



# M511

LABEL PRINTER

User Manual

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## Brady Warranty

Our products are sold with the understanding that the buyer will test them in actual use and determine for themselves the adaptability to their intended uses. Brady warrants to the buyer that its products are free from defects in material and workmanship, but limits its obligation under this warranty to replacement of the product shown to Brady's satisfaction to have been defective at the time Brady sold it. This warranty does not extend to any persons obtaining the product from the buyer.

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## Safety and Environment

Please read and understand this manual before using the M511 printer for the first time. This manual describes all of the main functions of the M511 printer.

### Precautions

Before using the M511 printer, please note the following precautions:

- Read all instructions carefully before operating the printer and prior to performing any procedure.
- Do not place the unit on an unstable surface or stand.
- Do not place anything on top of the unit.
- Keep the top clear of obstructions.
- Always use the printer in a well ventilated area. Do not block the slots and opening on the unit, which are provided for ventilation.
- Only use the power source indicated on the rating label.
- Use only the power cord that comes with the unit.
- Do not place anything on the power cord.
- This equipment is not intended for use by children.

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## Technical Support and Registration

### Contact Information

For repair or technical assistance, locate your regional Brady Technical Support office by going to:

- **United States:** [bradyid.com/techsupport](http://bradyid.com/techsupport)
- **Canada:** [bradycanada.ca/contact-us](http://bradycanada.ca/contact-us)
- **Mexico:** [bradyid.com.mx/es-mx/contacto](http://bradyid.com.mx/es-mx/contacto)
- **Latin America:** [bradylatinamerica.com/es-mx/soporte-técnico](http://bradylatinamerica.com/es-mx/soporte-técnico)
- **Europe:** [bradyeurope.com/services](http://bradyeurope.com/services)
- **Australia:** [bradyid.com.au/technical-support](http://bradyid.com.au/technical-support)
- **Asia Pacific:** [brady.co.uk/landing-pages/global-landing-page](http://brady.co.uk/landing-pages/global-landing-page)

### Registration Information

To register your printer go to:

- [bradyid.com.au/register](http://bradyid.com.au/register)

### Repair and Return

If for any reason you need to return the product for repair, please contact Brady Technical Support for repair and replacement information.

## Document Conventions

When using this document, it is important that you understand the conventions used throughout the manual.

- All user actions are indicated by **Bold** text.
- References to menus, windows, buttons and screens are indicated by *Italicised* text.

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# 1 Introduction

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Use the Brady Express Labels mobile app or Brady Workstation software to design labels and print to the M511 label printer. The M511 printer includes the following features:

- Withstands a 6 ft. (1.8 m) drop
- Crush resistant to 250 lbs (113.4 kg)
- Military-grade shock resistance
- Uses M50 series print cartridges
- Automatic label cutter
- Connect up to five simultaneous users with Bluetooth® Low Energy 5.0
- Compact and lightweight at 2.3 lbs (1.06 kg)
- Prints 1000 labels per day
- Internal lithium ion battery
- USB-C to USB-A coupler

## System Specifications

The M511 printer has the following specifications:

- Weight 2.77 lbs (1.26 kg) (with label cartridge)
- Thermal transfer print mechanism, 300 dpi
- Print width: 1 - 1.44" (25.4 - 36.6 mm)
- Print length for labels: 39" (990.6 mm) maximum
- Liner width: 1.8" (46 mm) maximum
- Label widths from 0.235" (6.0 mm) through 1.5" (38.1 mm)
- Minimum label height: 0.236" (5.99 mm)
- Prints up to 300 labels per battery charge
- Print speed: up to 1.33 in/sec (33 mm/sec)
- Internal lithium ion battery, 2450 mAh



## Physical and Environmental Characteristics

The M511 printer has the following physical and environmental characteristics:

Physical	U.S. Units	Metric Units
Dimensions	6.4" L x 6" W x 3.6" H	163 x 151 x 92 mm
Weight (with label supply and ribbon)	2.77 lbs	1.26 kg

**Note:** The table below refers to the M511 printer only. Consumable performance may vary.

Environmental	Operation	Storage
Temperature (Printer) Note: Prolonged exposure of the printer to direct sunlight is not recommended.	40° to 110° F (4° to 43° C) The AC adapter is rated at a maximum temperature of 104° F (40° C).	0° to 110° F (-18° to 43° C)
Relative Humidity (Printer)	20% to 90% (non-condensing)	10% to 90% (non-condensing)

## Proximity Range for Bluetooth

The M511 printer should be within 65 ft (19.8 m) of the device to pick up the Bluetooth signal.

## 2 Setup

### What's in the Box

The following items are included in the standard M511 package:

- M511 printer with internal battery. (Battery is not accessible. Contact Brady Technical Support for service.)
- AC adapter with USB-C cable
- USB-C to USB-A coupler
- Cartridge MC-1500-595-WT-BK
- Quick Start Guide
- *Brady Workstation Basic Design Suite* brochure including download instructions
- USB drive including User Manual, Quick Start Guide, and driver



Asia Pacific, Australia



North America



Europe, Middle East, Africa



China

## Save the Packaging

Save the packaging surrounding your M511 printer in case you have to ship the printer and accessories back to the supplier.



