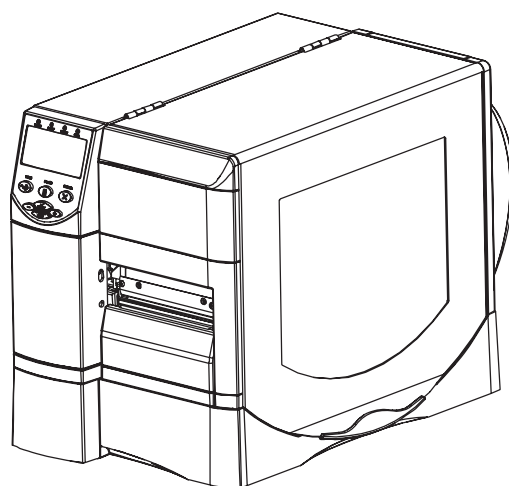




Z M4 0 0 TM / Z M6 0 0 TM

Industrial/Commercial Printer

M a i n t e n a n c e M a n u a l

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About This Document



This section provides you with contact information, document structure and organization, and additional reference documents.

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Who Should Use This Document

This Maintenance Manual is intended for use by any person who needs to operate or to troubleshoot problems with the printer.

How This Document Is Organized

The Maintenance Manual is set up as follows:

Section	Description
<i>System Description on page 29</i>	This section provides an overview of the printer. Included are specifications of the printer and a brief explanation of each component and its function.
<i>Operations on page 43</i>	This section assists the technician with “out of the box” installation, initial setup, and printer operation.
<i>Troubleshooting on page 103</i>	This section provides information about LCD, print quality, communications, and other errors that you might need to troubleshoot. The tables provide symptoms, diagnoses of probable causes, and recommended actions that should result in proper printer operation. Working with these tables, the technician can diagnose printer faults and determine the needed repair.
<i>Preventive and Corrective Maintenance on page 127</i>	This section provides various levels of printer maintenance required for optimum performance. This section also provides information on cleaning and general maintenance, replacement of major assemblies, and mechanical adjustments.
<i>Drawings and Parts on page 437</i>	This section provides the technician with assembly drawings and part number to maintain the printer.

Contacts

You can contact Zebra Technologies Corporation at the following:

Web Site

<http://www.zebra.com>

Technical Support via the Internet is available 24 hours per day, 365 days per year. Go to <http://www.zebra.com/support>.

The Americas

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Document Conventions

The following conventions are used throughout this document to convey certain information.

Alternate Color (online only) Cross-references contain hot links to other sections in this guide. If you are viewing this guide online in .pdf format, you can click the cross-reference ([blue text](#)) to jump directly to its location.

LCD Display Examples Text from a printer's Liquid Crystal Display (LCD) appears in **Bubbledot ICG** font.

Command Line Examples Command line examples appear in `Courier New` font. For example, type `ZTools` to get to the Post-Install scripts in the `bin` directory.

Files and Directories File names and directories appear in `Courier New` font. For example, the `Zebra<version number>.tar` file and the `/root` directory.

Icons Used



Caution • Warns you of the potential for electrostatic discharge.



Caution • Warns you of a potential electric shock situation.



Caution • Warns you of a situation where excessive heat could cause a burn.



Caution • Advises you that failure to take or avoid a specific action could result in physical harm to you.

Caution • (No icon) Advises you that failure to take or avoid a specific action could result in physical harm to the hardware.



Important • Advises you of information that is essential to complete a task.



Note • Indicates neutral or positive information that emphasizes or supplements important points of the main text.



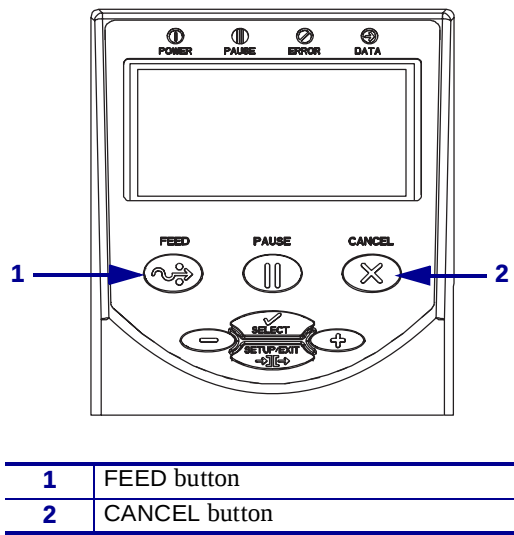
Example • Provides an example, often a scenario, to better clarify a section of text.



