BRADY



i3311
INDUSTRIAL LABEL PRINTER

User Manual

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Revision B

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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 themself 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 BradyPrinter i3311 printer for the first time. This manual describes all of the main functions of the BradyPrinter i3311 printer.

Precautions

Before using the BradyPrinter i3311 printer, please note the following precautions:

- Read all instructions carefully before operating the device 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.

Technical Support and Registration

Contact Information

Visit the Brady Knowledge Base at support.bradyid.com/s/.

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

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

Registration Information

To register your printer go to:

- bradycorp.com/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.

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1 Introduction

The Industrial Label Printer i3311 includes the following features:

- 20-second changeovers with drop-in smart supply cartridges
- Drop-in B30-series ribbon cartridge in a wide range of single-color ribbons
- Drop-in B30- and B33-series label cartridges in many colors, styles, and materials
- Color touchscreen LCD display input
- Quick connect for external accessories, such as a scanner

System Specifications

- **Print Resolution**: 11.8 dot/mm, 300 dpi
- **Output label size**: 0.25 in. to 4 in. (6.4 mm to 101.6 mm)
- **Maximum label length** (continuous): 60 in. (1.5 m)
- Small, lightweight, ready for your desktop
- Continuous and die-cut label supplies in a variety of high-performance materials
- Transfer graphics from PC or USB flash drive
  - Supported graphic formats are Windows metafile (*.wmf), Bitmap (*.bmp), JPG file (*.jpg), Graphic Interchange Format (*.gif) and Portable Network Graphics (*.png)
- Automatic cutter
- Compatible with Software Development Kit (SDK) for Bluetooth/Wi-Fi enabled models

Industrial Label Printer i3311 supports ZPL. For the list of supported commands, please visit https://www.bradyid.com/support/printer/i3311.

Physical and Environmental Characteristics

The Industrial Label Printer i3311 has the following physical and environmental characteristics:

Physical	U.S. Units	Metric Units
Dimensions	12.0" L x 9.5" W x 9.0" H	305 x 241 x 229 mm
Weight (Printer only)	11.5 lb	5.2 kg

Environmental	Operation	Storage
Temperature (Printer)	50 - 104°F (10-40°C)	-4 to 122°F (-20 to 50°C)
Relative Humidity (Printer)	10% to 80% RH non-condensing	15% to 90% RH non-condensing

Note: Consumable performance may vary.



CAUTION! Avoid using the printer near water, in direct sunlight, or near a heating device.

Proximity Range for Bluetooth

The printer should be within 65 feet (19.8 m) from the router or device to pick up the Bluetooth signal.

Note: Bluetooth is an optional feature that your site may not have chosen.

2 Setup

Unpacking and Setting up Printer

Carefully unpack and inspect the printer surfaces (interior and exterior) and the labeling system for possible damage during shipping.

Note: Check around the printhead and inside the enclosure covers for transportation protection and remove if found.

What's in the Box



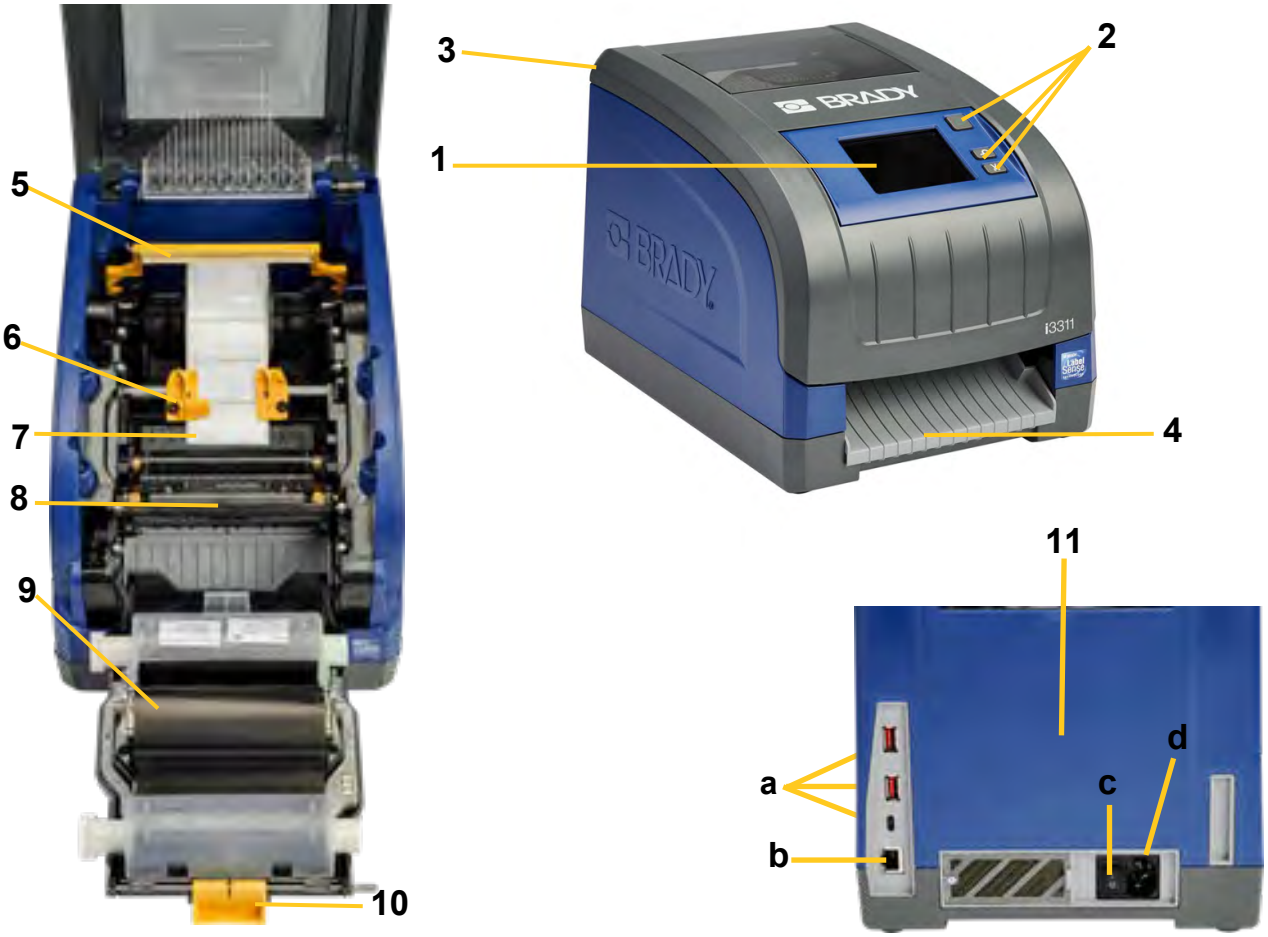
- Industrial Label Printer i3311
- Free Brady Workstation label creation software (leaflet contains download instructions and license key)
- A/C Power Cord
- USB type C cable
- Stylus
- Quick Start Guide
- Cleaning Kit
- Corrugated dividers that convert printer box to storage unit for rolls (incl instructions)
- QR code on front of printer (directs to support pages, manuals, drivers and more)

Note: Please keep the original packaging, including the box, in case the printer must be returned.

Registration

To receive free product support and updates, register your printer online at www.bradycorp.com/register or tap Help on the printer, scroll to and select Warranty Registration and scan the QR code.

Printer Components



1 Touchscreen Display	2 Power, Feed, and Cut Buttons
3 Enclosure Cover	4 Label Exit Chute
5 Label Wiper	6 Label Guides
7 Label Roll	8 Cutter
9 Ribbon Cartridge	10 Printhead Door Release Latch
11 (a) USB Ports, (b) Ethernet Port, (c) Power Switch and (d) Power Cord Connector	

The QR Code on the front of the printer will take you to the product support page bradyid.com/support/printer/i3311

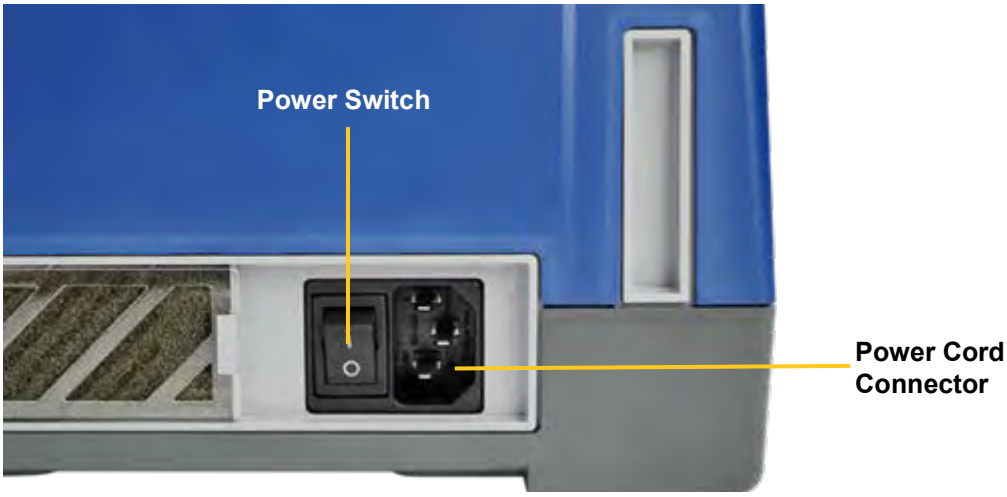
Power

The printer is equipped with a universal power supply and can be operated with a voltage of 100 to 240 V~, 50- to 60 Hz. The printer senses the voltage type and automatically adjusts for the power source.

Setup

1. Plug the power cord into the printer at the location shown.
2. Plug the other end of the power cord into an AC power outlet.
3. Turn the power switch on. The printer turns on and displays the Home page. The size and color of the currently installed supplies and other status indicators are shown.

Note: If there is no ribbon or label roll installed an error message will display and supplies must be loaded to clear the error state.



Power Save Mode

When the printer is plugged in, you can leave it in a state of readiness all the time so that software can find the printer. Or you can choose to conserve power so that the printer automatically turns off after a period of inactivity.

1. Make sure the printer is turned on.
2. Tap **Settings**.
3. Press **System Configuration** > **Power Save Mode**.
4. Choose **AC Power**.
5. Slide the time indicator dot left (decrease) or right (increase) for the amount of inactive time that can elapse before the printer automatically shuts down. Alternatively you can press the minus (-) icon to decrease or the plus (+) icon to increase the time.
6. Return to the home screen.

Reboot the Printer

Use this procedure to reboot the printer.

1. Press and hold the power button for at least 5 seconds.
   The system performs the initialization process and starts the printer.
2. When the Home page displays, you can continue with your label activities.

Installing or Changing Supplies

Brady ribbon cartridges and label rolls use a “smart cell” to define and track information. The system automatically recognizes the installed supplies and provides information in the lower left corner of the touchscreen.

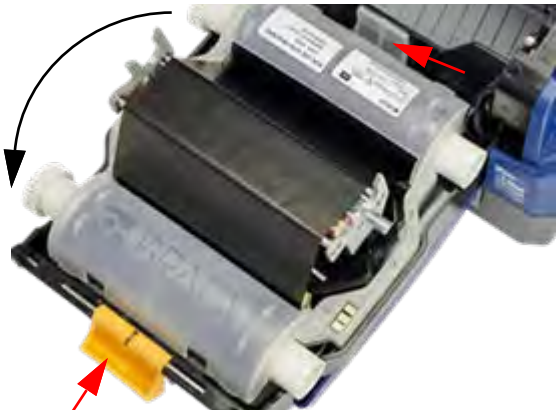
Note: The printer can be either on or off when changing supplies.

Ribbon

1. To remove ribbon, open the enclosure cover.



2. Pull the yellow release on the printhead door and swing open.
3. Pull the ribbon cartridge tab towards you and use the side handles on the ribbon cartridge to lift up and out.



4. Place ribbon cartridge with ribbon over printhead (product label toward machine), then snap into place.
5. Close and latch the printhead door.
6. Close the enclosure cover.
7. If printer is in sleep mode, press the power button for the printer to detect the installed ribbon.

Labels

1. Open the enclosure cover.

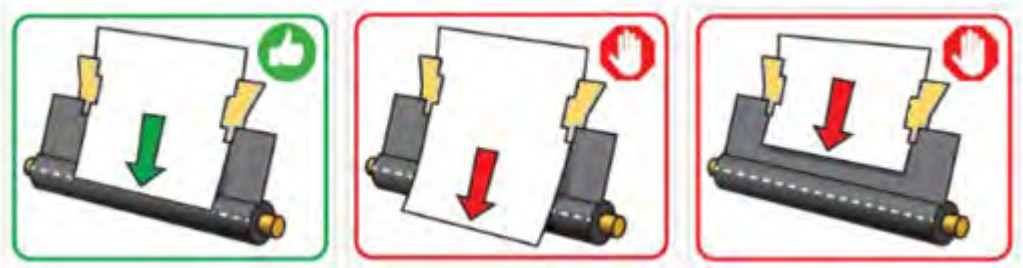


2. Pull the yellow release on the printhead door and swing open.



3. Raise the yellow label wiper, if engaged.
4. Slide the yellow label guides to fully open.
5. Remove existing labels, if installed, by grasping each side of the roll and lifting up and out.
6. Insert new label roll so that the smart cell is on the left side of the printer.

7. Feed labels from top of roll, under the yellow label guides with the leading edge in the center of the black rubber printer roller.



8. Close label guides until they touch edge of liner with labels under the guides.
9. Pull down on the label wiper, if using continuous labels, so that it rests on the labels.

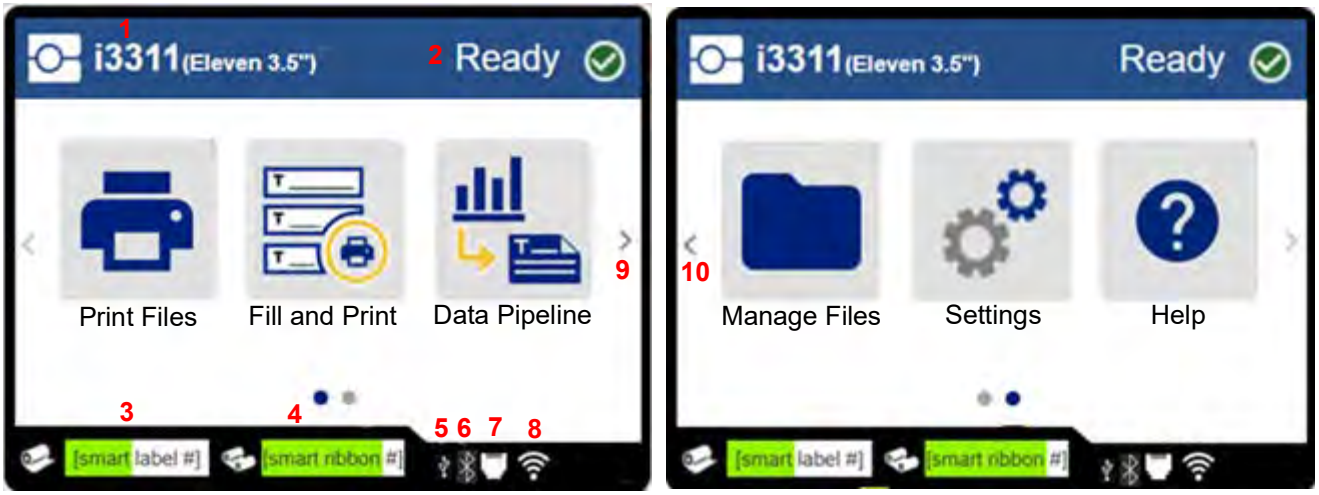


10. Close and latch printhead door, then close enclosure cover.
11. If printer is in sleep mode, press the power button for the printer to detect the installed labels.

