

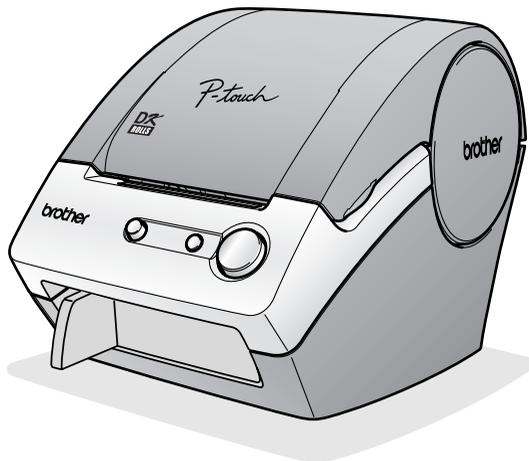
# brother

QL-500

# Label Printer

## User's Guide

**DK** **DK**  
**LABEL** **TAPE**



Be sure to read and understand this guide before using the machine. We recommend that you keep this guide nearby for future reference.

---

Thank you for purchasing the Brother QL-500.

This guide briefly describes the steps to start using the Brother QL-500.

See the User's Guide for details. The User's Guide can be found in the Manuals folder of the included CD-ROM.

We strongly recommend that you read this guide carefully before using the Brother QL-500, and then keep it nearby for future reference.

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# General Information

## ■ Compilation and Publication Notice

Under the supervision of Brother Industries Ltd., this guide has been compiled and published, covering the latest product's descriptions and specifications.

The contents of this guide and the specifications of this product are subject to change without notice.

Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publication.

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## ■ Symbols Used in this Guide

The symbols used throughout this guide are as follows:

- ⓘ This symbol shows information or directions that should be followed. If ignored, the result may be injury, damage, or failed operations.
- ✍ This symbol shows information or directions that can help you better understand and use the machine more efficiently.

# Safety precautions

Read and understand all of these instructions and save them for later reference. Follow all warnings and instructions marked on the product.

|  |  |
|--|--|
|  <b>Warning</b> | Tells you what to do to avoid the risk of injury.                            |
|  <b>Caution</b> | Tells you about procedures you must follow to prevent damage to the machine. |

The symbols used in this guide are as follows:

|   |   |   |  |
|---|---|---|--|
|  | Action NOT allowed to do  |  | DO NOT disassemble the product.              |
|  | DO NOT splash the product with or immerse the product in water. |  | DO NOT touch a given portion of the product. |
|  | Mandatory action  |  | Unplugging                                   |
|  | Alerts to the possibility of electrical shock                   |   |  |

## ■ To use the machine safely

### Warning

**Follow these guidelines to avoid fire, electric shock, or other damage.**

#### ■ The Machine

-  Unplug the power cord immediately and stop using the machine during an electrical storm. There may be a remote risk of electric shock from lightning.
-  Do not touch any metal parts near the print head. The print head becomes very hot during use and remains very hot immediately after use. Do not touch it directly with your hands.
-  Dispose of plastic bags correctly and keep away from babies and children. Do not wear or play with plastic bags.
-  Unplug the power cord immediately and stop using the machine if you notice any abnormal odour, heat, discolouration, deformation or anything unusual whilst the machine is in use or storage.
-  Do not disassemble the machine. For inspection, adjustment and repair of the machine contact the retail outlet where the machine was purchased or your local authorised service centre.
-  Do not drop, hit or otherwise bang the machine.
-  Do not hold and lift the machine by the DK Roll cover. The cover could come off and the machine could fall and become damaged.
-  Do not allow the machine to get wet in any way.
-  Do not use the machine with foreign objects in it. If water or any foreign objects should enter the machine, unplug the power cord from the electric outlet and remove the foreign object. If necessary, contact the retail outlet where the machine was purchased or your local authorised service centre.
-  Do not hold the machine with only one hand. The machine may slip out of your hand.

