

brother



Label Printer

QL-800

Quick Setup Guide (English)



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QL-800Quick Setup Guide (English)

Thank you for purchasing the 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.

NOTE

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

Models may vary depending on your country.

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

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


install.brother

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


Available Manuals

- Product Safety Guide**
This guide provides safety information; read it before you use the printer.
- Quick Setup Guide (this guide)**
This guide provides basic information about using the printer along with detailed troubleshooting tips.
- User's Guide**
This guide is stored in the "Brother Manual" folder that is created on your computer's desktop after downloading the installer from install.brother
This guide provides additional information about the printer settings and operations, troubleshooting tips, and maintenance instructions.
In addition, you can download individual manuals from the Brother Solutions Center. Visit the Brother Solutions Center at support.brother.com and click **Manuals** on your model page to download the other manuals.

Available Applications for Computers

Applications	Features	Computer	Connection	Reference
P-touch Editor 	Label creation software for computers. This application comes with built-in drawing tools that allow you to print a wide variety of custom labels in complex layouts with text of different fonts and styles, frames, imported images, barcodes and more. The P-touch Editor application and printer driver must be installed. (install.brother) For more information, see <i>Installing the Software and Printer Driver to a Computer</i> . See the <i>Software User's Guide</i> for guidance on using P-touch Editor.	Windows® / Mac	USB	See 7. <i>Printing Using a Computer (P-touch Editor)</i> .
P-touch Editor Lite	Label creation software for computers. With P-touch Editor Lite, you do not need to install any application or printer driver. Printing is possible by simply connecting a USB cable. This application allows you to create and print simple labels with text, frames and images.	Windows®	USB	See 8. <i>Printing Using a Computer (P-touch Editor Lite)</i> .

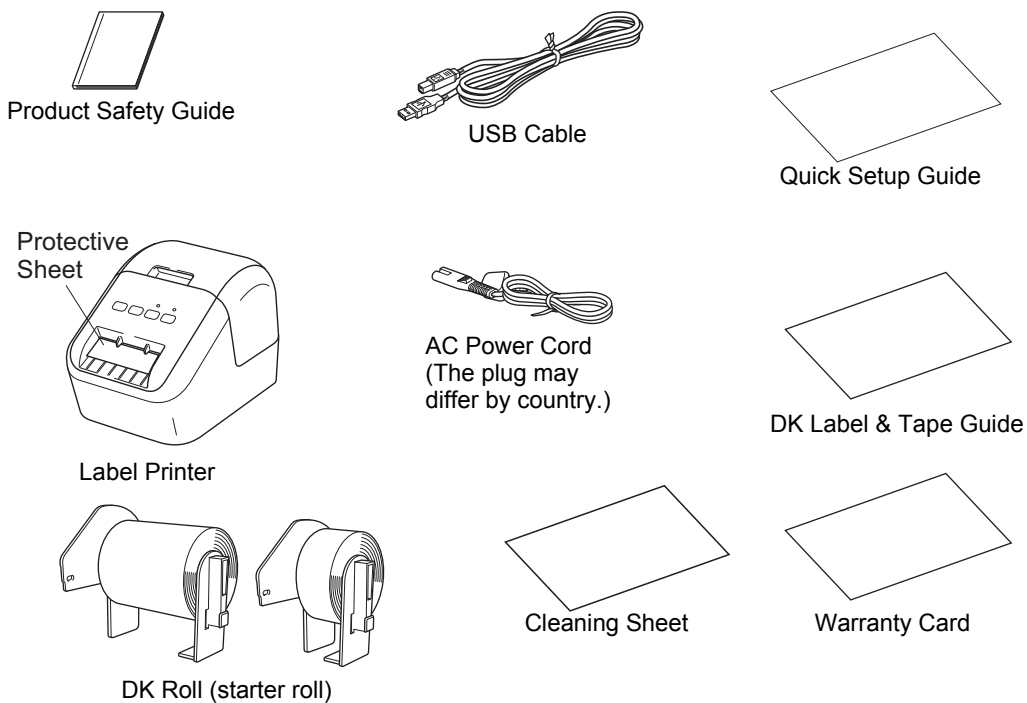
Available Applications for Mobile Devices

Applications	Feature	Mobile Device	Connection	Reference
Brother iPrint&Label 	Create and print labels using templates on a smartphone, tablet or other mobile device directly to your printer.	Android™ device	USB	See 9. <i>Printing Using a Mobile Device</i> .

