

brother



Label Printer

QL-800

Quick Setup Guide (English)



Label Printer

QL-800

Quick Setup Guide (English)

Thank you for purchasing model QL-800!

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

NOTE

- The information provided in this document is subject to change without notice.
- Unauthorized duplication or reproduction of any or all content of this document is prohibited.

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

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

install.brother

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

Available Manuals

■ **Product Safety Guide**

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

■ **Quick Setup Guide (this guide)**

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

■ **User's Guide**


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

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


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

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

Available Applications for Use with Computers

| Applications | Features | Computer | Connection | Reference |
|---|--|----------------|------------|---|
|  P-touch Editor | Label creation software for computers. This application comes with built-in drawing tools that allow you to print a wide variety of custom labels in complex layouts with text of different fonts and styles, frames, imported images, barcodes, etc. The P-touch Editor application and printer drivers must be installed. (install.brother) For more information, see <i>Installing the Software and Printer Drivers to a Computer</i> section in this guide. See the <i>Software User's Guide</i> for guidance on using P-touch Editor. | Windows® / Mac | USB | See section 7. <i>Printing Using a Computer (P-touch Editor)</i> . |
| P-touch Editor Lite | Label creation software for computers. With P-touch Editor Lite, there is no need to install an application or printer drivers. Simply connect a USB Cable to the Label Printer. This application allows you to create and print simple labels with text, frames and images. | Windows® | USB | See section 8. <i>Printing Using a Computer (P-touch Editor Lite)</i> . |

Available Applications for Use with Mobile Devices

| Applications | Features | Mobile Device | Connection | Reference |
|---|--|-----------------|------------|--|
|  Brother iPrint&Label | This application allows you to create and print labels using templates on a smartphone, tablet, or other mobile device directly to your Label Printer. | Android™ device | USB | See section 9. <i>Printing Using a Mobile Device</i> . |

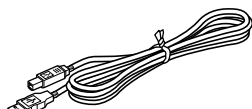
For more information, see the *User's Guide*.

1. Unpacking the Label Printer

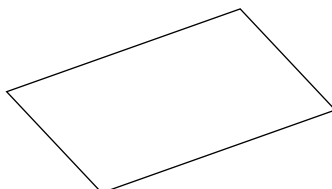
Check that the package contains the following items before using the Label Printer. If any item is missing or damaged, contact your Brother dealer.



Product Safety Guide



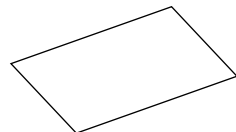
USB Cable



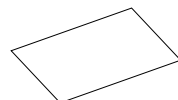
Quick Setup Guide



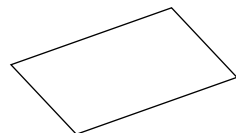
AC Power Cord
(The plug may differ by country.)



DK Label & Tape Guide



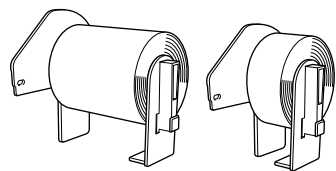
Cleaning Sheet



Warranty Card



Label Printer



DK Roll (starter roll)

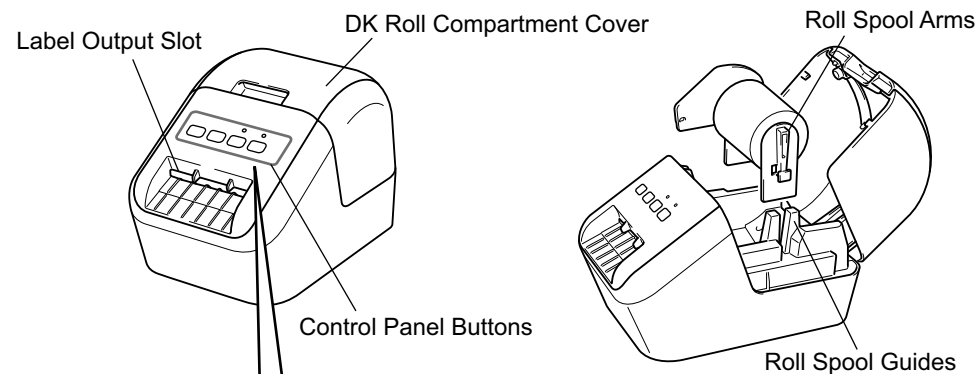
NOTE

The Brother QL-800 includes the following two starter rolls:

- One starter roll of DK Die-cut Standard Address Labels (100 labels)
- One starter roll of DK Continuous Length Black/Red on White Tape (2.4 in. × 16.4 ft. (6.1 cm × 500 cm))
- For more information about using the Cleaning Sheet, see the *User's Guide*.

