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# Quick Start Guide

This guide describes some of the features of your XTL™ 500 label maker. Read the following sections to start using your label maker.

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For complete information on using your label maker, download the *XTL™ 500 User Guide* from one of the following locations:



- [support.dymo.com](https://support.dymo.com)
- From the **Help** menu within DYMO ID™ software (free download)
- By using the QR code to download to your mobile device.



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## Registering Your Label Maker

Visit [www.dymo.com/register](https://www.dymo.com/register) to register your label maker online. During the registration process, you will need the serial number, which is located under the label compartment cover.

Register your label maker to receive these benefits:

- Notification of software upgrades by email
- Special offers and new product announcements



Download the latest version of DYMO ID™ software from the DYMO Web site at [support.dymo.com](https://support.dymo.com).



You will receive notifications through DYMO ID™ software when software and label maker updates are available.

# Unpacking Your Label Maker

Do not connect the label maker to your computer until after the software installation is complete.

- 1 Unpack your label maker and save the packing materials.
- 2 Make sure you have all the items shown in Figure 1.



Figure 1

## Package Contents

- |  |                                   |   |
|--|-----------------------------------|---|
| 1 XTL 500 label maker                              | 4 USB cable                       | 6 Quick Start Guide                                 |
| 2 Rechargeable lithium polymer battery (installed) | 5 AC power adapter and power cord | 8 XTL label cartridges (quantity and type may vary) |
| 3 Carrying case                                    | 6 Software download card          |   |

# Inserting the Label Cartridge

Your label maker uses DYMO XTL™ label cartridges, available in a variety of widths and materials including continuous tape and pre-sized labels. Visit [www.dymo.com](http://www.dymo.com) for information about purchasing label cartridges.

**1** Press the button on the top of the label maker and lift the label compartment cover. See Figure 2.

**2** Make sure the tape and ribbon are taut across the mouth of the label cartridge and that the tape passes between the label guides. See Figure 3.

To tighten the ribbon, turn the ribbon rewind spool in the direction indicated by the arrow on the cartridge.

**!** Do not touch the electronic chip on the side of the label cartridge.

**3** Insert the label cartridge and press firmly until the cartridge ‘clicks’ into place.

**4** Close the label compartment cover.



Figure 2

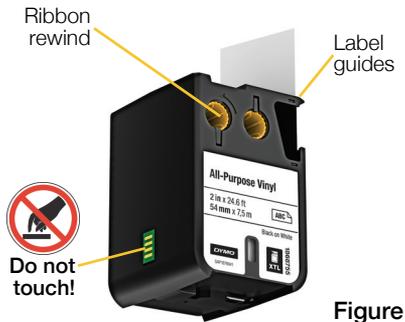


Figure 3

## Charging the Battery

The label maker is powered by a rechargeable, Lithium Polymer (LiPo) battery. The battery, included with your label maker, is already installed and is partially charged. A power adapter is included with your label maker for recharging the battery. Fully charging the battery will take approximately 5 hours.

- 1 Lift the connector cover on the side of the label maker and turn clockwise. See Figure 4.

Lift and turn clockwise



Figure 4

- 2 Plug the power cord into the power adapter. See Figure 5.

- 3 Plug the power adapter into the power connector, and then plug the power cord into a power outlet. See Figure 5.

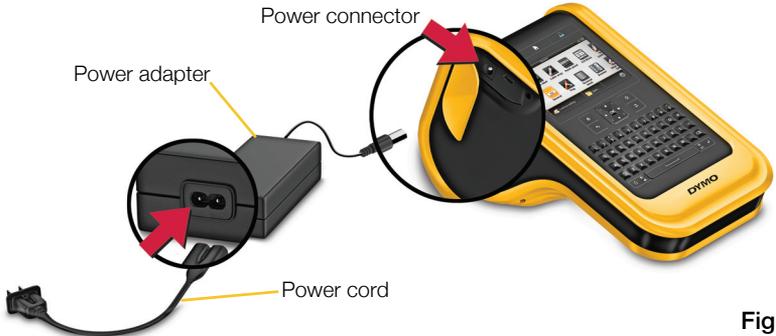


Figure 5

 Make sure to read the LiPo Safety Precautions found on page 11.

# Printing Your First Label

The first time you turn on the power, you are asked to select the language and units of measure. These selections remain set until you change them.

