

brother



# Label Printer

**QL-810W/820NWB**

Quick Setup Guide (English)



# Label Printer

## QL-810W/820NWB

## Quick Setup Guide (English)

Thank you for purchasing the 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.

### NOTE

- The information provided in this document is subject to change without notice.
  - Unauthorised duplication or reproduction of any or all content of this document is prohibited.
- Models may vary depending on your country.  
For FAQs, Troubleshooting, and to download software and manuals, visit [support.brother.com](http://support.brother.com)

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

[install.brother](http://install.brother)

For more information on installing the driver and software, see *Installing the Software and Printer Driver to a Computer*.

### Available Manuals

#### ■ Product Safety Guide

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

#### ■ Quick Setup Guide (this guide)

This guide provides basic information about using the printer along with detailed troubleshooting tips.

#### ■ User's Guide


This guide is stored in the "Brother Manual" folder that is created on your computer's desktop after downloading the installer from [install.brother](http://install.brother)

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

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



Visit the Brother Solutions Center at [support.brother.com](http://support.brother.com) and click Manuals on your model page to download the other manuals.

### Available Applications for 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 and more. The P-touch Editor application and printer driver must be installed. ( <a href="http://install.brother">install.brother</a> ) For more information, see <i>Installing the Software and Printer Driver to a Computer</i> . See the <i>User's Guide</i> for guidance on using P-touch Editor.	Windows® / Mac	Wi-Fi / USB / Wired Network (QL-820NWB only) / Bluetooth (QL-820NWB only)	See 10. <i>Printing Using a Computer (P-touch Editor)</i> .
P-touch Editor Lite (QL-810W only)	Label creation software for computers. With P-touch Editor Lite, you do not need to install any application or printer driver. Printing is possible by simply connecting a USB cable. This application allows you to create and print simple labels with text, frames and images.	Windows®	USB	See 11. <i>Printing Using a Computer (P-touch Editor Lite for QL-810W only)</i> .

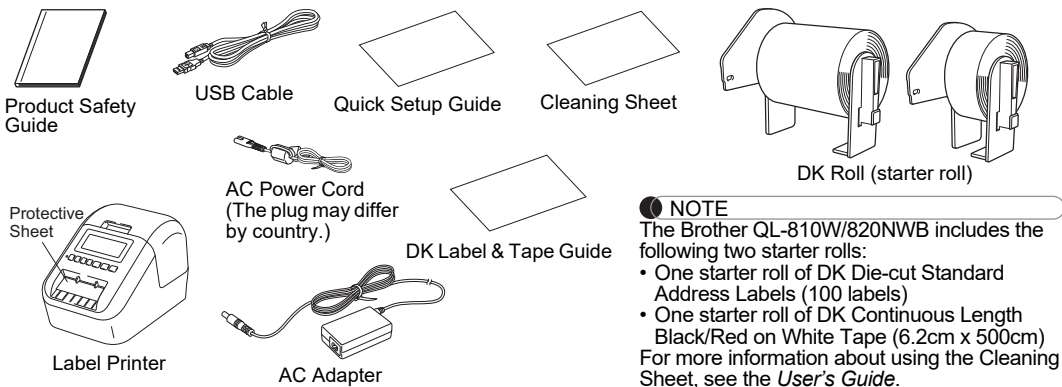
For more information, see the *User's Guide*.

### Available Applications for Mobile Devices

Applications	Feature	Mobile Device	Connection	Reference
 Brother iPrint&Label	Create and print labels using templates on a smartphone, tablet or other mobile device directly to your printer.	Apple iPhone/iPad/ iPod touch or Android™ device	Wireless Direct/ Wi-Fi	See 12. <i>Printing Using a Mobile Device</i> .
 Mobile Transfer Express	Allows you to use a mobile device to download databases and label data, which you created on a computer using P-touch Editor and saved to a cloud service, and send them to your printer.			

