brother

DK LABEL DK TAPE

Label Printer

QL-810W/820NWB Quick Setup Guide (English)

brother

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Label Printer

QL-810W/820NWB — Quick Setup Guide (English)

Thank you for purchasing model QL-810W/820NWB!

Read the Product Safety Guide first, then read this Quick Setup Guide for the correct setup procedure. After reading this guide, keep it in a safe place for quick reference.

◉ 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.

For FAQs, Troubleshooting, and to download software and manuals, visit support.brother.com

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

install.brother

For more information on installing the drivers and software, see *Installing the Software and Printer Drivers to a Computer* section in this guide.

Available Manuals

■ **Product Safety Guide**

This guide provides safety information; read it before you use the Label Printer.

■ **Quick Setup Guide (this guide)**

This guide provides basic information about using the Label Printer, along with detailed troubleshooting tips.

■ **User's Guide**

When downloading the installer at install.brother, the folder "Brother Manual" is created on your computer desktop and this manual is stored in this folder.

This guide provides additional information about the Label Printer settings and operations, troubleshooting tips, and maintenance instructions.

In addition, you can download individual manuals that you need from the Brother Solutions Center.

Visit the Brother Solutions Center at support.brother.com and click **Manuals** on your model page to download the other manuals.

Available Applications for Use with Computers

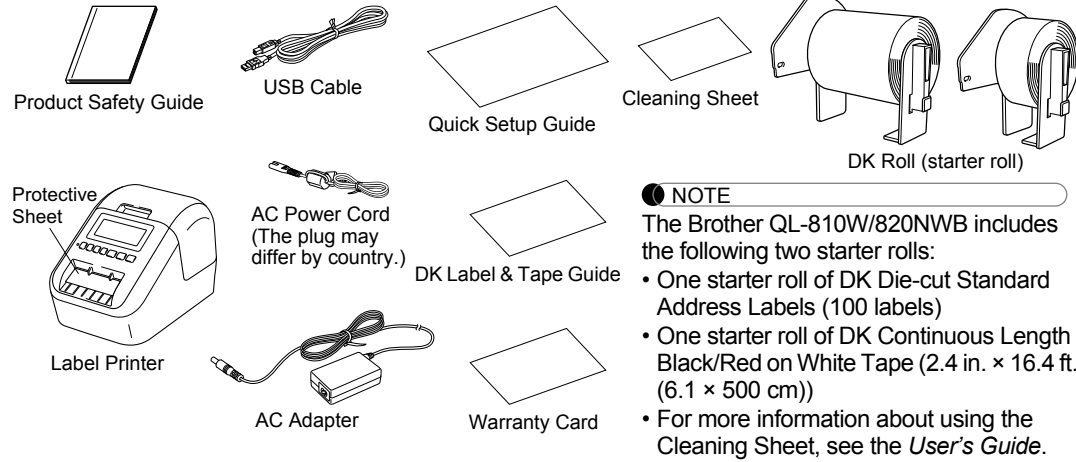| Applications	Features	Computer	Connection	Reference
P-touch Editor	Label creation software for computers. This application comes with built-in drawing tools that allow you to print a wide variety of custom labels in complex layouts with text of different fonts and styles, frames, imported images, barcodes, etc. The P-touch Editor application and printer drivers must be installed. (install.brother) For more information, see *Installing the Software and Printer Drivers to a Computer* section in this guide. See the *Software User's Guide* for guidance on using P-touch Editor.	Windows® / Mac	Wi-Fi / USB / Wired Network (QL-820NWB only) / Bluetooth (QL-820NWB only)	See section *10. Printing Using a Computer (P-touch Editor) section in this guide.*
P-touch Editor Lite (QL-810W only)	Label creation software for computers. With P-touch Editor Lite, there is no need to install an application or printer drivers. Simply connect a USB Cable to the Label Printer. This application allows you to create and print simple labels with text, frames and images.	Windows®	USB	See section *11. Printing Using a Computer (P-touch Editor Lite for QL-810W only) section in this guide.*

Available Applications for Use with Mobile Devices

Applications	Features	Mobile Device	Connection	Reference
Brother iPrint&Label	This application allows you to create and print labels using templates on a smartphone, tablet or other mobile device directly to your Label Printer.	Apple iPhone / iPad / iPod touch or Android™ device	Wireless Direct / Wi-Fi	See section *12. Printing Using a Mobile Device section in this guide.*
Mobile Transfer Express	This application allows you to use a mobile device to download databases and label data, created on a computer with P-touch Editor and saved to a cloud service, and send them to your Label Printer.			