Touchscreen

Use the printer's touchscreen to configure settings, check status, and print labels, among other functions. Touch the screen with your finger to make a selection. Scroll to other pages using the left and right arrows found on the outer margins of the window.

CAUTION! Do not use a pen or other sharp object. Doing so may damage the touchscreen surface.



1	Printer name (default is the serial number)	6	Bluetooth status or Bluetooth Scanner direct-connected (available on specific models)
2	Printer status	7	Ethernet connection
3	Label status, size and part number	8	Wi-Fi status, available on specific models
4	Ribbon status, size and part number	9	Next home screen
5	USB connection	10	Previous home screen

Navigation and Status



Tap the **home** icon at any time to return to the home screen.



While navigating the menus, tap the **back** arrow to go back to the previous page.

On the home screen, tap for **next** or **previous** home screen.



More Menu provides additional options (not available on all screens).



Download print jobs to the printer.



Enter used on the virtual keyboard to confirm the input data.

The printer and material status icons in the status bar at the bottom of the home screen provide the following information.

Icon	Meaning
	The text above the label icon (left) indicates the size and type of material installed. Text to the right of each icon is the order number.
	The printer cannot read the memory cell on the label roll (left icon) or the ribbon (right icon). Labels or ribbon may not be installed, may be installed incorrectly, or the memory cell may be corrupted.
 blinking	The printer is receiving data from the Brady Workstation software or the Brady Express Labels app.

Material Details

To see detailed information about the installed supplies, tap on the label or ribbon part number in the status bar to open the Material Details screen.



Button Actions

There are three physical buttons on the front of the printer. Their function is described below.

-  The power button turns the printer on/off and is also used for sleep mode.
-  The feed button advances the label.
-  The cut button allows you to manually cut the label.

Connecting the Printer

Printer Name

The printer name is displayed when a device searches for the printer on a Wi-Fi or Bluetooth connection. If a name is not created for the printer, the default name is the serial number.

To change the printer name:

1. With the printer turned on, tap **Settings**.
2. Tap **Connection**, and then **Printer Name**.

   The printer name can only contain the characters A-Z, a-z, 0-9, and -. Regardless of the keyboards you have enabled for your printer, the printer displays a keyboard with the allowed characters.
3. Use the keyboard on the touchscreen to type a name for the printer.
4. When finished tap the enter key icon on the keyboard.

When using Brady Workstation software on Wi-Fi, this name is shown when selecting a printer.

Connect to a computer in one or more of the following ways:

- Ethernet® network. This method allows multiple computers to send label files to the printer.
- Wi-Fi® wireless network (depending on your printer configuration).
- Directly with a USB cable. See USB on page 16.

Note: Wi-Fi capability is not available on all printers or in all countries.

Additionally, the printer can be connected directly to the Express Labels app on your mobile device using Bluetooth* on page 16, for Bluetooth/Wi-Fi enabled models.

Ethernet Network

1. On the Home screen tap **Settings**.
2. Tap **Connection**.
3. Tap **Advanced Network Settings**.
4. Tap **Ethernet**.
5. Tap **IP Settings**, and then choose either DHCP or Static.
   - **DHCP**: DHCP addressing is dynamic and the system uses a DNS server to obtain the printer IP address for you. No additional fields need to be entered.
   - **Static**: For static addressing, you must supply the printer's IP address. First, tap the back icon to return to the Ethernet screen, then fill in the following information. You may need to get assistance from your network administrator.
     - **IP Address**: Enter the printer's IP address.
     - **Subnet Mask**: Enter a subnet mask if you are using one.
     - **Default Gateway**: Enter the IP address of the default gateway.
     - **MAC Address**: The MAC address of your printer is automatically filled in.

- **Hostname**: The Printer Name is filled in for you as the hostname. To change the printer name see Printer Name on page 13.
- **Raw Port:** Printer network port that receives ZPL scripts (see page 44) and data for the Data Pipeline (see page 32) feature. Keeping the default of 9100 is recommended.

IMPORTANT! If no DNS server is being used, enter 0.0.0.0 for both the primary and secondary DNS servers.

6. Tap the **back arrow** to return to the Advanced Network Settings screen in order for the fields entered to take effect.

Note: Ethernet Data Rate = 10/100/1000 Mbps

Wi-Fi

Connect to a Wi-Fi network either by searching for and selecting a network or by manually entering the network settings. Once connected, the printer can communicate with devices on that network.

Note: Wi-Fi capability is not available on all printers or in all countries.

IMPORTANT! Before configuring the Wi-Fi connection on an enterprise network, be sure the printer is set to the current date and time. The printer may not be able to establish the connection if the date and time is not current. See Date and Time on page 20.

Search to Connect

To connect to a Wi-Fi wireless network:

1. Make sure the printer is turned on.
2. Tap **Settings**.
3. On the Settings screen, select **Connection**.
4. Tap **Wi-Fi.**
5. Tap the switch to enable Wi-Fi.

   If the switch is gray, it is off. If the switch is blue, it is on.
6. Tap the network that you want to use. If the network is not locked, you are done. If it is locked, continue.

   If the network you need is not in the list, it may not be discoverable. Scroll to the bottom of the list and tap **Other**. Choose either **Personal Network** or **Enterprise Network**. The system displays settings appropriate to your selection. You may need information from your IT department to complete the settings.
7. If the network is locked, as indicated by a lock symbol, tap the network and either a key pad or another menu opens. Fill in the authentication information as needed.

Manually Enter Wi-Fi Settings

Use this method for networks that are hidden.

To connect to a Wi-Fi wireless network:

1. Make sure the printer is turned on.
2. Tap **Settings**.
3. Tap **Connection**.
4. Tap **Advanced Network Settings**.
5. Select **Wi-Fi** from the list.
6. Tap **IP Settings**, and then choose either DHCP or Static.
   - **DHCP:** DHCP addressing is dynamic and the system uses a DNS server in the printer IP address for you. No additional fields need to be entered.
   - **Static:** For static addressing, you must supply the printer's IP address. First, tap the back button to return to the *Ethernet* screen, then fill in the following information. You may need to get assistance from your network administrator.
     - **IP Address:** Enter the printer's IP address.
     - **Subnet Mask:** Enter a subnet mask if you are using one.
     - **Default Gateway:** Enter the IP address of the default gateway.
     - **MAC Address:** The MAC address of your printer is automatically filled in.
     - **Hostname:** The Printer Name is filled in for you as the hostname. To change the printer name see Printer Name on page 13.
     - **Raw Port:** Printer network port that receives ZPL scripts and data for the Data Pipeline feature. Keeping the default of 9100 is recommended. See ZPL Scripts on page 44 and Data Pipeline (Automated Printing) on page 32.

       Be aware that changing the raw port number will impact both ZPL scripts and Data Pipeline. After entering a different port number, the printer automatically attempts to reboot. Tap **Restart**.
7. Tap the back arrow to return to the Advanced Network Settings screen in order for the fields entered to take effect.

USB

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



To computer

To printer

Note: If you are not using Brady Workstation software, you must install the printer driver which is available online at https://www.bradyid.com/support/printer/i3311.

Bluetooth*

The Bluetooth status light symbol is solid blue when at least one device is connected. Up to four mobile devices can be connected at a time.

To connect the printer to a mobile device via Bluetooth:

1. Turn on the printer. Bluetooth is automatically on when the printer is on.
2. Open the Brady 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.



Note: To connect the printer to a Bluetooth enabled scanner or keyboard, see Scanners on page 20 and Keyboards on page 19.

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

*Bluetooth, available on specific models.

Forget Wireless Networks

Using this feature will delete all saved passwords, certificates and connections.

IMPORTANT! Once deleted they will need to be manually reset, if needed.

To delete all wireless networks:

1. Tap **Settings**.
2. Tap **Connection**.
3. Tap **Forget Wireless Networks**.
4. Make your selection from the pop-up window.

Embedded Web Server

Note: This feature will be available in a future firmware update.

The embedded web server allows remote access to printer settings. Perform diagnostics, upgrade firmware and a host of other features.

Open a browser and enter the IP address of the printer in the address bar to access the embedded web server.

Note: The device on which the embedded web server is being used must be on the same Wi-Fi or Ethernet network as the printer.

To find the printer's IP address:

1. On the printer's home screen, tap **Settings**.
2. Tap **Connection > Advanced Network Settings**.
3. Depending on the printer's setup, either choose Ethernet or Wi-Fi and look for the IP address.

Installing the Printer Driver (Optional)

If you are using Brady Workstation software, you generally do not need to install the printer driver. The exception being the Data Automation app within Brady Workstation does require the printer driver to be installed. If connecting the printer using an Ethernet connection, it is best to configure the connection before installing the driver (see Ethernet Network on page 13).

The printer driver can be downloaded from https://www.bradyid.com/support/printer/i3311.

1. Turn on the printer, but **do not physically connect it to the computer until prompted**.
2. Navigate to where you saved the printer driver folder and double-click on it.
3. Double-click on the printer driver executable file and follow the on-screen instructions.

Printer Driver Settings

Settings in the driver will NOT be applied to new or existing Brady Workstation labels (unless printing through Data Automation). Existing labels saved in Brady Workstation will not be affected since the preferences are saved with the label. Only labels printed through the driver will be affected by changing these settings.

To find Printer Driver Settings:

1. Click the Start button on the computer.
2. Choose **Settings**.
3. Click on **Devices** (or **Bluetooth & devices**), then **Printers & Scanners**.
4. Scroll through Printers and Scanners and click on **i3311**.
5. Click the **Manage** button. (Depending on your version of Windows, this step may be skipped)
6. Click **Printing Preferences**.

Note: Most applications allow you to change these same printer driver options from their “Print” screens. The settings you apply in printing preferences will remain until they are changed. If there are multiple printers, setting the preferences in one does not apply to all.

Printer Settings

The first time you turn on the printer, instructions on the touchscreen walk you through the settings that must be configured the first time you use the printer. The following sections detail these settings should you need to change them in the future, and provide instruction on a few additional settings to consider when setting up the printer.

For an introduction to using the touchscreen, see Touchscreen on page 10. For print settings see Print Adjustments on page 41.

For information on power save mode, see Power Save Mode on page 5.

Language

To set the language for text on the touchscreen:

1. With the printer turned on, tap **Settings**.
2. Tap **System Configuration**, then **Language**.
3. Tap the desired language. You may need to scroll to see all available languages. Touch the screen and drag your finger up or down to scroll.
4. Tap the **back arrow** to go back to the previous screen.

Keyboards

The printer displays a keyboard on the screen when you have to type data, such as when you name the printer. Because different languages use different sets of characters, you may need keyboards with different character sets. By default the printer uses the appropriate keyboard for the language setting. For example, if the printer language is set to Simplified Chinese, the printer will automatically display a keyboard with Simplified Chinese characters. If you only want to use the default keyboard, you do not need to change any keyboard settings.

To select a virtual keyboard:

1. From the home screen, tap **Settings**.
2. Tap **System Configuration**, then **Virtual Keyboard**.

   A list of supported keyboards is displayed.
3. Tap the check box for each keyboard that you want to have available when using the printer.

   You can select multiple keyboards. The default keyboard (that for the printer language) is shown at the top of the list and cannot be deselected. When you use the keyboard later, the default keyboard is shown. Tap the globe icon to switch to a different enabled keyboard. Each time you tap the globe icon, the display switches to another enabled keyboard.

To connect an external keyboard:

1. Plug the keyboard’s USB cable or dongle into one of the USB ports on the back of the printer.
2. On the home screen tap **Settings**.
3. Select **Connection > External Hardware**.
4. Select **USB Keyboard** then choose the appropriate type of keyboard from the list.

Scanners

A scanner can be connected to the printer using a USB port or Bluetooth. A Brady Bluetooth enabled scanner can be connected directly to the printer without the need to connect a cradle to the printer. Bluetooth enabled keyboards can also be connected.

To connect a scanner using USB, plug the scanner's USB cable into one of the USB ports on the back of the printer.

To connect a Brady Bluetooth scanner*:

1. On the home screen tap **Settings**.
2. Select **Connection > Bluetooth** and tap the switch at the top to set to ON.
3. Select **Connection > External Hardware > Scanner Quick Connect** and tap the switch at the top to set to ON.

   A QR Code will automatically appear on the display
4. Scan this code with the Bluetooth scanner.
5. Return to the home screen.

   The Bluetooth status icon will have changed to a scanner icon and the scanner icon will turn blue if the Quick Connect sync was successful.

IMPORTANT! When a scanner is connected to the printer using Bluetooth, other functionality that uses Bluetooth (e.g. sending files, etc.) will be disabled.

*Only compatible with Brady Bluetooth model CR2700 V3200 V4500 scanners, subject to change.

Units of Measure

Set the unit of measure to inches or millimeters.

To set the unit of measure:

1. From the home screen, tap **Settings**.
2. Tap **System Configuration**, then **Measurement Units**.
3. Tap either Inches or Millimeters.
4. Tap the **back arrow** to go back to the previous screen or the home icon.

Date and Time

Set the printer's clock to the current date and time.

To set the date and time:

1. From the home screen, tap **Settings**.
2. Tap **System Configuration**, then **Date and Time**.

   The left side of the screen displays the current settings.
3. To change the settings, tap the controls on the right.
   - **Use 24-hour format:** Tap the switch to change between 24-hour format and 12-hour format with AM and PM. When the switch is red, the printer uses 12-hour format. When the switch is green, the printer uses 24-hour format.

- **Set date:** Tap to display date controls. To change the date, either tap on an element and select a new value, or tap the arrows above or below an element.
- **Set time:** Tap to display time controls. To change the time, either tap on an element and select a new value, or tap the arrows above or below an element.
- **Set time zone:** Tap to display the different time zones available. Tap the time zone desired.
- **Ignore daylight saving**: If the set time zone is in a region that follows daylight saving time, enabling this feature prevents the time from changing during daylight saving time. Tap to enable.

4. Tap the **back arrow** to go back to the previous screen or the home icon.

Storage Location

Choose whether the printer accesses files from memory or from a USB drive.