# 1. Unpacking the Printer

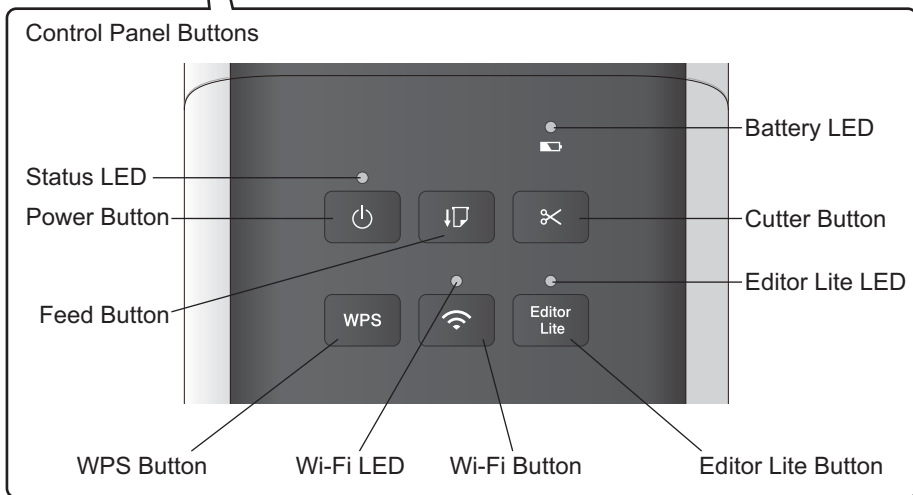
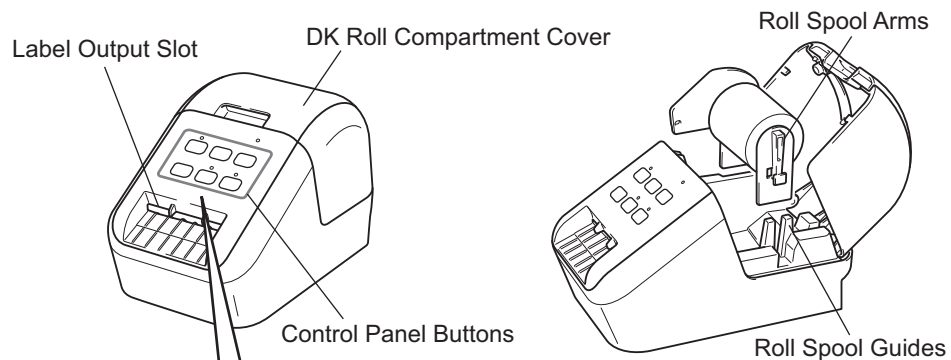
Check that the package contains the following before using the printer.  
If any item is missing or damaged, contact your Brother dealer.



**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 (6.2cm x 500cm)  
For more information about using the Cleaning Sheet, see the *User's Guide*.

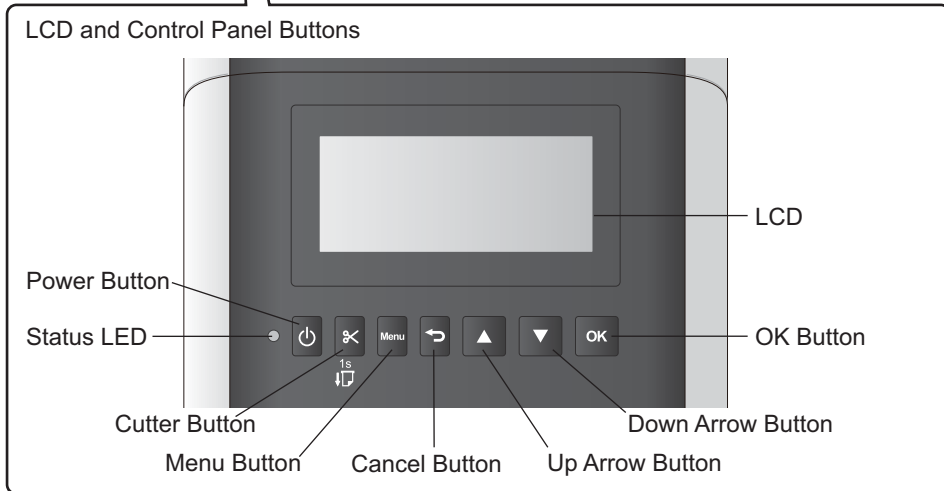
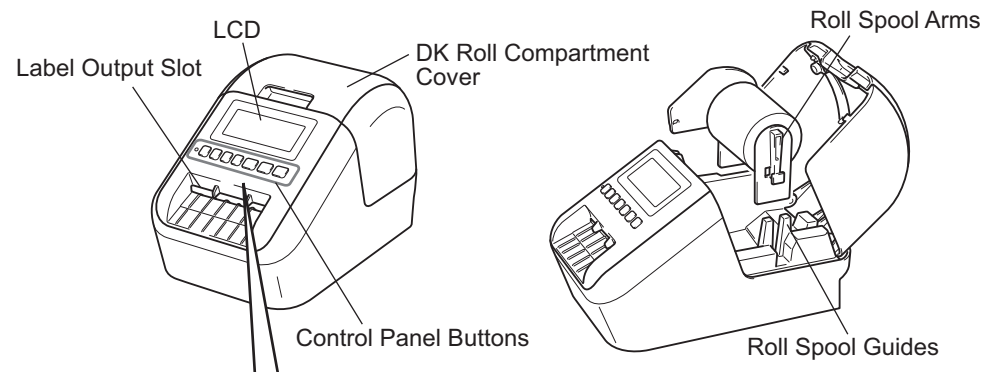
# 2. Parts Description

