brother
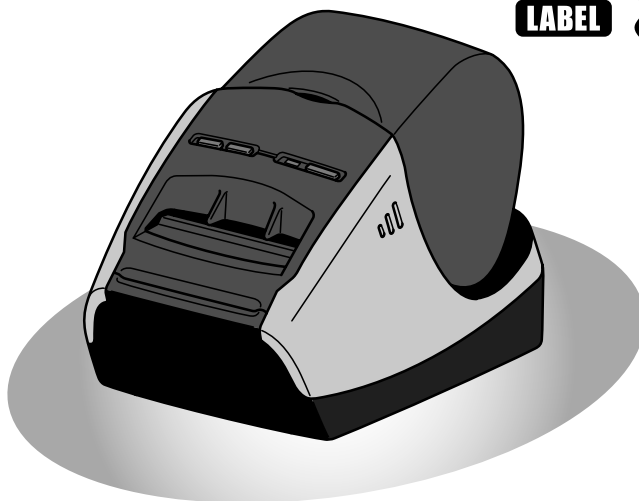
QL-570 / QL-580N

Label Printer

User's Guide

DK LABEL DK TAPE

Introduction

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Reference

Be sure to read and understand this guide before using the machine. We recommend that you keep this guide nearby for future reference.

www.brother.com

Thank you for purchasing the Brother QL-570/580N.
This guide briefly describes the steps to start using the Brother QL-570/580N.
See the User's Guide for details. The User's Guide can be found in the Manuals folder of the included CD-ROM.

We strongly recommend that you read this guide carefully before using the Brother QL-570/580N, and then keep it nearby for future reference.

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General Information

■Compilation and Publication Notice

Under the supervision of Brother Industries Ltd., this guide has been compiled and published, covering the latest product's descriptions and specifications.

The contents of this guide and the specifications of this product are subject to change without notice.

Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publication.
The screen images in this guide can be differed depending on your OS or printer.

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■Symbols Used in this Guide

The symbols used throughout this guide are as follows:

⚠ This symbol shows information or directions that should be followed. If ignored, the result may be injury, damage, or failed operations.

📝 This symbol shows information or directions that can help you better understand and use the machine more efficiently.

Safety Precautions

Read and understand all of these instructions and save them for later reference. Follow all warnings and instructions marked on the product.

⚠ WARNING	Tells you what to do to avoid the risk of injury.
⚠ CAUTION	Tells you about procedures you must follow to prevent damage to the machine.

The symbols used in this guide are as follows:

🚫	Action NOT allowed	🚫	DO NOT disassemble the product.
🚫	DO NOT splash the product with or immerse the product in water.	🚫	DO NOT touch a given portion of the product.
❶	Mandatory action	🔌	Unplugging
⚠	Alerts to the possibility of electrical shock		

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■To use the machine safely

⚠WARNING

Follow these guidelines to avoid fire, electric shock, or other damage.

■The Machine

⚠ Unplug the power cord immediately and stop using the machine during an electrical storm. There may be a remote risk of electric shock from lightning.

🚫 Do not touch any metal parts near the print head. The print head becomes very hot during use and remains very hot immediately after use. Do not touch it directly with your hands.

🚫 Dispose of plastic bags correctly and keep away from babies and children. Do not wear or play with plastic bags.

🔌 Unplug the power cord immediately and stop using the machine if you notice any abnormal odour, heat, discolouration, deformation or anything unusual whilst the machine is in use or storage.

🚫 Do not disassemble the machine. For inspection, adjustment and repair of the machine contact the retail outlet where the machine was purchased or your local authorized service centre.

🚫 Do not drop, hit or otherwise bang the machine.

🚫 Do not hold and lift the machine by the DK Roll cover. The cover could come off and the machine could fall and become damaged.

🚫 Do not allow the machine to get wet in any way.

🚫 Do not use the machine with foreign objects in it. If water or any foreign objects should enter the machine, unplug the power cord from the electric outlet and remove the foreign object. If necessary, contact the retail outlet where the machine was purchased or your local authorized service centre.

🚫 Do not hold the machine with only one hand. The machine may slip out of your hand.

❶ Never disassemble the machine or allow it to get wet to avoid possible fire or electrical shock. Doing so could cause an electrical shock or fire.

