

brother



# Label Printer

**QL-800**

Quick Setup Guide (English)

# Label Printer

QL-800Quick 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](https://support.brother.com)


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


[install.brother](https://install.brother.com)

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 troubleshooting tips.
- **User’s Guide**  
When downloading the installer at [install.brother](https://install.brother.com), 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](https://support.brother.com) and click **Manuals** on your model page to download the other manuals.

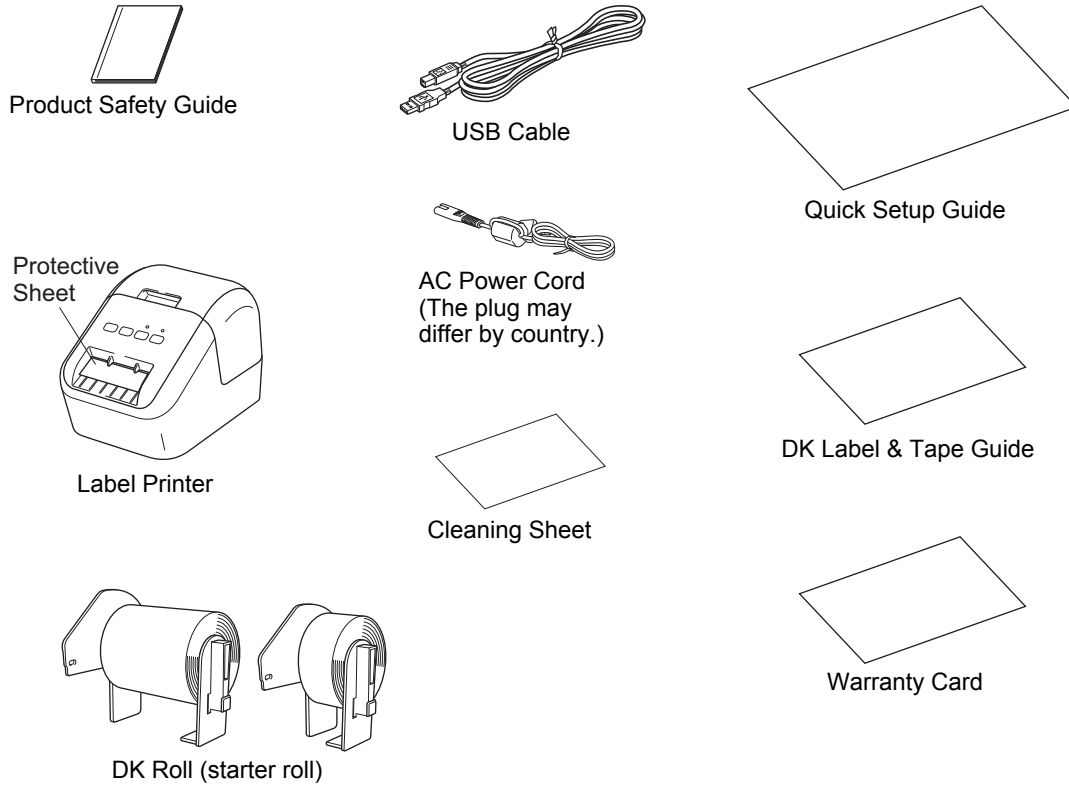
Available Applications for Use with Computers				
Applications	Features	Computer	Connection	Reference
P-touch Editor 	Label creation software for computers. This application comes with built-in drawing tools that allow you to print a wide variety of custom labels in complex layouts with text of different fonts and styles, frames, imported images, barcodes, etc. The P-touch Editor application and printer drivers must be installed. ( <a href="https://install.brother.com">install.brother</a> ) For more information, see <i>Installing the Software and Printer Drivers to a Computer</i> section in this guide. See the <i>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 the 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.