CAUTION! If shipping the printer, consult with your transportation carrier for state, federal, municipal, and international shipping regulations regarding the lithium ion battery contained in the printer.

## Registration

Register your printer online at [www.bradyid.com.au/register](http://www.bradyid.com.au/register) and receive free product support and updates!

# Printer Components

## Exterior



1	Door	6	Error indicator
2	Label exit	7	Battery indicator
3	Eject button	8	Bluetooth indicator
4	USB port	9	Cut button
5	Door finger tab	10	Power button

**Interior**



<b>1</b>	Door
<b>2</b>	Cartridge bay with cartridge
<b>3</b>	Lock lever

## Power and Battery

Power is supplied to the M511 printer from an internal lithium ion battery, or from an AC or USB power adapter.



**WARNING!** To prevent risk of fire, electrical shock, explosion, or damage, read below.

- Do not expose the printer to temperatures above 110° F (43° C).
- Do not disassemble, mistreat, or attempt to replace components in the printer.
- Do not incinerate the printer. Keep the printer away from heat sources.
- Keep the printer away from water.
- Never lay objects on top of the printer.
- Store the printer in a cool, dry place.
- The printer must be recycled or disposed of properly according to federal, state, and municipal regulations.



**CAUTION!** The battery used in this device may present a risk of fire or chemical burn if mistreated. Do not disassemble, heat above 110° F (43° C), or incinerate.



**CAUTION!** Dispose of used battery promptly. Keep away from children. Do not disassemble and do not dispose of in fire.

### Power Adapter

The printer can be powered and charged through an AC/DC power adapter or by plugging into a USB port on a laptop or in a vehicle. When the adapter is plugged in, it is also charging the battery.

**Note:** For best results use the USB to AC wall adapter that came with the printer. This adapter provides at least 15 W. The printer will take longer to charge with an adapter that is less than 15 W. Also, charging from a USB type A port generally provides less than 15 W and thus may not charge as well.

For rapid charging, use the AC adapter to plug the printer into a wall outlet.

Catalog Number	Region
880966	Australia



	North America
1	USB-C cable
2	USB C to A coupler
3	AC wall adapter with type A plug

	Europe, Middle East, Africa
1	USB-C cable
2	USB C to A coupler
3	AC wall adapter with type A plug
4	Type C plug
5	Type G plug

	Asia-Pacific, Australia
1	USB-C cable
2	USB C to A coupler
3	AC wall adapter with type A plug
4	Type C plug
5	Type G plug
6	Type I plug

	China
1	USB-C cable
2	USB C to A coupler
3	AC wall adapter with type A plug
4	Type C plug
5	AC wall adapter with type A plug (China)

## Charging the Printer

### Plugging in the Printer

You can charge the printer from an electrical outlet or a USB port.

**IMPORTANT!** When charging the printer for the first time, use an electrical outlet.

For battery status indicators, see [“Battery Status” on page 24](#).

**To plug the printer in to an electrical outlet:**

1. Insert one end of the USB-C cable into the USB port on the printer.



2. Insert the other end of the USB-C cable into the USB-C port on the AC adapter.



3. Use the appropriate plug for your region.
  - **North America:** Plug the AC adapter into an electrical outlet.
  - **Europe, Middle East, and Africa:** Attach the type C or G plug to the AC adapter and then plug the adapter into an electrical outlet.
  - **Asia-Pacific:** Attach the type C, G, or I plug to the AC adapter and then plug the adapter into an electrical outlet.
  - **China:** Attach the type C plug to the AC adapter and then plug the adapter into an electrical outlet.



**To plug the printer in to a USB-A port:**

1. Insert one end of the USB-C cable into the USB port on the printer.



2. Insert the other end of the USB-C cable into the USB-C port on the USB-C to A coupler.



3. Plug the USB coupler into a USB-A port on a computer or in a vehicle.

***Before Initial Use***

Fully charge the internal lithium ion battery before running the printer on battery.

1. Plug the printer into a power outlet. (For details see [“To plug the printer in to an electrical outlet:”](#) on page 9.)

2. Charge for 2.5 hours. The battery status lights pulse while charging. When all four lights are green and stop pulsing, the battery is fully charged. For detailed status information see ["Battery Status" on page 24.](#)



## Power On

To turn the printer on or off:

1. Press and hold the power button for one second.



## Automatic Shut Down

To conserve battery charge, the printer automatically turns off after a period of inactivity. Use the Express Labels mobile app to set the inactive time, see ["Shutdown" on page 14.](#)

## Force Restart

To force the printer to restart if it becomes unresponsive, hold the power button down for fifteen seconds. The battery and Bluetooth lights will come on when the printer has restarted.

# Software for Creating Labels

Install labelling software on your computer or mobile device, set up the connection to the printer, then use the software to design labels and send them to the printer. (Refer to your local Brady website for other Brady software. Be aware that older Brady labelling software may not automatically detect the printer and that the information in this manual is based on the software listed below.)

- Use the Brady Express Labels app on a mobile device.
- Use Brady Workstation software on a desktop or laptop computer.

