



Welcome to

VisitUs Reception

Brother QL-820NWB Printer
Set-up guide



Printer Set up



On the iPad

1

(Important to do this first)

Delete the **VisitUs** Reception App from your iPad

Click & hold

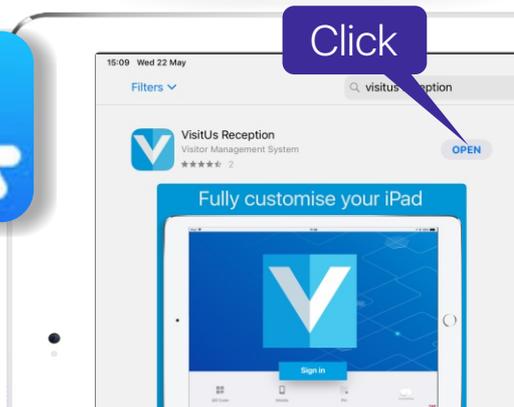


2

Go to the **App Store** and download the latest version of **VisitUs** Reception.



Click



3

Open the **'Settings'** app on the front screen of your iPad. (Grey icon with a cog)
This should show an option showing for **'Wi-Fi'**.

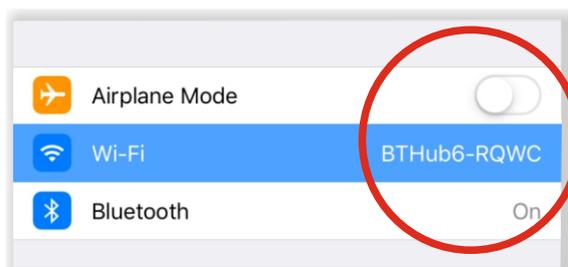


Click here for 'Settings'

4

Check to confirm your iPad is connected to your network Wi-Fi as it is necessary to be linked function.

(We will need your network/Wi-Fi password to connect to shortly)



5

Your iPad is now ready to be linked to your printer

Printer Set up



On the Printer

1

Open and remove labels that are currently installed (if any). Insert the **DK22205 62mm** labels that were provided. If you insert a different type of label it may result in multiple pages being printed or no printing at all.



2

Close the lid of the printer, press the **'menu'** button then use the arrow keys to find the **"Administration 4/7"** option. Press the **"OK"** button.



3

Press the **'down'** arrow key until you find the **"Reset"** option. Press the **"OK"** button.

Make sure the **"Factory Reset"** option is selected. Press the **"OK"** button.

Make sure the **"Reset"** option is selected. Press the **"OK"** button.



4

The printer will now reset all settings and restart. After restarting the printer will ask you to select a language. Press the **"OK"** button.

Select your language using the arrow keys and then press the **"OK"** button.



5

Next it will ask you to set the Date. Use the arrow keys to enter the correct date and press the **"OK"** button to proceed to the Month, Day then confirm.



6

Now set the time the same way you set the date by using the arrow keys and **"OK"** button to proceed.





On the Printer 1

* You will now be taken to the main menu of the printer

1

To connect the printer to the wifi press the "Menu" button then use the arrow keys to find the "WLAN 5/7" option. Press the "OK" button.

2

Make sure the "WLAN (ON/Off)" option is selected and then press the "OK" button. Make sure the "On" option is selected and press the "OK" button.

3

The Wi-Fi will now be enabled on the printer. After a couple of seconds the printers screen will go back to the main menu.

4

Press the "Menu" button and then use the arrow keys to go to the "WLAN 5/7" option and press the "OK" button.