To set the storage Location:

1. From the home screen, tap **Settings**.
2. Tap **System Configuration**, then **Storage Location**.
3. Tap the desired location.
   - **Internal memory:** Choose this option to save files to and print files from the printer's internal memory. When you tap Manage Files on the home screen, the printer will access the list of files that are in the printer's internal memory. Further, if you print a file from Brady Workstation or Brady Express Labels app and choose the Store On Printer option in Brady Workstation, that file will be stored on the printer's internal memory for later stand-alone-printing using the printer's display and print queue (see Printing Labels on page 36).
   - **External storage:** Choose this option to save files to and print files from a USB drive that is inserted into the printer. When you tap Manage Files on the home screen, the printer will access the list of files that are on the inserted USB drive. Further, if you print a file from Brady Workstation with a USB drive inserted and choose the Store On Printer option in Brady Workstation, that file will bypass the printer's internal memory and be stored directly onto the inserted USB drive. That USB drive can be inserted into any i3311 printer and the file can be stand-alone-printed using the printer's display and print queue (see Importing and Printing from a USB Drive on page 39).
4. Tap the back arrow to go back to the previous screen or the home icon.

For information on print settings, see Manage Files on page 26 and Print Adjustments on page 41.

Display

Set the level of brightness for the touchscreen.

To change the brightness:

1. On the home screen tap **Settings**.
2. Tap **Display**.
3. Tap **Adjust Brightness**.
4. Use the slider or the plus and minus icons to increase or decrease the brightness.
5. Tap the back arrow to go back to the previous screen or the home icon.

About

The About screen displays version numbers for various components of the system, including firmware.

To view system information:

1. From the home screen, tap **Settings**.
2. Tap **About**.
3. Tap the back icon to go back to the previous screen or the home icon.

Printer Password

Setting

Setting a password allows you to block access to changing settings on the printer.

To set a password:

1. From the home screen, tap **Settings**.
2. Tap **Printer Password**.
3. Tap the switch to change enable a password.
   If the switch is gray, it is off. If the switch is blue, it is on.
4. Tap **Set Printer Password**.
5. Enter the password, which must be 8 characters and contain at least:
   - a number
   - an uppercase letter
   - a lowercase letter
6. Tap the enter key on the virtual keyboard.
7. Re-enter the password and tap the enter key on the virtual keyboard.
8. Tap **Advanced Settings** and choose which settings will need a password to be changed.

Note: If no selections are made, the password will be needed to enter the Settings menu.

Changing

To change an existing password:

1. From the home screen, tap **Settings**.
2. Tap **Set Printer Password**.
   The virtual keyboard will display.
3. Enter the existing password and tap the enter key on the virtual keyboard.
4. Tap **Change Printer Password**.
5. Enter a new password, which must be 8 characters and contain at least:
   - a number
   - an uppercase letter
   - a lowercase letter
6. Enter the new password a second time to confirm it.
7. Tap the enter key on the virtual keyboard.

Re-setting

To re-set a forgotten password:

Call Technical Support (see Contact Information on page iv) for assistance.Type in the Printer Key provided by Technical Support then create a new password.

Diagnostics

Information about your system, errors, and sensors can be found under this menu. If you need to speak with Tech Support, they may ask for information found here.

To access Diagnostics:

1. From the home screen, tap **Settings**.
2. Tap **Diagnostics** and the pertinent menu across the top.
3. To export Log files to a USB drive inserted in the printer, tap on Errors followed by the export icon which is shown in the lower left corner.

Notifications

Use this to suppress certain warnings on the printer.

To turn notifications off or on:

1. From the home screen, tap **Settings**.
2. Tap **Notifications**.
3. Tap the switch next to your desired selection(s) to enable or disable.
   If the switch is gray, it is off. If the switch is blue, it is on.

Accessories

- USB-C Cable (1.5 meters): Part Number - i3311 USB-C CABLE
- Cutter Cleaning Tool: Part Number - B31-CCT
- Cleaning Swabs (Swab, Single Head Foam, 6mm x 90mm): Part Number - PCK-6

3 General Operation

Software for Creating Labels

Install labeling software on your computer, set up the connection to the printer, then use the software to design labels and send them to the printer.

Brady Workstation software provides a variety of apps to simplify label design and printing for Product, Wire, Laboratory, and general purpose labeling. When smart cell labels are installed in the printer, Brady Workstation auto-detects the installed label roll and automatically configures the part with one click. The printer comes with a free trial license for the Brady Workstation design and print software.

To install the design and print software:

1. Make sure your computer is connected to the Internet.
2. Go to workstation.bradyid.com.
3. Follow the instructions on the screen to download and install the software.
4. When you run the software and open an app that requires activation, follow the instructions on the screen to activate the software. Use the license ID and password on the printed insert that came with the printer.

For other Brady Workstation software or additional licenses, go to www.workstation.bradyid.com or contact your Brady representative.

Creating Labels

Create label files using Brady Workstation software or the Brady Express Labels app. When you first create a label file, you specify the printer. This allows the software to provide features specific to your printer. Also, the software automatically detects the ribbon and labels installed in the printer.

For operation of the printer with other software, refer to the documentation for your application.

Mobile Device

System Requirement:

- Android 10.0 or higher
- Apple iOS 15.0 or higher

To Install the Brady Express Labels app:

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 13.
3. Create labels and print.

Storing Files on the Printer

Using Brady Workstation software, you can either send files to be printed immediately or store them on the printer to be printed when needed, right from the printer display, even if the operator does not have access to Brady Workstation. To print immediately from Brady Workstation see Printing from Software or the App on page 37.

To store files on the printer:

1. Make sure the Storage Location setting on the printer is set as desired.

   If set to External Storage, make sure there is a USB drive on the printer. (See Storage Location on page 21)
2. In Brady Workstation software, open the file and go to the Print screen. The software provides options to either print the file or to store it on the printer.

   For specifics, see the help in Brady Workstation software.
3. Choose the option to store the file on the printer.
4. Click the store icon and provide a name for the file when prompted.
5. When finished, the file is saved in the specified location on the printer, either internally or on a USB drive on the printer.

   To print the file see Printing Jobs Stored on the Printer on page 37.

To delete a file stored on the printer:

1. From the home screen, tap **Manage Files**.
2. Tap the file to be deleted.

   The file will be highlighted.
3. Tap the **More Menu**.
4. Tap **Delete**.
5. Confirm the deletion on the pop-up screen.

Manage Files

Use Manage Files to add, delete, import, export or rename files.

To use Manage Files:

1. Tap **Manage Files** on the home screen to open the file list.
2. Tap the **More Menu** then **Memory** and select the desired location.
   - **Internal Memory** shows files residing on the printer.
   - **External Storage** shows files residing on a USB drive that is plugged in to the printer.
3. Change the file view if desired. Tap the more menu icon (three vertical dots) and then tap one of the following.
   - **Thumbnail View** displays the files in a grid showing thumbnail images.
   - **List View** displays the files as a list of file names.

4. Drag your finger up or down on the screen to scroll through the list of files to find the file(s) that you want to work with. For help refining the list see Searching, Sorting, Filtering, and Changing shown below.
5. Tap a single file to select, then tap on the information icon at the top of the screen.

Searching, Sorting, Filtering, and Changing

If the list of files is long, you can find the file that you want faster by searching, sorting, or filtering the list.

To search for a label in the list:

1. With the list of files open, tap the **More Menu**.
2. Tap **Search**.
3. Use the keyboard displayed on the touchscreen to type all or part of a file name to search for. The search is not case sensitive.
4. Tap the **enter** button on the keyboard.
5. The list of files displays only files found in the search. To clear the search and display all files again, tap the X next to the search term above the list.

To sort the list:

1. With the list of files open, tap the **More Menu**.
2. Tap **Sort**.
3. Tap one of the following options.
   - **Name** sorts alphabetically by file name. Tap Name again to switch the sort direction between a-z or z-a.
   - **Last modified** sorts by date. Tap Last modified again to switch the sort direction from newest to oldest or vice versa.
   - **Number of labels** sorts by the number of labels in the file. Tap Number of labels again to switch the sort direction from most to least or vice versa.
4. Tap **Done**.

To filter the list by file type:

1. Tap **Manage Files** on the home screen.
2. Set Memory to **External Storage**.
3. Tap the **More Menu**.
4. Tap **Filter** and select one of the following.
   - **Documents**: Label files.
   - **Images**: Graphics used in scripts.
   - **Fonts**: Typefaces that can be used in scripts or BWS and BWT files.
   - **ZPL Formats**: ZPL scripts.
   - **Brady Workstation**: A label file created with Brady Workstation software. This type of file can be edited in Brady Workstation if exported to a computer with Brady Workstation software.
   - **Brady Workstation Template**: A template created with Brady Workstation software. During printing data must be entered to fill in the template.

To change print settings:

Print settings can only be changed for files marked with a BWS icon.

1. Tap **Print Files** on the home screen.
2. Select Internal Memory or External Storage if the files are on a USB drive.
3. Select the stored file created on Brady Workstation.
4. Tap the **More Menu** (three dots).
5. Scroll down and tap on **Print Settings**.
6. Change the desired settings.
7. Tap **Save** (the checkmark icon) then print the file.

Fill and Print

The Fill and Print feature is used to create multiple labels using the same template. (A template is a type of label file that has placeholders for the user to fill in data while printing.) Data can be entered into the template using any of the following:

- A scanner. See Scanners on page 20.
- An external USB keyboard. See Keyboards on page 19.
- A virtual keyboard on the touchscreen.

For example, in a shop that machines custom parts which need to be labeled with the order number and a barcode of the part number Fill and Print can be used to create the unique label for each custom part. When a work order accompanies the part through the production process, the user scans the necessary information from the work order into the template and the label for the part is printed.

Note: To change the print settings (number of labels, sorting, page layout) print the template from Print Files on the home screen.

Before Using Fill and Print

Before using the Fill and Print feature, you must do the following.

IMPORTANT! If you have multiple uses for Fill and Print, you will need data sources and templates specific to each purpose.

To prepare to use Fill and Print:

1. Make sure your internal systems will provide operators with a data source (such as a work request or purchase order) that contains all the information to fill in the template.

   If using a scanner for data entry: Data should be in the form of barcodes. Be sure to label barcodes with text in the data source so the operator knows what each of the barcodes are.
2. Use the Custom Designer app in Brady Workstation to create a template. (You make the choice to create a template when creating a new file. See the help in the app.)

   When creating the template do the following.
   - Set up all data entry fields as Placeholder or Pick List objects.
     - Placeholder objects allow the operator to enter data.
     - Pick List objects allow the user to choose text, graphics, or barcodes from a list.
     - Static objects appear on each label exactly as defined in the template.
   - Provide a name for each placeholder object.
   - Include prompts in the template that will guide the operator to know what data to be entered.
3. Store the template on the printer by selecting **STORE** instead of PRINT, on the Print page in the Custom Designer app.
4. If using a scanner or external keyboard, connect it to the printer. For an external keyboard, simply plug it in to the USB port. For a scanner see Scanners on page 20.
5. For scans to automatically advance to the next field, make sure your scanner is set up for HID keyboard entry mode. You may have to configure the scanner to add an Enter after each scan.

Otherwise you will have to press enter on the virtual keyboard to advance. Refer to the user manual for your scanner for information to learn about configuration codes.

Automatically Print Completed Templates

After entering the last field on the template, the printer will either display a preview of the label or print the label automatically, depending on whether Template Print Preview is enabled or disabled.

By default, Template Print Preview is enabled so that a preview of the label is always shown. To disable, use the more menu (the three dots) within Fill and Print or in Print Files.

Filling and Printing

Before proceeding, make sure the prerequisites are completed. See Before Using Fill and Print on page 29.

To fill out and print from a template:

1. On the home screen on the printer, tap **Fill and Print**.
2. Open the data entry screen by tapping on the desired template.

   Tip: To help you find the template you can search or sort the list. See Searching, Sorting, Filtering, and Changing on page 27.
3. For each field, enter the appropriate data. The fields display the names assigned in the template so that you know what to enter in which field.
   - **Virtual keyboard:** Tap the field or the keyboard icon to open the virtual keyboard. Type the data and press the enter key to advance to the next field.
   - **External keyboard:** Type the data on the external keyboard. Press enter to advance to the next field.
     - The Tab key also advances to the next field. Pressing Alt-Tab returns to the previous field.
     - If any fields are set up to pick from a list, use any arrow key to open the list. Then use the up and down arrow keys to select an item in the list. Press the Enter or Tab key to confirm the selection, close the list, and update the label preview.
   - **Scanner:** Scan the barcode for the highlighted field. The printer display automatically advances to the next field if the scanner is set up to do so. See the last step under To prepare to use Fill and Print: on page 29.

     If any fields are set up to pick from a list, use the touchscreen on the printer (or an external keyboard, see above) to make your selection.
4. When all data is entered, if the label does not print automatically, tap the yellow printer icon. (For the label to print automatically, turn off Template Print Preview. See Automatically Print Completed Templates on page 30.)
5. The next screen shown depends on whether Print on Demand is on or off. See Print on Demand on page 42.
   - **Print on Demand OFF:** The screen presents the empty form to enter another set of data.
   - **Print on Demand ON:** The screen shows the current job in the print queue.
6. When finished, tap the home icon to close the data entry screen and return to the home screen.

Using the Queue

The queue is available on the Fill and Print screen when a template is not open. Use it to add more files to the queue, delete files from the queue, or change the print order. The controls in the Fill and Print queue are the same as those for the print queue.

To see the Fill and Print queue:

1. On the home screen on the printer, tap **Fill and Print**. (If a template is already open in Fill and Print, tap the back arrow to return to the Fill and Print screen.)
2. Tap the **QUEUE** tab to see the queue. The QUEUE tab is only present if there are jobs in the queue.

Data Pipeline (Automated Printing)

Use the Data Pipeline feature to automate printing direct to the printer and as an alternative to using scripting code. Your internal system sends a data file to the printer, which automatically enters the data into a label template, and prints the labels.

Setting Up Data Pipeline

To accomplish automated printing, the data needs to be set up, your internal system must be able to send data to the printer's IP address, and the printer needs to know which template to use and how to map the data fields to the template. Your IT department needs to handle the data setup. Use the Data Pipeline app in Brady Workstation to configure the necessary information and send it to the printer in the form of a configuration file.

IT:

- **Connectivity:** Make sure the printer can receive data over a network connection.
- **IP address:** Get the printer's IP address. See To find the printer's IP address: on page 17.
- **Sample data:** Provide an exact sample of the data file. This information is needed during configuration with Brady Workstation software. The data file must be a delimited plain text file. Any delimiter (comma, tab, and so on) can be used. The file extension must be .txt, .csv, or .tab.
- **Data generation:** Your system administrator must set up your system to generate the data when a triggering event occurs, and to send that data to the printer's IP address.

Brady Workstation:

- **Template:** Use the Custom Designer app to create a template with named placeholder objects. See the Custom Designer help.
- **Configuration file:** Use the Data Pipeline app to create a configuration file and send it to the printer. The configuration file defines which network port is used for data, provides the template, and maps the data to template fields. For instructions, open the help in the Data Pipeline app in Brady Workstation and see the *Quick start* topic.

