User’s Guide

QL-800



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

Version A

US ENG

Introduction

Important Notice

- The contents of this document 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 publications.
- Screen images in this document may differ depending on your computer's operating system, your product model, and software version.
- Before using the Label Printer, make sure you read all the documents included with the Label Printer for information about safety and proper operation.
- The Label Printer shown in the illustrations may be different from your Label Printer.
- The available options and supplies may vary depending on the country.

Available Manuals

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

Product Safety Guide [1]	This guide provides safety information; read it before you use the Label Printer.
Quick Setup Guide [1]	This guide provides basic information about using the Label Printer along with troubleshooting tips.
User's Guide [2]	This guide provides additional information about the Label Printer settings and operations, troubleshooting tips, and maintenance instructions.

[1] Printed manual in the box

[2] PDF manual on the Brother Solutions Center website

Symbols Used in This Guide

The following symbols are used throughout this guide:

WARNING	Tells you what to do to avoid the risk of injury.
CAUTION	Tells you about procedures you must follow to avoid minor personal injury or damage to the Label Printer.
Important	Indicates information or directions that should be followed. Ignoring them may result in damage, or failed operations.
Note	Indicates notes that provide information or directions that can help you better understand and use the product more efficiently.

General Precautions

DK Roll (DK Label and DK Tape)

- Use only genuine Brother accessories and supplies (with DK LABEL, DK TAPE 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 color 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 damp or wet hands can cause the color to change or fade.
- DO NOT apply labels to any persons, animals, or plants. In addition, never apply labels to public or private property without permission.
- As the end of the DK Roll is designed to not adhere to the label spool, the last label may not be cut correctly. 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.
- When a label is removed after being applied to a surface, a portion of the label may remain applied.
- 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.
- 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 disc.
- DO NOT apply CD/DVD labels to CDs/DVDs designed for use with inkjet printers. Labels peel off these discs easily and using discs with peeling 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.
- Users 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.
- Be careful not to drop the DK Roll.
- 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 any outdoor use that requires durability.
- Depending on the area, material, and environmental conditions, the label may unpeel or become irremovable, or the color of the label may change or be transferred to other objects. Before applying the label, check the environmental conditions and the material. Test the label by affixing a small piece of it to an inconspicuous area of the intended surface.
- If print results are not as expected, use the adjustment options in the printer driver or the Printer Setting Tool.

IMPORTANT NOTE

- Windows Vista® in this document represents all editions of Windows Vista®.
- Windows® 7 in this document represents all editions of Windows® 7.
- Windows® 8 in this document represents all editions of Windows® 8.
- Windows® 8.1 in this document represents all editions of Windows® 8.1.
- Windows® 10 in this document represents Windows® 10 Home, Windows® 10 Pro, Windows® 10 Enterprise, and Windows® 10 Education.

  Windows® 10 in this document does not represent Windows® 10 Mobile, Windows® 10 Mobile Enterprise, or Windows® 10 IoT Core.
- Not all models are available in all countries.

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Section I

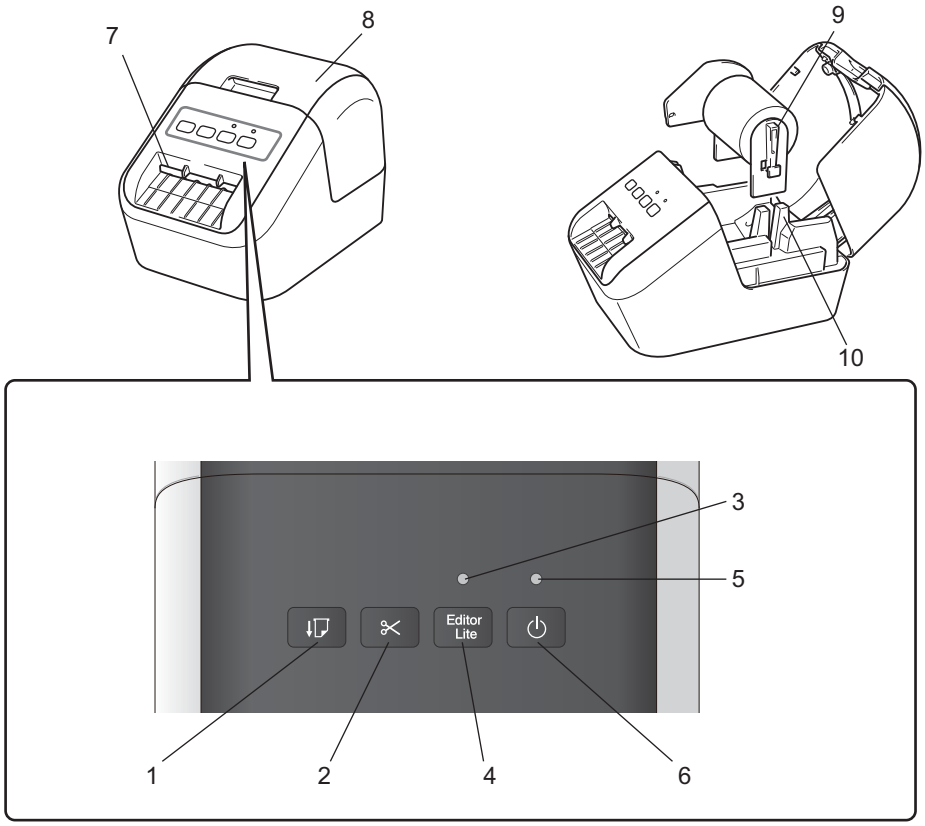
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1 Setting Up the Label Printer

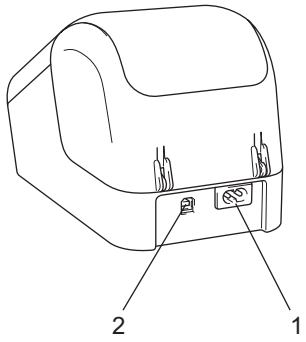
Parts Description

Front



1 Feed Button
2 Cutter Button
3 Editor Lite LED
4 Editor Lite Button
5 Status LED
6 Power Button
7 Label Output Slot
8 DK Roll Compartment Cover
9 Roll Spool Arm
10 Roll Spool Guide

Rear



1 Power Cord Slot

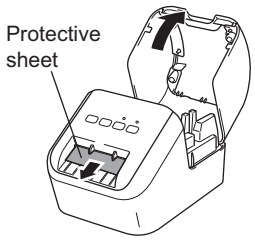
2 USB Port

Important

Before using the Label Printer, make sure you remove the protective sheet in the following way:

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 Remove the protective sheet from the Label Output Slot.



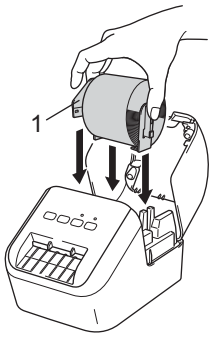
- **Do not throw away the protective sheet.**
- When the Label Printer is not in use, lift the DK Roll Compartment Cover and remove any DK Rolls from inside the Label Printer. Reinsert the protective sheet into the Label Output Slot to maintain good printing quality.

Loading the DK Roll

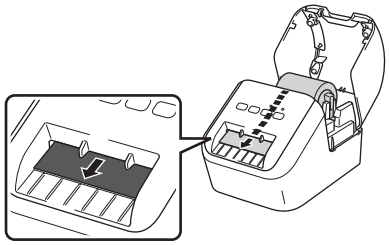
1. Make sure that the Label Printer is turned Off.
   Hold the Label Printer by the front and firmly lift the DK Roll Compartment Cover to open it.



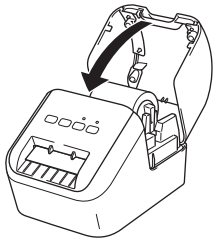
2. Place the DK Roll into the Roll Spool Guide.
   - Make sure that the Roll Spool Arm is inserted firmly in the Roll Spool Guide.
   - Make sure the Stabilizer (1) slides into the notch of the Label Printer.



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 label through the Label Output Slot until the end reaches the mark, as shown below:



4 Close the DK Roll Compartment Cover.
When you press the Power (⏻) Button to turn the Label Printer On, the end of the DK Roll aligns automatically.

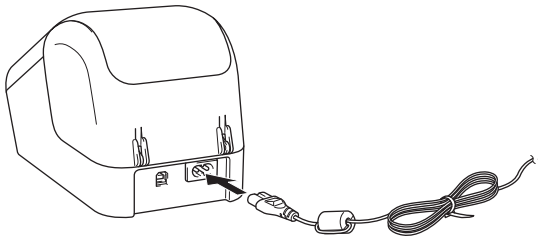


Important

Do not leave any printed labels in the Label Printer. Doing so will cause the labels to jam.

Connecting the AC Power Cord

Connect the AC Power Cord to the Label Printer. Then, plug the AC Power Cord into a grounded AC power outlet.



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 disconnect the AC Power Cord until the orange Status LED turns Off.

2 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, and Printer Setting Tool.

For Mac:
Printer Driver, P-touch Editor, P-touch Update Software, and Printer Setting Tool.

Important

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 (for Windows®) or DMG file (for Mac), and follow the on-screen instructions to proceed with the installation.
3. Close the dialog box when the installation is complete.

Connecting the Label Printer to a Computer

1. Before connecting the USB cable, 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.

Printing from a Computer

Available Applications

To use the Label Printer effectively, a number of applications and functions are available.

You must install the printer driver to use these applications.

Visit our website (install.brother) and download the installer for the applications and printer driver.

Application	Windows	Mac	Features
P-touch Editor	✔	✔	Designs and prints custom labels with built-in drawing tools, text using different fonts and styles, imported graphic images and barcodes.
P-touch Library	✔		Manages and prints P-touch Editor templates. This application is installed with P-touch Editor.
P-touch Update Software	✔	✔	Updates software to the latest version.
P-touch Address Book	✔		Prints address labels by using an address database.
Printer Setting Tool	✔	✔	Specifies the Label Printer's device settings from a computer.

Function	Windows	Mac	Features
Distributed printing	✔		When printing a large number of labels, printing can be distributed among multiple Label Printers. Because printing is performed at the same time, the total printing time can be reduced. For more information, see *Distributed Printing (Windows® only)* on page 25.

Creating Labels from Your Computer

There are various methods for printing with this Label Printer.

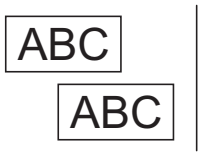
The following describes the procedure for printing from a computer using P-touch Editor or P-touch Address Book.

1. Start P-touch Editor or P-touch Address Book, and then open the document you want to print.
2. Create a label design.
3. Check the cutting options.
4. Select [**File**] and then select [**Print**] from the menu bar or click the [**Print**] icon.

Cutting Options

The cutting options allow you to specify how the item is fed and cut when it is printed. Use the printer driver to select the cutting option when printing from the computer.

Label Cut Option Table

Auto Cut	Cut at end	Image
No	Yes	
No	No	
Yes	Yes or No	

Attaching Labels

1. Peel the backing from the label.
2. Position the label, and then press firmly from top to bottom with your finger to attach the label.

Note

Labels may be difficult to attach to surfaces that are wet, dirty, or uneven. The labels may peel off easily from these surfaces.

3 Printing Using the Mobile Device

Installing Applications for Use with Mobile Devices

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 the Label Printer to your mobile device with the USB cable.

Available Applications

The following free Brother applications can be downloaded from Google Play™:

Application	Features
Brother iPrint&Label	Create and print labels using templates on a smartphone, tablet or other mobile device directly to your Label Printer.

Note

You must purchase a USB cable to connect your computer and Android™ mobile device.

Printing from a Mobile Device

1. Make sure that the Label Printer is connected to your mobile device.
   Start the mobile printing application on your mobile device.
2. Select a label template or design.
   You can also select a previously designed label or image and print it.
3. Tap [Print] in the application menu.

Cutting Options

See *Cutting Options* on page 9.

Attaching Labels

1. Peel the backing from the label.
2. Position the label, and then press firmly from top to bottom with your finger to attach the label.

Note

Labels may be difficult to attach to surfaces that are wet, dirty, or uneven. The labels may peel off easily from these surfaces.

4 Changing the Label Printer Settings

Printer Setting Tool for Windows®

Use the Printer Setting Tool to specify the Label Printer's device settings from a Windows® computer.

Important

The Printer Setting Tool is available only with compatible Brother printers.

Before Using the Printer Setting Tool

- Make sure the AC Power Cord is connected to the Label Printer and to an AC power outlet.
- Make sure the printer driver has been installed correctly and you can print.
- Connect your Label Printer to a computer with a USB cable.

Using the Printer Setting Tool for Windows®

1. Connect the Label Printer you want to configure to the computer.
2. Start the Printer Setting Tool.

   ■ **For Windows Vista® / Windows® 7**

   Click **Start > All Programs > Brother > Labels & Mobile Printer > Printer Setting Tool**.

