



USER GUIDE

- *Fast print speed,
up to 305 mm/s*
- *Excellent print
quality up to 1600 dpi*
- *High-yield, vivid inks*
- *Complete with color
labeling software*



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QuickLabel.com

QL-800 User Guide

Part Number 22834649-EN-E
Revision 1.3
1/2017

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QL-800 Limited Warranty

QuickLabel, An AstroNova Division, warrants all components of this product, except wear parts and consumables, against defects in materials or workmanship for a period of one (1) year from the date of original purchase. Wear parts include the transport unit, maintenance roller, maintenance cartridge, cutter blades and the like. Consumables include ink cartridges and labels, which are covered under a separate warranty. If the customer discovers a defect, this defect must be reported promptly to QuickLabel or an authorized QuickLabel dealer. QuickLabel will, at its option, repair the printer or repair or replace its defective component(s) at no additional charge. Repair parts and replacement parts will be furnished on an exchange basis and will be either reconditioned or new. The customer is responsible for freight to return the printer or component to our factory or authorized service center. We will ship the repaired or replaced printer or component back to you via standard ground freight service. All replaced parts become the property of QuickLabel. Travel, freight and other expenses related to warranty repairs are not covered.

In the first year of product ownership, you may be covered by a separate Customer Support Agreement purchased from or issued by QuickLabel or an authorized QuickLabel dealer. In such a case, you would be entitled to an on-site installation and/or training visit. Otherwise, Customer Support Agreements and renewals are available for purchase and provide on-site support.

This warranty is void if the product has been damaged by accident, abuse, neglect or misapplication or by the use of incompatible consumables or parts, or if the product has been improperly installed, or if the product has been modified without the express written permission of QuickLabel. QuickLabel is not responsible for products lost or damaged in transit.

QuickLabel makes no warranty, either express or implied, with respect to this product's merchantability or fitness for a particular purpose. In no event shall QuickLabel be held liable for any direct, indirect, special, incidental, or consequential damages, whether based on a contract, tort, or any other legal theory and whether advised of the possibility of such damages.

Ink Limited Warranty

This warranty covers QuickLabel QL-800 ink cartridge sold by QuickLabel.

Each QL-800 ink cartridge is warranted to be free from defects in materials and workmanship for up to 12 months from the date of manufacture if in original unopened packaging, or up to 3 months after installation, whichever occurs first. This warranty applies only to the ink cartridges as used in the QuickLabel QL-800 printing system.

If the customer suspects a defect in a QL-800 ink cartridge, the customer must notify QuickLabel or an authorized QuickLabel dealer within the warranty period. Upon return of the ink cartridge and QuickLabel's verification of the defect, QuickLabel will, at its option, either:

1. Replace the defective ink cartridge; or,
2. If the customer has used the ink, pro-rate the price of a new ink based upon the estimated life remaining for the ink, as reported by the QL-800 system. The QL-800 provides the estimated life remaining, and QuickLabel may obtain this information from the system remotely or request the customer to furnish this information.

This warranty does not cover QL-800 ink cartridges that have been emptied, refilled, remanufactured, modified, refurbished, misused, or tampered with, or that have expired, or when used to print on label or tag media that is not compatible with the QL-800.

This warranty is void if the QL-800 ink cartridge has been damaged by accident, abuse, neglect or misapplication, if the product has been improperly installed or maintained, if the product has been used outside of its environmental specifications, or if the product has been modified without the express written permission of QuickLabel.

QuickLabel makes no warranty, either express or implied, with respect to this product's merchantability or fitness for a particular purpose. In no event shall QuickLabel be held liable for any direct, indirect, special, incidental, or consequential damages, whether based on a contract, tort, or any other legal theory and whether advised of the possibility of such damages.

Printhead Limited Warranty

QuickLabel warrants the printhead from the date of purchase for a period of 90 days or for 250,000 inches of printing, whichever comes first, contingent upon the use of QuickLabel ink and labels. The QL-800 printhead is calibrated for use with QuickLabel ink and labels and performs optimally only when used with these materials. This specific printhead warranty does not apply to printheads damaged by accident, abuse, neglect, misapplication or the like. This warranty is void if the product has been damaged by accident, abuse, neglect or misapplication, or if the product has been improperly installed, or if the product has been modified without the express written permission of QuickLabel.

ICC Profile

ICC Profile Powered by X-Rite Incorporated

Obtaining Service

To obtain warranted service, please contact QuickLabel Technical Support through one of the Factory Sales and Service Centers.

Contact Information for Factory Sales and Service

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Sales E-mail: info@QuickLabel.de
Technical Support E-mail: support@QuickLabel.de

Ownership Information

Congratulations and thank you for your business. Your purchase of a QuickLabel digital label printer is an investment in production flexibility and packaging efficiency. Please record the model number and serial number of your product.

FCC Part 15 Compliance

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

RoHS2 Compliance

The QL-800 Label Printer does not contain the substances specified within ANNEX II of "Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS)", that is, lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls (PBB) and polybrominated diphenyl ethers (PBDE) exceeding their specified maximum concentration values tolerated by weight in homogeneous materials, except for the exemptions set in ANNEX III of the Directive and its amendments.

This information is offered in good faith to the best of our knowledge, but is subject to revision as new information becomes available.

WEEE Directive



European Union (and EEA) only.

These symbols indicate that this product is not to be disposed of with your household waste, according to the WEEE Directive (2002/96/EC), the Battery Directive (2006/66/EC) and/or your national laws implementing those Directives.

If a chemical symbol is printed beneath the symbol shown above, in accordance with the Battery Directive, this indicates that a heavy metal (Hg = Mercury, Cd = Cadmium, Pb = Lead) is present in this battery or accumulator at a concentration above an applicable threshold specified in the Battery Directive.

This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE) and batteries and accumulators. Improper handling of this type of waste could have a possible impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE.

Your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources.

For more information about the recycling of this product, please contact your local city office, waste authority, approved scheme or your household waste disposal service.

(EEA: Norway, Iceland and Liechtenstein)

WEEE Compliance - India only

This product is not to be disposed of with your household waste, according to the e-waste (Management and Handling) Rules, 2011. This product should be handed over to a designated collection point, e.g., to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information regarding return and recycling of WEEE products, please contact QuickLabel.


Also, this product complies with the “India E-waste Rule 2011” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 % by weight and 0.01 % by weight for Cadmium, except for the exemptions set in Schedule II of the Rule.



Battery - For CA, USA only

Included battery contains Perchlorate Material ---- special handling may apply.

See <http://www.dtsc.ca.gov/hazardouswaste/perchlorate> for details.

Declaration of Conformity Declaration de Conformité Übereinstimmungserklärung Dichiarazione di Conformità	
ID	DoC-22834649
Manufacturer's name and address Nom et adresse du fabricant Hersteller Nome del costruttore	AstroNova, Inc. 600 East Greenwich Avenue West Warwick, RI 02893 USA
Model No. Modèle No. Model Nr. Modello No.	QL-800, QL-800 w/ Rewinder
Description of Products Description des produits Produktbeschreibungen Descrizione dei Prodotti	Color Label Printer
Standards to which conformity is declared Standards auquel la conformité appartient Normen für welche Übereinstimmung erklärt wird Norme per le quali si dichiara la conformità	FCC 47CFR Part 15 Subpart B (4/2016) ICES-003 Issue 6 January 2016 EN 55022:2010 COR 2011 EN 55024:2010 +AMD1:2015 IEC 60950-1:2005 (Second Edition) + Am 1:2009 + Am 2:2013 ANSI/UL 60950-1, 2nd Edition (2007) CSA C22.2 No. 60950-1 2nd Edition (2007) CENELEC EN 60950-1 2nd (2005)
Application of Council Directives Application des Decisions du Conseil Anwendbar für die Richtlinien Applicazione delle Direttive del Comitato	2004/108/EC 2006/95/EC
I, the undersigned, hereby declare that the equipment specified above conforms to the above Directive and Standard. Je, Soussigné, déclare que l'équipement spécifié ci-dessus est en conformité avec la directive et le standard ci-dessus. Ich, der unterzeichnende erkläre hiermit, daß das oben beschriebene Gerät den vorgenannten Richtlinien und Normen entspricht. Il sottoscritto dichiara che l'apparecchio sopra specificato è conforme alle Direttive e Norme sopra specificate.	
Steven Holbrook Quality Assurance Manager AstroNova, Inc. CE Label First Affixed Date: 16	 Date of issue: <u>7/13/2016</u> Place of issue: <u>West Warwick, RI</u>
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Contents

Chapter: 1	Getting Started	1
	About the QL-800	1
	Installation and Setup Overview	2
	Unpacking the Printer	3
	Checking the Included Parts	5
	Before Installing the Printer	6
	Choosing an Installation Location	6
	Installation Precautions	7
	System Requirements	8
	Powering On	8
	Installing the Printer Driver	9
	Installing the Printer Driver (USB)	9
	Installing the Printer Driver (Network)	10
	Changing Printer Networking Settings	11
	Using the After Shipping Wizard	12
	Preparing the Maintenance Roller	12
	Installing Ink Cartridges	13
	Installing the Printhead	14
	Loading and Unloading Media	18
	Loading Media	18
	Loading Media with Manual Feed Mode	19
	Unloading Media	21
	Working with Wide Gap Media	22
	QuickLabel Services	22
	QL-800 Label Materials	22
	QuickLabel BPO Blanket Purchase Order Program	22
	Media Specialists	22
 Chapter: 2	 QL-800 Overview	 23
	Printer Part Names and Functions	23
	Front View	23
	Back View	24
	Operation Panel	25
	LED Indicators	26
	Color Basics	27
	Color and Computers	27
	Color Profiling	28
	Display Profiling	28
	QuickLabel QL-800 Color Profiles	28
	A Profile for Each Device	28
 Chapter: 3	 Designing and Printing Labels	 29
	Designing Labels	29
	Choosing Design Software	29
	Disabling Anti-aliasing	29
	Planning Full-Bleed and Non-Bleed Labels	30
	Setting up the Label Design Software	30

Setting up Labels in Custom QuickLabel Omni	30
Setting up Labels in Third-Party Design Applications	31
Setting up the Printer Driver	32
Setting up General Options	32
Setting up a Custom Label Size	33
Setting up Media Options	35
Using Service Options	38
Saving and Recalling Driver Settings	39
Importing and Exporting Driver Settings	41
Setting up the Driver for Full-Bleed Printing	42
Printing Labels	43
Using the Status Monitor	45
Viewing the Printer Status	45
Viewing the Job Status and Canceling Jobs	46
Viewing Ink and Consumable Levels	47
Estimating Ink Use	47

Chapter: 4

QL-800 Maintenance Utility	49
About the Maintenance Utility	49
Printer Information Tab	49
Viewing Printer Information	50
Upgrading the Printer and Print Module Firmware	50
Setting the Clock	51
Print Settings Tab	52
Setting the Vertical Baseline	52
Setting the Horizontal Baseline	53
Setting the Cut/Stop Position	54
Cleaning Tab	55
Setting up Auto-Maintenance	55
Updating Cleaning Procedures	56
Cleaning Printheads	56
Preparing for Moving	57
Preparing for Shipping	57
System Logs Tab	58
Viewing the Error History	58
Saving Log Files	59
Parts Replacement Tab	59
Replacing the Printhead	60
Replacing the Cutter	60
Replacing the Aerosol Filter	60
Replacing the Maintenance Cartridge	61
Replacing the Maintenance Roller	62
Advanced Tab	62

Chapter: 5

Printer Maintenance	63
Replacing Ink Cartridges	63
Cleaning	65
Cleaning the Printer Exterior	65
Cleaning the Input Pinch Rollers	65
Cleaning the Maintenance Tray Area	66
Cleaning the Transport Belts	67
Cleaning the Ink Cartridge Contacts	68
Powering Up After Extended Downtime	71

	Upgrading the Printer Driver and Utilities	71
Chapter: 6	Troubleshooting	73
	Error Messages	73
	Removing a Media Jam	86
	Known Issues	89
	Printing Variable Data on Continuous Media Results in Blank Media Feeding	89
	Color Shifts or Drops Out During Printing	90
	Resolving Windows 7 and Windows 8 USB Installation Issues	90
Chapter: 7	Rewinder	93
	Before Installing the Rewinder	93
	Installing the Rewinder	93
	Rewinding Labels	95
Chapter: 8	Safety Warnings and Precautions	97
	Location	97
	Power Supply and Power Cord	98
	General Safety	98
	Moving the Printer	99
	Ink Cartridge and the Maintenance Cartridge	100
Chapter: 9	Specifications	101
	Printer Specifications	101
	Label Specifications	104

1

Getting Started

About the QL-800

When you start printing your own labels in your office or factory with the QL-800 from QuickLabel Systems, you'll stop production delays and reduce excess inventory. You will achieve flexibility and cost-savings because you are digitally printing the right label for the right customer in the right quantity, just-in-time.



As a true digital printer, the QL-800 easily prints labels with any text, barcode, or graphics in affordable small batches, perfect for labeling multiple different products or labeling for different wholesale customers. The QL-800 is the best tool for customizing your product labels in affordable small quantities.

- Fast print speed, up to 305 mm/s
- Excellent print quality up to 1600 dpi
- High-yield, vivid inks
- Complete with color labeling software

The QL-800 is designed with all the power of a high-end digital label printing press, but it's sold at just a fraction of the price and fits on your desk or tabletop. The QL-800 is a versatile, in-house digital color label printer that prints both labels in a range of widths at high speeds, and in high-quality.

The QL-800 makes great-looking labels that perform well even in challenging conditions. Your products will look appealing and professional, with bright, vivid inks that reproduce a wide gamut of colors. Genuine QL-800 inks are available in large capacity, high-yield separate cyan, magenta, yellow, and black (CMYK) cartridges.

Installation and Setup Overview

Refer to the installation and setup summary for an outline of the required steps.

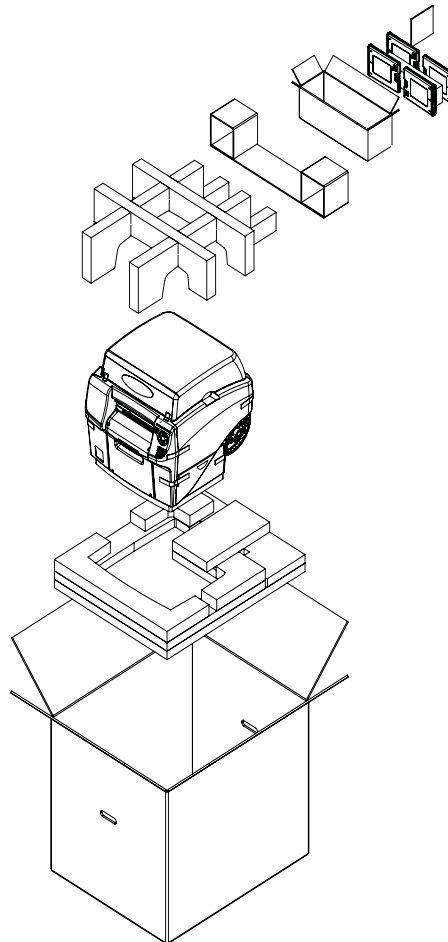
- 1 Unpack the printer. *See “Unpacking the Printer” on page 3.*
- 2 Ensure all parts are included. *See “Checking the Included Parts” on page 5.*
- 3 Before installing the printer, select an appropriate location and ensure system requirements are met.
 - *See “Choosing an Installation Location” on page 6.*
 - *See “Installation Precautions” on page 7.*
 - *See “System Requirements” on page 8.*
- 4 Connect the power cable to the printer. Switch the printer power on. *See “Powering On” on page 8.*
- 5 Install the printer driver.
 - *See “Installing the Printer Driver (USB)” on page 9.*
 - *See “Installing the Printer Driver (Network)” on page 10.*
- 6 Use the After Shipping wizard in the QL-800 Maintenance Utility. *See “Using the After Shipping Wizard” on page 12.* This wizard will guide you through the following actions.
 - Foam support block removal - *See “Preparing the Maintenance Roller” on page 12.*
 - Ink cartridge installation - *See “Installing Ink Cartridges” on page 13.*
 - Printhead installation - *See “Installing the Printhead” on page 14.*
- 7 Load media. *See “Loading Media” on page 18.*

Unpacking the Printer

The printer is secured using packing tape and cushioning materials to protect it against vibrations and shock during transportation. Use the following procedure to unpack the printer. Keep the packing materials for future transportation.

Note: If you open the top cover of the printer, you will see a foam block installed over the maintenance roller. You will remove this block later when using the After Shipping Wizard to prepare the maintenance roller, install ink cartridges, and install the printhead. See [“Using the After Shipping Wizard” on page 12](#).

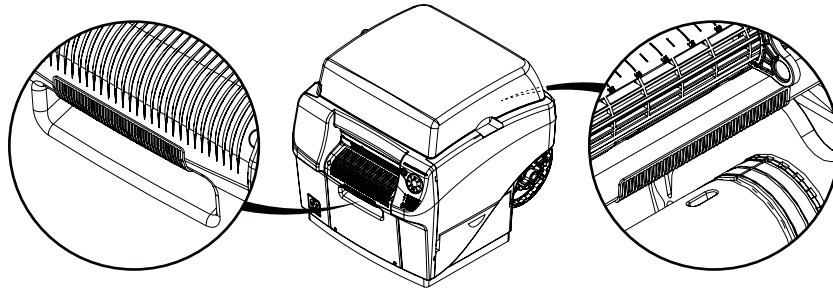
- 1 Remove the accessory box and packing materials from the shipping carton.



- 2 With help from another person, lift the printer out of the shipping carton.

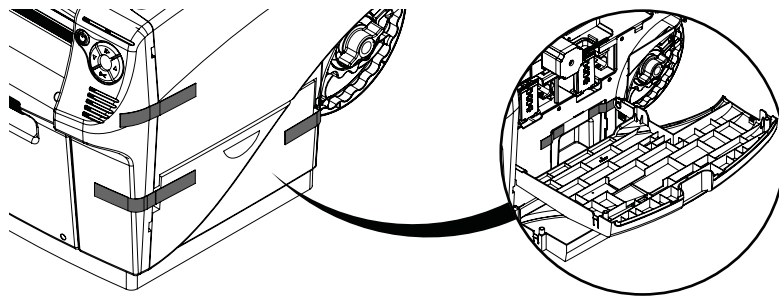
Caution: The printer is heavy and moving it requires two people. One person should lift the front by the indicated lift point, while the other person should lift the back by the indicated lift point. Do not lift the printer by the mandrel. Lift the front of

the printer by the recessed handle. Lift the rear of the printer by the flat area of the purple frame above the mandrel. Keep the printer level while lifting it.

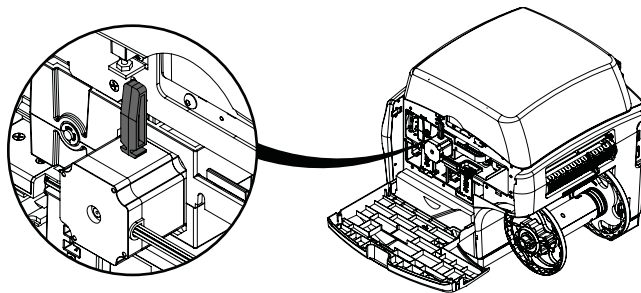


- 3** Place the printer on a sturdy, flat horizontal surface that can support at least 100 pounds (45.4 kilograms).
- 4** Remove all packing tape from the printer exterior. This tape is used to secure the doors and covers in place.

There is also tape holding the maintenance cartridge in place. Open the main side door and lower side door to access and remove this tape.

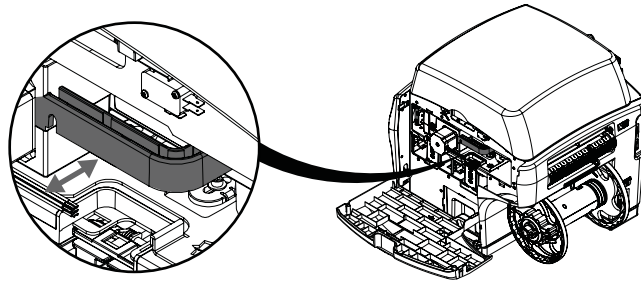


- 5** With the main side door open, remove the yellow transport unit shipping lock by rotating it counterclockwise approximately 45 degrees, aligning it, and then pulling it straight out. Save the lock for future shipping purposes.



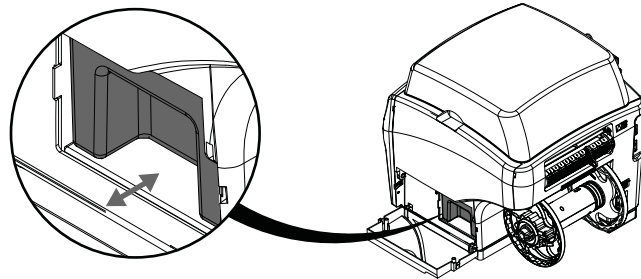
Note: The printer will function with the transport shipping lock installed. However, the transport unit cannot be removed while the lock is in place.

- 6** Grasp the transport unit handle and pull the transport unit straight out of the printer. Then reinstall the transport unit. Ensure it is fully inserted in the printer.



- 7** Close the main side door but leave the lower side door open.

- 8** Grasp the maintenance cartridge and pull it straight out of the printer. Then reinstall the maintenance cartridge. Ensure it is fully inserted in the printer.



- 9** Close the lower side door.

Checking the Included Parts

Check to make sure the following items are included with the printer.

- Power cable
- USB cable (do not connect until prompted during driver installation)
- Printhead
- Four ink cartridges (one for each color)
- Installation CD

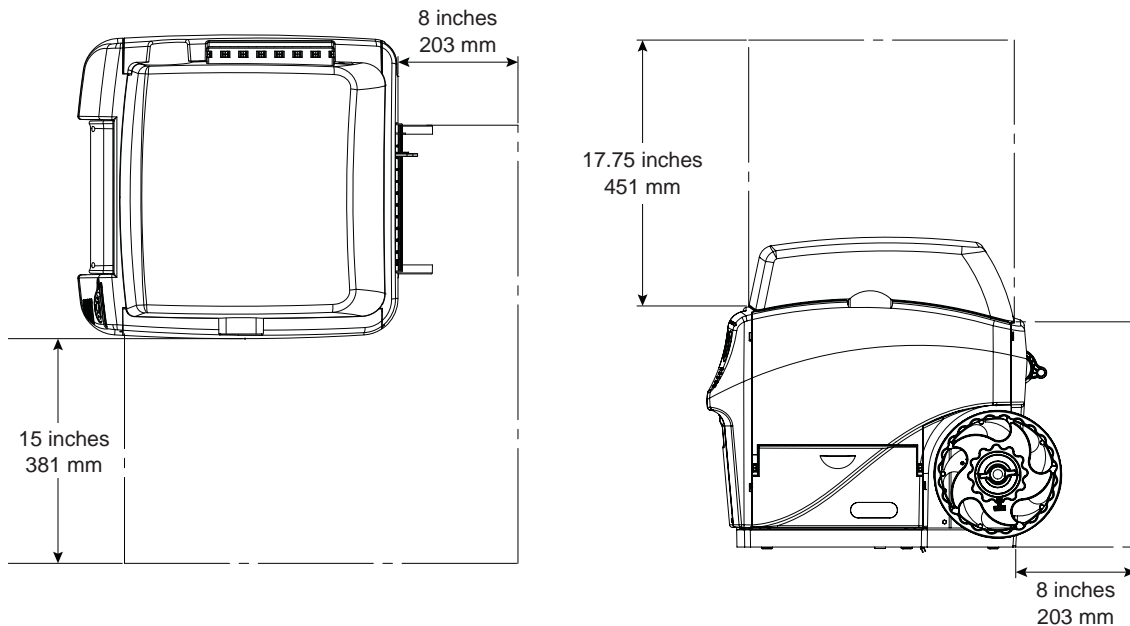
Before Installing the Printer

Choosing an Installation Location

The installation environment must be as described in this section.

- The printer power cord must be able to connect to an outlet (100V - 240V AC). This outlet must be easily accessible.
- Avoid installing the printer near a faucet, water heater, humidifier, or refrigerator.
- Ensure the environment temperature is within 41 to 95 degrees Fahrenheit (5 to 35 degrees Celsius). For optimal print quality, an environment temperature of approximately 73 degrees Fahrenheit (23 degrees Celsius) is recommended.
- Ensure the environment humidity is within 20% to 80% (non-condensing) relative humidity. For optimal print quality, a relative humidity of approximately 60% is recommended.
- Avoid placing the printer in areas exposed to high temperature and humidity, extremely low temperature, severe temperature changes, or direct sunlight. Especially, avoid placing the printer near fire, outdoors, in distribution warehouses, or in refrigerated areas.
- Avoid installing the printer in areas subject to dust.
- The room must be properly ventilated.
- No printer feet should float. The printer must be held level constantly.
- When placing the printer on a desk, table, or other similar surface, it must be sturdy and stable enough to support the weight of the printer. The table must be rated for a minimum of 100 pounds.

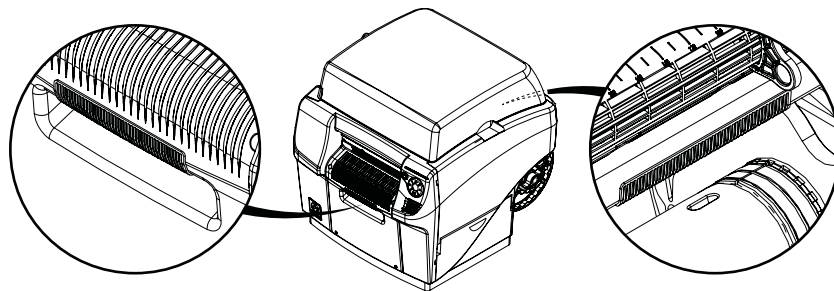
- The minimum space required for installation and maintenance is shown below.



Installation Precautions

When installing the printer, observe the following precautions.

- Imaging faults can result from dew condensation that occurs when the printer is moved from a cold place to a warm place. Leave the unpacked printer as is for at least two hours before installing it.
- The printer is heavy and moving it requires two people. One person should lift the front by the indicated lift point, while the other person should lift the back by the indicated lift point. Do not lift the printer by the mandrel. Lift the front of the printer by the recessed handle. Lift the rear of the printer by the flat area of the purple frame above the mandrel. Keep the printer level while lifting it.