2. Parts Description

► Front



Control Panel Buttons



Editor Lite LED

Status LED

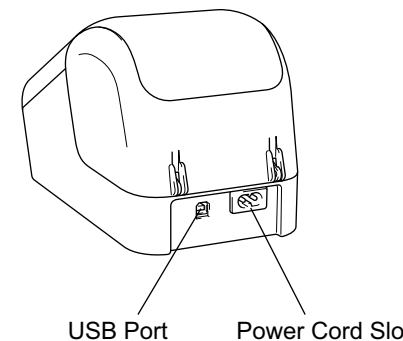
Feed Button

Cutter Button

Editor Lite Button

Power Button

► Rear



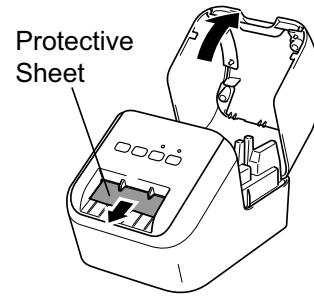
USB Port

Power Cord Slot

3. Loading the DK Roll

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

Remove the Protective Sheet from the Label Output Slot.

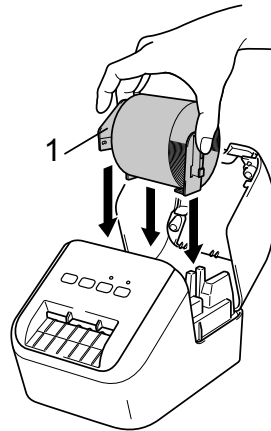


ⓘ IMPORTANT

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

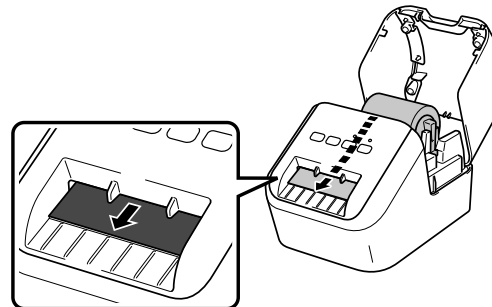
2. **After removing the protective material, place the DK Roll into the Roll Spool Guides.**

- Make sure that the Roll Spool Arms are inserted firmly in the Roll Spool Guides.
- Make sure the Stabilizer (1) slide into the notch of the Label Printer.



3. **Thread the DK Roll through the Label Printer.**

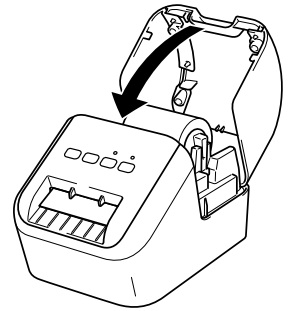
- Align the edge of the DK Roll with the upright edge of the Label Output Slot.
- Insert the first label into the slot inside the compartment.
- Push the labels through the Label Output Slot until the end reaches the mark, as shown.



3. Loading the DK Roll (cont)

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.

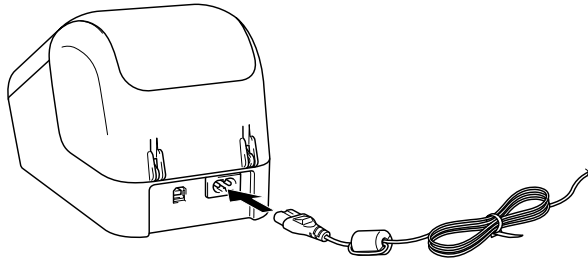


ⓘ IMPORTANT

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

4. Connecting the AC Power Cord

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



5. Turning Power On/Off

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

Off: Press and hold the Power (⏻) Button again to turn the Label Printer Off.