Tools • Tells you what tools you need to complete a given task.

Illustration Callouts Callouts are used when an illustration contains information that needs to be labeled and described. A table that contains the labels and descriptions follows the graphic. [Figure 1](#) provides an example.

Figure 1 • Sample Figure with Callouts



1	FEED button
2	CANCEL button



Notes • _____



System Description

This section provides an overview of the printer. Included are specifications of the printer and a brief explanation of each component and its function.

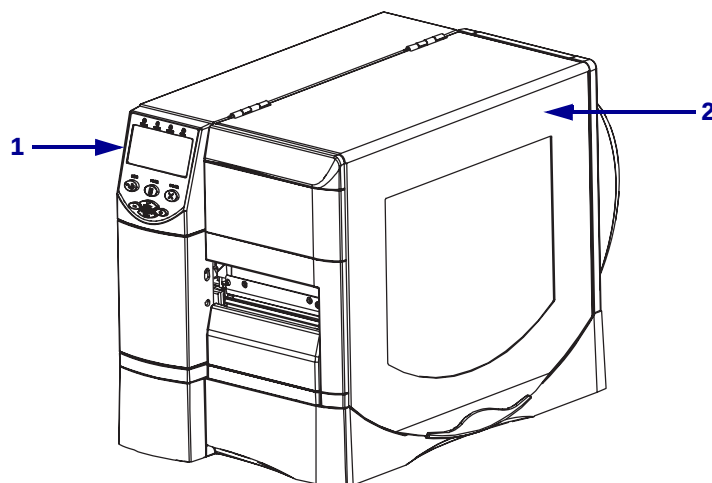
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External View

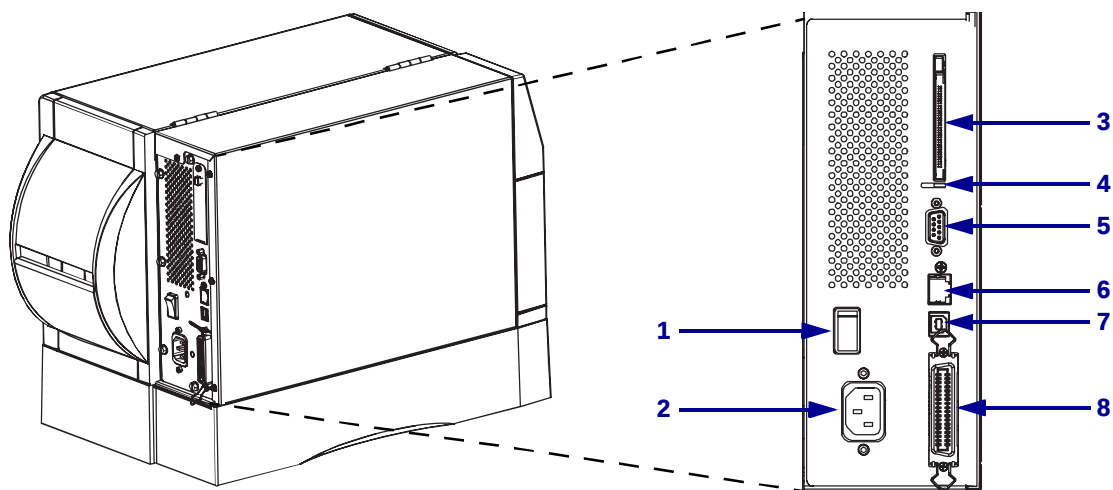
Figure 2 and Figure 3 show the components and connections on the outside of the printer.