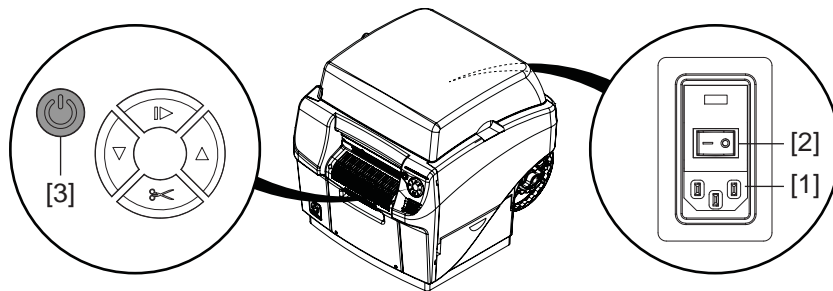
- The printer has rubber feet that help secure the printer and prevent accidental movement. When moving the printer on the installation surface, apply slight upward lifting pressure. Dragging the printer may result in damage to the rubber feet.

System Requirements

- Windows® 10/8/7 Server 2012/2008
- Microsoft .NET Framework 3.5 SP1
- 350 MB free hard drive space
- CD/DVD drive (or Internet connection)
- One available USB 2.0 port for USB installation or network connectivity for network installation

Powering On

- 1 Connect the power cable to the printer power inlet [1]. Connect the other end of the power cable to the power source. Then turn on the power via the power inlet switch [2].



- 2 Press and hold the power key [3] for one second to turn the printer on.

The printer will begin the power-up process, including opening the printhead latch, and the green LED will flash momentarily. When the green LED stops flashing and remains on, the printer will be ready to use.

Note: The red error LED will be on until you use the After Shipping wizard later in this guide.

Note: If the printer is on, you can press and hold the power key [3] for three seconds to turn it off.

Related Topics:

- [Powering Up After Extended Downtime on page 71](#)

Installing the Printer Driver

Installing the Printer Driver (USB)

- 1 Ensure the QL-800 is powered on but **not** connected to your PC via the USB cable.
- 2 Power on your PC and insert the QL-800 Installer CD in the CD drive. The Installer CD wizard will open. Choose **Install Driver**.

If the autorun program does not start automatically, use Windows Explorer to launch the "Setup.exe" file located on the CD.

Note: If you do not have a CD drive, you can obtain the software from www.QuickLabel.com/downloads.

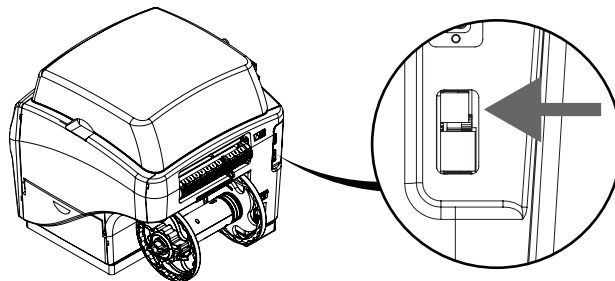
- 3 Choose **Install Printer Software**. The software installation wizard will start.

Note: If the Windows logo testing or publisher verification warning messages appear during installation, choose to continue the installation.

- 4 When prompted to select a printer connection method, choose **Configure to print using USB**. Then choose **Next**.

Note: A USB configuration is required for the initial installation. You can later install the printer as a network printer.

- 5 When prompted, connect the QL-800 to your PC with a USB cable. The installation will continue once the USB connection is made.



- 6 When prompted, select whether the QL-800 will be set as the default printer.
- 7 Choose **Finish**.

Related Topics:

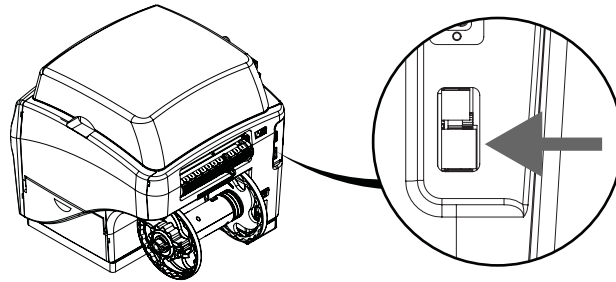
- Resolving Windows 7 and Windows 8 USB Installation Issues on page 90

Installing the Printer Driver (Network)

Use the following instructions to install the printer via a network connection.

For detailed information about the topic of networking, refer to documentation applicable to your network environment and/or contact your network administrator.

- 1 Ensure the QL-800 is powered on and connected to the network via a LAN cable.



- 2 Power on your PC and insert the QL-800 Installer CD in the CD drive. The Installer CD wizard will open. Choose **Install Driver**.

If the autorun program does not start automatically, use Windows Explorer to launch the “Setup.exe” file located on the CD.

Note: If you do not have a CD drive, you can obtain the software from www.QuickLabel.com/downloads.

- 3 Choose **Install Printer Software**. The software installation wizard will start.

Note: If the Windows logo testing or publisher verification warning messages appear during installation, choose to continue the installation.

- 4 When prompted to select a printer connection method, choose **Configure to print over the network**. Then choose **Next**.

- 5 When prompted, view the list of printers discovered on your network.

- If your QL-800 printer is on the list, select it.
- If your QL-800 printer is not on the list, choose **Other Printer**. You can search for the printer by entering its IP address. See “*Changing Printer Networking Settings*” on page 11. When the printer is found, select it.

With your QL-800 printer selected, choose **Next**.

- 6 When prompted, select whether the QL-800 will be set as the default printer.

- 7 Choose **Finish**.

Changing Printer Networking Settings

You can view and change printer networking settings with the QL-800 Toolbox application. This application is available in the following situations:

- Your PC is connected to the printer via USB and the driver software has been installed for USB printing.
- Your PC is connected to the printer via the network and the driver software has been installed for network printing.

The QL-800 Toolbox application allows you to enable/disable DHCP and change the IP address of the printer.

Note: Some QL-800 Toolbox features are not supported. Use only the features described in this procedure.

- 1 Open the QL-800 Toolbox application from a PC connected to the printer via USB.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > Toolbox**.

A web browser will open and display the QL-800 Toolbox application.

- 2 Choose the **Diagnostics** link to display the Diagnostics information.

The IP address for the printer is displayed on this page. Note the IP address for reference purposes.

- 3 If the IP address does not appear, or you would like to change the IP address, choose the **Network Config** link. Network configuration information will be displayed.
 - If you would like to automatically assign a new IP address based on DHCP, select the **dhcp** and **autoip** options. Then choose **Submit**.
 - If you would like to assign a specific IP address, ensure the **dhcp** and **autoip** options are not checked. Enter the new IP address in the **ip_address** field and choose **Submit**.
- 4 Choose the **Diagnostics** link to return to the Diagnostics information. Confirm the network settings before exiting the application.

Close the web browser to exit the QL-800 Toolbox application.

Using the After Shipping Wizard

After installing the driver, the QL-800 Maintenance Utility will be available for use. You will use the After Shipping wizard in this utility to prepare the maintenance roller, install ink cartridges, and install the printhead.

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Cleaning** tab.

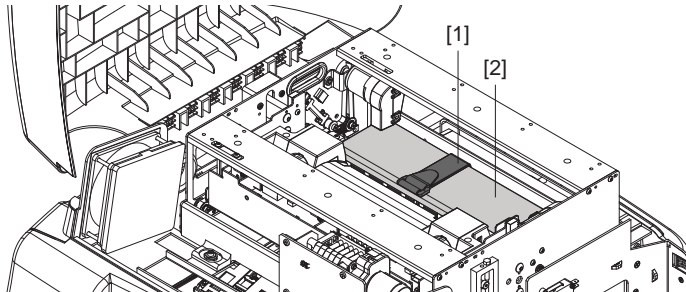
- 3 Choose **After Shipping**. Follow the on-screen instructions to complete this procedure. This wizard will guide you through the following actions.

- Preparing the Maintenance Roller - *See "Preparing the Maintenance Roller" on page 12.*
- Installing Ink Cartridges - *See "Installing Ink Cartridges" on page 13.*
- Installing the Printhead - *See "Installing the Printhead" on page 14.*

Preparing the Maintenance Roller

A foam block is installed over the maintenance roller to protect it during shipping. Use the following instructions to remove this foam block.

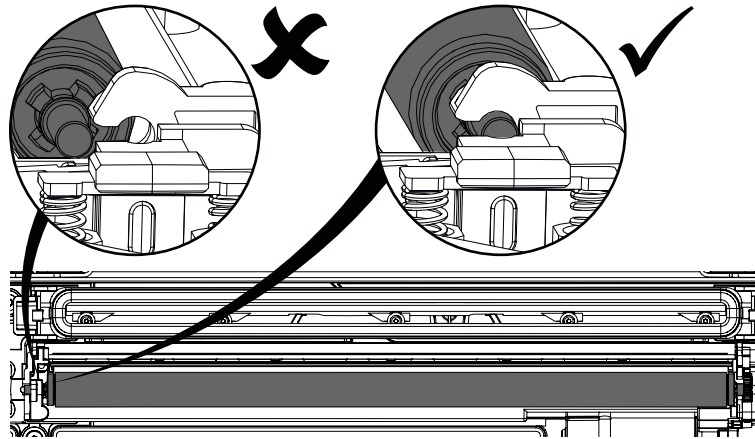
- 1 Open the top cover and remove the cinch strap [1].



- 2 Remove the foam support block [2] from the printer. Use caution when removing the block to avoid dislodging the maintenance roller assembly.

Save the foam support block and strap for future shipping purposes.

- 3 Verify that the maintenance roller assembly is level and installed properly. Make sure both ends of the roller are snapped into place.

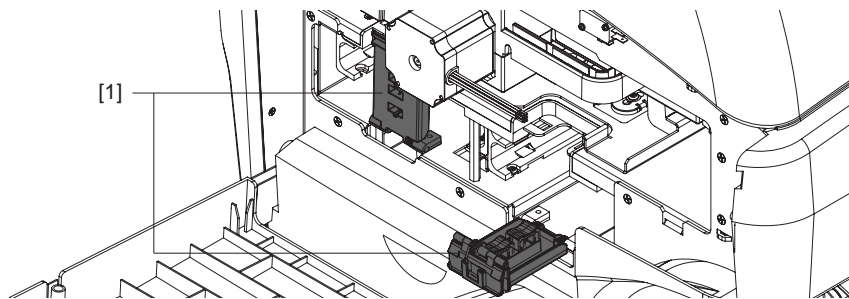


Installing Ink Cartridges

Use the following instructions to install ink cartridges.

Warning: For safety, keep ink cartridges out of the reach of children. If ink is accidentally ingested, contact a physician immediately.

- 1 Open the main side door. Open both ink cartridge latches [1]. Each latch can be opened by pressing down on the top of the locking mechanism and pulling outward.



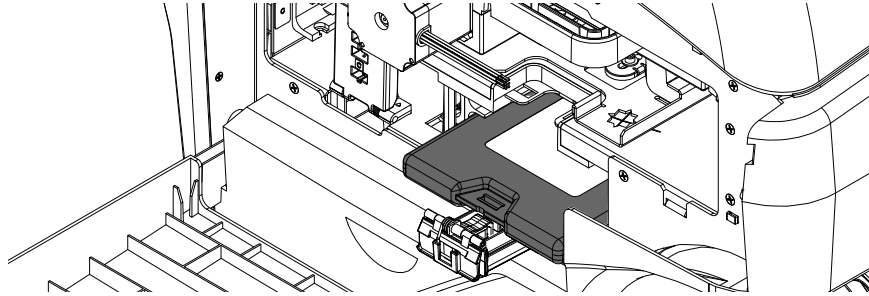
The ink cartridge latches have labels showing where each ink color will be installed.

- 2 Slide in the ink cartridge, nozzle end first, label side up. Push the cartridge in all the way.

You will feel slight resistance near the end of this process as the nozzle engages the ink needles inside the printer. Repeat this step for each color.

Caution: *There are sharp needles in the ink cartridge slot. Never put your fingers in this area.*

Note: *The printer is designed so that ink cartridges cannot be inserted in the wrong slots. Do not attempt to insert ink cartridges in the wrong slots.*



- 3 Close the ink cartridge latches. Then close the main side door.

Installing the Printhead

Use the following instructions to install the printhead.

Caution: *The printhead is sensitive to electrostatic discharge (ESD). Use ESD protection when handling the printhead.*

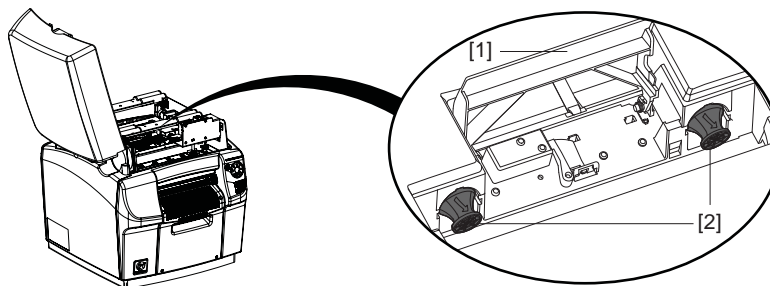
Caution: *Do not touch the printhead cartridge ink couplings, nozzle surface, or the electrical contacts when installing the printhead cartridge. Hold the printhead cartridge ONLY by the handles.*

Caution: *To avoid drying out the printhead, do not open the printhead packaging until you are ready to use it.*

Caution: *Open the printhead packaging over an appropriate receptacle to safely capture any excess shipping fluid.*

- 1 Ensure the printer is powered on and the ink cartridges have been installed.
- 2 Open the top cover.

- 3 Make sure the printhead latch [1] is in the open (vertical) position. Remove the cap protectors [2] from the two fluidic couplings.



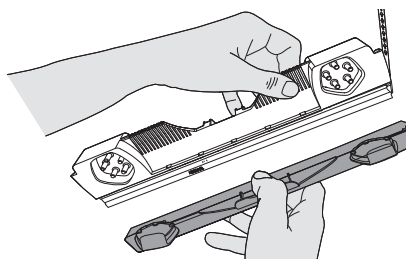
Note: The printhead latch will be in the open position. Do not close the latch before installing the printhead. If the latch is accidentally closed, do not pry it open. Turn the printer off and back on again. The latch automatically opens during power up if no printhead is installed.

- 4 Remove the printhead from the packaging.

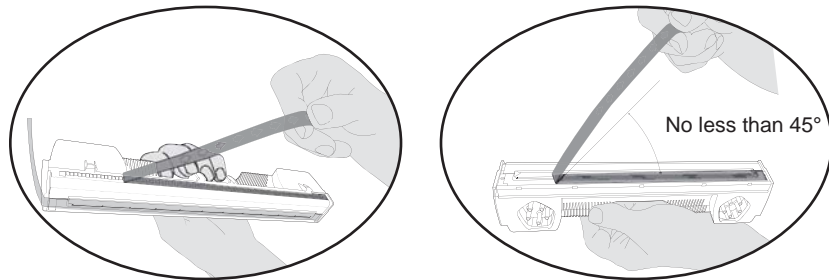
Note: If the foil packing is damaged, report the issue to Technical Support or your reseller.

Caution: Do not place the unprotected printhead cartridge on any surface. Protect the printhead cartridge at all times from contamination such as dust or fibers.

- 5 Wipe any excess shipping fluid from the printhead cartridge with a clean, lint-free cloth.
- 6 Remove the orange protective plastic cover from the printhead cartridge, holding the printhead by the handle.
- Remove the flaps covering the ink ports.
 - Remove the clip holding the cover near the center of the printhead cartridge.
 - Carefully remove the protective cover. Do not touch any of the ink ports or nozzle plate after the orange cover is removed.

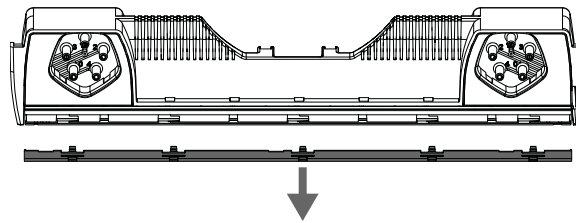


- 7 Hold the printhead cartridge by the handle with one hand. Carefully remove the protective plastic strips with the other hand.
- Grasp the pull tab and slowly peel back the plastic strip covering the electrical contacts.
 - Grasp the pull tab and slowly peel back the plastic strip covering the printhead nozzles. Maintain an angle of no less than 45 degrees with the printhead surface when pulling on the strip.

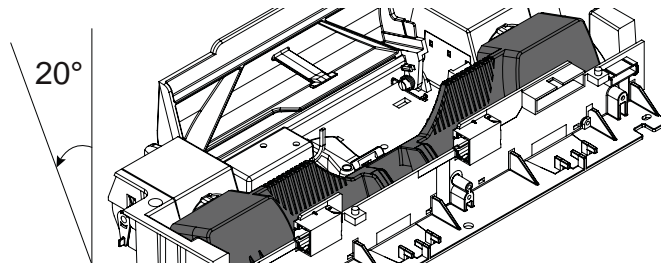


Caution: Dispose of the removed strips immediately and do not allow the removed strips to touch the electrical contacts or printhead nozzles.

- 8 Carefully remove the plastic bracket from the printhead cartridge.

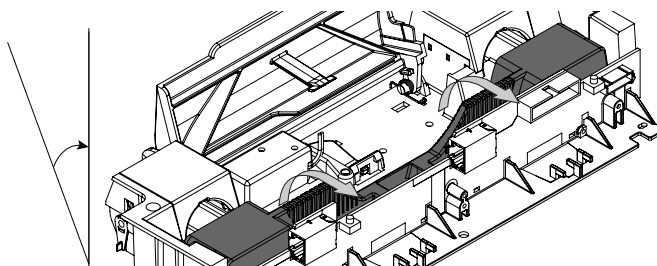


- 9 Point the ink ports away from the front (label exit side) of the printer.
- 10 Align the printhead cartridge with the printhead slot.
- 11 Tilt the top of the printhead cartridge toward the back of the printer, about 20 degrees. Then gently place the back of the printhead cartridge into the print engine.



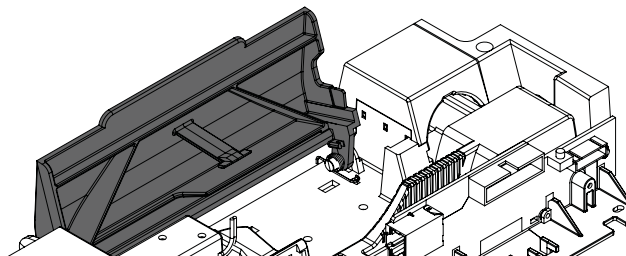
Caution: Avoid touching the printhead connector circuit board inside the printer.

- 12** When the back of the printhead is firmly in place, gently rotate the printhead cartridge forward into position against the stops on the printhead connector circuit board.



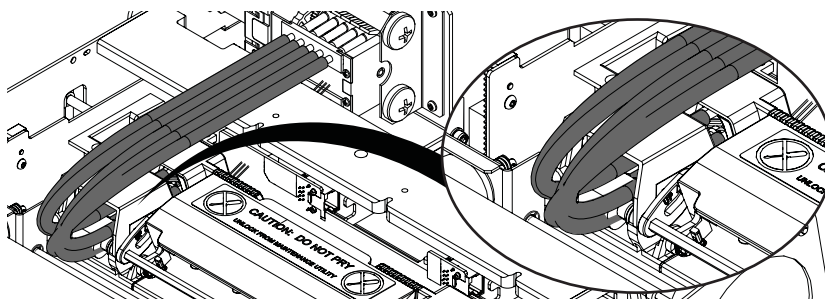
Caution: If the printhead will not rotate into position, do not force it. Remove the printhead and try again.

- 13** Slowly close the printhead latch. The fluidic couplings should advance and seal to the printhead cartridge.



Caution: If the latch will not close, do not force it. Remove the printhead and try again.

- 14** Close the top cover.
- 15** Finish the After Shipping wizard in the QL-800 Maintenance Utility.
- 16** Open the top cover and verify that ink has filled all of the five tubes shown below.



Caution: If ink is not visible in all of the indicated tubes, contact Technical Support. Do not run the After Shipping Wizard in the QL-800 Maintenance Utility again or an ink overflow may occur.

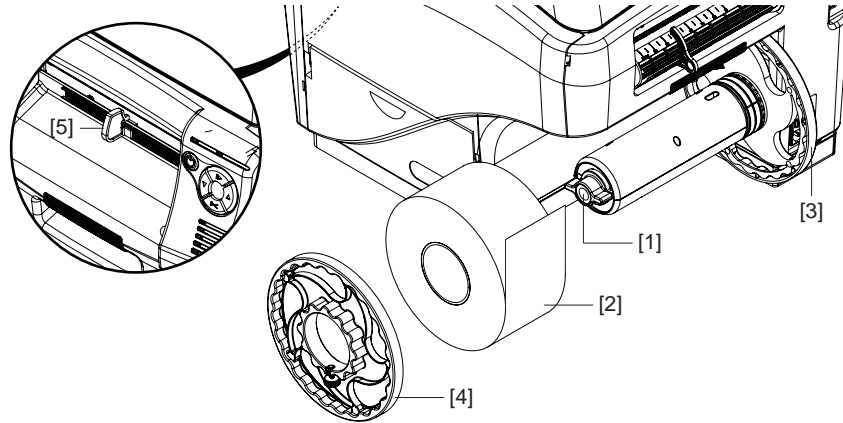
- 17** Close the top cover.

Loading and Unloading Media

Loading Media

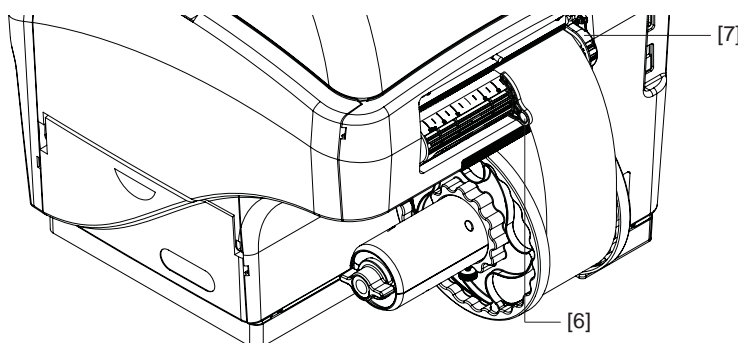
Note: If you are using gap media with wide gaps between labels, special handling instructions may apply. See “Working with Wide Gap Media” on page 22.

- 1 Turn the wing nut [1] on the end of the mandrel counterclockwise to loosen the mandrel.



- 2 Loosen the fastener on the outer flange [4]. Then remove the outer flange from the mandrel.
- 3 Orient the media roll [2] as illustrated and put it on the mandrel. Make sure the roll makes contact with the inner flange [3].
- 4 Turn the wing nut [1] on the end of the mandrel clockwise until you feel resistance. This secures the roll in place.
- 5 Put the outer flange [4] on the mandrel. Make sure the outer flange makes contact with the roll [2].
- 6 Tighten the fastener on the outer flange [4] until you feel resistance. This secures the outer flange in place.
- 7 On the front of the printer, slide the media exit guide [5] all the way to the right toward the control panel. You can adjust this guide before printing.

- 8 Place the media near the entry slot and slide the adjustable media guide [6] to the width of the media. The edges of the media should lightly contact the edges of the fixed media guide [7] and the adjustable media guide [6].



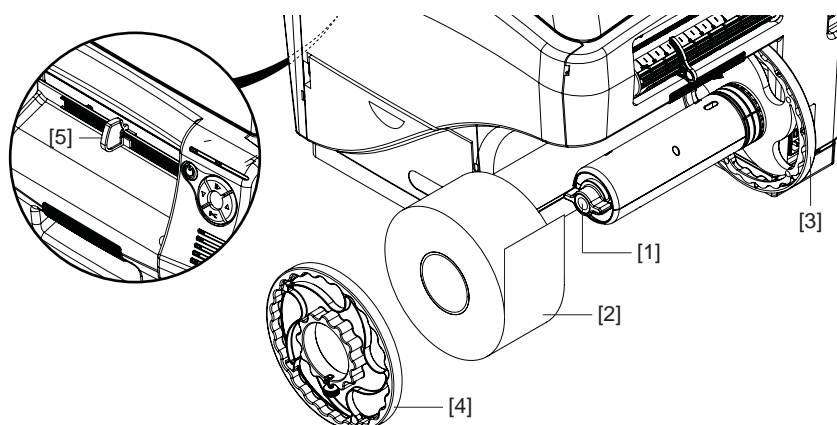
- 9 Slowly guide the media into the printer as illustrated. You will feel slight resistance as the media enters the roller area. Make sure there is no excessive slack in the media during this process.
- 10 The printer will beep three times to indicate the media has been detected. Release the media when the printer starts automatically feeding it into the printer. The printer will feed media and the loading process will be complete.

Loading Media with Manual Feed Mode

In most cases, the standard media loading procedure is the best method for installing a label roll. If you experience multiple failures using the standard method, use the alternate method described in this section.

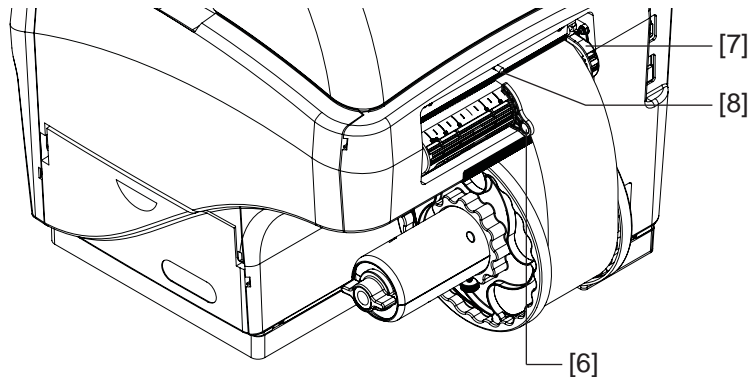
Note: This procedure applies only to printers with firmware version 1.1 or later.