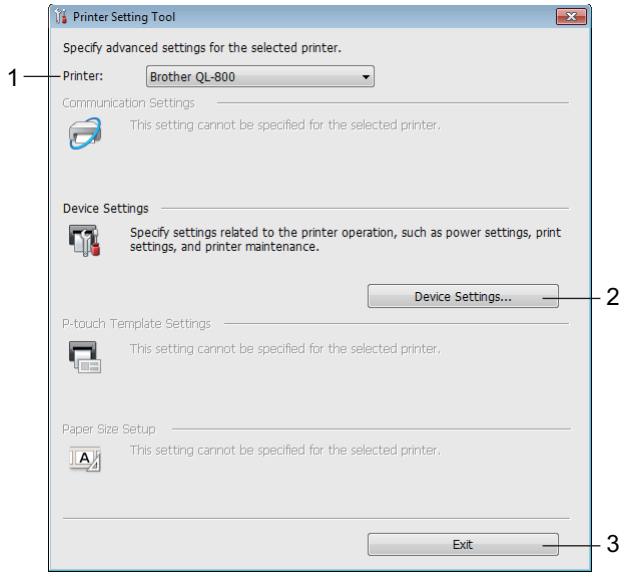
   ■ **For Windows® 8 / Windows® 8.1**

   On the **Apps** screen, click the **Printer Setting Tool**.

   ■ **For Windows® 10**

   Click **Start > Brother > Label & Mobile Printer > Printer Setting Tool**.

   The main window appears.



1 Printer
Lists the connected printers.

2 Device Settings
Specifies Label Printer device settings, such as power settings and printer settings.

3 Exit
Closes the window.

3. Check that the Label Printer you want to configure appears next to [**Printer**]. If a different Label Printer appears, select the Label Printer you want from the drop-down list.

Note

If only one Label Printer is connected, it is unnecessary to make a selection because only that Label Printer is available.

4. Select the settings you want to change, and then specify or change the settings in the dialog box. For more information on the settings dialog boxes, see *Device Settings for Windows*® on page 16.
5. Click [**Apply**], and then click [**Exit...**] to apply the settings to the Label Printer.
6. Click [**Exit**].

Important

Use the Printer Setting Tool to configure the Label Printer *only* when the Label Printer is waiting for the next print job. The Label Printer may malfunction if you try to configure it while it is handling a job.

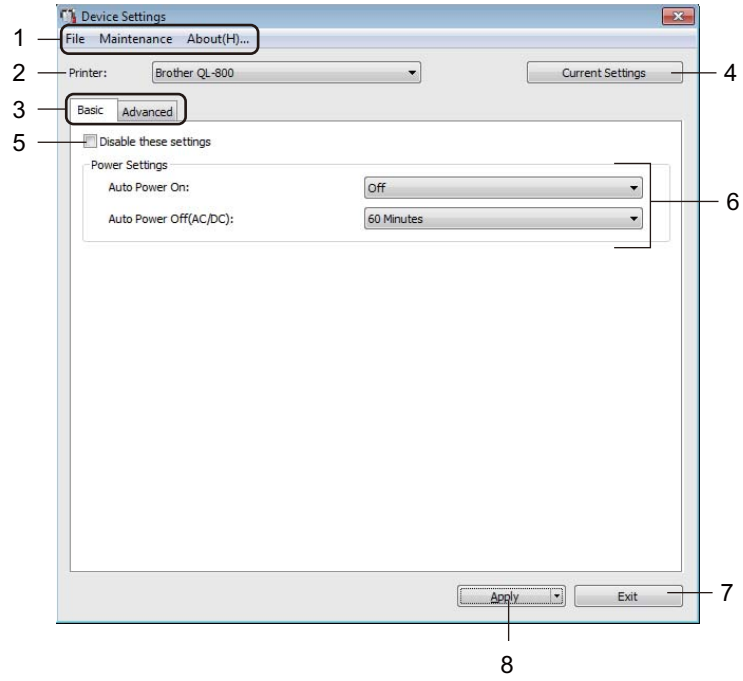
Device Settings for Windows®

Use [**Device Settings**] in the Printer Setting Tool to specify or change printer settings when connecting the Label Printer and computer with a USB cable. Not only can you change the device settings for one Label Printer, but you can also apply the same settings to multiple Label Printers.

When printing from a computer application, various printing settings can be specified from the printer driver; however, by using [**Device Settings**] in the Printer Setting Tool, more advanced settings can be specified.

When [**Device Settings**] is opened, the Label Printer's current settings are retrieved and displayed. If the current settings could not be retrieved, the previous settings are displayed. If the current settings could not be retrieved and previous settings have not been specified, this machine's factory settings are displayed.

Settings Dialog Box



Important

To display these tabs, you must have administrator privileges for the computer or the Label Printer.

You can confirm the administrator privileges for the Label Printer in the [**Printer properties**] - [**Security**] tab.

1 Menu Bar

Selects a command contained in each menu from the list.

2 Printer

Specifies the Label Printer you want to configure.

If only one Label Printer is connected, it is unnecessary to make a selection because only that Label Printer will appear.

3 Settings Tabs

Contains settings that may be specified or changed.

Note

If  appears in the tab, the settings in that tab cannot be specified or changed. In addition, the settings in the tab will not be applied to the Label Printer even if [**Apply**] is clicked. The settings in the tab will also not be saved or exported when the [**Save in Command File**] or [**Export**] command is used.

4 Current Settings

Retrieves the settings from the currently connected Label Printer and displays them in the dialog box.

Settings will also be retrieved for parameters on tabs with .

5 Disable these settings

When this check box is selected,  appears in the tab, and the settings can no longer be specified or changed.

Settings in a tab where  appears will not be applied to the Label Printer even if [**Apply**] is clicked. In addition, the settings in the tab will not be saved or exported when the [**Save in Command File**] or [**Export**] command is used.

6 Parameters

Displays the current settings.

7 Exit

Exits [**Device Settings**], and returns to the main window of the Printer Setting Tool.

8 Apply

Applies the settings to the Label Printer.

To save the specified settings in a command file, select [**Save in Command File**] from the drop-down list.

Menu Bar

The following explains about the menu items in the settings dialog box.

- **Apply Settings to the Printer**
  Applies the settings to the Label Printer.
  Performs the same operation as when [**Apply**] is clicked.
- **Check Setting**
  Displays the current settings.
- **Save Settings in Command File**
  Saves the specified settings in a command file.
  Performs the same operation as when [**Save in Command File**] is selected from the [**Apply**] drop-down list.
- **Import**
  Imports the exported file.
- **Export**
  Saves the current settings in a file.
- **Factory Reset**
  Resets all Label Printer settings to factory settings.
- **Option Settings**
  If the [**Do not display an error message if the current settings cannot be retrieved at startup**] check box is selected, a message will not be displayed next time.

Basic Tab

The following explains about the Basic Tab in the settings dialog box.

- **Auto Power On**
  Specifies whether the Label Printer turns on automatically when the AC Power Cord is plugged into an AC power outlet.
  Available settings: [**On**], [**Off**]
- **Auto Power Off (AC/DC)**
  Specifies the period of time that passes before the Label Printer turns off automatically when connected to an AC power outlet.
  Available settings: [**None**], [**10/20/30/40/50/60 Minutes**]

Advanced Tab

The following explains about the Advanced Tab in the settings dialog box.

- **Print Density (Black)**
  Sets the density of black.
  Available settings: [**+6/+5/+4/+3/+2/+1/0/-1/-2/-3/-4/-5/-6**]
- **Print Density (Red)**
  Sets the density of red.
  Available settings: [**+6/+5/+4/+3/+2/+1/0/-1/-2/-3/-4/-5/-6**]
- **Print Data after Printing**
  Specifies whether or not print data is erased after printing.
  Available settings: [**Keep Print Data**], [**Erase All Print Data**]

Applying Setting Changes to Multiple Label Printers

1. After applying settings to the first Label Printer, disconnect the Label Printer from the computer, and then connect the second Label Printer to the computer.
2. Select the newly connected Label Printer from the [**Printer**] drop-down list.
3. Click [**Apply**]. The same settings that were applied to the first Label Printer are applied to the second Label Printer.
4. Repeat steps ❶ – ❸ for all Label Printers whose settings you want to change.

Note

To save the current settings in a file, click [**File**] - [**Export**].

The same settings can be applied to another Label Printer by clicking [**File**] - [**Import**], and then selecting the exported settings file. For further information, see *Device Settings for Windows*® on page 16.

Printer Setting Tool for Mac

Using the Printer Setting Tool, you can specify the Label Printer's device settings from a Mac. Not only can you change the device settings for one Label Printer, but you can also apply the same settings to multiple Label Printers.

Note

The Printer Setting Tool is installed automatically when you use the initial installer to install the printer driver. For more information, see *Installing the Software and Printer Drivers to a Computer* on page 7.

Important

The Printer Setting Tool is available only with compatible Brother printers.

Before Using the Printer Setting Tool

- Make sure the AC Power Cord is connected to the Label Printer and to an AC power outlet.
- Make sure the printer driver has been installed correctly and you can print.
- Connect the Label Printer to a computer with a USB cable.

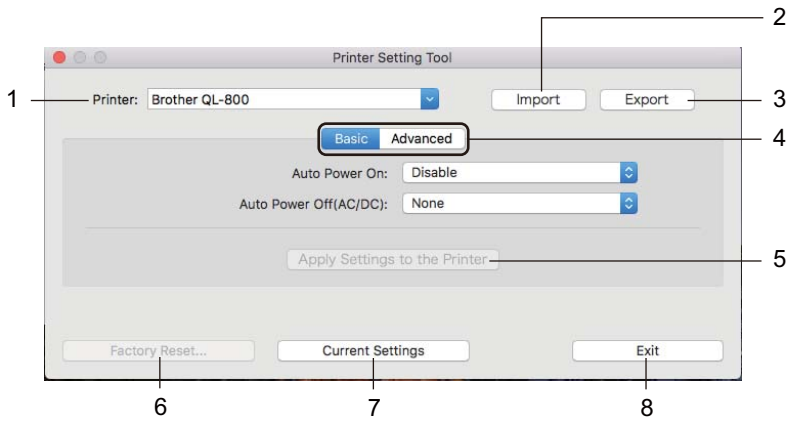
Using the Printer Setting Tool for Mac

1. Connect the Label Printer you want to configure to the computer.
2. Click [**Macintosh HD**] - [**Applications**] - [**Brother**] - [**Printer Setting Tool**] - [**Printer Setting Tool.app**]. The [**Printer Setting Tool**] window appears.
3. Check that the Label Printer you want to configure appears next to [**Printer**]. If a different Label Printer appears, select the Label Printer you want from the pop-up list.
4. Select a settings tab, and then specify or change the settings.
5. Click [**Apply Settings to the Printer**] in the settings tab to apply the settings to the Label Printer.
6. Click [**Exit**] to finish specifying settings.

Important

Use the Printer Setting Tool to configure the Label Printer only when the Label Printer is waiting for the next print job. The Label Printer may malfunction if you try to configure it while it is handling a job.

Settings Dialog Box



1 Printer
Lists the connected Label Printers.

2 Import
Imports settings from a file.

3 Export
Saves the current settings in a file.

4 Settings Tabs
Contain settings that may be specified or changed.

5 Apply Settings to the Printer
Applies the settings to the Label Printer.

6 Factory Reset
Resets printer settings to factory settings.

7 Current Settings
Retrieves the settings from the currently connected Label Printer and displays them in the dialog box.

8 Exit
Exits the Printer Setting Tool.

Basic Tab

The following explains about the Basic Tab in the settings dialog box.

- **Auto Power On**
  Specifies whether the Label Printer turns on automatically when the AC Power Cord is plugged into an AC power outlet.
  Available settings: [**Disable**], [**Enable**]
- **Auto Power Off (AC/DC)**
  Specifies the period of time that passes before the Label Printer turns off automatically when connected to an AC power outlet.
  Available settings: [**None**], [**10/20/30/40/50/60 Minutes**]

Advanced Tab

The following explains about the Advanced Tab in the settings dialog box.

- **Print Density (Black)**
  Sets the density of black.
  Available settings: [**+6/+5/+4/+3/+2/+1/0/-1/-2/-3/-4/-5/-6**]
- **Print Density (Red)**
  Sets the density of red.
  Available settings: [**+6/+5/+4/+3/+2/+1/0/-1/-2/-3/-4/-5/-6**]
- **Print Data after Printing**
  Specifies whether or not print data is erased after printing.
  Available settings: [**Keep Print Data**], [**Erase All Print Data**]

Applying Setting Changes to Multiple Label Printers

1. After applying settings to the first Label Printer, disconnect the Label Printer from the computer, and then connect the second Label Printer to the computer.
2. Select the newly connected Label Printer from the [**Printer**] drop-down list.
3. Click [**Apply Settings to the Printer**].
   The same settings that were applied to the first Label Printer are applied to the second Label Printer.
4. Repeat steps ❶ – ❸ for all Label Printers whose settings you want to change.

Note

To save the current settings in a file, click [**Export**].