## **Warning**

**Follow these guidelines to avoid fire, electric shock, or other damage.**

### ■ Power Cord

-  Use only the authorised power source (220-240V AC) for the machine.

 Use only the power cord included with the machine.

 Do not handle the power cord or plug if your hands are wet.

 Do not overload the electrical outlet sockets with too many appliances or plug the power cord into a damaged electrical outlet.
-  Do not cut, damage, alter or place heavy objects on the power cord.

 Do not use the power cord if it is damaged.

 Ensure the power cord is correctly inserted into the electrical outlet.

 If the machine will not be used for an extended period, remove the power cord from the electrical outlet.

## **Caution**

**Follow these guidelines to avoid fire, electric shock, or other damage.**

### ■ The Machine

-  The electrical outlet should be close to the machine and be easily accessible.

### ■ Power Cord

-  Always hold the power cord when unplugging the power cord from or plugging it into the electrical outlet. Pulling on the power cord could cause problems.

### ■ Cutter Unit

-  Do not touch the cutter unit.
-  Do not open the top cover when the cutter is operating.

### ■ Installation/Storage

-  Put the machine on a flat, stable surface such as a desk.
-  Do not put any heavy objects on top of the machine.

### ■ DK Roll (DK Label, DK Tape)

-  Be careful not to drop the DK Roll.
-  DK Rolls use thermal paper and thermal film. Both the label and print will fade with sunlight and heat. Do not use DK Rolls for outdoor use that requires durability.
-  Depending on the area, material, and environmental conditions, the label may unpeel or become irremovable, the colour of the label may change or be transferred to other objects. Before applying the label, check the environmental condition and the material. Test the label by affixing a small piece of it to an inconspicuous area of the intended surface.

## General Precautions

### ■ The Machine

- Never disassemble the machine or allow it to get wet to avoid possible fire or electrical shock. Do not unplug the power cord from or plug it into the electrical outlet with wet hands. Doing so could cause an electrical shock or fire.
- Do not touch the cutter. Personal injury could result.
- The machine is a precision machine. Do not drop, hit or otherwise bang the machine.
- Do not lift the machine by the DK Roll compartment cover. The cover could come off and the machine could fall and become damaged.
- The machine may malfunction if left near a television, radio, etc. Do not use the machine near any machine that can cause electromagnetic interference.
- Do not expose the machine to direct sunlight or near heaters or other hot appliances, in any area exposed to extremely high or low temperatures, high humidity or dusty areas. Doing so could cause the machine to malfunction.
- Do not use paint thinner, benzene, alcohol or any other organic solvents to clean the machine. Doing so may cause damage to the surface finish. Use a soft, dry cloth to clean the machine.
- Do not put any heavy objects or objects containing water on top of the machine. If water or any foreign object enters the machine, contact the retail outlet where the machine was purchased or your local authorised service centre. If you continue to use the machine with water or a foreign object in the machine, the machine may be damaged or personal injury could result.
- Do not insert any objects into or block the label output slot, USB port.
- Do not put any metal parts near the print head. The print head becomes very hot during use and remains very hot immediately after use. Do not touch it directly with your hands.
- Use only the interface cable (USB cable) included with the machine.
- When not in use for an extended period, remove the DK Roll from the machine.
- Do not attempt to print labels while the DK Roll cover is open.

### ■ Power Cord

- Use only the power cord included with the machine.
- If the machine will not be used for an extended period, unplug the power cord from the electrical outlet.
- Always hold the power cord when unplugging the power cord from or plugging it into electrical outlet. Do not pull on the power cord. The wire in the electrical cord may become damaged.
- You should put the machine near an easily accessible, standard electrical socket.