⚠WARNING

ⓘ Do not use paint thinner, benzene, alcohol or any other organic solvents to clean the machine. Doing so may cause damage to the surface finish. Use a soft, dry cloth to clean the machine.	ⓘ Do not put any heavy objects or objects containing water on top of the machine. If water or any foreign object enters the machine, contact the retail outlet where the machine was purchased or your local authorized service center. If you continue to use the machine with water or a foreign object in the machine, the machine may be damaged or personal injury could result.

Follow these guidelines to avoid fire, electric shock, or other damage.

■Power Cord

◌ Use only the authorized power source (220V-240V AC) for the machine.	◌ Do not use the power cord if it is damaged.
ⓘ Use only the power cord included with the machine.	ⓘ Ensure the power cord is correctly inserted into the electrical outlet.
ⓢ Do not handle the power cord or plug if your hands are wet.	ⓘ Always hold the power cord when unplugging the power cord from or plugging it into electrical outlet. Do not pull on the power cord. The wire in the electrical cord may become damaged.
◌ Do not overload the electrical outlet sockets with too many appliances or plug the power cord into a damaged electrical outlet.	
◌ Do not cut, damage, alter or place heavy objects on the power cord.	

⚠CAUTION

Follow these guidelines to avoid fire, electric shock, or other damage.

■The Machine

ⓘ The electrical outlet should be close to the machine and be easily accessible.

ⓘ Do not touch the cutter. Personal injury could result.

ⓘ Do not expose the machine to direct sunlight or near heaters or other hot appliances, in any area exposed to extremely high or low temperatures, high humidity or dusty areas. Doing so could cause the machine to malfunction.

■Power Cord

⚡ If the machine will not be used for an extended period, remove the power cord from the electrical outlet.

■Cutter

ⓢ Do not touch the blade of the cutter.

◌ Do not open the top cover when the cutter is operating.

■Installation/Storage

ⓘ Put the machine on a flat, stable surface such as a desk.	◌ Do not put any heavy objects on top of the machine.

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⚠ CAUTION

■DK Roll (DK Label, DK Tape)

❶ Be careful not to drop the DK Roll.

❶ DK Rolls use thermal paper and thermal film. Both the label and print will fade with sunlight and heat. Do not use DK Rolls for outdoor use that requires durability.

❶ Depending on the area, material, and environmental conditions, the label may unpeel or become irremovable, the colour of the label may change or be transferred to other objects.
Before applying the label, check the environmental condition and the material. Test the label by affixing a small piece of it to an inconspicuous area of the intended surface.

General Precautions

■The Machine

• The machine is a precision machine. Do not drop, hit or otherwise bang the machine.
• Do not lift the machine by the DK Roll compartment cover. The cover could come off and the machine could fall and become damaged.
• The machine may malfunction if left near a television, radio, etc. Do not use the machine near any machine that can cause electromagnetic interference.
• Do not insert any objects into or block the label output slot, USB port, Serial port or LAN port.
• Use only the interface cable (USB cable) included with the machine.
• When not in use for an extended period, remove the DK Roll from the machine.
• Do not attempt to print labels while the DK Roll cover is open.

■Power Cord

• You should put the machine near an easily accessible, standard electrical socket.

■DK Roll (DK Label and DK Tape)

• Use only genuine Brother accessories and supplies (with 🏷, 🏷 marks). Do not use any unauthorized accessories or supplies.
• If the label is attached to a wet, dirty, or oily surface, it may peel off easily. Before applying the label, clean the surface to which the label will be applied.
• DK Rolls use thermal paper or film that can fade in colour or peel off surfaces if exposed to ultraviolet light, wind or rain.
• Do not expose the DK Rolls to direct sunlight, high temperatures, high humidity, or dust. Store in a cool, dark place. Use the DK Rolls soon after opening the package.
• Scratching the printed surface of the label with your finger nails or metal objects, or touching the printed surface with hands dampened by water, sweat, or medicated cream, etc., can cause the colour to change or fade.
• Do not apply labels to any persons, animals, or plants.
• As the end of the DK Roll is designed to not adhere to the label spool, the last label may not be cut properly. If this happens, remove the remaining labels, insert a new DK Roll, and reprint the last label.
Note: To account for this, the number of DK Labels included on each DK Roll may be more than indicated on the package.
• If a label is removed after being applied to a surface, some portion of the label may remain. Remove the remaining portion before attaching a new label.