► Front  
QL-810W



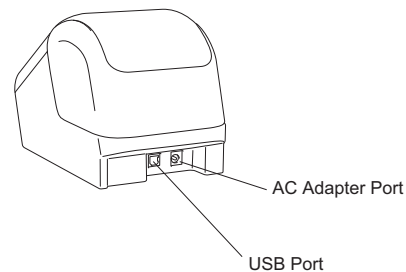
# 2. Parts Description (cont)

► Front  
QL-820NWB

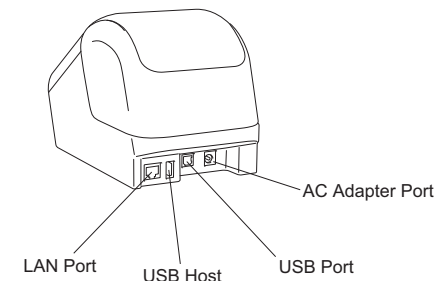


**NOTE**  
Press and hold the Cutter Button to feed (for QL-820NWB).

► Rear  
QL-810W



QL-820NWB



### 3. Setting the DK Roll

- 1 **Make sure that the printer is turned off. Hold the printer by the front, and firmly lift the DK Roll Compartment Cover to open it. Pull out the protective sheet in the Label Outlet Slot.**

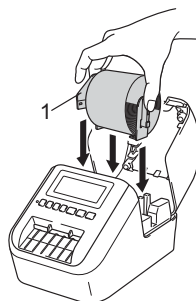


#### IMPORTANT

- Do not throw away the protective sheet.
- When the printer is not in use, lift the DK Roll Compartment Cover and remove any DK Rolls from inside the printer. Then insert the protective sheet into the Label Output Slot for the printer to maintain good printing quality.

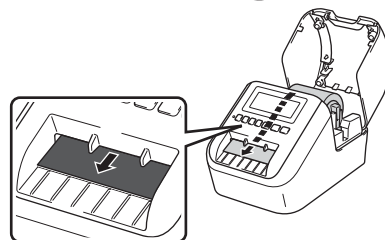
- 2 **After removing the protective material, place the DK Roll into the Roll Spool Guides.**

- Make sure that the Roll Spool Arms are inserted firmly in the Roll Spool Guides.
- Make sure the stabiliser 1 slide into the notch of the printer.



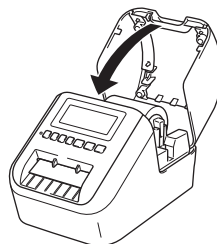
- 3 **Thread the DK Roll through the printer.**

- 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 (⏻) Button to turn the printer on, the end of the DK Roll aligns automatically.



#### IMPORTANT

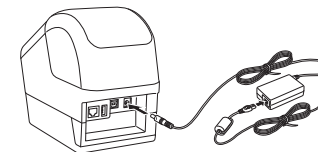
- Do not leave the printed labels in the printer. Doing so will cause the labels to jam.
- When not in use, close the DK Roll Compartment Cover to prevent dust and debris from gathering in the printer.

#### NOTE

Press the Cutter Button for one second to feed the tape automatically (for QL-820NWB).

### 4. Connect the Power Supply

Connect the power cord to the printer and then plug the power cord into an electrical socket. The PA-BU-001 (optional battery unit) can also be used.



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

#### ▶ Charging the Battery Unit

#### NOTE

- Before use, fully charge the Battery Unit.
- It may take up to 2.5 hours to fully charge the Battery Unit.

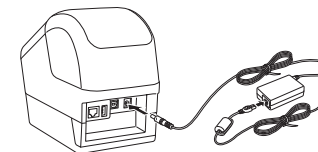
- 1 **Make sure the Battery Unit is installed in the printer.**

- 2 **Use the AC Adapter and AC Power Cord to connect the printer to an electrical socket.**

Press the Power (⏻) Button to turn the printer on if it is not on already.