- 1 Turn the wing nut [1] on the end of the mandrel counterclockwise to loosen the mandrel.

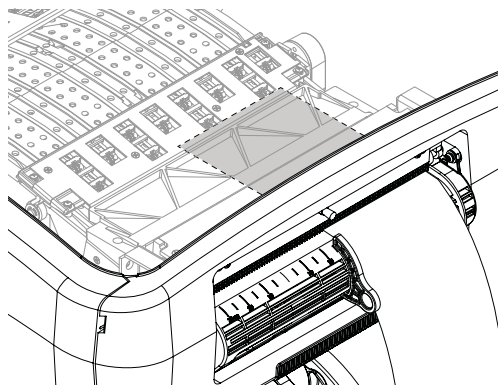


- 2 Loosen the fastener on the outer flange [4]. Then remove the outer flange from the mandrel.
- 3 Orient the media roll [2] as illustrated and put it on the mandrel. Make sure the roll makes contact with the inner flange [3].

- 4 Turn the wing nut [1] on the end of the mandrel clockwise until you feel resistance. This secures the roll in place.
- 5 Put the outer flange [4] on the mandrel. Make sure the outer flange makes contact with the roll [2].
- 6 Tighten the fastener on the outer flange [4] until you feel resistance. This secures the outer flange in place.
- 7 On the front of the printer, slide the media exit guide [5] all the way to the right toward the control panel. You can adjust this guide before printing.
- 8 Open the top cover. This step deactivates the automatic media loading feature.
- 9 Place the media near the entry slot and slide the adjustable media guide [6] to the width of the media. The edges of the media should lightly contact the edges of the fixed media guide [7] and the adjustable media guide [6].



- 10 Lift the roller handle [8] to open the input pinch rollers.
- 11 Slowly guide the media into the printer as illustrated. Advance the media until it stops. The media will be positioned under the first star wheel on the transport unit. Make sure there is no excessive slack in the media during this process.



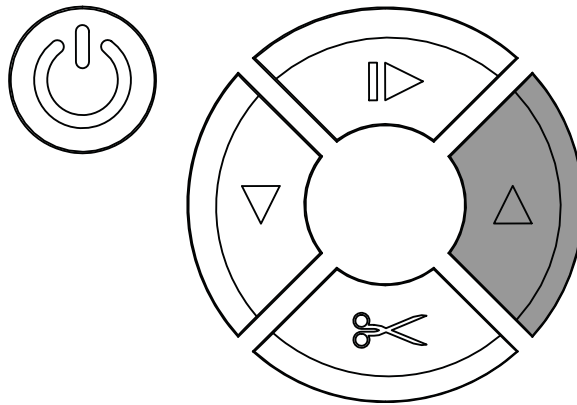
- 12 Release the roller handle [8] to close the input pinch rollers.

- 13 Close the top cover. The printer will feed media as needed and the media loading process will be complete.

Note: If the manual media feeding process fails, the media will be ejected back out of the printer.

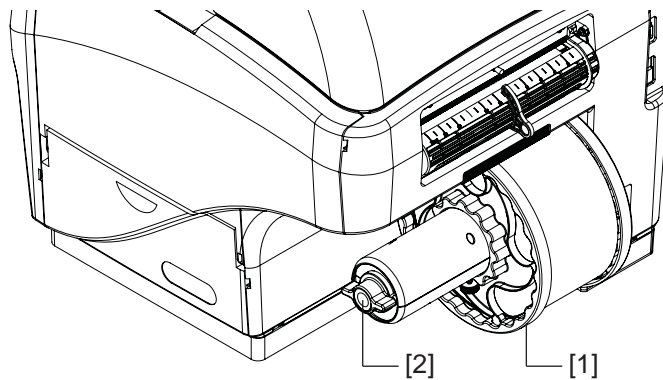
Unloading Media

- 1 Press and hold the back-feed key. The printer will back-feed media.



When the media has almost exited the back of the printer, back-feeding will stop and the printer will beep once. This confirmation tone alerts you that media is about to be unloaded.

- 2 To continue and unload media, press and hold the back-feed key again. Media will back-feed fully out of the printer.
- 3 Loosen the captive fastener on the outer flange [1]. Then remove the flange from the mandrel.



- 4 Turn the wing nut [2] on the end of the mandrel counterclockwise to loosen the mandrel. Loosen the wing nut until the media roll moves freely.
- 5 Remove the media roll from the mandrel.

Working with Wide Gap Media

Gap media with wide gaps between labels may require special handling. If the gaps are larger than 0.125 inches (3.175 mm), observe the following guidelines.

- Before loading media, trim excess liner from the leading edge of the media roll. If the leading edge has more than 0.125 inches (3.175 mm) of exposed liner material, it may be difficult to load media properly.
- Adjust the cut/stop position so a leading edge of 0.125 inches (3.175 mm) or less of exposed liner material results after each print job. *See “Setting the Cut/Stop Position” on page 54.*

QuickLabel Services

QL-800 Label Materials

QuickLabel develops QL-800 label printing substrates. We sell cost-effective labels that meet various end-use requirements, including industry and government regulatory labeling standards.

QuickLabel BPO Blanket Purchase Order Program

As the manufacturer of the QL-800 and the supplies, QuickLabel has the advantage of providing you with lower prices due to production efficiencies. QuickLabel's QL-800 BPO Program covers all of your requirements for printing supplies over a 12-month period. You receive a discounted price for your annual commitment and regular scheduled deliveries based on your production requirements. Customers who take advantage of our BPO program receive maximum savings on all of their ink and blank label purchases!

Media Specialists

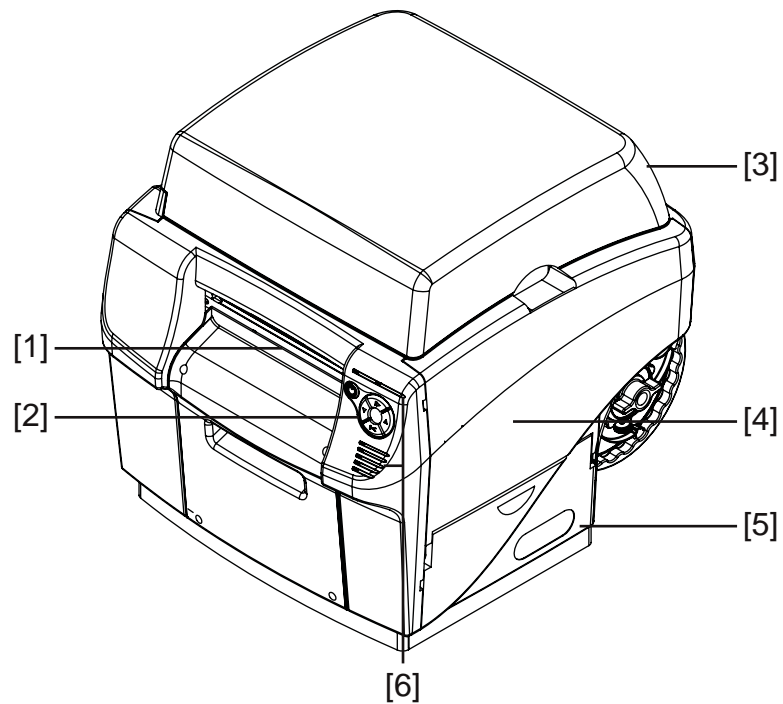
QuickLabel offers the services of our highly trained label experts to advise you on choosing the right label material and on designing label files for custom and special label shapes.

Your personal Media Specialist is available to:

- Provide a point of contact for ongoing development of label materials that may be required for unique labeling applications
- Advise you on expected usage so you can plan purchasing and manage your inventory levels
- Advise you on our convenient blanket orders, which automate shipment of your supplies to your location on dates you specify in advance
- Take your orders for labels and new label shapes
- Take your orders for printer supplies

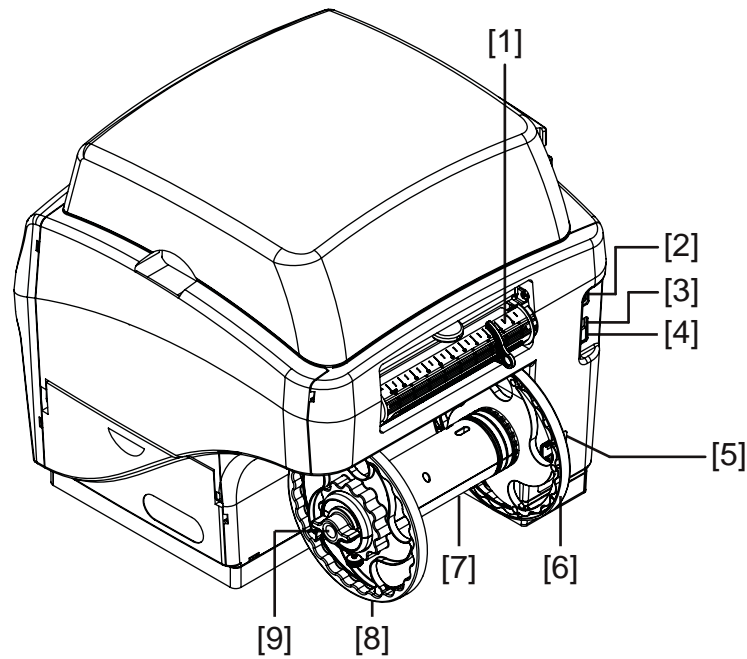
Printer Part Names and Functions

Front View



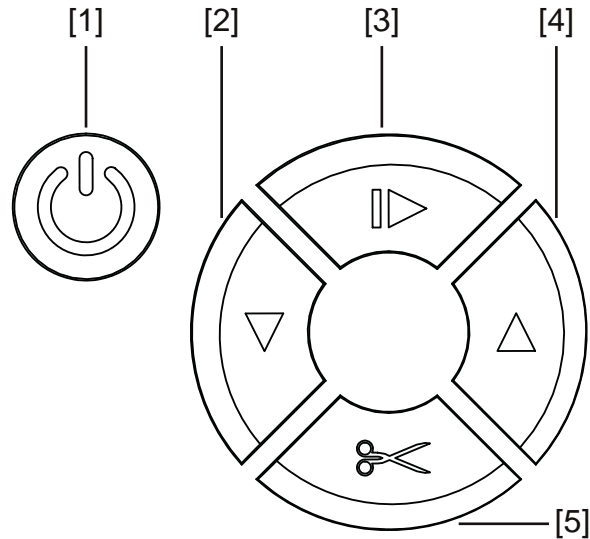
#	Part	Description
1	Media Exit Slot	Printed labels are ejected through this slot.
2	Operation Panel	Use these keys to operate various printer functions.
3	Top Cover	Open this cover to access the printhead.
4	Main Side Door	Open this door to access the transport unit and ink cartridges.
5	Lower Side Door	Open this door to access the maintenance cartridge.
6	LED Indicators	LEDs indicate the status of the printer.

Back View



#	Part	Description
1	Media Entry Slot	Media enters the printer through this slot.
2	Reserved	This port is not used. Do not connect to this port.
3	USB Port	Connect the USB cable here when using the USB connection method.
4	LAN Port	Connect the LAN cable here when using the LAN connection method.
5	Power Inlet	Connect the power cord here.
6	Inner Flange	Position the media roll edge so it touches this flange.
7	Mandrel	Install the media roll on the mandrel.
8	Outer Flange	Adjust this flange so it touches the media roll edge opposite the inner flange.
9	Wing Nut	Turn this nut to tighten or loosen the media roll lock on the mandrel.

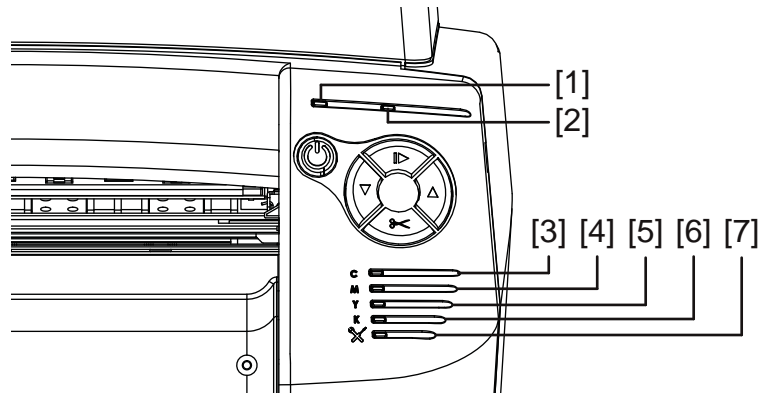
Operation Panel



#	Key	Description
1	Power	<ul style="list-style-type: none"> • If the printer power is off, press and hold this key for one second to turn the power on. • If the printer power is on, press and hold this key for three seconds to turn the power off. • Press and release this key to recover from some error conditions.
2	Feed	<ul style="list-style-type: none"> • Press and release the feed key to feed media one label length. • Press and hold the feed key to feed media until you release the key. • While paused, press and hold the feed key to perform a light printhead cleaning operation. Printhead cleaning options are also available in the QL-800 Maintenance Utility.
3	Pause/Resume	<ul style="list-style-type: none"> • While printing, press and release this key to pause the print job. • While paused, press and release this key to resume the print job. • While paused, press and hold this key for approximately three seconds to cancel the print job.

#	Key	Description
4	Back-Feed	<ul style="list-style-type: none"> Press and release the back-feed key to back-feed media one label length. Press and hold the back-feed key to back-feed media until you release the key. To unload media, press and hold the back-feed key until the printer beeps once. Press and hold the back-feed key again to continue and unload media.
5	Cut	If the printer is in the ready state, press and hold this key for approximately one second to cut media at the exit.

LED Indicators



#	LED	Description
1	Power	<p>This green LED indicates the power status of the printer.</p> <ul style="list-style-type: none"> Off - Printer is off or in sleep mode. Flashing - Printer is initializing or busy. Solid - Printer is on and ready.
2	Error	This red LED indicates when error conditions occur.

#	LED	Description
3	Cyan Ink	<p>These yellow LEDs indicate the status of each ink cartridge.</p> <ul style="list-style-type: none"> • Off - Ink cartridge has sufficient ink. • Flashing - Ink cartridge is low. • Solid - Ink cartridge is empty.
4	Magenta Ink	
5	Yellow Ink	
6	Black Ink	
7	Non-Ink Consumables	<p>This yellow LED indicates the status of the following items.</p> <ul style="list-style-type: none"> • Printhead • Cutter • Aerosol Filter • Maintenance Cartridge • Maintenance Roller <p>The LED will illuminate based on remaining service life.</p> <ul style="list-style-type: none"> • Off - All items are above 20% service life remaining. • Flashing Slowly - One or more items are below 20% service life remaining. • Flashing - One or more items are below 10% service life remaining. • Solid - One or more items are at 0% service life remaining. <p>Refer to the System Logs tab in the Maintenance Utility to determine the affected items.</p>

Color Basics

Color in design and printing is a sophisticated topic. At QuickLabel Systems, we have worked to make using the QL-800 printer as easy as possible. We understand that your goal is to design and print colorful, effective labels with consistency.

Color and Computers

While colors seem straightforward, describing colors using computers is not so simple. Different display technologies can cause the same file to look different, and sometimes different graphics programs or operating systems can display colors differently.

With printers there is frequently a difference between what is shown on a computer screen and what comes out of the printer. The same file printed on printers using different technologies may look very different as well.

Color Profiling

These technical differences are universal, and as a result of them, software developers, display manufacturers, and printer manufacturers have worked together to develop a way to successfully describe and use color taking into consideration the different technologies involved. This is called color profiling.

Color profiles have been developed to coordinate how each device displays or prints that color. When using the proper profiles, color can be relatively consistent across devices.

Color cannot be perfectly consistent because the human eye can see more colors than computer displays can show or printers can print. What's more, the ranges of colors available to displays and printers don't completely overlap.

Profiles help out when these ranges don't match; they help translate the differences to create the widest and most accurate range of colors a device can display.

Display Profiling

There are devices that can help you develop profiles for your display to ensure that what you see is close to what you are getting. Using QL-800 profiles will help with consistency in printing, while using both QL-800 and display profiles will help with the full design and printing process.

If color matching is important to you, you may consider profiling your computer display.

QuickLabel QL-800 Color Profiles

When printing, even the type of material printed on can change the way colors appear. QuickLabel Systems has created color profiles for the materials you will be using in order to offer you the most accurate color reproduction possible.

A Profile for Each Device

The more of your devices that have profiles, the better. Since color is based on technology, software, and the laws of physics, each device works with color differently.

In addition to your graphics program and the QL-800, you may be able to add profiles for your display, your digital camera, and your scanner. This will help all of these devices use color in a coordinated way. At minimum, to use color profiling, you need to use a color profile for the QL-800.

3

Designing and Printing Labels

Designing Labels

This section describes several factors you should consider before you start designing labels.

Choosing Design Software

You can print to the QL-800 using any design software with printing functionality. There are many graphic design software applications available, and the programs you choose will depend on your desired workflow and design requirements.

Design software is available from QuickLabel Systems and other software vendors.

- **Custom QuickLabel Omni from QuickLabel Systems** - This software product, developed by QuickLabel Systems, makes it easy to create barcodes and position text and graphics on a label.
- **Third Party Applications** - There are a variety of graphic design programs available from other software companies such as Adobe and Corel. Adobe Photoshop, Illustrator, and similar professional image editing programs provide advanced tools for creating your artwork.

A common scenario is to use a mixed approach to designing labels. For example, you may want to edit a photographic element in Photoshop, create a logo in Illustrator, and then place both into a Custom QuickLabel Omni file for final layout and printing.

Disabling Anti-aliasing

Most graphic design software applications provide anti-aliasing features that result in the appearance of smooth color transitions.

When designing labels that will be printed on the QL-800, do not use anti-aliasing. This is especially important if you are printing text or barcodes. For example, an anti-aliased barcode may not scan correctly due to the color transitions between lines.

For details about disabling anti-aliasing, refer to the user documentation for your graphic design software

Planning Full-Bleed and Non-Bleed Labels

In full-bleed labels, color prints up to the edge of the label. With non-bleed labels, color stops at a margin before the edge of the label.

Use the following guidelines when setting up a file for a **full-bleed label**.

- If you are using media with the matrix removed, you can print all the way to the edge of die-cut labels, but doing so may cause a small amount of ink to deposit onto the liner. In the event excess ink deposits on the liner, it will not dry and may smear onto other surfaces, including hands and other printed labels.
- The height and width of the label file “canvas” should be 0.04 to 0.08” (1-2 mm) larger than the height and width of the physical label.

Excessive width and length will result in increased ink on the liner. You may need to experiment to determine the optimal balance of bleed quality while minimizing ink deposited on the liner. As a guideline, no more than 0.02” (0.5 mm) of ink should be printed onto the liner.

- Design elements that will run to the edge of the label are the parts of the design that will “bleed” across the edge. Your bleed will most commonly be a solid color, pattern, or gradient background running off the edge of the label.

Use the following guidelines when setting up a file for a **non-bleed label**.

- The height and width of the label file “canvas” should be the same as the height and width of the physical label.
- All design elements should be placed inside a 0.063” (1.5 mm) border of the canvas. This will ensure such design elements never run to or over the edge of the label.

Related Topics:

- [Setting up the Driver for Full-Bleed Printing on page 42](#)

Setting up the Label Design Software

This section describes how to set up your label design software to print on the QL-800.

Setting up Labels in Custom QuickLabel Omni

Custom QuickLabel Omni is a software application developed by QuickLabel Systems to access special features in our printers and allow customers to easily design and print labels.

For detailed label setup and printing instructions, please refer to the Custom QuickLabel Help.

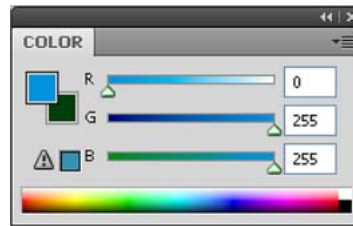
Setting up Labels in Third-Party Design Applications

You can design and print label files exclusively within a third-party application such as Adobe Photoshop or Illustrator. In this situation, use the following guidelines to ensure best results.

Note: You can also use third-party applications to design components of a label to be imported into Custom QuickLabel Omni. In this situation, save or export graphic files in a .BMP, .PCX, uncompressed .JPG, uncompressed .TIF, .GIF, .PNG, or .PDF format.

- **Select a resolution of 600 pixels per inch** - For raster-based design applications such as Adobe Photoshop, choose a resolution of 600 pixels per inch. This will provide sufficient image resolution to produce superior print quality. This setting is not used in vector-based design applications such as Adobe Illustrator.
- **Use in-gamut colors** - When designing in color, ensure you use colors that are within the printing gamut. Most design applications will indicate when a color is out of gamut.

For example, in Adobe Photoshop and Illustrator, out-of-gamut colors are indicated by an exclamation point icon in the Color palette.



Out-of-gamut colors cannot be accurately printed. There are often colors that can be found to replace out-of-gamut colors.

- **If the application supports color management, enable it** - Professional design applications support color management. This option is typically found in the application's print window.

Setting up the Printer Driver

Setting up General Options

Before you print using a third-party application, you will need to select the appropriate general and label size options in the printer driver.

Note: Driver instructions apply only to printing via third party design applications. If you are using Custom QuickLabel Omni, this process is not required.

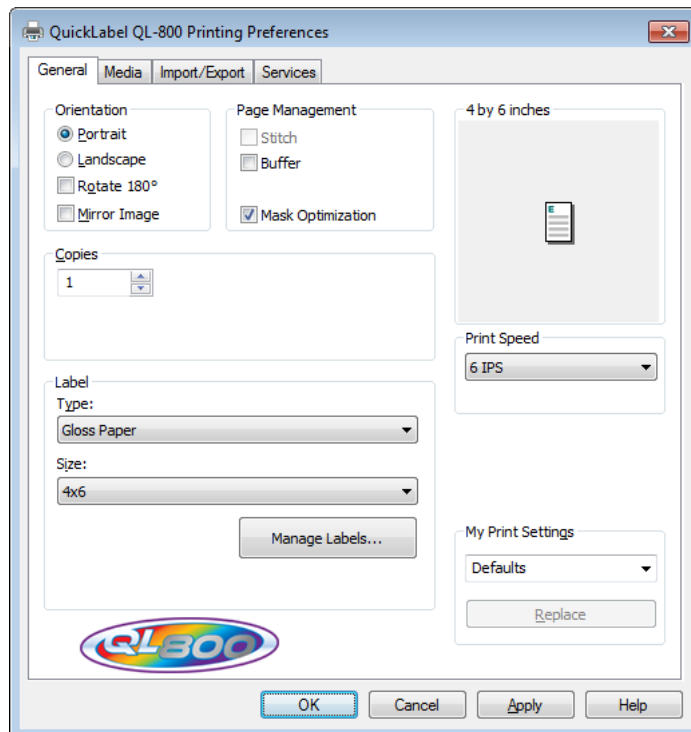
1 Open the appropriate printer window based on your version of Windows.

- In Windows 7, choose **Start > Devices and Printers**.
- In Windows 8 and 10, access the Search option by pointing to the upper-right corner of the screen. Search for “Control Panel” and click the **Control Panel** icon. In the Control Panel window, click **View Devices and Printers**.

Right-click the printer icon and choose **Printing Preferences**. The QL-800 Driver Printing Preferences window will open.

Note: You can also access the driver preferences via the application’s print dialog. From the Print window in your software, select QuickLabel QL-800 from the printer list and choose Properties or Setup (varies based on program).

2 Choose the **General** tab.



- 3 If necessary, you can select a printing orientation. Orientation is often set within the design application. However, if you cannot select an orientation in the design application, choose from the following options:
 - **Portrait** - Select this option if you want to print the label in a portrait orientation on the label roll.
 - **Landscape** - Select this option if you want to print the label in a landscape orientation on the label roll.
- 4 If necessary, you can rotate the printed image 180 degrees by choosing **Rotate 180°**.
- 5 If necessary, you can print the image in a mirrored orientation by choosing **Mirror Image**.
- 6 Select the page management options.
 - **Stitch** - Choose this option to print with no gaps between labels. This option should not be enabled when using gap media.
 - **Buffer** - Choose this option to process print jobs completely before sending them to the printer. This results in no pauses during printing.
 - **Mask Optimization** - Choose this option to apply mask optimization. If you observe image noise in printed labels, try turning off this option.
- 7 If necessary, you can select a printing quantity. Print copies are specified within the application before printing. However, you can override that value here, or use this setting if the application does not provide a setting.
- 8 Select the type of material the label will be printed on.
- 9 Select a label size from the list.

Note: *If necessary, you can set up a custom label size to meet your needs.*
- 10 Select a printing speed.
- 11 Choose **OK**.

Setting up a Custom Label Size

You can add and modify custom label sizes in the printer driver.

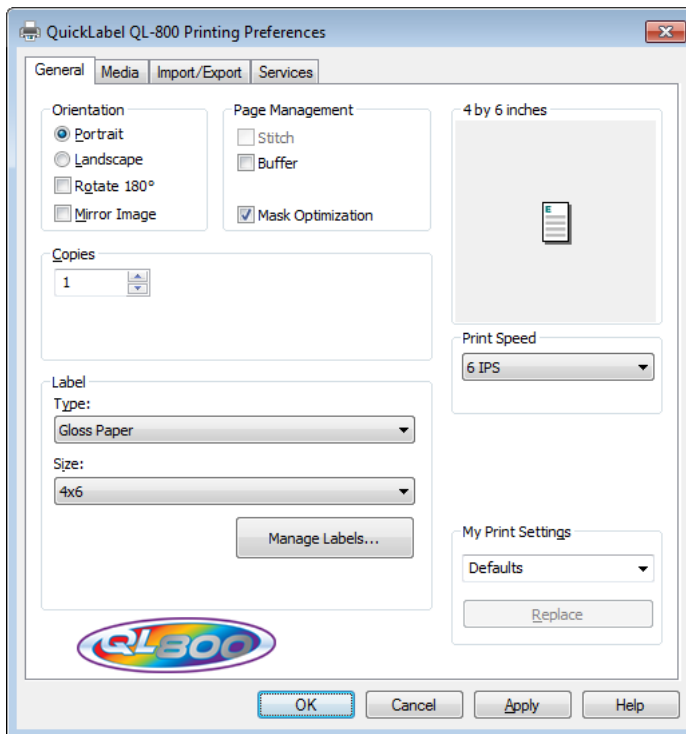
Note: *Driver instructions apply only to printing via third party design applications. If you are using Custom QuickLabel Omni, this process is not required.*

- 1 Open the appropriate printer window based on your version of Windows.
 - In Windows 7, choose **Start > Devices and Printers**.
 - In Windows 8 and 10, access the Search option by pointing to the upper-right corner of the screen. Search for "Control Panel" and click the **Control Panel** icon. In the Control Panel window, click **View Devices and Printers**.