- Some DK Rolls use permanent adhesive for their labels. These labels cannot be easily peeled off once attached.
- Prior to using CD/DVD labels, be sure to follow the instructions in your CD/DVD player's instruction guide regarding applying CD/DVD labels.
- Do not use CD/DVD labels in a slot loading CD/DVD player, for example a CD player in a car where the CD is slid into a slot in the CD player.
- Do not peel off the CD/DVD label once it is applied to the CD/DVD, a thin surface layer may come off, resulting in damage to the disk.
- Do not apply CD/DVD labels to CD/DVD disks designed for use with ink jet printers. Labels peel off these disks easily and using disks with peeled labels can result in loss or damage of data.
- When applying CD/DVD labels, use the applicator included with the CD/DVD label rolls. failure to do so could cause damage to the CD/DVD player.
- User's shall take full responsibility for applying CD/DVD labels. Brother accepts no responsibility for any loss or damage of data caused by the inappropriate use of CD/DVD labels.

■CD-ROM and Software

- Do not scratch or subject the CD-ROM to high or low temperatures.
- Do not put heavy objects on the CD-ROM or apply force to the CD-ROM.
- The software contained on the CD-ROM is meant for use with the machine only. See the Licence on the CD for details. This software may be installed on multiple computers for use in an office, etc.

STEP 1

Getting Started

Take the printer out of the box and make preparations for the printer before creating a label. Follow the procedures from "Unpacking the QL-570/580N" on page 8.
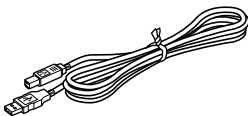
1 Unpacking the QL-570/580N

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

QL-570/580N

USB cable
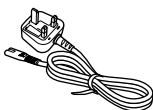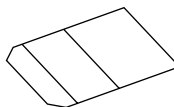

User's Guide
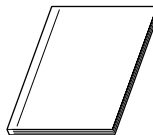
CD-ROM

Software Installation Guide
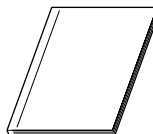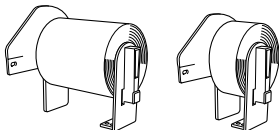

AC Power cord

Cleaning Sheet

The plug may differ by countries.
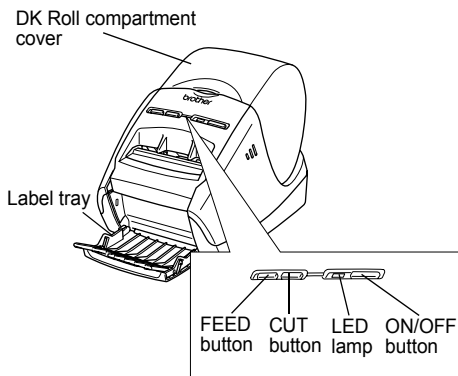
DK Roll (Starter roll)

The Brother QL-570/580N includes two starter rolls of :
• One starter roll of DK Die-cut Standard Address Labels (100 labels)
• One starter roll of DK Continuous Durable Tapes 62mm (8M)

2 Parts Description

Main Printing Unit

■Front

DK Roll compartment cover

Label tray

FEED button CUT button LED lamp ON/OFF button

■Rear

< QL-570 >

Power port
Power cord

USB port

< QL-580N >

Power port
Power cord

Serial port
USB port LAN port
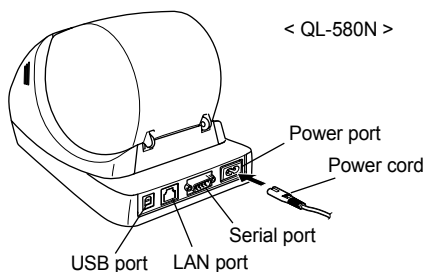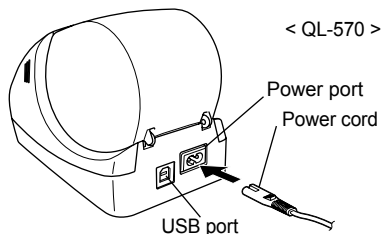
3 Connecting the Power Supply

Connect the power cord to the QL-570/580N and then plug the power cord into a electrical outlet.