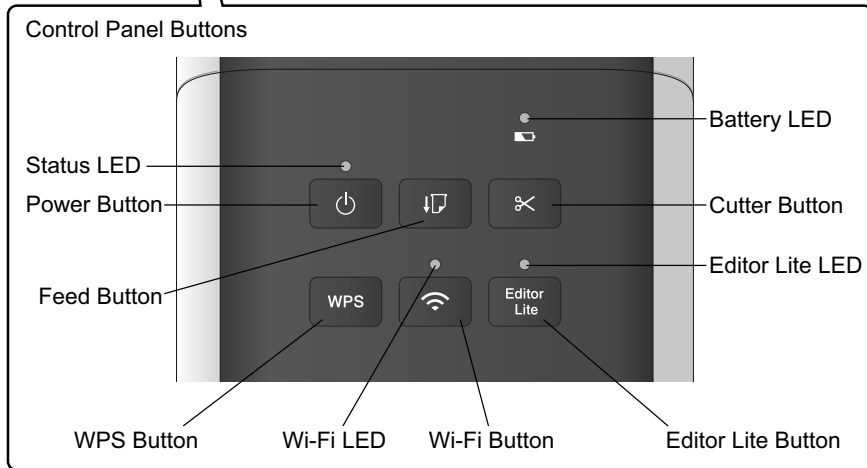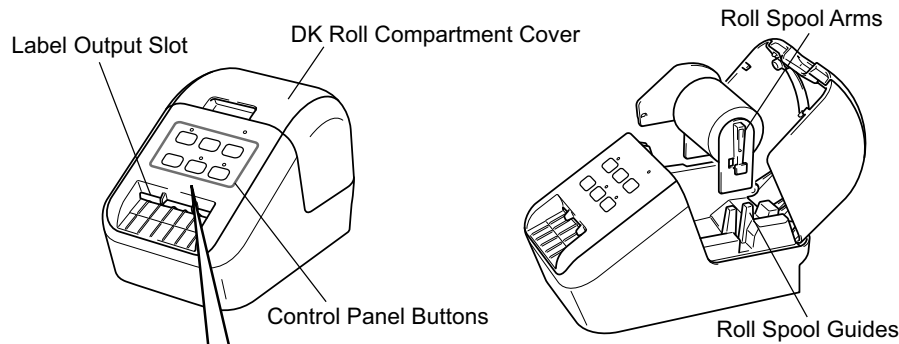For more information, see the *User's Guide*.

1. Unpacking the Label Printer

Check that the package contains the following items before using the Label Printer.
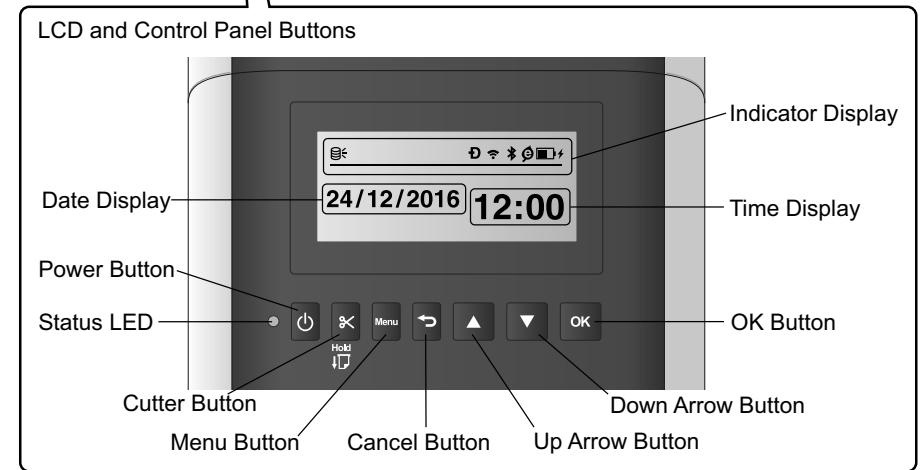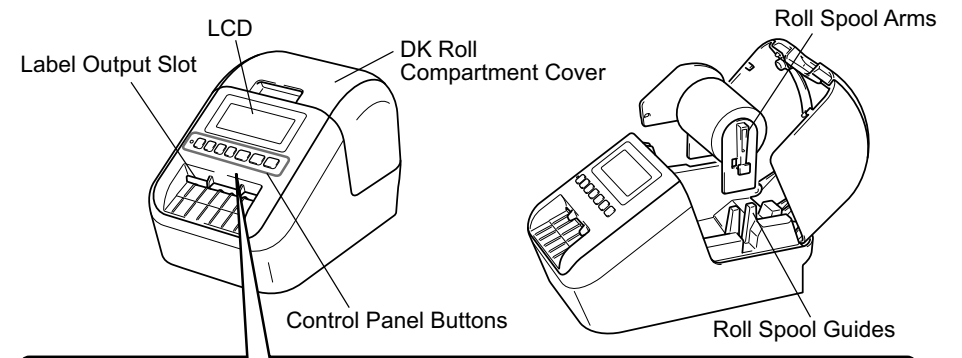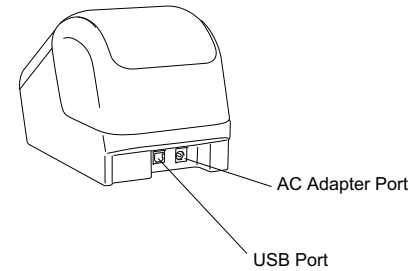If any item is missing or damaged, contact your Brother dealer.

