

i4311 Industrial Label Printer with Portability

Frequently Asked Questions



Battery and Power

Why won't my printer turn on when I first unbox it?

Your printer likely needs to be "woken up" from its shipping state. Please follow these two steps:

- Check the connection: Ensure you're using the correct port. There are two USB-C ports on the back of the printer — make sure your power cable is plugged into the port marked with the lightning bolt icon.
- Initial charge: Fully charge the battery before its first use to activate it.

Can the printer run on AC power alone?

No. The printer requires the battery to be installed and charged to at least 10% for it to operate.

Can the battery be charged while it is inside the printer?

Yes. Simply plug the charging cable into the printer's USB-C power port marked with the lightning bolt.

Scanner Compatibility

Can a Bluetooth scanner connect to the i4311?

No. Currently, the system only supports corded connections via a direct USB cable or a corded charging cradle.

Can any scanner brand be connected to the i4311?

Yes. You can use any brand of scanner as long as it connects via a corded USB interface.

Label Materials

Why does my Brady B3X label cause "invalid material" to be displayed on the printer screen?

This typically occurs if you're using an older roll of material with a legacy smart-cell chip that the i4311 doesn't recognize. Please contact the Technical Support Team for assistance. Our team can guide you through the process of replacing the chips on your existing rolls to make them compatible with the i4311.

Can I create a template in Brady Workstation software and save it to the printer?

Yes. The i4311 can act as a standalone workstation. You can store your files and templates directly on the printer's internal memory. Then, you can open and edit the data fields directly using the 7-inch touchscreen anywhere you take the printer.

Where are saved files/templates stored on the unit?

All files and templates are stored on an onboard Embedded Multimedia Card (eMMC).

Warranty, Maintenance and Repair

Who do I contact if my printer needs a repair or I need technical assistance?

Visit [BradyID.com/TechSupport](https://bradyid.com/TechSupport) to submit an online request or browse troubleshooting guides. For urgent inquiries, call our Technical Support Team directly at 1-800-643-8766.

What routine maintenance should be done to the i4311?

Routine maintenance includes upgrading firmware and updating printer label library values. Additionally, we recommend cleaning the printer, printhead, platen roller and sensors after each roll of labels is used. Check out this [how-to video](#) for step-by-step cleaning instructions.

How do I upgrade the firmware or label library of the printer?

Users can upgrade the printer firmware and label library by visiting [this link](#) and following the instructions.

What is the warranty period?

The i4311 Printer has a five-year warranty.

USA | [BradyID.com](https://bradyid.com)
Customer Service: 1-888-272-3946

Canada | [BradyCanada.ca](https://bradycanada.ca)
Customer Service: 1-800-263-6179

Mexico | [BradyLatinAmerica.com](https://bradylatinamerica.com)
Customer Service: 1-800-262-7777