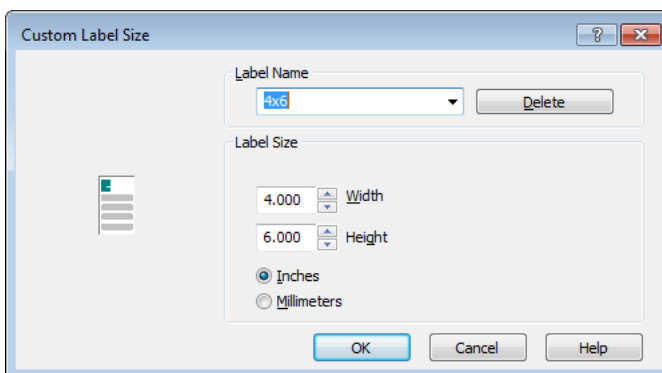
Right-click the printer icon and choose **Printing Preferences**. The QL-800 Driver Printing Preferences window will open.

Note: You can also access the driver preferences via the application's print dialog. From the Print window in your software, select QuickLabel QL-800 from the printer list and choose Properties or Setup (varies based on program).

- 2 Choose the **General** tab.



- 3 Choose **Manage Labels**. The Custom Label Size window will open.



- 4 Enter or select a label name.
 - To edit an existing label size profile, select the label name from the list.
 - To create a new label size profile, enter a label name in the list.
- 5 Enter the height and width of your label. You can specify these measurements in inches or millimeters.

- 6 Save the settings.
 - If you edited an existing label size profile, choose **Replace**.
 - If you created a new label size profile, choose **Save**.
- 7 If necessary, you can delete a label size profile by selecting it from the list and then choosing **Delete**.
- 8 Choose **OK**.

Setting up Media Options

Before you print using a third-party application, you will need to select media options for your label.

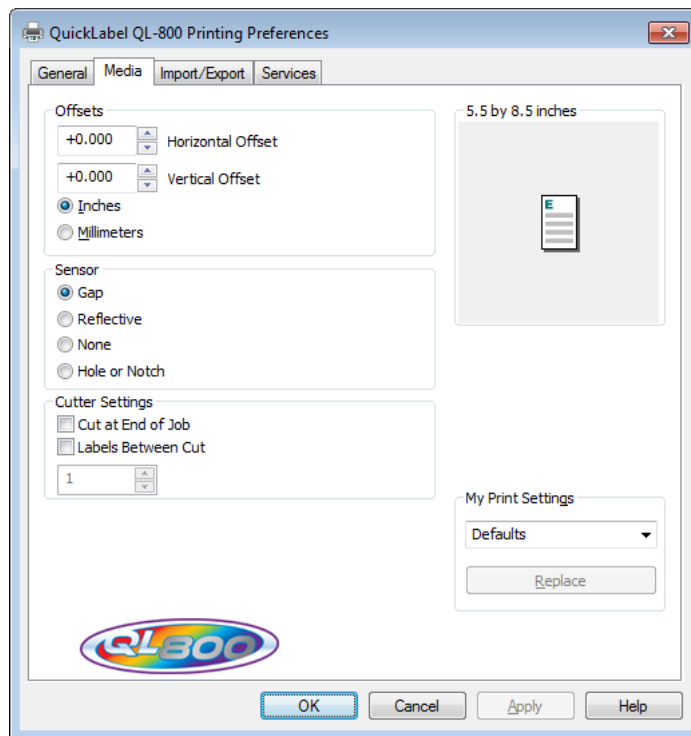
Note: *Driver instructions apply only to printing via third party design applications. If you are using Custom QuickLabel Omni, this process is not required.*

- 1 Open the appropriate printer window based on your version of Windows.
 - In Windows 7, choose **Start > Devices and Printers**.
 - In Windows 8 and 10, access the Search option by pointing to the upper-right corner of the screen. Search for “Control Panel” and click the **Control Panel** icon. In the Control Panel window, click **View Devices and Printers**.

Right-click the printer icon and choose **Printing Preferences**. The QL-800 Driver Printing Preferences window will open.

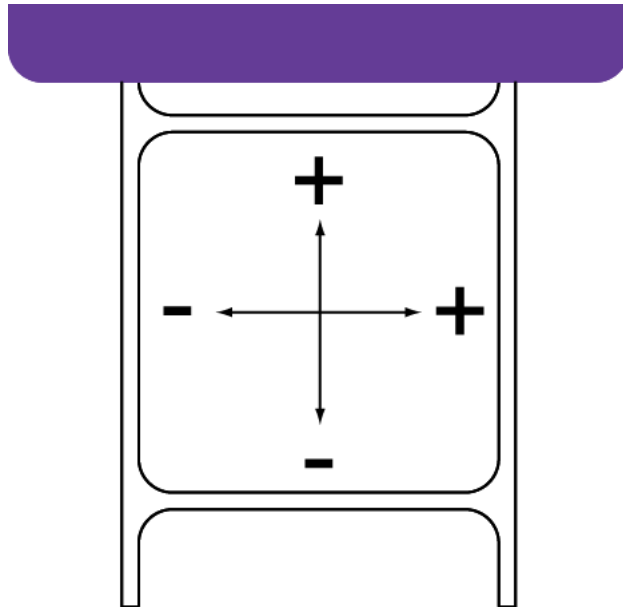
Note: *You can also access the driver preferences via the application’s print dialog. From the Print window in your software, select QuickLabel QL-800 from the printer list and choose Properties or Setup (varies based on program).*

2 Choose the **Media** tab.



- 3** If necessary, use the offset options to adjust the location of a printed image relative to the registration marks on the media.
- **Horizontal Offset** - Negative values move the image left on the label. Positive values move the image right on the label.

- **Vertical Offset** - Negative values move the image down on the label (out away from the printer). Positive values move the image up on the label (in toward the printer).



4 Select a sensor type.

- **Gap** - Choose this option if you are using gap media.
- **Reflective** - Choose this option if you are using reflective mark media.
- **None** - Choose this option if you are using media without gaps or reflective marks (continuous media).
- **Hole or Notch** - Choose this option if you are using media with die-cut holes or notches.

5 Select the cutter settings.

- Check the **Cut at End of Job** option to enable the auto-cutter.
- Use the **Labels Between Cut** field to indicate the number of labels to print between each cut.

6 Choose **OK**.

Using Service Options

You can clean the printheads, launch the status monitor, order supplies, and contact technical support using the printer driver.

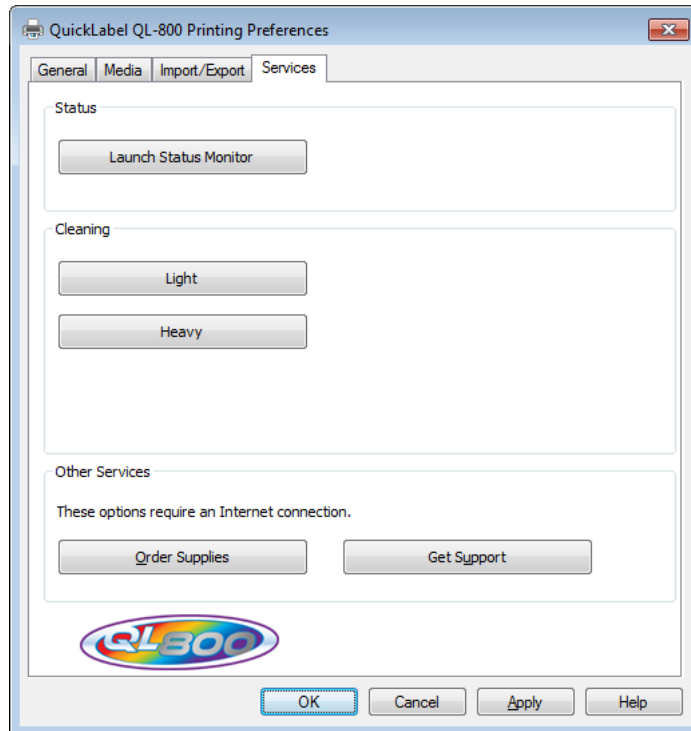
1 Open the appropriate printer window based on your version of Windows.

- In Windows 7, choose **Start > Devices and Printers**.
- In Windows 8 and 10, access the Search option by pointing to the upper-right corner of the screen. Search for “Control Panel” and click the **Control Panel** icon. In the Control Panel window, click **View Devices and Printers**.

Right-click the printer icon and choose **Printing Preferences**. The QL-800 Driver Printing Preferences window will open.

Note: You can also access the driver preferences via the application’s print dialog. From the Print window in your software, select QuickLabel QL-800 from the printer list and choose Properties or Setup (varies based on program).

2 Choose the **Services** tab.



3 To launch the status monitor, choose **Launch Status Monitor**.

- 4 To clean the printheads, choose a cleaning option.
 - **Light** - Start with light cleaning to resolve minor print defects. Then print a test label. If the issue is not resolved, use the heavy cleaning method.
 - **Heavy** - Use heavy cleaning to resolve major print defects, or when light cleaning has not fully resolved a print defect.

If multiple heavy cleanings do not resolve the issue, contact Technical Support.

- 5 Use the service links to order supplies or contact technical support.
- 6 Choose **OK**.

Related Topics:

- [Cleaning Printheads on page 56](#)

Saving and Recalling Driver Settings

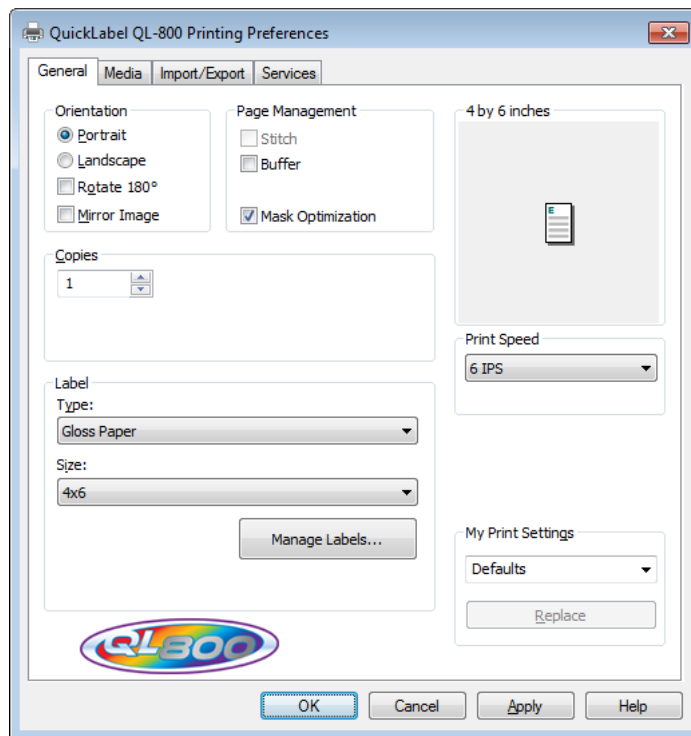
After setting up the driver, you can save the driver settings. It may be helpful to save driver settings for each label you will be printing.

- 1 Open the appropriate printer window based on your version of Windows.
 - In Windows 7, choose **Start > Devices and Printers**.
 - In Windows 8 and 10, access the Search option by pointing to the upper-right corner of the screen. Search for “Control Panel” and click the **Control Panel** icon. In the Control Panel window, click **View Devices and Printers**.

Right-click the printer icon and choose **Printing Preferences**. The QL-800 Driver Printing Preferences window will open.

Note: You can also access the driver preferences via the application's print dialog. From the Print window in your software, select QuickLabel QL-800 from the printer list and choose Properties or Setup (varies based on program).

- 2 Choose the **General** or **Media** tab.



- 3 Enter or select a settings profile name in the **My Print Settings** area.
 - To edit an existing settings profile, select the profile name from the list.
 - To create a new settings profile, enter a profile name in the list.
- 4 Edit the driver settings as needed.
- 5 Save the settings.
 - If you edited an existing settings profile, choose **Replace**.
 - If you created a new settings profile, choose **Save**.
- 6 If necessary, you can delete a settings profile by selecting it from the list and then choosing **Delete**.
- 7 Choose **OK**.

Importing and Exporting Driver Settings

You can import and export driver custom setting files. This feature is useful when you need to reinstall the driver but want to keep your settings. You can also use this feature to share driver settings from one PC with another.

Custom setting files (*.ini) can include the following driver settings:

- **Label Sizes** - This option includes the custom label sizes defined in the General tab of the driver.
- **Print Settings** - This option includes the custom settings defined in the My Print Settings control in the driver.

You can save or load these settings using custom setting files in the Import/Export tab of the driver.

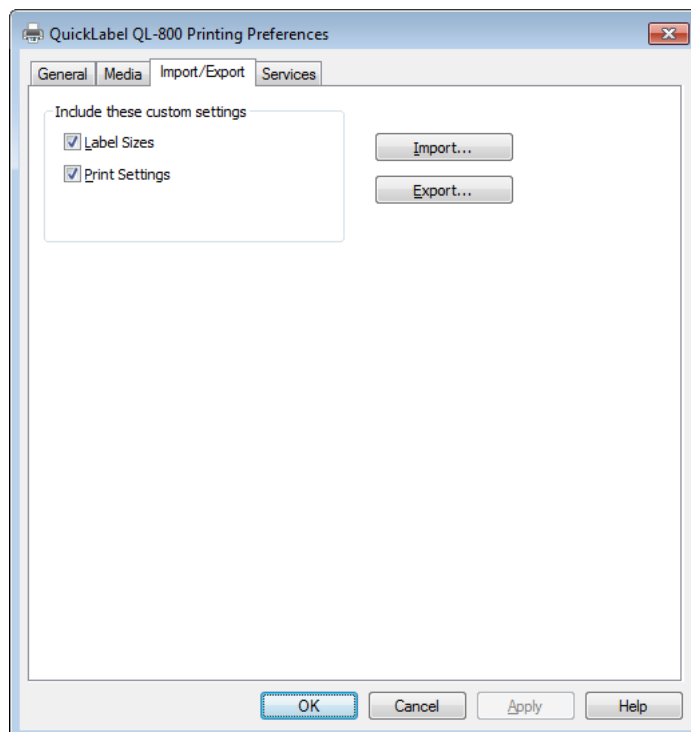
1 Open the appropriate printer window based on your version of Windows.

- In Windows 7, choose **Start > Devices and Printers**.
- In Windows 8 and 10, access the Search option by pointing to the upper-right corner of the screen. Search for “Control Panel” and click the **Control Panel** icon. In the Control Panel window, click **View Devices and Printers**.

Right-click the printer icon and choose **Printing Preferences**. The QL-800 Driver Printing Preferences window will open.

Note: You can also access the driver preferences via the application's print dialog. From the Print window in your software, select QuickLabel QL-800 from the printer list and choose Properties or Setup (varies based on program).

2 Open the **Import/Export** tab.



- 3 If you are exporting a setting file, select the settings to save to the file. You can save **Label Sizes** and/or **Print Settings**.

Choose **Export**. The Export Custom Settings window will open. Select a name and destination for the custom setting file. Then choose **Save**.

The setting file will be saved.

- 4 If you are importing a setting file, select the settings to load from the file. You can load **Label Sizes** and/or **Print Settings**.

Choose **Import**. The Import Custom Settings window will open. Browse to and select a custom setting file. Then choose **Open**.

The setting file will be loaded.

- 5 Choose **OK**.

Related Topics:

- Setting up a Custom Label Size on page 33
- Saving and Recalling Driver Settings on page 39

Setting up the Driver for Full-Bleed Printing

Before you print full-bleed labels using a third-party application, you will need to select the appropriate options in the printer driver.

Note: *Driver instructions apply only to printing via third party design applications. If you are using Custom QuickLabel Omni, this process is not required.*

- 1 Create a custom media size profile for the full-bleed label. See *“Setting up a Custom Label Size” on page 33*.
 - **Width** - Define the width as 0.04 to 0.08” (1-2 mm) larger than your label width.
 - **Height** - Define the height as 0.04 to 0.08” (1-2 mm) larger than your label height.

For example, if your label media is 4 x 6 inches, you might define the media size as 4.04 x 6.04 inches.

Note: *Use the minimum size increase necessary to print your full-bleed label. An excessive size increase will result in ink being deposited on the liner.*

Save the media size profile. You may want to include the specified dimensions as part of the profile name.

Ensure this size profile is selected in the **General** tab.

- 2 Adjust the offsets for the full-bleed label. See *“Setting up Media Options” on page 35*.

- **Horizontal Offset** - Add 0.02 to 0.04” (0.5-1 mm) to the horizontal offset. The amount you add should be half of the width increase specified in the previous step.
- **Vertical Offset** - Subtract 0.02 to 0.04” (0.5-1 mm) from the vertical offset. The amount you subtract should be half of the height increase specified in the previous step.

For example, if you defined the media size as 4.04 x 6.04 inches, use 0.02 as the horizontal offset and -0.02 as the vertical offset.

- 3 Use the **My Print Settings** feature to save the full-bleed label settings. See *“Saving and Recalling Driver Settings” on page 39*.

Save the settings with a meaningful name. For example, if your label is 4 x 6 inches, “Full-Bleed 4x6” may be a helpful name.

Choose this settings profile when you need to print full-bleed labels with the configured options.

- 4 Choose **OK**.

Related Topics:

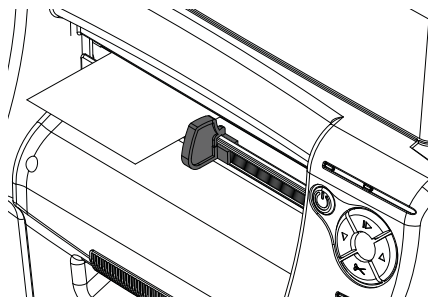
- Planning Full-Bleed and Non-Bleed Labels on page 30

Printing Labels

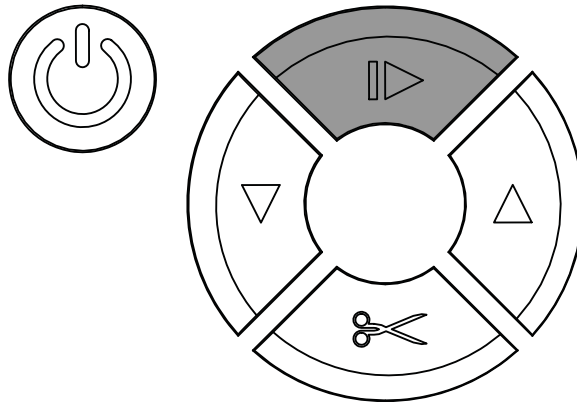
- 1 Ensure the label media has been loaded.
- 2 If you are printing from a third-party design application, ensure the printer driver preferences are configured.
- 3 Open the label file using the appropriate software. Then choose to print the label, and enter the number of copies you would like to print.

Note: If your software has a collate option, disable it before printing.

- 4 Print the labels.
- 5 Adjust the media exit guide as needed. The edge of the media should lightly contact the edge of the media exit guide.



- 6 If necessary, you can pause, resume, and cancel print jobs from the operation panel on the front of the printer. You can also perform a printhead cleaning operation while paused if needed.

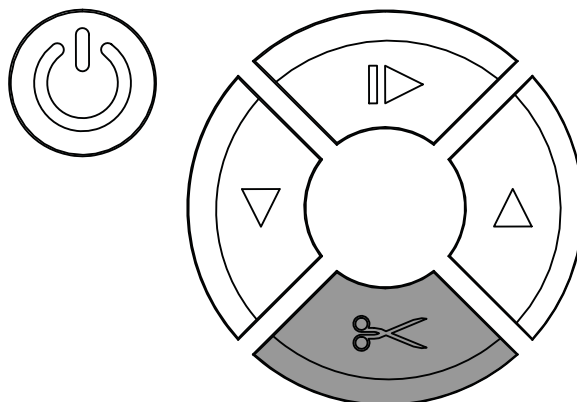


- While printing, press and release the pause/resume key to pause the print job.
- While paused, press and release the pause/resume key to resume the print job.
- While paused, press and hold the pause/resume key for approximately three seconds to cancel the print job.
- While paused, press and hold the feed key to perform a light printhead cleaning operation. Printhead cleaning options are also available in the QL-800 Maintenance Utility.

- 7 Receive the printed labels.

Note: Do not pull the printed labels in any direction as they exit the printer. Pulling the labels may result in a media jam.

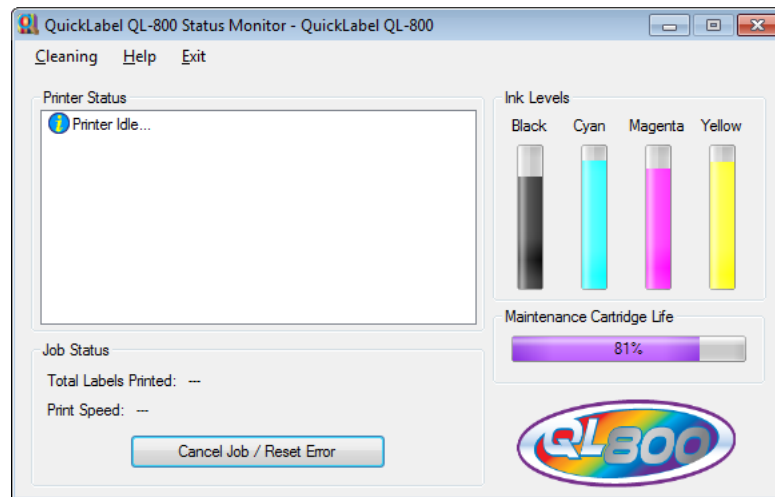
- If **Cutter Enabled** is checked in the printer driver **Media** tab, the printed labels will automatically be cut at the end of the job.
- If **Cutter Enabled** is not checked in the printer driver **Media** tab, the printed labels will not be cut at the end of the job. Instead, you can use the manual cut feature by pressing and holding the cut key for approximately one second.



Using the Status Monitor

Viewing the Printer Status

- 1 Open the QL-800 Status Monitor. You can access the Status Monitor from the Windows Start Menu, QL-800 Maintenance Utility, or the printer driver.
 - From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Status Monitor**.
 - In the QL-800 Maintenance Utility, choose **Status Monitor**.
 - In the QL-800 printer driver, choose **Launch Status Monitor** from the **Services** tab.



- 2 You can view status information in the Printer Status area. This area will display informational and error messages related to your printer's current status.
- 3 If necessary, you can initiate printhead cleaning if the printer is in the Ready, Sleeping, or Paused modes.

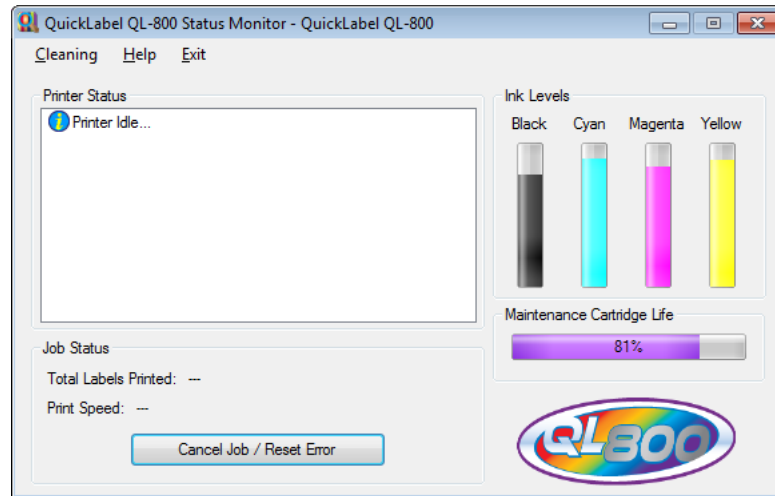
Two cleaning options are available (light and heavy). Start with light cleaning and then print a test label. If the issue is not resolved, repeat using the heavy cleaning method.

If multiple heavy cleanings do not resolve the issue, contact Technical Support.

- 4 If necessary, you can view help topics by choosing **Help > Help Topics**.

Viewing the Job Status and Canceling Jobs

- 1 Open the QL-800 Status Monitor. You can access the Status Monitor from the Windows Start Menu, QL-800 Maintenance Utility, or the printer driver.
 - From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Status Monitor**.
 - In the QL-800 Maintenance Utility, choose **Status Monitor**.
 - In the QL-800 printer driver, choose **Launch Status Monitor** from the **Services** tab.

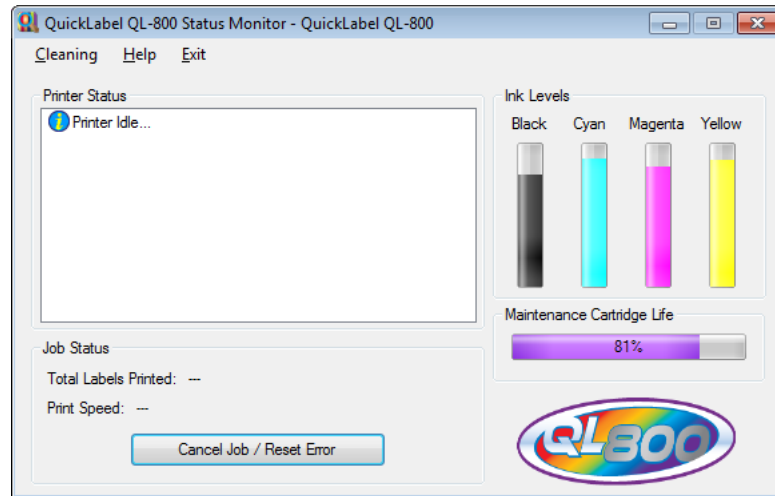


- 2 You can view print job information in the Job Status area.
 - **Total Labels Printed** - During printing, the current number of labels printed will be displayed. After a print job, the number of labels printed in the last job will be displayed.
 - **Print Speed** - During printing, the print speed is displayed.
- 3 If necessary, you can cancel an in-progress job by choosing **Cancel Job**.