(!) • Check that the electrical outlet is 220V-240V AC before plugging the power cord.
 • Unplug the power cord from the electrical outlet after you have finished using the QL-570/580N.
 • Do not pull the power cord when unplugging it from the electrical outlet. The wire in the power cord may become damaged.
 • Do not connect the QL-570/580N to the computer until directed to do so when installing the printer driver.
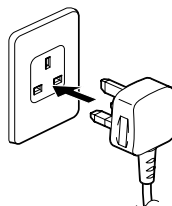
The plug may differ by countries.

4 | Removing Protection Sheet

Press the ON/OFF button (⏻) to turn on the Brother QL-570/580N on. Then, press the FEED button for more than one second to remove the protection sheet.
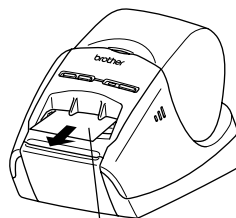
Protection sheet

5 | Setting the DK Roll

1 Press and hold the ON/OFF button to turn the QL-570/580N off. Hold the DK Roll compartment cover at the front of the Brother QL-570/580N and firmly lift up to open the cover.

2 Put the spool into the spool guides in the DK Roll compartment.
- Make sure that the spool arms are inserted firmly in the spool guides on the left and right.
- Insert the spool with the DK Roll located on the right hand side of the Brother QL-570/580N.
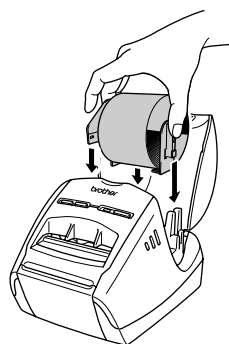
3 Thread the end of the DK Roll into the slot until it aligns to the area shown on the right.

⚠ Align the end of the roll with the upright edge of the label output slot.

▼
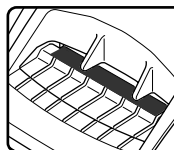
4 Close the DK Roll compartment cover.

📝 When you press the ON/OFF button (⏻) to turn the Brother QL-570/580N on, the end of the DK Die-cut Label is aligned automatically.
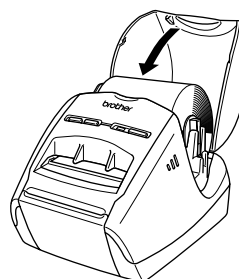
6 Using Interface Cable (QL-580N only)

RS-232C cable and Network cable are not standard accessories.
Choose the appropriate cable for your interface.

• USB cable
Use the enclosed interface cable.

• RS-232C cable
The pin assignments for the serial cables (RS-232C cables) which can be used with this machine are shown in the table below. You can purchase the cables at an electronics store. Do not use an interface cable that is longer than 2 metres.

Brother QL side   PC side
D-sub female, lock screw #4-40 (UNC).   (D-Sub9P female)

| Signal Name	Pin Number	Pin Assignments	Pin Number	Signal Name
DCD	1		1	DCD
RXD	2		2	RXD
TXD	3		3	TXD
DTR	4		4	DTR
GND	5		5	GND
DSR	6		6	DSR
RTS	7		7	RTS
CTS	8		8	CTS
RI	9		9	RI

(!) • It is not possible to connect a RS-232C cable and USB cable to the printer at the same time.

• Network cable
Use a straight-through Category5 (or greater) twisted-pair cable for 10BASE-T or 100BASE-TX Fast Ethernet Network.

Important

For USB interface, the included USB interface cable should be used to ensure compliance with the limits for EMC (Electromagnetic compatibility).
For serial and network interfaces, a shielded interface cable should be used to ensure compliance with the limits for EMC.
Changes or modifications not expressly approved by Brother Industries, Ltd. may affect the performance and print quality, and damage may not be covered under the limited warranty.

(!) • Caution for LAN connections
Connect this product to a LAN connection that is not subjected to overvoltages.
• Caution for RS-232C connection
The RS-232C serial connector part of this equipment is not Limited Power Source.

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Label Overview

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1 Label Variety

Here are the sample labels that you can create with the Brother QL-570/580N.
There is a variety of labels to choose from.
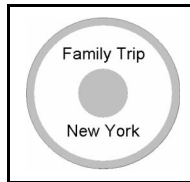
Choose the type of label you want to create.

