

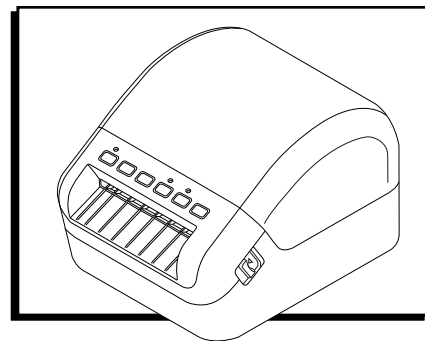
ULINE H-11470

BROTHER® LABEL PRINTER

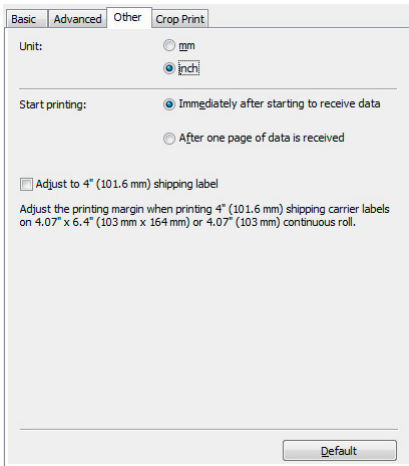
BROTHER MODEL # QL-1110NWB

1-800-295-5510

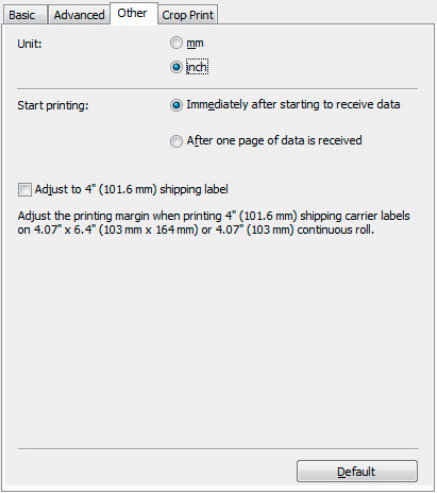
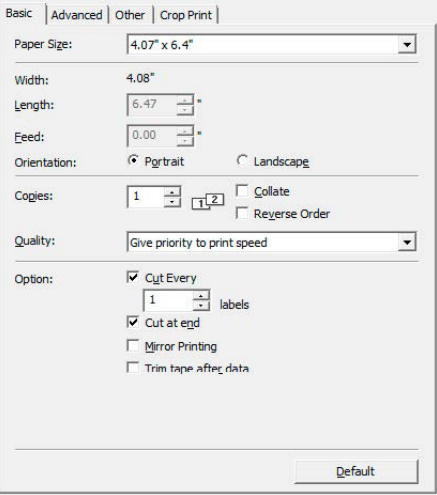
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TROUBLESHOOTING

OPERATING ISSUES	RECOMMENDATIONS
The Status LED is not lit.	<ul style="list-style-type: none">• Is the AC Adapter inserted correctly? Check that the AC Adapter is inserted. If it is inserted correctly, try plugging it into another AC power outlet.
The Label 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 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.
In the printer driver settings, my options are 4.07" x 6.4" (Shipping label) (103 mm x 164 mm (Shipping label)) and 4.07" (Shipping label) (103 mm (Shipping label)). What label size should I select?	<p>In the printer driver settings, click the Other tab, and clear the Adjust to 4" (101.6 mm) shipping label checkbox.</p>  <p>The screenshot shows the 'Other' tab of the printer driver settings. The 'Unit' is set to 'inch'. The 'Start printing' option is set to 'Immediately after starting to receive data'. The 'Adjust to 4" (101.6 mm) shipping label' checkbox is checked. Below this checkbox, there is a note: 'Adjust the printing margin when printing 4" (101.6 mm) shipping carrier labels on 4.07" x 6.4" (103 mm x 164 mm) or 4.07" (103 mm) continuous roll.' A 'Default' button is visible at the bottom right of the settings window.</p>


TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
<p>When printing 4" (101.6 mm) wide shipping labels using applications other than P-touch Editor, two label size options appear. What size should I select?</p>	<p>Within the application, select the Paper Size as follows:</p> <ul style="list-style-type: none"> When printing shipping labels using a PDF file, select 4.07" x 6.4" (Shipping label) (103 mm x 164 mm (Shipping label)) or 4.07" (Shipping label) (103 mm (Shipping label)). For all others, select either 4.07" x 6.4" (103 mm x 164 mm) or 4.07" (103 mm).
<p>When I try to print 4" (101.6 mm) wide shipping labels using various applications, the print result is different from the preview image. Some information is cut off from the label.</p>	<p>Try the following:</p> <ol style="list-style-type: none"> 1. From the printer driver settings, click the Other tab, and clear the Adjust to 4" (101.6 mm) shipping label checkbox. <div style="margin: 10px 0;">  </div> 2. Click the Basic tab. Click the Paper Size drop-down list, and select 4.07" x 6.4" (103 mm x 164 mm) or 4.07" (103 mm). <div style="margin: 10px 0;">  </div>

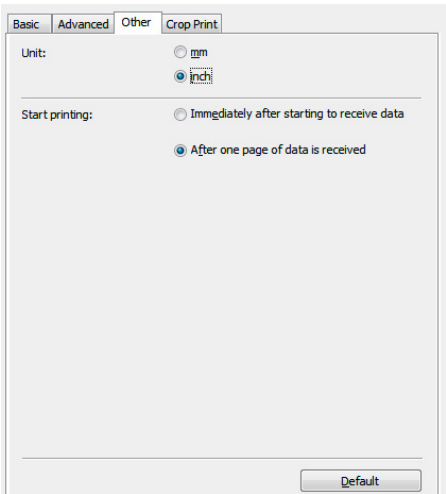
TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
The printed label contains streaks or poor quality characters, or the label is not fed correctly.	<ul style="list-style-type: none"> • Is the print head or roller dirty? <p>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.</p> <p>For more information, see "Clean the Roller" on page 136 of instructions.</p>
A data transmission error appears on the computer.	<ul style="list-style-type: none"> • Is the Label Printer in cooling mode (the Status LED is flashing in orange)? <p>Wait until the Status LED stops flashing and then try printing again.</p>
Labels are jammed in the cutter.	Contact Brother Customer Service.
The label is not ejected correctly after printing.	<p>Check that the Label Output Slot is not blocked.</p> <p>Check that the DK Roll is set correctly by removing the DK Roll and reinstalling it.</p> <p>Ensure that the DK Roll Compartment Cover is closed correctly.</p>
I want to cancel the current printing job.	Make sure that the Label Printer is On, and press Power (⏻) Button.
The print quality is poor.	<ul style="list-style-type: none"> • Is there dirt or lint on the roller preventing it from rolling freely? <p>For more information, see "Cleaning the Roller" on page 165 of instructions.</p>
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.	<ul style="list-style-type: none"> • Is Microsoft Word started up from Microsoft Outlook? • Is Microsoft Word chosen as the default editor for Microsoft Outlook? <p>Due to program limitations, the Microsoft Word Add-In does not work with the above settings. Exit Microsoft Outlook, and restart Microsoft Word.</p>
Received data in buffer.	<p>Print data is saved in the buffer. If the Label Printer has not received the complete data, printing will not start.</p> <p>Turn off the Label Printer, and then turn it on again.</p>

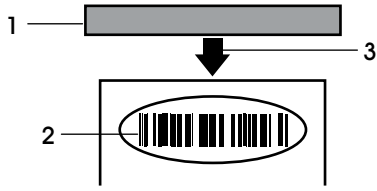
TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
Label Printer is in cooling mode	<p>The thermal head is too hot.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p> 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.</p>
DK Roll errors.	<p>Check the following:</p> <ul style="list-style-type: none"> • You are using the correct DK Roll. • There are enough labels remaining. • The DK Roll is installed correctly.
Cutter error.	<p>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.</p> <p>After the Label Printer is Off, check the label outlet and remove any jammed labels. Contact Brother Customer Service.</p>
Unable to reset an error.	<p>To reset an error:</p> <ol style="list-style-type: none"> 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.
I want to reset the Label Printer.	<p>You can reset the Label Printer using the Printer Setting Tool from a computer. For more information, see "Change the Label Printer Settings" on page 23 of instructions.</p> <p>You can reset the Label Printer using the Printer buttons. For more information, see "Reset All Settings to the Factory Settings Using the Label Printer Buttons" on page 134 of instructions.</p>