**1** Press  to turn on the label maker.

**2** If necessary, change the language and units of measure when prompted.

**3** Tap  **General**, and select the label orientation and length.

**4** Enter some text.  
Tap  to change the text size and formatting as desired.

**5** Press  to print. The label is automatically cut.

Press and hold  to change the print and cut options.

**6** Remove the paper backing from the label to expose the adhesive and place the label on a clean, dry surface



Continuous labels



Pre-sized labels

Refer to the User Guide available at [support.dymo.com](http://support.dymo.com) for complete details on using your label maker.

# Getting to Know Your Label Maker

Become familiar with the features shown.



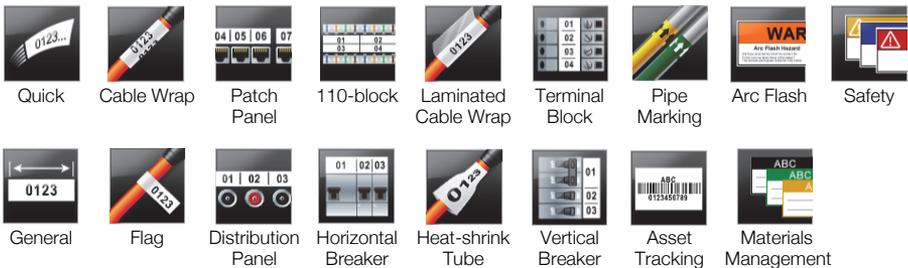
- |                                   |                                |                                |
|-----------------------------------|--------------------------------|--------------------------------|
| <b>1</b> On/Off (Cancel printing) | <b>7</b> Backspace/Delete      | <b>13</b> Caps lock            |
| <b>2</b> Home                     | <b>8</b> Return                | <b>14</b> Navigation           |
| <b>3</b> Print/Print options      | <b>9</b> Rotate/Align          | <b>15</b> Back                 |
| <b>4</b> Touch screen display     | <b>10</b> Space bar            | <b>16</b> New label/Clear      |
| <b>5</b> Favorites                | <b>11</b> Text size/Text style | <b>17</b> OK                   |
| <b>6</b> Save                     | <b>12</b> Shift                | <b>18</b> Power/USB connectors |

# Home Screen

The following figure shows the major features available from the Home screen.



A number of label applications are available for your specific labeling job:

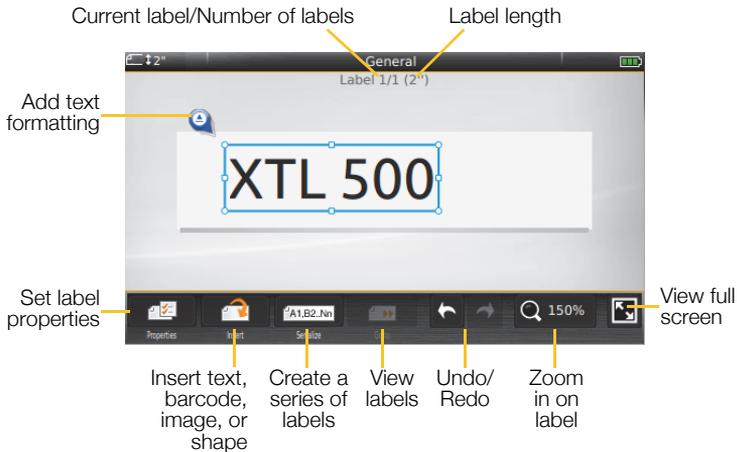


## Tips:

- Tap once to choose a label application.
- You can create any label by selecting the appropriate label application with a compatible label cartridge inserted.
- A caution symbol  appears when a label application and the inserted label cartridge are not compatible.
- Label applications appropriate for the currently inserted label cartridge will appear to the left of those label applications that cannot be printed on the label cartridge.

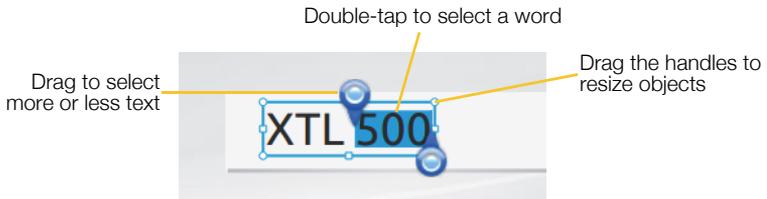
## Label Editor

The following figure shows the features common to most of the label editors.