### ■ DK Roll (DK Label and DK Tape)

- Use only genuine Brother accessories and supplies (with  marks). Do not use any unauthorised accessories or supplies.
- If the label is attached to a wet, dirty, or oily surface, it may peel off easily. Before applying the label, clean the surface to which the label will be applied.
- DK Rolls use thermal paper or film that can fade in colour or peel off surfaces if exposed to ultraviolet light, wind or rain.
- Do not expose the DK Rolls to direct sunlight, high temperatures, high humidity, or dust. Store in a cool, dark place. Use the DK Rolls soon after opening the package.
- Scratching the printed surface of the label with your finger nails or metal objects, or touching the printed surface with hands dampened by water, sweat, or medicated cream, etc., can cause the colour to change or fade.
- Do not apply labels to any persons, animals, or plants.

- As the end of the DK Roll is designed to not adhere to the label spool, the last label may not be cut properly. If this happens, remove the remaining labels, insert a new DK Roll, and reprint the last label.

Note: To account for this, the number of DK Labels included on each DK Roll may be more than indicated on the package.

- If a label is removed after being applied to a surface, some portion of the label may remain. Remove the remaining portion before attaching a new label.
- Some DK Rolls use permanent adhesive for their labels. These labels cannot be easily peeled off once attached.
- Prior to using CD/DVD labels, be sure to follow the instructions in your CD/DVD player's instruction guide regarding applying CD/DVD labels.
- Do not use CD/DVD labels in a slot loading CD/DVD player, for example a CD player in a car where the CD is slid into a slot in the CD player.
- Do not peel off the CD/DVD label once it is applied to the CD/DVD, a thin surface layer may come off, resulting in damage to the disk.
- Do not apply CD/DVD labels to CD/DVD disks designed for use with ink jet printers. Labels peel off these disks easily and using disks with peeled labels can result in loss or damage of data.
- When applying CD/DVD labels, use the applicator included with the CD/DVD label rolls. Failure to do so could cause damage to the CD/DVD player.
- User's shall take full responsibility for applying CD/DVD labels. Brother accepts no responsibility for any loss or damage of data caused by the inappropriate use of CD/DVD labels.

## ■ CD-ROM and Software

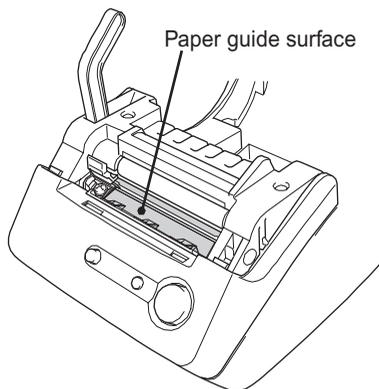
- Do not scratch or subject the CD-ROM to high or low temperatures.
- Do not put heavy objects on the CD-ROM or apply force to the CD-ROM.
- The software contained on the CD-ROM is meant for use with the machine only. See the Licence on the CD for details. This software may be installed on multiple computers for use in an office, etc.

## ■ Cutter unit

- The cutter unit contains a very sharp blade. To prevent injury from a broken cutter blade:

- Make sure the top cover is closed when using the cutter unit.
- Don't apply too much pressure when fitting or removing the cutter unit.
- When the cutter unit becomes blunt you should replace it with a new one.
- If you break the cutter unit, unplug your QL-500 from the power and remove the cutter unit carefully with a pair of tweezers.

- If the machine jams due to a build up of adhesive, you should clean the surface of the paper guide. Unplug the QL-500 from the power and wipe away the adhesive build up from the surface of the paper guide using a cloth or tissue dipped in isopropyl alcohol. We recommend that you clean the paper guide when replacing the cutter unit.
- The cutter unit should give you an average number of 5000 cuts or more, depending on how you use the machine. If your QL-500 does not cut the labels properly or starts to jam often, the cutter might have reached the end of its life; you should replace the cutter.



# STEP 1

## Getting Started

Take the printer out of the box and make preparations for the printer before creating a label. Follow the procedures from "Unpacking the Brother QL-500" on page 8.