Figure 2 • Front of Printer



1	Control panel
2	Media door

Figure 3 • Rear of Printer



1	Power switch (O = off, I = on)
2	AC power connector
3	Wireless print server card slot (Ethernet)
4	Wireless card ejector button

5	Serial port
6	Internal wired print server port (Ethernet)
7	USB port
8	Parallel port

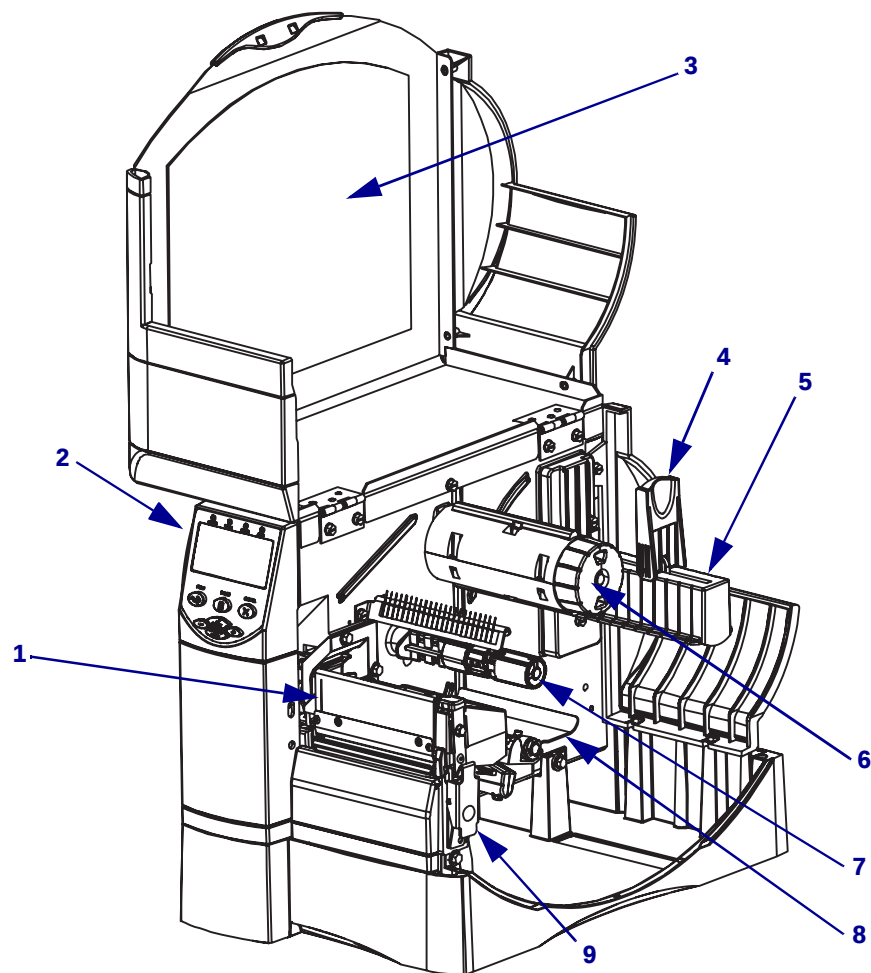
Printer Media Compartment

Figure 4 shows the components inside the media compartment of your printer. Depending on installed options, your printer may look slightly different.



Note • For optimal printing quality and proper printer performance across our product line, Zebra strongly recommends the use of genuine Zebra™ supplies as part of the total solution. Specifically, the ZM400 and ZM600 are designed to work only with genuine Zebra™ printheads, thus maximizing safety and print quality.

Figure 4 • Printer Components



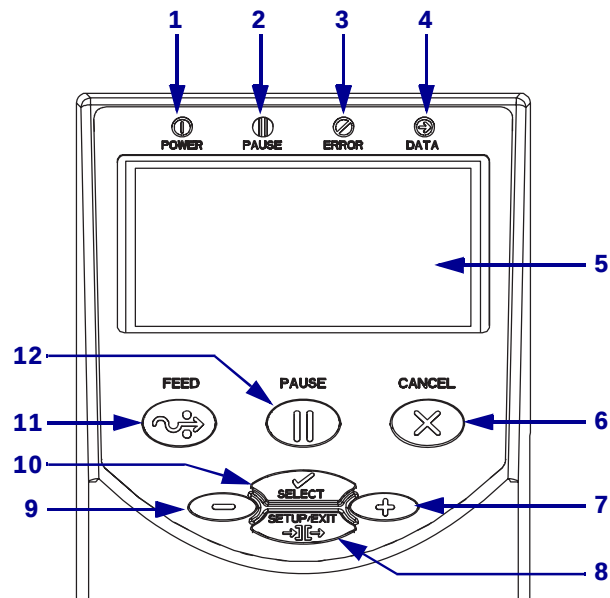
1	Printhead assembly
2	Control panel
3	Media door
4	Media supply guide
5	Media supply hanger

6	Ribbon take-up spindle
7	Ribbon supply spindle
8	Dancer assembly
9	Printhead release latch

Control Panel

The control panel contains the lights that indicate basic operation and the buttons that you may need to press during basic operation. The control panel buttons and lights are labeled in [Figure 5](#). Descriptions for each are located in [Table 1](#) and [Table 2](#).