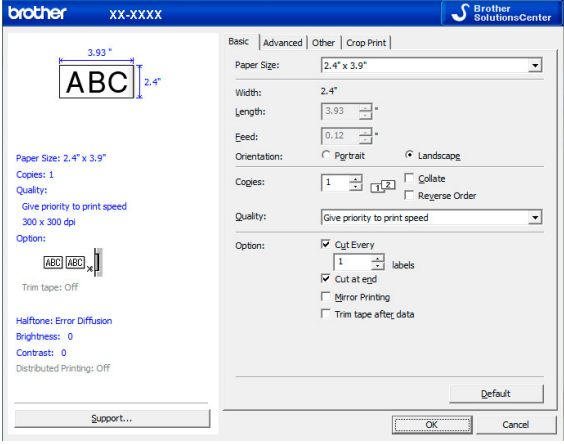
TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
<p>When printing via the USB Cable, the Label Printer repeatedly pauses and then continues printing.</p>	<ul style="list-style-type: none"> • Is the Label Printer set for sequential printing? <li style="padding-left: 20px;">If so, set print mode to buffered printing. <p>For Windows 7 / Windows Server 2008 / Windows Server 2008 R2:</p> <p>Open the printer properties by clicking Start > Devices and Printers, right-clicking the Label Printer you want to set up, and then clicking Printing preferences.</p> <p>Click the Other tab and select the option After one page of data is received.</p> <p>For Windows 8 / Windows 8.1 / Windows Server 2012 / Windows Server 2012 R2:</p> <p>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.</p> <p>Click the Other tab and select the option After one page of data is received.</p> <p>For Windows 10 / Windows Server 2016:</p> <p>Open the printer properties by clicking Start > Settings > Devices > Printers & scanners > Devices and Printers, right-clicking the Label Printer you want to set up, and then clicking Printing preferences.</p> <p>Click the Other tab and select the option After one page of data is received.</p> <ul style="list-style-type: none"> • An alternative solution is to disconnect the LAN cable until USB printing is completed. <div style="text-align: center; margin: 10px 0;">  </div> <p style="text-align: center;">For Windows</p>

TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
<p>Printed barcodes cannot be read.</p>	<ul style="list-style-type: none"> • Print labels so that barcodes are aligned with the print head as shown below: <div style="text-align: center; margin: 10px 0;">  <p>The diagram illustrates the correct alignment for printing barcodes. A grey rectangular box at the top represents the print head, labeled '1'. A downward-pointing arrow indicates the direction of printing. Below the arrow, a rectangular box represents the label, labeled '2'. Inside the label box, a barcode is shown. A horizontal line, labeled '3', passes through the center of the barcode, indicating the printing orientation.</p> </div> <ol style="list-style-type: none"> 1. Print head 2. Barcodes 3. Printing orientation <ul style="list-style-type: none"> • Barcodes may not be read if they are reduced or enlarged. • Try using another scanner. • We recommend printing barcodes with Print Quality options set to Give priority to print quality. <p>For Windows 7 / Windows Server 2008 / Windows Server 2008 R2:</p> <p>To display the Quality options, open the printer properties by clicking Start > Devices and Printers, right-clicking the Label Printer you want to set up, and then clicking Printing preferences.</p> <p>For Windows 8 / Windows 8.1 / Windows Server 2012 / Windows Server 2012 R2:</p> <p>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.</p> <p>For Windows 10 / Windows Server 2016:</p> <p>To display the Quality options, open the printer properties by clicking Start > Settings > Devices > Printers & scanners > Devices and Printers, right-clicking the Label Printer you want to set up, and then clicking Printing preferences.</p> <p>For Mac:</p> <p>To change the Print Quality options, open the Print dialog box and select Basic from the print options pop-up menu.</p>


TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
<p>Barcodes printed using applications other than P-touch Editor cannot be read.</p>	<p>If the barcode data was created using a landscape orientation, change the Orientation setting in the Basic tab of the printer driver to Landscape and try again.</p> <div style="text-align: center;">  </div>
<p>You are using security software.</p>	<p>Confirm your settings in the installation dialog box.</p> <p>Allow access when the security software alert message appears during the Label Printer installation.</p>
<p>Your security settings (SSID/ Network Key) are incorrect.</p>	<p>Recheck and select the correct security settings.</p> <ul style="list-style-type: none"> The manufacturer's name or model number of the wireless access point/router may be used as the default security settings. See the instructions supplied with your wireless access point/router for information on how to find the security settings. Ask the wireless access point/router manufacturer or ask your Internet provider or network administrator.
<p>Your Label Printer cannot connect to the host device using Wi-Fi or Bluetooth.</p>	<p>Move your Label Printer within about 3.3 feet (one meter) of the mobile device when you configure the Wi-Fi network settings.</p> <p>Move your Label Printer to an obstruction-free area.</p>
<p>Your Label Printer cannot print using Wi-Fi or Bluetooth.</p>	<p>If a wireless computer, Bluetooth-equipped device, microwave oven, digital cordless phone, or other device is near your Label Printer or the wireless access point/router, move the device away from your Label Printer or wireless access point/router.</p>
<p>There are obstructions (walls or furniture, for example) between your Label Printer and the mobile device.</p>	<p>Move your Label Printer to an obstruction-free area.</p>
<p>A wireless computer, Bluetooth supported device, microwave oven or digital cordless phone is near the Label Printer or the wireless access point/router.</p>	<p>Move other devices away from the Label Printer.</p>

TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
You are using MAC Address filtering.	You can confirm the MAC address by printing the Printer Settings Report. For more information, see "Confirming the Label Printer Settings" on page 65 of instructions .
Your wireless access point/router is in stealth mode (not broadcasting the SSID).	You must type the correct SSID name during the installation or when using the Printer Setting Tool. Check the SSID name in the instructions supplied with your wireless access point/router and reconfigure the Wi-Fi settings.
Your Label Printer is not connected correctly to the network.	Check that the Label Printer is in the mode you want to connect to. If the Label Printer is still not connected, please try the following. <ul style="list-style-type: none"> • For Wi-Fi connection <div style="display: flex; align-items: center; margin-top: 5px;"> (flashes every three seconds): The network is connected incorrectly, and the Wi-Fi settings must be reconfigured. </div> • For Wireless Direct <ul style="list-style-type: none"> Search for the Label Printer from the Wi-Fi device. • For Wired LAN <ul style="list-style-type: none"> Check that the LAN cable is connected correctly. • For Bluetooth <div style="display: flex; align-items: center; margin-top: 5px;"> Search for the Label Printer from the device you want to connect. </div>
I have checked and tried all of the above, but still cannot complete the Wi-Fi/Bluetooth settings.	Turn off the Label Printer, and then turn it on again. Then, try and configure the Wi-Fi and Bluetooth settings again.
Your Label Printer is not connected if the Bluetooth connection with an Apple device (iPad, iPhone, or iPod touch) is lost.	Turn On the Auto Reconnect function. You can set it from the Printer Setting Tool. For more information, see "Change the Label Printer Settings" on page 23 of instructions .
You are using security software.	See "Security Software Problems" on page 149 of instructions .
Your Label Printer is not assigned with an available IP address.	<ul style="list-style-type: none"> • Confirm the IP address and the Subnet Mask. Verify that both the IP addresses and Subnet Masks of your computer and your Label Printer are correct and located on the same network. For more information on how to verify the IP address and the Subnet Mask, ask the network administrator. • Confirm your IP address, Subnet Mask and other network settings using the Printer Setting Tool. For more information, see "Change the Label Printer Settings" on page 23 of instructions.

TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
Your previous printing job failed.	<ul style="list-style-type: none"> If the failed printing job is still in your computer's print queue, delete it. For example, when using Windows 7:  , Devices and Printers and select the Label Printer from Printers and Faxes. Double-click the Label Printer's icon, and then select Cancel All Documents in the Printer menu.
I have checked and tried all of the above, but my Label Printer does not print.	Uninstall the printer driver and the software, and then reinstall them.
You did not select to allow access when the Security Alert dialog box appeared during either the standard installation, BRAdmin Light installation, or when printing.	If you did not select to allow access when the Security Alert dialog box appeared, the firewall function of your security software may be blocking access. Some security software may block access without displaying a Security Alert dialog box. To allow access, refer to your security software instructions or ask the manufacturer.
Incorrect port numbers are being used for the Brother network features.	<p>The following port numbers are used for Brother network features:</p> <ul style="list-style-type: none"> BRAdmin Light i Port number 161 / Protocol UDP. For more information on how to open the port, refer to your security software instructions or ask the manufacturer.
Your Label Printer and wireless access point/router are not turned on.	Make sure you have performed all of the tasks on page 137.
I do not know my Label Printer network settings, such as the IP address.	Check the Printer Setting Tool. For more information, see "Change the Label Printer Settings" on page 23 of instructions .
I do not know the version number of the firmware for the Label Printer.	<p>To check for the latest firmware:</p> <ol style="list-style-type: none"> Turn your Label Printer on. Press and hold the Cutter (✂) Button for several seconds to print the report. We recommend you use a 2.4" (62 mm) or wider DK Roll.
I want to confirm whether I am using the latest version of the software.	<p>Use the P-touch Update Software to confirm whether you have the latest version.</p> <p>For more information about the P-touch Update Software, see "How to Update P-touch Software" on page 120 of instructions.</p>