## Mobile Device

The mobile device operating system must be one of the following:

- Android 6.0 or higher
- Apple iOS 10.0 or higher

The mobile device must support Bluetooth® 4.2 or higher.

**To install the Brady Express Labels app and get started:**

1. Download the app from the Apple® App Store or the Google Play™ store.
2. Connect to the printer. See [“Connecting the Printer” on page 12](#).
3. Configure settings. See [“Printer Settings” on page 13](#).
4. Create labels and print.

## Computer

Brady Workstation software provides a variety of apps to simplify label creation for specific purposes. It also provides easy-to-use apps for custom label design.

**To get Brady Workstation software:**

1. Make sure your computer is connected to the Internet.
2. Go to [bradyid.com.au/workstation](http://bradyid.com.au/workstation).
3. Follow the instructions on the screen to choose the right software for your purpose and download it.



## Installing the Windows Driver (Optional)

If you are using the Brady Express Labels app or Brady Workstation software, you do not need to install the windows driver. Skip to [“Connecting the Printer” on page 12](#).

If you are using older Brady software or third-party software, you must install the Windows driver. See the *Driver Installation Guide* PDF file on the USB drive that came with the printer.

## Connecting the Printer

Connect to the labelling software using Bluetooth® wireless technology or a USB cable.

	Supported Connections
Computer	
Mobile Device	

## Bluetooth

The Bluetooth status light has the following meanings:

- Bluetooth symbol is blinking blue: No devices are connected.
- Bluetooth symbol is solid blue: At least one device is connected.

Up to five mobile devices can be connected at a time.

### To connect the printer to a mobile device via Bluetooth:

1. Turn on the printer. See [“Power On” on page 11](#). Bluetooth is automatically on when the printer is on.
2. Open the Express Labels app on your mobile device.
  - If no other printer is currently connected to the Express Labels app, the software detects the new printer.
  - If another printer is currently connected to the Express Labels app, manually add the printer. Tap on the menu, then tap **Printers**, then tap the yellow + icon to add a new printer.
3. Tap the control to connect the printer. Once connected, you may change the printer name if desired.



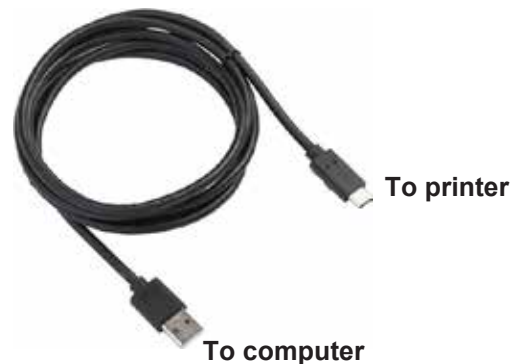
## Disconnecting

If you need to disconnect a device, use the *Forget* function in the Express Labels app.

## USB

To connect to a computer via USB 2.0, plug the provided USB cable into the printer and the computer. Brady Workstation software automatically detects the printer when connected via USB cable.

**Note:** If you are not using Brady Workstation software, you need to install the printer driver. See the *Driver Installation Guide* PDF file on the USB drive that came with the printer.



## Printer Settings

All settings are configured in the Express Labels mobile app. Most settings (like language and measurement units) are software-wide and not specific to one printer model. The only settings that you may wish to change for the M511 printer are the shutdown time and the printer name.

## Shutdown

In order to save power, the printer can shut down after a period of inactivity. The default setting is to shut down after 30 minutes of inactivity.

To set the inactive period, open the list of printers in the Express Labels app and select your printer for printer information and properties.

**Note:** The shutdown time is stored on the printer, so if multiple people change the shutdown time, only the most recent value is in effect for all devices using the printer.

## Printer Name

The default printer name is the printer model and serial number. You may wish to use a more descriptive name in the Express Labels app.

If you wish to change the printer name, open the list of printers in the Express Labels app and tap the more menu for an option to rename the printer. The name you assign is only used in this instance of the Express Labels app. Other people will see either the default name or the name they have assigned.

# Loading Cartridges

The M511 printer uses M-50 series cartridges which combine the ribbon and labels in one cartridge. Only use cartridges that have the Brady Authentic logo.