## Using the Touch Screen

You can control the touch screen by using your fingers, or a plastic stylus with a rounded tip, to tap, double-tap, drag, and swipe items on the screen.



<b>Tap</b>	To select an action or object, or to move the cursor position within text.
<b>Double-tap</b>	To select a word, edit a barcode, change a shape or image object.
<b>Drag</b>	To select more or less text in a text object. To move selected text or an object.
<b>Swipe</b>	To scroll through menus, lists, and wizard steps.

Refer to the User Guide at [support.dymo.com](http://support.dymo.com) for complete details on using your label maker.

## Using the Label Maker with Your Computer

Your label maker can be used to print labels standalone, or you can transfer or print labels directly from your computer using the latest version of DYMO ID™ software.

### Downloading and Installing DYMO ID™ Software

Do not connect the label maker to your computer until after the software installation is complete.

#### To install the software

- 1 Download the latest version of DYMO ID™ software from the DYMO Web site at [support.dymo.com](http://support.dymo.com).
- 2 Follow the instructions in the installer.

### Connecting the Label Maker to your Computer

The label maker connects to your computer using the USB connection located on the left side of the label maker.



Do not connect the label maker to your computer until after the software installation is complete.

#### To connect the label maker to your computer

- 1 Lift the connector cover on the left side of the label maker and slide the cover clockwise to expose the connectors.
- 2 Plug the USB cable into the USB connector on the label maker and into an available USB port on your computer.



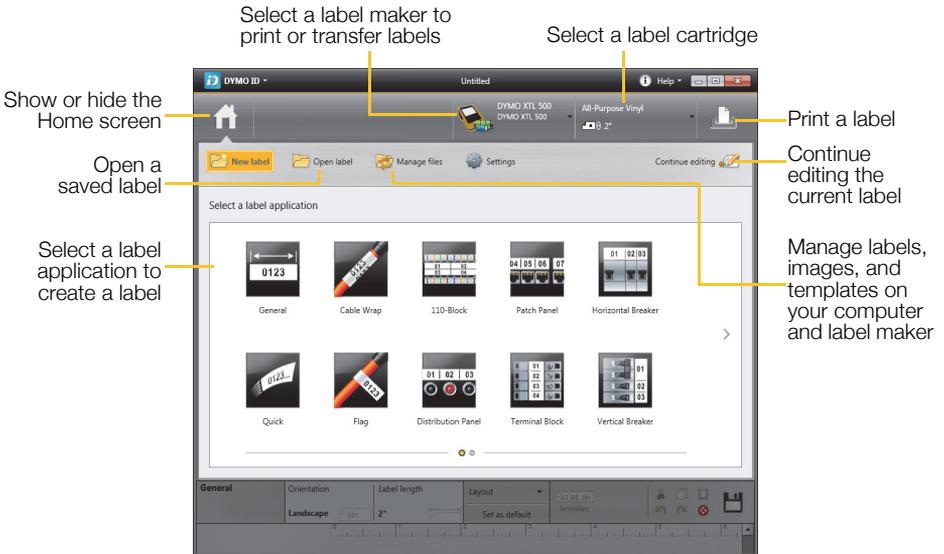
You can now print directly from DYMO ID™ software or transfer labels to the label maker for printing later.

# Using DYMO ID™ Software

Your label maker can be used as a standalone label maker or you can print labels directly from your computer using the latest version of DYMO ID™ software.

Using DYMO ID™ software is the recommended method for producing a high volume of labels.

The figure below shows some major features available in DYMO ID™ software.



## To print a label

- 1 Click  **General** on the Home screen.
- 2 Type some text.
- 3 Click  to print the label.

For complete details on using the software, refer to the DYMO ID™ Help.

From the Help menu, you can view the following:

- DYMO ID™ Help
- *DYMO ID™ User Guide*
- *XTL™ 500 User Guide*

# Safety Precautions for Lithium Polymer Battery

**Battery Type: LiPolymer 14.8V 2000mAh 29.6Wh**

Inaccurate handling of a lithium polymer rechargeable battery may cause leakage, heat, smoke, an explosion, or fire. This could cause deterioration of performance or failure. This may also damage the protection device installed in the battery. This could damage equipment or injure users. Thoroughly follow the instructions below.