You can also use the printer operation panel to cancel a job. While printing, press and release the pause/resume key to pause the print job. While paused, press and hold the pause/resume key for approximately three seconds to cancel the print job.

Viewing Ink and Consumable Levels

- 1 Open the QL-800 Status Monitor. You can access the Status Monitor from the Windows Start Menu, QL-800 Maintenance Utility, or the printer driver.
 - From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Status Monitor**.
 - In the QL-800 Maintenance Utility, choose **Status Monitor**.
 - In the QL-800 printer driver, choose **Launch Status Monitor** from the **Services** tab.



- 2 You can view estimates of remaining ink percentages in the Ink Levels area.
- 3 You can view an estimate of the maintenance cartridge remaining service life in the Maintenance Cartridge Life area.

Estimating Ink Use

You can use the QL-800 Toolbox application to estimate ink use for print jobs. This is accomplished by printing a “virtual” print job and viewing projected ink use estimates.

Note: Some QL-800 Toolbox features are not supported. Use only the features described in this procedure.

- 1 Open the QL-800 Toolbox application from a PC connected to the printer.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > Toolbox**.

A web browser will open and display the QL-800 Toolbox application. Under the Available Printers, select a printer that is powered on and connected to the host PC.

- 2 Choose the **Ink Usage** link to display the Ink Usage information.

- 3 Check the Ink Estimation Mode **Enabled** option. Then choose **Submit**. A red “Ink Estimation Mode” indicator message will appear.

This step places the printer in a virtual printing mode. Print jobs you send will not be printed, but their associated ink use calculations will appear in the Ink Usage screen.

- 4 Print the label job. Observe the following guidelines to ensure an accurate ink estimate.
- Print a high number of copies (such as 100).
 - Print with the same driver settings (media, resolution, size, etc.) as will be used in the actual print job.

When the virtual print job ends, the ink estimates will appear in the Ink Usage page of the QL-800 Toolbox. You may need to choose the **Ink Usage** link to refresh the page.

Ink Usage									
Printed Ink (uL)					Job	Pages	Mode	Media	
Cyan	Magenta	Yellow	Black	Black					
79	148	231	45	44	1	100	Best	Gloss Paper	

Ink Estimation Mode

Enabled ☒

Ink estimates do not consider auto-maintenance cleaning operations. The estimate only predicts the amount of ink that will be deposited onto labels during the print job.

Note: Two fields are used to display black ink usage estimates. Add these two estimates to obtain the total estimate for black ink usage.

- 5 Determine the ink use per label by dividing the micro liter (uL) estimates for each color by the number of copies (pages) printed.
- 6 If necessary, print other virtual jobs for ink estimation. The most recent print job will be listed at the top of the Ink Usage screen.
- 7 When you are finished printing virtual jobs for ink estimation, disable ink estimation mode. Uncheck the Ink Estimation Mode **Enabled** option. Then choose **Submit**.

Close the web browser to exit the QL-800 Toolbox application.

4

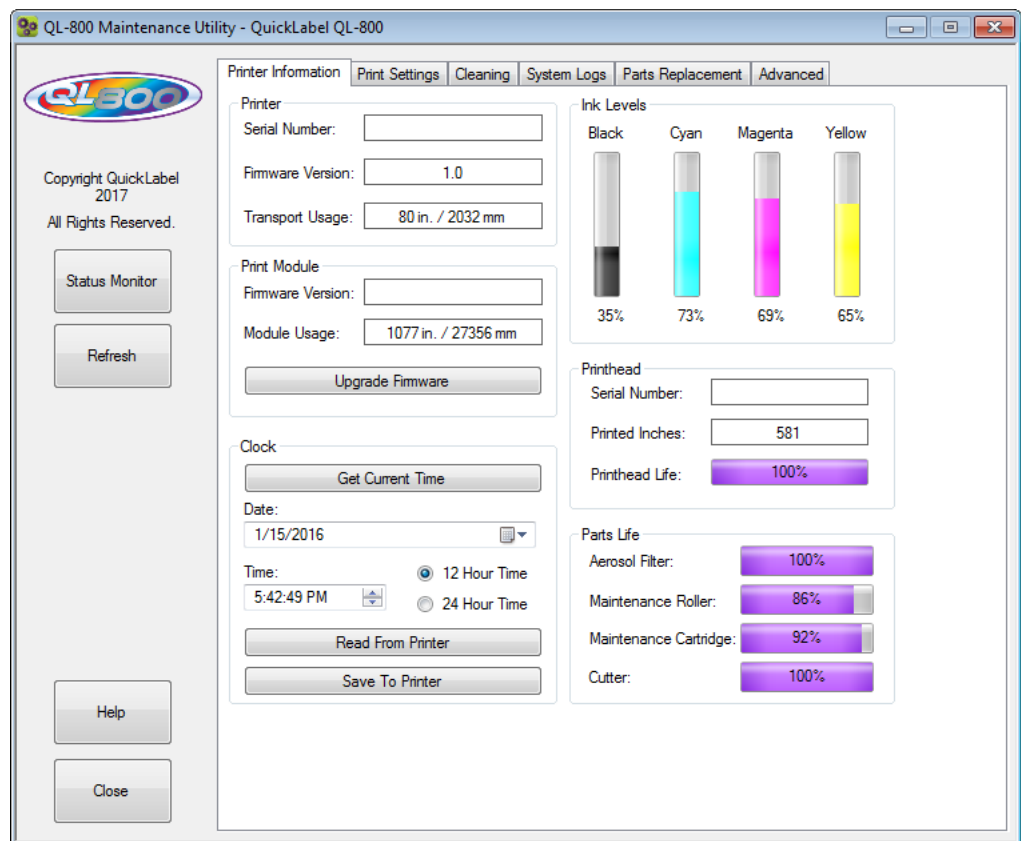
QL-800 Maintenance Utility

About the Maintenance Utility

The QL-800 Maintenance Utility is installed during the driver installation process. The utility allows you to view printer information and perform a variety of maintenance functions.

Printer Information Tab

Use the **Printer Information** tab to view printer system information, upgrade printer firmware, and set the clock.



Viewing Printer Information

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Printer Information** tab.

- 3 View the printer information.

- **Printer** - This section provides the serial number of the printer and the installed firmware version number. It also provides the transport usage in inches.
- **Print Module** - This section provides the print module installed firmware version and module usage.
- **Ink Levels** - This section provides the remaining ink percentages of ink cartridges.
- **Printhead** - This section provides the remaining service life percentage of the printhead. If print quality is acceptable, you can continue to use a printhead past 100% of its service life.

This section also provides the serial number and number of inches printed with the printhead.

- **Parts Life** - This section provides the remaining service life percentages of the aerosol filter, maintenance roller, maintenance cartridge, and cutter.

Upgrading the Printer and Print Module Firmware

- 1 Ensure the QL800_vX_X.upgrade file is accessible from your PC. The vX_X in the file name indicates the firmware package version.

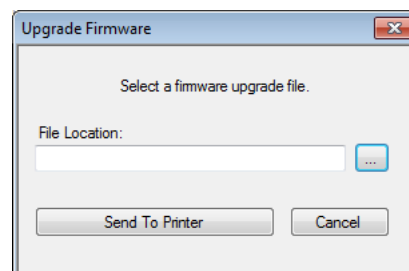
- 2 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 3 Choose the **Printer Information** tab.

- 4 Choose **Upgrade Firmware**. The Upgrade Firmware window will open.



- 5 Choose the ... button. Browse to the QL800_vX_X.upgrade file and choose **Open**.

- 6 Choose **Send to Printer**.

A progress indicator will be displayed and the firmware will be upgraded. When this process is complete, proceed to the next step.

Note: The upgrade process requires up to 25 minutes. Allow the upgrade process to finish without interruption.

- 7 Power off the printer. On the rear of the printer, turn the power inlet switch off.
- 8 On the rear of the printer, turn the power inlet switch on. Power on the printer.

Setting the Clock

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

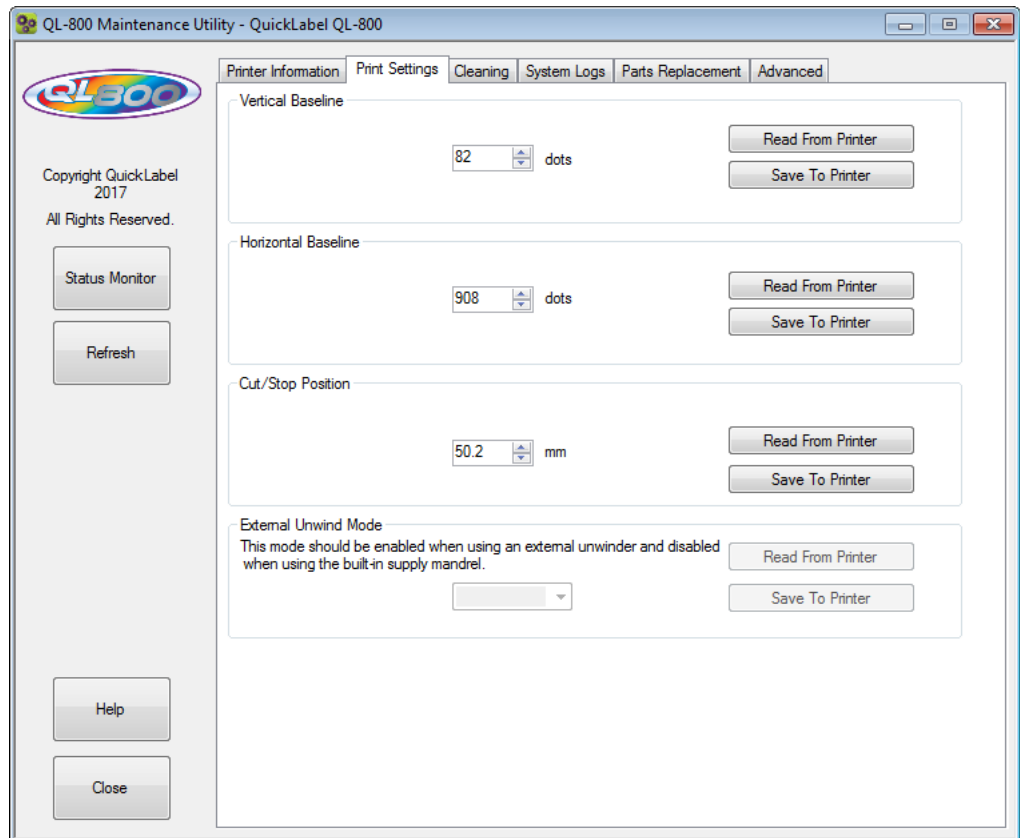
Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Printer Information** tab.
- 3 To set the date/time controls to the current date/time as defined by your Windows clock, choose **Get Current Time**.
- 4 To read the time from the printer's internal clock and set the date/time controls accordingly, choose **Read From Printer**.
- 5 To set the printer's internal clock, select a date/time with the controls and choose **Save to Printer**.

Print Settings Tab

Use the **Print Settings** tab to adjust the vertical baseline, horizontal baseline, and cut/stop position.

You can also enable/disable external unwind mode. This mode is used when an external unwinder accessory is supplying media to the printer. For details about the external unwinder, please contact Technical Support.



Setting the Vertical Baseline

If you send the same job to two or more QL-800 printers and notice that the image prints in different locations, you can move the vertical baseline of a printer.

Note: Adjusting the baseline is needed only for synchronizing the output of two or more printers. Baselines are adjusted at the factory and should be close from printer to printer. If you are using one QL-800, baseline adjustment is not necessary.

- 1 Launch the QL-800 Maintenance Utility.

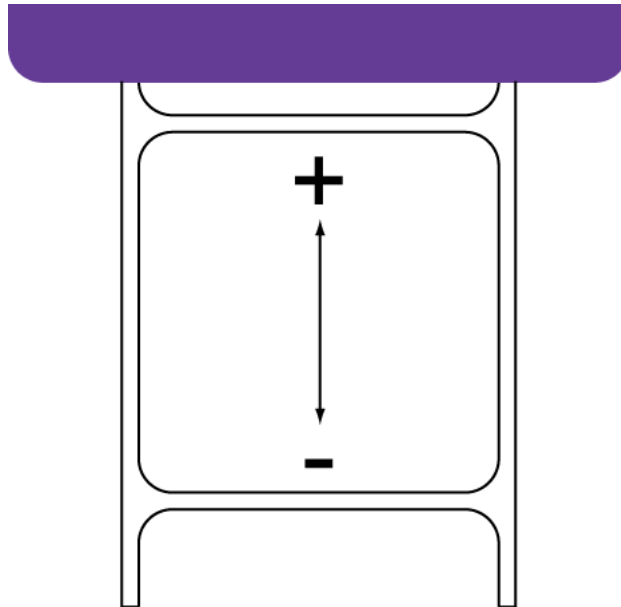
From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Print Settings** tab.

- 3 To read the vertical baseline value from the printer and set the **Vertical Baseline** control accordingly, choose **Read From Printer**.
- 4 Enter a vertical baseline value.

In the following illustration, a label is exiting the printer. Note the positive and negative adjustment directions.



- 5 To save the vertical baseline value, choose **Save to Printer**.

Setting the Horizontal Baseline

If you send the same job to two or more QL-800 printers and notice that the image prints in different locations, you can move the horizontal baseline of a printer.

Note: Adjusting the baseline is needed only for synchronizing the output of two or more printers. Baselines are adjusted at the factory and should be close from printer to printer. If you are using one QL-800, baseline adjustment is not necessary.

- 1 Launch the QL-800 Maintenance Utility.

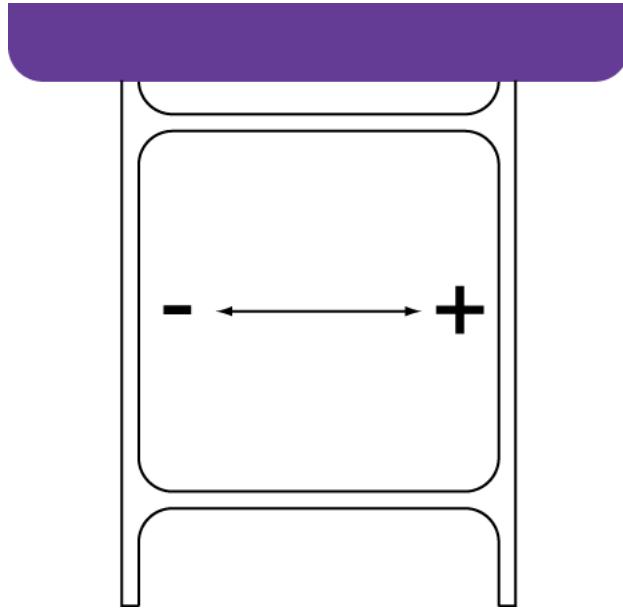
From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Print Settings** tab.
- 3 To read the horizontal baseline value from the printer and set the **Horizontal Baseline** control accordingly, choose **Read From Printer**.

- 4 Enter a horizontal baseline value.

In the following illustration, a label is exiting the printer. Note the positive and negative adjustment directions.



- 5 To save the horizontal baseline value, choose **Save to Printer**.

Setting the Cut/Stop Position

The cut/stop position setting adjusts the position at which media is fed after printing. You can adjust the cut/stop position -20 to +20 mm.

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Print Settings** tab.

- 3 To read the cut/stop position value from the printer and set the **Cut/Stop Position** control accordingly, choose **Read From Printer**.

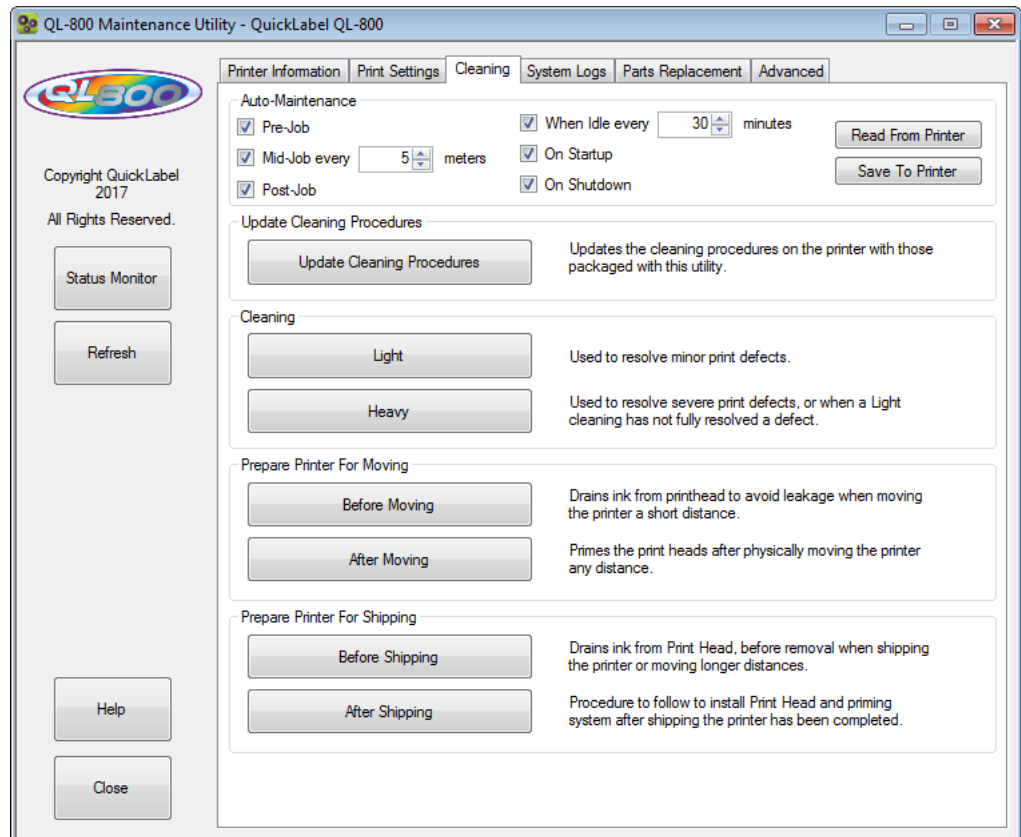
- 4 Enter a cut/stop position value.

- Positive values result in more media being fed after printing before the media stops.
- Negative values result in less media being fed after printing before the media stops.

- 5 To save the cut/stop position values, choose **Save to Printer**.

Cleaning Tab

Use the **Cleaning** tab to set up auto-maintenance, clean the printheads, and prepare the printer for transport.



Setting up Auto-Maintenance

You can schedule automatic maintenance routines for the printer. During an auto-maintenance routine, the printer will perform a predefined cleaning of the printhead. This maintenance helps ensure print quality.

Note: The auto-maintenance routine uses ink and other consumables. Run the auto-maintenance routine only as often as needed to maintain print quality.

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Cleaning** tab.
- 3 To read the auto-maintenance schedule values from the printer and set the auto-maintenance controls accordingly, choose **Read From Printer**.

- 4 Set up the auto-maintenance schedule options.
 - **Pre-Job** - Performs maintenance at the start of each print job.
 - **Mid-Job every** - Performs maintenance during print jobs after the specified number of meters have been printed.
 - **Post-Job** - Performs maintenance at the end of each print job.
 - **When Idle every** - Performs maintenance when the printer is idle for the specified number of minutes.
 - **On Startup** - Performs maintenance when the printer is powered on.
 - **On Shutdown** - Performs maintenance before the printer is powered off.
- 5 To save the auto-maintenance settings, choose **Save to Printer**.

Updating Cleaning Procedures

Some upgrades to the QL-800 Maintenance Utility may contain updated cleaning procedures. Use the following instructions to update the cleaning procedures on the printer with the cleaning procedures from the maintenance utility.

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.
- 2 Choose the **Cleaning** tab.
- 3 Choose **Update Cleaning Procedures**. The cleaning procedures on the printer will be updated with the cleaning procedures from the maintenance utility.

Cleaning Printheads

If you suspect print quality issues related to banding, clogged nozzles, or printing defects, you might want to initiate a cleaning.

Printhead cleaning cannot be done during a print job or if an error is occurring. When cleaning is in progress, do not perform any other operation.

Note: *Cleaning the printhead consumes ink. Clean the printhead only when necessary.*

The cleaning options discussed in this procedure are also available in the **Cleaning** menu of the QL-800 Status Monitor.

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Cleaning** tab.
- 3 Choose a cleaning option.
 - **Light** - Start with light cleaning to resolve minor print defects. Then print a test label. If the issue is not resolved, use the heavy cleaning method.
 - **Heavy** - Use heavy cleaning to resolve major print defects, or when light cleaning has not fully resolved a print defect.

If multiple heavy cleanings do not resolve the issue, contact Technical Support.

Preparing for Moving

Before moving the printer a short distance in your building, such as to a different floor, prepare it using the following instructions. This procedure will drain ink from the printhead to avoid leakage when moving the printer a short distance.

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.
- 2 Choose the **Cleaning** tab.
- 3 Choose **Before Moving**. Follow the on-screen instructions to complete this procedure.
- 4 Power off the printer.
- 5 Carefully move the printer.
- 6 After setting up the printer in the new location, return to the Cleaning tab in the QL-800 Maintenance Utility. Choose **After Moving**. Follow the on-screen instructions to complete this procedure.

Preparing for Shipping

Before shipping the printer over long distances, prepare it using the following instructions. This procedure will drain ink from the printhead and guide you through the printhead removal process. Use this procedure when shipping the printer or moving longer distances.

Note: *The original packing materials are required for this procedure.*

- 1 Launch the QL-800 Maintenance Utility.

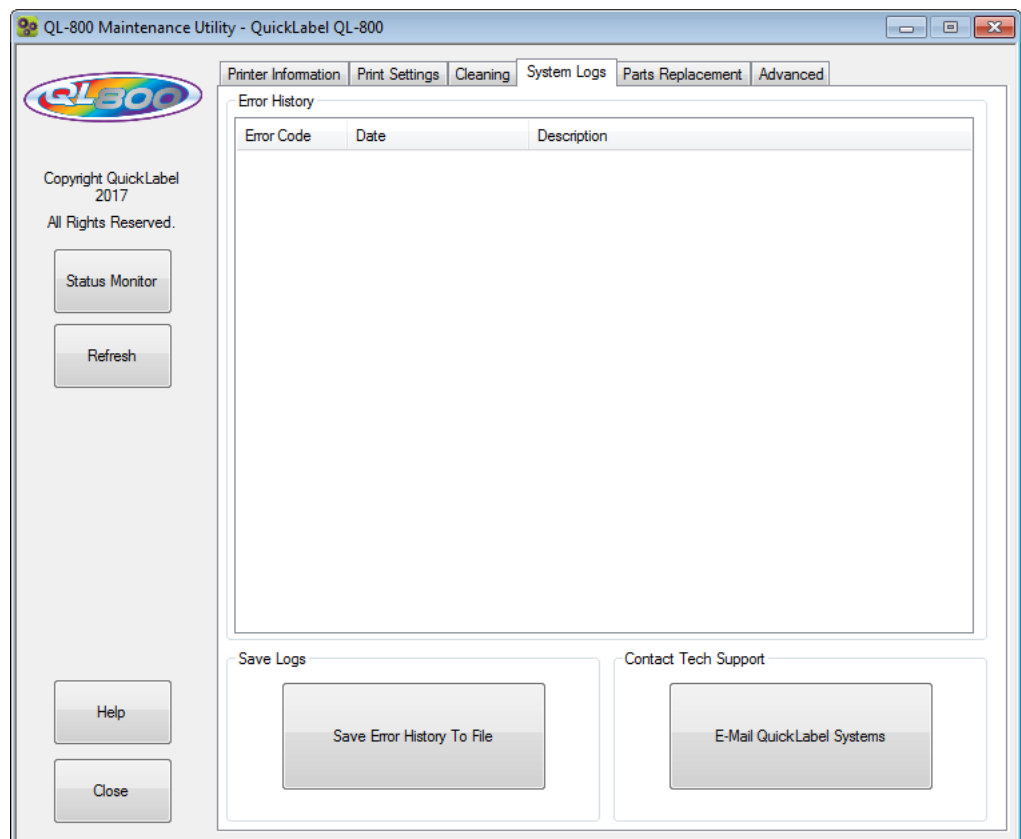
From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.
- 2 Choose the **Cleaning** tab.

- 3 Choose **Before Shipping**. Follow the on-screen instructions to complete this procedure.
- 4 Power off the printer.
- 5 Pack the printer in its original packing material for shipping.
- 6 After setting up the printer in the new location, return to the Cleaning tab in the QL-800 Maintenance Utility. Choose **After Shipping**. Follow the on-screen instructions to complete this procedure.

System Logs Tab

Use the **System Logs** tab to view the error history and save log files. It also provides a convenient way to e-mail QuickLabel Support.



Viewing the Error History

- 1 Launch the QL-800 Maintenance Utility.
From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.
Select a display language and the QL-800 printer you want to connect to. Choose **OK**.
- 2 Choose the **System Logs** tab.

- 3 Use the scroll bars to browse the error history of the printer.