Figure 5 • Control Panel



1	Power LED
2	Pause LED
3	Error LED
4	Data LED
5	LCD
6	CANCEL button
7	PLUS (+) button
8	SETUP/EXIT button
9	MINUS (-) button
10	SELECT button
11	FEED button
12	PAUSE button

Control Panel Buttons

Table 1 • Control Panel Buttons

Button	Function
FEED	Forces the printer to feed one blank label each time the button is pressed. • Printer not printing: one blank label immediately feeds. • Printing: one blank label feeds after the current batch of labels is complete.
PAUSE	Starts and stops the printing process. • Printer not printing: no printing occurs. (Press PAUSE again to resume printing.) • Printing: printing stops after the current label is complete.
CANCEL	Cancels print jobs when the printer is paused. • Printer not printing: the next stored label format does not print. • Printing: current label completes printing, and the next label format is cancelled. Press and hold for several seconds to cancel all print jobs in memory.
SETUP/EXIT	Enters and exits the configuration mode.
SELECT	Toggles the function of PLUS (+) and MINUS (–) between the Scroll and Change Modes. • Press once to use PLUS (+) and MINUS (–) to change the values of the selection. • Press again to use PLUS (+) and MINUS (–) to scroll through the menu items.
PLUS (+) (scroll mode)	Scrolls to the next selection.
PLUS (+) (change mode)	• Increases the value. • Performs the action on the bottom right of the LCD.
MINUS (–) (scroll mode)	Scrolls to the previous selection.
MINUS (–) (change mode)	• Decreases the value. • Moves to the next available digit in a number. • Performs the action on the bottom left of the LCD.

Control Panel Lights

Table 2 • Control Panel Lights

Light	Status	Indication
POWER	Off	The printer is off, or no power is applied.
	On	The printer is on.
PAUSE	Off	Normal printer operation.
	On	The printer has stopped all printing operations.
	Flashing	The Pause light flashes when initializing FLASH memory and in Peel-Off Mode when the label is available.
ERROR	Off	Normal printer operation (no errors).
	On	An error condition is preventing printing. This includes MEDIA OUT and RIBBON OUT errors.
	Flashing	An error condition exists, but printing is allowed to continue. This includes RIBBON IN warning, HEAD UNDER TEMP warning, and HEAD OVER TEMP error.
DATA	Off	Normal printer operation (no data being received or processed).
	One flash	CANCEL was pressed and a format is successfully cancelled.
	Slow flashing	The printer cannot accept more data from the host.
	Fast flashing	The printer is receiving data.
	On	A partial format has been received and no subsequent data activity.

Printer Language Modes

Depending on how your printer was ordered, it came from the factory with firmware that operates in or allows you to use certain commands for one of the following printer languages:

- Zebra Programming Language (ZPL®)
- Eltron® Programming Language (EPL™)

Firmware Downloads

You may download firmware to the printer at any time to change from one printer language to another. For the latest firmware versions and instructions for downloading them, go to <http://www.zebra.com/firmware>.



Note • When the printer changes from one printer language to another, error messages may appear on the LCD, and some control panel lights may activate in error mode. You may ignore these error messages and lights. When the firmware download is complete, reboot the printer and then load printer defaults to return the printer to Operating mode.

Additional Printer Language Information

The following manuals contain specific information about the different printer language modes. Copies of these manuals are on the CD that came with your printer and at <http://www.zebra.com/manuals>.