Unpacking the Brother QL-500

→Page 8

Parts Description

→Page 9

Connecting the power supply

→Page 10

Setting the DK Roll

→Page 11

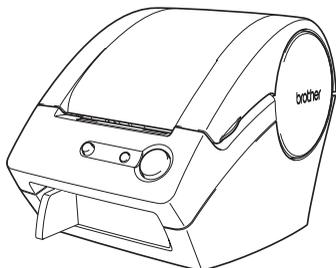
Setting the Paper Guide

→Page 12

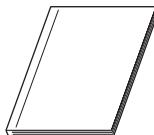
# Unpacking the Brother QL-500

Check that the package contains the following before using the Brother QL-500. If any item is missing or damaged, contact your Brother dealer.

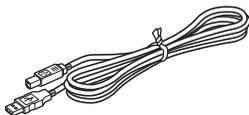
## Brother QL-500



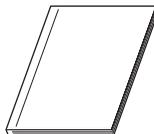
## User's Guide



## USB cable



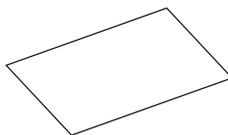
## Software Installation Guide



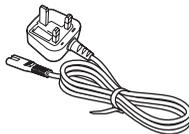
## CD-ROM



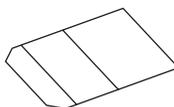
## DK Label & Tape Guide



## AC Power cord



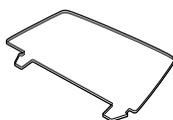
## Cleaning Sheet



The illustration is for UK. The shape of the plug may vary depending on the country/region.

## DK Roll (Starter roll)

## Paper guide



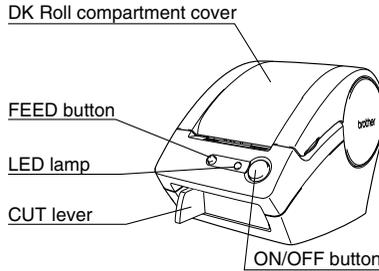
The Brother QL-500 includes the following starter roll :

- One starter roll of DK Die-cut Standard Address Labels (100 labels)

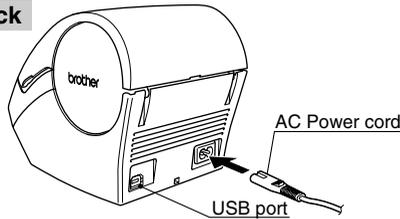
# Parts Description

## Main Printing Unit

### Front



### Back

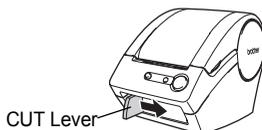


**!** Do not connect the QL-500 to your personal computer until directed to do so when installing the printer driver.

## Button descriptions

| Button        | Condition   |
|---------------|---|
| ON/OFF button | Turns power to the QL-500 on and off.   |
| FEED button   | <ul style="list-style-type: none"> <li>When using DK Die-cut Labels, feeds the DK Label Roll to the beginning of the first label on the roll. If this button is held for more than one second, the DK Label Roll is fed to the beginning of the next label on the roll.</li> <li>When using DK Continuous Tapes, feeds 25.4 mm of the DK Label Roll.</li> <li>If there is no DK Label Roll installed, the mode changes to a cleaning mode and the roller rotates for 8 mm. If this button is held for more than one second, the roller rotates for 100 mm.</li> </ul> |

**💡** Use CUT lever when cutting a printed label.



## LED Lamp

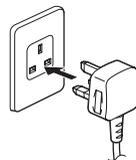
| Lamp  | Condition  |
|---|--|
| Not lit<br>○  | Power is OFF.  |
| Lit<br>●  | Power is ON.<br>(Normally lit while power is on, the LED flashes during cleaning or if an error has occurred.)   |
| Flashing fast<br>○ ● ○ ● ○ ● ○ ●                    | Indicates one of the following errors. <ul style="list-style-type: none"> <li>• Cutter error</li> <li>• Label sensor error (DK Roll not installed correctly, end of DK Roll, or label jam)</li> <li>• DK Roll compartment cover is open during operation</li> <li>• Incorrect DK Roll installed</li> <li>• No DK Roll installed</li> </ul> |
| Flashing slow<br>● — ○ — ○ — ○                      | Cooling<br>(Waiting for temperature of print head to lower)  |
| Turns off after flashing fast ten times<br>○ ● × 10 | System error<br>Turn the QL-500 off and then on again.<br>If this error re-occurs, contact the retail outlet where the QL-500 was purchased or your local authorized service center.   |

## Connecting the power supply

Connect the power cord to the Brother QL-500 and then plug the power cord into a electrical outlet.