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

1. Unpacking the Printer

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



NOTE

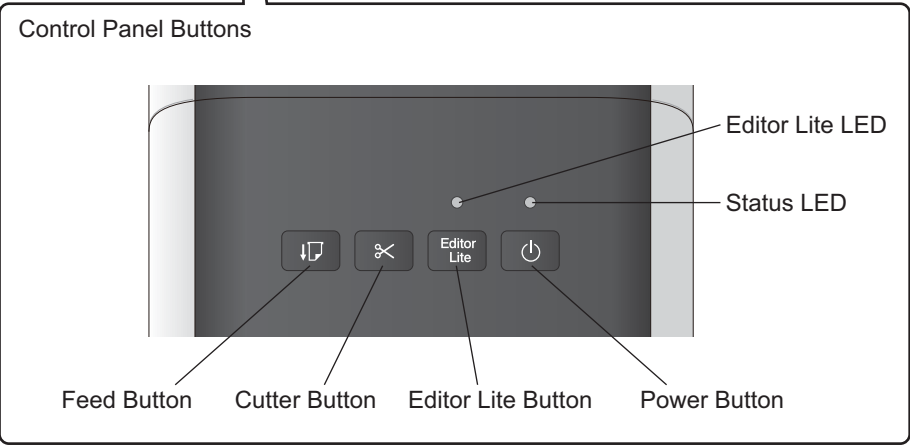
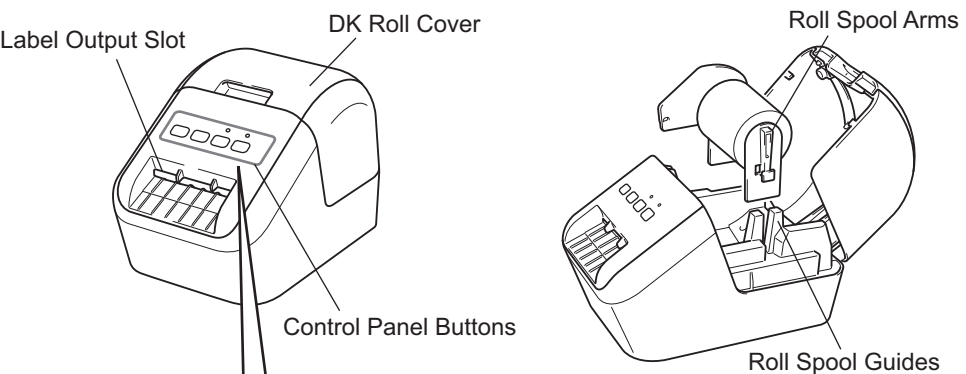
The Brother QL-800 includes the following two starter rolls:

- One starter roll of DK Die-cut Standard Address Labels (100 labels)
- One starter roll of DK Continuous Length Black/Red on White Tape (6.2 cm × 500 cm)

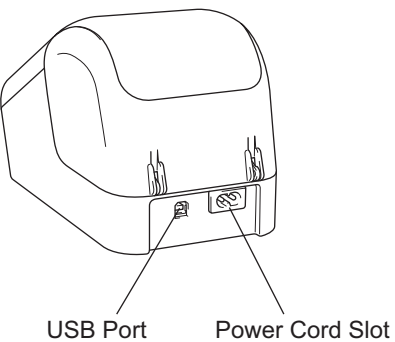
For more information about how to use the Cleaning Sheet, see the *User's Guide*.