For QL-810W, the Battery (🔋) LED lights in orange while charging, and it goes off when the Battery Unit is fully charged.

For QL-820NWB, the Battery Power is shown on the LCD.



#### NOTE

Although charging stops if the printer is used to print, feed, or perform another operation, charging will start again automatically after the operation finishes if the charging is not completed.

#### ▶ Stopping Battery Unit Charging

To stop the Battery Unit charging, disconnect the AC Adapter.

#### Notes on Using the Battery Unit

- Before use, fully charge the Battery Unit. Do not use it until it is fully charged.
- The Battery Unit charging must take place in environments between 10°C and 35°C, otherwise the Battery Unit will not charge. If the charging stops because the environment temperature is too low or too high, place the printer in an environment between 10°C and 35°C and try charging again.
- If the printer is used to print, feed, or perform another operation when both the battery is installed and the AC Adapter is connected, the charging may stop even if the battery is not fully charged. When the operation to the printer stops, the battery continues to charge.

#### Battery Unit Characteristics

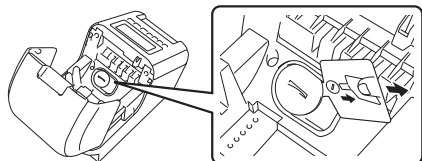
To ensure the highest performance and longest life from the Battery Unit:

- Do not use or store the Battery Unit in a location exposed to extreme high or low temperatures as it may discharge more quickly. This may happen when using a Battery Unit with a high charge (90% charged or more) in a location exposed to high temperatures.
- Remove the Battery Unit when storing the printer for a long period of time.
- Store a Battery Unit with less than a 50% charge in a cool dry place out of direct sunlight.
- Recharge the Battery Unit every six months if it is stored for a long period of time.
- If you touch a part of the printer while the Battery Unit is charging, that part of the printer may feel warm. This is normal, and the printer may be used safely; however, if the printer becomes extremely hot, discontinue use immediately.

## 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 will keep discharging even if the printer is not in use.

- 1 Make sure that the printer is turned off. Hold the front of the printer, and firmly lift the DK Roll Compartment Cover.
- 2 Pull out the insulation seal on the coin battery.

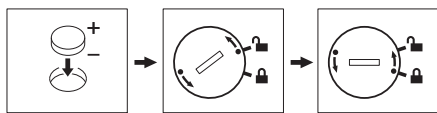


### IMPORTANT

- 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.

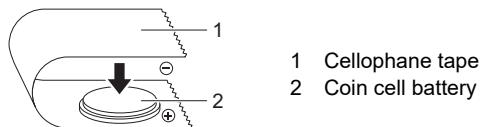


- Re-install the coin cell battery cover, using a coin or similar object to slowly turn the coin cell battery cover in the opposite direction of the arrow cover until it locks into place. Be sure to insert the new battery with the + and - sides facing the correct direction.



### CAUTION

- Remove the battery if you do not intend to use the printer for an extended period of time.
  - Dispose of batteries 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.



## 7. Turning Power On/Off

**On:** Press the Power (⏻) Button to turn the printer on. The Status LED lights in green.

**Off:** Press and hold the Power (⏻) Button again to turn the printer off. The Status LED may light in orange until the power is off.

### IMPORTANT

When turning the printer off, do not remove the battery or disconnect the AC Adapter until the orange Status LED turns off.

## 8. Setting the 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.

## 9. LED Indications

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

### ► QL-810W

#### Status LED

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 printer, see the <i>User's Guide</i> .
Flashing orange light	If the orange light flashes at 0.5 second intervals: • The Label Printer is in cooling mode
Steady red light	The 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: • 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 one second, and off for two 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 four seconds, the battery power is low. • If the orange light flashes once every four seconds, the battery power is half.
Steady orange light	The battery is charging.
Not lit	The battery is fully charged.

### ► QL-820NWB

#### Status LED

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 in cooling mode
Steady red light	The 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 Driver to a Computer

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

#### For Windows®:

Printer Driver, P-touch Editor, 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 down the Editor Lite Button until the green Editor Lite LED turns off.

- 1 Visit our website ([install.brother](http://install.brother)) and download the 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 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 printer using a USB cable.
- Get the SSID (network name) and password (network key) of the wireless network in advance.
- 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 Printer to a Computer

You can connect the 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 Connect the printer end of the USB cable to the USB Port on the back of the printer.
- 2 Connect the other end of the USB cable to the USB Port on the computer.
- 3 Turn the printer on.