Importing, Exporting, and Deleting Configurations

Importing a Configuration

The printer usually receives the configuration file from Brady Workstation, but you can also transfer it to the printer using a USB drive or the printer's Embedded Web Server.

IMPORTANT! Only one configuration can reside on the printer at a time. The imported configuration replaces any existing configuration on the printer.

To send a configuration directly from Brady Workstation to the printer:

When using the Data Pipeline app in Brady Workstation, the final *Save* step includes an option to save the file to the printer. See the help in the Data Pipeline app.

To import a configuration from a USB drive:

1. Save the configuration file from the Data Pipeline app in Brady Workstation to the root of a USB drive. See the help in the Data Pipeline app.
2. Insert the USB drive into the printer.
3. On the printer's home screen, tap **Data Pipeline**.
4. Tap the **More Menu** (three vertical dots) and then tap **Import**. The printer displays a list of configuration files stored on the USB drive's root folder.
5. Tap the file that you want to import.
6. Tap the download icon.
7. Tap **OK** on the success or failure message. The imported configuration replaces any existing configuration on the printer.

To import a configuration from the printer's Embedded Web Server:

1. Save the configuration file from the Data Pipeline app in Brady Workstation to the computer from which you will run the Embedded Web Server. See the help in the Data Pipeline app.
2. Open the Embedded Web Server for the printer. See Embedded Web Server on page 17.
3. In the Embedded Web Server, select **FILE MANAGER**, and then on the left select **Data Pipeline**.
4. Click the **IMPORT CONFIG FILE** icon.
5. Use the Windows Open screen to find, select, and open the configuration file.
6. In the Embedded Web Server, click the **START** icon to begin using the configuration to print labels. (You can also start the configuration later on the printer. See Starting and Stopping a Configuration on page 34.)

Exporting a Configuration

Export a configuration to a USB drive if you want to use the configuration on another Industrial Label Printer i3311 printer, or to make a backup.

IMPORTANT! If the configuration uses a port number that is not available on the intended printer, then importing to that printer will fail. In that case a message indicates that the import failed, and why.

To export a Data Pipeline configuration to a USB drive:

1. Insert a USB drive into the printer.
2. On the printer's home screen, tap **Data Pipeline**.
3. Tap the configuration file that you want to export.
4. Tap the **More Menu** (three vertical dots) and then tap **Export**.
5. If the USB drive already contains a configuration file in the root, a message asks if you want to overwrite the existing configuration. Tap **YES** to export and overwrite the file on the USB drive.
6. Tap **OK** on the success message.

Deleting a Configuration

To delete a Data Pipeline configuration:

1. On the printer's home screen, tap **Data Pipeline**.
2. Tap the configuration file that you want to delete.
3. Tap the **More Menu** (three vertical dots) and then tap **Delete**.
4. On the confirmation message, tap **DELETE**.

Starting and Stopping a Configuration

When a configuration arrives on the printer (whether directly from Brady Workstation or imported), it is in an inactive state as indicated by a yellow dot. (The dot is green if the configuration is started and red if it has an error.) To begin processing print jobs, you must start the configuration.

To start or stop a configuration:

1. On the printer's home screen, tap **Data Pipeline**.
2. Tap the configuration file that you want to start or stop.
3. A play or pause icon becomes available in the heading bar.

   Play starts the selected configuration.

   Pause stops the selected configuration.

Logs

A log file is saved each time a data file comes in and the printer attempts to print it. Two categories of log files are retained: those for jobs that printed successfully (*Completed*), and those for jobs that could not print (*Error*).

- Completed logs contain the name of the configuration, the number of labels printed, the name of the template used, the time the job started, and how long it took.
- Error logs contain an error message, the name of the configuration, the name of the template used, the time the job started, and how long it took.

Data Expiration

Log files are removed after a period of time. The default retention period is 30 days. Any logs older than the data retention period are automatically deleted.

To change the length of time logs are retained:

1. On the printer's home screen, tap **Data Pipeline**.
2. Tap the **More Menu** (three vertical dots) and then tap **Data Expires After**.
3. Tap the desired length of time and then tap the check mark. (Tap the x to cancel without saving the change.)

Viewing and Exporting Logs

To view the contents of a log file:

1. Insert a USB drive into the printer.

2. On the printer's home screen, tap **Data Pipeline**.
3. Tap either the **Error** or **Completed** folder.
4. Tap the log file or files that you want to view. If you want to select all of them, skip to the next step.
5. Tap the **More Menu** (three vertical dots). If needed, tap **Select All**. Then tap **Export**.
6. If the USB drive already contains a log file in the root, a message asks if you want to overwrite the existing configuration. Tap **YES** to export and overwrite the file on the USB drive.
7. Tap **OK** on the success message.
8. Remove the USB drive from the printer and insert it into a computer.
9. Use a text editing tool such as Notepad to open each log file.

Deleting a Log

To delete a log file:

1. On the printer's home screen, tap **Data Pipeline**.
2. Tap either the **Error** or **Completed** folder.
3. Tap the log file or files that you want to delete. If you want to delete all of them, skip to the next step.
4. Tap the **More Menu** (three vertical dots). If needed, tap **Select All**. Then tap **Delete**.
5. On the confirmation message, tap **DELETE**.

Templates

Use Brady Workstation software to create templates which can then be filled out on the printer either using the on-board virtual keyboard, a scanner or an external keyboard.

After creating the template, store it on the printer using the instructions for Storing Files on the Printer on page 26.

To create multiple labels from the same template, see Fill and Print on page 29.

To automate printing see Data Pipeline (Automated Printing) on page 32.

To fill in a template and print:

1. From the home screen, tap **Print Files**.
2. Select the desired template (indicated with a BWT icon) and tap the printer icon in the top right corner.
3. Tap the prompt to use the on-board virtual keyboard, or simply start typing or scanning with an external device.
4. Fill in the fields; use the enter key on the keyboard to advance to the next field.

   When the last field is populated the label will automatically print if *Template Print Preview* is on. Otherwise the operator must tap the print button (yellow circle with a printer icon) on the screen. See Template Print Preview on page 43.

Printing Labels

The following table describes the controls and information on the touchscreen when a print job is running or paused.

Icon	Description
	**Go to the next label**.
	**Go to the previous label**.
	**Go to the last label in the file**.
	**Go to the first label in the file**.
	**Print**. Start or resume printing. Print next label (in Print-on-Demand mode)
	**Pause printing**. If cut after each label is selected, the label currently printing when the printer is paused will finish and cut. If paused in order to replace the ribbon, a label jam error will occur. See Troubleshooting on page 64.
label number	Displays the current position in the label file as well as the total number of labels. Tap the current label number (within a rectangle) to jump to a particular label. A keypad opens. Tap the label number on the keypad and then tap the enter button.
	**Cancel**. Only available when printing is paused.
	More Menu. Provides a control to turn on the print on demand feature for the current print job only. For a description of the feature see Print on Demand on page 42.
	**File info** is only visible when a single file is selected. Tap it to display file information which consists of the following. • An image of the first label in the file. • The label type for which the file was created. • The size of the label. • The number of labels in the file. • The date the file was created. • The size of the file in bytes. You can also delete or print the file from the information screen.

As you print labels, keep the following in mind:

- How and where the printer will cut the labels. See Cut Automatically on page 42.
- If there is no label or ribbon installed, printing does not start and you will be prompted to install the supplies.
- If you open the enclosure cover during the print operation, printing is paused and the message “detecting media” is displayed. After the cover is closed, an error will display. Dismiss the error, press Feed, then Cut. Print the file again.

Printing from Software or the App

The simplest printing scenario is to initiate printing in Brady Workstation software or the Express Labels App and all the labels in the file print immediately.

To print:

1. Make sure Print on Demand is set to the desired state on the printer. See Print on Demand on page 42.
2. Open the print job and initiate printing.
   - With **Print on Demand OFF**: All labels in the file print without input from an operator.
   - With **Print on Demand ON**: The printer displays the labels to be printed. The operator must tap the print button on the touchscreen to print each individual label in the file.

Printing Jobs Stored on the Printer

This method is very efficient for files that get printed frequently with no edits to content or quantity. It is also ideal when you need to prevent label content from being changed. However, print settings for Brady Workstation files, denoted by the Brady icon, can be changed.

To print a job stored in internal memory:

1. Be sure the storage location on the printer is set to Internal Memory. (See Storage Location on page 21)
1. On the printer’s home screen, tap **Print Files**.
2. If needed, change the file location.
   a. Tap the more menu (three dots) in the upper right.
   b. Tap **Memory**.
   c. Tap **Internal Memory** for files on the printer.
   d. Tap the **check mark**.
3. The printer shows all printable file types on the printer.
   - **PRN:** A file formatted for printing regardless of the software that created it.
   - **BWT:** A template created with Brady Workstation software. During printing data must be entered to fill in the template. See Templates on page 35.
   - **BWS:** A label file created with Brady Workstation software. This type of file can be edited in Brady Workstation if exported to a computer with Brady Workstation software.
4. Tap the file or files that you want to print.

   Each file is added to the print queue in the order selected.

5. (Optional) For files marked with the BWS or BWT icon you can change print settings. With the file selected, tap the more menu in the upper right, then tap **Print Settings**. The resulting menu displays the document name and the label part, as well as several settings you can change.
   - **Number of Labels:** Options available depend on the type of file. Values default to those set by Brady Workstation in the label or template file.

File Type	Setting
BWS	**Set Copies:** (BWS files) Tap **Set Copies** to specify the number of copies of each label to print.
BWT	**Print Quantity:** (only files with a counter) Specify how many increments of the counter to print. This can be different from the total number of labels. For example, if you set the copies to 2, and the number of counter iterations (quantity) to 10, you will get 20 labels. Choose one of the following. • **Prompt at Run Time:** The printer asks the operator for the quantity (increments of the counter) when filling in the template. • **Set Quantity:** Enter the number of increments of the counter to print. **Print Copies:** Specify how many copies of each label to print. Choose one of the following. • **Prompt at Run Time:** The printer asks the operator for the number of copies when filling in the template. • **Set Copies:** Enter the number of copies of each label to print.

   - **Print Sorting:** Select either **Sorted** or **Collated** to control the order in which copies are printed. Sorted prints all copies of the first label, then all copies of the second label and so on. Collated prints one each of all the labels, and then prints the set again until it has printed the number of copies specified.
   - **Page Layout:** Select either **Normal** or **Mirror Image**.
   - When finished, tap the check mark to save the settings.
6. Tap the print button in the upper right.

Importing and Printing from a USB Drive

A print job can be stored onto a USB drive for additional mobility when stand-alone printing from multiple printers. Jobs stored on a USB drive can then be printed from the printer screen when the USB drive is inserted into the printer.

Store the print job on a USB drive:

1. Insert the USB drive into the USB port on your computer.
2. In Brady Workstation software, open the label file.
    a. Configure the print settings as desired. This includes number of copies, sorting, and advanced settings such as cutting options. All of these settings are saved with the print job when it is stored on the USB drive.
    b. Click Save As.
    c. Browse to the drive containing the USB drive and save the print job.
3. Eject the USB drive from the computer.

Import a print job from a USB drive:

1. With a USB drive inserted into a port on the printer, tap **Manage Files** on the home screen.
2. Select **External Storage** from the more menu (three dots).
   A list of compatible files on the USB drive will display.
3. Tap on each file you want to import to internal memory.
4. Tap the **Import** icon in the upper right.
5. Tap **OK** on the message.

Print directly from a USB drive:

1. Insert a USB drive with compatible print jobs into a port on the printer.
2. Tap **Print Files** on the home screen.
3. Tap the **More Menu**.
4. Tap **Memory**.
5. Select **External Storage** then tap the **checkmark**.
6. Tap on the file(s) to print.
   The file names are highlighted when active.
7. Tap the **Printer icon** in the upper right, make your selections and tap the **checkmark** to start printing.

Note: For best results it is recommended to download the files onto the printer before printing.

Printing Two-sided Sleeve Material

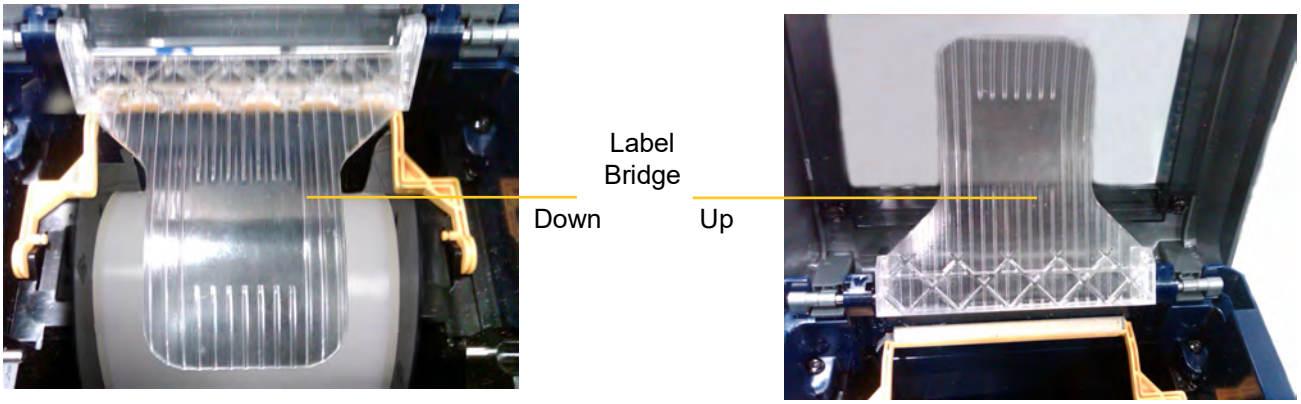
When printing two-sided sleeve material, side one is loaded and printed directly from the roll. To print side two, the material is cut at the end of the job, then the printed strip of sleeves is loaded from the back of the printer for the second print pass.

A label bridge holds the two-sided material above the tape roll. The two-sided material lays across the bridge to enter the tape entrance ramp. When done, the bridge is raised and snaps into the enclosure cover.

1. Print side one of the two-sided markers.
2. When side one completes printing the material will be cutoff, then follow the prompts on the display.
3. Open the enclosure cover and printhead door.
4. Pull the leading edge of the labels backward out of the guides towards the roll, but do not remove the roll itself.

Note: The roll must remain in the label slot or the printer will indicate a tape out condition.

5. Flip the label bridge down so it lays over the roll.



6. From the back of the printer, feed the leading edge of the PRINTED strip of sleeves through the slot between the enclosure cover and the printer body:
   - Note that the leading edge is the first sleeve in your print sequence.
   - Be sure the printed side is facing DOWN.
7. Lay the markers over the label bridge and feed leading edge of markers to the center of the black roller.
8. Close the printhead door and the enclosure cover and the printer will prompt you to print side two (tap the print side 2 button).
9. When the job is complete, open the enclosure cover and printhead door.
10. Lift the label bridge up and snap into place on the enclosure cover.
11. Close the enclosure cover.

