



COLOR LABEL PRINTER VC-500W

USER'S GUIDE



1. Before You Use the VC-500W

Before using your printer, read this guide, including all precautions, and keep it in a safe place.

We recommend registering your printer at www.brother.com.au for Australian customers and www.brother.co.nz for New Zealand customers.

2. Important Safety Instructions

▲WARNING

Indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injuries.

Follow these guidelines to avoid the risk of fire, burns, injury, electric shocks, rupture, overheating, abnormal odours, or smoke.

- Always use the suggested AC adapter for your printer and plug it into a socket with the specified voltage. Failure to do so could result in damage or failure of your printer.
- Do not use your printer during a thunderstorm.
- Do not use your printer/AC adapter in places of high humidity, such as bathrooms.
- Do not overload the cord.
- Do not place heavy objects on, damage, or modify the cord or plug. Do not forcibly bend or pull the cord. Always hold the AC adapter when disconnecting from the electrical socket.
- Make sure you fully insert the plug into the electrical socket. Do not use a socket that is loose.
- Do not allow your printer/AC adapter/plug to get wet, for example, by handling them with wet hands or spilling liquids on them.
- Do not disassemble or modify your printer/AC adapter.
- Disconnect the AC adapter immediately and stop using your printer if you notice abnormal odour, heat, discolouration, deformation, or anything unusual while using or storing it.

▲CAUTION

Indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injuries.

Follow these guidelines to avoid personal injury, liquid leakage, burns, or heat.

- When you are not using your printer, store it out of the reach of children. In addition, do not allow children to put your printer parts or labels in their mouths. If any object has been swallowed, seek medical attention.
- Disconnect the AC adapter if you do not intend to use your printer.
- Do not drop or hit your printer/AC adapter.
- Do not hold or lift your printer by the roll cassette. The roll cassette could come off and your printer could fall and become damaged.



support.brother.com

General Precautions

- Depending on the location, material, and environmental conditions, the label may unpeel or become irremovable, or the colour of the label may change or be transferred onto other objects. Before applying the label, check the environmental conditions and the material.
- Do not use your printer in any way or for any purpose not described in this guide. Doing so may result in accidents or damage to your printer.
- Use only a soft, lint-free dry cloth to clean your printer; never use alcohol or other organic solvents.
- Do not put any foreign objects into the print output slot or AC adapter port.
- Do not place your printer or AC adapter in direct sunlight or rain, near heaters or other hot appliances, in any location exposed to extremely high or low temperatures (for example, on the dashboard or in the back of your car), high humidity, or dust. Doing so will damage the print head.
- Do not pull or apply pressure to the roll cassette to avoid damaging your printer.
- The length of the printed label may differ from the displayed label length.
- Do not put the product into your mouth.
- Do not attach labels to food or skin.
- For information about your model's electrical rating, see the label attached to the base of your printer.
- The thermal head may become too hot if you print a large number of labels. The printer will stop, and resume printing once the print head has cooled down.
- To check the specification of this product, see our website: support.brother.com

How to enable/disable Wi-Fi®

To activate Wi-Fi function: Press and hold the Wi-Fi button for 2 seconds when Wi-Fi is Off Mode.

To deactivate Wi-Fi function: Press and hold the Wi-Fi button for 2 seconds when Wi-Fi is Wireless Direct Mode.

Trademarks

Mac and AirPrint are trademarks of Apple Inc.

App Store is a service mark of Apple Inc.

Google Play is a trademark of Google Inc.

Wi-Fi® is a registered trademark of Wi-Fi Alliance®.

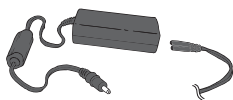
Any trade names and product names of companies appearing on Brother products, related documents and any other materials are all trademarks or registered trademarks of those respective companies.

The ZINK® Technology and ZINK® Trademarks are owned by ZINK Holdings LLC. Used under license.

1



2



3



4



5



3. What's in the Box

1. Roll Cassette (25 mm)

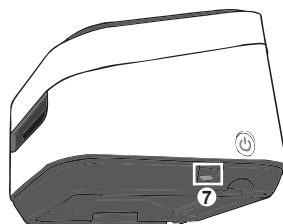
4. User's Guide (This Guide)

2. AC Adapter

5. Cleaning Cassette

3. Micro USB Cable

The Cleaning Cassette is not intended for printing. When inserted, it will start a cleaning cycle. Use if streaks appear, or after every 20-30 prints for best performance.