#### ▶ Connecting Using Wi-Fi

For QL-810W

- 1 Turn the printer on.
- 2 Press and hold the Wi-Fi (📶) Button on your printer for one second to turn the Wi-Fi function on. The Wi-Fi (📶) LED starts flashing in blue once every three seconds.

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

For QL-820NWB

#### IMPORTANT

In order for the printer and your network access point or router to communicate, you must first install the printer driver 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 printer and your Bluetooth-equipped computer or adapter to communicate, you must first pair the 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 printer. Bluetooth communication is now available.

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

#### NOTE

To use a static IP address to connect your printer to a wired LAN connection, install the printer driver and Printer Setting Tool, and then specify wired LAN connection settings.

For more information, see *Installing the Software and Printer Driver to a Computer*.

- 1 Before connecting the LAN cable, make sure that the printer is turned off.
- 2 Connect the LAN cable to the LAN Port on the back of the printer, and then connect the other end of the LAN cable to an active LAN Port on the network.
- 3 Turn the printer on.

#### NOTE

The printer's communication settings can be changed from the [Communication Settings] in the Printer Setting Tool.

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

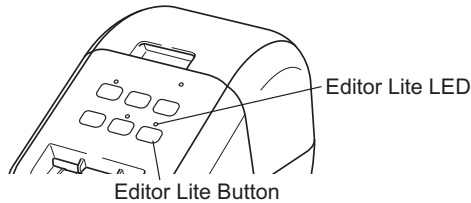
#### NOTE

- For more information and instructions on how to use P-touch Editor Lite, 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*.



## 11. Printing Using a Computer (P-touch Editor Lite for QL-810W only)

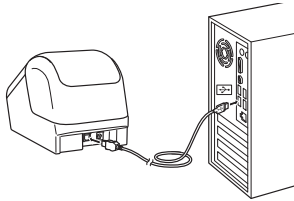
- 1 Turn on the printer, then press and hold down the Editor Lite Button until the green Editor Lite LED lights up.



### NOTE

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

- 2 Connect the USB cable to your computer.

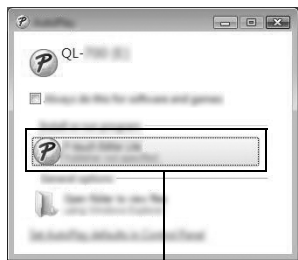


### NOTE

If you are connecting the printer via a USB hub, it may not be detected correctly. Unplug the USB cable and make sure the printer is on.

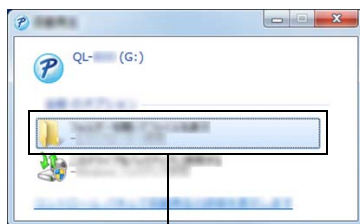
- 3 After the USB cable is connected, a dialog box appears on the computer screen. (The following screens may differ depending on your operating system, but the operating procedures are same.)

Windows Vista®

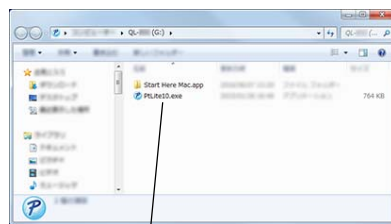


Click **P-touch Editor Lite**.

Windows® 7 / 8 / 8.1 / 10



Click **Open folder to view files**.



Double-click **PTLITE10**.

## 11. Printing Using a Computer (P-touch Editor Lite for QL-810W only) (cont)

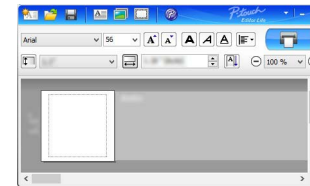
### NOTE

- If you do not see the dialog box, it may be hidden behind an open software program window. Minimise all windows to show the dialog box.
- It will take longer than usual to start P-touch Editor Lite when connecting the printer to your computer for the first time. If the software does not start automatically when you connect the 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 starts.



### IMPORTANT

Do not turn off the power or disconnect the 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 printer is connected to a Mac in the Editor Lite mode. Open **[QL-810W]** from the desktop, and then execute **[Start Here Mac]**. If P-touch Editor 5.1 and the driver are not installed, a message advising to install is displayed. Install them, and use P-touch Editor 5.1.

## 12. Printing Using a Mobile Device

### Installing Applications for Use with Mobile Devices

You can either use your printer as a standalone 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 printer to your mobile device. The following Brother applications can be downloaded free-of-charge from the App Store or Google Play™:

- Brother iPrint&Label
- Mobile Transfer Express

### Connecting the Printer to a Mobile Device

#### 1 Confirm the Wireless Direct settings of the printer, and then connect the printer and computer using a USB cable.

- For Windows®
  - a) Start 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) Start 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]**.