2. Parts Description

► Front

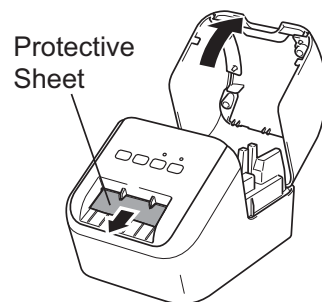


► Rear



3. Setting the DK Roll

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

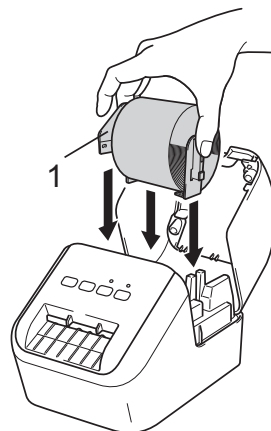


IMPORTANT

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

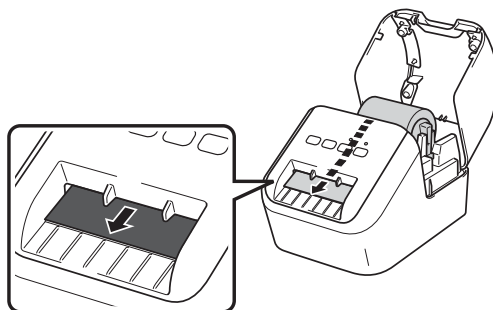
- 2 **After removing the protective material, place the DK Roll into the Roll Spool Guides.**

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



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

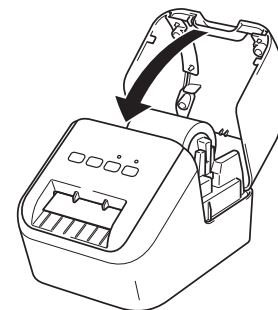
- Align the edge of the DK Roll with the upright edge of the Label Output Slot.
- Insert the first label into the slot inside the compartment.
- Push the labels through the Label Output Slot until the end reaches the mark, as shown.



3. Setting the DK Roll (cont)

- 4 **Close the DK Roll Compartment Cover.**

When you press the Power (⏻) Button to turn the printer on, the end of the DK Roll aligns automatically.

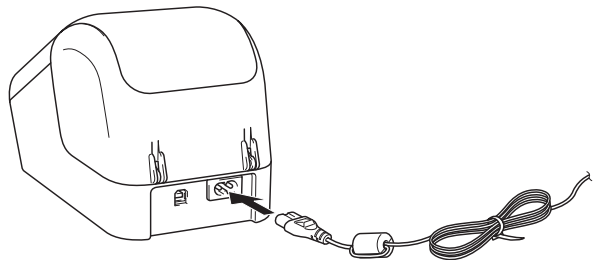


IMPORTANT

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


4. Connect the Power Supply

Connect the AC Power Cord to the printer and then plug the AC Power Cord into an electrical socket.



5. Turning Power On/Off

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

 **IMPORTANT**

When turning the printer off, do not remove the AC Power Cord until the orange Status LED turns off.

6. LED Indications

The Label Printer’s LED indicates the 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 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 in cooling mode
Steady red light	The Label Printer is booting.
Flashing red light	If the red light flashes at 1 second intervals, one of the following errors has occurred: <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, one of the following errors 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 Driver to a Computer

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

For Windows®:

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

- 1 Visit our website (install.brother) and download the installer for the latest software and manuals.**
- 2 Double-click the downloaded.exe file and follow the on-screen instructions to proceed with the installation.**
- 3 Close the dialog box when the installation is complete.**

Connecting the Printer to a Computer

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

- 1 Connect the printer end of the USB cable to the USB Port on the back of the printer.**
- 2 Connect the other end of the USB cable to the USB port on the computer.**
- 3 Turn the printer on.**

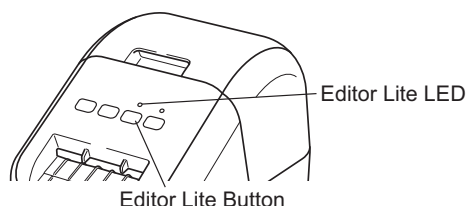
7. Printing Using a Computer (P-touch Editor) (cont)

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)

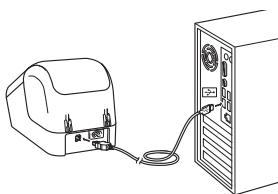
- 1 Turn on the printer, then press and hold down the Editor Lite Button until the green Editor Lite LED lights up.