4. Using Your Printer

1. Wi-Fi Button →P.8

4. Power Button →P.6

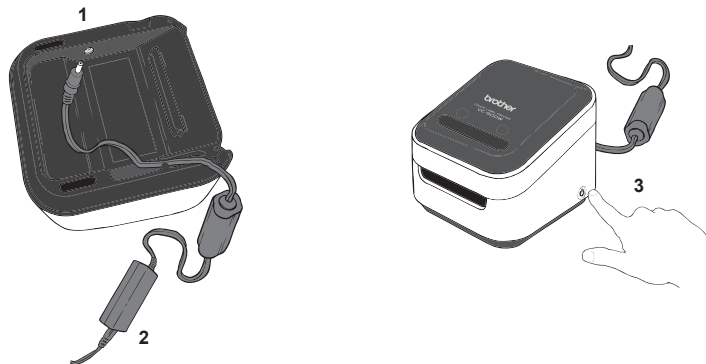
7. Micro USB Port

2. Cassette Button →P.12

5. Print Output Slot

3. Swipe-to-Cut Panel →P.11

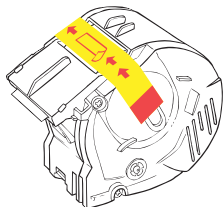
6. AC Adapter Port



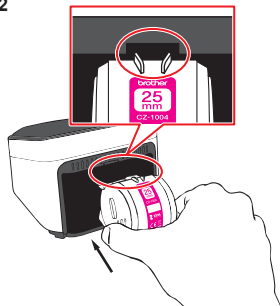
5. Plugging in and Powering on Your Printer

1. Insert the AC adapter connector into the port on the base of your printer.
2. Connect the AC adapter and the cord, and plug it into an electrical socket.
3. Press and hold the power button located on the bottom corner of your printer for 2 seconds and then release it. When the lights stop flashing, it is ready to print.

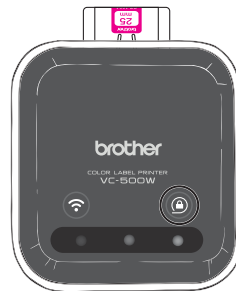
1



2



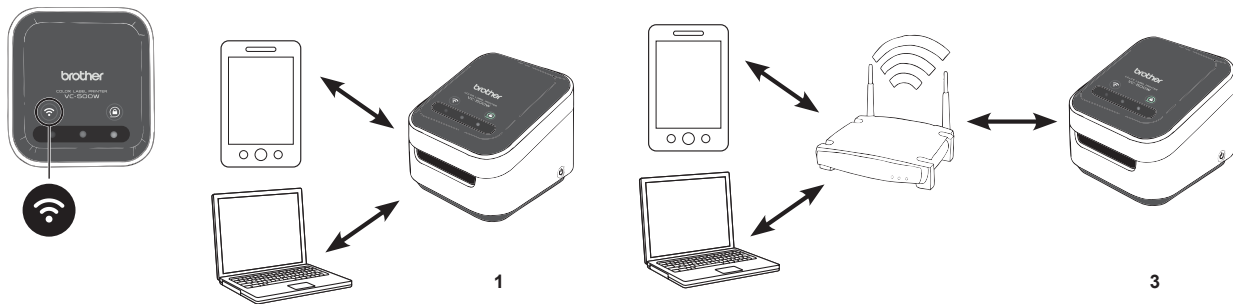
3



6. Loading the Roll Cassette

1. Unpack the roll cassette and remove the pull-tab in the direction shown by the arrows.
2. Insert the roll cassette into the slot at the back of your printer until it locks into place as shown in the illustration. Your printer ejects a small piece of paper when each roll cassette is used for the first time, to complete the loading process.
3. The cassette button's LED stops blinking and remains lit when loading is complete.

Note: Do not try to remove a roll cassette when the LED is blinking or remains lit.
To eject the roll cassette, see P.12.



7. Wi-Fi Button

Press and hold for 2 seconds to switch between Wireless Direct, Off, and Infrastructure Mode.

1. Wireless Direct Mode (white)

Wireless Direct Mode allows your device to connect directly with your printer. Select the “Brother VC-500W #####” network in the Wi-Fi setup of your device. (Note: You will not have Internet access in this mode.)

2. Off Mode (unlit)

Wi-Fi turns off.

