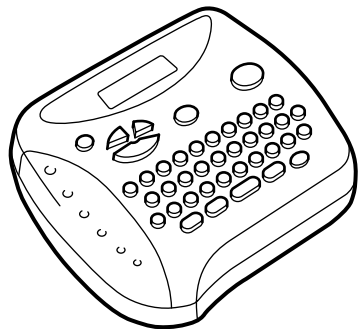


P-touch®

MODEL PT-11Q USER'S GUIDE



**TZ
TAPE**

At your side.

brother

LA3288001
Printed in China

This document contains copyrighted materials, trademarks and product names which are owned by Brother Industries, Ltd.

Patent numbers and patent publication numbers which are related to this product are as below:

USP4976558	USP5069657
USP4927278	USP5009630
USP4839472	USP4983058
USP5120147	USP5120147

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Changes or modifications not expressly approved by Brother Industries, Ltd. could void the user's authority to operate the equipment.

FCC NOTICE

With your new P-Touch PT-11Q, you can create labels for any application. Select from the many frames, character sizes and styles to design beautiful custom labels. In addition, the variety of tape cartridges available allows you to print labels with different widths and exciting colors. You no longer have to worry about urgent tasks that require professional printing. In the office, the factory, the lab or the home, the quality and performance of the PT-11Q make it an extremely practical machine. Although this machine is easy to use, we suggest that you read this manual carefully before starting and keep the manual in a handy place for future reference.

GENERAL PRECAUTIONS

- To avoid injuries, do not touch the cutter's edge.
- Use only Brother TZ tapes with this machine to avoid damage. Do not use tapes that do not have the **TZ** mark.
- Tapes are available in three different widths: 1/4" (6 mm), 3/8" (9 mm) and 1/2" (12 mm).
- Do not pull the tape since this may damage the tape cassette.
- Do not attempt to cut the tape while printing or feeding since this will damage the tape.
- Do not clean the machine with alcohol or other organic solvents. Use only a soft, dry cloth.
- Remove the batteries and disconnect the AC adapter if you do not intend to use the machine for an extended period of time.
- Note:** If power is disconnected for more than three minutes, all text shown in the display and any text files stored in the memory will be lost.
- Do not put any foreign objects into the machine.
- Do not put anything on top of the machine.
- Do not expose the machine to high temperatures or high humidity. Never leave it on the dashboard or in the back of your car.
- Do not use the machine in dusty places, and keep it out of both direct sunlight and rain.
- Do not leave any rubber or vinyl on the machine for an extended period of time, which may cause staining of the machine.
- After inserting a new tape cassette, advance the tape by holding down **Code** and pressing **Print** once.
- Do not touch the print head mechanism. If the head is touched, clean it immediately with a soft wipe (e.g., a cotton swab) to avoid permanent damage.
- To prevent damage during shipment, a clear protective sheet is placed over the LCD panel. Remove this clear protective sheet before beginning use.

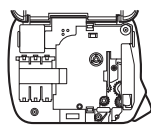
POWER SUPPLY

Changing the batteries

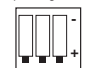
CAUTION
Batteries installed incorrectly can overheat and leak. This can result in chemical burns and machine overheating and damage.

Your machine requires 6 alkaline AAA batteries. Carefully follow these instructions.

- Press bumps on top of back cover and open.
 - Pull out tape cassette, if one was installed.
 - Remove batteries, if they were already installed.
 - Hold machine as pictured:
 - Insert six new batteries as follows:
- Always:**
- Insert "+" ends before "-" ends.
 - Remove "-" ends before "+" ends.
 - Replace all 6 batteries at the same time with new ones.



FIRST, in LOWER layer insert "+" ends pointing DOWN.



SECOND, in UPPER layer insert "+" ends pointing UP.



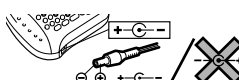
- Insert tape cassette.
- Insert two hooks on bottom end of back cover into slots on bottom of machine. Push down firmly on cover until it snaps into place.
- Turn machine on.