Product Safety Guide

USB Cable

Quick Setup Guide

Cleaning Sheet

DK Roll (starter roll)

Protective Sheet

AC Power Cord
(The plug may differ by country.)

DK Label & Tape Guide

Label Printer

AC Adapter

Warranty Card

❍ NOTE

The Brother QL-810W/820NWB includes the following two starter rolls:
- One starter roll of DK Die-cut Standard Address Labels (100 labels)
- One starter roll of DK Continuous Length Black/Red on White Tape (2.4 in. × 16.4 ft. (6.1 × 500 cm))
- For more information about using the Cleaning Sheet, see the *User's Guide*.

2. Parts Description

▶ **Front**
QL-810W

Label Output Slot

DK Roll Compartment Cover

Roll Spool Arms

Control Panel Buttons

Roll Spool Guides

Control Panel Buttons

Battery LED

Status LED

Power Button

Cutter Button

Feed Button

Editor Lite LED

WPS Button

Wi-Fi LED

Wi-Fi Button

Editor Lite Button

2. Parts Description (cont)

▶ **Front**
QL-820NWB

LCD

Label Output Slot

DK Roll Compartment Cover

Roll Spool Arms

Control Panel Buttons

Roll Spool Guides

LCD and Control Panel Buttons

Indicator Display

Date Display

24/12/2016   12:00

Time Display

Power Button

Status LED

OK Button

Cutter Button

Down Arrow Button

Menu Button

Cancel Button

Up Arrow Button

▶ **Rear**

QL-810W

AC Adapter Port

USB Port

QL-820NWB

AC Adapter Port

LAN Port

USB Host

USB Port
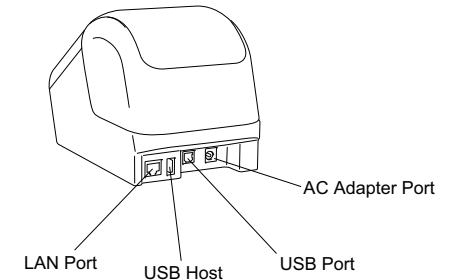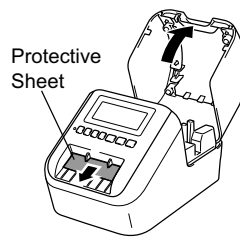
3. Loading the DK Roll

1. **Make sure that the Label Printer is turned Off.**
   Hold the Label Printer by the front, and firmly lift the DK Roll Compartment Cover to open it.
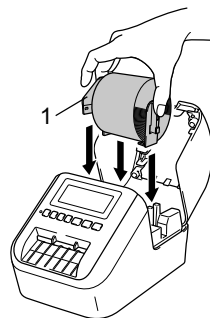   Remove the Protective Sheet from the Label Output Slot.

Protective Sheet

2. **After removing the protective material, place the DK Roll into the Roll Spool Guides.**
   - Make sure that the Roll Spool Arms are inserted firmly in the Roll Spool Guides.
   - Make sure the Stabilizer (1) slide into the notch of the Label Printer.