Saving Log Files

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

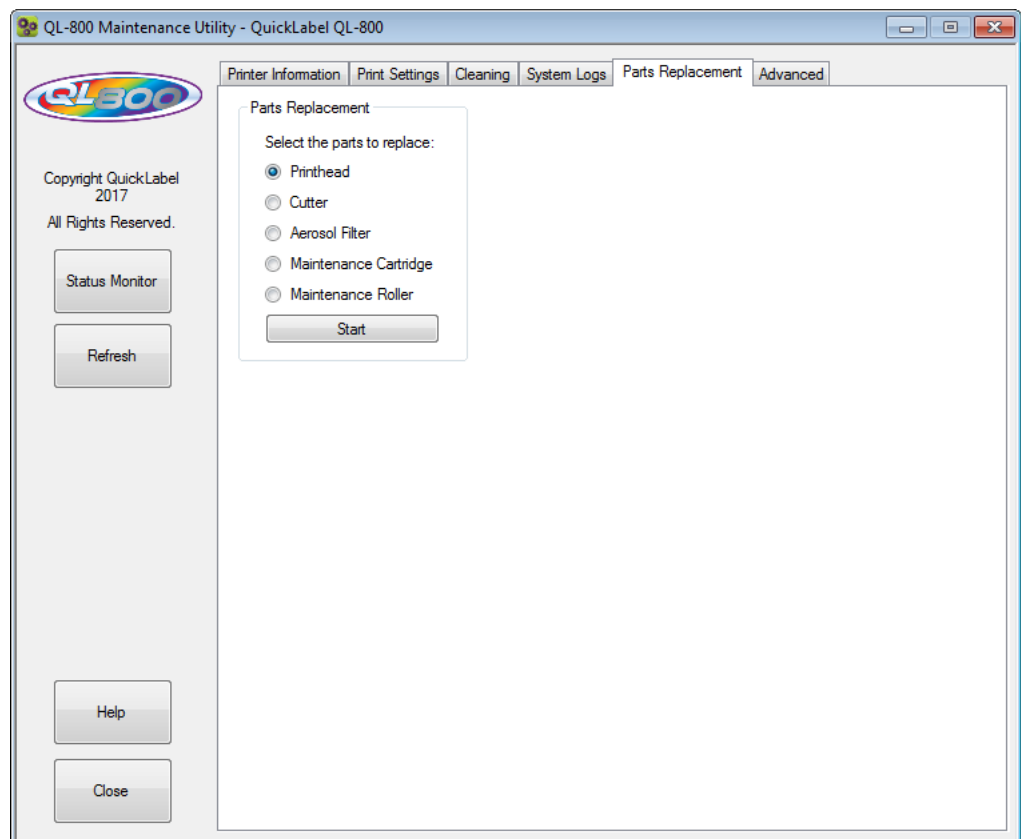
Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **System Logs** tab.
- 3 Choose **Save Error History to File** to save the error history to a text file on your PC.

After the log file is created, a message will appear indicating the log was created successfully.

Parts Replacement Tab

Use the **Parts Replacement** tab to replace printer wear items.



Replacing the Printhead

Use the following procedure to replace the printhead. This process will replace the printhead for each color.

Note: Wear protective gloves to prevent ink from staining your hands during this procedure.

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Parts Replacement** tab.
- 3 Select **Printhead**. Then choose **Start**. Follow the on-screen instructions to complete this procedure.

Replacing the Cutter

Use the following procedure to replace the cutter.

Note: The cutter blade is sharp. Use caution to avoid personal injury or damage to clothing when working with cutting blades or around exposed blade surfaces.

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Parts Replacement** tab.
- 3 Select **Cutter**. Then choose **Start**. Follow the on-screen instructions to complete this procedure.

Replacing the Aerosol Filter

Use the following procedure to replace the aerosol filter.

Note: Wear protective gloves to prevent ink from staining your hands during this procedure.

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

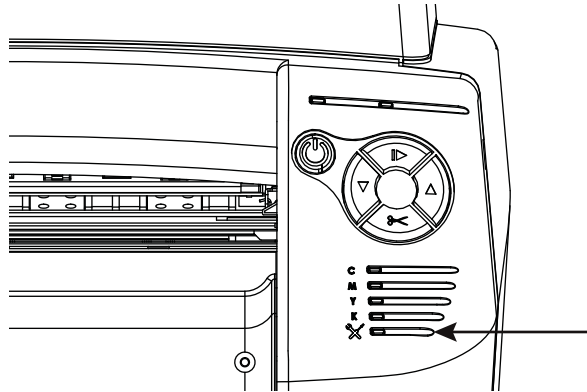
Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Parts Replacement** tab.
- 3 Select **Aerosol Filter**. Then choose **Start**. Follow the on-screen instructions to complete this procedure.

Replacing the Maintenance Cartridge

When the maintenance cartridge is filled to capacity with collected ink, printing stops. An error message and LED indicate this condition.

- A message indicating the maintenance cartridge is full will be displayed in the Status Monitor and System Logs tab of the Maintenance Utility.
- The non-ink consumables LED will illuminate (solid).



Use the following procedure to replace the maintenance cartridge.

Note: For safety, keep the maintenance cartridge out of the reach of children. If ink is accidentally ingested, contact a physician immediately.

- To prevent ink from leaking from a used maintenance cartridge, avoid dropping the cartridge or storing it at an angle. Otherwise, ink may leak and cause stains.
- Ink adheres to the maintenance cartridge after it has been used. Handle the maintenance cartridge carefully during replacement. The ink may stain clothing.

Note: Wear protective gloves to prevent ink from staining your hands during this procedure.

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Parts Replacement** tab.
- 3 Select **Maintenance Cartridge**. Then choose **Start**. Follow the on-screen instructions to complete this procedure.

Replacing the Maintenance Roller

Use the following procedure to replace the maintenance roller.

Note: Wear protective gloves to prevent ink from staining your hands during this procedure.

- 1 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

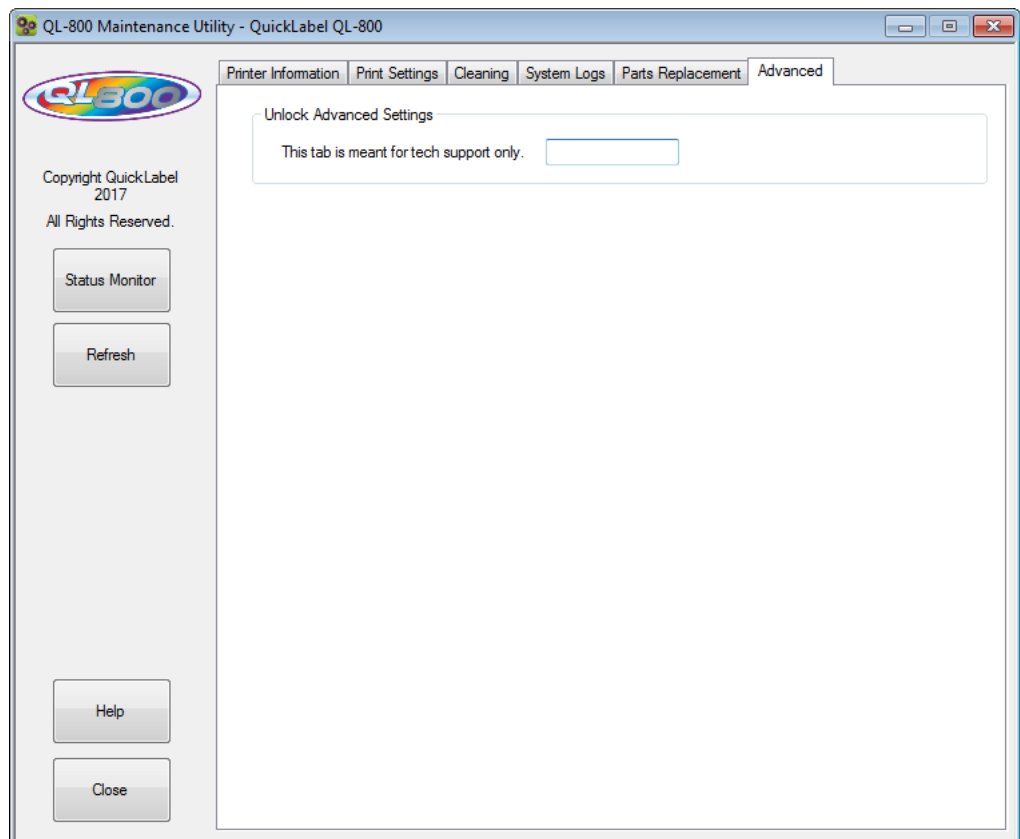
Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 2 Choose the **Parts Replacement** tab.

- 3 Select **Maintenance Roller**. Then choose **Start**. Follow the on-screen instructions to complete this procedure.

Advanced Tab

The **Advanced** tab is reserved for use only by Technical Support.



5

Printer Maintenance

Replacing Ink Cartridges

When the remaining ink level becomes low, a low ink message will be displayed on the Status Monitor and in the System Logs tab of the maintenance utility. When an ink cartridge is out of ink, an out of ink message will be displayed and printing will stop.

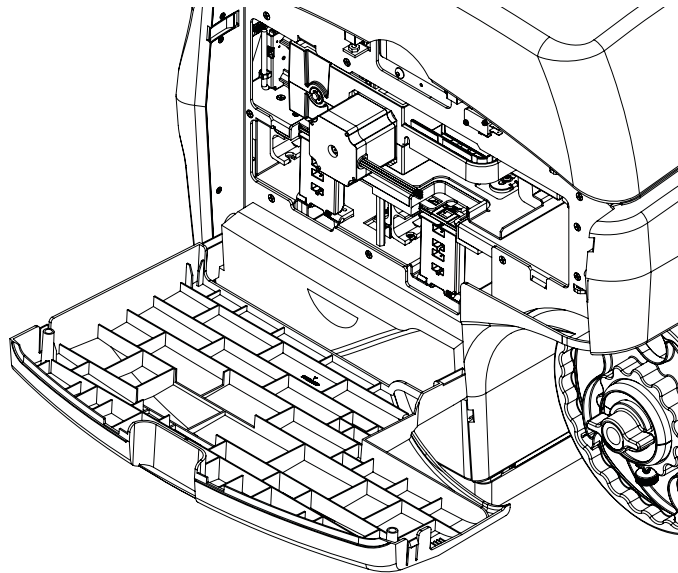
Additionally, four yellow LEDs on the printer indicate ink status. Flashing LEDs indicate low ink. Illuminated LEDs indicate empty ink.

The printer has four ink cartridges: black (K), cyan (C), magenta (M), and yellow (Y). Confirm the ink status and replace the appropriate ink cartridge.

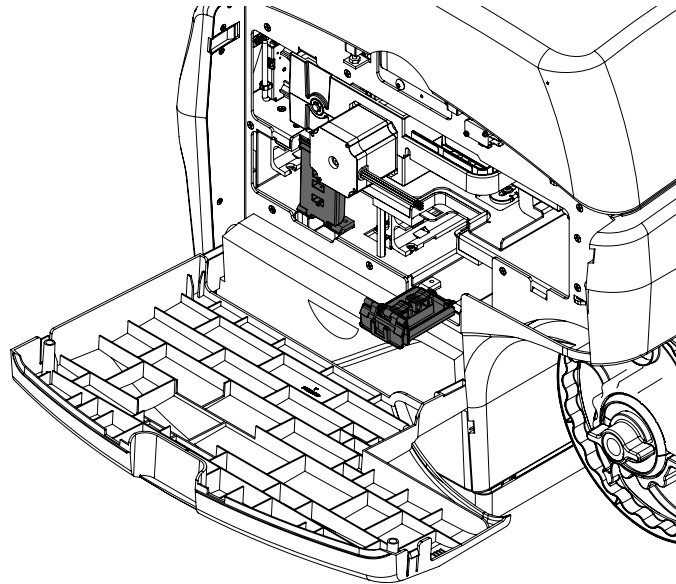
Use the following instructions to replace ink cartridges. Before you begin, make sure the printer is in an idle state.

Warning: For safety, keep ink cartridges out of the reach of children. If ink is accidentally ingested, contact a physician immediately.

- 1 Open the main side door.



- 2 Open the ink cartridge latch for the empty ink cartridge. The latch can be opened by pressing the top of the locking mechanism and pulling outward.

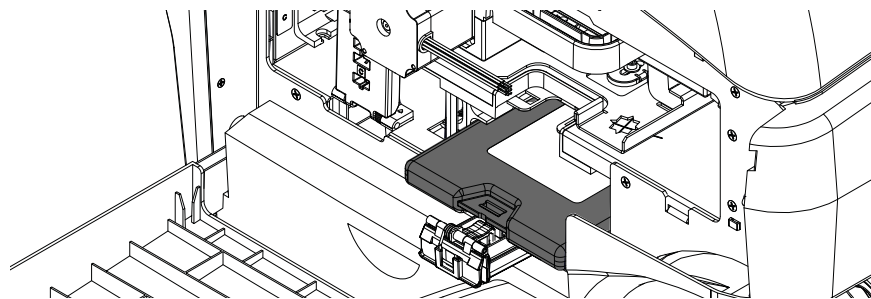


- 3 Remove the empty ink cartridge.
- 4 Slide in the new ink cartridge, nozzle end first, label side up. Push the cartridge in all the way.

You will feel slight resistance near the end of this process as the nozzle engages the ink needles inside the printer. Repeat this step for each color.

Caution: There are sharp needles in the ink cartridge slot. Never put your fingers in this area.

Note: The printer is designed so that ink cartridges cannot be inserted in the wrong slots. Do not attempt to insert ink cartridges in the wrong slots.



- 5 Close the ink cartridge latch.
- 6 Close the main side door.

Cleaning

Cleaning the Printer Exterior

Over time, the plastic exterior panels of the printer may accumulate dust, dirt, etc. You can clean these panels as needed.

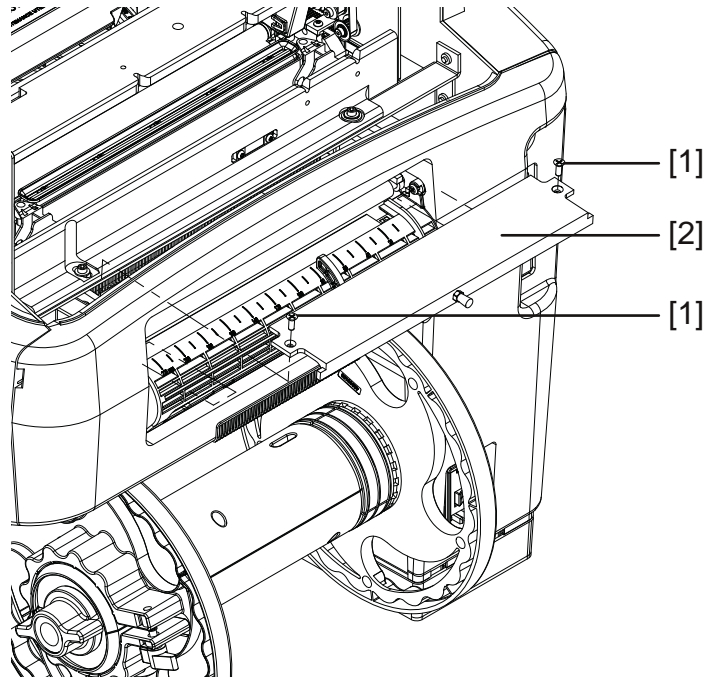
- 1 Dampen a clean, lint-free cloth with water.
- 2 Gently clean the plastic exterior surfaces using the cloth.

Anti-static electronic equipment cleaner may be used for exterior cleaning as needed.

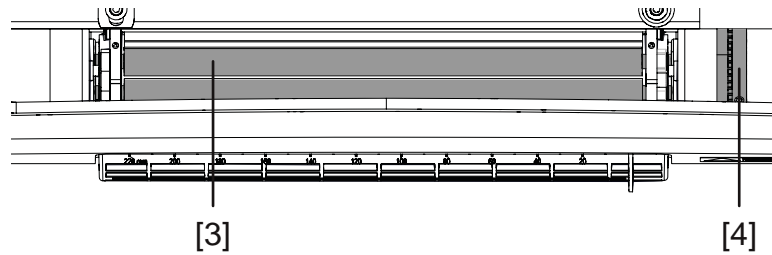
Cleaning the Input Pinch Rollers

As media is fed into the printer, it is advanced by a series of rollers just inside the media entry slot. Over time, these rollers may accumulate dust or adhesive residue. You can clean these input pinch rollers as needed.

- 1 Remove media from the printer.
- 2 Power off the printer.
- 3 On the rear of the printer, turn the power inlet switch off.
- 4 Open the top cover.
- 5 Disconnect the roller cover plate [2] by removing the two screws [1]. Slide the plate outward, and then up away from the printer. Removing the plate may require a small amount of force because of the tight fit. Set the plate and screws aside.



- 6 Use a clean, lint-free cloth dampened with isopropyl alcohol to clean the pinch rollers [3]. If necessary, you can rotate the rollers by turning the drive pulley [4].



- 7 Position the roller cover plate [2] in the mounting location and install the two screws [1]. Installing the plate may require a small amount of force because of the tight fit.
- 8 Close the top cover.

Cleaning the Maintenance Tray Area

During normal operation, waste ink is collected in the maintenance cartridge. Occasionally, drops of ink may be deposited outside of the cartridge into the maintenance tray area. You can temporarily remove the maintenance cartridge and clean the maintenance tray area as needed.

Note: For safety, keep the maintenance cartridge out of the reach of children. If ink is accidentally ingested, contact a physician immediately.

- To prevent ink from leaking from a used maintenance cartridge, avoid dropping the cartridge or storing it at an angle. Otherwise, ink may leak and cause stains.
- Ink adheres to the maintenance cartridge after it has been used. Handle the maintenance cartridge carefully. The ink may stain clothing.

Note: Wear protective gloves to prevent ink from staining your hands during this procedure.

- 1 Power off the printer.
- 2 On the rear of the printer, turn the power inlet switch off.
- 3 Open the lower side door.
- 4 Grasp the maintenance cartridge and carefully slide it out of the printer. Put the maintenance cartridge on a flat surface during the cleaning procedure.
- 5 Dampen a clean, lint-free cloth with deionized water.

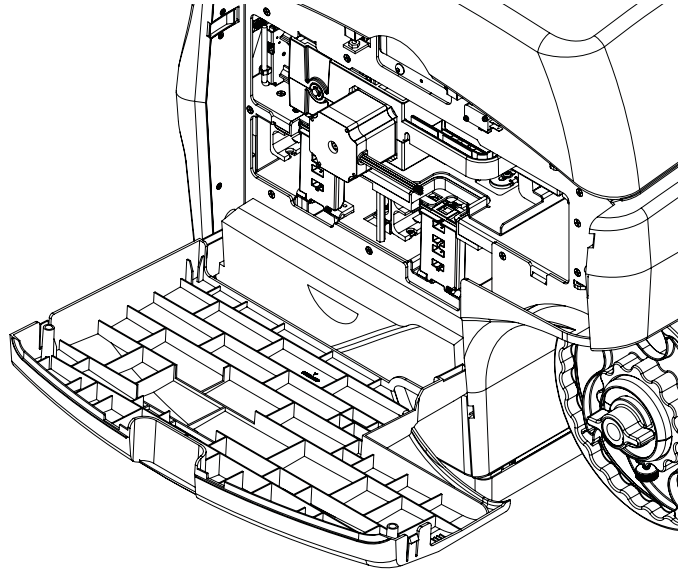
Do not use paper towels, napkins, or any other material that may leave lint or debris behind while cleaning. Problems can occur if lint enters the interior of the printer.
- 6 Use the cloth to clean the empty maintenance tray area inside the printer.
- 7 When you are finished cleaning the maintenance tray area, reinstall the maintenance cartridge.
- 8 Close the lower side door.

Cleaning the Transport Belts

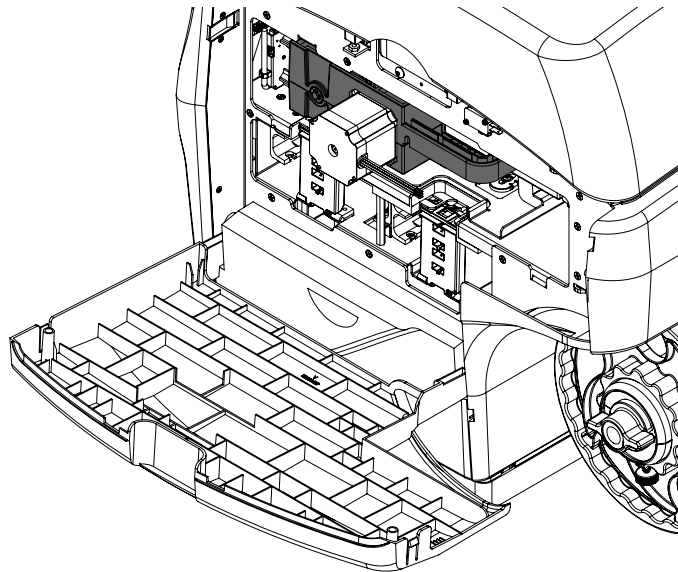
Belts on the transport unit advance media through the printer. Occasionally, drops of ink may be deposited onto the belts. You can clean the transport belts as needed.

Note: Wear protective gloves to prevent ink from staining your hands during this procedure.

- 1 Remove media from the printer.
- 2 Open the main side door.



- 3 Grasp the handle on the transport unit. Then pull the transport unit straight out of the printer.

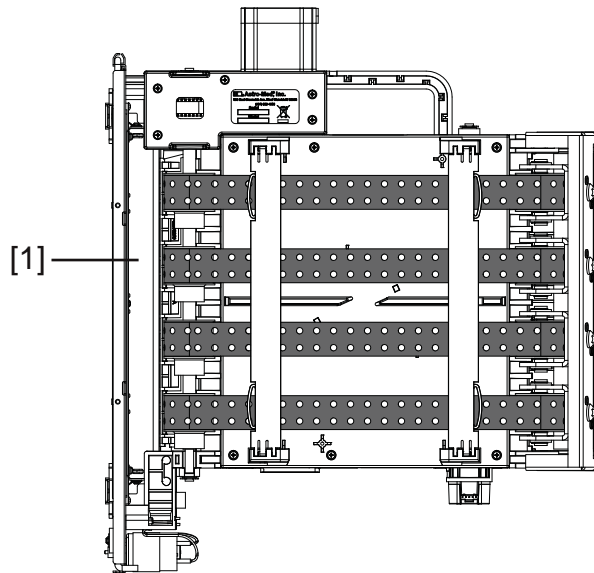


Note: If the yellow transport unit shipping lock is installed, you will not be able to remove the transport unit. You must first remove the shipping lock by rotating it counterclockwise and then pulling it straight out. This lock is usually removed during the unpacking process.

- 4 Place the transport unit on a flat surface.
- 5 Dampen a clean, lint-free cloth with deionized water.

Do not use paper towels, napkins, or any other material that may leave lint or debris behind while cleaning. Problems can occur if lint enters the interior of the printer.

- 6 Hold the transport unit cutter frame [1] with one hand. With your other hand, use the cloth to clean the four belts on the transport unit.



- 7 If necessary, you can grasp and move the belts manually in either direction to expose more belt surface area for cleaning. All four belts will move at the same time.
- 8 If the belts are damp from cleaning, allow them to dry completely before reinstalling the transport unit.

Cleaning the Ink Cartridge Contacts

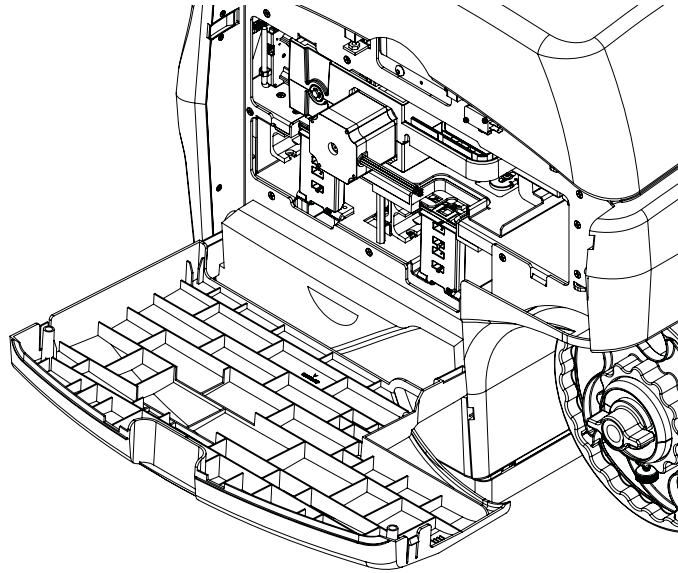
If an ink cartridge is installed but not recognized by the printer, you can clean the electrical connection points to resolve the issue.

Use the following instructions to clean the electrical contacts on the ink cartridges. The electrical contacts in the ink cartridge slots inside the printer can also be cleaned.

Note: Wear protective gloves to prevent ink from staining your hands during this procedure.

- 1 Power off the printer.
- 2 On the rear of the printer, turn the power inlet switch off.

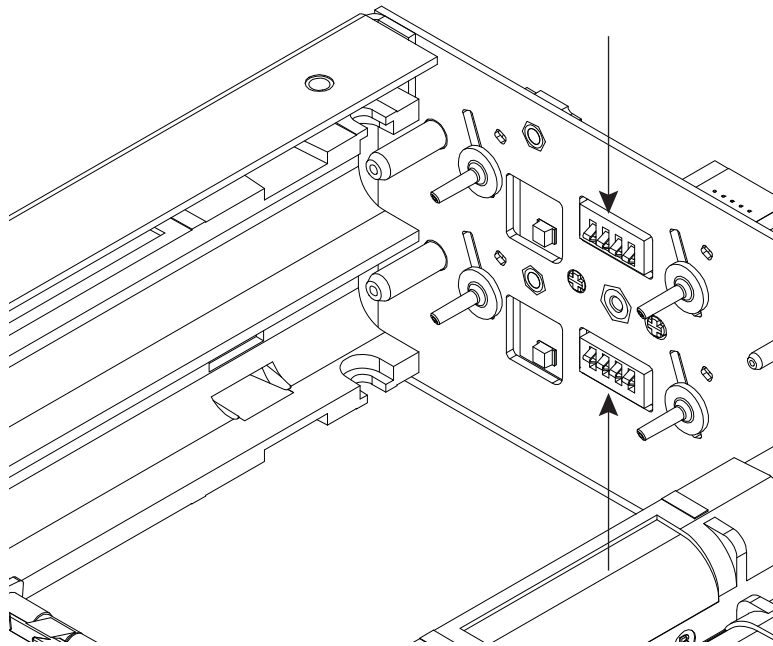
- 3 Open the main side door.



- 4 Release the two ink cartridge latches.
- 5 Carefully slide all four ink cartridges, one at a time, out of the unit.
- 6 Use a swab or lint-free cloth dampened with isopropyl alcohol to clean the ink cartridge electrical contacts.