ⓘ IMPORTANT

When turning the Label Printer Off, do not remove the AC Power Cord until the orange Status LED turns Off.

6. LED Indications

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

| Status LED | Condition |
|-----------------------|--|
| Not lit | Power Off. |
| Steady green light | Power On. |
| | Feeding Mode |
| | Printing Mode |
| | Cutting Mode |
| Cleaning Mode | |
| Flashing green light | If the green light flashes at 0.5 second intervals, one of the following has occurred: <ul style="list-style-type: none">• Print preparation mode• Receiving data from the computer• Transferring data |
| Steady orange light | The DK Roll Compartment Cover is open. Close the DK Roll Compartment Cover correctly. Label resetting mode is on or the Cutter Button was pressed while resetting. For more information on resetting the Label Printer, see the <i>User's Guide</i> . |
| Flashing orange light | If the orange light flashes at 0.5 second intervals: <ul style="list-style-type: none">• The Label Printer is on cooling mode |
| Steady red light | Label Printer is booting. |
| Flashing red light | If the red light flashes at 1 second intervals, one of the following errors has occurred: <ul style="list-style-type: none">• End of DK Roll• Feed error• The DK Roll Compartment Cover was opened while the Label Printer was in use. |
| | If the red light flashes rapidly*, there is a system error. |
| | If the red light flashes at one second off, rapidly* on, rapidly* off, rapidly* on, the following error has occurred: <ul style="list-style-type: none">• Cutter error |

* "Rapidly" means 0.3 second intervals.

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

Installing the Software and Printer Drivers to a Computer

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

For Windows®:

Printer Driver, P-touch Editor, P-touch Address Book, P-touch Update Software, Printer Setting Tool, and P-touch Library

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 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

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

1. Before connecting the USB, make sure that the Label Printer is turned Off.
2. Connect the USB Cable to the USB Port on the back of the Label Printer.
3. Connect the USB Cable to the USB port on the computer.
4. Turn the Label Printer On.

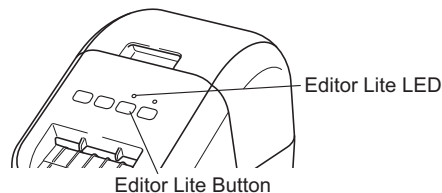
7. Printing Using a Computer (P-touch Editor) (cont)

NOTE

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

8. Printing Using a Computer (P-touch Editor Lite)

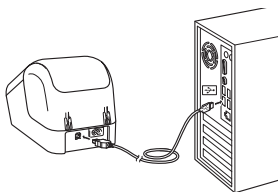
1. Turn the Label Printer On, then press and hold the P-touch Editor Lite Button until the green P-touch Editor Lite LED turns on.



NOTE

P-touch Editor Lite is set as the default mode.

2. Connect the USB Cable to your computer.

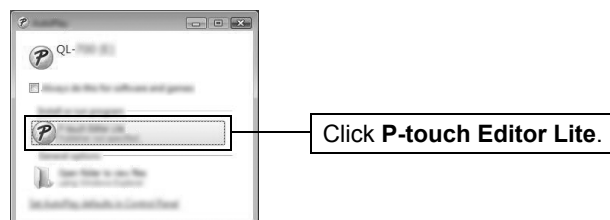


NOTE

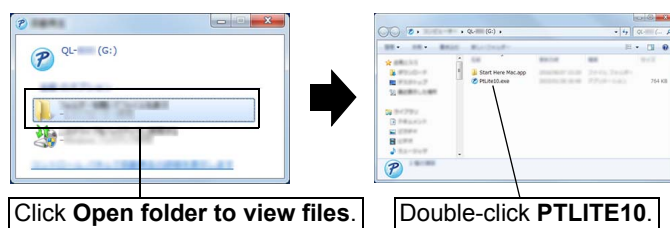
If you are connecting the Label Printer using a USB Cable, it may not be detected correctly. If this happens, unplug the USB Cable, make sure the Label Printer is On, and then reconnect the USB Cable.