The same settings can be applied to another Label Printer by clicking [**Import**], then selecting the exported settings file. For more information, see *Settings Dialog Box* on page 21.

5 Other Functions

Confirming the Label Printer Settings

You can print the settings report, which contains the following information: the firmware version, device settings, and serial number.

1. Turn on the Label Printer.
2. Press and hold the Cutter (✂) Button to print the report.

Note

Use a DK Roll with labels 1.1" (29 mm) or wider and a print length of 2.5" (64 mm). DK Rolls for 2-color printing cannot be used.

2-color Printing Configuration with Other Applications

Follow the process below when carrying out 2-color printing from any application other than P-touch Editor.

For Windows®

1. Open the **Devices and Printers** window, select [**QL-800**] and right-click it.
   Click [**Printer Properties**].
2. Select the [**Advanced**] tab, then click the [**Preferences...**] button.
3. Select [**2-color [Black/Red]**] from the [**Color**] section.

For Mac

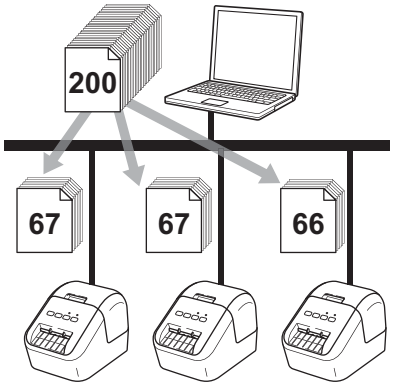
1. Click [**File**], and then select [**Print**].
   The print screen appears.
2. Click the [**Show Details**] button.
   Then the other print screen appears.
   Click the [**Notes**] pull down to select [**Advanced**].
3. Select [**2-color [Black/Red]**] from the [**Color**] section.

Distributed Printing (Windows® only)

When printing a large number of labels, printing can be distributed among multiple Label Printers. Because printing is performed at the same time, the total printing time can be reduced.

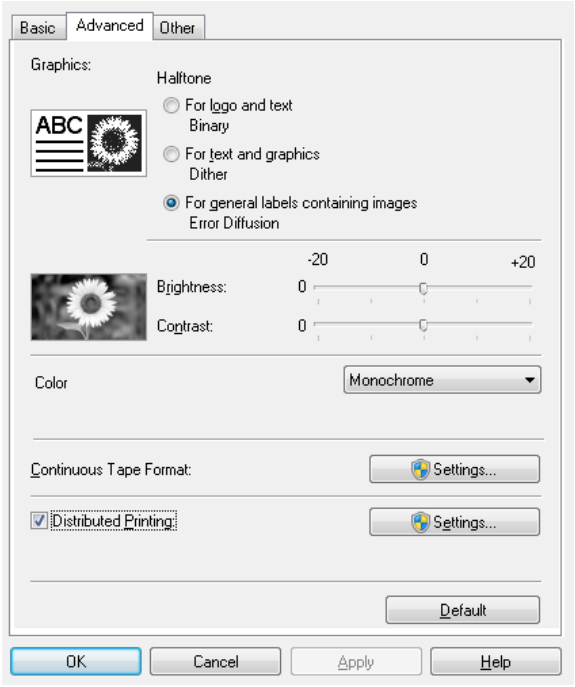
Note

- Printing can be distributed to Label Printers connected via a USB connection.
- The number of pages is automatically divided among the selected Label Printers. If the specified number of pages cannot be evenly divided among the Label Printers, it will be divided in the order of the Label Printers listed in the dialog box when the print settings are specified in step ❹.

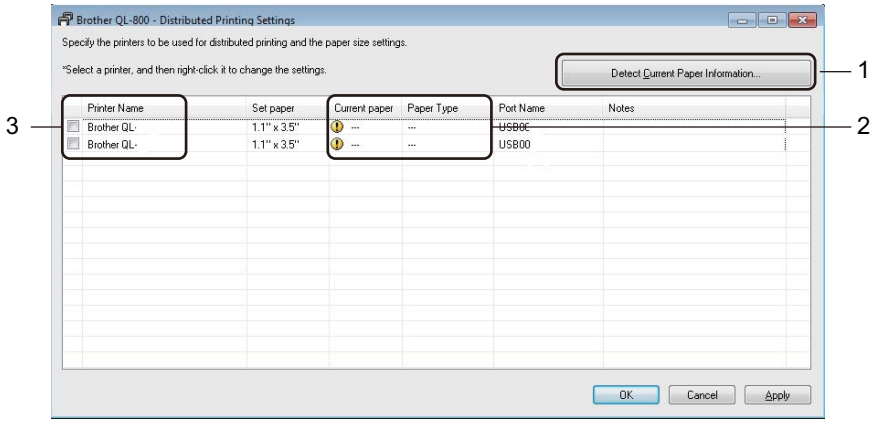


1. From the [**File**] menu in P-touch Editor, click [**Print**].
2. Click [**Properties…**].

3 Click the [**Advanced**] tab, select the [**Distributed Printing**] check box, and then click [**Settings**].



4 In the **Distributed Printing Settings** dialog box, select the Label Printers you want to use for distributed printing.



a) Click [**Detect Current Paper Information…**] (1).

b) The current Label Printer information that was detected appears below [**Current Paper**] and [**Paper Type**] (2).

c) Select the check box next to the [**Printer Name**] you want (3).

Note

If the selected label width is different from that displayed in the [**Current Paper**] column ⚠ icon appears. Load the Label Printer with the label width specified in [**Set Width**].

5 Specify the label size.

A. If only one Label Printer has been selected.

In the **Distributed Printing Settings** dialog box from step ❹, select the Label Printer whose setting you want to specify, and then either double-click it or right-click it, and then click [**Settings**]. From the [**Set Width**] drop-down list, select the label size.

Note

Information displayed in the **Distributed Printing Settings** dialog box from step ❹ can be entered in the [**Notes**] text box.

B. If multiple Label Printers have been selected.

In the **Distributed Printing Settings** dialog box from step ❹, select the Label Printers whose settings you want to specify, right-click them, and then click [**Settings**]. From the [**Set Width**] drop-down list, select the label size. The same label size setting is applied to all selected Label Printers.

Note

The settings below [**Printer Settings**] and [**Notes**] are not available.

6 Click [**OK**] to close the label size setting window.

7 Click [**OK**] to close the **Distributed Printing Settings** window.
Setup is completed.

8 Click [**OK**] to start distributed printing.

Note

- It may not be possible to detect information for a Label Printer connected using a USB hub or print server. Before printing, enter the settings manually, and check if the Label Printer can be used for printing.
- We recommend performing a connection test for your operating environment. Contact your information technology manager or administrator for assistance.

Section II

Application

How to Use P-touch Editor 29

How to Use P-touch Library (Windows® only) 45

How to use P-touch Editor Lite (Windows® only) 50

How to Update P-touch Software 54

6 How to Use P-touch Editor

To use your Label Printer with your computer, install P-touch Editor and the printer driver.

To download the latest driver and software, visit the Brother Solutions Center at support.brother.com [**Select your region/country.**] - [**Downloads**] - [**Choose your product**]

For Windows®

Starting P-touch Editor

1. Start the P-touch Editor.

   - **For Windows Vista® / Windows® 7**

     From the Start button, click [**All Programs**] - [**Brother P-touch**] - [**P-touch Editor 5.1**], or double-click [**P-touch Editor 5.1**] shortcut icon on the desktop.

   - **For Windows® 8/ Windows® 8.1**

     Click [**P-touch Editor 5.1**] on the [**Apps**] screen or double-click [**P-touch Editor 5.1**] on the desktop.

   - **For Windows® 10**

     From the Start button, click [**P-touch Editor 5.1**] under [**Brother P-touch**], or double-click [**P-touch Editor 5.1**] on the desktop.

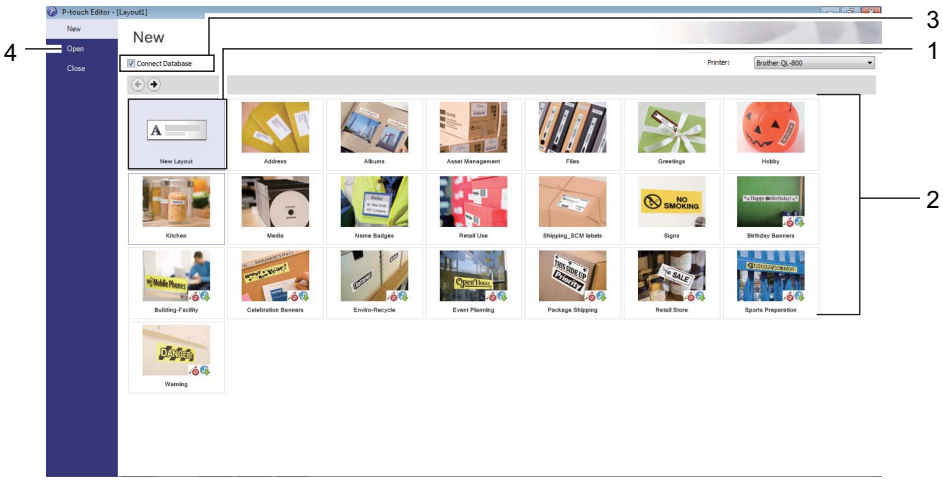


2. When P-touch Editor starts, select whether you want to create a new layout or open an existing layout.

Note

To change how P-touch Editor functions when it starts, click [**Tools**] - [**Options**] in the P-touch Editor menu bar to display the **Options** dialog box. On the left side, select the [**General**] heading, and then the setting you want in the [**Operations**] list box under [**Startup Settings**]. The factory setting is [**Display New View**].

3 Select one of the displayed options:



1 To create a new layout, double-click [**New Layout**], or click [**New Layout**] and then click [→] .

2 To create a new layout using a preset layout, double-click a category button, or select a category button and then click [→].

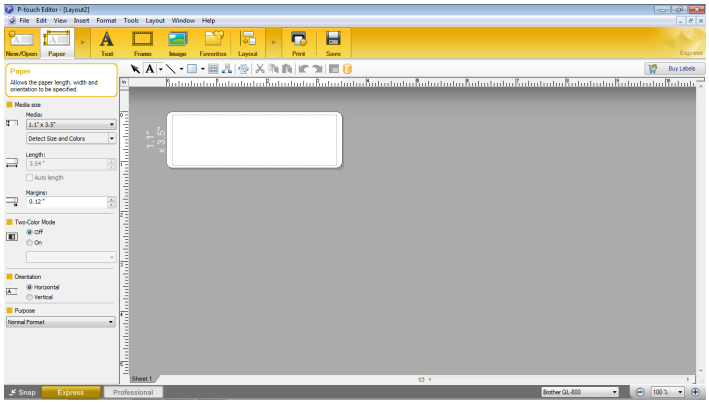
3 To connect a preset layout to a database, select the check box next to [**Connect Database**].

4 To open an existing layout, click [**Open**].

Printing with P-touch Editor

■ Express mode

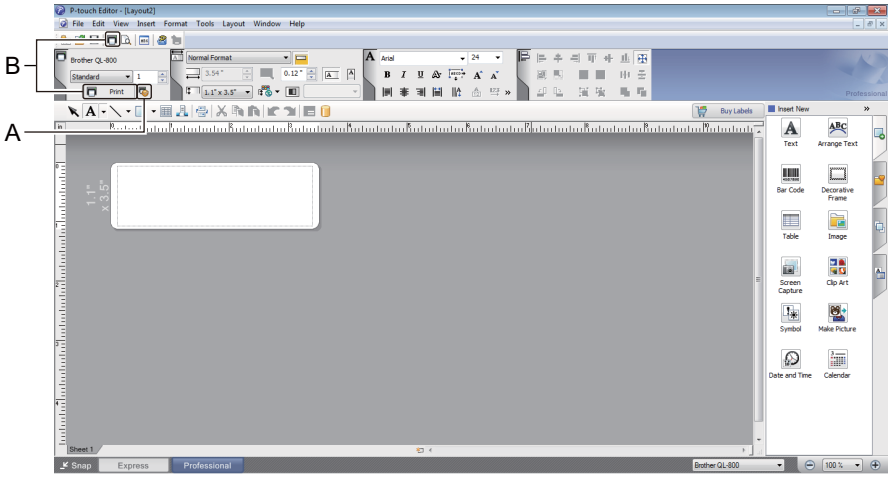
This mode allows you to quickly create layouts that include text and images.



To print, click [**File**] - [**Print**] from the menu bar or click the [**Print**] icon. Before printing, configure the print settings in the Print screen.

■ Professional mode

This mode allows you to create layouts using a wide-range of advanced tools and options.