- ZPL II® Programming Guide
- EPL2™ Programming Guide

General Specifications

General Specifications		ZM400		ZM600	
Height		13.3 in.	338 mm	13.3 in.	338 mm
Width		10.9 in.	278 mm	13.4 in.	341 mm
Depth		18.7 in.	475 mm	18.7 in.	475 mm
Weight (without options)		32.4 lbs.	15 kg	34.7 lbs.	16 kg
Electrical		90-265 VAC, 48-62 Hz, 5 Amps (fused)		90-265 VAC, 48-62 Hz, 5 Amps (fused)	
Temperature	Operating	40° to 104°F	5° to 40°C	40° to 104°F	5° to 40° C
	Storage	−40° to 140°F	−40° to 60°C	−40° to 140°F	−40° to 60°C
Relative Humidity	Operating	20% to 85%, non-condensing		20% to 85%, non-condensing	
	Storage	5% to 85%, non-condensing		5% to 85%, non-condensing	
Communication Interfaces		• USB 2.0 • bi-directional parallel • serial data interface • RS-232C, with DB9F connector • Configurable baud rate (300 - 115,200 kB), parity, and data bits. Stop bits can be set at 1 or 2 • Software (XON/XOFF), hardware (DTR/DSR, or RTS/CTS) communication handshake protocols • RS422/485 with optional adapter • ZebraNet® Wireless Plus Print Server - 802.11b/g - compliant wireless print server • ZebraNet® 10/100 Print Server - Ethernet network print server (10BASE-T, 100BASE-TX)			
Memory		16 MB DRAM memory 8 MB flash memory (2 MB user available)			
Label formats accepted by firmware		• ZPL II • XML-Enabled ZPL • EPL II • APL-I • APL-D			

Printing Specifications

Printing Specifications		ZM400		ZM600	
Print resolution		203 dots/in.	8 dots/mm	203 dots/in.	8 dots/mm
		300 dots/in.	12 dots/mm	300 dots/in.	12 dots/mm
		600 dots/in.	24 dots/mm	N/A	N/A
Dot size (width x length)	203 dots/in.	0.0049 in. x 0.0049 in.	0.125 mm x 0.125 mm	0.0049 in. x 0.0049 in.	0.125 mm x 0.125 mm
	300 dots/in.	0.0033 in. x 0.0039 in.	0.084 mm x 0.099 mm	0.0033 in. x 0.0039 in.	0.084 mm x 0.099 mm
	600 dots/in.	0.0016 in. x 0.0016 in.	0.042 mm x 0.042 mm	N/A	N/A
First dot location measured from inside media backing edge		0.10 in. ± 0.04 in.	(2.5 mm ± 1 mm)	0.10 in. ± 0.04 in.	(2.5 mm ± 1 mm)
Maximum print width	203 dots/in.	4.09 in.	104 mm	6.6 in.	168 mm
Minimum print length		1 dot row		1 dot row	
Maximum continuous print length	203 dots/in.	157 in.	3988 mm	102 in.	2590 mm
	300 dots/in.	73 in.	1854 mm	45 in.	1143 mm
	600 dots/in.	20 in.	508 mm	N/A	N/A
Bar code modulus (X) dimension	Picket fence (non-rotated) orientation				
	203 dots/in.	4.9 mil to 49 mil		4.9 mil to 49 mil	
	300 dots/in.	3.3 mil to 33 mil		3.3 mil to 33 mil	
	600 dots/in.	1.6 mil to 16 mil		N/A	
	Ladder (rotated) orientation				
	203 dots/in.	4.9 mil to 49 mil		4.9 mil to 49 mil	
	300 dots/in.	3.9 mil to 39 mil		3.3 mil to 33 mil	
	600 dots/in.	1.6 mil to 16 mil		N/A	

Printing Specifications		ZM400	ZM600
Programmable constant print speeds	203 dots/in.	• 2.4 in. (61 mm) per second • 3 in. through 10 in. per second in 1-in. increments (76 mm through 254 mm per second in 25-mm increments)	• 2.4 in. (61 mm) per second • 3 in. through 10 in. per second in 1-in. increments (76 mm through 254 mm per second in 25-mm increments)
	300 dots/in.	• 2.4 in. (61 mm) per second • 3 in. through 8 in. per second in 1-in. increments (76 mm through 203 mm per second in 25-mm increments)	• 2.4 in. (61 mm) per second • 3 in. through 8 in. per second in 1-in. increments (76 mm through 203 mm per second in 25-mm increments)
	600 dots/in.	• 1.5 in (38 mm) • 2 in. through 4 in. per second in 1-in. increments (51 mm through 102 mm per second in 25-mm increments)	N/A