5

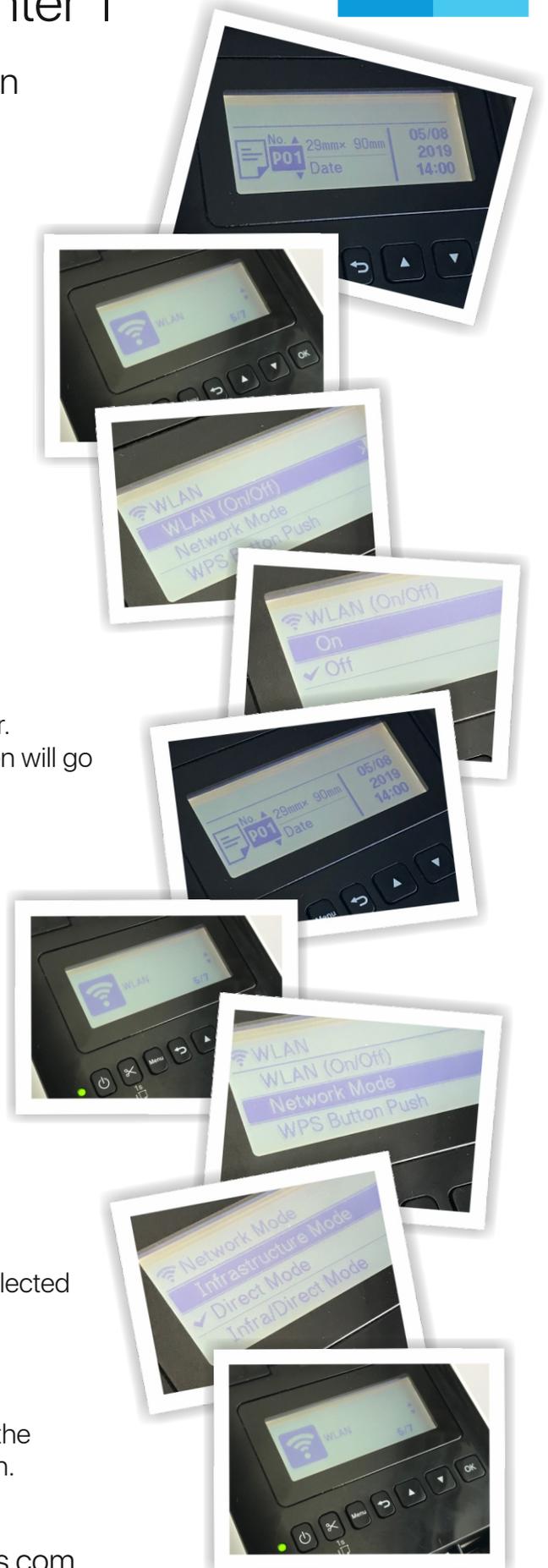
Press the down arrow key to select the "Network Mode" option and press the "OK" button.

6

Make sure that "Infrastructure Mode" is selected and press the "OK" button.

7

The printer will now return to the Menu and the "WLAN 5/7" option should be on the screen. Press the "OK" button.



Printer Set up



On the Printer 2

1

Use the arrow keys to select the "Infra Manual Settings" option. Press the "OK" button.

2

The Printer will now search for available wireless networks. Once it has finished it will display a list of networks.

3

Use the arrow keys to select the **Wi-Fi network** that you iPad is connected too which we checked earlier then press the "OK" button.

Choose
Wi-Fi Network

4

You will now need to use the arrow keys to enter the password and press the "OK" button to proceed to the next character. If you need to enter a different case character or a number then simply press the "Menu" button to change between the different options.

5

When you have entered the password press the "OK" button twice to confirm.

6

The printer will now try to connect to your **WIFI** network. (If the printer hangs on the connecting screen, press the "OK" button which will return you to the main menu. **(If you do not see the Wi-Fi symbol in top right, repeat the last 12 steps.)**)

7

You will have successfully connected the printer to the network when you see the WIFI symbol in the top right of the main menu screen.



Printer Set up



On the Printer 3

1

Now we need to find the IP address of the printer to enter it into the Dashboard and update the iPad.
To do this press the **"Menu"** button.



2

Use the arrow keys to select the **"WLAN 5/7"** option and press the **"OK"** button.
Use the arrow keys to select the **"WLAN status"** option and press the **"OK"** button.



3

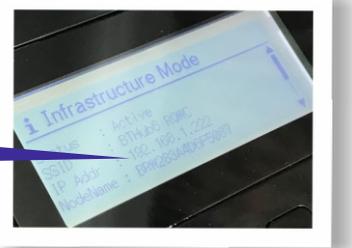
Make sure that the **"Infrastructure Mode"** option is selected and press the **"OK"** button.



4

Make a note of the **"IP Add"** number.
(Example: 172.20.10.3)

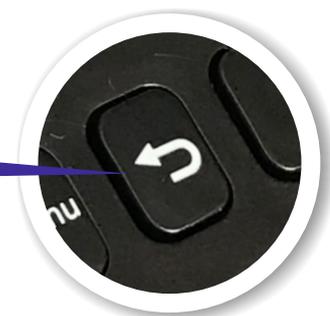
IP Address
is here



5

To exit out of this screen press the **"Back arrow"** button
4 times until you get to the main menu.