3. **Thread the DK Roll through the Label Printer.**
   - Align the edge of the DK Roll with the upright edge of the Label Output Slot.
   - Insert the first label into the slot inside the compartment.
   - Push the labels through the Label Output Slot until the end reaches the mark, as shown.
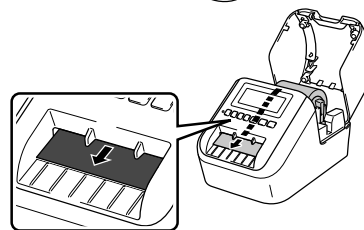
4. **Close the DK Roll Compartment Cover.**

   When you press the Power ((Iᵖᵒʷᵉʳ)) Button to turn the Label Printer On, the end of the DK Roll aligns automatically.
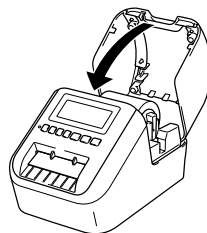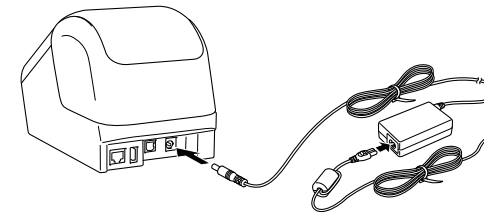
⬤ NOTE
Press the Cutter Button for two seconds to feed the tape automatically (QL-820NWB only).

4. Connecting the AC Adapter

Connect the AC Power Cord to the Label Printer and to the AC Adapter. Then, plug the AC Adapter into a grounded AC electrical outlet.
PA-BU-001 (optional battery unit) can be used.

5. Using the Battery Unit (Rechargeable Li-ion Battery included)

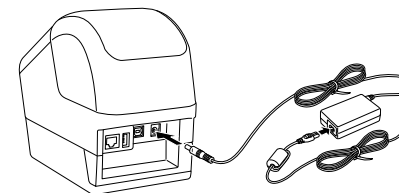▶ **Charging the Battery Unit**

⬤ NOTE
- Before use, fully charge the Battery Unit.
- To fully charge the Battery Unit, charge for approximately 2.5 hours.

1. **Make sure the Battery Unit is installed in the Label Printer.**

2. **Use the AC Adapter and AC Power Cord to connect the Label Printer to an AC power outlet.**
   Press the Power ((Iᵖᵒʷᵉʳ)) Button to turn the Label Printer on if it is not on already.
   For QL-810W, the Battery (▭) LED lights in orange during charging, and it turns off when the Battery Unit is fully charged.

⬤ NOTE
If the Battery Unit is not fully charged and you use the Label Printer to print, feed, or perform another operation, the Battery Unit temporarily stops charging, and continues automatically after the operation is completed.

▶ **Stopping Battery Unit Charging**
To stop charging the Battery Unit, disconnect the AC Adapter.

6. Installing the Coin Cell Battery (QL-820NWB only)

A coin cell battery is used as a backup power supply to maintain the settings for the internal clock. Please note that battery power will be consumed even if the Label Printer is not in use.

1. **Make sure that the Label Printer is turned Off. Hold the Label Printer by the front, and firmly lift the DK Roll Compartment Cover to open it.**

2. **Pull out the insulation seal on the coin battery.**
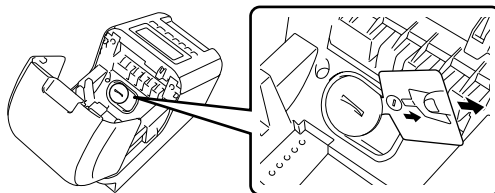
ⓘ IMPORTANT

- 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.
  Do not turn the coin cell battery cover past the unlock position, or you may damage it.

- Re-install the coin cell battery cover, using a coin or similar object to slowly turn the coin cell battery cover in the opposite direction of the arrow cover until it locks into place.
  Be sure to insert the new battery with the + and − sides facing the correct direction.

⚠ CAUTION

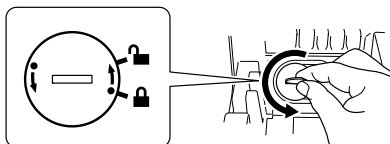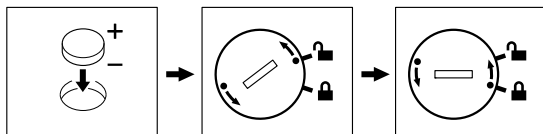- Remove the battery if you do not intend to use the Label Printer for an extended period of time.
- Dispose of the battery at an appropriate collection point, not in the general waste stream. Be sure to observe all applicable federal, state, and local regulations.
- When storing or discarding a battery, wrap it with cellophane tape to prevent it from short-circuiting. (see illustration)
  1. Cellophane tape
  2. Coin Cell Battery
- We recommend replacing the battery every two years.