Thin film printhead with E³® Element Energy Control

Media Specifications

Media Specifications			ZM400		ZM600	
Label length	Minimum	Tear-off	0.5 in.	13 mm	0.5 in.	13 mm
		Peel-off	0.5 in.	13 mm	0.5 in.	13 mm
		Rewind	0.5 in.	13 mm	0.5 in.	13 mm
		Cutter	1 in.	25.4 mm	1.0 in.	25.4 mm
	Maximum	200 or 300 dots/in.	39 in.	991 mm	39 in.	991 mm
		600 dots/in.	20 in.	508 mm	N/A	N/A
Label width	Minimum		1 in.	25.4 mm	2 in.	51 mm
	Maximum	Tear/Cutter	4.5 in.	114 mm	7.0 in.	178 mm
		Peel/Rewind	4.25 in.	108 mm	6.75 in.	171 mm
Total thickness (includes liner, if any)		Minimum	0.0023 in.	0.058 mm	0.0023 in.	0.058 mm
		Maximum	0.010 in.	0.25 mm	0.010 in.	0.25 mm
Core size			3 in.	76 mm	3 in.	76 mm
Maximum roll diameter			8 in.	203 mm	8 in.	203 mm
Maximum fanfold pack size (length x width x height)			8.0 in. × 4.5 in. × 6.2 in.	203 mm × 114 mm × 157 mm	8.0 in. × 7.0 in. × 6.2 in.	203 mm × 178 mm × 157 mm
Inter-label gap		Minimum	0.079 in.	2 mm	0.079 in.	2 mm
		Preferred	0.118 in.	3 mm	0.118 in.	3 mm
		Maximum	0.157 in.	4 mm	0.157 in.	4 mm
Ticket/tag notch size (width x length)			0.25 in. × 0.12 in.	6 mm × 3 mm	0.25 in. × 0.12 in.	6 mm × 3 mm
Hole diameter			0.125 in.	3 mm	0.125 in.	3 mm
Notch or hole position (Centered from inner media edge)		Minimum	0.15 in.	3.8 mm	0.15 in.	3.8
		Maximum	2.25 in.	57 mm	3.5 in.	90 mm
Black mark dimensions	Vertical length		0.98 in. to 0.453 in.	2.5 to 11.5 mm	0.98 in. to 0.453 in.	2.5 to 11.5 mm
	Horizontal width		> 0.37 in.	≥ 9.5 mm	≥ 0.37 in.	≥ 9.5 mm
	Location		Within 0.40 in. (1 mm) of inside media edge			
Density, in Optical Density Units (ODU)			> 1.0 ODU			
Maximum media density			0.5 ODU			

Ribbon Specifications

Ribbon can be wound with the coated side on the inside or outside. The ribbon used must match the Thermal Transfer option installed. The standard Thermal Transfer option (black ribbon spindle) uses ribbon coated on the outside, and the alternate Thermal Transfer option (gray ribbon spindle) uses ribbon coated on the inside. For more information, see *Ribbon Overview* [on page 62](#).

Ribbon Specifications		ZM400		ZM600	
Ribbon width (Zebra recommends using ribbon at least as wide as the media to protect the printhead from wear.)	Minimum	>2 in.*	51 mm*	>2 in.	51 mm
	Maximum	4.3 in.	110 mm	6.85 in.	174 mm
Standard lengths	2:1 media to ribbon roll ratio	984 ft.	300 m	984 ft.	300 m
	3:1 media to ribbon roll ratio	1476 ft.	450 m	1476 ft.	450 m
Ribbon core inside diameter		1 in.	25.4 mm	1 in.	25.4 mm
Maximum ribbon roll size		3.2 in.	81.3 mm	3.2 in.	81.3 mm

* The narrowest width tested and approved for this printer is 2 in. (51 mm). You may be able to use narrower ribbon, as long as the ribbon is wider than the media being used. To use a ribbon narrower than 2 in. (51 mm), test the ribbon's performance with your media to assure that you get the desired results.

Printer Options

Option	ZM400	ZM600
Cutter	X	X
Peel-off	X	X
Liner take-up	X	Not available
Factory-installed 64 MB (58 MB user available) Flash memory	X	X
300 dpi printhead	X	X
600 dpi printhead	X	Not available
Rewind	X	X
External print server (10/100 or 10base-T)	X	X
Internal print server (10base-T)	X	X
Wireless print server	X	X



Notes • _____



Operations

This section assists the technician with “out of the box” installation, initial setup, and printer operation.

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Before You Begin

Review this checklist, and resolve any issues before you set up or use your printer.