#### 2 For QL-810W Press and hold the Wi-Fi (📶) Button on your printer for one second to turn the Wi-Fi function on.

The Wi-Fi (📶) LED starts flashing in blue once every three seconds.

#### For QL-820NWB

Press the Menu and [▼] Buttons to select the [WLAN] menu, and then press the [OK] Button. Set [WLAN (On/Off)] to [On] to turn the Wi-Fi function On.

The Wi-Fi (📶) icon appears on the LCD.

#### 3 In the Wi-Fi settings screen of your mobile device, select the SSID of the printer and enter the password.

#### NOTE

- The 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 tape compartment of the printer.)  
Password (network key): "810\*\*\*\*\*/820\*\*\*\*\*" where \*\*\*\*\* is the last five digits of the product serial number.
- You can connect the printer to a mobile device in Infrastructure Mode via a wireless access point/router.

## 12. Printing Using a Mobile Device (cont)

### Printing from a Mobile Device

#### 1 Start the application (Brother iPrint&Label/Mobile Transfer Express) on your mobile device.

#### NOTE

Make sure that the printer is connected to your mobile device.  
See *Connecting the Printer to a Mobile Device*.

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

#### NOTE

You can also select a label or image you designed previously, 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 x H x D)	Approx. 125.3 mm x 145 mm x 234 mm
Weight	QL-810W: Approx. 1.12 kg (without DK Rolls) QL-820NWB: Approx. 1.16 kg (without DK Rolls)

### ► Operating environment

Item	Specifications
Operating temperature	10°C to 35°C
Operating humidity	20% to 80% (Maximum wet-bulb temperature 27°C)

## Troubleshooting

You can correct most problems yourself. For more tips, go to your model's FAQs & Troubleshooting page on the Brother Solutions Center at [support.brother.com](http://support.brother.com)

### ► Potential types of problems

Problem	Solution
The Status LED is not lit.	<ul style="list-style-type: none"> <li>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 electrical socket.</li> </ul>
The printer does not print, or a printing error is received.	<ul style="list-style-type: none"> <li>Is the cable loose? Check that the cable is connected securely.</li> <li>Is the DK Roll installed correctly? If not, remove the DK Roll and reinstall it.</li> <li>Is there enough roll remaining? Check that there is enough roll remaining.</li> <li>Is the DK Roll Compartment Cover open? Check that the DK Roll Compartment Cover is closed.</li> <li>Has a print error or transmission error occurred? Turn the printer off and then turn it on again. If there is still a problem, contact your Brother dealer.</li> <li>If the printer is connected via a USB hub, try connecting it directly to the computer. If not, try connecting it to another USB Port.</li> </ul>
A data transmission error appears on the computer.	<ul style="list-style-type: none"> <li>Is the correct port chosen? Check that the correct port is chosen from the <b>[Print to the following port]</b> list in the <b>[Printer Properties]</b> dialog box.</li> <li>Is the printer in cooling mode (the Status LED is flashing in orange)? Wait until the Status LED stops flashing and then try printing again.</li> </ul>
Labels are jammed in the cutter.	<ul style="list-style-type: none"> <li>Contact Brother customer service.</li> </ul>
The label is not ejected correctly after printing.	<ul style="list-style-type: none"> <li>Check that Label Output Slot is not blocked.</li> <li>Check that the DK Roll is set correctly by removing the DK Roll and reinstalling it.</li> <li>Ensure that the DK Roll Compartment Cover is closed correctly.</li> </ul>
Cutter error	<ul style="list-style-type: none"> <li>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 printer OFF automatically. After the printer is OFF, check the Label Output Slot and remove the paper jam.</li> </ul>
After exiting P-touch Editor Lite, how do I restart the program while the printer is still on?	<p>There are three ways to restart. Perform any of the following:</p> <ul style="list-style-type: none"> <li>Turn off the printer and then turn it back on.</li> <li>Disconnect and then reconnect the USB cable while the printer is on.</li> <li>Launch P-touch Editor Lite from My Computer.</li> </ul>

## Software Development Kit

A software development kit (SDK) is available. Visit the Brother Developer Center ([brother.com/product/dev](http://brother.com/product/dev)).

The b-PAC SDK and the SDKs for mobile devices (Android, iPhone, and iPad) can be downloaded. (The SDKs that can be downloaded are subject to change without notice.)