1 Cellophane tape
2 Coin Cell battery

---
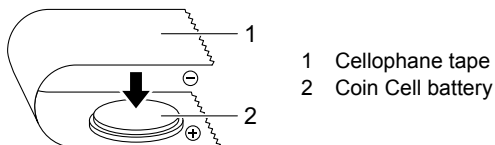
7. Turning Power On/Off

On: Press the Power (⏻) Button to turn the Label Printer On. The Status LED turns green.
Off: Press and hold the Power (⏻) Button again to turn the Label Printer Off.

ⓘ IMPORTANT

When turning the Label Printer Off, do not remove the battery or disconnect the AC Adapter until the orange Status LED turns Off.

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8. Setting LCD Language (QL-820NWB only)

1. **Press the Menu Button.**

2. **Press the ▲ or ▼ Button to select the Administration menu, and then press the OK Button.**

3. **Select [🏳 Language], scroll to select your language, and then press the OK Button.**

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9. LED Indications

The Label Printer's LED indicates the Label Printer's status.

▶ QL-810W

Status LED	Condition
Not lit	Power Off.
Steady green light	Power On.
	Feeding Mode / Printing Mode / Cutting Mode / Cleaning Mode
Flashing green light	If the green light flashes at 0.5 second intervals, one of the following has occurred: • Print preparation mode • Receiving data from the computer • Transferring data • Searching for printers
Steady orange light	The DK Roll Compartment Cover is open. Close the DK Roll Compartment Cover correctly. Label resetting mode is on or the Cutter Button was pressed while resetting. For more information on resetting the Label Printer, see the *User's Guide*.
Flashing orange light	If the orange light flashes at 0.5 second intervals: • The Label Printer is on cooling mode
Steady red light	Label Printer is booting.
Flashing red light	If the red light flashes at 1 second intervals, one of the following errors has occurred: • End of DK Roll • Feed error • The DK Roll Compartment Cover was opened while the Label Printer was in use. • Transmission error • Database search error • Access point search error • Access point connection error • Security error • No template selected
	If the red light flashes rapidly*, there is a system error.
	If the red light flashes at one second off, rapidly* on, rapidly* off, rapidly* on, one of the following errors has occurred: • Cutter error • Mass storage error

* "Rapidly" means 0.3 second intervals.

Wi-Fi LED

Wi-Fi LED	Condition
Not lit	WLAN Off
Flashing blue light	If the blue light is on for 1 second, off for 2 seconds, WLAN is on, but not connected.
Steady blue light	WLAN is on and connected.

Battery LED

Battery LED	Condition
Flashing orange light	• If the orange light flashes once every second, the battery needs recharging. • If the orange light flashes twice every 4 seconds, the battery power is low. • If the orange light flashes once every 4 seconds, the battery power is half.
Steady orange light	The battery is charging.
Not lit	The battery is fully charged.

▶ QL-820NWB

Status LED	Condition
Not lit	Power Off.
Steady green light	Power On.
	Feeding Mode / Printing Mode / Cutting Mode / Cleaning Mode
Flashing green light	If the green light flashes at 0.5 second intervals, one of the following has occurred: • Print preparation mode • Receiving data from the computer • Transferring data • Searching for printers
Steady orange light	The DK Roll Compartment Cover is open. Close the DK Roll Compartment Cover correctly.
Flashing orange light	If the orange light flashes at 0.5 second intervals: • The Label Printer is on cooling mode
Steady red light	Label Printer is booting.
Flashing red light	If the red light flashes at 1 second intervals, one of the following errors has occurred: • End of DK Roll • Feed error • The DK Roll Compartment Cover was opened while the Label Printer was in use. • Transmission error • Database search error • Access point search error • Access point connection error • Security error • No template selected
	If the red light flashes rapidly*, there is a system error.
	If the red light flashes at one second off, rapidly* on, rapidly* off, rapidly* on, one of the following errors has occurred: • Cutter error • Mass storage error

* "Rapidly" means 0.3 second intervals.

10. Printing Using a Computer (P-touch Editor)

Installing the Software and Printer Drivers to a Computer

To print from your Windows® computer or Mac, install the printer drivers, P-touch Editor, and other applications to your computer.

