, and do not scratch or knock it.

Source: [How do I clean my machine?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).



How do I clean the platen roller on my Brother TD-2?

Maintenance: dirt on the platen roller.

Short answer: Brother recommends pressing a piece of clear adhesive tape (cellophane) against the platen roller to remove the dirt. Do not use an organic solvent such as benzene.

Caution: No organic solvent (benzene, for example) on the platen roller (Brother instruction).

BROTHER PROCEDURE

1. Press a piece of clear adhesive tape against the platen roller to remove the dirt.
2. Do not use an organic solvent such as benzene.

Source: [How do I clean my machine?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

TIMCOD supplies [printheads for thermal printers](#) (page in French).

Brother TD-2 Wi-Fi, Bluetooth and network: lights and reset

The TD-2125NWB and TD-2135NWB have Wi-Fi and Bluetooth lights; the network settings of all four models can be reset using the buttons.

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What do the Wi-Fi and Bluetooth lights on my Brother TD-2135NWB mean?

Lights: Wi-Fi (green), Bluetooth (blue) and STATUS, on the TD-2125NWB and TD-2135NWB.

Short answer: When solid, the light indicates an established connection; one flash every three seconds indicates that Wi-Fi or Bluetooth is enabled but not connected. The STATUS light flashes green during WPS configuration or Bluetooth pairing.

MEANING OF THE LIGHTS (BROTHER FAQ)

1. STATUS green and Wi-Fi green, one flash every 3 seconds: Wi-Fi enabled, not connected.
2. STATUS solid green and Wi-Fi solid green: Wi-Fi enabled and connected.
3. STATUS green and Bluetooth blue, one flash every 3 seconds: Bluetooth enabled, not connected.
4. STATUS solid green and Bluetooth solid blue: Bluetooth enabled and connected.
5. POWER, STATUS and Wi-Fi solid green, Bluetooth solid blue: Wi-Fi and Bluetooth connected.
6. STATUS flashing green: WPS configuration or Bluetooth pairing in progress.
7. POWER and STATUS flashing green: the printer is ready to change connection mode.

These lights exist only on the TD-2125NWB and TD-2135NWB. An interrupted wireless connection can cause the [Error 2](#) state.

Source: [What do the indicator lights mean?](#) – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

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My Brother TD-2135NWB goes into “Error 1” during Wi-Fi connection (WPS): why?

State: **Error 1** · Lights: POWER solid green, STATUS red, one flash every 2 seconds.

Short answer: On the TD-2125NWB and TD-2135NWB, Brother states that the “Error 1” state also appears when no access point has been found within 120 seconds, or when several have been found. During WPS configuration, the STATUS light flashes green.

LIKELY CAUSE

According to the Brother light table, on Wi-Fi models, Error 1 occurs if, after 120 seconds, the access point has not been found or if two or more access points have been found.

WHAT TO DO

1. During WPS configuration, wait for the operation to finish: the STATUS light flashes green.
2. If the printer goes into Error 1, the access point was not found within 120 seconds, or several access points were detected.
3. If the error persists, switch the printer off and on again, as Brother specifies for Error 1.

Source: [What do the indicator lights mean?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

How do I reset the network settings on my Brother TD-2?

When: network settings need to be reset (Ethernet, Wi-Fi).

Short answer: With the printer off, hold Feed and Power until the POWER light comes on orange and STATUS flashes green. Keeping Power held down, press Feed

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twice (APIPA enabled) or four times (APIPA disabled), then release Power.

LIKELY CAUSE

Brother specifies that all network settings are reset. APIPA automatically assigns an IP address in the 169.254.x.x range when no address has been set manually or provided by a DHCP, BOOTP or RARP server.

OFFICIAL PROCEDURE

1. Switch off the printer with the Power button.
2. Press and hold the Feed and Power buttons until the POWER light comes on orange and the STATUS light flashes green.
3. Still holding Power, press Feed 2 times to reset with APIPA enabled, or 4 times to reset with APIPA disabled.
4. Release the Power button.

Procedure published by Brother for the TD-2125N, TD-2125NWB, TD-2135N and TD-2135NWB (as well as the older TD-2120N and TD-2130N).

Source: [How do I reset network setting?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

Brother TD-2 firmware: what does boot mode mean?