- ❑ **Unpack and Inspect the Printer** Have you unpacked the printer and inspected it for damage? If you have not, see [Unpack and Inspect the Printer on page 46](#).
- ❑ **Select a Site** Have you selected an appropriate location for the printer? If you have not, see [Select a Site for the Printer on page 47](#).
- ❑ **Connect to a Data Source** Have you determined how the printer will connect to a data source (usually a computer)? For more information, see [Select a Data Communication Interface on page 48](#).
- ❑ **Attach a Power Cord** Do you have the correct power cord for your printer? If you are unsure, see [Power Cord Specifications on page 53](#). To attach the power cord and connect the printer to a power source, see [Connect the Printer to a Power Source on page 52](#).
- ❑ **Select Media** Do you have the correct media for your application? If you are unsure, see [Types of Media on page 54](#).
- ❑ **Select Ribbon** Do you need to use ribbon, and is the appropriate ribbon available, if needed? If you are unsure, see [Ribbon Overview on page 62](#).

Handling the Printer

This section describes how to handle your printer.

Unpack and Inspect the Printer

When you receive the printer, immediately unpack it and inspect for shipping damage.

- Save all packing materials.
- Check all exterior surfaces for damage.
- Raise the media door, and inspect the media compartment for damage to components.

If you discover shipping damage upon inspection:

- Immediately notify the shipping company and file a damage report.
- Keep all packaging material for shipping company inspection.
- Notify your authorized Zebra reseller



Important • Zebra Technologies Corporation is not responsible for any damage incurred during the shipment of the equipment and will not repair this damage under warranty.

Store the Printer

If you are not placing the printer into immediate operation, repackage it using the original packing materials. You may store the printer under the conditions shown in [Table 3](#).

Table 3 • Storage Temperature and Humidity

Temperature	Relative Humidity
–40°F to 140°F (–40° to 60°C)	5% to 85% non-condensing

Ship the Printer

If you must ship the printer:

- Turn off (O) the printer, and disconnect all cables.
- Remove any media, ribbon, or loose objects from the printer interior.
- Close the printhead.
- Carefully pack the printer into the original container or a suitable alternate container to avoid damage during transit. A shipping container can be purchased from Zebra if the original packaging has been lost or destroyed.

Select a Site for the Printer

Consider the following when selecting an appropriate location for your printer.

Select a Surface

Select a solid, level surface of sufficient size and strength to accommodate the printer and other equipment (such as a computer), if necessary. The choices include a table, countertop, desk, or cart. For the printer's weight and dimensions, see *General Specifications* on page 36.

Provide Proper Operating Conditions

This printer is designed to function in a wide range of environmental and electrical conditions, including a warehouse or factory floor. For more information on the required conditions, see *General Specifications* on page 36.

Table 4 shows the temperature and relative humidity requirements for the printer when it is operating.

Table 4 • Operating Temperature and Humidity

Mode	Temperature	Relative Humidity
Thermal Transfer	40° to 104°F (5° to 40°C)	20 to 85% non-condensing.
Direct Thermal	32° to 104°F (0° to 40°C)	20 to 85% non-condensing

Allow Proper Space

The printer should have enough space around it for you to be able to open the media door. To allow for proper ventilation and cooling, leave open space on all sides of the printer.



Caution • Do not place any padding or cushioning material behind or under the printer because this restricts air flow and could cause the printer to overheat.

Provide a Data Source

If the printer will be located away from the data source (such as a computer), the selected site must provide the appropriate connections to that data source. For more information on the types of communication interfaces and their limitations, see *Select a Data Communication Interface* on page 48.

Provide a Power Source

Place the printer within a short distance of a power outlet that is easily accessible.

Select a Data Communication Interface

Table 5 provides basic information about data communication interfaces that you can use to connect your printer to a computer. You may send label formats to the printer through any data communication interface that is available. Select an interface that is supported by both your printer and your computer or your Local Area Network (LAN).