For Windows®:
Printer Driver, P-touch Editor, P-touch Address Book, P-touch Update Software, Printer Setting Tool, BRAdmin Light and BRAdmin Professional

For Mac:
Printer Driver, P-touch Editor, P-touch Update Software, Printer Setting Tool and Wireless Device Setup Wizard

ⓘ IMPORTANT

QL-810W only: When printing with P-touch Editor, press and hold the P-touch Editor Lite Button until the green Editor Lite LED turns off.

1. **Visit our website (install.brother) and download the Software Installer for the latest 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 Label Printer to a computer using a wireless connection, we recommend the following:
- Configure the wireless network settings while installing the software. You can change the settings later using the Printer Setting Tool. For more information, see the *User's Guide*.
- Install the software on a computer wirelessly connected to your network and configure the Label Printer using a USB Cable.
- Make a note of the SSID (network name) and password (network key) of the wireless network in advance. If you cannot find this information, ask your network administrator or wireless access point/router manufacturer.
- If your wireless access point/router supports WPS, you can use one-push WPS (Wi-Fi Protected Setup) to quickly configure the wireless network settings.

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

Connecting the Label Printer to a Computer

You can connect the Label Printer to a Windows® computer or Mac using a USB Cable, wireless LAN, or wired LAN. For more information, see the *User's Guide*.

▶ **Connecting Using USB**

1. **Before connecting the USB, make sure that the Label Printer is turned Off.**

2. **Connect the USB Cable to the USB Port on the back of the Label Printer.**

3. **Connect the USB Cable to the USB port on the computer.**

4. **Turn the Label Printer On.**

▶ **Connecting Using Wi-Fi**

QL-810W only

1. **Turn the Label Printer On.**

2. **Press and hold the Wi-Fi (🛜) Button on your Label Printer for one second to turn the Wi-Fi function On. The Wi-Fi (🛜) LED starts flashing green once every three seconds.**

10. Printing Using a Computer (P-touch Editor) (cont)

QL-820NWB only

ⓘ IMPORTANT

In order for the Label Printer and your network access point or router to communicate, you must first install the printer drivers and **Printer Setting Tool**.

1. **Press the Menu Button.**

2. **Press the ▲ or ▼ Button to select the [WLAN] menu.**

3. **Press the OK Button.**

4. **Press the ▲ or ▼ Button to set [WLAN (On/Off)] to [On]. Wi-Fi communication is now available.**

For more information, see the *User's Guide*.

▶ **Bluetooth Connection (QL-820NWB only)**

ⓘ IMPORTANT

In order for the Label Printer and your Bluetooth-equipped computer or adapter to communicate, you must first pair the Label Printer with the computer or handheld device using the Bluetooth management software.

1. **Press the Menu Button.**

2. **Press the ▲ or ▼ Button to select the [Bluetooth] menu.**

3. **Press the OK Button.**

4. **Press the ▲ or ▼ Button to set [Bluetooth (On/Off)] to [On].**

5. **Use your Bluetooth management software to discover the Label Printer. Bluetooth communication is now available.**

▶ **Connecting Using a Wired LAN (QL-820NWB only)**

● NOTE
To use a static IP address to connect your Label Printer to a wired LAN connection, install the printer drivers and Printer Setting Tool, and then specify wired LAN connection settings.
For more information, see *Installing the Software and Printer Drivers to a Computer* section in this guide.

1. **Before connecting the LAN cable, make sure that the Label Printer is turned Off.**

2. **Connect the LAN cable to the LAN Port on the back of the Label Printer.**

3. **Connect the LAN cable to an active LAN Port on the network.**
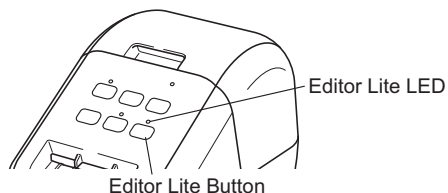
4. **Turn the Label Printer On.**

● NOTE
The printer's communication settings can be changed under [**Communication Settings**] in the Printer Setting Tool.

● NOTE
- For more information and instructions on how to use P-touch Editor, see the *User's Guide*.
- For more information and instructions on using a two-tone print roll through P-touch Editor, see the *User's Guide*.

1. **Turn the Label Printer On, then press and hold the P-touch Editor Lite Button until the green P-touch Editor Lite LED turns on.**

Editor Lite LED

Editor Lite Button

NOTE

QL-810W only: P-touch Editor Lite is set as the default mode.