If no power, immediately remove batteries and call Brother Customer Service at: 1-877-478-6824

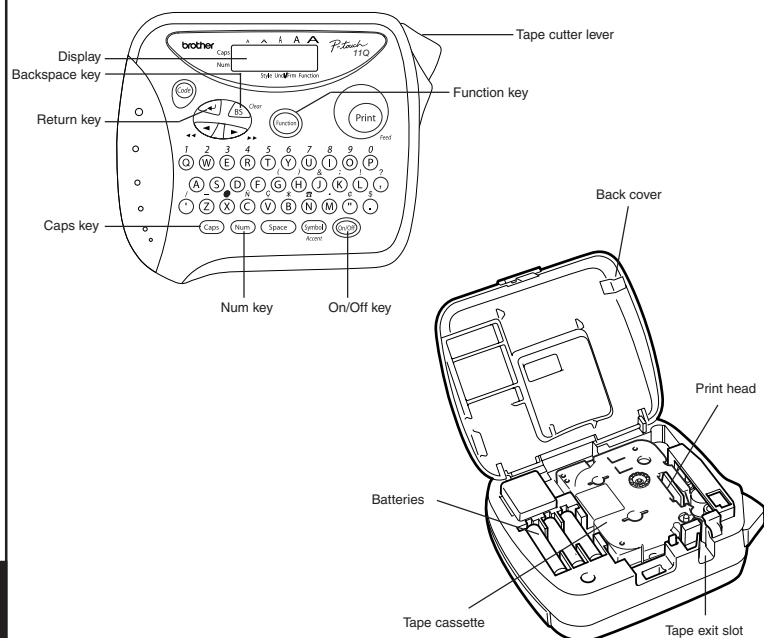
Optional AC adapter

The AC adapter allows you to use this machine wherever an electrical outlet is available. Use Brother's AD-30 adapter for your new PT-11Q.

- Insert the plug on the adapter cord into the adapter jack on the bottom of the machine.
- Insert the plug into the nearest standard electrical outlet.



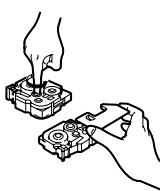
OVERVIEW



TAPE CASSETTES

This machine uses the Brother TZ tape, which is available in a variety of colors and three widths (1/4" (6mm), 3/8" (9mm) and 1/2" (12mm)). A TZ tape is supplied with this machine.

- Press in on the rough area at the top end of the machine and fold open the back cover. Should be the exact process as loading batteries.
- If a tape cassette is already installed, remove it by pulling it straight up.
- If the ink ribbon in the other tape cassette is loose, use your finger to wind the toothed wheel in the direction of the arrow on the cassette until there is no slack in the ribbon. Also, make sure that the end of the tape feeds under the tape guides.
Note: If you are using a new tape cassette provided with a stopper, be sure to remove the stopper.
- Insert the tape cassette firmly into the compartment, making sure that the entire back of the cassette contacts the bottom of the compartment.
Note: When inserting a tape cassette, make sure that the inner ribbon does not catch on the corner of the metal guide.
- Securely close the back cover, making sure that it snaps into place.
- Feed the tape by holding down **Code** and pressing **Print** once, and then push in the tape cutter lever to cut the tape.



LETTERING STICK

The enclosed lettering stick enables you to easily remove the backing from laminated tapes.

- Hold the tape in your left hand, with the printed surface facing up, and hold the stick in your right hand.
- Pass the tape halfway through the long narrow hole in the stick.
- Turn the stick three-quarters of a turn towards you and pull the stick away from you, as shown below.
- Peel off the label backing.



STARTING

Press **On/Off**. If batteries have been installed or the machine has been plugged in using the optional AC adapter, the previous session's information is displayed when the machine is turned on. This feature allows you to stop work on a label and turn off the machine, then return to it later without having to re-enter the text. The machine automatically turns off if no key is pressed within five minutes. The current session's information is stored in the machine's internal memory and displayed when the machine is later turned on again.

CODE KEY

By holding down **Code** and pressing a key with a function, character or accent written above it, you can use the corresponding function or add the corresponding character to your text.

