

## Brother QL-820NWB Setup Guide

### Shipment Content:

- 1 x Label Printer
- 1 x Power Adapter (2 parts)
- 1 x RJ45 12' Ethernet Cable
- 1 x USB Printer Cable
- 1 x Blue Protective Box
- 1 x Rechargeable Li-Ion Battery (Optional/Pre-Installed)



### Quick Setup:

1. **Connect the Power Cord** to back of the printer and the other end to a power outlet.
2. **Open the printer top lid & load the DK Roll** by pushing the cartridge into the printer.

3. **Insert the DK Roll** paper with the upright edge into the Label Output Slot. Push the label through until the end reaches the marked point.

[Scan the QR code for video reference>>](#)



4. **Close the cover** by pushing down on it.  
[You can push feed to advance a label through the printer.](#)

5. **Connect the printer using Bluetooth:**

- a. Press the **Menu** button.
- b. Press the up or down button to select the **Bluetooth** menu and set **Bluetooth On/Off to On**.
- c. Make sure **Automatic Reconnection** is also set **On**.
- d. Use **Bluetooth menu** on your mobile device to find your printer and connect.  
[For multiple printers, connect and turn them On individually.](#)

6. **Connect the printer using Ethernet:**

- a. Turn the printer **ON**.
- b. Press the Menu Button.
- c. Press the up or down button to select the **WLAN** Menu.
- d. Press the up or down button to set the **WLAN** On/Off to **OFF**. **WLAN must be OFF!**
- e. Turn the Printer **OFF**.
- f. Connect the ethernet cable to the back of your printer and into LAN ports 1-4 of your router.
- g. Turn the printer **ON**.

7. **Connect the printer using Wi-Fi:**

- a. Turn the printer **ON**.
- b. Press the Menu Button.
- c. Press the up or down button to select the **WLAN** menu.
- d. Select **Infra Manual Settings** and press OK.
- e. The printer will then search for available Wi-Fi networks.
- f. Select the desired SSID and enter the password to the network.  
[Scan the QR code for video reference>>](#)



8. **Connecting printer via USB:**

- a. *Printer Driver must be installed for operation. It is available in [choose2rent.com/help](http://choose2rent.com/help)*
- b. Start with the Printer turned OFF. Make sure that the printer is OFF before connecting the USB cable.
- c. Connect the USB cable to the back of the printer and the other end into your PC.
- d. Turn the printer ON.

### Setup Video Guide:

Scan this QR code with your phone camera for video.



### Contact our Support Team:

[www.choose2rent.com/help](http://www.choose2rent.com/help)  
+1 (800) 622-6484 Ext. 3 (USA)

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### 9. Connect the printer using **WPS**:

- a. First confirm that your router supports WPS.
- b. Turn the Printer **ON**.
- c. Press the Menu Button.
- d. Press the down button and select the **WLAN** menu.
- e. Press the down button and select **WPS Button Push** and press OK.
- f. When the connection is established, the WLAN icon appears on the printer LCD.



### **Troubleshooting:**

*What if...*

... the Printer does not power On?	Verify your power source, try another wall plug. Please check if the power plugs are plugged in tightly.
... the Printer does not print?	Check if the DK roll is installed correctly. Check if there is enough roll remaining. Check the connection to your device. Check your settings on your badge printing app.
... a printing error is received?	Power cycle the printer on/off to see if the same message appears. Contact Support. If LED is orange, the print head was over heating and entered a "cooling stage". Wait a few minutes and try again.
... my printer cannot be found on the network?	Ensure you enabled the correct network options for your setup. Review your router connection with your venue IT department. Check to see if your iPad or other connecting device is on the same network as the printer.
... the wired LAN is not working?	Make sure that the wireless LAN option is off. <a href="#">Refer to step 6.</a>

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