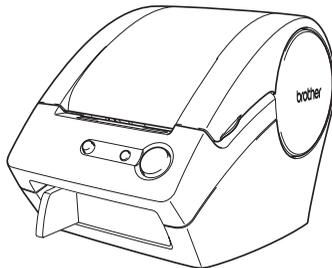


- The illustration is for UK. The shape of the plug may vary depending on the country/region.
- Check that the electrical outlet is 220-240V AC before plugging the power cord.
- Unplug the power cord from the electrical outlet after you have finished using the Brother QL-500.
- Do not pull the power cord when unplugging it from the electrical outlet. The wire in the power cord may become damaged.
- Do not connect the Brother QL-500 to the computer until directed to do so when installing the printer driver.



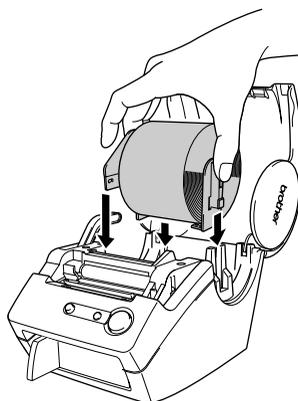
# Setting the DK Roll

- 1** Press the ON/OFF button to turn the QL-500 off. Hold the DK Roll compartment cover at the sides near the front of the QL-500 and firmly lift up to open the cover.



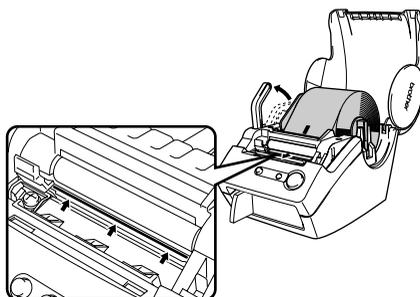
- 2** Place the spool into the spool guides in the DK Roll compartment.

- ⓘ • Make sure that the spool arms are inserted firmly in the spool guides on the left and right.
- Insert the spool with the DK Roll located on the right hand side of the QL- 500.

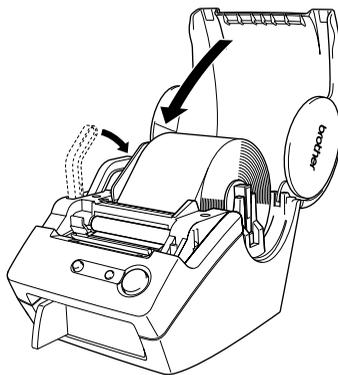


- 3** Lift the label lever and then thread the end of the DK Roll into the slot immediately before the cutter.

- ⓘ When unable to thread the end of the DK Roll into the slot, thread it as far as possible, then lower the label lever and close the cover. Press the ON/OFF button to turn the QL-500 on, and then press the FEED button to set the roll.



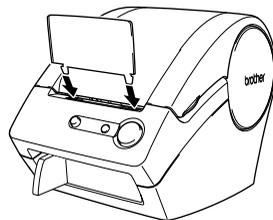
- 4** Lower the label lever and then close the DK Roll compartment cover.



## Setting the Paper Guide

Your QL-500 comes with a paper guide that collects strips of printed labels that have not been cut off from the machine.

Attach the paper guide to the front of the QL-500 as shown in the figure.



# STEP 2

## Maintenance and Troubleshooting

This section of the manual explains how to properly maintain this printer so as to ensure many years of reliable service.

This section also covers how to troubleshoot potential problems and how to read and understand error messages.