CAPS KEY

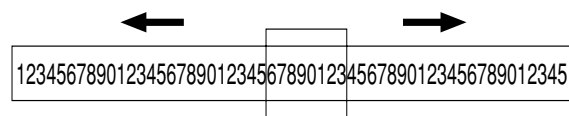
By pressing **Caps** to enter **Caps** mode, you can add upper-case letters to your text by simply pressing the character keys. When this mode is on, the **Caps** indicator in the top-left corner of the display comes on. To exit **Caps** mode, press **Caps** until the **Caps** indicator goes off.

NUM KEY

By pressing **Num** to enter **Num** mode, you can add numbers to your text by simply pressing the corresponding keys. When this mode is on, the **Num** indicator in the bottom-left corner of the display comes on. To exit **Num** mode, press **Num** until the **Num** indicator goes off.

DISPLAY

This machine's LCD shows one row of 8 characters; however, the text that you enter can be up to 55 characters including spaces. The 8-character display is like a window which moves across the text.



CURSOR MOVEMENT

You can view and edit different parts of the text by moving the cursor backward and forward.

- To move the cursor one character at a time, press **Left Arrow** or **Right Arrow**.
- To move the cursor to the beginning of the text, hold down **Code** and press **Left Arrow**.
- To move the cursor to the end of the text, hold down **Code** and press **Right Arrow**.

BACKSPACE KEY

This key can be used to remove characters from your text, clear all of the text or cancel the current function and return to the text input mode.

- To delete the character to the left of the cursor or to cancel a function, press **BS**.
- To clear all of the text that is currently entered, hold down **Code** and press **BS**.

SPACE KEY

As on a word processor, press **Space** to add a blank space to your text.

RETURN KEY

Press **Return** when you wish to accept or confirm a setting, or end the first line of text and start the second.

- To add a second line, press **Return** once. The return mark (↵) appears in the text to indicate the end of the first line and the beginning of the second.
Note: Two lines of text can only be entered if 3/8" (9-mm)- or 1/2" (12-mm)-wide tape is installed.
- To accept or confirm a setting from a list, press **Return** once.

ACCENTED CHARACTERS

You can also choose from a list of other accented characters that can be added to your text.

Letter	Accented character	Letter	Accented character
A	À Á Â Ã Ä Å Æ	a	à á â ã ä å æ
C	Ç	c	ç
E	È É Ê Ë Ì Í Î	e	è é ê ë ì í î
N	Ñ	n	ñ
O	Ó Ô Õ Ö Ø	o	ó ô õ ö ø
U	Ú Û Ü	u	ú û ü

- Press **Caps** if you want the accented character to be an uppercase letter.
Note: To quit the following procedure at any time without making any changes, press **BS**.
- Hold down **Code** and press **Symbol**. The message "A-U?" appears in the display.
- Press the key for the letter in the accented character that you wish to add, and then press **Left Arrow** and **Right Arrow** until the cursor is positioned under the desired accented character.
- Press **Return** to add the selected character to your text.

SYMBOLS

In addition to the letters, symbols, and numerals on and above the keys, there are 72 symbols available with the **Symbol** function. These symbols are divided into 9 groups, corresponding to the letters A through I.

Group	Symbols
A	Û ü Ç ç Æ æ á ä é
B	í ó ù ★ À à ä È é
C	Ö ö Ñ ñ ï ð ñ \$ #
D	· ° ; % + × ÷ =
E	\$ € [] ^ _ `
F	TM © ® ¢ ☎ ☒ ☓
G	☎ ☑ ☒ ☓ ☔ ☕ ☖ ☗
H	☘ ☙ ☚ ☛ ☜ ☝ ☞ ☟
I	↑ ↓ → ← E8 E9 - -

- Press **Symbol**. The message "A-I?" appears in the display.
- Press the key for the letter of the group containing the symbol that you wish to add, and then press **Left Arrow** and **Right Arrow** until the cursor is positioned under the desired symbol.
- Press **Return** to add the symbol to the text.