X 4



Printer Set up

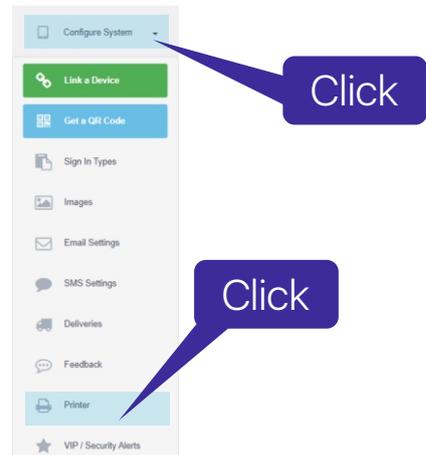


On the PC/Mac

Login to the dashboard at <https://dashboard.visit-us.com>

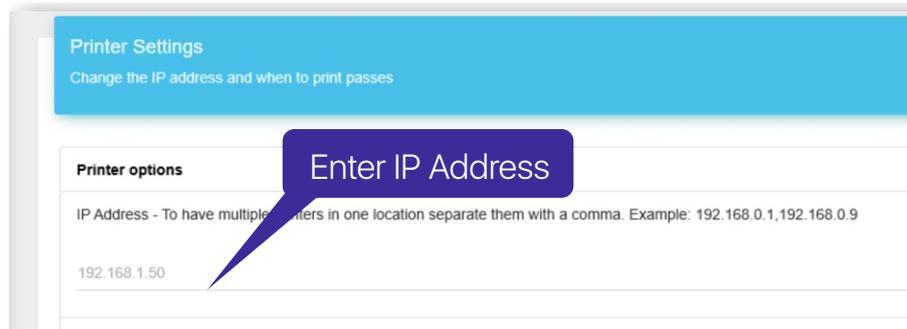
1

Click on **"Configure System"** down the left hand side, then **"Printer"**



2

Under **"Printer Options"** enter the IP address of the printer that we noted earlier and enter it under the **"IP address"** section.

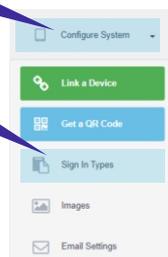


3

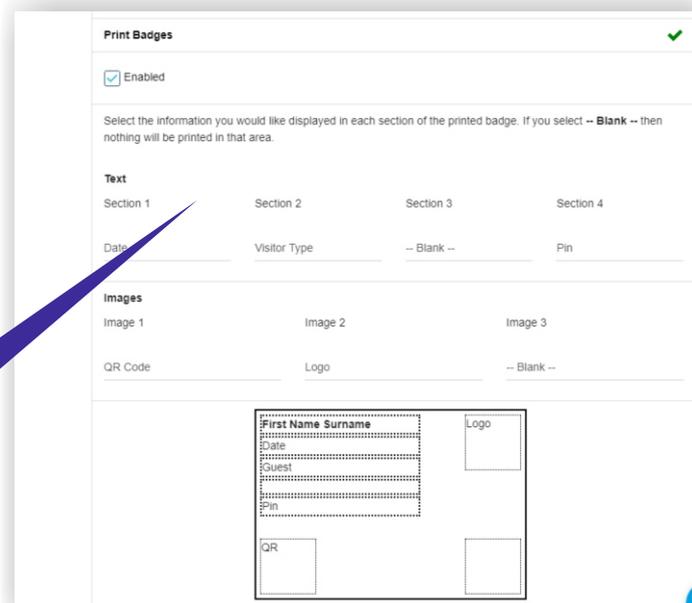
The **'Badge Creator'** section is located by clicking on **'configure system'** then **'sign In Types'**, followed by **'Print Badges'**

Click

Click

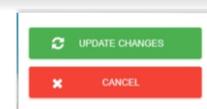


Customise how your badge looks here



4

Finally click on the green **"Update Changes"** button in the top right corner of the dashboard.



Printer Set up



On the iPad

Open the app if it wasn't already open.

If it was open you should have seen the app update after we made the changes in the dashboard.
Complete a test sign in to see if the badge prints successfully.

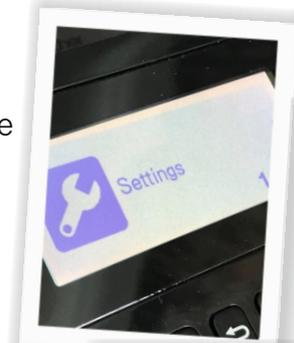
On the Printer

(Optional but recommended)

To ensure that the printer does not lose it's Wi-Fi connection and change its IP address we will disable the Auto Power Off feature.

1

Press the **"Menu"** button. Use the arrow keys to select the **"Settings"** option. Press the **"OK"** button.



2

Use the arrow keys to select the **"Auto Power Off"** option. Press the **"OK"** button



3

Ensure that the **"Adapter"** option is selected then press the **"OK"** button.



4

Use the arrow keys to select the **"Off"** option then press the **"OK"** button.



5

Finally press the **"Back arrow"** button to return to the **'main menu'** of the printer.