Meeting Minutes
Project Alpha

Mr Michael Smith
LBI Group
100, Clean View Ave..
Oxford, Oxon. OX14 3RT

Visitor
Laura Johnson
DATE: 05/09/2008
TIME: 14:15
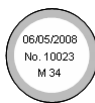ACME co.

Family Trip
New York

JAZZ

TO:
Ms. Donna Lewis
LBI Corporation
100 Somerset Corp Blvd
Bridgewater, NJ 08807-0911

Mr Michael Smith
LBI Group
100, Clean View Ave..
Oxford, Oxon. OX14 3RT
Mr Robert Goodman
15, Meadow Road,
Aberdeen AB8 3GR

NO SMOKING

M. Smith

DANGER!

06/05/2008
No. 10023
M 34

Emergency Exit

Mr. Walter Freeman
4555 Cumberland Pkwy.
Dallas TX 95053

LBI	
Department	Planning Dept.
Serial No.	0011154
Device No.	E6200-A4C

Best Hit Songs
Jan. - Aug.

Best Hit Songs Jan. - Aug.

Laura Johnson

Information File 1

Mr Michael Smith
LBI Group
100, Clean View Ave..
Oxford, Oxon. OX14 3RT

Mr Walter Freeman
LBI Group
401, Cumberland Crescent.
Ruislip, Berks.

Mr Andrew McCord
LBI Group
232, Union Street,
Aberdeen AB10 1TP

Mr Robert Goodman
LBI Group
15, Meadow Road,
Aberdeen AB8 3GR

IP Address:
192.168. 1. 1

IP Address:
192.168. 1. 2

Mary   Pat   Chris   John

LB7466001

USB Cable
CB-001
111111-001

AC Adapter
AC-123
222222-001

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Reference

1 LED Lamp

■Definition of LED Lamp
The LED lamp on the Brother QL printer indicates the current operating condition.

Lamp	Condition
Not lit ○	Power is OFF.
Green lamp is lit ☼	Power is ON.
Green lamp is flashing ○☼○☼○☼	Receiving data from the PC. (For QL-580N only)
Orange lamp is lit ☼	The roll cover is opened. Close the roll cover correctly.
Orange lamp is flashing ○☼○☼○☼	Cooling (Wait for the temperature of the print head to lower)
Red lamp is lit ☼	The machine is booting. (For QL-580N only)
Red lamp is flashing ○☼○☼○☼	Indicates one of the following errors. • Label sensor error (End of DK Roll or label jam) • Incorrect DK Roll installed • Transmission error

2 Maintenance

Maintenance of the machine must be done as required. However, some environments require that maintenance must be done more frequently (e.g. in dusty conditions).

■Print head maintenance

The DK Roll (thermal recording paper type) used with the machine is designed to clean the print head automatically. When the DK Roll passes the print head during printing and label feeding, the print head is cleaned.

■Roller maintenance

To clean the roller, please use the included DK-CL99 cleaning sheet.

📝 When performing maintenance on the roller, be sure to only use Brother DK-CL99 cleaning sheets.
If you use non-Brother cleaning sheets, the surface of the roller may become scratched, or cause a malfunction.

1 Press and hold the ON/OFF button to turn the QL-570/580N off.

▼

2 Hold the DK Roll compartment cover at the front of the Brother QL-570/580N and firmly lift up to open the cover.

▼

3 Remove the DK Roll.

▼

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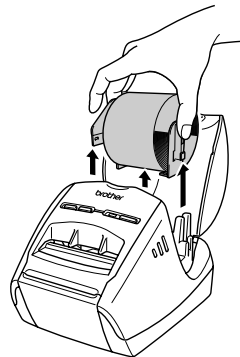
4 Remove the backing paper ② and feed the edge ① of the cleaning sheet into the printing unit until it reaches the area shown by an arrow in the diagram below.
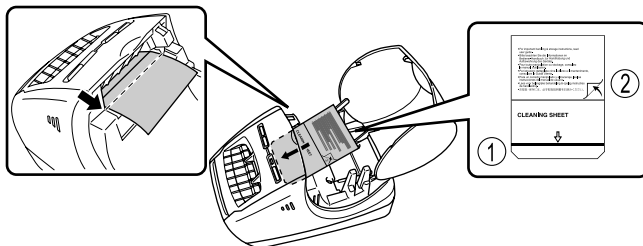
CLEANING SHEET

• Insert the sheet without removing the ① part of sheet.
• Check that the printing surface of cleaning sheet is facing upwards.