### Maintenance

Print head maintenance → Page 14

Roller maintenance → Page 14

Label outlet maintenance → Page 15

Replacing the cutter unit → Page 16

### Troubleshooting

Potential types of problems → Page 18

# Maintenance

Maintenance of the printer needs only to be done when required. However, some environments will require that maintenance should be done more frequently (e.g. in dusty conditions).

## Print head maintenance

The DK Roll (thermal recording paper type) used with the printer is designed to clean the print head automatically. When the DK Roll passes the print head during printing and label feeding, the print head is cleaned.

## Roller maintenance

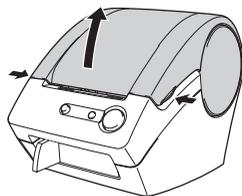
Clean the roller using the cleaning sheet (available separately).

The printer contains only one cleaning sheet.

- ✍ When doing maintenance on the roller, be sure to use the cleaning sheet supplied exclusively for this printer.  
If using other cleaning sheets, the surface of the roller may be damaged and may cause a malfunction.

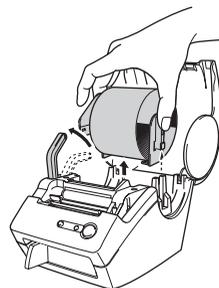
**1** Turn OFF the printers power.

**2** Lift both sides of the lower part of the DK Roll cover on the front side of the printer to open the cover.



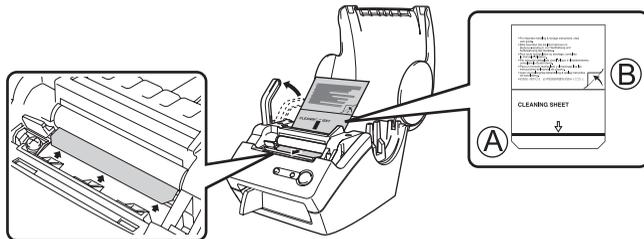
**3** Pull up the roll release lever and remove the DK Roll.

- ✍ Be sure to remove the DK Roll before cleaning the roller. The roller cleaning function will not operate correctly if the DK Roll is not removed.



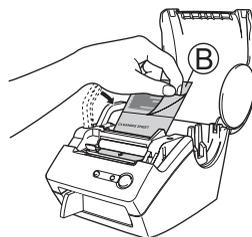
**4** Insert edge (A) of the cleaning sheet into the printing unit and guide it out to just in front of the cutter.

-  • Do not remove part (A) of the cleaning sheet.
- The printed side of the cleaning sheet should be facing upwards.



**5** After inserting the cleaning sheet into the printing unit, push down the roll release lever and remove the B part of cleaning sheet.

-  To purchase a cleaning sheet, contact the retail outlet where the printer was purchased or your local authorized service centre.

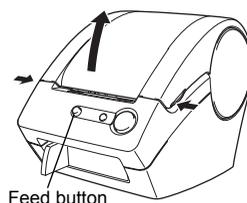


**6** Close the DK Roll cover and turn ON the printer's power.

**7** Press the Feed button for more than one second.

The roller rotates for 100 mm.  
The adhesive face of the cleaning sheet removes any stains or dust on the roller.

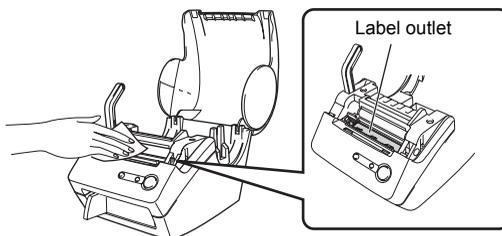
-  • If you do not press the Feed button for more than one second, the roller rotates for only 8 mm.
- Dispose the cleaning sheet after use.



## Label outlet maintenance

When glue is attached to the label outlet (metallic plate part and resin guide part) and the printer damages the label, pull out the power plug from the socket and clean the label outlet with a cloth dipped into ethanol or isopropyl alcohol.

It is recommended to clean the label outlet when replacing the cutter unit.