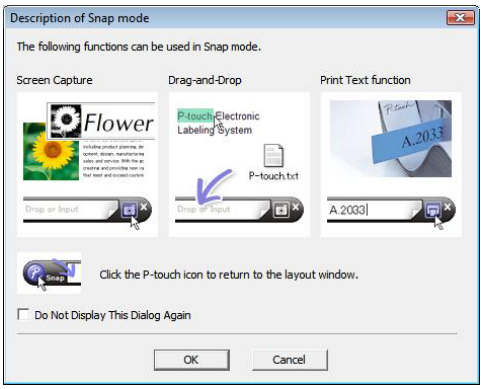
To print, click [**File**] - [**Print**] from the menu bar or click the [**Print Setting**] icon (A). Before printing, configure the print settings in the Print screen.

In addition, you can click the [**Print**] icon (B) to start printing without changing the printing settings.

■ Snap mode

This mode allows you to capture all or a portion of your computer screen display, print it as an image, and save it for future use.

1. Click the [**Snap**] mode selection button.
   The **Description of Snap mode** dialog box appears.



2. Click [**OK**].
   The **Snap** mode palette appears.

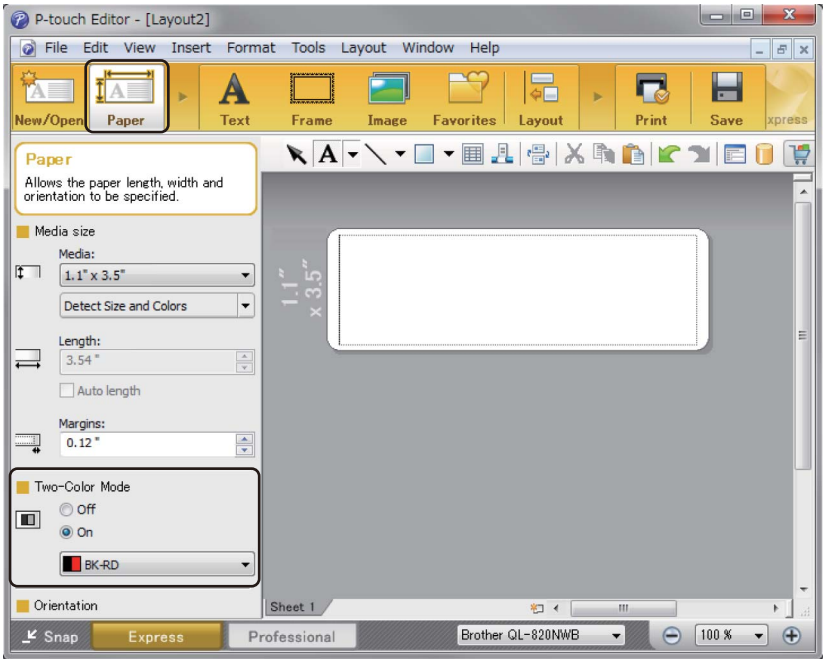


2-color Printing Configuration

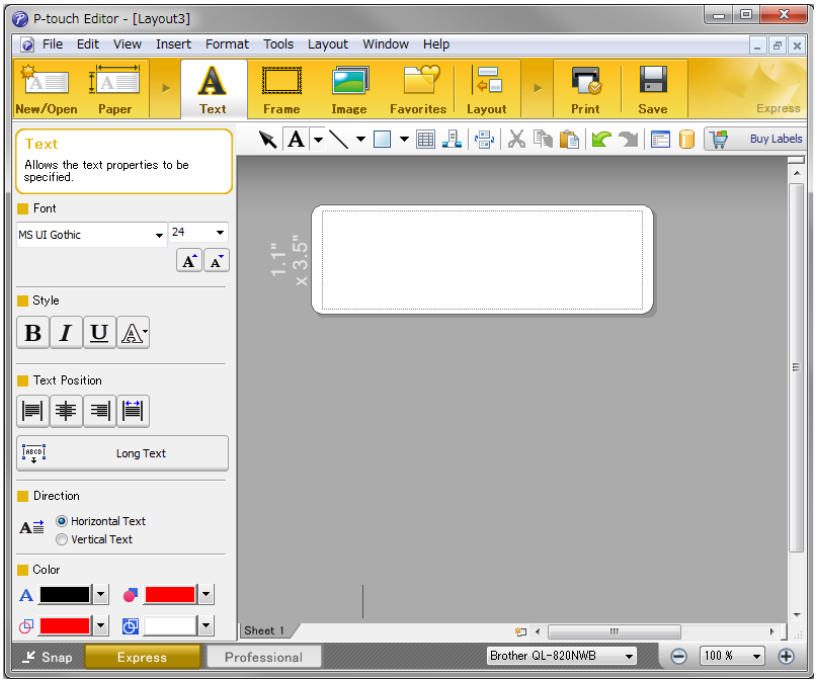
The Label Printer is capable of 2-color printing.

Configuring through P-touch Editor

Express mode



1. Select [Paper] then the Two-Color Mode appears.
2. Select [**On**] for [**Two-Color Mode**].

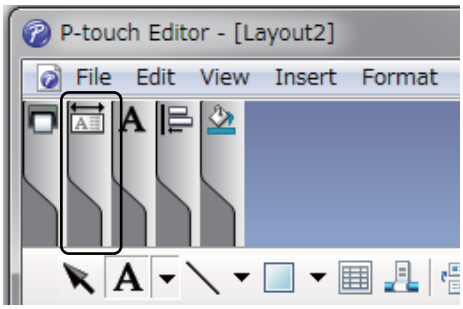


3. Select [**Text**] to edit the color of the text.
4. Select [**Frame**] to edit the color of the frame.

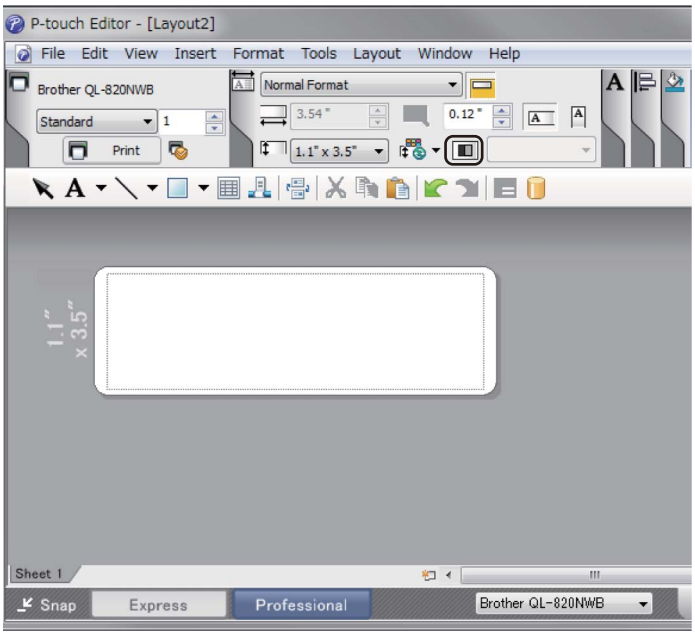


- Use [**Sets Text Color for Selected Text**] to edit the color of the text.
- Use [**Changes the fill color**] to edit the color to fill an enclosed area with.
- Use [**Changes the color of the line**] to edit the color of the line.
- Use [**Changes the background color of the object**] to edit the background color of the object.

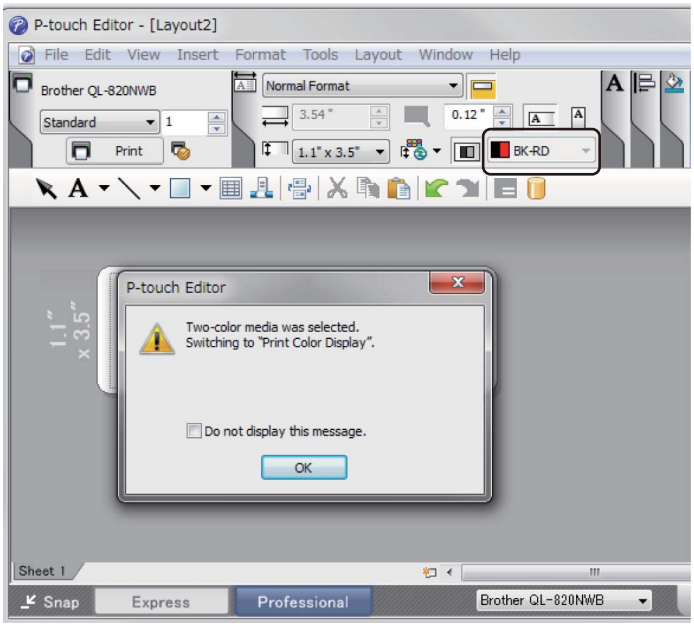
Professional mode



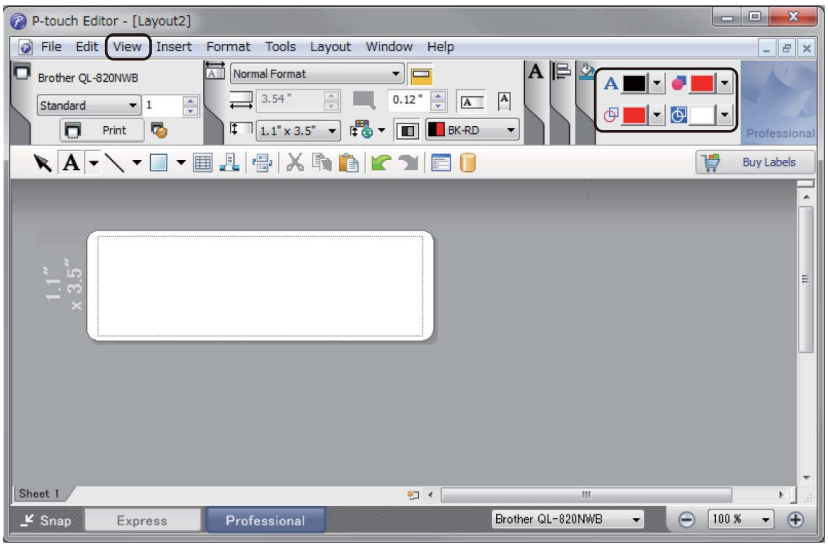
1. Click the illustration , then the detailed item will appear.



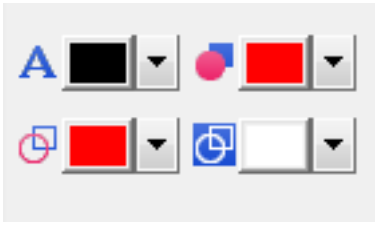
2. Click the icon, then [**Two-color media was selected. Switching to "Print Color Display"**] appears. Click [**OK**].



3 Click the BK-RD drop-down list on the left, and select [**BK-RD**].



4 Click [**View**], then select [**Property Palette**], and click [**Color**]. The Color editing palette appears.



- Use [**Sets Text Color for Selected Text**] to edit the color of the text.
- Use [**Changes the fill color**] to edit the color to fill an enclosed area with.
- Use [**Changes the color of the line**] to edit the color of the line.
- Use [**Changes the background color of the object**] to edit the background color of the object.

Note

- The brightness, contrast and threshold (range of red) can be adjusted through the driver settings.
- The Black/Red Print density can be adjusted through the Printer Setting Tool.
- You cannot select High Resolution mode when using 2-color printing.

For Mac

Starting P-touch Editor

1. To start P-touch Editor, double-click [**P-touch Editor**] icon on the desktop.

Note

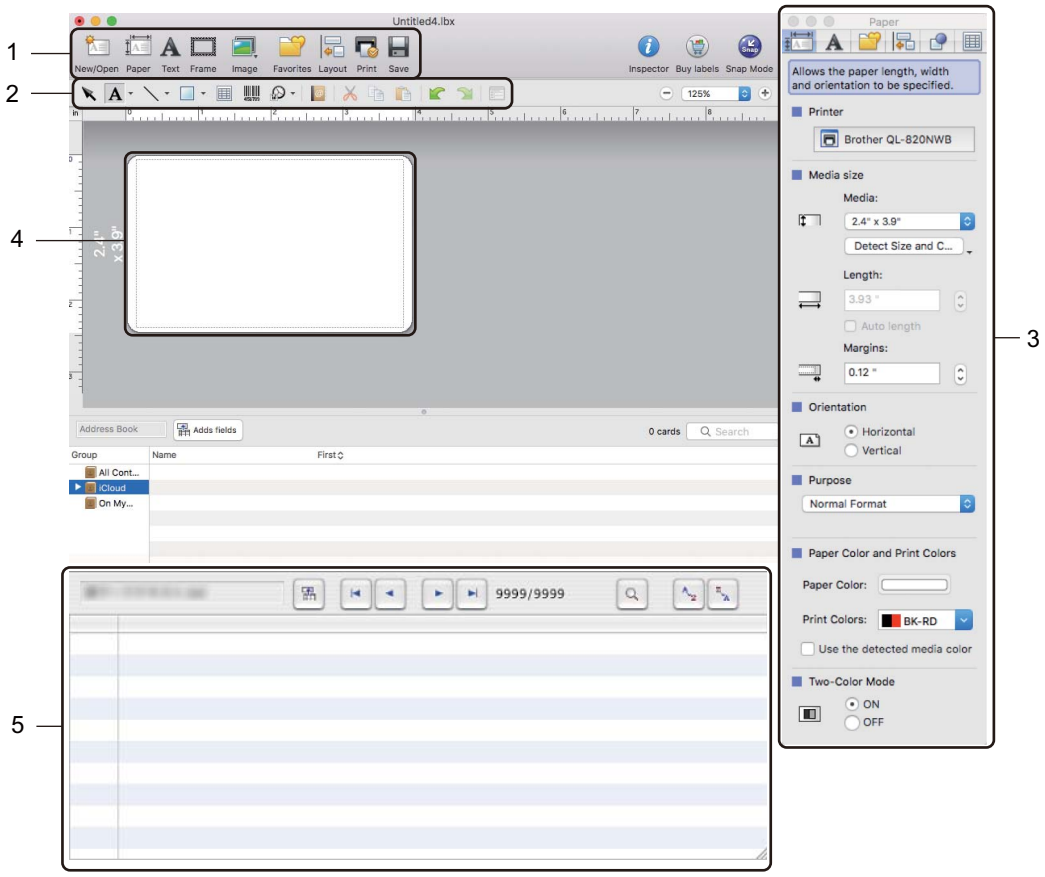
- The following method can also be used to start the P-touch Editor:
  Double-click [**Macintosh HD**] - [**Applications**] - [**P-touch Editor 5.1**], and then double-click the [**P-touch Editor**] application icon.
- When using a Mac, you cannot transfer label data created using P-touch Editor to the Label Printer.