Print Adjustments

These settings will be used on all print jobs for the specific label and ribbon type installed.

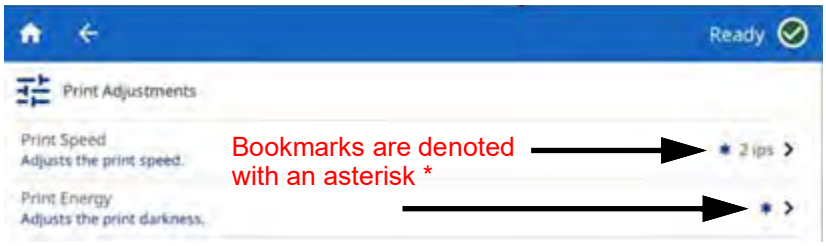
To change print settings:

1. On the home screen tap **Settings**.
2. Tap **Print Adjustments**.
3. Tap the desired setting. See the following sections for details on each.

Note: The Reset to Brady Defaults button sets the printer back to factory defaults for all settings that pertain to the installed ribbon and labels. To reset a single setting back to default, go to the setting and click Reset Defaults.

Bookmarks

Changing any of the print settings or ZPL offset will automatically create a bookmark. The next time those two smart products are installed the settings will be remembered and used. There is no limit to how many label and ribbon combinations can be assigned bookmarks, but there can only be one bookmark assigned for **each** label part number/ribbon part number combination.



Changing or Deleting Bookmarks

Using Reset to Default within any print setting will update the existing bookmark with the new setting. To delete a bookmark, scroll to the bottom of the Print Adjustments screen and click on Reset to Brady Defaults.

Print Speed

Print speed lets you adjust the speed setting from 1 to 4 inches per second (ips). Optimal print speed settings are set automatically by the smart cell for the installed labels and should only be changed if you are experiencing problems. For example, you can change print speed if you want to print graphics or other densely populated labels more slowly to ensure complete coverage.

Use the slider to increase or decrease the speed.

Note: The selected print speed setting will stay in effect for all subsequent print jobs with the currently installed labels. When new labels are installed, the print speed is reset to the default setting for that label or with the setting defined by a bookmark.

Print Energy

Use the slider to adjust for darker or lighter printing. Print a label to test the setting.

The print energy setting defines how much heat is applied to the printhead when printing a label. The darker the print energy, the more ink is transferred to the label.Optimal print energy settings are set automatically by the smart cell for the installed media and should only be changed if you are experiencing problems. For example, if printing is spotty you may want to increase the print energy to make sure more of the ribbon ink transfers to the label. However, if your ribbon is sticking or tearing during printing, the heat energy may be too high and should be reduced.



CAUTION! Constantly printing at high energy levels may cause printer jams or other printing errors and may reduce the overall life of your printhead.

Note: The selected print energy setting will stay in effect for all subsequent print jobs with the currently installed media. When new media is installed, the print energy level is reset to the default setting. The print energy level is also reset by rebooting the system.

Print Position

Tap the arrows to move the print in the label image left, right, up, or down.

The measurements shown in the upper right indicate how much the beginning print position will shift relative to the factory setting; it does not represent the distance from the left edge of the label. Units are in inches or millimeters depending on what units are set in Units of Measure on page 38.

To reset to the factory setting (0, 0), tap reset default icon in the upper right.

Cut Automatically

Use this setting to set the cut location. Depending on the selected cut settings, the printer advances the label to cut between labels, at the end of the job, or never. If no setting is used, the default will be the cut location set in Brady Workstation.

Note: Cutting options set in Brady Workstation or a ZPL script override this setting.

Print on Demand

Print on demand causes the printer to wait for input on the touchscreen before printing the next label in the file. When disabled, all labels in a file are printed without waiting in between.

To enable print on demand:

1. From the home screen, tap **Settings**.
2. Tap **Print Adjustments**.
3. To the right of **Print on Demand**, tap the switch to change the setting.

   If the switch is gray, it is off. If the switch is blue, it is on.

Template Print Preview

By default, Template Print Preview is enabled so that a preview of the label is always shown. It can enabled or disabled here or in Fill and Print (see Automatically Print Completed Templates on page 30).

Reset to Brady Defaults

Selecting this option and tapping “yes” on the pop-up message will reset all print adjustments back to factory default.

ZPL Scripts

The printer supports ZPL scripting with some basic commands being able to be changed directly on the printer. Programming is beyond the scope of this manual. A ZPL specific manual that includes a list of commands that the printer supports can be found at www.bradyid/support/printer/i3311

To change ZPL settings:

1. Tap **Settings** on the home screen.
2. Tap **ZPL**.
3. Tap the settings to be changed.
   - **DPI**: Make sure this is set to the dpi of your ZPL scripts (as opposed to the dpi of the printer).
   - **ZPL Offset**: (Only visible when using Brady smart labels.) If scripts are not printing in the desired position on the label, adjust the offset.

     Tap the arrows to move the print in the label image left, right, up, or down.

     The measurements shown in the upper right indicate how much the beginning print position will shift relative to the original placement; it does *not* represent the distance from the left edge of the label.

     To change the units, tap the more menu button then tap **ZPL Measurement Units**, and then tap either **Dots**, **Inches**, or **Millimeters**.

     To reset to the factory setting (0, 0), tap .

     The ZPL Offset is included in the bookmark for the installed labels and ribbon. See Bookmarks on page 41.
   - **Label Height**: If you have continuous labels, the printer uses this height for the length of each label. The LL command in a script overrides this setting.
   - **Control Prefix**: (Use for scripts that do not use the default ~ character.) Specify the prefix character that indicates a control command. Control commands tell the printer to perform an immediate action such as feeding a label.
   - **Format Prefix**: (Use for scripts that do not use the default ^ character.) Specify the prefix character that indicates a format command. Format commands provide the layout and formatting information to produce the label.

Delimiter Char: (Use for scripts that do not use the default comma character.) Specify the character that separates parameters.

Continuous Labels

When Brady continuous labels are installed in the printer, the ZPL script must include the [^LL] command for optimal printing. Sample script shown below.

```
^XA
^DFR:withLL2.ZPL^FS
^LL609,25
^AD,36,20^FN1^FS
^FO165,25
^AD,36,20^FN2^FS
^FO25,75
^AB,22,14^FDCont with LL 2in^FS
^FO25,125
^AE,28,15^FN1
^XZ
```

Graphics & Fonts

If your script files use graphics or text that are not already on the printer, you will need to import them before running the script.

Minimum Font Sizes: The printer supports a minimum 5 pt font size in scripts.

IMPORTANT! It is recommended that ZPL scripts be written in the dpi supported by your printer.

Import

To import graphics and fonts from a computer to the printer, first transfer the files to a USB drive. Then follow these steps:

1. Connect the USB flash drive to any available USB port on the printer.
2. On the Home screen, tap **Manage Files**.
3. If the screen says Internal Memory tap the More Menu (three dots) and change to **External Storage**.
4. Tap the **More Menu**.
5. Tap **Filter** and select either Images or Fonts.
6. In the list of files, tap on each file that you want to import.
7. Tap the **More Menu** and select **Import**.

   A progress bar will display while the import is taking place.

Note: The printer displays a low memory message if it runs out of space.

Delete

To delete graphics and fonts imported to the printer, follow these steps:

1. On the Home screen, tap **Manage Files**.
2. If the screen says External Storage tap the More Menu (three dots) and change to **Internal Memory**.
3. Tap the **More Menu**.
4. Tap **Filter** and select either Images or Fonts.
5. In the list of files, tap on each file that you want to delete.
6. Tap the **More Menu** and then tap **Delete**.

Help

Pressing the Help icon on the home screen will provide pictorial instruction for common functions, which include but are not limited to the following:

- Installing labels
- Installing the ribbon
- Cleaning the printer

Additionally, there are QR codes to take you to the regional support page as well as registering the printer for the warranty. Printer updates can also be found under Help.

4 Maintenance

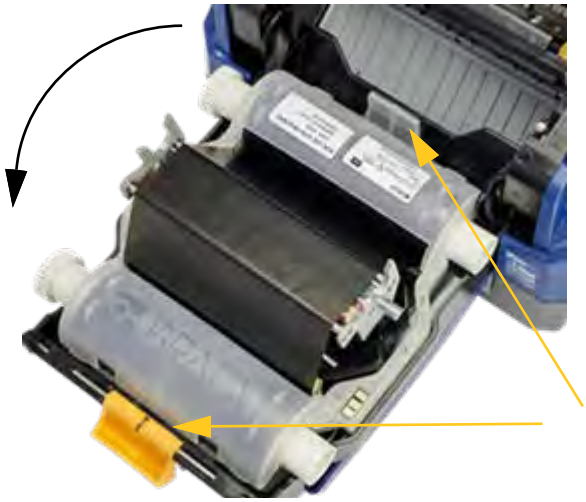
Pre-maintenance Operations

Before performing any maintenance procedure that involves opening the enclosure cover, you should remove the power and supplies from the printer.

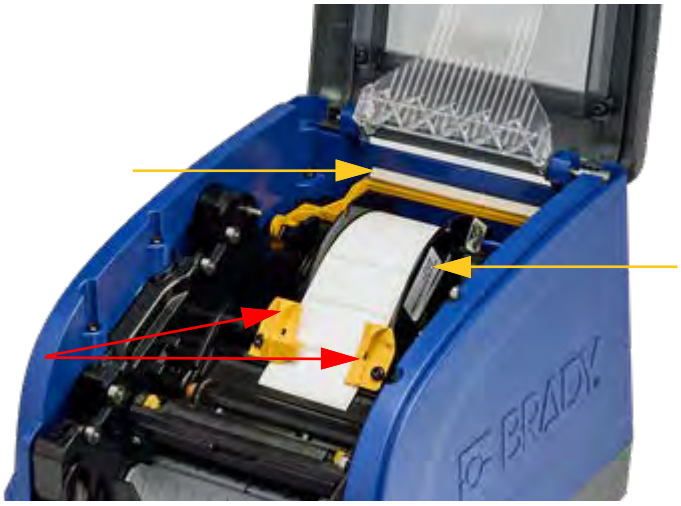
1. Remove the power plug from the printer.
2. Open the enclosure cover.



3. Release the yellow latch on the printhead door and swing open.
4. Release the ribbon cartridge latch and lift the ribbon cartridge up and out.



5. Move yellow label wiper to the back.
6. Move yellow label guides to full-open.
7. Remove cartridge from the slots of the holder.



Cleaning the Printer

Residue and Dust

Whenever performing any maintenance on the printer, you should also clean any residue or dust caused by the labels.

Materials Required:

- Compressed Air Bottle, purchased locally (e.g., HOSA AIR-464 Gear Duster)
- Lint-free Cloth
- Isopropyl Alcohol
- Safety Glasses



CAUTION! Always wear safety glasses when using compressed air.

1. Remove power and supplies from the printer (see Pre-maintenance Operations on page 48).
2. With safety glasses on, spray compressed air on any parts of the printer that have built-up residue.

Note: If compressed air is not available, use a lint-free cloth lightly moistened with isopropyl alcohol and wipe off residue.

3. Use compressed air to spray all visible areas inside the printer to remove accumulated dust.
4. Use a cloth moistened with isopropyl alcohol to wipe any remaining dust from inside the printer.
5. Wipe exterior cover and frame of printer for dirt and residue.
6. Replace the ribbon and labels.
7. Close all covers and plug in the power cord.

The Display

Materials Required

- Lint-free Cloth, non-abrasive
- Isopropyl Alcohol

- or -

- Pre-moistened Cloth (appropriate for cleaning LCD displays)



CAUTION! Normal cleaners with ammonia, soaps, or any acids can damage the screen. Use only a lint-free cloth dampened with isopropyl alcohol.

1. Lightly moisten a lint-free cloth with isopropyl alcohol, or use a pre-moistened cloth suitable for cleaning a PC screen.
2. Gently rub the damp cloth across the screen until all of the residue is removed.

The Cutter Blade



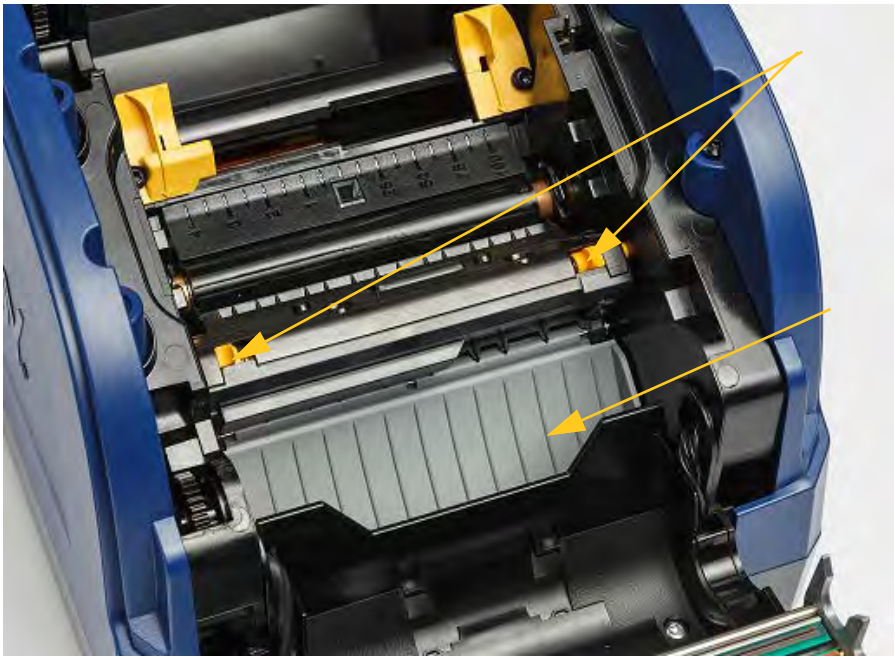
Sharp edges. Do not touch.

Note: When cleaning the cutter, you should also clean the supply and cutter sensors.

Materials Required

- Industrial Label Printer i3311 Cleaning Kit
- Isopropyl Alcohol
- Cutter Cleaning Tool (included in cleaning kit)

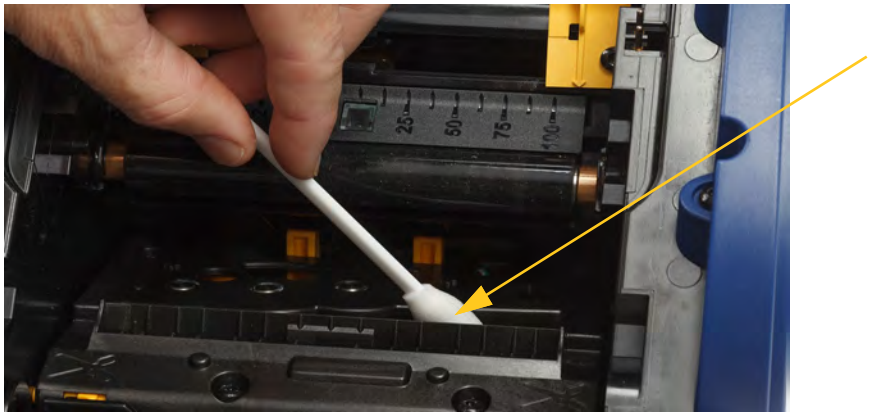
1. Remove power and supplies from the printer (see Pre-maintenance Operations on page 48).
2. Squeeze the two yellow cutter tabs to release the cutter. The cutter mechanism and exit chute will slide down behind the printhead door.



