

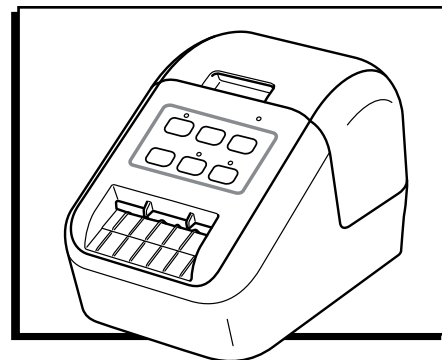
**ULINE H-6568**

**BROTHER® LABEL PRINTER**

**BROTHER MODEL # QL-810W**

**1-800-295-5510**

**uline.com**



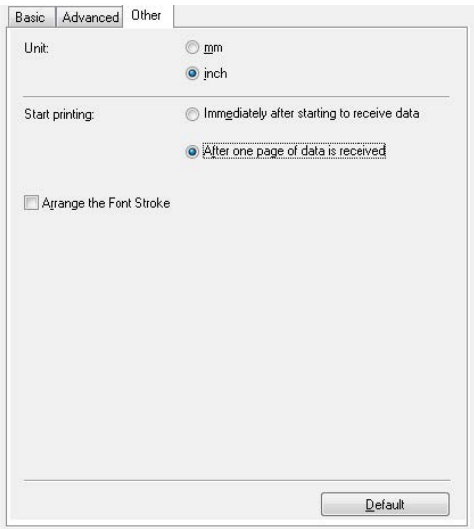
## TROUBLESHOOTING

OPERATING ISSUES	RECOMMENDATIONS
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><li>• If using P-touch Editor, select the DK Roll size in [Paper Type (Windows) / [Print Media] (Mac) drop-down list.</li></ul>
The Status LED is not lit.	<ul style="list-style-type: none"><li>• 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.</li></ul>
The printed label contains streaks or poor quality characters, or the label is not fed correctly.	<ul style="list-style-type: none"><li>• 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.</li></ul> <p>For more information, see "Cleaning the Roller" on page 165 of <a href="#">instructions</a>.</p>