INTRODUCTION

SIZE


The characters in the text can be set to one of five different sizes in addition to **AUTO**, which automatically adjusts the characters to the largest possible size according to the width of the installed tape. The currently selected size setting is shown by the indicators at the top of the display. All of the size indicators light up when the **AUTO** setting is selected.










SIZE1 (A: standard size)	SIZE2 (A: double width)	SIZE3 (A: double height)
J.SMITH	J. SMITH	J. SMITH

SIZE4 (A: double width & double height) **SIZE5 (A: 4x width & double height)**

J. SMITH	J. SMITH
----------	----------

Note:

- If there are two lines of text, they are printed with the **SIZE1** setting applied, regardless of the selected size setting.
- To quit the following procedure at any time without making any changes, press .


- Press .
- Press  and  until **SIZE** is displayed, and then press  (or ). The current size setting appears in the display.
- Press  and  until the desired size setting is displayed.
- Press  (or ) to apply the selected size setting to the text.









STYLE

You can also use one of nine different print styles for the characters in your label. If a setting other than **NORMAL** is selected, the **Style** indicator at the bottom of the display lights up.

NORMAL	OUTLINE	BOLD
J.SMITH	J. SMITH	J. SMITH
SHADOW	ITALIC	I+OUTL (italic + outline)
J. SMITH	J. SMITH	J. SMITH
I+BOLD (italic + bold)	I+SHADOW (italic + shadow)	VERTICAL
J. SMITH	J. SMITH	ㄋ · 0 Σ - 1 E

Note:

- If there are two lines of text, they are printed in the **NORMAL** style, regardless of the selected style setting.
- To quit the following procedure at any time without making any changes, press .


- Press .
- Press  and  until **STYLE** is displayed, and then press  (or ). The current style setting appears in the display.
- Press  and  until the desired style setting is displayed.
- Press  (or ) to apply the selected style setting to the text.










UNDERLINE/FRAME

This option allows you to emphasize or decorate your entire text by framing or underlining it. If any setting other than **OFF** is selected, the **Undl/Frm** indicator at the bottom of the display lights up.

OFF (no underline or frame)	ROUND	WOODEN
ABC	ABC	ABC
POINTING	CANDY	UNDL (underline)
ABC	ABC	ABC

Note:


- The underline or frame is not printed if the **VERTICAL** style setting is used.
- To quit the following procedure at any time without making any changes, press .










- Press .
- Press  and  until **UNDL/FRM** is displayed, and then press  (or ). The current underline/frame setting appears in the display.
- Press  and  until the desired underline/frame setting is displayed.
- Press  (or ) to apply the selected underline/frame setting to the text.

MIRROR PRINTING

This function prints your label so that the text can be read from the adhesive side of the tape. If mirror-printed labels are attached to glass or some other transparent material, they can be read correctly from the opposite side.

Note:

- With this function, the text must be printed on transparent tape.
- To quit the following procedure at any time without making any changes, press .

- Press .
- Press  and  until **MIRROR** is displayed, and then press  (or ). The current mirror printing setting appears in the display.
- Press  and  until the desired mirror printing setting is displayed.
- Press  (or ) to apply the selected mirror printing setting to the text.



TAPE MARGIN

This function can be used to leave equal margins of 1/6" (4 mm (#)), 1/2" (12 mm (##)) or 1" (24 mm (###)) on both sides of the text. Using the “–” tape margin setting, multiple formats can be printed with margin (8 mm), one after the other without feeding the tape, onto a single label.

Note: To quit the following procedure at any time without making any changes, press .




- Press .
- Press  and  until **MARGIN** is displayed, and then press  (or ). The current tape margin setting appears in the display.
- Press  and  until the desired tape margin setting is displayed.
- Press  (or ) to apply the selected tape margin setting to the text.

Note:

- After printing with the “–” tape margin setting, hold down  and press  once to feed the tape before pushing in the tape cutter lever to cut it, otherwise some of the printed characters may be cut off.
- After printing with the # or ## tape margin setting, push in the tape cutter lever to cut off the label, and then use scissors to cut along the printed dots (:) and center the text within the label.