3. Infrastructure Mode (blue)

Infrastructure Mode allows your printer to print wirelessly through your Wi-Fi network. To start this mode, see the *Infrastructure Mode Configuration* in the Manuals section of our website:

support.brother.com/manuals



8. Downloading the Brother Color Label Editor 2

1. On your mobile device, tap the App Store or Google Play™ icon.
2. In the search box, type "Brother Color Label Editor 2".
3. Look for the Brother Color Label Editor 2 icon and tap it to download.
4. After the download is completed, tap the Brother Color Label Editor 2 icon to open the app and follow the on-screen instructions.

9. How to Use P-touch Editor

For Windows

1. To use your printer with your computer via USB or Wi-Fi, install P-touch Editor and the printer driver. To download and install software and the driver, visit our website.

[install.brother](#)

2. Start P-touch Editor.

For Windows 10: From the Start button, click [P-touch Editor 5.2] under [Brother P-touch], or double-click [P-touch Editor 5.2] on the desktop.

For Windows 8/Windows 8.1: Click [P-touch Editor 5.2] on the [Apps] screen or double-click [P-touch Editor 5.2] on the desktop.

For Windows 7: From the Start button, click [All Programs] - [Brother P-touch] - [P-touch Editor 5.2], or double-click [P-touch Editor 5.2] on the desktop.

For Mac

1. To use your printer with your computer via USB or Wi-Fi, connect and add an AirPrint printer and install P-touch Editor. To download and install software, visit our website.

[support.brother.com](#)

2. Double-click [Macintosh HD] - [Applications], and then double-click the [P-touch Editor] application icon.

10. Updating your printer

Please update your printer.

For the Brother Color Label Editor 2 App:

When your app and your printer are connected to the same Wi-Fi network, tap [Settings] > [Firmware update].

For Windows / Mac:

To download the firmware manually, visit the Brother support website at support.brother.com.
([Select your region/country.]) - [Downloads] - [Choose your product]



11. Cut Mode

Select the method of cutting individual printed designs:

Manual Full Cut: Requires you to cut each printed design manually (see P.11).

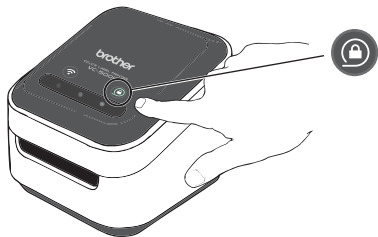
Auto Full Cut: Each printed design is cut automatically.

Note: The Auto Full Cut method is available only when printing from the Brother Color Label Editor / Brother Color Label Editor 2 mobile application.



12. Manual Full Cut

1. When a print is completed, the swipe-to-cut panel lights will blink left to right.
2. Swipe your finger across the panel to cut the print.



13. Ejecting the Roll Cassette

Press and hold the cassette button for 2 seconds. When the cassette button's LED is off you can safely remove your roll cassette. To remove the roll cassette, lift it up slightly and away from your printer.

Note: Do not try to remove a roll cassette when the LED is blinking or remains lit.

1



2



3



14. LED indications

1. White: connected directly/Unlit: no connection/Blue: connected via wireless router.
2. Unlit: unlocked or no roll cassette detected/Flashing white: loading or unloading/White: locked and ready to print.
3. Blinking left to right: Print is completed.

For Australia Only:

Support – For technical support of your Brother Product other than what you can resolve through the User's Guide, please visit our website or support website (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

Support website: support.brother.com

Website: <http://www.brother.com.au>

Email: To submit an e-mail enquiry, visit

<http://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 (AEST/AEDT) Monday to Friday.

For New Zealand Only:

For technical support for your Brother Product please refer to this user guide and the FAQ's available on our Brother support website,

support.brother.com.

Drivers, software, user guides and technical references are all available on our Brother support website.

If you require further assistance please contact Brother International (NZ)

Limited on the following numbers

Technical Brother Support	0800 329 111
Technical Support for those not using Genuine Consumables	0900 552 152
Fax Assistance	0800 837 822

Our Technical Support Consultants are available 7 days a week by phone during the hours of 8.30am to 5pm

Monday to Friday and 9am to 5pm

Saturday and Sunday.

Email Assistance

Please visit www.brother.co.nz and submit a helpdesk enquiry from our Service and Support page.

Web Assistance

Please visit www.brother.co.nz under Service and Support for Frequently Asked Questions, Driver downloads, Warranty information and Service Centres.

brother



D01896001A