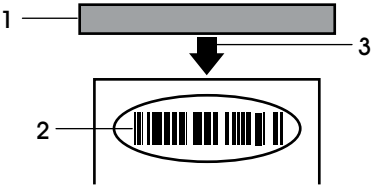
## TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
A data transmission error appears on the computer.	<ul style="list-style-type: none"> <li>Is the Label Printer in cooling mode (the Status LED is flashing in orange)?</li> </ul> <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"> <li>Is there dirt or lint on the roller preventing it from rolling freely?</li> </ul> <p>Clean the roller using the Cleaning Sheet available separately.</p> <p>For more information, see "Cleaning the Roller" on page 165 of <a href="#">instructions</a>.</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"> <li>Is Microsoft Word started up from Microsoft Outlook?</li> <li>Is Microsoft Word chosen as the default editor for Microsoft Outlook?</li> </ul> <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>
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>Make sure the Label Printer is Off and remove any jammed labels. If you need further assistance, contact Brother Customer Service.</p>
I want to reset the Label Printer.	<p>You can reset the Label Printer using the Printer Setting Tool from a computer.</p> <p>For more information, see "Changing the Label Printer Settings" on page 37 of <a href="#">instructions</a>.</p> <p><b>For QL-810W</b></p> <p>You can reset the Label Printer using the Printer Buttons.</p> <p>For more information, see "Resetting All Settings to the Factory Settings Using the Label Printer Buttons (QL-810W only)" on page 163 of <a href="#">instructions</a>.</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"> <li>• Is the Label Printer set for sequential printing?</li> </ul> <p style="padding-left: 20px;">If so, set print mode to buffered printing.</p> <p><b>For Windows Vista / Windows Server 2008:</b></p> <p>Open printer properties from <b>[Control Panel] - [Hardware and Sound] - [Printers]</b>, click the Label Printer you want, and select <b>[Select printing preferences]</b>.</p> <p>Click the <b>[Other]</b> tab and select the option <b>[After one page of data is received]</b>.</p> <p><b>For Windows 7 / Windows 8 / Windows 8.1 / Windows Server 2008 R2 / Windows Server 2012 / Windows Server 2012 R2:</b></p> <p>Open printer properties from <b>[Devices and Printers]</b>, right-click the Label Printer you want, and select <b>[Printing Preference]</b>. Click the <b>[Other]</b> tab and select the option <b>[After one page of data is received]</b>.</p> <p><b>For Windows 10:</b></p> <p>Open printer properties from <b>[Control Panel] - [Hardware and Sound] - [Devices and Printers]</b>, right-click the Label Printer you want, and select <b>[Printing Preference]</b>.</p> <p>Click the <b>[Other]</b> tab and select the option <b>[After one page of data is received]</b>.</p> <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"> <li>• Print labels so that barcodes are aligned with the print head as shown below:</li> </ul> <div style="text-align: center; margin: 10px 0;">  <p>The diagram illustrates the alignment of a print head with a barcode. A horizontal grey bar at the top is labeled '1'. Below it, a downward-pointing arrow indicates the print head's position. A rectangular box below the arrow is labeled '3' on its right side. Inside this box, a barcode is shown, with a vertical line on its left side labeled '2'.</p> </div> <ol style="list-style-type: none"> <li>1. <b>Print head</b></li> <li>2. <b>Barcodes</b></li> <li>3. <b>Printing orientation</b></li> </ol> <ul style="list-style-type: none"> <li>• Try using another scanner.</li> <li>• We recommend printing the Barcode with Print Quality options set to <b>[Give priority to print quality]</b> (except for 2-color printing).</li> </ul> <p><b>For Windows Vista</b></p> <p>To display the <b>[Quality]</b> options, open the printer properties by clicking the <b>Start</b> button - <b>[Control Panel]</b> - <b>[Hardware and Sound]</b> - <b>[Printers]</b>, right-clicking the Label Printer you want to set up, and then clicking <b>[Printing Preferences]</b>.</p> <p><b>For Windows 7</b></p> <p>To display the <b>[Quality]</b> options, open the printer properties by clicking the <b>Start</b> button - <b>[Devices and Printers]</b>, right-clicking the Label Printer you want to set up, and then clicking <b>[Printing Preferences]</b>.</p> <p><b>For Windows 8 / Windows 8.1</b></p> <p>To display the <b>[Quality]</b> options, open the printer properties by clicking <b>[Control Panel]</b> in the <b>[Apps]</b> screen - <b>[Hardware and Sound]</b> - <b>[Devices and Printers]</b>, right-clicking the Label Printer you want to set up, and then clicking <b>[Printing Preferences]</b>.</p> <p><b>For Windows 10</b></p> <p>To display the <b>[Quality]</b> options, open the printer properties by clicking the <b>Start</b> button - <b>[Settings]</b> - <b>[Devices]</b> - <b>[Printers &amp; scanners]</b> - <b>[Devices and Printers]</b>, right-clicking the Label Printer you want to set up, and then clicking <b>[Printing Preferences]</b>.</p> <p><b>For Mac</b></p> <p>To change the Print Quality options, open the Print dialog box and choose <b>[Basic]</b> from the print options pop-up menu.</p>


## TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
Lines appear in areas with a high red density level.	<ol style="list-style-type: none"> <li>1. Remove the DK Roll from the Label Printer.</li> <li>2. Close the DK Roll Compartment Cover completely.</li> <li>3. Press and hold the Editor Lite Button (QL-810W) for more than five seconds. Wait while the platen roller rotates.</li> <li>4. When the platen roller stops rotating, load the DK Roll.  The roller will rotate for about 40 seconds.</li> </ol>
I want to feed the label.	<p><b>For QL-810W</b></p> <p>Press the Feed (⏪) Button for one second.</p>
You are using security software.	<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>
Your security settings (SSID/Network Key) are incorrect.	<p>Recheck and select the correct security settings.</p> <ul style="list-style-type: none"> <li>• The manufacturer's name or model number of the wireless access point/router may be used as the default security settings.</li> <li>• See the instructions supplied with your wireless access point/router for information on how to find the security settings.</li> <li>• Ask the wireless access point/router manufacturer or ask your Internet provider or network administrator.</li> </ul>
Your Label Printer cannot connect to the host device using Wi-Fi or Bluetooth.	<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>
Your Label Printer cannot print using Wi-Fi or Bluetooth.	<p>Move your Label Printer to an obstruction-free area.</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>
There are obstructions (walls or furniture, for example) between your Label Printer and the mobile device.	<p>Move your Label Printer to an obstruction-free area.</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>Move other devices away from the Label Printer.</p>
You are using MAC Address filtering.	<p>You can confirm the MAC address by printing the Printer Settings Report.</p> <p>For more information, see "Confirming the Label Printer Settings" on page 84 of <a href="#">instructions</a>.</p>

## TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
Your wireless access point/router is in stealth mode (not broadcasting the SSID).	<p>You must type the correct SSID name during the installation or when using the Printer Setting Tool.</p> <p>Check the SSID name in the instructions supplied with your wireless access point/router and reconfigure the Wi-Fi settings.</p>
Your Label Printer is not connected correctly to the network.	<p>Check that the Label Printer is in the mode you want to connect to.</p> <p>If the Label Printer is still not connected, please try the following.</p> <ul style="list-style-type: none"> <li>• For Wi-Fi connection</li> </ul> <p><b>For QL-810W</b></p> <p> (flashes once every three seconds): The network is connected incorrectly, and the Wi-Fi settings must be reconfigured.</p> <ul style="list-style-type: none"> <li>• For Wireless Direct</li> </ul> <p><b>For QL-810W</b></p> <p>Search the Label Printer from the Wi-Fi device.</p>
I have checked and tried all of the above, but still cannot complete the Wi-Fi/Bluetooth settings.	<p>Turn off the Label Printer, and then turn it on again. Then, try and configure the Wi-Fi and Bluetooth settings again.</p>
Your Label Printer is not connected if the Bluetooth connection with an Apple device (iPad, iPhone, or iPod touch) (QL-820NWB only) is lost.	<p>Turn On the Auto Reconnect function.</p> <p>You can set it from the Printer Setting Tool or the Menu Button. For more information, see "Bluetooth" on page 19 or "Changing the Label Printer Settings" on page 37 of <a href="#">instructions</a>.</p>
You are using security software.	<p>See "Security Software Problems" on page 176 of <a href="#">instructions</a>.</p>
Your Label Printer is not assigned with an available IP address.	<ul style="list-style-type: none"> <li>• Confirm the IP address and the Subnet Mask.</li> </ul> <p>Verify that both the IP addresses and Subnet Masks of your computer and your Label Printer are correct and located on the same network.</p> <p>For more information on how to verify the IP address and the Subnet Mask, ask the network administrator.</p> <ul style="list-style-type: none"> <li>• Confirm your IP address, Subnet Mask and other network settings using the Printer Setting Tool.</li> </ul> <p>For more information, see "Changing the Label Printer Settings" on page 37 of <a href="#">instructions</a>.</p>

## TROUBLESHOOTING CONTINUED

OPERATING ISSUES	RECOMMENDATIONS
Your previous printing job failed	<ul style="list-style-type: none"> <li>If the failed printing job is still in your computer's print queue, delete it.</li> </ul> <p>For example, when using Windows 7:</p>  , [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 <b>Security Alert</b> dialog box appeared during either the standard installation, BRAdmin Light installation, or when printing	If you did not select to allow access when the <b>Security Alert</b> dialog box appeared, the firewall function of your security software may be blocking access. Some security software may block access without displaying a <b>Security Alert</b> 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"> <li>BRAdmin Light i Port number 161 / Protocol UDP</li> </ul> <p>For more information on how to open the port, refer to your security software instructions or ask the manufacturer.</p>
Your Label Printer and wireless access point/router are not turned on	Make sure you have performed all of the tasks on page 168 of <a href="#">instructions</a> .
I do not know my Label Printer network settings, such as the IP address	Check the Printer Setting Tool. For more information, see "Changing the Label Printer Settings" on page 37 of <a href="#">instructions</a> .
I do not know the version number of the firmware for the Label Printer.	<p>You can use the following procedure.</p> <p><b>For QL-810W</b></p> <ol style="list-style-type: none"> <li>Turn your Label Printer on.</li> <li>Press and hold the Cutter (✂) Button for several seconds to print the report. (Use 2.4" (62 mm) DK Roll)</li> </ol>
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 148 of <a href="#">instructions</a>.</p>