2. **Connect the USB Cable to your computer.**
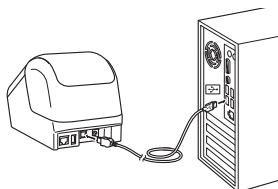
NOTE
- Unplug the USB Cable and confirm if the Label Printer is power on.
- If you are connecting the Label Printer using a USB Cable, it may not be detected correctly. If this happens, unplug the USB Cable, make sure the Label Printer is On, and then reconnect the USB Cable.
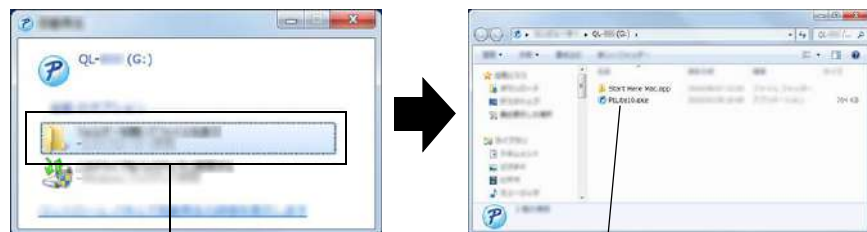
3. **After the USB Cable is connected, a dialog box appears on your computer monitor.**
   (The following screens may differ depending on your operating system, but the operating procedures are same.)

   Windows Vista®
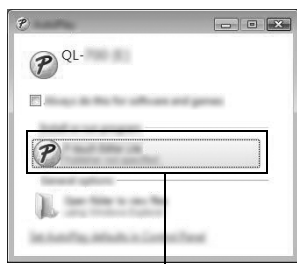
   Click **P-touch Editor Lite**.

   Windows® 7 / 8 / 8.1 / 10

   Click **Open folder to view files**.   Double-click **PTLITE10**.

NOTE
- If you do not see the dialog box, it may be hidden behind an open software program window. Minimize all windows to view the dialog box.
- It will take longer than usual to start P-touch Editor Lite when connecting the Label Printer to your computer for the first time. If the software does not start automatically when you connect the Label Printer, you may launch it from **My Computer**. Start P-touch Editor Lite by double-clicking **PTLITE10.EXE**.

▶ **When using Windows Vista®**
When connecting the device for the first time, perform the scan and then select the **Always do this for software and games** check box on the dialog box displayed when the scan completes. P-touch Editor Lite will start automatically the next time you connect the QL-810W.

4. **P-touch Editor Lite launches.**
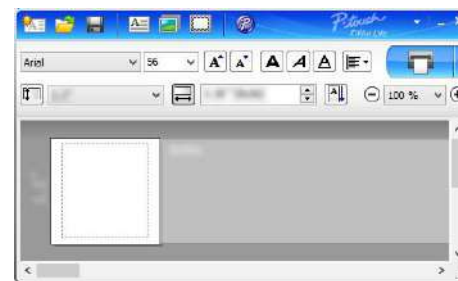
IMPORTANT

Do not turn off or disconnect the Label Printer while using P-touch Editor Lite.

▶ **When using Macintosh**
P-touch Editor Lite is not available for Macintosh. The [QL-810W] icon is displayed when the Label Printer is connected to a Mac in the P-touch Editor Lite mode. Open [QL-810W] from the desktop, and then execute [Start Here Mac]. If P-touch Editor 5.1 and the Label Printer drivers are not installed, a message advising to install is displayed. Install them, and use P-touch Editor 5.1.

NOTE
For more information and instructions on how to use the P-touch Editor Lite, see the *User's Guide*.

Installing Applications for a Mobile Device

You can use your Label Printer as a stand-alone Label Printer or connect it to a mobile device. To create and print labels directly from your mobile device, install the Brother mobile applications, and then connect your Label Printer to your mobile device. The following free Brother applications can be downloaded from the App Store or Google Play™:

• Brother iPrint&Label
• Mobile Transfer Express

Connecting the Label Printer to a Mobile Device

1. **Confirm the Wireless Direct settings of the Label Printer, and then connect the Label Printer to your computer using a USB Cable.**
    • For Windows®
    a) Launch the **Printer Setting Tool** on your computer.
    b) Click the **[Communication Settings]** button.
    c) Click the **[General]** tab.
    d) Confirm **[Infrastructure and Wireless Direct]** or **[Wireless Direct]** is selected for **[Selected Interface]**.
    • For Mac
    a) Launch the **Printer Setting Tool** on your computer.
    b) Click the **[Communication Settings]** button.
    c) Click the **[Wireless LAN]** tab.
    d) Confirm that **[Wireless Direct]** is set to **[On]**.
    For more information, see the *User's Guide*.