PRINTING & CUTTING











After you have entered the text and chosen the desired format settings, you are ready to print the label.

- To print the label, press . The message “PRINT” is displayed while the label is being printed, and the label comes out of the tape exit slot at the top end of the machine.
- To feed out 1 1/24" (25 mm) of tape (for example, after printing using the “–” tape margin setting), hold down  and press  once. The message “FEED” is displayed while the tape is fed out.
- To cut off the label, push in the tape cutter lever in the top-right corner of the machine.
Note:
 - To avoid injures, do not touch the cutter’s edge.
 - In order to prevent damage to the tape, do not try to cut it while the messages “PRINT” or “FEED” are displayed.
 - After printing with the # or ## tape margin setting, push in the tape cutter lever to cut off the label, and then use scissors to cut along the printed dots (:) and center the text within the label.



REPEAT PRINTING

This function allows you to print up to nine copies of the same label.

Note: To quit the following procedure at any time without making any changes, press .


- Press .
- Press  and  until **REPEAT** is displayed, and then press  (or ). The message “1-9?” appears in the display.
- Press  and  until the number of labels that you want to print appears on the right side of the display.
OR
Press the key (1-9) corresponding to the number of labels that you want to print.
- Press  (or  or ) to print the labels.






Note:

- After printing with the “–” tape margin setting, hold down  and press  once to feed the tape before pushing in the tape cutter lever to cut it.
- After printing with the #, ## or ### tape margin setting, push in the tape cutter lever to cut off the tape, and then use scissors to cut along the printed dots (:) and separate the labels.






NUMBERING

This function can be used to print many copies of the same text while increasing a selected number by 1 after each label is printed, for example, when printing labels containing a serial number (for example, 0123, 0124, and 0125).



Note: To quit the following procedure at any time without making any changes, press .

- Position the cursor below the number that you wish to increase.
- Press .
- Press  and  until **NUMBER** is displayed, and then press  (or ). The message “1-9?” appears in the display.



Note: The last number that will be printed must be larger than the number selected in the text, otherwise the message “ERROR” will appear when you try to print.

- Press  and  until the last number that you want to print appears on the right side of the display.
OR
Press the key (1-9) corresponding to the last number that you want to print.
- Press  (or  or ) to print the labels.


Note:




















- After printing with the “–” tape margin setting, hold down  and press  once to feed the tape before pushing in the tape cutter lever to cut it.
- After printing with the #, ## or ### tape margin setting, push in the tape cutter lever to cut off the tape, and then use scissors to cut along the printed dots (:) and separate the labels.

MEMORY


You can use the memory to store your most frequently used text. The text file remains in the memory, even after all characters are removed from the display by holding down  and pressing . Later, the text can easily be reused by recalling it from the memory. The machine’s memory can store up to 300 characters including spaces, which can be divided into as many as nine text files. The maximum capacity for a single text file is 55 characters including spaces.














STORING TEXT

Note: To quit the following procedure at any time without making any changes, press .


- Press .
- Press  and  until **MEMORY** is displayed, and then press  (or ).
- Press  and  until **STORE** is displayed, and then press  (or ). The message “1-9?” appears in the display.
- Press  and  until the file number where you want to store the text is displayed.
OR
Press the key (1-9) corresponding to the file number where you want to store the text.
- Press  (or ) to store the text. The text previously shown in the display reappears.
Note:
 - To avoid injures, do not touch the cutter’s edge.
 - If the file number you selected already contains text, the message “ERROR” appears. Press  (or ) , and then select a different file number.
 - If nine text files are already stored, the message “ERROR” appears. Press  (or ) , and then delete one of the stored text files before trying to store the current text.
 - If 300 characters are already stored, the message “FULL” appears. Press  (or ) , and then delete one of the stored text files before trying to store the current text.














RECALLING TEXT

Note: To quit the following procedure at any time without making any changes, press .