5 Close the DK Roll compartment cover and press the ON/OFF button (⏻) to turn the Brother QL-570/580N on.

6 Press the Feed button for more than one second.
The roller spins by 10 cm.
The adhesive face of the cleaning sheet removes the stain or dust on the roller.

Feed button

• If you do not press the Feed button for more than one second, the roller spins only 8mm.
• Dispose of the cleaning sheet after use.
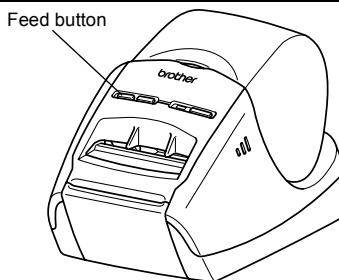
■Label outlet maintenance
If a label causes the machine to jam due to glue attached to the label outlet, remove the power cord and clean the label outlet with a cloth dipped into ethanol or isopropyl alcohol.

Label outlet
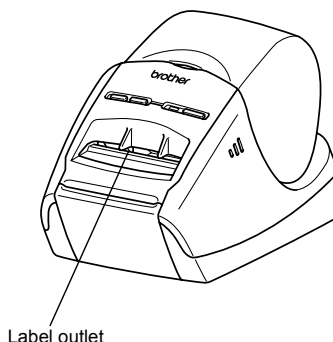
3 Troubleshooting

If the problems occur while using this machine, the following may help you to solve the problems.

■Potential types of problems

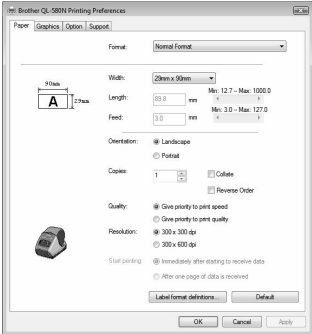| Problem	Solution
The QL printer does not print, or a printing error is received.	• Is the cable loose? Check that the cable is connected securely. • Is the DK Roll installed correctly? If not, remove the DK Roll and reinstall. • Is there enough roll remaining? Check that there is enough roll remaining. • 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 Brother QL printer and on again. If there is still a problem, contact your Brother dealer.
The power button is not lit.	• Is the power cord inserted correctly? Check that the power cord is inserted. If inserted correctly, try plugging it into another electrical outlet.
The printed label contains streaks or poor quality characters, or the label is not fed correctly.	• Is the print head or roller dirty? While the print head generally remains clean under normal use, lint or dirt from the roller may become stuck on the printer head. If this occurs, clean the roller. See ➔"Roller maintenance" in page 17.
A data transmission error appears on the personal computer.	• Is the correct port chosen? Check that the correct port is chosen from the "Print to the following port" list in the Printer Properties dialog box. • Is the QL printer in cooling mode (the LED lamp is flashing in orange)? Wait until the LED lamp stops flashing and then try printing again. • Is someone printing via network? If you try to print while other users are printing large amounts of data, the printer is unable to accept your print job until the ongoing printing is finished. In such situations, execute the print job again after the other jobs are completed.
Labels are jammed in the cutter.	• Contact your Brother dealer.
The label is not ejected properly after printing.	• Check that the ejection path of the label is not blocked. • Check that the DK Roll is set properly by removing the DK Roll and reinstalling • Ensure that the DK Roll cover is closed properly.
The print quality is poor	• Is there dirt or lint on the roller preventing it from rolling freely? Clean the roller using the cleaning sheet (separately available). For details, please see ➔"Roller maintenance" in page 17
After replacing the Roll while the Add-In feature was activated, the layout style was not updated.	• Close the P-touch Editor to exit the Add-In, and reactivate the Add-In.