3. Fill the plastic bottle from the cleaning kit with isopropyl alcohol.

4. Clean metal cutting blade:
    a. If the cutting blade shows significant residue, use the cutter cleaning tool in the cleaning kit to gently scrape the reside off the cutting blade.
    b. Moisten one of the foam swabs from the cleaning kit with the alcohol. Do not allow the alcohol to drip from the swab.
    c. Clean cutting blade with moistened swab until all residue is removed.
    d. Clean beneath the edges of the blade housing with moistened swab. To avoid forcing residue deeper into the machine, use motions from the outer edge of the blade toward the center.
    e. Continue cleaning until no residue is visible and clean swabs do not become discolored.





5. Close the cutting blade by pushing up on the exit chute until the cutter tabs snap into place.

Note: You may need to hold printhead door up slightly to access the exit chute.

6. Replace the ribbon and label cartridges.
7. Close all covers and plug in the power cord.

the Sensors

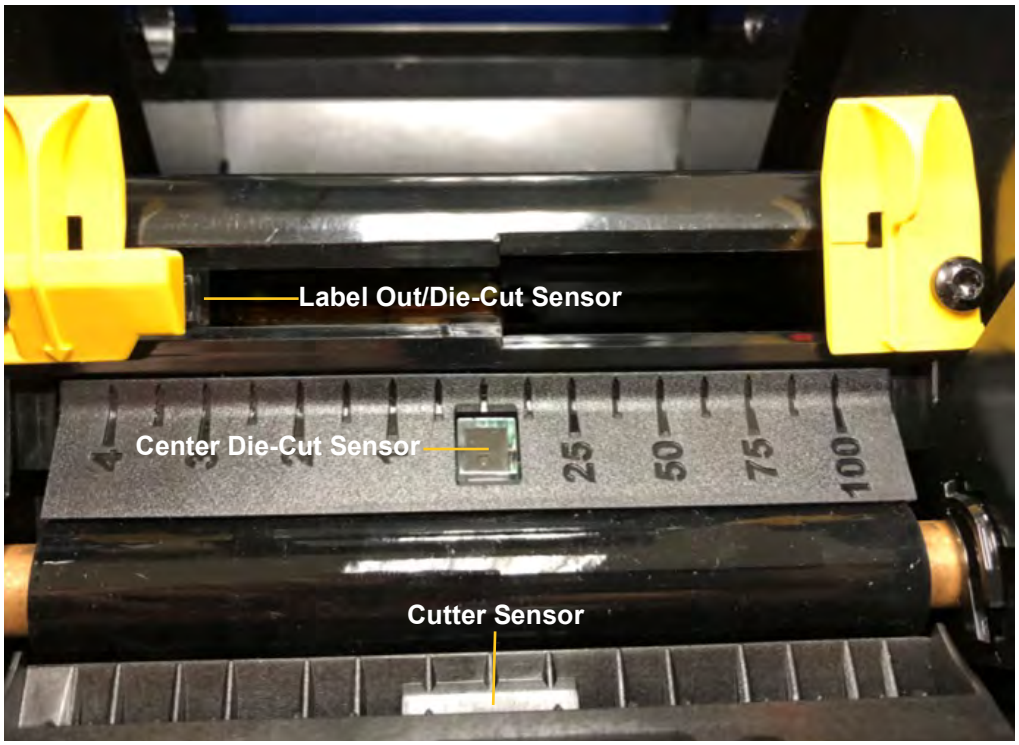
The supply and cutter sensors are located inside the printer and may be covered with dust that results from cutting the labels. One of the supply sensors is located under the yellow supply guide, as shown in the picture below. The cutter sensor is located above the cutting blade and is visible only when the cutter is released.

Materials Required

- Industrial Label Printer i3311 Cleaning Kit
- Isopropyl Alcohol

1. Remove power and supplies from the printer (see Pre-maintenance Operations on page 48).
2. Squeeze the two yellow cutter tabs to release the cutter; the cutter mechanism and exit chute will slide down exposing the cutter sensor.
3. With a pre-moistened foam swab, gently wipe the surface of the cutter sensor and the two supply sensors at the locations shown:
   a. Center die-cut sensor
   b. Label out/die-cut sensor

Note: Sensor is located under the yellow supply guide



the Cutter Blade Exit Area

This procedure cleans the cutter blade exit area and the exit chute.

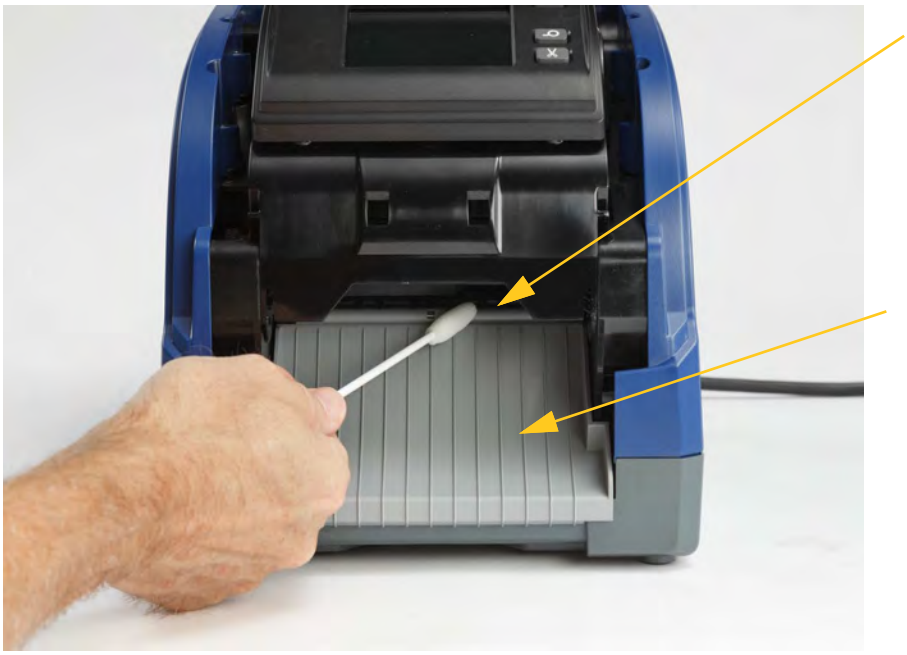
Note: You should clean the exit area after cleaning the cutter blade and sensors. The cleaning swab may be damaged when cleaning the exit area.

Materials Required

- Industrial Label Printer i3311 Cleaning Kit
- Isopropyl Alcohol

1. Remove power and supplies from the printer (see Pre-maintenance Operations on page 48).
2. Close the printhead door. It does not need to snap into place.
3. Using swabs from the cleaning kit moistened with alcohol, clean the exit chute entrance and exit chute ramp.

Note: To reach all areas of the exit chute, you can close the enclosure cover and tilt the printer up on its side.



4. Replace the ribbon and label cartridges.
5. Close all covers, plug in the power cord, and turn on the power switch.

The Printhead

Materials Required

- Industrial Label Printer i3311 Cleaning Kit
- Isopropyl Alcohol

1. Remove power and supplies from the printer (see Pre-maintenance Operations on page 48).
2. Fill the plastic bottle from the cleaning kit with isopropyl alcohol.

Note: Do not rub the swab over the bronze-colored area of the printhead.

3. Moisten one of the foam swabs from the cleaning kit with the alcohol and gently rub across the green and black area of the printhead.



CAUTION! Use only the materials supplied in the cleaning kit. Using other materials may permanently damage the printhead.



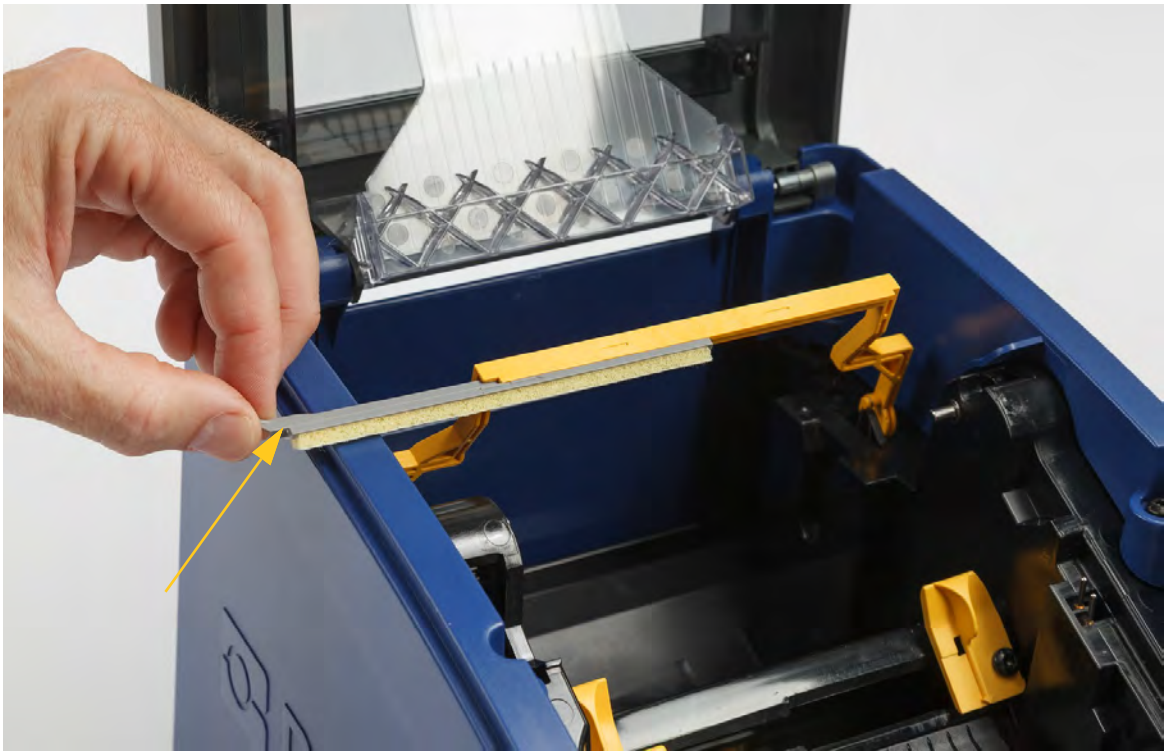
4. Replace the ribbon and label cartridges.
5. Close all covers and plug in the power cord.

Replacing the Label Wiper

Materials Required

- B31-WIPER

1. Remove power and labels from the printer (see Pre-maintenance Operations on page 48).
2. Lift and hold the wiper arm while grasping the tab of the wiper insert.
3. Pull the tab slightly forward and then slide the wiper insert out of the wiper arm.
4. To replace the wiper, insert the lip of the wiper insert into the slot of the wiper arm and slide in until the tab snaps into place.



5. Replace the labels.
6. Close all covers and plug in the power cord.

Clearing Jams

Printer Jam

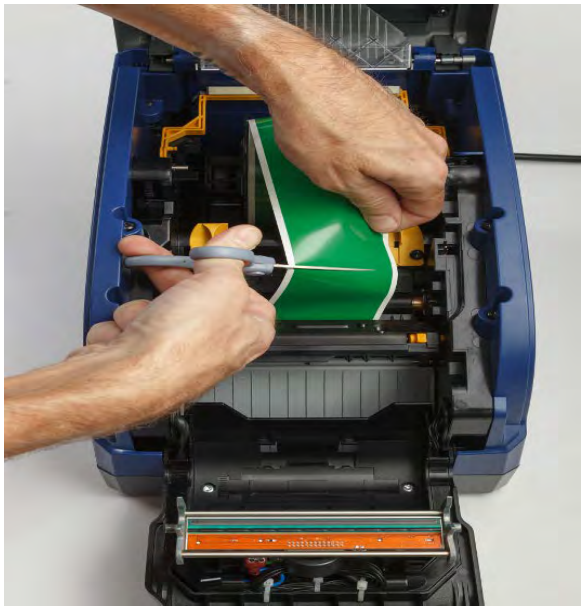
To clear jams from the printer:

1. Remove all damaged ribbon and/or labels from the printer.
2. Check that there is no damage to the printhead, cutter blades, sensors, etc.
3. Check whether any cleaning is needed. If cleaning is required, see Cleaning the Printer on page 50 for details.
4. Reload ribbon and labels and clear all error messages.