An interrupted firmware update leaves the printer in boot mode; Brother explains what to do.

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The POWER light on my Brother TD-2 is solid red and STATUS is off: what is boot mode?

State: boot mode · Lights: POWER solid red, STATUS off.

Short answer: The printer has started in boot mode because the AC adapter was disconnected during a firmware update. Brother asks you to contact the reseller or Brother customer service.

LIKELY CAUSE

According to Brother, the printer starts in boot mode when the AC adapter was disconnected during a firmware update; the situation needs to be corrected.

WHAT TO DO

1. Contact your reseller or Brother customer service to restore the printer.
2. During future firmware updates, do not disconnect the AC adapter before the operation is complete.

When to call a technician: if the printer is in boot mode (POWER solid red, STATUS off) after an interrupted firmware update, Brother refers you to the reseller or customer service.

Source: [What do the indicator lights mean?](#) – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

Other questions about the Brother TD-2: lights and mass storage mode

Solid orange light, short flashes at start-up: what they mean according to the Brother light table.

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Why does the POWER light on my Brother TD-2 stay solid orange?

Lights: POWER solid orange; STATUS green, one flash then off while a file is being processed.

Short answer: The printer is in mass storage mode: according to Brother, no action is needed. If the STATUS light flashes green once and then goes off, a file is being processed.

LIKELY CAUSE

Brother associates a solid orange POWER light with mass storage mode. If, in this mode, the file system is damaged or a file is copied during processing, the printer goes into Error 2.

WHAT TO DO

1. Let the printer finish processing the current file (STATUS green, one flash then off).
2. Avoid copying a file during processing: Brother cites this case among the causes of Error 2.
3. If Error 2 occurs in this mode, switch off the printer (see [Error 2](#)).

Source: [What do the indicator lights mean?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

What do the POWER and STATUS lights on my Brother TD-2 mean?

Lights: POWER and STATUS (green, orange, red).

Short answer: POWER solid green: printer powered on or initialising; POWER flashing green: receiving or transferring data. Red on STATUS indicates Error 1 or Error 2, and both lights flashing red indicate a system error.

MEANING OF THE LIGHTS (BROTHER FAQ)

1. POWER solid green: powered on, initialising.

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2. POWER flashing green: receiving data, or transferring and importing data.
3. POWER and STATUS orange, one flash then off: initialisation complete.
4. POWER and STATUS orange, three flashes then off: resetting the numbering field (incrementing field).
5. POWER orange and STATUS green, three flashes then off: reset in progress.
6. STATUS solid orange: cover open (see [cover open](#)).
7. POWER flashing orange: printhead or motor cooling down (see [cooling down](#)).
8. POWER solid orange: mass storage mode (see [mass storage mode](#)).
9. STATUS red, one or two flashes every 2 seconds: [Error 1](#) or [Error 2](#).
10. POWER and STATUS flashing red: [system error](#); POWER solid red and STATUS off: [boot mode](#).

Table published by Brother for the TD-2125N, TD-2125NWB, TD-2135N and TD-2135NWB.

Source: [What do the indicator lights mean?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) (official documentation).

When should you call a technician for a Brother TD-2?

The entries above first suggest checking the media, cleaning or restarting. In the following cases, Brother refers you to the reseller or customer service:

- **System error (POWER and STATUS flashing red):** switch off the printer, then contact the reseller or customer service.
- **Boot mode (POWER solid red, STATUS off):** firmware update interrupted by disconnecting the AC adapter.

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Avoiding recurring faults on the Brother TD-2: preventive maintenance

Several entries in this guide point to sensors that are badly positioned or dirty, a printhead or platen roller that needs cleaning, or unsuitable settings or consumables. These are exactly the points a preventive maintenance visit checks before they cause a breakdown.

TIMCOD preventive maintenance is part of the through-life maintenance (MCO). TIMCOD provides for your fleet (page in French): scheduled preventive visits by certified technicians, with a detailed report. What it brings to a TD-2 fleet:

Fewer breakdowns, less downtime

Fewer production interruptions caused by label printers.

Worn parts detected in time

Printhead, platen roller, sensors: spotted before they cause a breakdown.

Regular cleaning and checks

Printhead, rollers and sensors cleaned and checked at every visit.

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

Legible barcodes, with darkness and printhead pressure suited to your consumables.