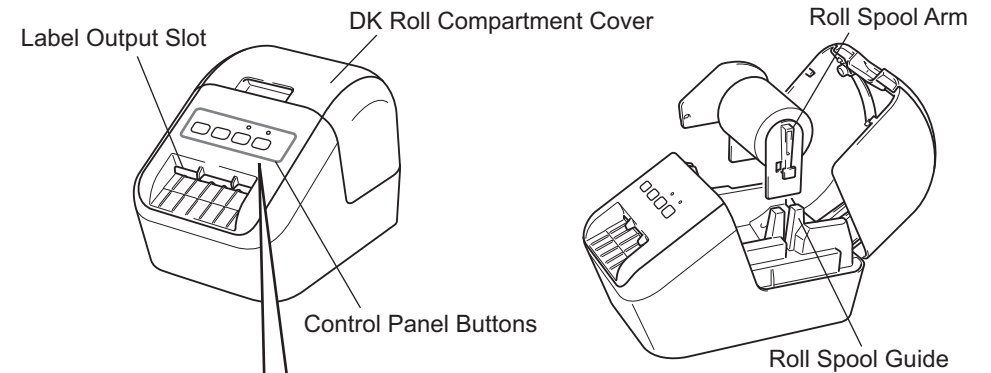
### NOTE

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

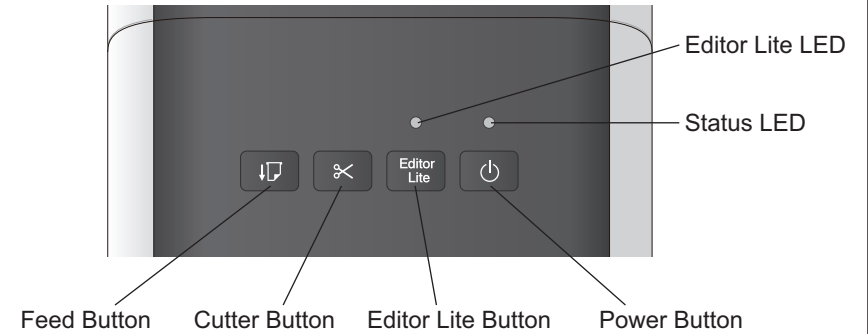
- One starter roll of DK Die-cut Standard Address Labels (100 labels)
- One starter roll of DK Continuous Length Black/Red on White Tape (2.4 in. × 16.4 ft. (6.1 cm × 500 cm))
- For more information about using the Cleaning Sheet, see the *User's Guide*.

## 2. Parts Description

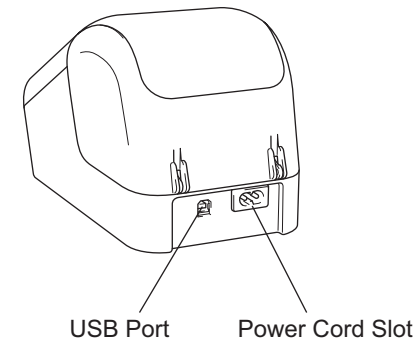
### ► Front



#### Control Panel Buttons



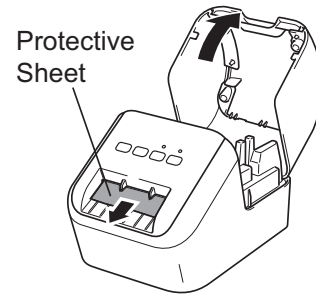
### ► Rear



### 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.

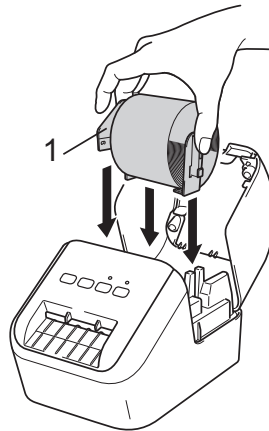


#### **IMPORTANT**

- Do not throw away the Protective Sheet.
- When the 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.

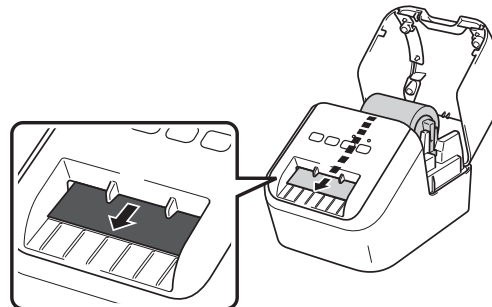
2. **Place the DK Roll into the Roll Spool Guide.**

- 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.**

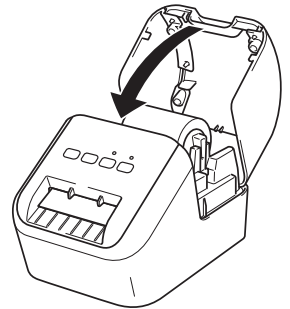
- Align the edge of the DK Roll with the upright edge of the Label Output Slot.
- Insert the first label into the slot inside the compartment.
- Push the label through the Label Output Slot until the end reaches the mark, as shown.



### 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.

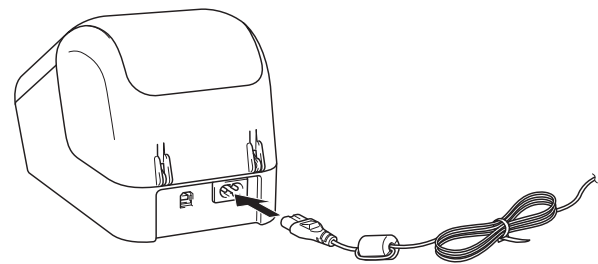


#### **IMPORTANT**

- Do not leave any 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 power 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 disconnect the AC Power Cord until the orange Status LED turns Off.