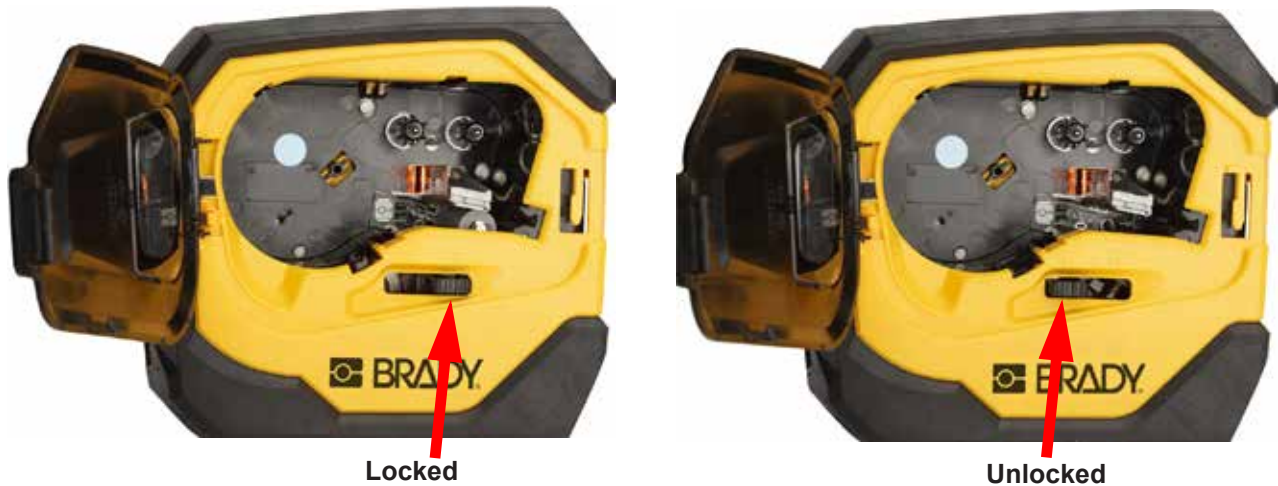
Brady cartridges come equipped with smart-cell technology that enables the printer and Brady labelling software to recognise the type of label and automatically set many label formatting details.



### To load cartridges:

1. To open the door, push or pull up on the finger tab.

- Slide the lock lever left to unlock the cartridge. Cartridges can be loaded with the power on or off.



- Push the eject button on the back of the printer.



- Lift the cartridge out of the printer.



- Place a new cartridge in the bay and push down until the cartridge snaps into place.

- Slide the lock lever right to lock the cartridge.



- Close the door.

If the cartridge is empty, recycle according to local regulations. (See [“Recycling the Cartridge”](#) on page 16 for more information on recycling cartridges.)

Store the cartridge in a cool, dry place.



**WARNING!** Please note that the cartridge bay contains parts and assemblies that may be susceptible to damage by Electrostatic Discharge (ESD). When loading or unloading a cartridge, care must be taken so that devices are not damaged.

## Recycling the Cartridge

Cartridges need to be recycled in accordance with local regulations. Before recycling, the used cartridges must be pulled apart to release the individual components. These various components must then be recycled in the correct recycling bins.

### Materials

- 1/4-inch (6.35mm) blade flathead screwdriver
- Safety Glasses
- Safety Gloves



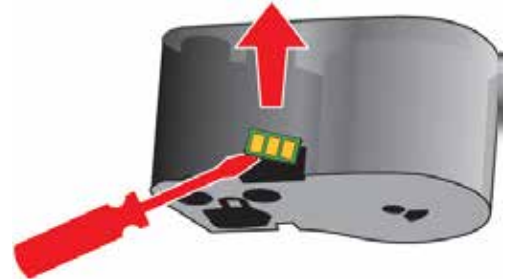
**CAUTION!** Always wear personal protective equipment when dismantling a ribbon or label cartridge.

## Dismantling the Cartridge

### To dismantle the cartridge:

1. Using the flathead screwdriver, pry off the smart cell on the bottom of the cartridge by placing the screwdriver blade under a corner of the smart cell and lifting up.

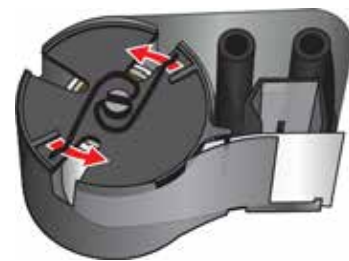
The chip is glued on and should release fairly easy.



2. Starting at the narrow end of the cartridge, insert the flathead screwdriver into the seam of the cartridge, then twist the screwdriver slightly to loosen the two outside pieces of housing. Repeat at various points around the seam.



3. Separate the top of the housing from the base. Pry one leg of the metal spring on top of the disk out from the clip. The spring and disk will pop out of the housing.

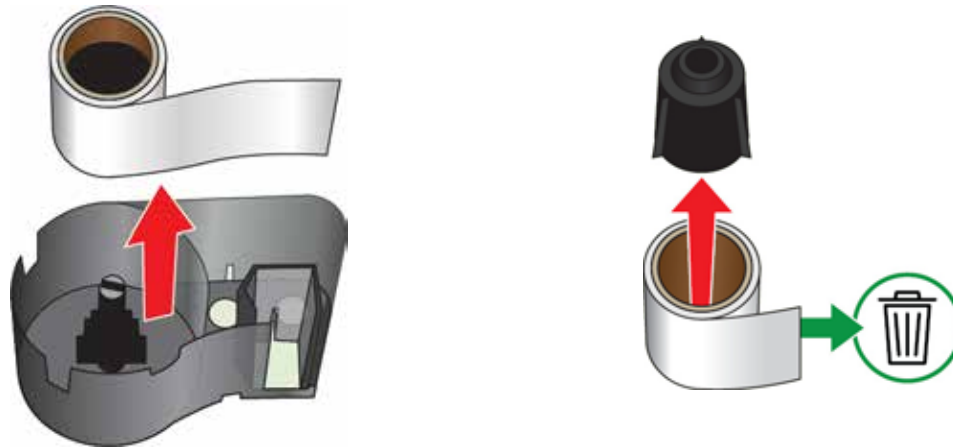




- Remove the ribbon spools. Unwind and detach the ribbon from its spools.