- Press .
- Press  and  until **MEMORY** is displayed, and then press  (or ).
- Press  and  until **RECALL** is displayed, and then press  (or ). The message “1-9?” appears in the display.
- Press  and  until the text file that you want to recall is displayed.
OR
Press the key (1-9) corresponding to the file number of the text that you want to recall.
- Press  (or ) to clear the display and recall the selected text.

DELETING A TEXT FILE






Note: To quit the following procedure at any time without making any changes, press .

- Press .
- Press  and  until **MEMORY** is displayed, and then press  (or ).
- Press  and  until **DELETE** is displayed, and then press  (or ). The message “1-9?” appears in the display.
- Press  and  until the text file that you want to delete is displayed.
OR
Press the key (1-9) corresponding to the file number of the text that you want to delete.
- Press  (or ) to delete the selected text file.

ERROR MESSAGE LIST

ERROR	An error has ocured such as the tape is incorrectly loaded or the font selected is to large for the tape, etc...
BATTERY	The batteries are weak.
B A T T E R Y	The batteries are empty.
FULL	The maximum number of characters (55 characters including spaces) have already been entered or the memory is full.

TROUBLESHOOTING

Problem	Solution
1. The display stays blank after you have turned on the machine.	<ul style="list-style-type: none">Check that the batteries are correctly inserted.If the batteries are weak, replace them.Check that the adapter is correctly connected.
2. The machine does not print, or the printed characters are blurred.	<ul style="list-style-type: none">Check that the tape cassette has been inserted correctly.Verify that the tape cassette is not empty and if so replace the tape cassette.Check that the character size is appropriate for the width of the tape that is used.
3. The printed characters are not formed properly.	<ul style="list-style-type: none">If the batteries are weak, replace them.
4. Striped tape appears.	<ul style="list-style-type: none">The tape cassette is empty. Replace it.
5. The memory has cleared on its own.	<ul style="list-style-type: none">The batteries may be weak. Replace them.
6. A blank horizontal line appears through the printed label.	<ul style="list-style-type: none">There may be some dust on the print head. Remove the tape cassette and use a dry cotton swab to gently wipe the print head with an up and down motion. Try printing again and if the dust still remains, dip a cotton swab in isopropyl (rubbing) alcohol and gently wipe the print head again.
7. The machine has “locked up” (i.e., nothing happens when a key is pressed, even though the machine is on).	<ul style="list-style-type: none">Turn off the machine, and then while holding down  and  , press  to turn the machine back on. Finally, release  and  . Note: The text and formats in the display and all text files stored in the memory are erased.

SPECIFICATIONS

Keyboard:	42 keys
Print speed:	10 mm/sec.
Character size:	Standard size Double width Double height Double width & double height 4x width & double height
Character font:	HELSINKI
Print tape:	Pressure-sensitive adhesive-based (TZ tape only) Three widths available: 1/2" (12 mm) 3/8" (9 mm) 1/4" (6 mm)
LCD:	7 × 5 dots 1 line × 8 characters
Power supply:	Six AAA size alkaline batteries (LR03) or optional AC adapter (7V, 1.2A) Auto-power off
Dimensions:	6 1/16" (154 mm) (W) × 5 5/64" (129 mm) (D) × 2 1/2" (64 mm) (H)
Weight:	0.9 lbs. (400 g) (without batteries and tape cassette)
Buffer size:	55 characters including spaces
Memory size:	300 characters including spaces maximum, 9 text files

Warranty (For USA Only)

90 Days/One Year Limited Warranty and Replacement Service. For further details regarding the warranty please refer to the warranty card that is included with this product. Thank you for purchasing this Brother Product. We hope that you will enjoy using it. We suggest that you keep all packing and other materials.

SHOULD YOU ENCOUNTER ANY PROBLEMS WITH YOUR PRODUCT,
PLEASE DO NOT RETURN YOUR PRODUCT TO THE STORE!

After referring to the instruction manual, if you still need assistance, call Brother Customer Service at:
Voice: **1-877-4-PTOUCH**
Web: **www.brother.com**
Fax: **1-901-379-1210**
If you need to locate a service center please call 1-800-284-HELP or visit us at www.brother.com