NOTE

Editor Lite is set as the default mode.

- 2 Connect the USB cable to your computer.

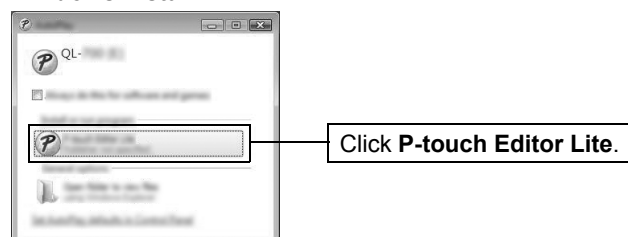


NOTE

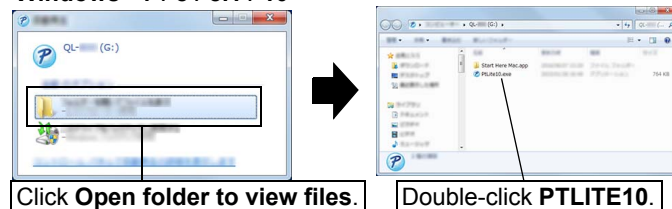
If you are connecting the printer via a USB hub, it may not be detected correctly.

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

Windows Vista®



Windows® 7 / 8 / 8.1 / 10



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

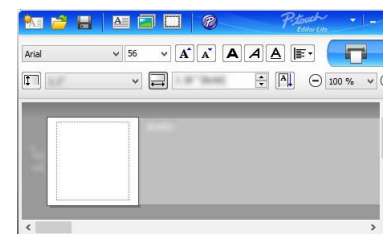
NOTE

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

► When using Windows Vista®

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

- 4 P-touch Editor Lite starts.



IMPORTANT

Do not turn off the power or disconnect the printer while using P-touch Editor Lite.

► When using Macintosh

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

9. Printing Using a Mobile Device

Installing Applications for Use with Mobile Devices

You can either use your printer as a standalone printer or connect it to a mobile device. To create and print labels directly from your mobile device, install the Brother mobile applications, and then connect your printer to your mobile device with the USB cable for your Android mobile at hand. The following Brother applications can be downloaded free-of-charge from Google Play™:

- Brother iPrint&Label

9. Printing Using a Mobile Device (cont)

Printing from a Mobile Device

1 Start the application (Brother iPrint&Label) on your mobile device.

● NOTE

Make sure that the printer is connected to your mobile device.

See *Installing Applications for Use with Mobile Devices*.

2 Select a label template or design.

● NOTE

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

3 Tap [Print] in the application menu.

Main Specifications

► Product specifications

Items	Specifications
Printing method	Direct thermal printing via thermal head
Interface	USB
Size (W x H x D)	Approx. 125 mm x 142 mm x 213 mm
Weight	Approx. 1.15 kg (without DK Rolls)

► Operating environment

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

Troubleshooting

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

► Potential types of problems

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 electrical socket.
The printer does not print, or a printing error is received.	<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.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 the printer off and then turn it on again. If there is still a problem, contact your Brother dealer.If the printer is connected via a USB hub, try connecting it directly to the computer. If not, try connecting it to another USB port.
A data transmission error appears on the computer.	<ul style="list-style-type: none">Is the correct port chosen? Check that the correct port is chosen from the [Print to the following port] list in the [Printer Properties] dialog box.Is the printer in cooling mode (the Status LED is flashing in 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 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.
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 printer OFF automatically. After the printer is OFF, check the Label Output Slot and remove the paper jam.
After exiting P-touch Editor Lite, how do I restart the program while the printer is still on?	<p>There are three ways to restart. Do any of the following:</p> <ul style="list-style-type: none">Turn off the printer and then turn it back on.Disconnect and then reconnect the USB cable while the 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 (brother.com/product/dev).

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