- Lift the labels out of the cartridge housing and then remove the black plastic cylinder from inside the label core.



- Slide the metal spring out from the inside of the black plastic cylinder.



## Recycling Components

These components should be removed from the cartridge and recycled according to the following guidelines.

### Housings and Spools



Component	Material	Recycle Bin
Housings and spools	Polycarbonate (PC)	#7 Plastics
Springs	Metals	#40 Metals
Smart cell	Electronic	Electronic waste
Slotted wheel	Polystyrene	#6 Plastics

## Accessories

The following accessories are available for the M511 printer and can be purchased separately from your distributor:

- Magnet (176449)
- Utility hook (176450)
- Power Brick (176499)
- AC adapter set for Asia-Pacific and Australia (880966)
- Soft-sided carrying case (150617)
- Hard-sided carrying case (176448)

### Magnet

Use the magnet accessory, purchased separately, to attach the printer to magnet-receptive metal surfaces such as panels and I-beams.



**WARNING!** The magnet accessory contains a neodymium magnet.

- Strong magnets may interfere with proper operation of heart pacemaker, defibrillator, insulin pump, or other medical devices. Keep magnets a sufficient distance from anyone wearing these devices.
- Do not use magnets in explosive atmospheres.



- Do not give children strong magnets (especially neodymium). Keep this product out of the reach of children.
- Many magnets are brittle and may shatter if they “jump” together or jump onto a steel surface. Always wear eye protection if this is likely to happen.
- Analog watches, televisions, and computer monitors can be permanently damaged by placing magnets near them.
- Strong magnets may affect or interfere with sensitive electronic instruments and navigation equipment. Always keep magnets a sufficient distance from such devices.
- Magnets can destroy information stored on magnetic media such as credit cards, tape drives, and computer hard drives. To preserve your data, keep these and other magnetic media away from the product.

Dispose in accordance with federal, state, and local regulations.

**To attach the magnet accessory to the printer:**

1. Slide the magnet keeper plate off of the magnet.



2. Position the magnet accessory on the back of the printer so that the screw holes line up.



3. Screw in the three screws that come with the magnet to affix it to the printer.



## Utility Hook

Use the utility hook, purchased separately, to hang the printer from a hook, knob, or other protuberance.

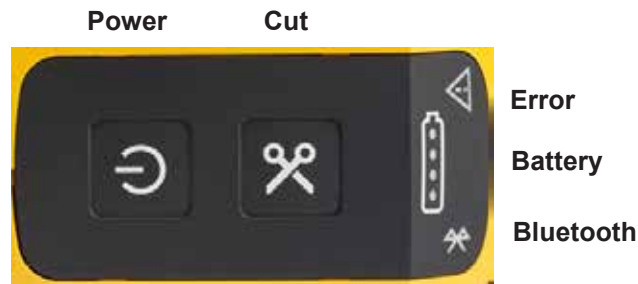
**To attach the utility hook:**

1. Position the utility hook on the back of the printer so that the screw holes line up.
2. Screw in the three screws that come with the utility hook to affix it to the printer.

## 3 Getting Started

### Controls and Status

A panel on top of the printer contains the power and cut buttons and three status lights.



Additional status information, such as remaining material in the cartridge, can be found in the Brady Express Labels app and on the Print page in your Brady Workstation app.

#### Power

The power button can turn the printer on or reboot depending on how long you hold it.

- Tap: Turns the printer on or off.
- 15 seconds: Reboots the printer.

#### Cut

Cutting occurs automatically depending on the cut setting in the label file. To manually cut, press the cut button on the printer.

#### Bluetooth



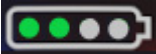


The Bluetooth status light has the following meanings:

- Pulsing light: The printer is broadcasting a Bluetooth signal for pairing.
- Solid light: The printer is paired with a mobile device.

Five mobile devices can use the printer at a time. When the Brady Express Labels app is no longer active on a mobile device (the app can still be open, but in the background), the connection becomes available for another device.

## Battery Status

The battery status light is comprised of four dots that indicate the level of charge. Pulsing lights indicate that the battery is charging.

-  76–100% charged, or charging completed
-  51–75% charged
-  26–50% charged
-  20–25% charged
-  Less than 20% charged

## Error

The error light has the following meanings:

- Flashing orange: There is a critical error that prevents printing. Check the software for the error message. For additional help correcting the error, see [“Error Messages” on page 32](#).
- **Express Labels:** Open the Express Labels app on the connected device and view printer status to see the specific error message.
- **Brady Workstation:** Error messages are available from the Print page in the Brady Workstation app from which you printed. Make sure to use Brady Workstation on the computer connected to the printer and that the label file that you are printing is open.
- Solid orange: A non-critical error has occurred. You may dismiss the message in the Express Labels app or Brady Workstation software and continue printing.

