Devices

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Label printers

Supported label printers

Manufacturer	Model	Connection	Paper type	Info
Brother*	QL-810W	WiFi. USB*	DK-22205 adhesive, cont.	link
Brother*	QL-820NWB	WiFi. USB*, BT, Eth.	DK-22205 adhesive,cont.	link
Brother*	QL-1100	USB*	DK-22205 adhesive,cont.	link
Sunmi	V2Pro	(built-in printer)	55x25mm adhesive,labels	link
Sunmi	V2s	(built-in printer)	55x25mm adhesive,labels	link
Zebra*	ZQ-310plus	(work in progress)	55x25mm adhesive,labels	link
Zebra*	ZD230d	(work in progress)	55x25mm adhesive,labels	link

* Zebra ZPLII compatibile printers coming soon: WiFi, Eth. and USB
* All non-listed Brother QL series (except QL-600b) can be added later
* USB printing requires user interaction every time the printer is first connected or powered on.
* USB printing will be available starting from August 2023.

Brother QL-___W series WiFi setup

Brother QL-810W/QL-820NWB WiFi setup

> Client separation should be disabled in the WiFi AP network settings, because devices should be able to reach each other. **On public hotspots, this setting is active by default, so devices cannot reach each other.**

Requirements:

- Windows or Mac PC with adminitrative rights for software installation
- USB-B - USB-A printer cable (Included in the printer box)
- Internet connection

Driver installation:

> Do not connect the printer before installation!

1. Driver download:
    1. QL-810 BG Win11
       https://support.brother.com/g/b/downloadend.aspx?c=bg&lang=bg&prod=lpql810weuk&os=10069&dlid=dlfp100971_000&flang=229&type3=347
       QL-820NWB BG Win11
       https://support.brother.com/g/b/downloadend.aspx?c=bg&lang=bg&prod=lpql820n

wbeuk&os=10069&dlid=dlfp100971_000&flang=229&type3=347

2. Select the printer model:

image-1675331573257.png

3. Select the connection method:

image-1675331662552.png

4. Connect the printer via USB and click "Finish"

image-1675331686111.png

image-1675331738201.png

5. Wait a minute or two for background installations or restart the PC

2. Printer Setting Tool download:

1. Windows 11 BG:
   https://support.brother.com/g/b/downloadend.aspx?c=bg&lang=bg&prod=lpql810weuk&os=10069&dlid=dlfp101011_000&flang=229&type3=468

3. Setup printer with Printer Setting Tool

1. Select the connected printer (if not shown, restart the OS):

image-1675331971113.png

2. Select "Communication settings":

image-1675332020517.png

3. Select "Wireless LAN" tab, and "Wireless settings" section:

image-1675332087277.png

4. Change "Communication mode" to Infrastructure, and fill all wireless data
5. Click "Apply"
6. Printer should restart
7. The QL-810W shows connection status with a blue LED over the WiFi button: flashing light means "searching for network...", stady light means "connected". The QL-820NWB has a display, it shows a wireless symbol at the top of the display.

Flashing/animated symbol means "connection...", stady symbol means "connected".

4. Software settings:

1. https://bgr.traxpire.cloud/segitseg/books/label-manager/page/setting-up-the-printer
2. Start the Label manager application
3. On the Labels view, click the three dot menu, select Settings
4. Click the large select printer button
5. The application should find the printer about 1-2 seconds. If no printer is visible, check that the devices are on the same network name and that client isolation is turned off on the WiFi network.
6. Select the printer
7. Step back to the Settings, and select proper paper type. It is important, because the printer identifies the paper roll before printing.

5. Common error messages



- ERROR_PAPER_EMPTY : The printer cannot pull the paper roll. There is no paper left, of the roll is too tight.
- ERROR_SOCKET_CONNECT_FAILED: The network has been changed. Search the printer again in settings.
- ERROR_NO_CASSETE: The printer's lid is open, or the lid sensing switch is faulty, or no roll installed, or the roll doesn't fit well at the bottom part
- ERROR_WRONG_LABEL: Wrong paper type selected in allication's Settings or wrong type of roll installed
- ERROR_SYSTEM_ERROR: Electrical fault with the printer

Client devices

Device requirements

Minimal hardware requirements:

- **Android** 7.0+ operating system
- 1GB memory (2GB or more recommended)
- 1GB free storage space (3GB recommended)
- 2.4GHz WiFi connection or mobile data
- Google Play Services not required

Recommended multifunctional device

Sunmi V2s Label edition