## 6. LED Indicators

The indicators light and flash to indicate the Label Printer 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"><li>• Print preparation mode</li><li>• Receiving data from the computer</li><li>• Transferring data</li></ul>
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: Cooling mode
Steady red light	Boot mode
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"><li>• End of DK Roll</li><li>• Feed error</li><li>• The DK Roll Compartment Cover was opened while the Label Printer was in use.</li></ul>
	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"><li>• Cutter error</li></ul>

\* “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, 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](http://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

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 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.

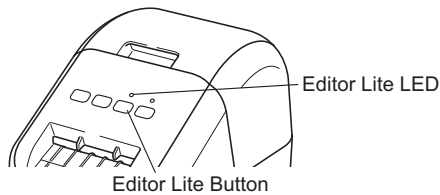
## 7. Printing Using a Computer (P-touch Editor) (cont)

#### 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)

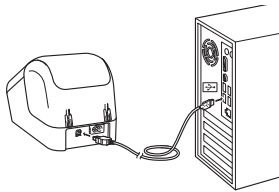
1. Turn the Label Printer On, then press and hold the P-touch Editor Lite Button until the green P-touch Editor Lite LED turns on.



### NOTE

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

2. Connect the USB Cable to your computer.

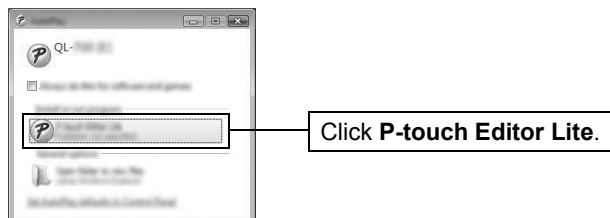


### NOTE

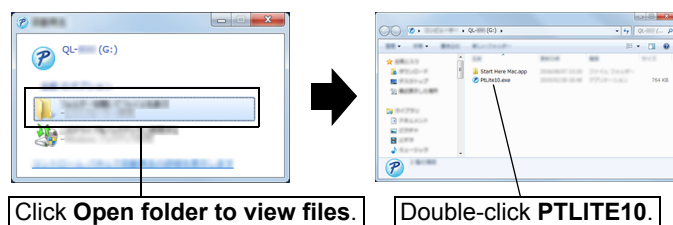
If you are connecting the Label Printer using a USB Cable, it may not be detected correctly. If this happens, unplug the USB Cable, make sure the Label Printer is On, and then reconnect the USB Cable.

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)

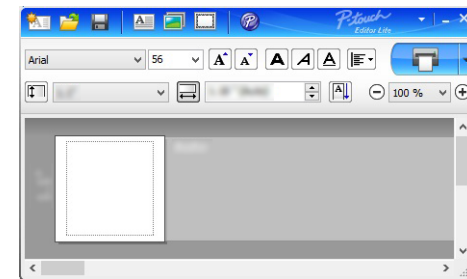
### NOTE

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

- Brother iPrint&Label

## 9. Printing Using the 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 Use with Mobile Devices* 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"><li>Is the AC Power Cord inserted correctly? Check that the AC Power Cord is inserted. If it is inserted correctly, try plugging it into another AC power outlet.</li></ul>
The Label Printer does not print, or a printing error is received.	<ul style="list-style-type: none"><li>Is the cable loose? Check that the cable is connected securely.</li><li>Is the DK Roll installed correctly? If not, remove the DK Roll and reinstall it.</li><li>Is there enough roll remaining? Check that there is enough roll remaining.</li><li>Is the DK Roll Compartment Cover open? Check that the DK Roll Compartment Cover is closed.</li><li>Has a print error or transmission error occurred? Turn off the Label Printer and then turn it on again. If there is still a problem, contact your Brother dealer.</li><li>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.</li></ul>
A data transmission error appears on the computer.	<ul style="list-style-type: none"><li>Is the correct port selected? Check that the correct port is selected from the "Print to the following port" list in the <b>Printer Properties</b> dialog box.</li><li>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.</li></ul>
Labels are jammed in the cutter.	<ul style="list-style-type: none"><li>Contact Brother Customer Service.</li></ul>
The label is not ejected correctly after printing.	<ul style="list-style-type: none"><li>Check that the Label Output Slot is not blocked.</li><li>Check that the DK Roll is set correctly by removing the DK Roll and reinstalling it.</li><li>Ensure that the DK Roll Compartment Cover is closed correctly.</li></ul>
Cutter error	<ul style="list-style-type: none"><li>If a cutter error occurs, keep the DK Roll Compartment Cover closed and press the Power (⏻) Button. The cutter moves back to the normal position and the Label Printer turns off automatically. After the Label Printer is Off, check the label outlet and remove any jammed labels. .</li></ul>
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"><li>Turn Off the Label Printer and then turn it back ON.</li><li>Disconnect and then reconnect the USB Cable while the Label Printer is On.</li><li>Launch P-touch Editor Lite from <b>My Computer</b>.</li></ul>

## Software Development Kit

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

The b-PAC SDK and the SDKs for mobile devices (Android, iPhone, and iPad) can