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=lpql820nwbeuk&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

Revision #4
Created 20 July 2023 18:25:52 by Jozsef Takacs
Updated 20 July 2023 18:30:38 by Jozsef Takacs