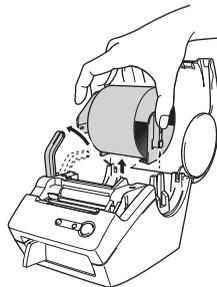
## Replacing the cutter unit

Eventually the cutting blade on the cutter unit will become dull (blunt) and need to be replaced. At the appropriate time, purchase a new replacement cutter unit and install it according to the following procedure.

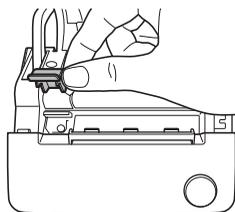
**1** Check that the cutter unit is located in the home position.

**2** Turn OFF the power to the printer and pull out the power cord from the wall socket.

**3** Open the DK Roll cover and pull the roll release lever to the up position. Remove the DK Roll.

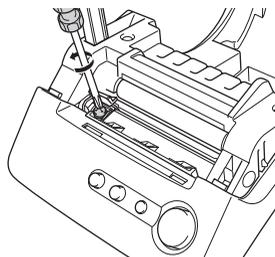


**4** Lift up the cutter cover.



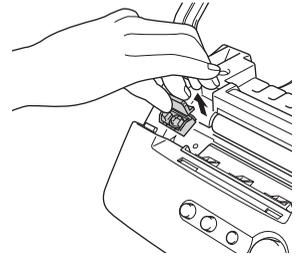
**5** Using a cross-head screwdriver, loosen the screw which holds the cutter blade unit in-place.

 The screw securing the cutter unit should not be completely removed. Simply loosen it to remove the cutter unit from the printer.



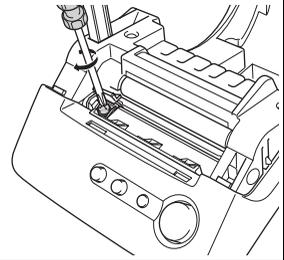
**6** Grip the tab and lift out the cutter unit.

⚠ Take care not to touch the blade of the cutter.



**7** Set the new cutter unit in the correct position.

**8** Once set in the correct position, tighten the screw which holds the cutting blade unit in place.



**9** Set the DK Roll and close the DK Roll cover.  
For details, refer to → "Setting the DK Roll" in page 11.

### **CAUTION**

- ⊘ Do not touch the blade of the cutter unit.
- ⊘ Do not open the top cover when the cutter is operating.
- ⊘ Do not apply excessive pressure to the cutter unit.

# Troubleshooting

If problems occur while using this printer, the following may help you to solve the problems.