## While Charging the Battery

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**To reduce the risks associated with fire and explosion, which if not avoided, could result in serious injury or death:**

- Danger of explosion if a battery is incorrectly handled, charged, disposed or replaced. Replace only with the same or equivalent type recommended by DYMO.
- When charging the battery, use only the power adapter provided and follow the instructions in this guide.
- Do not connect directly to an electric outlet or cigarette lighter charger.
- Do not store the battery close to fire or at extremely high temperatures over 140°F (60°C) (for example, a vehicle, strong direct sunlight).
- Do not short-circuit the batteries under any circumstances.
- Never charge batteries near highly flammable objects.



**DANGER**

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**To reduce the risks associated with fire and explosion, which if not avoided, could result in serious injury or death and/or property damage:**

- Stop charging the battery if charging is not completed within the specified time.
- Never leave the battery unattended during charging. Do not attempt to charge a battery that is damaged.
- Immediately remove the battery from the device or battery charger and stop use if the battery gives off an odor, generates heat, becomes discolored or deformed, or in any way appears abnormal during use.



**WARNING**



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**To reduce the risks associated with various hazards, which if not avoided, may result in minor or moderate injury and/or property damage:**



**CAUTION**

- Thoroughly read the User Guide before charging the battery.
- Lithium battery must be completely discharged before disposal.
- Always dispose of the battery in a manner consistent with local, regional and national regulation.
- Battery can only be charged within a temperature range of 32°F (0°C) to 113°F (45°C).

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### **While Discharging the Battery**

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**To reduce the risks associated with fire and explosion, which if not avoided, could result in serious injury or death and/or property damage:**



**WARNING**

- Use the battery only in the specified equipment.
- Do not discharge the battery close to fire or at extremely high temperatures over 140°F (60°C) (for example, a vehicle, strong direct sunlight).

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**To reduce the risks associated with various hazards, which if not avoided, may result in minor or moderate injury and/or property damage:**



**CAUTION**

- Battery can only be used within a temperature range of 14°F (-10°C) to 140°F (60°C).
-

# 3-Year Warranty for Your DYMO Product

Your electronic DYMO product is sold with a 3-year warranty from the date of purchase against defects in material and workmanship. DYMO will repair or replace your product free of charge on the following conditions:

- 1 Products returned under this warranty must be accompanied by a description of the defect together with a copy of the product's proof of purchase and your full contact and delivery details: name, telephone, complete address – street, house number, postal code, city, country.
- 2 Products returned to DYMO must be adequately packaged. DYMO will accept no liability for goods lost or damaged in transit from the customer.
- 3 Products must have been used strictly in accordance with operating instructions supplied. DYMO will have no liability for defects caused by accident, misuse, alteration or neglect.
- 4 DYMO accepts no liability for any consequential loss, damage or expense of any kind resulting from the machines or accessories or the use thereof, save that liability for death or bodily injury caused by such products is not excluded.
- 5 DYMO label printers are designed for use only with DYMO-branded labels. This warranty does not cover any malfunction or damage caused by the use of third-party labels.
- 6 This warranty does not affect your statutory rights as a consumer.

## Special Provisions for Australia

The following provisions shall apply in addition to the above warranty if the sale of the DYMO product occurred in Australia:

- Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.
- You are entitled to a replacement or refund for major failure and compensation for any other reasonably foreseeable loss or damage.
- You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- Any repair or replacement will be at DYMO's expense and free of charge to you.

Refer to [www.dymo.com](http://www.dymo.com) to find your local service center contact information.

## What to do if your product is defective?

DYMO offers you the following service options:

- **DYMO Web site:** In most situations a visit to [www.dymo.com](http://www.dymo.com) will give you the right assistance. In the Customer Support area, you will find information about your DYMO product, such as Frequently Asked Questions and solutions to known problems. The User Guide also gives you additional information.
- **Dealer:** Your DYMO dealer can help you to determine the exact nature of the problem and assist you further.
- **DYMO Help Desk:** You can also contact the DYMO Help Desk where an associate will help you to determine the exact nature of the problem and advise you what to do next:  
US 1 877 724 8324      CAN 1 800 668 4575  
AUS 1 800 633 868      NZ 0800 396 669      International +44 203 564 8356
- **Repair Center:** You can send your defective product to a DYMO repair center (see conditions 1 and 2 above on how to replace a defective product). The address of your nearest DYMO repair center can be found at [www.dymo.com](http://www.dymo.com) or you can contact the DYMO Help Desk.