Operation modes

■ Standard Mode

This mode allows you to create labels with text and images.

The Layout Window consists of the following sections:



1 Command Bar

2 Draw/Edit Toolbar

3 Inspector

4 Layout Window

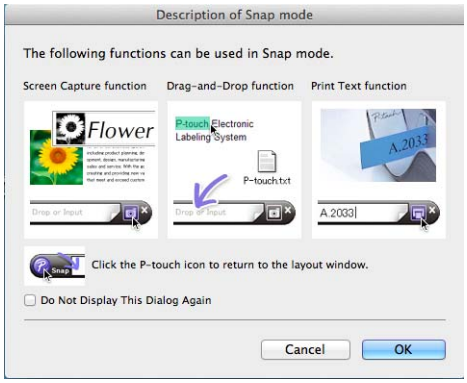
5 Database Window

■ Snap mode

This mode allows you to capture the screen, print it as an image, and save it for future use.

To start the Snap mode, follow the steps below:

1. Click the [**Snap**] mode selection button.
   The **Description of Snap mode** dialog box appears.



2. Click [**OK**].
   The **Snap** mode palette appears.

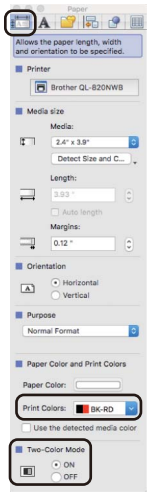


2-color Printing Configuration

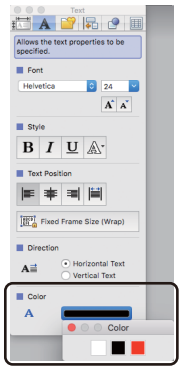
The Label Printer is capable of 2-color printing.

Configuring Using P-touch Editor

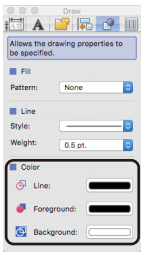
Standard mode



1. Select  [**Paper**], then the Two-Color Mode appears.
2. Select [**BK-RD**] for [**Print Colors**] and [**ON**] for [**Two-Color Mode**].



3. Select [**Text**] to edit the text.
4. Select [**Color**] to edit the color of the text.



5. Click , then the edit tools below appear.
   - Use [**Changes the color of the line**] to edit the color of the line.
   - Use [**Changes the fill color**] to edit the color to fill an enclosed area with.
   - Use [**Changes the background color of the object**] to edit the background color of the object.

Note

- The brightness, contrast and threshold (range of red) can be adjusted through the driver setting.
- The Black/Red Print density can be adjusted through the Printer Setting Tool.

How to use the P-touch Address Book (Windows® only)

This section describes how to efficiently create labels from contacts using the P-touch Address Book. The screens may differ depending on your operating system.

(P-touch Address Book is not supported in some languages.)

Starting the P-touch Address Book

1. Click [**Start**] - [**All Programs**] - [**Brother P-touch**] - [**P-touch Address Book 1.2**].

Note

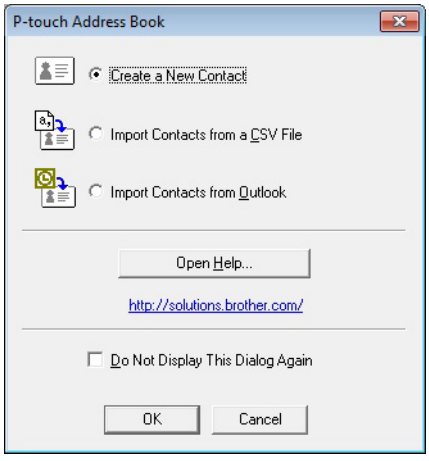
You can also start the P-touch Address Book using the following methods (only if you created the shortcut during installation):

- Double-click the Shortcut icon on the desktop.
- Click the Shortcut icon on the Quick Launch bar.

When the P-touch Address Book is launched, the **Startup** dialog box appears, which allows you to create new contacts, import CSV format data, or Outlook contacts.



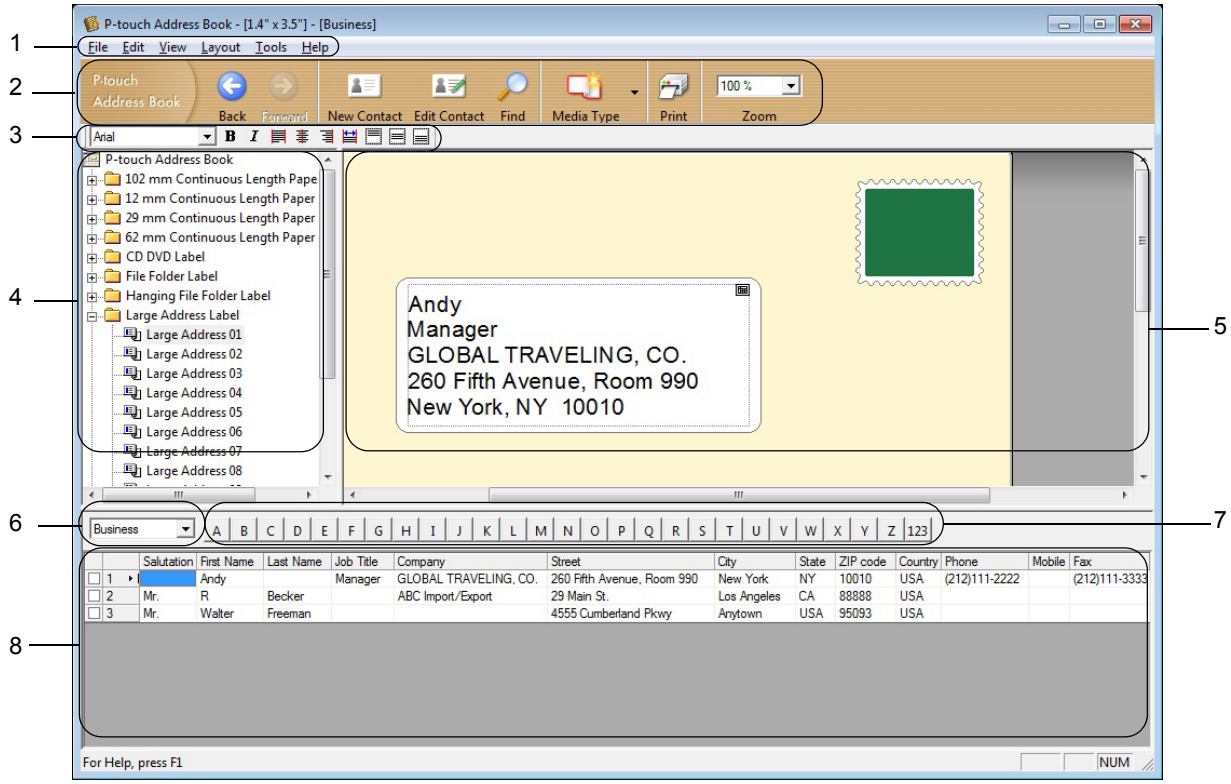
2. In the **Startup** dialog box, specify the P-touch Address Book operation you want to perform and click the [**OK**] button.



- When [**Create a New Contact**] is selected, the Layout Window appears.
- When [**Import Contacts from a CSV File**] or [**Import Contacts from Outlook**] is selected, you can import contacts in other formats.
- Click the [**Open Help...**] button to open the P-touch Address Book Help files.
  The P-touch Address Book Help offers detailed information on available features and explains how to use the P-touch Address Book.

■ Layout Window

The Layout Window consists of the following eight sections:



1 Menu Bar

Commands are categorized under each menu (File, Edit, View, Layout and Tools) according to their functions.

2 Standard Toolbar

Provides a group of frequently used commands (such as New Contact, Edit Contact, Find or Print).

3 Text Toolbar

Used to adjust text attributes such as font size and alignment for text formatting.

4 Layout Style Selection View

Displays layout styles stored in the folder.

5 Layout Work Area

Used to display or edit a layout that uses the layout style in the Layout Style Selection view.

6 Contact List Combo Box

Displays the contact list that is currently specified. You can choose from [**Personal**], [**Business**], [**Other1**], [**Other2**] and [**Other3**].

7 Index Tab

You can search within the field in Record View. Click [**Tools**] - [**Sort**] to open the **Sort** dialog box, and specify the field you want using [**Key1**].

8 Record View

Displays the contact data in each field. The data can also be edited (added, deleted or modified).

Creating a new contact

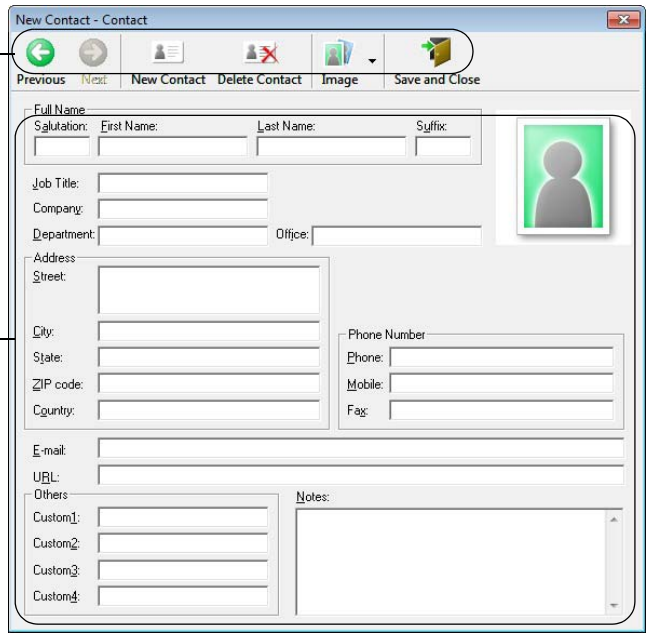
This section explains how to create a new contact.

1. Click [**File**] - [**New Contact**], or click the New Contact 

button.

   The **New Contact** dialog box appears.

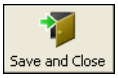
2. Enter the new contact information.



1 New Contact Form Toolbar

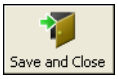
The following commands are categorized in the menu:

Icon	Button name	Function
	Previous	Displays the previous contact.
	Next	Displays the next contact.
	New Contact	Displays the form window for a new contact.
	Delete Contact	Deletes the contact that is currently selected.

Icon	Button name	Function
	Image	Allows you to insert an image for a contact from a file or a camera currently connected to the computer. The following file types are supported: • Bitmap (*.bmp, *.dib) • JPEG file (*.jpg, *.jpeg) • TIFF file (uncompressed) (*.tif) • GIF file (*.gif) • Icon (*.ico) • Windows Meta File (*.wmf, *.emf) (Image adjustment is not allowed.) • PNG file (*.png)
	Save and Close	Saves the contact and closes the **New Contact** dialog box.

2 Contact Form

Used to enter each item, such as name, address, phone number, company information, and email address for the new contact.

3 When you finish entering the data, click the Save and Close  button to store.

7 How to Use P-touch Library (Windows® only)

P-touch Library

This program allows you to manage and print P-touch Editor templates.

Starting P-touch Library

- **For Windows Vista® / Windows® 7**

  From the Start button, click [**All Programs**] - [**Brother P-touch**] - [**P-touch Tools**] - [**P-touch Library 2.2**].