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

Windows Vista®



Windows® 7 / 8 / 8.1 / 10



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

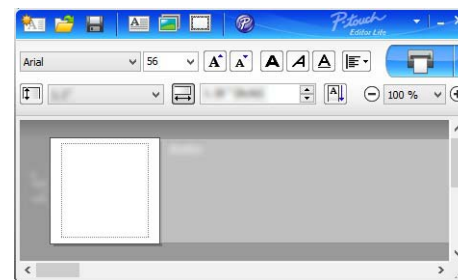
NOTE

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

► When using Windows Vista®

When connecting the device for the first time, perform the scan and then select the **Always do this for software and games** check box on the dialog box displayed when the scan completes. P-touch Editor Lite will start automatically the next time you connect the QL-800.

4. P-touch Editor Lite launches.



IMPORTANT

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

► When using Macintosh

P-touch Editor Lite is not available for Macintosh. The [QL-800] icon is displayed when the Label Printer is connected to a Mac in the P-touch Editor Lite mode. Open [QL-800] from the desktop, and then execute [Start Here Mac]. If P-touch Editor 5.1 and the Label Printer drivers are not installed, a message advising to install is displayed. Install them, and use P-touch Editor 5.1.

NOTE

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

9. Printing Using a Mobile Device

Installing Applications for a Mobile Device

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

- Brother iPrint&Label

9. Printing Using a Mobile Device (cont)

Printing from a Mobile Device

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

NOTE

Make sure that the Label Printer is connected to your mobile device. See *Installing Applications for a Mobile Device* section in this guide.

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

NOTE

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

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

Main Specifications

► Product specifications

| Items | Specifications |
|-----------------|--|
| Printing method | Direct thermal printing via thermal head |
| Interface | USB |
| Size (W×H×D) | Approx. 4.9 in. (125 mm) x 5.6 in. (142 mm) x 8.4 in. (213 mm) |
| Weight | Approx. 2.53 lb (1.15 kg) (without DK Rolls) |

► Operating environment

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

Troubleshooting

| Problem | Solution |
|--|--|
| The Status LED is not lit. | <ul style="list-style-type: none"> Is the AC Power Cord inserted correctly? Check that the AC Power Cord is inserted. If it is inserted correctly, try plugging it into another grounded AC power outlet. |
| The Label Printer does not print, or a printing error occurs. | <ul style="list-style-type: none"> Is the cable loose? Check that the cable is connected securely. Is the DK Roll installed correctly? If not, remove the DK Roll and reinstall it. Are there enough labels in the DK Roll? Check that there are enough labels remaining in the DK Roll. Is the DK Roll Compartment Cover open? Check that the DK Roll Compartment Cover is closed. Has a print error or transmission error occurred? Turn off the Label Printer and then turn it on again. If there is still a problem, contact your Brother dealer. If the Label Printer is connected via a USB Cable, try connecting it directly to your computer. If not, try connecting it to another USB Port. |
| A data transmission error appears on your computer. | <ul style="list-style-type: none"> Is the correct port selected? Check that the correct port is selected from the "Print to the following port" list in the Printer Properties dialog box. Is the Label Printer in cooling mode (the Status LED is flashing orange at 0.5 seconds intervals at orange)? Wait until the Status LED stops flashing and then try printing again. |
| Labels are jammed in the cutter. | <ul style="list-style-type: none"> Contact Brother Customer Service. |
| The label is not ejected correctly after printing. | <ul style="list-style-type: none"> Check that the ejection path of the label is not blocked. Check that the DK Roll is set correctly by removing the DK Roll and reinstalling it. Ensure that the DK Roll Compartment Cover is closed correctly. |
| Cutter error | <ul style="list-style-type: none"> If a cutter error occurs, keep the DK Roll Compartment Cover closed and press the Power (⏻) Button. The cutter moves back to the normal position and turns the Label Printer Off automatically. After the Label Printer is Off, inspect the Label Output Slot and remove any blockage. |
| After exiting P-touch Editor Lite, how do I restart the program while the Label Printer is still on? | <p>There are three ways to restart:</p> <ul style="list-style-type: none"> Turn Off the Label Printer and then turn it back ON. Disconnect and then reconnect the USB Cable while the Label Printer is On. Launch P-touch Editor Lite from My Computer. |

Software Development Kit

A Software Development Kit (SDK) is available. Visit the Brother Developer Center (www.brother-usa.com/lp/civ/home.aspx).

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