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Problem	Solution
The P-touch Add-In icon is not displayed on Microsoft® Word.	• Is Microsoft® Word started up from Microsoft® Outlook®? • Is Microsoft® Word chosen for the editor usually used for Microsoft® Outlook®? Due to program limitations, the Microsoft® Word Add-In does not work with the above settings. Quit Microsoft® Outlook®, and restart Microsoft® Word.
Cutter error	• If a cutter error occurs, keep the DK roll compartment cover closed and press ON/OFF button. The cutter moves back to the normal position and turns the machine OFF automatically. After the machine is OFF, inspect the cutter unit and remove the paper jam.
The printed barcode cannot be read.	• Set the label vertical to the print head as shown below. Label exit slot Print head Recommended print direction • Some types of scanner are not able to read the bar code. Try using another scanner. • We recommend printing the Bar code with Print Quality options set to "Give priority to print quality". Windows® XP: To change the Print Quality options, open the printer properties from [Control Panel] - [Printer and other hardware] - [Printer and Faxes], right-clicking the printer whose settings are to be changed, then selecting [Properties]. Then, in the [General] tab, click [Printing Preferences...]. Windows Vista®: To change the Print Quality options, open the printer properties by going to [Control Panel] - [Hardware and Sound] - [Printers], right-clicking the printer whose settings are to be changed, then selecting [Properties]. Then, in the [General] tab, click [Printing Preferences...]. Windows® 7: To change the Print Quality options, open the printer properties by going to ⊕ - [Devices and Printers], right-clicking the printer whose settings are to be changed, and selecting [Printer properties]. Then, in the [General] tab, click [Preferences...].
I want to reset the printer/delete the data transferred from PC. (QL-580N only)	• To reset the machine, press and hold the ON/OFF button to switch the machine OFF. Then, hold down the ON/OFF button for two seconds. Continue holding down the ON/OFF button, and press the CUT button six times. The machine will then reset. All the transferred data from PC will be deleted and will reset the machine to factory settings.
I want to cancel the current printing job. (QL-580N only)	• Make sure that the printer is ON, and press the ON/OFF button.

Problem	Solution
When printing via the USB cable, the printer repeatedly pauses and then continues printing. (QL-580N only)	• Is the printer set for sequential printing? If so, set print mode to buffered printing. (Open printer properties from [Control Panel]-[Printer and FAX] and click [Printing Preferences...] button in the [General] tab. Choose the option "After one page of data is received".) • An alternative solution is to disconnect the LAN cable until USB printing is completed.

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4 Main Specifications

■Product specifications

Items		Specifications
Display		LED lamp (green, red, orange)
Print	Printing method	Direct thermal printing via thermal head
	Speed of printing	Max. 110 mm/sec, Max. 68 labels/min. (Standard Address Labels) (When connecting USB cable)
	Print head	300 dpi/720 dot
	Max. printing width	59 mm
	Min. printing length	12.7 mm
Cutter		Durable automatic cutter
Button		ON/OFF button ($\circlearrowleft$), FEED button, CUT button
Interface	QL-570	USB
	QL-580N	USB, RS-232C[*1], 10/100BASE-TX Wired Ethernet
Power supply	QL-570	220-240V AC 50/60Hz 0.9 A
	QL-580N	
Size	QL-570	133 mm × 208 mm × 143 mm
	QL-580N	133 mm × 240 mm × 143 mm
Weight	QL-570	Approx. 1.1 kg (Without DK Rolls)
	QL-580N	Approx. 1.2 kg (Without DK Rolls)

*1 Windows® only.
*1 The RS-232C interface is required when printing with ESC/P commands.

■Operating environment

Items	Specifications
Operating temperature	10°C to 35°C
Operating humidity	20% to 80% (without condensation)

5 For Australia Only:

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Support - For technical support of your Brother Product other than what you can resolve through the User's Guide, please visit our Web Site or Solutions Web Site (see below) to find an answer to FAQs/Troubleshooting, locating Drivers & Software.

Alternatively, please contact the Product Support Centre for any customer care/technical support enquiry.

To contact Brother International (Aust) Pty Ltd for support on a Brother product please see the details listed below:

Product Support Centre: **Australia**
Brother International (Aust) Pty Ltd
Phone: 02 8875 6000
Fax: 02 9870 7223
Solutions Site:**http://solutions.brother.com**
Web Site: **www.brother.com.au**
Email: To submit an e-mail enquiry, visit **www.brother.com.au** go to **Service and Support** area and follow the prompts.

Our Technical Support Consultants are available 5 days a week by phone during the hours of 8.30am to 5.00pm (EST/EDST) Monday to Friday.

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