## Creating Labels

Create label files using the Brady Express Labels app or a Brady Workstation app. See [“Software for Creating Labels” on page 11](#).

## Printing

Before printing, you must use a software program to create labels. See [“Software for Creating Labels” on page 11](#).

### To print labels:

1. Make sure the printer is on and the cartridge is locked.
2. In the Brady Express Labels app or Brady Workstation software, open the label file.

3. Tap the print button in the software.

The software sends the labels to the printer.

If printing is interrupted, for instance when the cartridge runs out, the system automatically stops printing and lights the error indicator. The Express Labels app displays a message indicating that the cartridge has run out. Error information is also available in Brady Workstation, see [“Error” on page 24](#).

**IMPORTANT!** When not using the printer, be sure to unlock the cartridge. If the cartridge is left locked when the printer is not in use, the printhead remains pressed against the platen roller. Residual heat in the printhead can cause ink to transfer to the next label.

For troubleshooting information, see [Chapter 5: Troubleshooting](#) beginning on page 29.



## 4 Maintenance

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Cleaning the printer improves print quality and legibility. It also increases output, machine life, printer reliability, and performance.

### Installing Firmware Upgrades

Upgrades to firmware (printer system software) are available through the Brady Workstation software. The Brady Workstation Basic Design Suite is available for free. See [“To get Brady Workstation software:” on page 12.](#)



**CAUTION!** Do not interrupt printer power during an upgrade.

#### To upgrade firmware:

1. Connect the printer to a computer that has Brady Workstation installed. The computer must be connected to the internet.
2. Run the Brady Workstation software and open the Printers tool, which indicates when upgrades are available.
3. See the help in the Printers tool for more details.

### Updating the Printer Label Library

Printer Label Library files are included in a database of label and ribbon part information that enables the printer to work optimally with various supplies.

Update Label Library files periodically to make sure the printer has data for any new label supplies. Also update if you have ordered a custom label supply from Brady and it came with new Label Library files.

Upgrades to the printer's Label Library are available through the Brady Workstation software. The Brady Workstation Basic Design Suite is available for free. See [“To get Brady Workstation software:” on page 12.](#)

#### To update Label Library files:

1. Connect the printer to a computer that has Brady Workstation installed. The computer must be connected to the internet.

2. Run the Brady Workstation software and open the Printers tool, which indicates when upgrades are available.
3. See the help in the Printers tool for more details.

## Cleaning the Printhead and Platen Roller

To clean the printhead and platen roller:

1. Press the power button on top of the printer to turn it off.



2. Remove the cartridge. See [“Loading Cartridges” on page 14](#).

**Note:** Make sure the lock lever is in the unlocked position (to the left). If not, you will not be able to access the printhead.

3. Lightly moisten a lint-free swab with isopropyl alcohol or use pre-moistened cleaning swabs (PCK-6). We recommend using Brady part number PCK-6 pre-moistened swabs because they are lint free and the isopropyl alcohol contains no additives.
4. Gently swab the printhead.




- Using a clean moistened swab, gently brush the platen roller. Slide the lock lever to the locked position to access the platen roller.



## Cleaning the Sensor

Debris on the sensor can cause print to be offset on pre-sized labels.

**To clean the position sensor:**

- Press the power button on top of the printer to turn it off. 
- Remove the cartridge. See [“Loading Cartridges” on page 14](#).
- Clean debris off the sensor either with a can of compressed air or a lint-free swab.



# 5 Troubleshooting

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The following sections provide information to help troubleshoot issues with the printer.

- The “[Troubleshooting Scenarios](#)” section below contains a list of possible issues you may encounter with information about the cause and solutions.
- “[Error Messages](#)” on page 32 provides a list of error messages with cross references to related information in this manual. Error messages appear in the Brady Express Labels app or Brady Workstation software rather than on the printer.

## Troubleshooting Scenarios

If you encounter a problem while using the M511 printer, see the following sections for help troubleshooting the issue.

- Cutter does not cut or cuts poorly . . . . . 30
- Labels won't feed . . . . . 30
- Labels are jammed in the printer . . . . . 30
- Printer does not turn on . . . . . 30
- Printer turns off by itself . . . . . 31
- Print quality is poor . . . . . 31
- The first label printed has a black line on it. . . . . 31
- Nothing prints . . . . . 32
- Text positioned incorrectly on pre-sized labels . . . . . 32
- Battery doesn't fully charge in four hours . . . . . 32
- Printer not connecting to mobile device . . . . . 32

## Cutter does not cut or cuts poorly

**Problem:** Labels print, but are not cut, or the cuts are rough and torn.

**Solutions:**

- Label fragments may be stuck in the cutter. Remove the cartridge. Use a small tool such as tweezers or needle-nose pliers to carefully remove any fragments visible within the cartridge bay. Use caution not to damage any of the components in the cartridge bay. If you have concerns, please contact technical support for further assistance.



**WARNING!** Never attempt to remove fragments with your fingers. The cutter assembly includes very sharp components that can cause injury.

- Make sure the software is set to cut as desired (between labels or at the end of the job).