- **For Windows® 8 / Windows® 8.1**

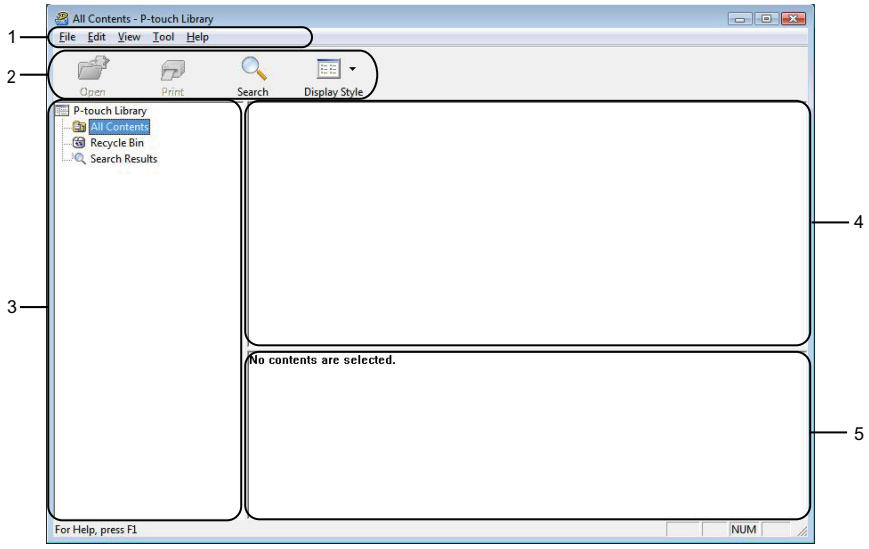
  Click [**P-touch Library 2.2**] on the [**Apps**] screen.

- **For Windows® 10**

  From the Start button, click [**P-touch Library 2.2**] under [**Brother P-touch**].

When P-touch Library starts, the Main window appears.

Main window



1 Menu Bar

Provides access to all available commands, which are grouped under each menu title ([**File**], [**Edit**], [**View**], [**Tool**], and [**Help**]) according to their functions.

2 Toolbar

Provides access to frequently used commands.

3 Folder List

Displays a list of folders. When you select a folder, the templates in the selected folder appear in the templates list.

4 Templates List

Displays a list of the templates in the selected folder.

5 Preview

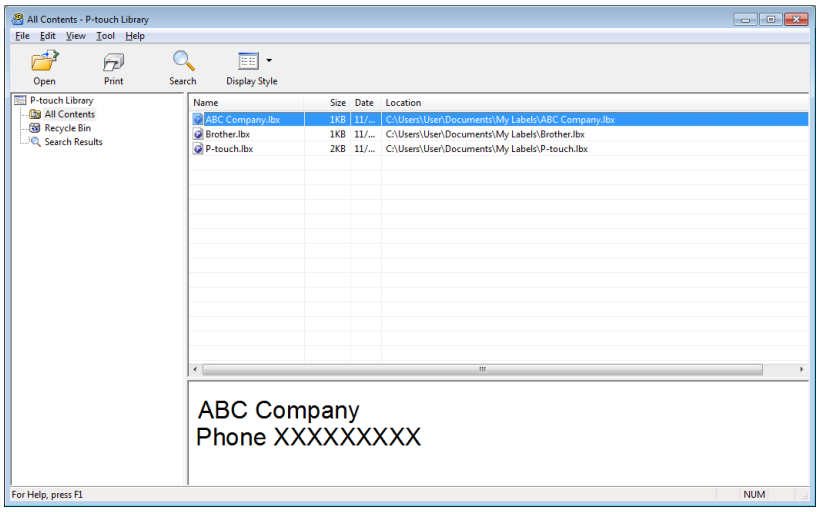
Displays a preview of the templates selected in the templates list.

Explanations of the Toolbar Icons

Icon	Button name	Function
	**Open**	Opens the selected template.
	**Print**	Prints the selected template with the Label Printer.
	**Search**	Allows you to search for templates registered to P-touch Library.
	**Display Style**	Changes the file display style.

Opening and Editing Templates

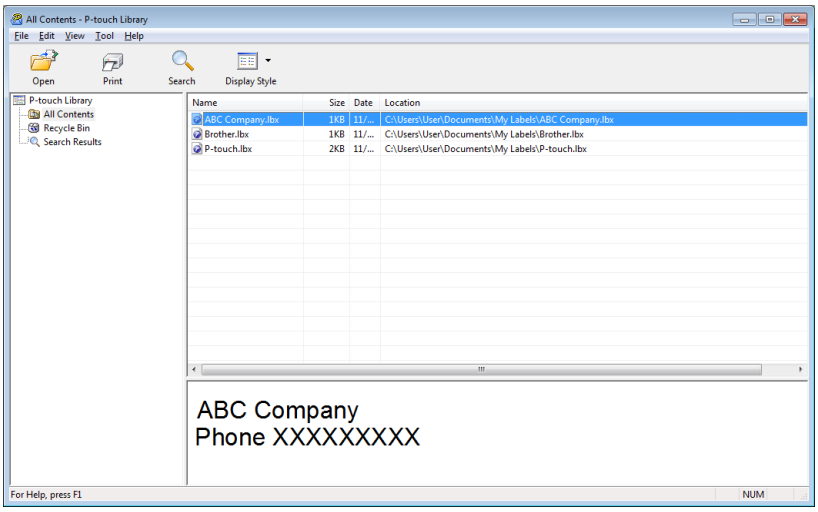
Select the template you want to open or edit, and then click [**Open**].



The program associated with the template starts so that you can edit the template.

Printing Templates

Select the template you want to print, and then click [**Print**].

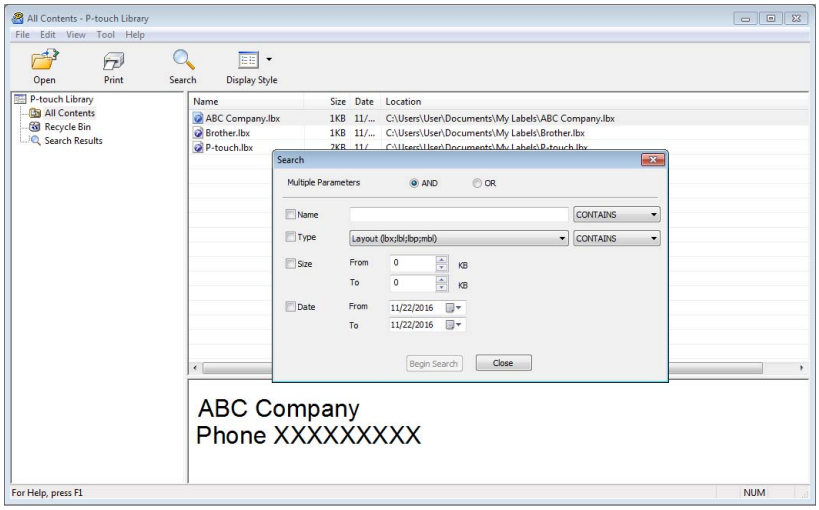


The connected Label Printer prints the template.

Searching for Templates

You can search for templates registered to P-touch Library.

1. Click [**Search**].
   The **Search** dialog box appears.



2. Specify the search criteria.
   The following search criteria are available:

Settings	Details
Multiple Parameters	Determines how the program searches when multiple criteria are specified. If you select [**AND**], the program searches for files that satisfy all of the criteria. If you select [**OR**], the program searches for files that satisfy any of the criteria.
Name	Search for a template by specifying the file name.
Type	Search for a template by specifying the file type.
Size	Search for a template by specifying the file size.
Date	Search for a template by specifying the file date.

3. Click [**Begin Search**].
   The search begins.
   The search result is displayed on the screen.

4 Close the **Search** dialog box.
To confirm the search results, click [**Search Results**] in the folder view.

Note

You can register templates to P-touch Library by dragging and dropping them into the [**All Contents**] folder or to the folder list. You can also configure P-touch Editor to register templates to P-touch Library automatically, using the following procedure:

1 From the P-touch Editor menu, select [**Tools**] - [**Options**].

2 In the **Options** dialog box, click [**Registration Settings**] in the [**General**] tab.

3 Select the timing for registering templates created with P-touch Editor, and then click [**OK**].

8 How to use P-touch Editor Lite (Windows® only)

With P-touch Editor Lite, you can quickly create various simple label layouts without installing any drivers or software.

P-touch Editor Lite is only supported when the Label Printer is connected using a USB cable.

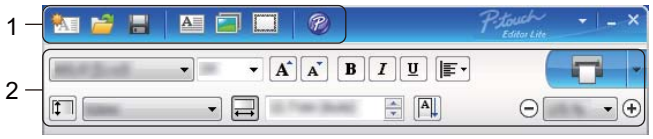
After the USB cable is connected, a dialog box appears on the computer screen.

- For Windows Vista®, click (P-touch Editor Lite).
- For Windows® 7 / Windows® 8 / Windows® 8.1 / Windows® 10, click "Open folder to view files" and then double-click (PTLITE10).

P-touch Editor Lite starts.

* The Label Printer must be set to P-touch Editor Lite mode. Press and hold the Editor Lite Button until the Editor Lite LED turns on.

Layout Window

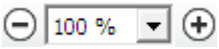


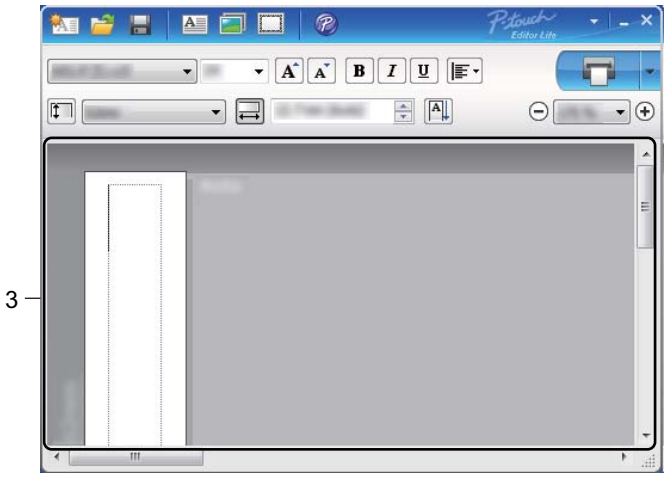
1 Command Toolbar

Icon	Function
	Displays the new label creation screen.
	Opens a saved file with P-touch Editor Lite.
	Saves the data to your computer, but not to the Label Printer.
	Inserts a new text box (useful when creating labels containing both single and multiple lines of text).
	Inserts an image into your label. **From file**: Inserts an image stored on your computer. **Screen capture**: Inserts the selected area of the computer screen as a graphic. **Symbol**: Inserts one of your computer's built-in symbols.
	Inserts a frame.
	Exits P-touch Editor Lite and starts up P-touch Editor.
	Displays the menu. The menu includes all P-touch Editor Lite functions.

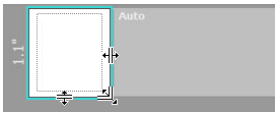
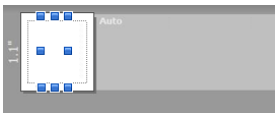
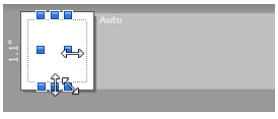
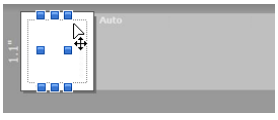
Icon	Function
	Minimizes P-touch Editor Lite.
	Exits P-touch Editor Lite.

2 Property Toolbar

Icon	Function
	Click to change the font.
	Click to specify the font size. You can adjust the font size up or down one level by clicking or .
	Specifies the font style: / Bold / Italic / Underline
	Specifies the alignment of text in a text box.
	Sets the width of the label. Click to automatically detect the width of the inserted label.
	Sets the length of the label. Click to automatically adjust the length of the label to accommodate the entered text.
	Sets/cancels the label direction to vertical.
	Click to set the zoom factor for the Label View. You can also change the zoom factor by clicking or .
	Click to print normally or to print with options. **Auto Cut**: Each label is automatically cut after printing. **Cut at end**: Cuts labels after the last label is printed. **Copies**: Prints multiple copies of a label.



3 Label View

Display	Function
	This label view is displayed when the software is started. The width of label currently set is displayed on the left of the label image. When "Auto" is shown on the right, the length of label is automatically adjusted to the length of text.
	To manually change the length and width of the label, move the pointer to the label area's border, and then drag it when the blue line appears.
	To adjust the size of the P-touch Editor Lite window, move the pointer over an edge of the window and drag it when the pointer changes to an arrow.
	Guidelines are sometimes displayed when moving objects. They are shown when the object is aligned at the left, right, top, or bottom edge of the Printable area, or in the center. In the illustration on the left, the guidelines indicate that the object is centered at the top edge of the label.
	Inserted text boxes, images, and frames are treated as objects. Objects are surrounded by handles (indicated by eight blue points).
	Indicates that an object is selected.
	The pointer changes to an arrow when moved over a handle. Drag the handles to change the object's size.
	To move objects, drag them when the pointer changes to a crosshair. For text objects, the pointer only changes to a crosshair over the border of the object.