- 7 Use a swab dampened with isopropyl alcohol to clean the ink cartridge connection contacts inside the printer.



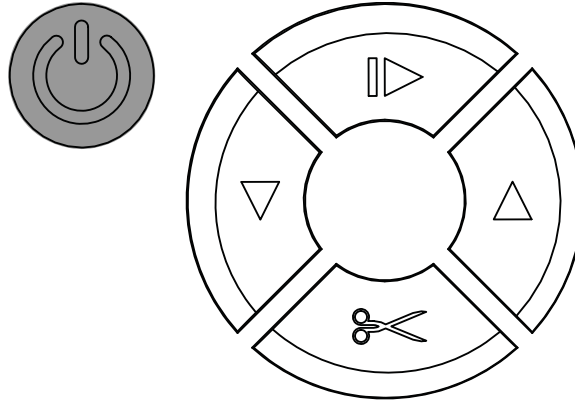
- 8 Insert all four ink cartridges into the unit, one at a time, according to the ink color indicated on the ink cartridge latches.
- 9 Close the two ink cartridge latches.

Powering Up After Extended Downtime

If the QL-800 has been powered down or unplugged for two weeks or longer, you must use the following procedure before printing again.

Note: *The printer will power down automatically after eight hours of idle time.*

- 1 Press and hold the power key for one second to turn the power on.



The printer will begin the power-up process, and the green LED will flash momentarily. When the green LED stops flashing and remains on, proceed to the next step.

- 2 Launch the QL-800 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-800 > QL-800 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-800 printer you want to connect to. Choose **OK**.

- 3 Choose the **Cleaning** tab.
- 4 Choose **Before Moving**, and then follow the on-screen instructions. When the process is complete, proceed to the next step.
- 5 Choose **After Moving**, and then follow the on-screen instructions. When the process is complete, the printer will be ready for regular use again.

Upgrading the Printer Driver and Utilities

After installing an upgrade to the printer driver and QL-800 Maintenance Utility, you will need to apply the updated cleaning routines from the QL-800 Maintenance Utility to the printer.

Turn on the printer power and connect to the printer with the QL-800 Maintenance Utility. Then use the **Update Cleaning Procedures** feature in the **Cleaning** tab. See *"Updating Cleaning Procedures" on page 56*.

6

Troubleshooting

Error Messages

#	Error Messages	Problem	Solution
1001	Paper Path Error	The printer cannot move media into the proper position.	Look for and clear a potential jam. Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.
1002	No Media at Pinch	There is no media at the loading pinch (where the media enters the printer).	Load media. Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.
1003	Unwind too Slow	The mandrel is moving slower than expected.	Look for and clear obstructions at the unwind mandrel. Check for media slack between the media entry slot and roll. Reload media if necessary. Ensure the outer diameter of the roll is 8 inches or less. Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.
1004	Unwind too Fast	The mandrel is moving faster than expected.	Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.
1005	Out of Media	The media roll is empty.	Load media. Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.

#	Error Messages	Problem	Solution
1006	Cutter Jam	The cutter did not make it to the opposite side.	Clear the obstruction in the cutter area. Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.
1007	Reserved	NA	NA
1008	Continuous Media Selected	Attempting an operation incompatible with continuous media (a single label feed, for example).	Press and release the power key to clear the error.
1009	Can't Calibrate Media	The printer cannot read TOF marks.	Press and release the power key to clear the error. Confirm the media meets specifications.
100A	Main Side Door Open	The main side door was opened during a print job.	Close the door. Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.
100B	Top Cover Open	The top cover was opened during a print job.	Close the top cover. Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.
100C	Maintenance Cartridge Missing	The printer cannot detect the maintenance cartridge.	Install the maintenance cartridge. If a maintenance cartridge is installed, try repositioning it. Press and release the power key to clear the error.
100D	Transport not Installed	The printer cannot detect the transport unit.	Install the transport unit. If the transport unit is installed, try repositioning it. Press and release the power key to clear the error.

#	Error Messages	Problem	Solution
100E	Belt Motor Stall	The belt motor has stalled.	<p>Remove the transport unit and inspect it.</p> <p>Ensure no label media or excessive ink build-up is restricting movement of the belts.</p> <p>Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.</p>
100F	Pinch Motor Stall	The pinch motor has stalled.	<p>Inspect the loading pinch (where the media enters the printer).</p> <p>Make sure there is no label media or other debris on or near the pinch rollers that could restrict the rollers from turning.</p> <p>Clean the input pinch rollers. <i>See “Cleaning the Input Pinch Rollers” on page 65.</i></p>
1010	Can't Start Vacuum Fans	There is an electronics failure.	<p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>
1011	Unwind Over Current	Unwind motor requires more current than should be supplied.	<p>Look for and clear obstructions at the unwind mandrel.</p> <p>Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.</p>
1012	TOF Mark not Found	The printer cannot read TOF marks.	<p>Press and release the power key to clear the error.</p> <p>Confirm the media meets specifications.</p>

#	Error Messages	Problem	Solution
1013	Internal Error	There is an electronics failure.	<p>Press and release the power key to clear the error.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>
1014	Internal Error	There is an electronics failure.	<p>Press and release the power key to clear the error.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>
1015	Internal Error	There is an electronics failure.	<p>Press and release the power key to clear the error.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>
1016	Can't Tighten Unwind	The printer cannot tighten media at the supply mandrel.	<p>Look for and resolve issues at the unwind mandrel.</p> <p>If the issue persists, contact Technical Support.</p>

#	Error Messages	Problem	Solution
1017	Print Engine Start Timeout	The printer did not detect a top-of-form mark after the job was set to start.	Look for and clear a potential jam. Remove and then reinstall the transport unit. Ensure it is fully inserted in the printer.
1018	Reserved	NA	NA
1019	Reserved	NA	NA
101A	TOF Calibration	The printer is not ready to start calibration.	Press and hold the pause/resume key to cancel the job. Press and release the power key to clear the error.
1020	Shared Memory Read Timeout	There is an internal communications failure.	Press and release the power key to clear the error. Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again. If the issue persists, contact Technical Support.
1021	Shared Memory Write Timeout	There is an internal communications failure.	Press and release the power key to clear the error. Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again. If the issue persists, contact Technical Support.

#	Error Messages	Problem	Solution
1022	Shared Memory Response Timeout	There is an internal communications failure.	<p>Press and release the power key to clear the error.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>
1023	System Initialization Timeout	The print engine was not online in the expected time.	<p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>
1024	Unexpected Engine Response	There is an internal communications failure.	<p>Press and release the power key to clear the error.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>
1030	Can't Erase EEPROM	An internal EEPROM failure occurred.	<p>Press and release the power key to clear the error.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>

#	Error Messages	Problem	Solution
1031	Can't Program EEPROM	An internal EEPROM failure occurred.	<p>Press and release the power key to clear the error.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>
1032	Invalid EEPROM Checksum	An internal EEPROM failure occurred.	<p>Press and release the power key to clear the error.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>
1038	Upgrade Failure	There was an internal upgrade failure.	<p>Press and release the power key to clear the error.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>

#	Error Messages	Problem	Solution
1039	Upgrade Failure	There was an internal upgrade failure.	<p>Press and release the power key to clear the error.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>
103A	Upgrade Failure	There was an internal upgrade failure.	<p>Press and release the power key to clear the error.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>
1040	Failed to Read Job Status	Corrupt or incomplete job status message was received from print engine.	<p>Press and release the power key to clear the error.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p> <p>If the issue persists, contact Technical Support.</p>

#	Error Messages	Problem	Solution
1042	Can't find Job Parameter	Job status message does not contain valid horizontal offset parameter.	<p>Press and hold the pause/resume key to cancel the job. Reprint the job.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p>
1043	Can't find Job Parameter	Job status message does not contain valid vertical offset parameter.	<p>Press and hold the pause/resume key to cancel the job. Reprint the job.</p> <p>Press and hold the power key on the operation panel for three seconds to turn the printer off. Wait three seconds. Then press and hold the power key for one second to turn the printer on again.</p>
1044	Can't find Job Parameter	Job status message does not contain valid top-of-form parameter.	Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.
1045	Can't find Job Parameter	Job status message does not contain valid cut at end of job parameter.	Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.
1046	Can't find Job Parameter	Job status message does not contain valid cut every N parameter.	Press and release the power key to resume the job. Or press and hold the pause/resume key to cancel the job.
1050	The Maint Cartridge is Full.	A print job cannot start if the maintenance cartridge is full.	Install a new maintenance cartridge.
1051	Not ready to print	The printer is unable to start a print job in the current state.	<p>Complete the current task.</p> <p>Press and release the power key to clear the error.</p>
10FF	Print Engine Error	There was an error with the print engine.	Clear the error using the Maintenance Utility or Status Monitor.

#	Error Messages	Problem	Solution
2001	Faulty Printhead	The printhead is damaged or has a poor electrical connection.	Remove the printhead using the printhead replacement function in the Parts Replacement tab of the QL-800 Maintenance Utility.
			Clean the electrical contacts on the printhead with a clean, lint-free cloth and isopropyl alcohol.
			Finish using the printhead replacement function but reinstall the same printhead.
2002	Incorrect Printhead	The installed printhead is not appropriate for this printer.	Check the printhead latch and electrical harness connections.
			Replace the printhead.
2003	Printhead Missing	The printhead is not installed, has a poor electrical connection, or a printhead latch is not recognized as being closed.	Install a genuine QuickLabel printhead.
			Remove the printhead using the printhead replacement function in the Parts Replacement tab of the QL-800 Maintenance Utility.
			Clean the electrical contacts on the printhead with a clean, lint-free cloth and isopropyl alcohol.
2004	Unlicensed Printhead	A qualified electrical component is not being found by the system.	Finish using the printhead replacement function but reinstall the same printhead.
			Check the printhead latch and electrical harness connections.
			Replace the printhead.

#	Error Messages	Problem	Solution
2005	Unusable Printhead	A qualified electrical component is not appropriate for the system.	Remove the printhead using the printhead replacement function in the Parts Replacement tab of the QL-800 Maintenance Utility.
			Clean the electrical contacts on the printhead with a clean, lint-free cloth and isopropyl alcohol.
			Finish using the printhead replacement function but reinstall the same printhead.
2006	Printhead Unprimed	The printhead is detected as not primed.	Check the printhead latch and electrical harness connections.
			Replace the printhead.
			Perform the After Moving function in the Cleaning tab of the QL-800 Maintenance Utility.
2007	Maintenance Busy	The printer is performing maintenance.	Wait until the printer has finished the maintenance operation.
2009	Maintenance Jam	Mechanical components in the print module have failed to move.	Open the top cover and check for obstructions. Remove the transport unit and inspect it.
200A	Black Cartridge is Missing	The black ink cartridge was not detected.	Clean ink cartridge electrical contacts and reinstall the ink cartridge. <i>See "Cleaning the Ink Cartridge Contacts" on page 68.</i>

#	Error Messages	Problem	Solution
200B	Magenta Cartridge is Missing	The magenta ink cartridge was not detected.	Clean ink cartridge electrical contacts and reinstall the ink cartridge. <i>See “Cleaning the Ink Cartridge Contacts” on page 68.</i>
200C	Yellow Cartridge is Missing	The yellow ink cartridge was not detected.	Clean ink cartridge electrical contacts and reinstall the ink cartridge. <i>See “Cleaning the Ink Cartridge Contacts” on page 68.</i>
200D	Cyan Cartridge is Missing	The cyan ink cartridge was not detected.	Clean ink cartridge electrical contacts and reinstall the ink cartridge. <i>See “Cleaning the Ink Cartridge Contacts” on page 68.</i>
200E	Multiple Cartridges are Missing	Multiple ink cartridges were not detected.	Clean ink cartridge electrical contacts and reinstall the ink cartridge. <i>See “Cleaning the Ink Cartridge Contacts” on page 68.</i>
200F	Black Ink Out	The black ink cartridge is empty.	Replace the ink cartridge.
2010	Magenta Ink Out	The magenta ink cartridge is empty.	Replace the ink cartridge.
2011	Yellow Ink Out	The yellow ink cartridge is empty.	Replace the ink cartridge.
2012	Cyan Ink Out	The cyan ink cartridge is empty.	Replace the ink cartridge.
2013	Multiple Inks Out	Two or more ink cartridges are empty.	Replace the ink cartridges indicated by the front panel LEDs.
2014	Missed TOF	The top-of-form mark was not found within the expected time.	Ensure the printer driver is set up correctly for your label size and sensor type.
2015	Page Sequence Error	The print job could not start.	Check for obstructions in the paper path and re-attempt the print job.

#	Error Messages	Problem	Solution
2016	Cartridge Error	There was an error communicating to an ink cartridge.	Clean ink cartridge electrical contacts and reinstall the ink cartridge. <i>See "Cleaning the Ink Cartridge Contacts" on page 68.</i>
2017	Encoder Error	The media motion is not consistent across the print encoder.	Confirm operation of the mandrel. Make sure it is spinning freely and taking up slack properly.
2100	Unspecified Paper Path	Many factors may produce this error condition. It is commonly caused by an error with the print encoder. Media is not moving smoothly due to slack near the mandrel.	Press and release the power key to clear the error. Ensure that media is loaded correctly and there is no slack. Look for and clear obstructions from the mandrel all the way through the media path.
3XXX	Software Communication Error	Errors in the 3000 series indicate software communication errors.	Contact Technical Support.

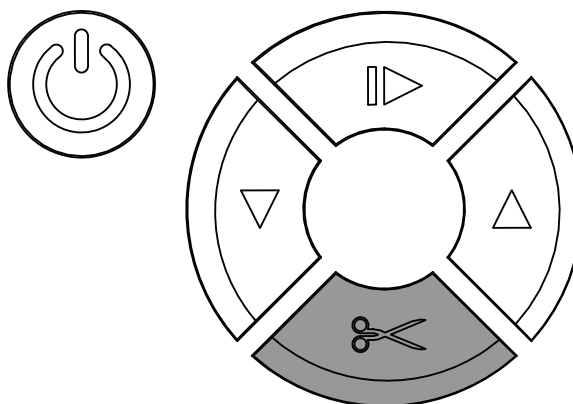
Removing a Media Jam

If a media jam occurs during a print job, the red error LED will light on the front panel and the specific error message will be displayed in the Status Monitor.

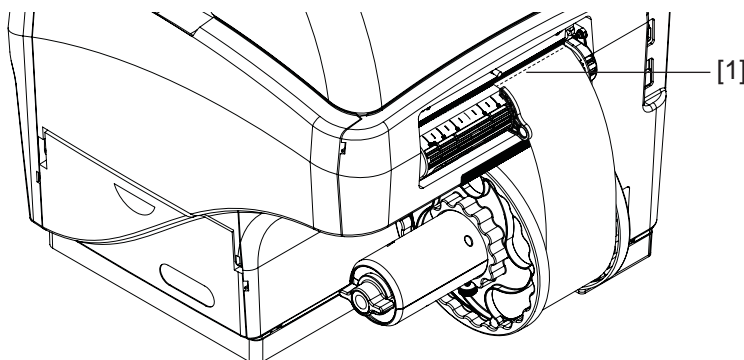
Note: After clearing a media jam, you will need to reprint labels that were not completed before the jam occurred.

Caution: Use caution when removing a media jam. The printer contains sensitive components that can be damaged by debris, impact, excessive force, etc.

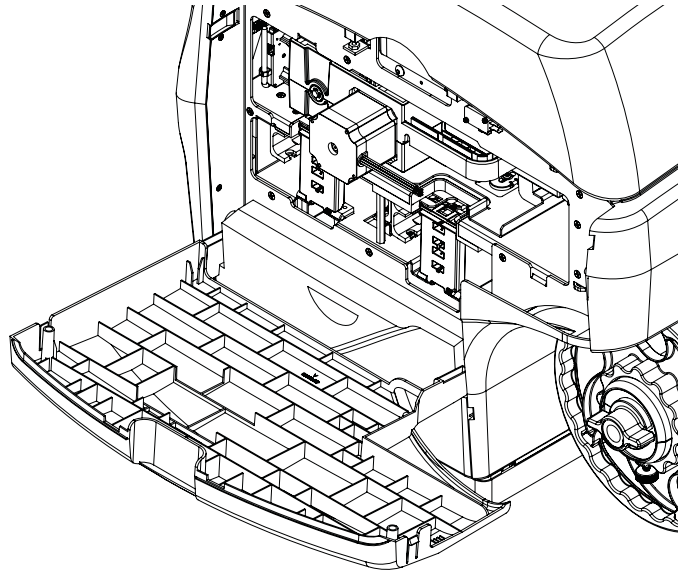
- 1 If media is exiting the front of the printer, perform a manual cut by pressing and holding the cut key for approximately one second.



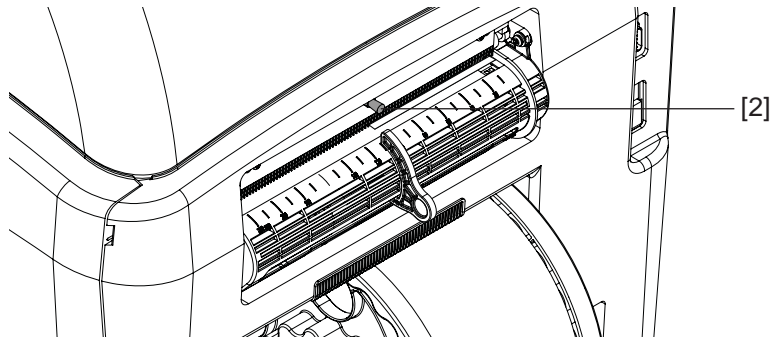
- 2 Use scissors to cut the media at the entry point [1] on the back of the printer.



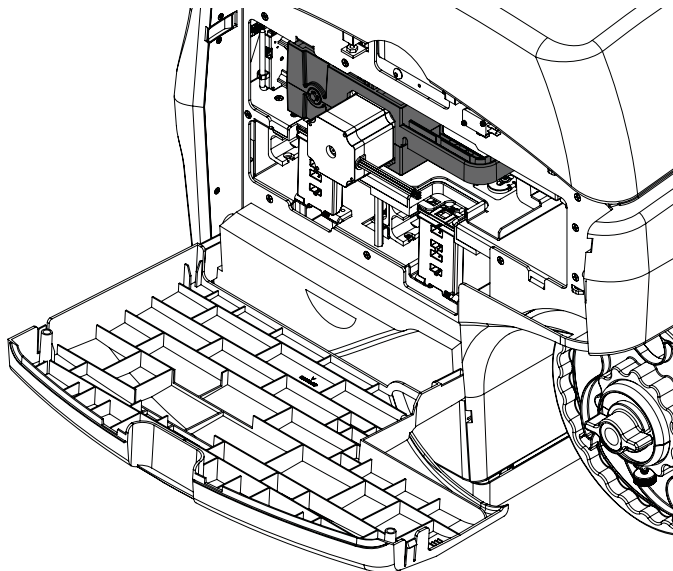
- 3 Open the main side door.



- 4 Lift the roller handle [2] to open the input pinch rollers. There are two rollers on the top and one roller on the bottom of the media entry slot. The rollers must be open to allow removal of the transport unit and remaining media in the next step.



- 5 Grasp the handle on the transport unit. Then pull the transport unit straight out of the printer.

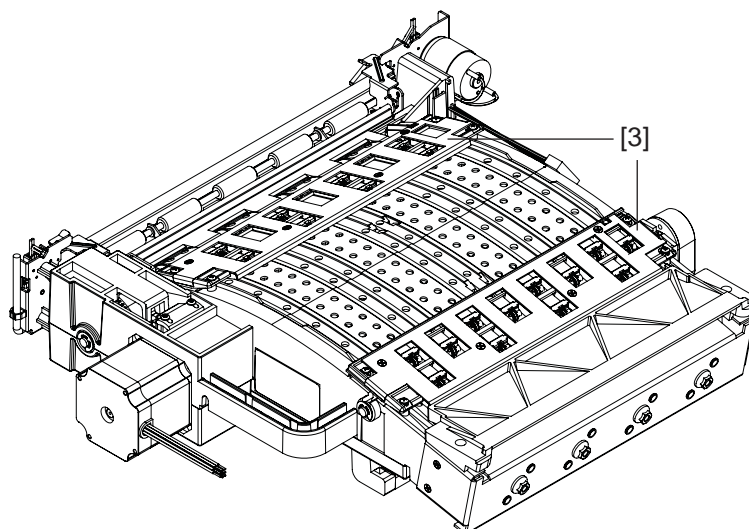


Note: If the yellow transport unit shipping lock is installed, you will not be able to remove the transport unit. You must first remove the shipping lock by rotating it counterclockwise and then pulling it straight out. This lock is usually removed during the unpacking process.

- 6 Release the roller handle and the rollers will return to their normal position.
- 7 Inspect the transport unit and the media travel path inside the printer. Remove the jam.

Warning: If you need to cut media inside the printer with scissors, first power off the printer and turn the power inlet switch off on the rear of the printer.

- 8 Inspect the star wheel assemblies [3] on the transport unit.



Make sure all the star wheel locations are populated with star wheels, and the wheels appear in working order.

- 9 After removing the jam, reinstall the transport unit.
- 10 Reload the media.

Known Issues

Printing Variable Data on Continuous Media Results in Blank Media Feeding

This issue results from printing under the following conditions:

- In the **Media** tab of the printer driver, **None** is selected as the **Sensor** type (continuous media).
- The print job contains labels with variable data such as barcodes or serial numbers that change during printing.

When printing under these conditions, and there is no more data available to print, the printer will not pause and wait for more data. Instead, it will continue to feed media as if printing. This has the potential to create long sections of unprinted media.

To resolve this issue, enable the **Buffer** option in the **General** tab of the printer driver. The entire job will be rendered in the spooler before it is sent to the printer.

This issue does not occur when using **Gap** or **Reflective** as the **Sensor** type. The printer will automatically pause and resume appropriately as data is received. It also does not occur when printing static labels.

Related Topics:

- Setting up General Options on page 32
- Setting up Media Options on page 35

Color Shifts or Drops Out During Printing

This issue results due to loss of ink or excessive air in the ink lines internal to the printer.

To resolve this issue, perform the following steps:

- Cancel the print job and perform a “Prepare for Moving” sequence one time. There is no need to physically move the printer. *See “Preparing for Moving” on page 57.*
- Resume printer use. If problem continues or recurs, reseal the printhead by performing a “Replacing the Printhead” procedure and either replace the printhead or reuse the same printhead in the procedure. *See “Replacing the Printhead” on page 60.*
- Resume printer use. If the problem persists, contact Technical Support.

Resolving Windows 7 and Windows 8 USB Installation Issues

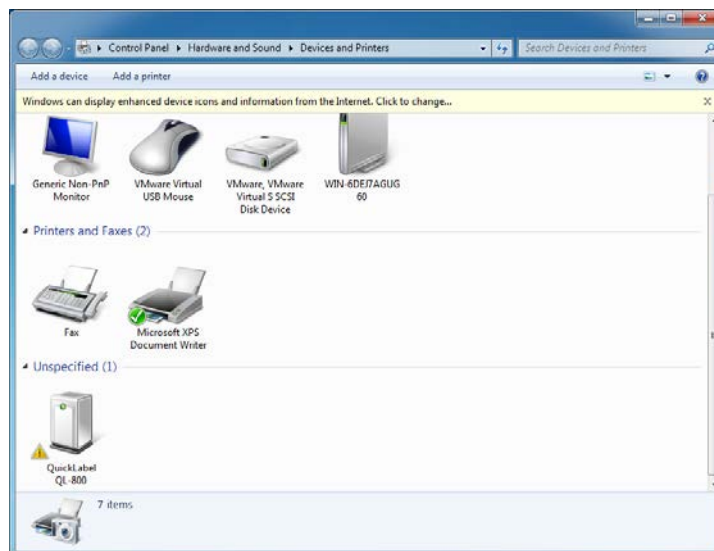
When you install the printer driver via USB, you first run the installation wizard and then connect the printer to your PC via the USB cable.

If you connected the USB cable before running the installation wizard, Windows 7 and Windows 8 will not recognize the printer correctly. In this case, the QL-800 will be listed as an Unspecified item in the Devices and Printers window.

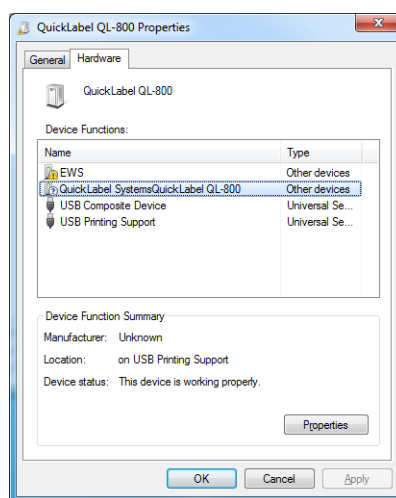
Use the following procedure to correct this issue. This procedure assumes you have already installed the printer driver.

Note: This procedure requires administrator level access in Windows.

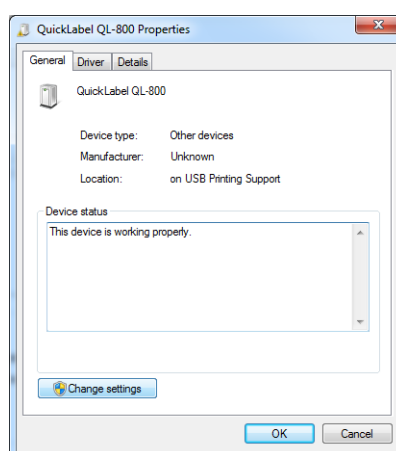
- 1 Open the Devices and Printers window in Windows 7 or Windows 8.



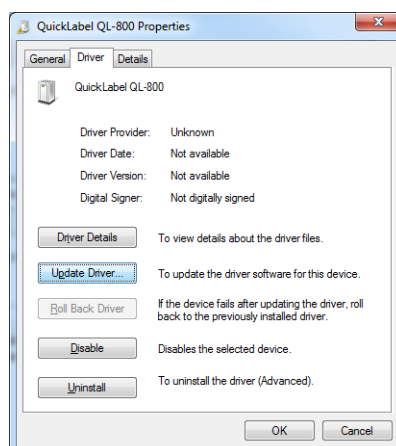
- 2 Right-click the QuickLabel QL-800 in the Unspecified list. Then choose **Properties**. The QuickLabel QL-800 Properties window will open. Choose the **Hardware** tab.