## Potential types of problems

| Problem   | Solution   |
|---|--|
| <ul style="list-style-type: none"> <li>The QL-500 does not print, or a printing error is received.</li> </ul>   | <ul style="list-style-type: none"> <li>Is the USB cable loose?<br/>Check that the USB cable is connected correctly.</li> <li>Is the DK Roll installed correctly?<br/>If not, remove the DK Rolls and reinstall.</li> <li>Is there enough roll remaining?<br/>Check that there is enough roll remaining.</li> <li>Is the DK Roll compartment cover open?<br/>Check that the DK Roll compartment cover is closed.</li> </ul>                 |
| <ul style="list-style-type: none"> <li>The power button does not light up or flash.</li> </ul>  | <ul style="list-style-type: none"> <li>Is the power supply cord connected correctly?<br/>Check that the power supply cord is connected and plugged in. If connected correctly, try connecting it to another electrical socket.<br/>* If the power button still does not light up or flash, contact the retail outlet where the printer was purchased or your local authorized service centre.</li> </ul>                                   |
| <ul style="list-style-type: none"> <li>The printed label contains streaks or poor quality characters, or the label is not fed correctly.</li> </ul>     | <ul style="list-style-type: none"> <li>Is the print head or roller dirty?<br/>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. Refer to "Roller maintenance" in page 14.</li> </ul>   |
| <ul style="list-style-type: none"> <li>A data transmission error appears on the PC.</li> </ul>  | <ul style="list-style-type: none"> <li>Is the correct port selected?<br/>Check that the correct port is selected from the "Print to the following port" list in the Printer Properties dialog box.</li> <li>Is the QL-500 in cooling mode (the LED lamp is flashing slowly)?<br/>Wait until the LED lamp stops flashing and then try printing again.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Labels are jammed in the cutter or are not ejected correctly after printing.</li> </ul>                          | <ul style="list-style-type: none"> <li>Does the edge of the cutter unit seem to have lost its sharpness?</li> <li>Do cutter errors occur frequently?<br/>Replace the cutter. For details, refer to "Replacing the cutter unit" in page 16.</li> <li>Is there dirt or lint on the roller preventing it from rolling freely?<br/>Use a Cleaning Sheet to clean the roller. For details, refer to "Roller maintenance" in page 14.</li> </ul> |
| <ul style="list-style-type: none"> <li>The layout style is not updated when the Add-in is still activated and a new label roll is installed.</li> </ul> | <ul style="list-style-type: none"> <li>Was a new label roll installed before activating the P-touch Add-In (The P-touch function is added to your standard Microsoft toolbar)?<br/>Exit the P-touch Add-In, load the second label roll type, reactivate the P-touch Add-in, choose "Select Layout", and then verify the layout.</li> </ul>   |
| <ul style="list-style-type: none"> <li>The P-touch Add-in icon is not displayed in Microsoft® Word.</li> </ul>  | <ul style="list-style-type: none"> <li>Is Microsoft® Word started up from Microsoft® Outlook®?</li> <li>Is Microsoft® Word chosen for the editor usually used for Microsoft® Outlook®?<br/>Due to program limitations, the Microsoft® Word Add-In does not work with the above settings. Quit Microsoft® Outlook®, and restart Microsoft® Word.</li> </ul>   |

# STEP 3

## Reference

Main specifications

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For Australia Only:

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Introduction

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1

Getting Started

STEP  
2

Maintenance and  
Troubleshooting

STEP  
3

Reference

# Main specifications

## ■ Product specifications

| Items        |                         | Specifications   |
|--------------|-------------------------|--|
| Display      |                         | LED lamp (green)   |
| Printing     | Printing method         | Direct thermal printing via thermal head                       |
|              | Printing speed          | Max.90 mm/sec, Max.56 labels/min.<br>(Standard Address Labels) |
|              | Print head              | 300 dpi/720 dot  |
|              | Maximum Printing Width  | 59 mm  |
|              | Minimum printing length | 25 mm  |
| Buttons      |                         | ON/OFF button<br>FEED button                                   |
| Interface    |                         | USB (USB Spec. 1.1 protocol)                                   |
| Power source |                         | 220 - 240 VAC 50/60 Hz (0.9 A)                                 |
| Dimensions   |                         | 146 (W) × 196 (D) × 152 (H) mm                                 |
| Weight       |                         | Approx. 1.3 kg (Without DK Rolls)                              |
| Cutter       |                         | Manual cutter  |

## For Australia Only:

### ■ Warranty & Repair

For details about warranty on your Brother Product, the details are listed on the following link: <http://www.brother.com.au/ServiceSupport.aspx>. For warranty service (repair) of your Brother product you will need to retain a copy of your sales docket and contact the Support Centre for location of the nearest Authorised Warranty Centre (AWC).

### ■ Support

For technical support for your Brother Product other than what you can resolve through the User's Guide, please visit our website for FAQs/ Troubleshooting, Drivers & Software, or contact the Product Support Centre for any technical or customer care/support enquiry.

Product Support Centre: Australia

Brother International (Aust) Pty Ltd

Phone: 02 8875 6000

Fax: 02 9870 7223

E-mail: [productsupport@brother.com.au](mailto:productsupport@brother.com.au)

Web Site: [www.brother.com.au](http://www.brother.com.au)

Solutions Site: <http://solutions.brother.com>

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