Right-click in the layout view area to select and execute the following menu items.

Other Functions (right-click to view)

Menu	Do this
Undo Redo	Click **Undo** to undo the last operation. Click **Redo** to redo the last operation.
Cut Copy Paste	Select the text area (or object) that you want to cut or copy and select **Cut** or **Copy**. Click in the destination area and select **Paste**.
Margins	The function is not available for Label Printer.
Insert	Click **Insert**. Select **Text box** to insert text into the label. Select **From File** to insert an image stored on your computer. Select **Screen Capture** to insert the selected area of the computer screen. Select **Symbol** to insert one of your computer's built-in symbols. Select **Frame** to insert one of P-touch Editor Lite's built-in frames.
Direction	Select the text object and click either **Horizontal Text** or **Vertical Text** to change the direction of the text.
Numbering	Select the number or letter within your text and click **Numbering** to insert an incremented number or letter on each label. Click ▼ to the right of the **Print** button and click **Print Options**. Select the **Numbering** box and enter the number of labels for printing in the **Count** field. Click the **Print** button.
Change Image	Select the image and click **Change Image** to replace the current image with a different image.
Rotate	Rotate objects to **0°**, **90°**, **180°** or **270°**.
Order	Select one of the objects and click **Order**, then select **Bring to Front**, **Send to Back**, **Bring Forward**, or **Send Backward** to set the order of each object in the layer.
P-touch Editor...	Click P-touch Editor to temporarily use P-touch Editor. For continuous use of P-touch Editor, press and hold the Editor Lite Button until the Editor Lite LED turns off.
Options	Click **Options**. Select either **millimeters (mm)** or **inches (in)** to set the measurement unit setting. Select the P-touch Editor Lite language. Restart the application to apply the new selected "**Language**". Select either **Display New Value after Printing** or **Reset to Original Value after Printing** to set the numbering option.
Brother Solutions Center	Click **Brother Solutions Center** to go to the website for assistance and information.
About...	Click **About** to learn about the P-touch Editor Lite version.
Exit	Click **Exit** to exit P-touch Editor Lite.

9 How to Update P-touch Software

The software can be upgraded to the latest available version using the P-touch Update Software.

Note

- The actual software and the contents of this manual may differ.
- Do not turn off the power when transferring data or updating firmware.

Updating P-touch Editor and P-touch Address Book (Windows® only)

Important

(Windows® only) Before updating P-touch Editor and P-touch Address Book, install the printer driver.

1. Start the P-touch Update Software.

   ■ **For Windows Vista® / Windows® 7**

   Double-click the [**P-touch Update Software**] icon.

Note

The following method can also be used to start P-touch Update Software:

Click the Start button, and then select [**All Programs**] - [**Brother P-touch**] - [**P-touch Update Software**].

■ **For Windows® 8 / Windows® 8.1**

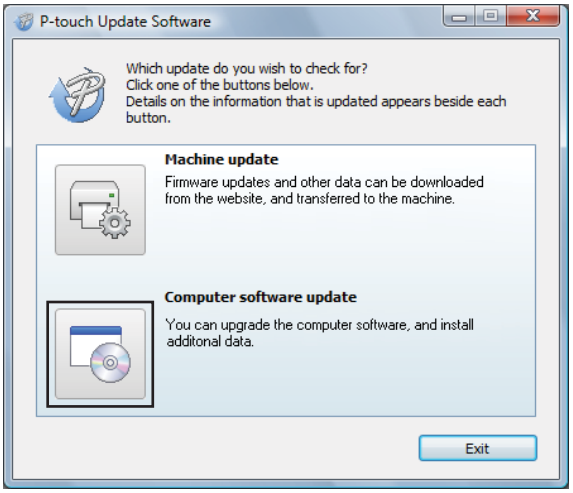
Click [**P-touch Update Software**] on the [**Apps**] screen or double-click [**P-touch Update Software**] on the desktop.

■ **For Windows® 10**

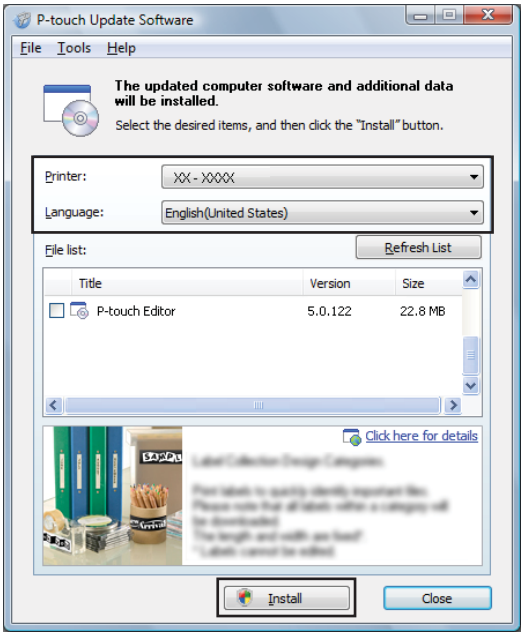
From the Start button, click [**Brother P-touch**] - [**P-touch Update Software**], or double-click [**P-touch Update Software**] on the desktop.



2 Click the [**Computer software update**] icon.



3 Select the [**Printer**] and [**Language**], select the check boxes next to Cable Label Tool and P-touch Editor, and then click [**Install**].



4 A message appears indicating that the installation has finished.

For Mac

1. Double-click the [**P-touch Update Software**] icon on the desktop.

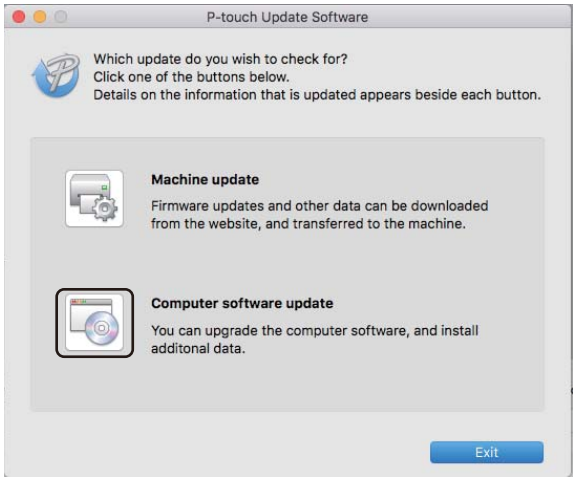
Note

The following method can also be used to start P-touch Update Software:

Double-click [**Macintosh HD**] - [**Applications**] - [**P-touch Update Software**], and then double-click the [**P-touch Update Software**] application icon.



2. Click the [**Computer software update**] icon.



3. Select the [**Printer**] and [**Language**], select the check box next to P-touch Editor, and then click [**Install**].
4. A message appears indicating that the installation has finished.

Updating P-touch Editor Lite (Windows® only) and the Firmware

Important

- Before updating the firmware you must install the printer driver.
- Do not turn off the power when transferring data or updating firmware.
- If another application is running, exit the application.

1. Turn on the Label Printer and connect the USB cable.
2. Start the P-touch Update Software.

■ **For Windows Vista® / Windows® 7**

Double-click the [**P-touch Update Software**] icon.

Note

The following method can also be used to start P-touch Update Software:
Click the Start button, and then select [**All Programs**] - [**Brother P-touch**] - [**P-touch Update Software**].

■ **For Windows® 8 / Windows® 8.1**

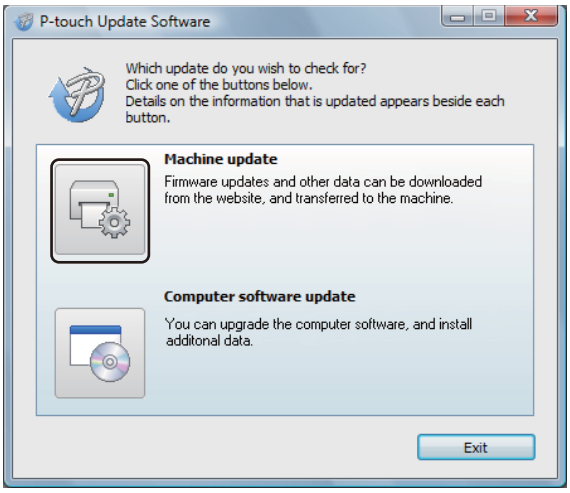
Click [**P-touch Update Software**] on the [**Apps**] screen or double-click [**P-touch Update Software**] on the desktop.

■ **For Windows® 10**

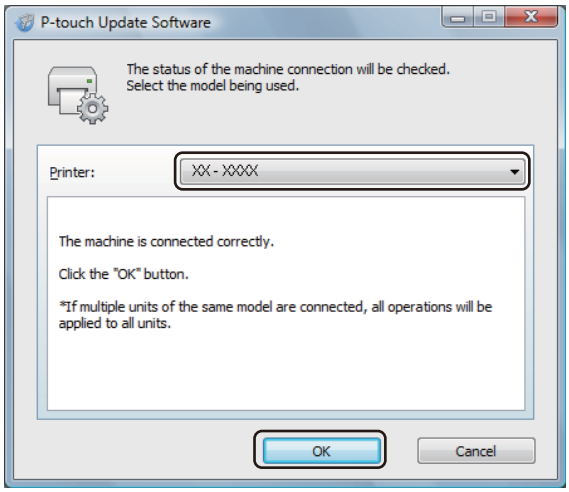
From the Start button, click [**Brother P-touch**] - [**P-touch Update Software**], or double-click [**P-touch Update Software**] on the desktop.



3 Click the [**Machine update**] icon.



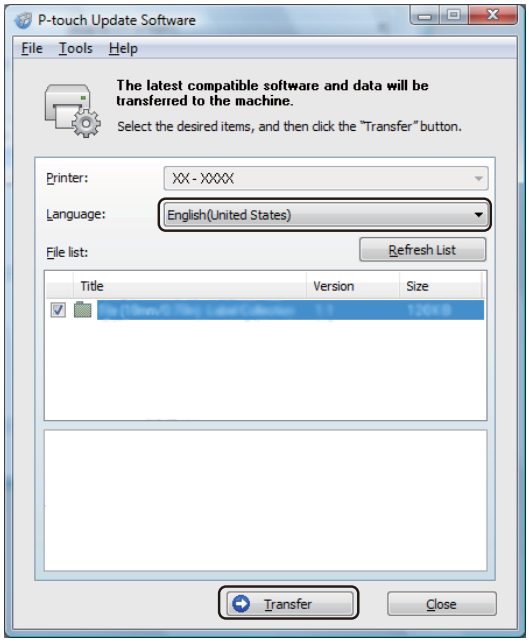
4 Select the [**Printer**], make sure that **The machine is connected correctly.** message appears, and then click [**OK**].



5 Select the [**Language**], select the check box next to the firmware you want to update to, and then click [**Transfer**].

Important

Do not turn off the Label Printer or disconnect the cable during data transfer.



6 Check the content to be updated, and then click [**Start**] to begin the update.
The firmware update begins.

Important

Do not turn off the Label Printer or disconnect the cable during the update process.

For Mac

1 Turn on the Label Printer and connect the USB cable.

2 Double-click the [**P-touch Update Software**] icon on the desktop.

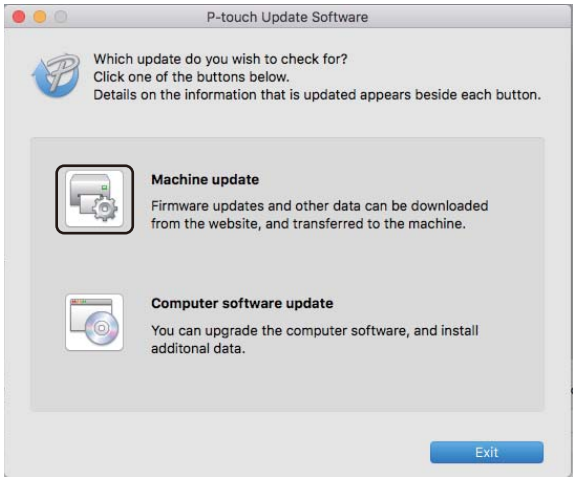
Note

The following method can also be used to start P-touch Update Software:

Double-click [**Macintosh HD**] - [**Applications**] - [**P-touch Update Software**], and then double-click the [**P-touch Update Software**] application icon.



3 Click the [**Machine update**] icon.



4 Select the [**Printer**], ensure that [**The machine is connected correctly.**] appears, and then click [**OK**].

5 Select the [**Language**], select the check box next to the firmware you want to update to, and then click [**Transfer**].

Important

Do not turn off the Label Printer or disconnect the cable during data transfer.

6 Check the content you want to update, and then click [**Start**] to begin the update.
The firmware update begins.

Note

Do not turn off the Label Printer during the update process.

Section III

Appendix

Resetting the Label Printer	62
Maintenance	63
Troubleshooting	66
Product Specifications	74

10 Resetting the Label Printer

Reset the internal memory of your Label Printer to clear all saved label files, or if the Label Printer is not operating correctly.