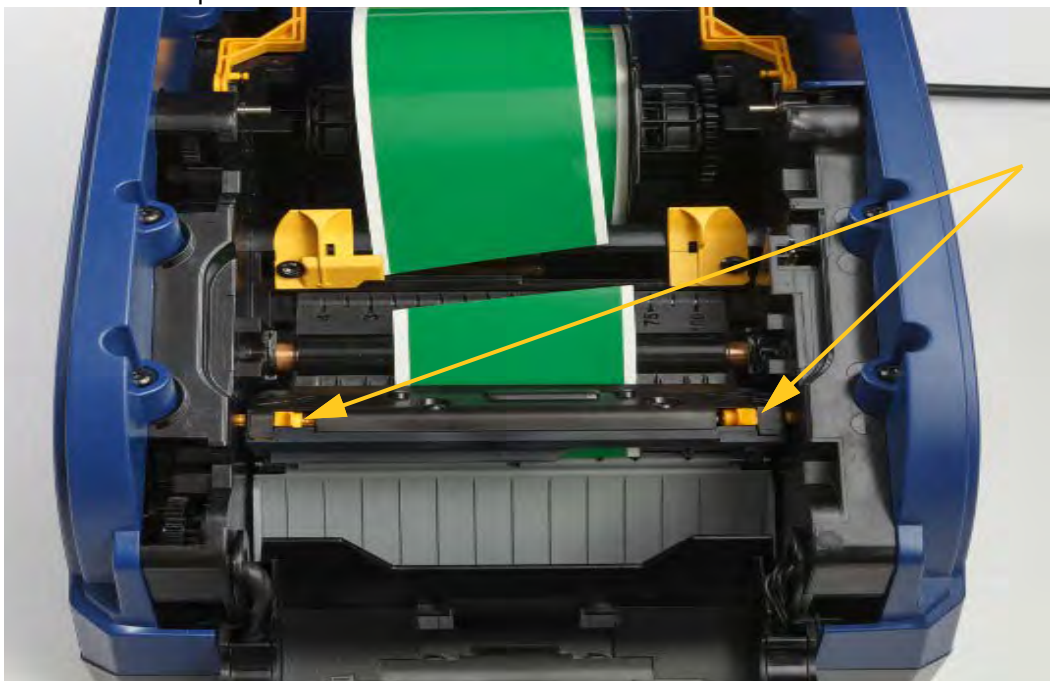
Cutter Jam

To clear a jam from the cutter:

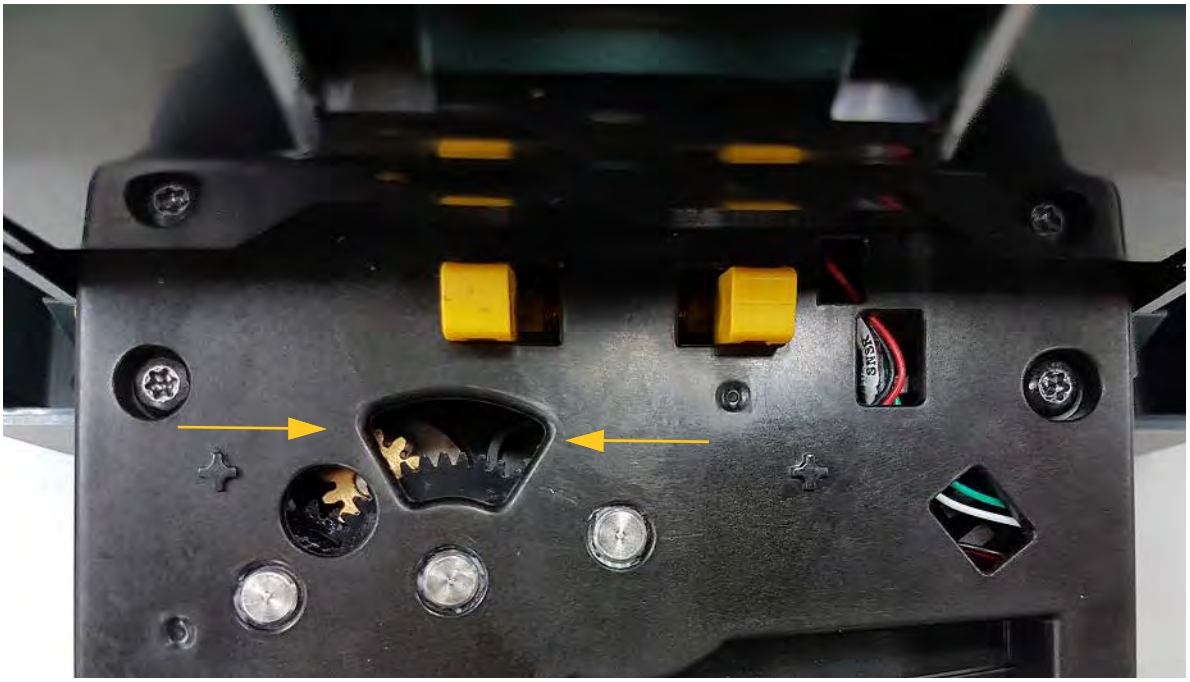
1. Cut the labels as shown below.



2. Squeeze the tabs to release and tilt the cutter module.



3. Rotate the cutter gear counter-clockwise to lower the blade.



4. Remove the labels.
5. Rotate the gear clock-wise to raise the blade.
6. Push the cutter mechanism back into place so that the pins snap into place.

Installing Firmware Upgrades

Upgrades to firmware (printer system software) are available online. For information on how to locate the current firmware version on your printer, see About on page 22.



CAUTION! Do not interrupt printer power during an upgrade.

To upgrade firmware using Brady Workstation:

1. Connect the printer with a USB cable to a computer and open Brady Workstation software.
2. On the Brady Workstation home screen, click the **PRINTER UPDATES** link on the left-side panel and scroll to the connected printer.

   Brady Workstation will automatically detect and display the current firmware on the connected printer and will display an *UPDATES* button.
3. Click on **UPDATES** to see options for updating firmware for the connected printer.
4. The *Printer Updates* window has two tabs, one for firmware and one for Printer Label Library updates. A yellow circle with an arrow indicates that an update is available. If both tabs have a green arrow, everything is up to date. Click the x to close the window and check for updates again another time. If updates are available continue with the next step.
5. Click **PRINTER FIRMWARE**.
6. Click **UPDATE NOW**.
7. Follow prompts in Brady Workstation to update the firmware for the printer.
8. When the update is complete restart the printer.

If your computer is not connected to the internet, open the Printers app in Brady Workstation software and see the help for further instructions.

To upgrade firmware with a USB drive:

1. Insert a USB drive on your computer.
2. On the same computer, go to https://www.bradyid.com/support/printer/i3311.
3. Click **Download Firmware**.
4. Follow the on-screen instructions.
5. Connect the USB drive to the USB port on the printer.

   The printer recognizes the upgrade file and displays a message on the touchscreen.
6. Follow the instructions on the touchscreen.

   When the upgrade is complete, the printer restarts.

To upgrade firmware through the embedded web server:

Note: This feature will be available in a future firmware update.

1. In a browser open the embedded web server using the printer's IP address.

Note: The device on which the embedded web server is being used must be on the same Wi-Fi or Ethernet network as the printer.

2. Navigate to **Firmware**.
3. Click **Update Now** if the version number that is available is higher than version number for the current firmware.

   The firmware only for that specific printer will be updated.

Note: Upgrades via Bluetooth are not supported.

IMPORTANT! If power to the printer is interrupted during an upgrade through the embedded web server, the upgrade may not start or complete successfully. To recover, use a USB drive to finish the upgrade.

Updating Label Library Values

The printer's Label Library files are included in a database of 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 from Brady and it came with new Label Library files.



CAUTION! Do not interrupt printer power during an upgrade.

To upgrade the label library using Brady Workstation:

1. Connect the printer with a USB cable to a computer and open Brady Workstation Software.
2. On the Brady Workstation home screen, click the **PRINTER UPDATES** link on the left-side panel and scroll to the connected printer.

   Brady Workstation will automatically detect and display the current label library file on the connected printer and will display an *UPDATES* button.
3. Click on **UPDATES** to see options for updating the Label Library for the connected printer.
4. The *Printer Updates* window has two tabs, one for firmware and one for Printer Label Library updates. A yellow circle with an arrow indicates that an update is available. If both tabs have a green arrow, everything is up to date. Click the x to close the window and check for updates again another time. If updates are available continue with the next step.
5. Click **PRINTER LABEL LIBRARY**.
6. Click **UPDATE NOW**.
7. Follow prompts in Brady Workstation to update the printer.
8. When the update is complete restart the printer.

To upgrade the label library files using a USB drive:

1. Insert a USB drive on your computer.
2. On the same computer, go to https://www.bradyid.com/support/printer/i3311.
3. Find and click the Label Library link.
4. Follow the on-screen instructions.
5. Download the database update.
6. Extract the files from the zip and save the extracted files to the root of a USB drive.
7. Connect the USB drive to the USB port on the printer and navigate to **Files > Menu** and click on "Import Printer Label Library" to launch the upgrade.
8. Follow the instructions on the touchscreen.

To upgrade the label library files through the embedded web server:

Note: his feature will be available in a future firmware update.

1. In a browser open the embedded web server using the printer's IP address.

Note: The device on which the embedded web server is being used must be on the same Wi-Fi network as the printer.

2. Navigate to Label Library.
3. Click Update Now if the version number that is available is higher than version number for the current label library.

   The label library for that specific printer will be updated.

Note: Upgrades via Bluetooth are not supported.

Recycling the Label and Ribbon Cartridges

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

Materials Required:

- 9/32- inch blade or 1/4-inch blade (ribbon) and 5/32- inch blade (label) flathead screwdrivers
- Safety Glasses
- Safety Gloves

CAUTION! Always wear Person Protective Equipment (PPE) when dismantling a cartridge.

Dismantling the Ribbon Cartridge

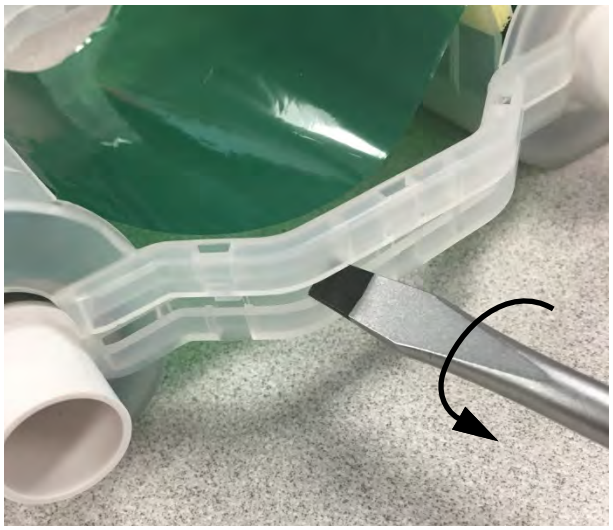
1. Using your thumbnail or the blade of the screwdriver, apply pressure to push the clear plastic locking tabs up until the cartridge unlocks.



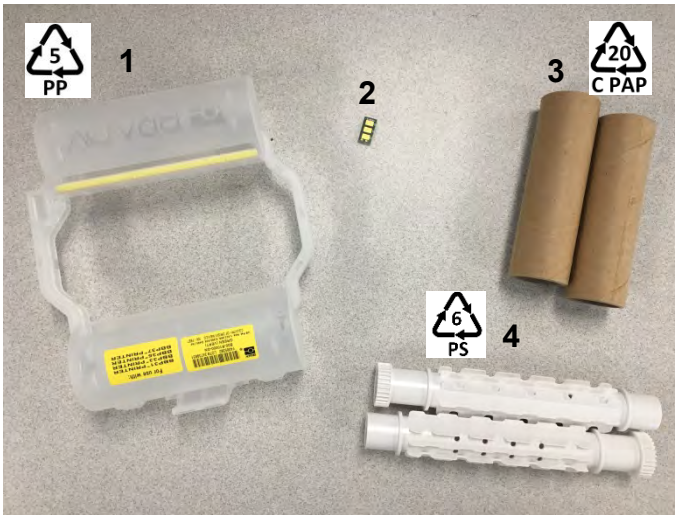
2. Insert the blade of the screwdriver next to each tab along the seam of the two halves of the cartridge and gently pry apart the halves.

   Repeat this process on both sides of the cartridge until all tabs are disconnected and the cartridge opens.

3. Slide the smart cell out of its location slot.
4. Unwind the ribbon from the spools and peel the ribbon end from the cardboard cores.
5. Remove the ribbon spools from the center of the cardboard core.



Recycling Components



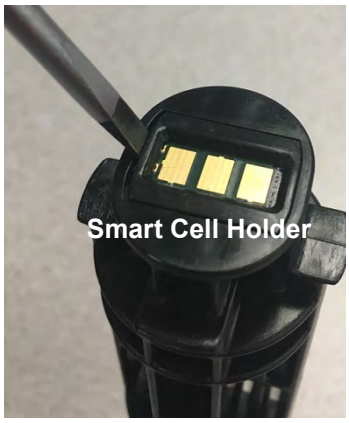
No.	Component	Material	Recycle Bin
1	Ribbon Cartridge (opaque)	PP	#5 PP
2	Smart Cell	Electronic	Electronic Waste
3	Cardboard Core	Cardboard	#20 C PAP
4	Ribbon Spools (white)	ABS	#6 PS

Dismantling the Label Cartridge

1. Using your thumbs, simultaneously apply pressure to the **release tabs** while pushing the center cylinder forward until the tabs release and unlock the center cylinder.
2. Pull the loose cylinder free from the label cartridge.
3. Using the screwdriver, place the blade in the gap next to the **smart cell holder** and pry the holder from the cylinder.
4. Remove the smart cell from the plastic holder.



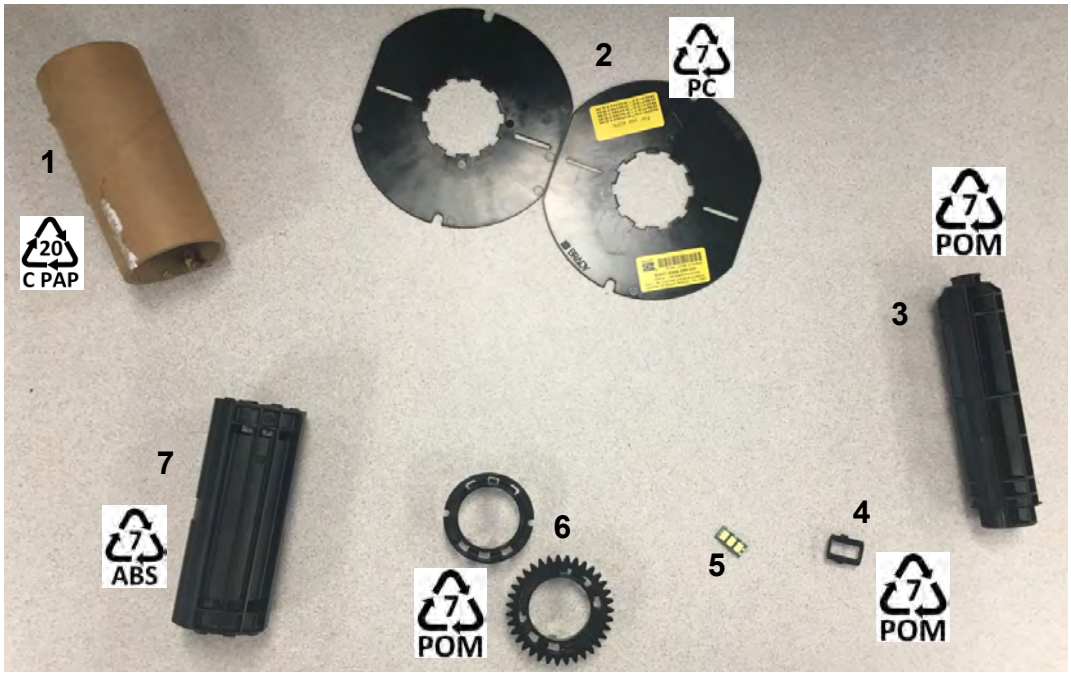
Release Tabs



5. Push the screwdriver blade between the flat cartridge guides and **locking end cap**. Twist the screwdriver and continue this process around the end cap until comes off.
6. Repeat this process on the other side of the cartridge.
7. Remove the cardboard tube by pushing the center core out from the tube or by cutting the tube off of the core.



Recycling Components



No.	Component	Material	Recycle Bin
1	Cardboard Tube	Cardboard	#20 C PAP
2	Cartridge Guides	PC	#7 PC
3	Center Cylinder	POM	#7 POM
4	Smart Cell Holder	POM	#7 POM
5	Smart Cell	Electronic	Electronic Waste
6	Locking End Caps	POM	#7 POM
7	Center Core	ABS	#7 ABS

Decommissioning the Printer

Before decommissioning, scrapping, or recycling the printer, it is important to properly sanitize the device to prevent the unauthorized retrieval of sensitive data. Settings must be manually cleared prior to hardware disposal.

Follow the steps below to systematically remove the administrator password and zero out all saved static network properties, ensuring the device is entirely safe for final equipment and battery recycling in compliance with local regulations.