- 3 Select QuickLabel Systems QuickLabel QL-800 and choose **Properties**. The Properties window will open. Choose the **General** tab.



- 4 Choose **Change Settings**. Then choose the **Driver** tab.



- 5 Choose **Update Driver**. When you are prompted, select the **Search automatically for updated driver software** option. Windows will locate the driver on your system and create a printer item.

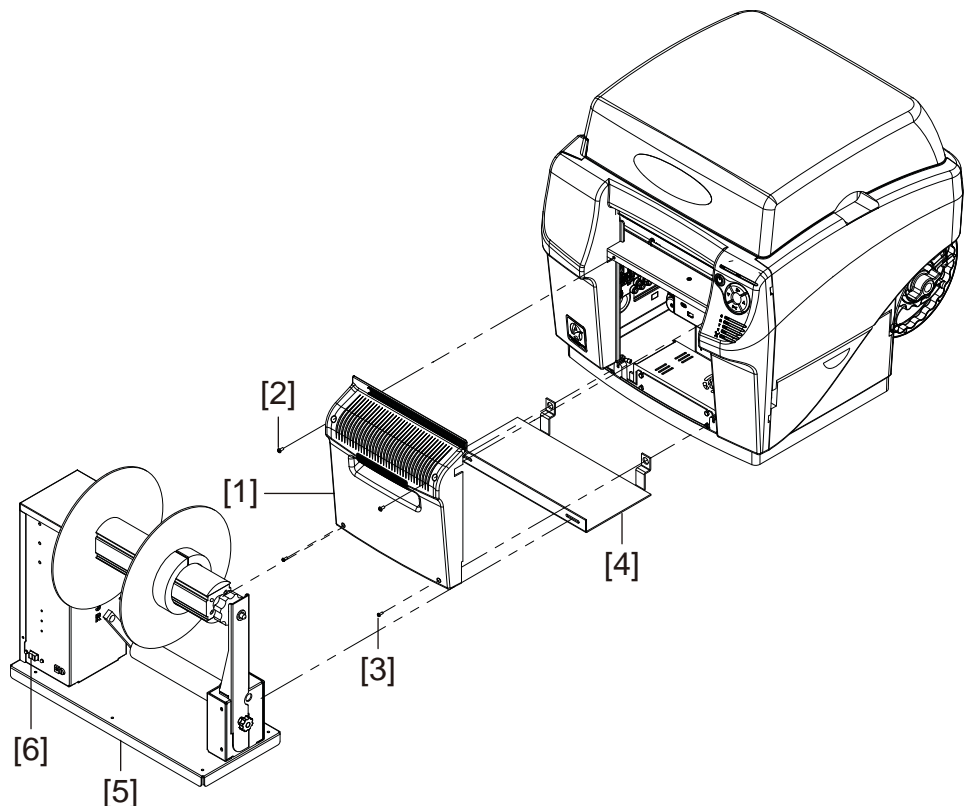
Before Installing the Rewinder

Before installing the rewinder, observe the following precautions.

- No rewinder feet should float. The rewinder must be held level constantly.
- The rewinder must be installed on the same plane as the printer.
- The rewinder weighs 25 pounds (11.3 kilograms). When placing the rewinder on a desk, table, or other similar surface, it must be sturdy and stable enough to support the weight of the printer and the rewinder.
- Do not turn the rewinder mandrel by hand to rewind the media. Turning the mandrel by hand can result in rewinder damage.

Installing the Rewinder

Use the following instructions to install the rewinder. Refer to the following illustration during this process.



- 1 Ensure the power switch [6] on the rewinder is in the off position.
- 2 Power off the printer. On the rear of the printer, turn the power inlet switch off.

- 3 Disconnect the accessory cover [1] by removing the two upper [2] and two lower [3] screws.

Note: *The upper and lower screws are different sizes. Keep these screws separated to ensure correct installation later in the procedure.*

- 4 Orient the rewinder bracket [4] as illustrated. Insert the tabs from the bracket into the printer and align them with the lower accessory cover mounting bosses.
- 5 Reinstall the accessory cover [1] using the two upper [2] and two lower [3] screws. The lower screws will capture and secure the tabs from the rewinder bracket [4].
- 6 Remove the two thumb screws from the rewinder [5].
- 7 Align the rewinder [5] with the rewinder bracket [4]. Ensure the thumb screw mounting locations align with the slotted holes on the bracket.
- 8 Install the two thumb screws through the bracket [4] slots and into the rewinder [5].

Note: *Do not fully tighten the thumb screws at this time. You will tighten the thumb screws after ensuring proper alignment in the rewinding procedure.*

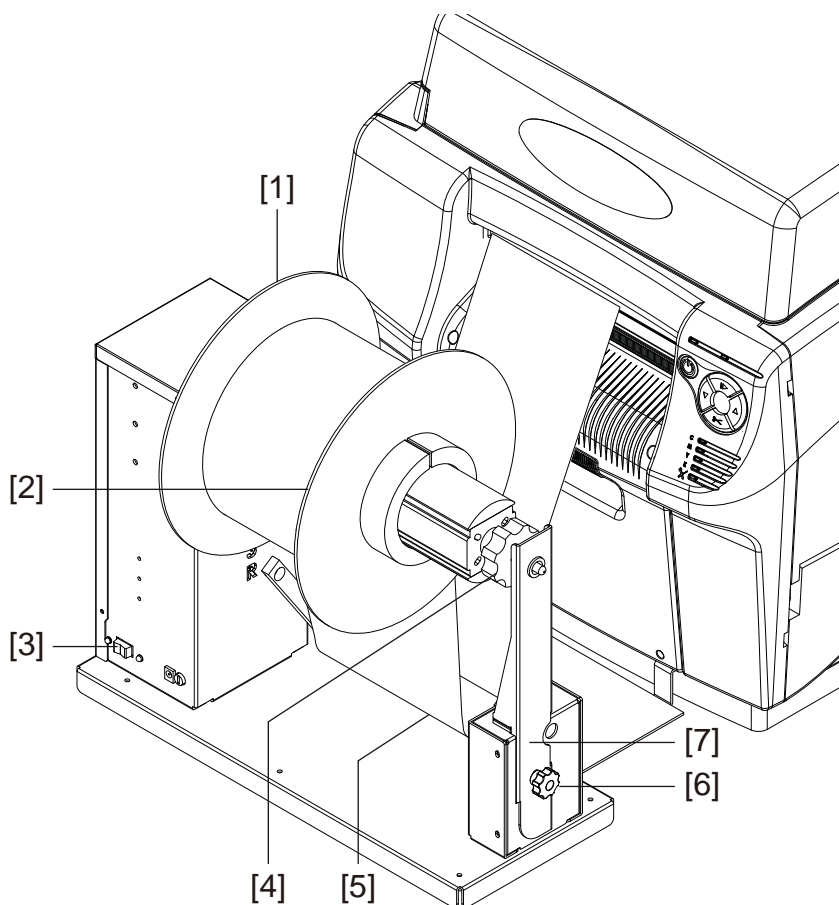
- 9 Plug the power jack into the power slot on the rewinder. Insert the power plug into an AC power receptacle.
- 10 On the rear of the printer, turn the power inlet switch on. Power on the printer.

Rewinding Labels

The rewinder automatically winds printed media exiting the QL-800 onto rolls. The setup process for rewinding labels requires an empty label core and tape.

Note: Do not turn the rewinder mandrel by hand to rewind the media. Turning the mandrel by hand can result in rewinder damage.

- 1 Ensure the power switch [3] on the rewinder is in the off position.



- 2 Turn the thumb screw [6] counterclockwise to loosen and remove the removable roll support arm [7].
- 3 Turn the rewinder mandrel adjustment knob [4] counterclockwise to loosen the mandrel.
- 4 Remove the outer flange [2] from the mandrel.
- 5 Load an empty label core on the mandrel.

Use an empty label core of the same width as the label media you will be using. Install the roll core on the rewinder, sliding it until it contacts the inner flange [1]. The outer flange [2] will be installed after you fasten the label media to the roll core.

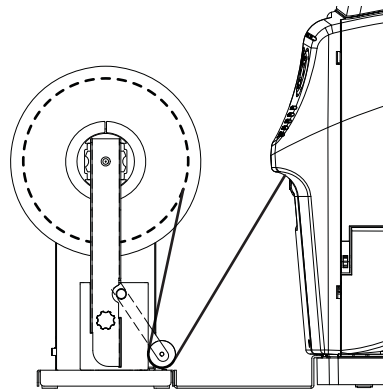
- 6 Start a print job. Pause the job when the printed media advances slightly past the rewinder.

- 7 Feed the media under the rewinder dancer arm [5] and up around the empty label core. The inside edge of the media should be aligned squarely with the inner flange [1].

If the media is not squarely aligned with the inner flange, adjust the position of the rewinder as needed.

- Loosen the thumb screws that fasten the rewinder to the bracket. Slide the rewinder left/right as allowed by the adjustment slots until the media is squarely aligned with the inner flange. Then tighten the thumb screws.
- 8 Fasten the end of the media to the core with tape. Ensure the printed side faces out.
 - 9 Reinstall the outer flange [2] and then turn the mandrel adjustment knob [4] clockwise to tighten the mandrel.
 - 10 Install the removable roll support arm [7]. Then tighten the thumb screw [6] to lock it into position.
 - 11 Turn the power switch [3] on the rewinder to the on position.

When the dancer arm is in a lowered position, the rewinder mandrel will rewind media as needed. Do not turn the mandrel by hand to rewind the media. The media rewind path is illustrated below.



- 12 Resume the print job on the QL-800 printer. The rewinder will rewind media automatically as needed. The rewinder will stop when the printer stops advancing media or when the printer is out of media.

8

Safety Warnings and Precautions

Before using this printer, please read this section thoroughly. Warnings to heed and important matters are described here to prevent user injury and printer damage.

Do not attempt to operate this printer in any way other than those mentioned in the User Guide.

Location

Make sure there is sufficient space around the printer.

Warning

- Never place items on the printer. If such items were to fall on the printer, this could cause a fire, electrical shock, or damage to the printer.
- The electrical contacts inside the printer become extremely hot during normal operation. To avoid causing a fire, never store flammable substances like alcohol, thinner, etc. near the printer.

Caution

Avoid using the printer in the following types of locations.

- Where the printer is exposed to open air or high humidity. This could cause a fire, serious electrical shock, or damage to the printer. Also, if the printer is carried into a warm room on a cold day, this could cause condensation inside the printer. If this happens, allow the printer to sit for at least 1 hour at room temperature to adapt to the ambient temperature and humidity.
- Never place the printer on a slanted or unstable stand or table. If the printer is dropped or slides off, this could cause personal injury.
- Never expose the printer to dust. This could cause a fire, serious electrical shock, or damage to the printer. Also, never locate the printer near a water faucet or in any other location where it will be exposed to water. This could cause serious electrical shock.
- Never set up the printer in a location that is exposed to direct sunlight, high temperature, or open flame. This could cause a fire or electrical shock.
- Use the printer in an environment where temperature and humidity are within the ranges of 41 to 95 degrees Fahrenheit (5 to 35 degrees Celsius) and 20% to 80% RH (with no condensation).
- Never block the ventilation ports on the printer. A blocked ventilation port could cause heat to build up inside the printer and cause a fire. Also, place the printer in an area where you can disconnect the power cord immediately; keep the area around the power cord connection free of obstacles. This allows you to unplug the power cord quickly in an emergency.

Power Supply and Power Cord

Warning

- To avoid causing a fire or serious electrical shock, always use the power cord provided with this printer. To avoid a fire or electrical shock, do not use an extension cord.
- To avoid causing a fire or serious electrical shock, make sure that the power plug is securely and completely inserted into the power source. To avoid personal injury from an electrical shock, never handle the power cord or plug when your hands are wet.

Caution

- Be sure to turn off the printer before removing the power plug from the outlet.
- Check the power plug and cord for any problem (abnormal heat, rust, bend, cracks, scratches, etc.) at least once a month. If any problem with the power plug or cord is found, replace it. Using it without replacement can result in a fire or electrical shock hazard.
- To avoid damaging the power plug, which could cause a short circuit and cause a fire or electrical shock, never pull on the power cord to unplug the cord from the power supply. Always grip the plug to remove it from the power supply.
- If the printer will not be used for a long period, for your safety disconnect the power cord from the power source.
- Never use any power source other than the one rated for the printer. This printer is designed to be used in the region where purchased. Also, make sure the power source can supply sufficient power for the printer. This could cause a fire or serious electrical shock, or damage the printer.

General Safety

Warning

- If you find a large ink leak, switch the printer off immediately, disconnect the power plug from the power source, and call for service. If you continue to use the printer, this could cause a fire or serious electrical shock.
- Never clean the printer with water or any flammable liquid (alcohol, benzene, thinner, etc.) either applied directly or with a cloth. If you accidentally spill liquid on the printer, switch the printer off immediately, disconnect the power plug from the power source, and call for service. If you continue to use the printer, this could cause a fire or serious electrical shock.
- If the printer emits smoke, unusual odors, or makes noises, leaving it could cause a fire or serious electrical shock or damage to the printer. Switch the printer off immediately, disconnect the power plug from the power source, make sure that the printer has stopped smoking, and call for service. Do not attempt to repair the printer by yourself. This could cause a fire or serious electrical shock.
- Use only a slightly damp cloth, thoroughly wrung out, to clean the printer surfaces. Never use alcohol, thinner or any other flammable liquids. If such materials come

into contact with electrical components inside the printer, this could cause a fire or serious electrical shock.

Caution

- There are high voltage points inside the printer. To avoid a fire or electrical shock, never attempt to disassemble or repair the printer.
- Never insert or drop any metal objects into the printer when it is open. This could cause a fire or serious electrical shock, or damage the printer. If something falls into the printer accidentally, switch the printer off immediately, disconnect the power plug from the power source, and call for service. If you continue to use the printer, this could cause a fire or serious electrical shock.
- If the printer is dropped and damaged, switch the printer off immediately, disconnect the power plug from the power source, and call for service. If you continue to use the printer, this could cause a fire or serious electrical shock.
- To avoid a fire or electrical shock, never use flammable sprays around the printer.
- Never remove the fixed covers from the printer. This could cause a serious electrical shock.

Important

- While the printer is printing, do not open any covers and do not remove the power plug.
- Do not apply excessive force or strong shock to the printer. Doing so can result in a machine failure or impair printer quality. Be sure to open/close the covers slowly.

Moving the Printer

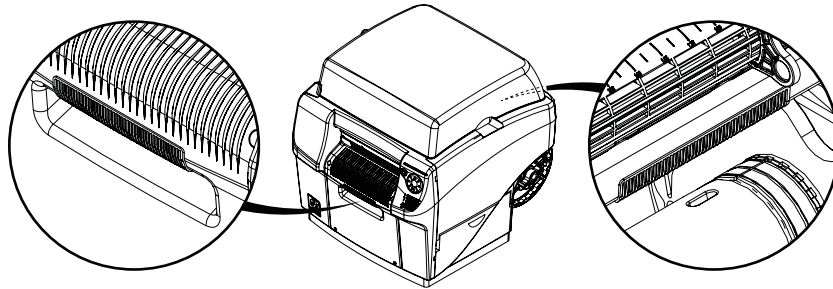
Warning

- Call the dealer for advice before you ship the printer a long distance or move the printer by car or truck where it may be subjected to shock and vibration. Moving the printer without the proper preparation could subject it to shocks and vibrations which could damage the printer and cause a fire.

Caution

- Before moving the printer, use the appropriate procedures to drain ink from the printhead or entire print system. *See “Preparing for Moving” on page 57. See “Preparing for Shipping” on page 57.*
- Before you move the printer to another location in the same building, disconnect the power cord and make sure that all other cables are disconnected.
- The printer is heavy and moving it requires two people. One person should lift the front by the indicated lift point, while the other person should lift the back by the indicated lift point. Do not lift the printer by the mandrel. Lift the front of the printer

by the recessed handle. Lift the rear of the printer by the flat area of the purple frame above the mandrel. Keep the printer level while lifting it.



- Always hold the printer level and carry it slowly. If ink is spilled inside the printer while moving it, this could cause a fire or serious electrical shock or damage the printer.

Important

- To prevent machine failures, do not relocate or transport this printer with the covers open.

Ink Cartridge and the Maintenance Cartridge

Caution

- Always store these items out of the reach of small children. This prevents accidents. If a child accidentally swallows ink, seek medical attention immediately.
- If ink gets into your eyes, wash it out with flowing water immediately. If irritation persists, consult a physician.
- If ink comes into contact with your skin, rinse it off with flowing water immediately. If irritation persists, consult a physician.
- Never drop or apply excessive force to an ink cartridge or the maintenance cartridge. Ink can stain clothing and the work area.
- Never attempt to disassemble or modify the ink cartridges. They contain ink, which may leak out and smear your clothes or things around you.

Important

- Do not install or remove the ink cartridge or maintenance cartridge unless it needs to be replaced. Doing so can accelerate wear of the printer components.

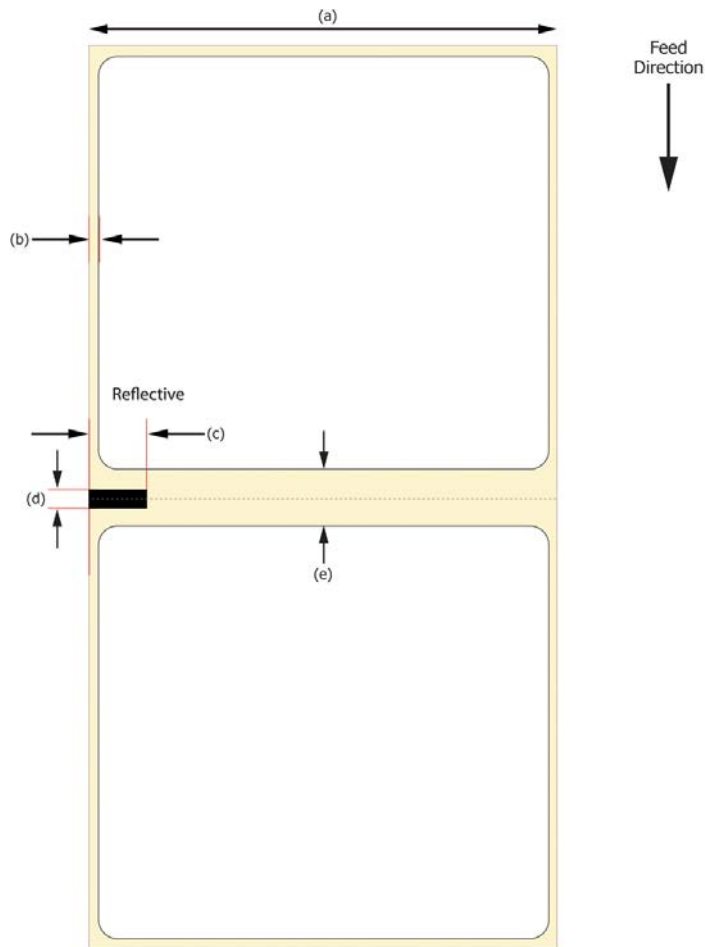
Printer Specifications

Printer	
Printing Technology	Thermal Inkjet
Resolution	1600 x 1600 dpi, 1600 x 800 dpi
Label Size/Print Area	Width 2.0" (51 mm) - 8.3" (211 mm)
	Length 1.0" (25 mm) - 30.0" (762 mm)
Print Speed	6 ips at 1600 x 1600 dpi 12 ips at 1600 x 800 dpi
Media Sensing	Gap, Reflective (bottom-only), Continuous; Non-adjustable/fixed sensors
Ink Cartridge Capacity	QuickLabel QL-800 CMYK dye cartridges, 250mL
Maintenance Cartridge Capacity	Approximately 1 million printed inches or 850 mid-job cleanings Near full warning at approximately 80% full
Printhead Life	Approximately 250,000 linear inches. Printhead life varies with image content and duty cycle, and is reported by the QL-800 Maintenance Utility so the user can anticipate end of life. Printing of vertical lines will accelerate printhead wear.
Maintenance Roller Life	Approximately 1 million printed inches or 850 mid-job cleanings
Ventilation Filter	Approximately 500,000 linear inches
Cutter Blade	Approximately 100,000 cuts on paper liner

Printer	
Label Media	Width: 2.125" (54 mm) - 8.425" (214 mm)
	Length: 1.125" (29 mm) - 30.125" (765 mm)
	Types: Gloss Paper, Matte Paper and Synthetic pressure-sensitive; Paper Tag Stock
	Roll: 8" OD (203 mm) QuickLabel® paper and synthetic labels on 3" ID (76.2 mm) core
	Thickness: 5.5 mil - 7.5 mil (0.140 mm - 0.191mm)
Control Panel	<p>5 buttons - Power, Pause, Feed, Back Feed, Cut</p> <p>7 LEDs - Power/Status, Error, Ink Out C/M/Y/K, Service</p>
Wait Time to Ready	On -> Ready 60 seconds
Connectivity	USB 2.0; 10/100 BaseT Ethernet, RJ-45 connection
Software	Custom QuickLabel Omni® label creation and print management program suite and QL-800 Windows® 10/8/7 Server 2012/2008 64/32-bit driver
Barcodes	All major barcodes supported, including 2D Datamatrix and QR Code

Printer	
Environmental	<p>Printer Operating</p> <p>41° F to 95° F (5° C to 35° C), 20% to 90% Relative Humidity (non-condensing) Printer should be installed on level surface with no more than 1° tilt in any axis</p> <p>No longer than 8 weeks powered off or in standby.</p>
	<p>Printer Non-Operating</p> <p>23° F to 113° F (-5° C to 50° C), 5% to 95% Relative Humidity (non-condensing)</p> <p>No longer than 2 weeks powered off or in standby.</p>
	<p>Ink Storage</p> <p>32° F to 95° F (0° C to 35° C), 35% to 85% Relative Humidity (non-condensing)</p>
	<p>Ink Warranty</p> <p>24 months from date of production or 6 months after installation in printer</p>
	<p>Atmospheric Pressure</p> <p>1060hPa (795mmHg) - 700hPa (525mmHg)</p>
Power Requirements	100-240 VAC 50-60 Hz, 2.6A
Power Consumption	Operating: 260W (max) Idle: 60W (max)
Dimensions	23.7" L x 20.3" W x 20.8" H (602 mm x 515 mm x 528 mm)
Weight	No Supplies: 64 lbs. (29 Kg)
	With Supplies: 71 lbs. (32 Kg)
	Packaged: 79 lbs. (36 Kg)
Optional Accessories	Automatic Label Roll Rewinder

Label Specifications



Label	
Rollstock	8" OD (203 mm) QuickLabel® paper and synthetic labels
Label Size/Print Area	Width: 2.0" - 8.3" (51 mm - 211 mm)
	Length: 1.0" - 30.0" (25 mm - 762 mm)
Construction	Width (a): 2.125" - 8.425" (54 mm - 214 mm)
	Edge Trim Left / Right (b): 0.063" (1.59 mm)

Label	
Reflective Mark	Width (c): 0.75" (19 mm) minimum
	Length (d): 0.125" (3.175 mm)
	Density: >1.1 (reflective measured with X-Rite 504) Non-glossy finish
Other Features	Gap (e): 0.118" (3.0 mm) - 0.75" (19 mm)
	Multi-Across/Down: Yes, 1.0" (25 mm) min. width, 1.0" (25 mm) min. length
	Maximum of 0.25" horizontal and vertical gaps
	Butt Cut Label Construction: acceptable if no print required for length of reflective mark
	Splices: clear tape splices are permissible

A

- Aerosol Filter
 - Replacing 60
- Auto-Maintenance 55

C

- Cancelling jobs 46
- Cleaning
 - Exterior 65
 - Input pinch rollers 65
 - Maintenance Tray Area 66
 - Transport belt 67
- Cleaning Printheads 56
- Cleaning Procedures
 - Updating 56
- Clock 51
- Color Basics 27
- Custom QuickLabel Omni 29
 - Label Setup 30
- Cut/Stop Position 54
- Cutter
 - Replacing 60

D

- Design Software
 - Choosing 29
 - Custom QuickLabel Omni 29
 - Setup 30
 - Third Party Applications 29
- Designing Labels 29
- DHCP 11
- Driver 32, 33, 35, 38, 39, 42
- Driver Installation (Network) 10
- Driver Installation (USB) 9

E

- Error History 59

F

- Firmware Upgrade 50
- Full-Bleed Labels
 - Planning 30

H

- Horizontal Baseline 53

I

- Ink Cartridge Contacts
 - Cleaning 68
- Ink Cartridges
 - Installing 13
 - Replacing 63
- Ink Levels 47
- Inner Flange 24
- Installation Location 6
- Installation Precautions 7
- Installation Summary 2
- IP Address 11

L

- Label Design Software
 - Setup 30
- Labels
 - Designing 29
- LAN Port 24
- LED Indicators 23, 26
- Log Files 59
- Lower Side Door 23

M

- Main Side Door 23
- Maintenance Cartridge 47
 - Replacing 61
- Maintenance Roller 12
 - Replacing 62
- Maintenance Utility 49
 - Advanced Tab 62
 - Cleaning Tab 55
 - Parts Replacement Tab 59
 - Print Settings Tab 52
 - Printer Information Tab 49
 - System Logs Tab 58
- Mandrel 24
- Media
 - Loading 18, 19
 - Unloading 21
- Media Entry Slot 24
- Media Exit Slot 23
- Media Jam Removal 86
- Moving 57

N

- Non-Bleed Labels
 - Planning 30

O

Operation Panel 23, 25
Outer Flange 24

P

Power 8, 71
Power Inlet 24
Printer Information 50
Printhead
 Installing 14
 Replacing 60
Printhead Cleaning 56
Printing Labels 43

R

Rewinder 93, 95

S

Safety 97

Shipping 57

Specifications 101

Status Monitor 45, 46, 47

System Requirements 8

T

Third Party Applications 29

Top Cover 23

U

Upgrade 50

USB Port 24

V

Vertical Baseline 52

W

Wing Nut 24