Fewer emergency call-outs

Incidents are handled during scheduled visits rather than as emergency repairs.

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Brother technicians

Support from teams who know your equipment.

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In addition, TIMCOD corrective maintenance includes phone support (hotline), repair to working order, express exchange and, as an option, SWAP. Maintenance contracts come in three levels (Essentiel, Confort, Premium).

Brother TD-2 troubleshooting: frequently asked questions

Why is the STATUS light on my Brother TD-2 flashing red?

One red flash every two seconds corresponds to the Error 1 state, two flashes to the Error 2 state. Error 1 is mainly caused by the media: unsuitable roll, incorrectly installed or almost empty, guides incorrectly positioned or cover open. Error 2 indicates an unsupported USB device, a problem in mass storage mode or, on NWB models, an interrupted wireless connection. [See the detailed entry.](#)

Why does my Brother TD-2 stop printing in the middle of a run of labels?

After a long label or many labels in succession, the printer pauses to cool down, and the POWER light flashes slowly orange. No action is needed: printing resumes by itself. To limit these pauses, Brother recommends a lighter density, fewer black areas and a well-ventilated location. [See the detailed entry.](#)

How do I clean the printhead of a Brother TD-2?

Wipe the printhead with a cotton swab moistened with isopropyl alcohol, once a day or at each roll change, whichever comes first. Do not touch the printhead with your skin, scratch it or blow on it. [See the detailed entry.](#)

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How do I reset the network on a Brother TD-2?

With the printer off, hold Feed and Power until the POWER light comes on orange and STATUS flashes green. Keep Power held down, press Feed 2 times (APIPA enabled) or 4 times (APIPA disabled), then release Power. All network settings are reset. [See the detailed entry.](#)

Why is the STATUS light on my Brother TD-2 orange?

A solid orange STATUS light means that the roll compartment top cover is open. Close it. [See the detailed entry.](#)

Why does my Brother TD-2 not stop at the start of the label?

According to Brother, the sensors are not aligned with the media. Apply the correct paper settings with Paper Size Setup in the Printer Setting Tool, then align the triangular marker on the sensor with the one on the printer, or the black mark with the centre line of the reflective sensor. [See the detailed entry.](#)

What do the Wi-Fi and Bluetooth lights on the Brother TD-2135NWB mean?

When solid, the light indicates an established connection; one flash every three seconds indicates that Wi-Fi or Bluetooth is enabled but not connected. The STATUS light flashes green during WPS configuration or Bluetooth pairing. [See the detailed entry.](#)

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What should I do if the POWER and STATUS lights on my Brother TD-2 are flashing red?

Brother indicates a system error. Switch off the printer, then contact your reseller or Brother customer service. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and light states in this guide come from the pages below in Brother's official "FAQs & Troubleshooting" knowledge base (support.brother.com, US English version, TD-2125N), consulted on 20 October 2026.

- [FAQs & Troubleshooting | TD-2125N | United States | Brother](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) **official**
- [What do the indicator lights mean?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) **official**
- [The media cannot be fed to the beginning of a label.](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) **official**
- [When I print a long label or many labels continuously, printing suddenly stops.](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) **official**
- [How do I clean my machine?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) **official**
- [How do I reset network setting?](#)  – Brother TD-2125N FAQs and troubleshooting (support.brother.com, United States) **official**

The Brother France and UK FAQs for the TD-2 (support.brother.com, c=fr and c=gb), the Brother USA support page for the TD-2125NWB and the list of Brother manuals were not consulted for this guide, and no TD-2 user guide was consulted; the FAQ "When I print many continuous labels, part of the label data is printed twice." contains only a video, and the FAQs "When printing using the RD roll, the print is out of alignment." and "I forgot the password I set previously." were not consulted. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

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See also

- [Product page on timcod.fr \(in French\): Brother TD 2](#)
- [All Brother printer troubleshooting guides \(PJ-8, RJ-4250WB, TD-4, TJ-4420TN\)](#)
- [Maintenance and repair of Brother printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance \(in French\)](#)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads \(in French\)](#)
- [Printer cleaning kits \(in French\)](#)

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PDF version of the page <https://www.timcod.fr/repairation/en/printer-troubleshooting/brother/td-2>, updated on 21 October 2026.

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