Resetting All Settings to the Factory Settings Using the Label Printer Buttons

To reset the Label Printer, perform the following procedure.

1. Turn off the Label Printer.
2. Press and hold the Power (⏻) Button, and then press the Cutter (✂) Button.
   The Status LED lights in orange and the Editor Lite LED flashes in green.
3. Press the Cutter (✂) Button three times to reset all settings (including device settings) to the factory settings.
   The Status LED lights in orange and the Editor Lite LED lights in green.

Resetting Data Using the Printer Setting Tool

You can also use the Printer Setting Tool from your computer to reset all Label Printer settings to the factory settings.

For more information, see *Factory Reset* on page 18.

11 Maintenance

We recommend cleaning your Label Printer on a regular basis to maintain its correct performance.

Note

Always disconnect the AC Power Cord before cleaning the Label Printer.

Cleaning the Exterior of the Unit

Wipe any dust and marks from the main unit using a soft, dry cloth.

Use a cloth slightly damp with water on difficult to remove marks.

Note

Do not use paint thinner, benzene, alcohol or any other organic solvent.

These may deform or damage the case of your Label Printer.

Cleaning the Print Head

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.

Cleaning the Roller

Clean the roller using the Cleaning Sheet (available separately).

The Label Printer contains only one Cleaning Sheet.

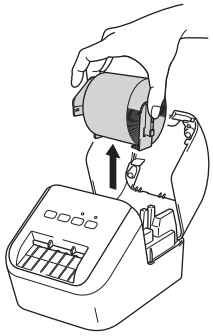
Note

When cleaning the roller, be sure to use the Cleaning Sheet supplied exclusively for this Label Printer. If using other Cleaning Sheet, the surface of the roller may be damaged and may cause a malfunction.

1. Turn off the power to the Label Printer.
2. Hold the DK Roll Compartment Cover at the sides near the front of the Label Printer and firmly lift up to open the DK Roll Compartment Cover.



3 Remove the DK Roll.



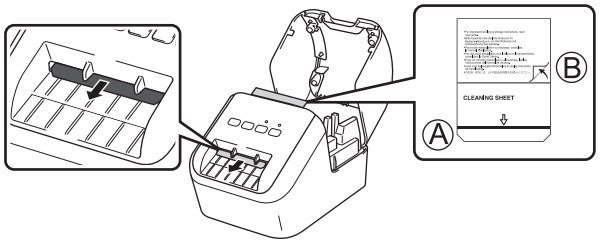
Note

Be sure to remove the DK Roll before cleaning the roller. The roller cleaning function will not operate correctly if the DK Roll is not removed.

4 Remove Part (B) of the Cleaning Sheet. Insert edge (A) of the Cleaning Sheet into the printing units.

Note

The printed side of the Cleaning Sheet should be facing upwards.



5 Close the DK Roll Compartment Cover and turn on the Label Printer.

6 Press the Feed (↑) Button for more than one second.
The Cleaning Sheet is ejected.
The adhesive face of the Cleaning Sheet removes any stains or dust on the roller.

Note

- If the Cleaning Sheet is not ejected, press and hold the Feed (↑) Button until the Cleaning Sheet is ejected.
- Dispose of the Cleaning Sheet after use.

Cleaning the Label Outlet

If a label causes the machine to jam due to adhesive residue attached to the label outlet, clean the label outlet with a cloth.

Use a slightly damp cloth on difficult to remove adhesive, if necessary.

12 Troubleshooting

Overview

This chapter explains how to resolve typical problems you may encounter when using the Label Printer. If you have any problems with the Label Printer, first make sure you have performed the following tasks correctly:

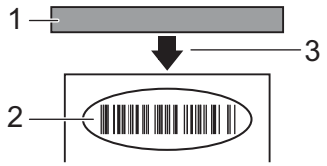
- Connect the Label Printer to an AC power outlet. For more information, see *Connecting the AC Power Cord* on page 6.
- Remove all protective packaging from the Label Printer.
- Install and select the correct printer driver. For more information, see *Installing the Software and Printer Drivers to a Computer* on page 7.
- Connect the Label Printer to a computer or mobile device. For more information, see *Connecting the Label Printer to a Computer* on page 7.
- Close the DK Roll Compartment Cover completely.
- Insert a DK Roll correctly. For more information, see *Loading the DK Roll* on page 4.

If you still have problems, read the troubleshooting tips in this chapter for help. If, after reading this chapter, you are unable to resolve your problem, visit the Brother Solutions Center at support.brother.com.

Printing Problems

Problem	Solution
The Label 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 it. • 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 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 hub, try connecting it directly to the computer. If not, try connecting it to another USB port.
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 AC power 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. For more information, see *Cleaning the Roller* on page 63.
A data transmission error appears on the computer.	• Is the Label Printer in cooling mode (the Status LED is flashing in orange)? Wait until the Status LED stops flashing and then try printing again.
The label is not ejected correctly after printing.	• Check that the Label Output Slot 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.
I want to cancel the current printing job.	• Make sure that the Label Printer is On, and press the Power (⏻) Button.
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 available separately. For more information, see *Cleaning the Roller* on page 63.
After replacing the Roll while the Add-In feature was activated, the layout style was not updated.	• Close P-touch Editor to exit the Add-In, and then reactivate the Add-In.
The P-touch Add-In icon is not displayed in Microsoft® Word.	• Is Microsoft® Word started up from Microsoft® Outlook®? • Is Microsoft® Word chosen as the default editor 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.

Problem	Solution
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 the Label Printer turns off automatically. After the Label Printer is Off, check the label outlet and remove any jammed labels. Contact Brother Customer Service.
I want to reset the Label Printer.	Press and hold the Cutter (✂) Button while holding the Power (⏻) Button when the Label Printer is turned off. When the Editor Lite LED starts flashing and the Status LED lights in orange, press the Cutter (✂) Button three times while continuing to hold the Power (⏻) Button. The Label Printer will be reset to factory settings.

Problem	Solution
Printed barcodes cannot be read.	■ Print labels so that barcodes are aligned with the print head as shown below:  **1 Print head** **2 Barcodes** **3 Printing orientation** ■ Try using another scanner. ■ We recommend printing the Barcode with Print Quality options set to [**Give priority to print quality**]. **For Windows Vista®** To display the [**Quality**] options, open the printer properties by clicking the **Start** button - [**Control Panel**] - [**Hardware and Sound**] - [**Printers**], right-clicking the Label Printer you want to set up, and then clicking [**Printing Preferences**]. **For Windows® 7** To display the [**Quality**] options, open the printer properties by clicking the **Start** button - [**Devices and Printers**], right-clicking the Label Printer you want to set up, and then clicking [**Printing Preferences**]. **For Windows® 8 / Windows® 8.1** To display the [**Quality**] options, open the printer properties by clicking [**Control Panel**] in the [**Apps**] screen - [**Hardware and Sound**] - [**Devices and Printers**], right-clicking the Label Printer you want to set up, and then clicking [**Printing Preferences**]. **For Windows® 10** To display the [**Quality**] options, open the printer properties by clicking the **Start** button - [**Settings**] - [**Devices**] - [**Printers & scanners**] - [**Devices and Printers**], right-clicking the Label Printer you want to set up, and then clicking [**Printing Preferences**]. **For Mac** To change the Print Quality options, open the **Print** dialog box and choose [**Basic**] from the print options pop-up menu.

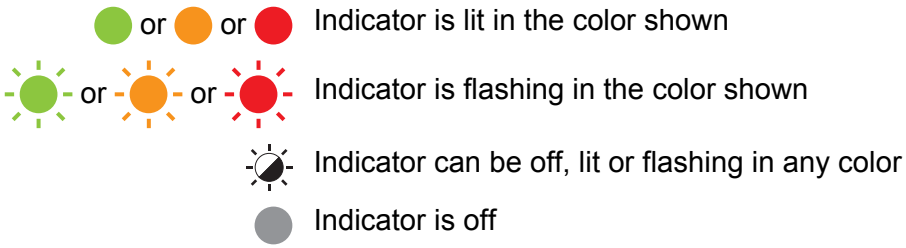
Problem	Solution
A white vertical line appears when printed in red.	1 Remove the DK Roll from the Label Printer. 2 Close the DK Roll Compartment Cover completely. 3 Press and hold the Editor Lite Button for more than five seconds. Wait while the platen roller rotates. 4 When the platen roller stops rotating, load the DK Roll. The roller will rotate for about 40 seconds.
I want to feed the label.	Press the Feed ( ) Button for one second.

Version Information

Problem	Solution
I do not know the version number of the firmware for the Label Printer.	You can use the following procedure. 1 Turn your Label Printer on. 2 Press and hold the Cutter ( ) Button for several seconds to print the report. When you print this report, recommend a DK Roll with labels 1.1" (29 mm) or wider and a print length of 2.5" (64 mm). DK Rolls for 2-color printing cannot be used.
I want to confirm whether I am using the latest version of the software.	Use the P-touch Update Software to confirm whether you have the latest version. For more information about the P-touch Update Software, see *How to Update P-touch Software* on page 54.

LED Indicators

The indicators light and flash to indicate the Label Printer status.



Status LED	Editor Lite LED	Condition
		Power Off
		Power On
		Feeding mode
		Printing mode
		Forward/reverse roller rotation mode
		Cutting mode
		Cleaning mode
		P-touch Editor Lite mode
		Print preparation mode
		Canceling job
		Receiving data from the computer
		Transferring data
		The DK Roll Compartment Cover is open. Close the DK Roll Compartment Cover correctly.
		Resetting mode For more information, see *Resetting All Settings to the Factory Settings Using the Label Printer Buttons* on page 62.
		The Cutter (✂) Button is pressed three times in resetting mode.
		System OFF mode
		The Cutter (✂) Button is pressed once or twice in resetting mode.
		Cooling mode
		Data overwrite mode
		Boot mode

Status LED	Editor Lite LED	Condition
 (Once for 2 seconds)		End of DK Roll
		Feed error
		The DK Roll Compartment Cover was opened while the Label Printer was in use.
		No media error
		Incorrect media error
		Communication command error
		Two-color media high resolution printing error
 (Twice for 2 seconds)		Cutter error
		System error

Troubleshooting

Problem	Solution
Received data in buffer	Print data is saved in the buffer. If the Label Printer has not received the complete data, printing will not start. Turn off the Label Printer, and then turn it on again.
Head is cooling down	The thermal head is too hot. The Label Printer stops and resumes printing only after the thermal head has cooled down. The head may become too hot if you are printing a large number of labels. When the thermal head becomes too hot, it may produce imaging outside the print area. To avoid or delay overheating, make sure the Label Printer has adequate ventilation and is not located in an enclosed space. If the Label Printer must cool down because it overheated due to the type of DK Roll you are using or the contents of the label, printing may take longer than usual. **Note** This condition may occur more often when the Label Printer is used at high altitude (more than 10,000 ft (3,048 m)) due to a lower air density available to cool the Label Printer.
Label Printer is in boot mode	To resolve the issue, contact your Brother dealer or Brother Customer Service for assistance.
DK Roll errors	Check the following: • You are using the correct DK Roll. • There are enough labels remaining. • The DK Roll is installed correctly.
I want to reset an error	To reset an error: 1 Open the DK Roll Compartment Cover, and then close it. 2 If the error is not reset, press the Cutter (✂) Button. 3 If the error is not reset, turn off the Label Printer, and then turn it on again. 4 If the error is not reset, contact Brother Customer Service.

13 Product Specifications

Label Printer Specifications

Size		
Dimensions	Approximately 4.9 (W) x 8.4 (D) x 5.6 (H) in./125.3 (W) x 213 (D) x 142 (H) mm	
Weight	Approximately 2.53 lb (1.15 kg) (without DK Rolls)	
LED Indicators		
Editor Lite LED (green), Status LED (green, orange, red)		
Buttons		
Power Button, Feed Button, Cutter Button, Editor Lite Button		
Printing		
Method	Direct thermal printing via thermal head	
Print head	300 dpi / 720 dots	
Print resolution	Standard: 300 dpi × 300 dpi High resolution mode: 300 dpi × 600 dpi	
Printing speed	Max. 5.8"/sec. (148 mm/sec.) 2 color (black and red on white DK Roll) Print: Max 0.9"/sec (24 mm/sec) Actual print speed varies depending on the conditions.	
Maximum printing width	2.3" (58 mm)	
Interface		
USB port	Version 2.0 Full Speed (Peripheral)	
Power Supply		
Power Supply	120 V AC 60 Hz 1.7 A	
Auto Power-off	Off/10/20/30/40/50/60 Minutes (To change the Auto Power-off setting, see *Changing the Label Printer Settings* on page 13.)	
Other		
Cutter	Durable automatic cutter	
Environment	Operating temperature/humidity	When running: between 50°F (10°C) and 95°F (35°C) / between 20% and 80% The maximum wet bulb temperature: 80.6°F (27°C)
Compatible operating systems See support.brother.com for a complete and updated list of software.		