## Labels won't feed

**Problem:** Labels won't advance out of the printer.

**Solution:** The leading edge of the label roll may be uneven or torn. Use a pair of scissors to cut a straight leading edge on the labels.

## Labels are jammed in the printer

**Problem:** Labels are jammed in the printer.

**Solution:** Clear the jam.

1. Slide the lock lever left to unlock it. Unlocking retracts the platen so the cartridge can be removed. If the jam is large, you may have to force the lock lever to the unlocked position.
2. Remove the cartridge.
3. Use tweezers or a needle-nose pliers to carefully remove the jammed label and any fragments visible within the cartridge bay.



**WARNING!** Using metal objects to remove jams can scratch, dent, or crack the printhead. Use caution to avoid damaging the printhead.

## Printer does not turn on

**Problem:** Nothing happens when I press the power button.

**Solutions:**

- The battery may need to charge. Plug the printer into a USB port using the USB cable that came with the printer. For more information, see [“Power and Battery” on page 7](#).
- If the battery is charged and the printer still does not turn on, press and hold the power button for fifteen seconds to reboot the printer.

## Printer turns off by itself

**Problem:** The printer frequently turns itself off.

**Solutions:**

- The battery may be low. Plug the printer into a USB port or wall outlet. For more information, see [“Power and Battery” on page 7](#).
- The printer may be set to shut off automatically after too short a time. See [“Shutdown” on page 14](#).

## Print quality is poor

**Problem:** Print is too light, fuzzy, grainy, compressed, offset, or has blank spots or lines.

**Solutions:**

- The ribbon may be wrinkled. Remove the cartridge from the printer and advance the ribbon by rotating the take-up spool clockwise until the wrinkled ribbon is no longer visible. Reinstall the cartridge and reprint the label.



- Dust or adhesives may have accumulated on the printhead. Clean the printhead. See [“Cleaning the Printhead and Platen Roller” on page 27](#).
- The cartridge may not be usable. Install a different cartridge.
- The label supply may have a crease in it. Use the Express Labels app to feed the label supply past the crease and then reprint the label.
- If the print is compressed or offset, the platen roller may be dirty. Clean the platen roller. See [“Cleaning the Printhead and Platen Roller” on page 27](#).

## The first label printed has a black line on it

**Problem:** After being unused, the printer makes a black line on the first label printed.

**Solution:** If the cartridge is left locked when the printer is not in use, the printhead remains pressed against the platen roller. Residual heat in the printhead causes ink to transfer to the label. Reprint the label, and unlock the cartridge when the printer is not in use.

## Nothing prints

**Problem:** I sent a file to the printer, but it didn't print.

**Solutions:**

- Make sure the cartridge lock lever is locked. See [“Loading Cartridges” on page 14](#).
- Check the cartridge for damage and replace it if it is damaged.
- Check for jammed labels. See [“Labels are jammed in the printer” on page 30](#).
- Reboot the printer. Press and hold the power button for 15 seconds.

## Text positioned incorrectly on pre-sized labels

**Problem:** Text on pre-sized labels is not positioned correctly.

**Solution:** There may be debris on the position sensor. Remove the cartridge and blow debris off the sensor using a can of compressed air. See [“Cleaning the Sensor” on page 28](#).

## Battery doesn't fully charge in four hours

**Problem:** The printer has been plugged in for four hours and is not yet charged.

**Solution:** If you had printed until the battery was completely discharged, and then the printer was unused for a long time (about four weeks or longer), the battery may take six to eight hours to recondition and fully charge.

## Printer not connecting to mobile device

**Problem:** The printer does not appear in my Express Labels app.

**Solution:** The printer will not be visible if five other mobile devices are using it. The printer will become available automatically when one of the five devices releases the connection.

# Error Messages

When the error light on the printer is lit, refer to the Brady Express Labels app or Brady Workstation software to see the error message. Most error messages provide some instruction to resolve the issue.

- In the Brady Express Labels app, view printer status to see error messages.
- In Brady Workstation, error messages are available from the Print page in the Brady Workstation app from which you printed. Make sure to use Brady Workstation on the computer connected to the printer and that the label file that you are printing is open.

Use the table below to find additional information included in this manual.

Error Message	Related Information
The cutter is jammed	Follow the instructions in the error message. Also see <a href="#">“Labels are jammed in the printer” on page 30.</a>
The supply cartridge is not loaded correctly.	Reinstall the cartridge. <a href="#">“Loading Cartridges” on page 14</a>
The supply cartridge is empty.	Install a new cartridge. <a href="#">“Loading Cartridges” on page 14</a>
An error occurred while printing. Leading edge of the label is not detected.	Make sure the cartridge still has labels in it and that it is installed correctly. <a href="#">“Loading Cartridges” on page 14</a>
An error occurred while printing. Confirm the cartridge is loaded correctly and the lock lever is closed.	<a href="#">“Loading Cartridges” on page 14</a>
An error occurred while printing. The label did not feed.	The labels aren't moving in the cartridge. Make sure the cartridge is installed correctly. <a href="#">“Loading Cartridges” on page 14</a>
Battery power is too low to print.	Charge the battery. <a href="#">“Charging the Printer” on page 8</a>
The printer battery is getting low.	Charge the battery soon. <a href="#">“Charging the Printer” on page 8</a>
Locking lever not closed	Lock the cartridge. <a href="#">“Loading Cartridges” on page 14</a>



# A Regulatory Compliance

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## Agency Compliance and Approvals

### United States

#### *FCC Notice*

**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 harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference and, (2) this device must accept any interference received, including interference that may cause undesired operation.