2. **Press and hold the Wi-Fi (⇔) Button on your Label Printer for one second to turn the Wi-Fi function On.**
    The Wi-Fi (⇔) LED starts flashing blue once every three seconds.

3. **In the Wi-Fi settings screen of your mobile device, select the SSID of the Label Printer and enter the password.**

    ● NOTE
    • The factory default SSID and password are as follows:
    SSID: "DIRECT-*****_QL-810W\QL-820NWB", where ***** is the last five digits of the product serial number.
    (You can find the serial number label in the DK Roll compartment of the Label Printer.)
    The password: 810*****/820***** where ***** is the last five digits of the product serial number.
    • You can connect the Label Printer to a mobile device in the Infrastructure Mode via a wireless access point/router.

Printing from a Mobile Device

1. **Start the mobile printing application on your mobile device.**

    ● NOTE
    Make sure that the Label Printer is connected to your mobile device.
    See *Connecting the Label Printer to a Mobile Device* section in this guide.

2. **Select a label template or design.**

    ● NOTE
    You can also select a previously designed label or image and print it.

3. **Tap [Print] in the application menu.**

Main Specifications

▶ Product specifications

Items	Specifications
Printing method	Direct thermal printing via thermal head
Interface	USB / Wireless LAN (QL-810W/820NWB) / Wired LAN (QL-820NWB only) / Bluetooth (QL-820NWB only)
Size (W×H×D)	Approx. 4.9 in. (125.3 mm) x 5.7 in. (145 mm) x 9.2 in. (234 mm)
Weight	QL-810W: Approx.2.4lb (1.12 kg) (without DK Rolls) QL-820NWB: Approx. 2.6lb (1.16 kg) (without DK Rolls)

▶ Operating environment

Items	Specifications
Operating temperature	50°F to 95°F (10°C to 35°C)
Operating humidity	20% to 80% (Maximum wet-bulb temperature 80.6°F (27°C))

Troubleshooting

Problem	Solution
The Status LED is not lit.	• Is the AC Power Cord inserted correctly? Check that the AC Power Cord is inserted. If it is inserted correctly, try plugging it into another grounded AC power outlet.
The Label Printer does not print, or a printing error occurs.	• Is the cable loose? Check that the cable is connected securely. • Is the DK Roll installed correctly? If not, remove the DK Roll and reinstall it. • Are there enough labels in the DK Roll? Check that there are enough labels remaining in the DK Roll. • Is the DK Roll Compartment Cover open? Check that the DK Roll Compartment Cover is closed. • Has a print error or transmission error occurred? Turn off the Label Printer and then turn it on again. If there is still a problem, contact your Brother dealer. • If the Label Printer is connected via a USB Cable, try connecting it directly to your computer. If not, try connecting it to another USB Port.
A data transmission error appears on your computer.	• Is the correct port selected? Check that the correct port is selected from the "Print to the following port" list in the **Printer Properties** dialog box. • Is the Label Printer in cooling mode (the Status LED is flashing orange at 0.5 seconds intervals)? Wait until the Status LED stops flashing and then try printing again.
Labels are jammed in the cutter.	• Contact Brother Customer Service.
The label is not ejected correctly after printing.	• Check that the ejection path of the label is not blocked. • Check that the DK Roll is set correctly by removing the DK Roll and reinstalling it. • Ensure that the DK Roll Compartment Cover is closed correctly.
Cutter error	• If a cutter error occurs, keep the DK Roll Compartment Cover closed and press the Power (⏻) Button. The cutter moves back to the normal position and turns the Label Printer Off automatically. After the Label Printer is Off, inspect the Label Output Slot and remove any blockage.
After exiting P-touch Editor Lite, how do I restart the program while the Label Printer is still on?	There are three ways to restart: • Turn Off the Label Printer and then turn it back ON. • Disconnect and then reconnect the USB Cable while the Label Printer is On. • Launch P-touch Editor Lite from **My Computer**.

Software Development Kit

A Software Development Kit (SDK) is available. Visit the Brother Developer Center (www.brother-usa.com/lp/civ/home.aspx).
The b-PAC SDK and the SDKs for mobile devices (Android, iPhone, and iPad) can also be downloaded.
(The SDKs available are subject to change without notice.)