Password

To disable an active password:

1. From the home screen, tap **Settings**.
2. Tap **Printer Password**.
3. Tap the switch to disable the password.
   If the switch is gray, it is already turned off.

Network Settings

To overwrite sensitive network settings, manually input static settings for Ethernet & Wi-Fi connections.

Ethernet

1. On the Home screen tap **Settings**.
2. Tap **Connection**.
3. Tap **Advanced Network Settings**.
4. Tap **Ethernet > IP Settings > Static**.
5. Tap the **back arrow** to return to the Ethernet screen.
6. Select each field to manually overwrite the existing configurations with 0 or 0.0.0.0 values.
   - IP Address
   - Subnet Mask
   - Default Gateway
7. Tap the **back arrow** to return to the Advanced Network Settings screen in order for the fields entered to take effect.

Wi-Fi

To delete all wireless networks:

1. Tap **Settings**.
2. Tap **Connection**.
3. Tap **Forget Wireless Networks**.
4. Make your selection from the pop-up window.

Internal Memory

1. On the Home screen, tap on the **Manage Files**.
2. Tap the **More Menu** (3 dots) on the top right corner.
3. Tap **Memory** and set to Internal option.
4. Tap the **back arrow** and go to the Manage Files root screen.
5. Tap on symbol “>” next to the labels folder.
   The Labels folder page displays all stored files.
6. Tap the **More Menu** (3 dots) and tap **Select All**.
   All the files will be selected and highlighted in blue.
7. Tap the **More Menu** (3 dots) again and tap **Delete**.
8. Tap on the **Delete** option.
   All files will be deleted from the internal memory.

5 Troubleshooting

Use the following table to troubleshoot problems. In situations where the printer displays an error message, follow the instructions on the touchscreen.

Problem	Cause	Corrective Action
Printer does not power up when turned on.	Power cord has been pulled out of printer or wall socket.	Check power cord.
Screen freezes	User Interface error	1. Press **Power** button. 2. After printer goes to sleep, press **Power** button again. If that doesn't work: 1. Turn off the power switch on the side of the printer. 2. Wait five seconds and then turn the power switch on.
Printer will not feed labels.	• The leading edge of the label roll is not inserted correctly. • The leading edge of the label roll is uneven or torn (not a straight edge).	• Install the labels correctly • Cut a straight leading edge on the label roll.
Faint print on labels.	Ribbon not advancing correctly.	• Tension the ribbon by rotating the rewind spool (top spool) in a downward direction until all slack is removed. • Try another ribbon cartridge.
	Print energy might be too low.	Adjust the print energy setting (see Print Energy on page 42).
No print on the label.	The label or ribbon is not loaded correctly or out of ribbon.	• Reinstall the ribbon cartridge. • Load a new ribbon.
Poor print quality.	Ribbon and labels are incompatible, or using an incorrect label material and ribbon combination.	• Verify the correct ribbon for the label roll is loaded in the printer. • Change the ribbon or label combination.
	Dust or adhesives accumulated on the printhead.	Clean the printhead (see The Printhead on page 56).
	Label wiper dirty.	Replace label wiper (see Replacing the Label Wiper on page 56).

Problem	Cause	Corrective Action
Void areas or lines appear on printed text.	Ribbon wrinkling.	• Tension the ribbon by rotating the rewind spool (top spool) in a downward direction until all slack is removed. • Try another ribbon cartridge.
Cut quality is poor.	Cutter needs cleaning.	Clean the cutter (see The Cutter Blade on page 51).
Labels shift when printing frames around label causing a slight misalignment of the frame.	Label guides not adjusted correctly, producing slack that allows the labels to shift during printing.	Adjust label guides so they are snug against the labels. To make fine adjustments to the frame, (see Print Energy on page 42.)

Data Pipeline Error Messages

Error Message	Action
The requested template file was not found. The specified template file could not be located on the system.	Open the configuration file in the Data Pipeline app in Brady Workstation and make sure the template is specified. Resend the configuration file to the printer. See Importing a Configuration on page 32.
One or more required graphic files are missing: [list of file names] One or more images required by the template are missing.	Use Brady Workstation to examine the configuration file and the template to make sure all graphics are defined in the template. Resend the configuration file to the printer. See Importing a Configuration on page 32.
An internal error occurred during label rendering. A failure occurred while generating the label image.	This is usually due to an issue with the template. Check the template in Brady Workstation, make any corrections. Make sure the mapping is good in the Brady Workstation Data Pipeline app and send the updated configuration file to the printer.
Could not find file [file name]. The source data file (e.g., CSV) could not be found.	The printer may not have enough space to store the data file. Delete unused labels, graphics, and other files from the printer. See To delete a file stored on the printer: on page 26.
The data file appears to be corrupt near record [row number] field [column name] at position [place in the data]. The data reader encountered invalid formatting in the input file.	Inform your system administrator to troubleshoot data file generation.
Jobs not being processed due to errors in print queue for printer [printer name] on channel [configuration name]. The job was aborted because of existing errors in the print queue.	Check the print queue.
No fields were mapped to data. Printing aborted. No valid data mappings were found between the input and the template.	Open the configuration file in the Data Pipeline app in Brady Workstation and check the data mapping. Resend the configuration file to the printer. See Importing a Configuration on page 32.
Cannot set label count to [count], forces total label count outside the range 1-[maximum labels]. The requested number of labels exceeds system limits.	The data file contained more than the maximum number of records. Inform your system administrator.
Source data headers do not match the template configuration. The input headers do not align with the expected template fields (no specific column identified).	A change may have been made to the data file headings. Inform your system administrator to check the headings in the data file and compare them to the headings used in the configuration file in the Brady Workstation Data Pipeline app.

Error Message	Action
Cannot find a mapped input column: [Column Heading] A specific required column was missing from the input data.	A change may have been made to the data file headings. Inform your system administrator to make sure the headings in the data file aligns with the mappings in the configuration file in the Brady Workstation Data Pipeline app.
An unknown error occurred. A general or unmapped error was encountered.	Contact your system administrator to troubleshoot or contact Brady Technical Support. See Technical Support and Registration on page iv.

A Regulatory Compliance

Agency Compliance and Approvals

United States

FCC Notice

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 may cause harmful interference in which case the user will be required to correct the interference at his own expense.

In instances where interference is experienced, the following measures are recommended to assist in mitigation:

- Reorient or reposition the equipment relative to the interference.
- Increase the separation distance between the equipment and the interference.
- Connect equipment to a separate power circuit than the interference if applicable.

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.

Estados Unidos

Aviso de la FCC

Este equipo se puso a prueba y se confirmó que cumple con los límites para un dispositivo digital de Clase A, conforme a la Parte 15 de las Regulaciones de la Comisión Federal de Comunicaciones (Federal Communications Commission, FCC). Estos límites se han diseñado para proporcionar protección razonable contra interferencias perjudiciales cuando el equipo se utilice en un entorno comercial. Este equipo genera, utiliza y puede emitir energía de radiofrecuencia y, si no se instala y se utiliza según el manual de instrucciones, puede ocasionar interferencias perjudiciales en las radiocomunicaciones.

El uso de este equipo en un área residencial puede causar interferencias perjudiciales, en cuyo caso el usuario tendrá que corregir dichas interferencias por su cuenta.

En los casos donde se producen interferencias, se recomiendan las siguientes medias para ayudar a mitigarlas:

- Volver a orientar o reposicionar el equipo para evitar la interferencia.
- Aumente la distancia de separación entre el equipo y la interferencia.
- Si es posible, conecte el equipo a un circuito eléctrico distinto al de las interferencias.

Los cambios o las modificaciones que no hayan sido aprobados expresamente por la parte responsable del cumplimiento pueden invalidar la autorización que se le otorga al usuario para utilizar el equipo.

Este dispositivo cumple con la Parte 15 de las Regulaciones de la FCC. El uso está sujeto a las siguientes dos condiciones: (1) es posible que este dispositivo no provoque interferencias perjudiciales y (2) este dispositivo debe aceptar cualquier interferencia recibida, incluso aquella que pueda generar un uso no deseado.

Canada

Innovation, Science and Economic Development (ISED)

Canada ICES-003: Information Technology Equipment (including Digital Apparatus)

Canada NMB-003: Équipement de technologie del’information(incluant les appareils numériques)

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

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 coin cell battery. 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 coin cell battery:

1. Disassemble printer and locate the lithium coin cell battery located on the main circuit board.
2. Using a small screwdriver, pry the battery from its holder and remove the battery from the board. Dispose of in accordance with local regulations.

Wireless Regulatory Information

Applies to the Wi-Fi module only included in printer models that support wireless communication.

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



WARNING! Operation of the device without regulatory approval for the region in which the equipment is being operated is illegal.

Radio protocol	WLAN IEEE 802.11a/b/g/n/ac	Bluetooth BLE
RF Operating Frequency	2400 - 2483.5 MHz W52: 5150MHz - 5250MHz and W58: 5725MHz - 5850MHz	2400 - 2483.5 MHz
Monopole PCB antenna Gain	+ 3.0 dBi @ 2.4GHz + 3.3 dBi @ 5.0GHz	
Environmental Operation Environmental Storage	-40 to 85° C (-40° to 185° F) **Note:** Be mindful of the maximum operating temperatures for the printer. See "Environmental Ranges" 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 their 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 / Important note: This equipment complies with FCC SAR exemption limits set forth for an uncontrolled environment when properly used as instructed.

Canada

Innovation, Science and Economic Development (ISED)

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

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development 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.

Le présent appareil est conforme aux CNR Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. l'appareil ne doit pas produire de brouillage;
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Déclarations coimplantées : pour se conformer aux exigences de la IC relatives à la conformité à l'exposition RF, l'antenne utilisée pour cet émetteur ne peut être coimplantée ou opérée conjointement avec tout autre émetteur ou toute autre antenne, excepté ceux disposant déjà d'un module radio.

Directives sur l'exposition RF/ remarques importantes : cet équipement est conforme aux limites d'exposition aux rayonnements ISED définies dans la norme RSS-102 établies pour un environnement non contrôlé lorsqu'il est correctement utilisé selon les instructions.

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/EU

a. Frequency band(s) in which the radio equipment operates:

   2.4GHz connectivity: 2400 - 2483.5MHz

   5.0GHz connectivity: W52: 5150MHz - 5250MHz & W58: 5725MHz - 5850MHz

b. Maximum radio-frequency power transmitted in the frequency band(s) in which the radio equipment operates:

   2.4GHz connectivity: < +75.4mW EIRP

   5.0GHz connectivity: W52 < +130.0mW EIRP, W58 < +14.6mW EIRP

This device is a 2.4 GHz/5.0GHz wideband transmission system (transceiver), intended for use in all EU member states and EFTA countries, except in select countries where restrictive use applies.



This device is restricted to indoor use only when operating in the 5150–5250 MHz frequency band. EU member countries affected: BE, BG, CZ, DK, DE, EE, IE, EL, ES, FR, HR, IT, CY, LV, LT, LU, HU, MT, NL, AT, PL, PT, RO, SI, SK, FI, SE, UK.

Country Specific Statements

български [Bulgarian] С настоящото Технология Брейди декларира, че това устройство i3311 е в съответствие със съществените изисквания и други приложими разпоредби на Директиви 2014/53/EU

Hrvatski [Croatian] Tehnologija Brady ovim putem izjavljuje da je ovaj uređaj i3311 sukladan osnovnim zahtjevima i ostalim bitnim odredbama Direktiva 2014/53/EU

Česky [Czech] Technologie Brady tímto prohlašuje, že tento i3311 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 2014/53/EU.

Dansk [Danish] Undertegnede Brady teknologi erklærer herved, at følgende udstyr i3311 overholder de væsentlige krav og øvrige relevante krav i direktiv 2014/53/EU.

Deutsch [German] Hiermit erklärt Brady-Technologie, dass sich das Gerät i3311 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 2014/53/EU befindet.

Eesti [Estonian] Käesolevaga kinnitab Brady tehnoloogia seadme i3311 vastavust direktiivi 2014/53/EU põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

English Hereby, Brady Technology, declares that this i3311 is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

Español [Spanish] Por medio de la presente Tecnología Brady declara que el i3311 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 2014/53/EU.

Ελληνική [Greek] ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Τεχνολογία Brady ΔΗΛΩΝΕΙ ΟΤΙ i3311 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 2014/53/EU.

Français [French] Par la présente Technologie Brady déclare que l'appareil i3311 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 2014/53/EU.

Íslenska [Icelandic] Hér, Brady tækni, því yfir að þetta i3311 tæki er í samræmi við grunnkröfur og önnur viðeigandi ákvæði tilskipana 2014/53/ EU

Italiano [Italian] Con la presente Tecnologia Brady dichiara che questo i3311 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 2014/53/EU.

Latviešu valoda [Latvian] Aršo Brady tehnoloģija deklarē, ka i3311 atbilstDirektīvas 2014/53/EU būtiskajāmprasībām un citiemar to saistītajiemnoteikumiem.

Lietuvių kalba [Lithuanian] Šiuo Brady technologija deklaruoja, kad šis i3311 atitinka esminius reikalavimus ir kitas 2014/53/EU Direktyvos nuostatas.

Nederlands [Dutch] Hierbij verklaart Brady-technologie dat het toestel i3311 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 2014/53/EU.

Malti [Maltese] Hawnhekk, Teknoloġija Brady, jiddikjara li dan i3311 jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 2014/53/EU.

Magyar [Hungarian] Alulírott, Brady technológia nyilatkozom, hogy a i3311 megfelel a vonatkozó alapvetõ követelményeknek és az 2014/53/EU irányelv egyéb elõírásainak.

Norsk [Norwegian] Herved Brady-teknologi, erklærer at denne i3311 enheten, er i samsvar med de grunnleggende kravene og andre relevante bestemmelser i direktivene 2014/53/EU

Polski [Polish] Niniejszym Technologia Brady'ego oświadcza, że i3311 jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 2014/53/EU.

Português [Portuguese] Tecnologia Brady declara que este i3311 está conforme com os requisitos essenciais e outras disposições da Directiva 2014/53/EU.

Română [Romanian] Prin prezenta, Tehnologia Brady declară că acest dispozitiv i3311 este în conformitate cu cerințele esențiale și alte prevederi relevante ale Directivelor 2014/53/EU

Slovenščina [Slovenian] Tehnologija Brady izjavlja, da je ta i3311 v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 2014/53/EU.

Slovenčina [Slovak] Technológia Brady týmtovyhlasuje, že i3311 spĺňazákladnépožiadavky a všetkypríslušnéustanovenia Smernice 2014/53/EU.

Suomi [Finnish] Brady tekniikka vakuuttaa täten että i3311 tyyppinen laite on direktiivin 2014/53/EU oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Svenska [Swedish] Härmed intygar Brady-teknik att denna i3311 står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 2014/53/EU

International

The Wi-Fi, BLE 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)”.

B Licensing

FreeRTOS

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Newlib

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Version 2.0, January 2004

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