### Canada

Innovation, Science and Economic Development (ISED)

Canada ICES-003:

CAN ICES-3 (A)/NMB-3(A)

### Mexico

IFT notice: La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

## Europe



**WARNING!** This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.



### Waste Electrical and Electronic Equipment Directive

In accordance with the European WEEE Directive, this device needs to be recycled in accordance with local regulations.

### RoHS Directive 2011/65/EU, 2015/863/EU

This product is CE marked and complies with the European Union's 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.

EU Directive 2015/863 of 31 March 2015 (RoHS 3) amends Annex II to Directive 2011/65/EU of the European Parliament and of the Council as regards the list of restricted substances.

### Batteries Directive 2006/66/EC



This product contains a lithium ion rechargeable battery pack. The crossed-out wheeled bin shown to the left is used to indicate 'separate collection' for all batteries and accumulators in accordance with European Directive 2006/66/EC. Users of batteries must not dispose of batteries as unsorted municipal waste. This Directive determines the framework for the return and recycling of used batteries and accumulators that are to be collected separately and recycled at end of life. Please dispose of the battery according to your local regulations.

### Notice to Recyclers

#### To remove the lithium ion battery pack:

1. Remove the back housing and locate the lithium ion battery pack.
2. Cut the red lead.
3. Cover the cut end (battery side of cut) with electrical tape.
4. Cut the remaining yellow and black leads in any order.
5. Dispose of in accordance with local regulations.

## Turkey

Turkish Ministry of Environment and Forestry

(Directive on the Restriction of the use of certain hazardous substances in electrical and electronic equipment).

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

## China

China RoHS Hazardous Substance Table related to this product is available at [www.bradyid.com/M211compliance](http://www.bradyid.com/M211compliance).

### 警告

此为 A 级产品。在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对于干扰采取切实可行的措施。

仅适用于非热带气候条件下安全使用

## Taiwan

Class A Statement

警告使用者

這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

Taiwan Restricted Substances Containment Status (RoHS Declaration) related to this product is available at [www.BradyID.com/i5300compliance](http://www.BradyID.com/i5300compliance).

# Wireless Regulatory Information

Regulatory markings, subject to country certification, are applied to host printer signifying Bluetooth (radio) approvals have been obtained.



**WARNING!** Operation of the device without regulatory approval is illegal.

Radio protocol	Bluetooth Low Energy
RF Operating Frequency	2.402 – 2.480 GHz
RF Output Power	< 0 dBm EIRP (1 mW)
Antenna Type \ Antenna Gain	chip antenna \ 2 dBi
Environmental Operation	-40 to 85° C (-40° to 185° F) <b>Note:</b> Be mindful of the maximum operating temperatures for the printer. See “Physical and Environmental Characteristics” on page 2.
Environmental Storage	-55 to 125° C (-67° to 257° F) <b>Note:</b> Be mindful of the maximum storage temperatures for the printer. See “Physical and Environmental Characteristics” on page 2.

## United States

**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 harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at own expense.

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference and, (2) this device must accept any interference received, including interference that may cause undesired operation.

**Co-located statements:** To comply with FCC RF exposure compliance requirement, the antenna used for this transmitter must not be co-located or operating in conjunction with any other transmitter/antenna except those already with radio module filing.

**RF exposure guidelines:** The radiated output power of this device is far below the radio frequency exposure limits. Nevertheless, to avoid the possibility of exceeding radio frequency exposure limits for an uncontrolled environment, a minimum 20cm distance should be maintained from Bluetooth radio module PCB antenna (internal) to the head, neck, or body during normal operation.

## Canada

Innovation, Science and Economic Development (ISED)

CAN ICES-3 (A)/NMB-3(A)

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

1. This device may not cause interference; and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

**Co-located statements:** To comply with FCC RF exposure compliance requirement, the antenna used for this transmitter must not be co-located or operating in conjunction with any other transmitter/antenna except those already with radio module filing.

**RF exposure guidelines / Important note:** This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

## Mexico

IFT notice:

"La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada."

## European Union

This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

Radio Equipment Directive (RED) 2014/53/EC

- a. Frequency band(s) in which the radio equipment operates; 2.401GHz to 2.483GHz
- b. Maximum radio-frequency power transmitted in the frequency band(s) in which the radio equipment operates; < +20dBm EIRP (100mW)

## International

The Bluetooth radio module used in Brady host printers comply with internationally recognized standards covering human exposure to electromagnetic fields, i.e. EN 62311 "Assessment of electronic and electrical equipment related to human exposure restrictions for electromagnetic fields (0 Hz - 300 GHz)".

## Japan

MIC \ TELECOM: 005-102490

当該機器には電波法に基づく、技術基準適合証明等を受けた特定無線設備を装着している。

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