Table 5 • Characteristics of the Data Communication Interfaces

Interface	Standard or Optional on Printer	Characteristics
RS-232 Serial	Standard	- Maximum cable length of 50 ft (15.24 m). - You may need to change printer parameters to match the host computer. - You need to use a null-modem adaptor to connect to the printer if using a standard modem cable.
IEEE 1284 Bidirectional Parallel	Standard	- Maximum cable length of 10 ft (3 m). - Recommended cable length of 6 ft (1.83 m). - No printer parameter changes required to match the host computer.
USB	Standard	- Maximum cable length of 16.4 ft (5 m). - No printer parameter changes required to match the host computer.
Internal wired Ethernet print server	Optional	- Can print to the printer from any computer on your LAN. - Can communicate with the printer through the printer's web pages. - Computer must be equipped with an Ethernet board. - The printer must be configured to use your LAN.
Wireless Ethernet print server	Optional	- Can print to the printer from any computer on your Wireless Local Area Network (WLAN). - Can communicate with the printer through the printer's web pages. - Computer must be equipped with an Ethernet board. - The printer must be configured to use your WLAN.

Data Cables and Wireless Cards

You must supply all data cables or wireless cards for your application.

Data Cables Ethernet cables do not require shielding, but all other data cables must be fully shielded and fitted with metal or metallized connector shells. Unshielded data cables may increase radiated emissions above the regulated limits.

To minimize electrical noise pickup in the cable:

- Keep data cables as short as possible.
- Do not bundle the data cables tightly with the power cords.
- Do not tie the data cables to power wire conduits.

Wireless Cards For supported wireless cards, refer to the *ZebraNet Wireless Print Server and Wireless Plus Print Server User Guide*. A copy of the manual is available at <http://www.zebra.com/manuals> or on the user CD that came with your printer.

Connect the Printer to the Computer or Network

Table 6 shows how to connect the different types of data cables to your printer and computer. The connectors on the back of your computer may be in different locations than on the sample computer shown in this section. For another view of the connectors on the printer, see Figure 3 on page 30.

Caution • Ensure that the printer power is off (O) before connecting data communications cables. Connecting a data communications cable while the power is on (I) may damage the printer.

Table 6 • Connecting the Printer to a Computer or Network

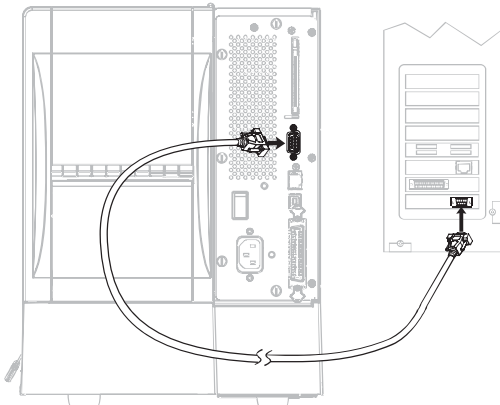
Interface	Connection and Configuration
RS-232 Serial	The baud rate, number of data and stop bits, the parity, and the XON/XOFF or DTR control must match those of the host computer. See Control Panel Parameters on page 77 to view or change these parameters. 

Table 6 • Connecting the Printer to a Computer or Network (Continued)

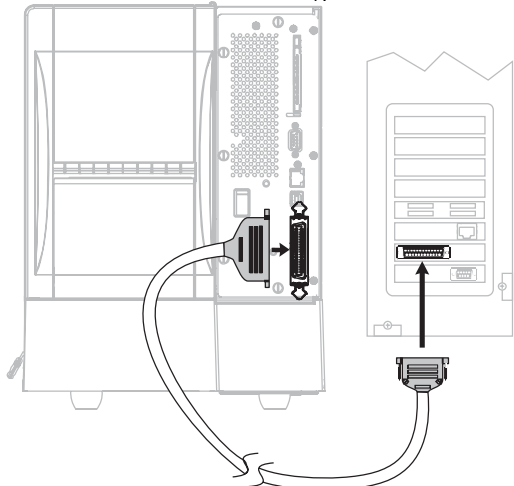
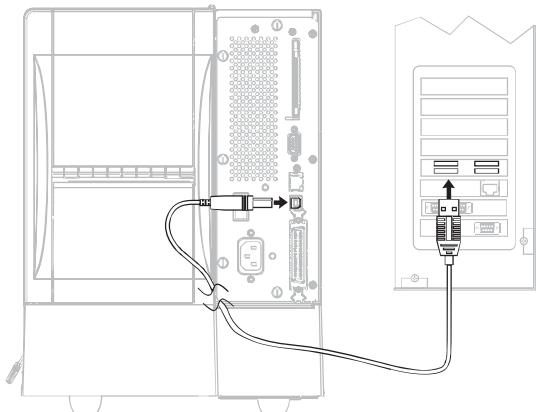
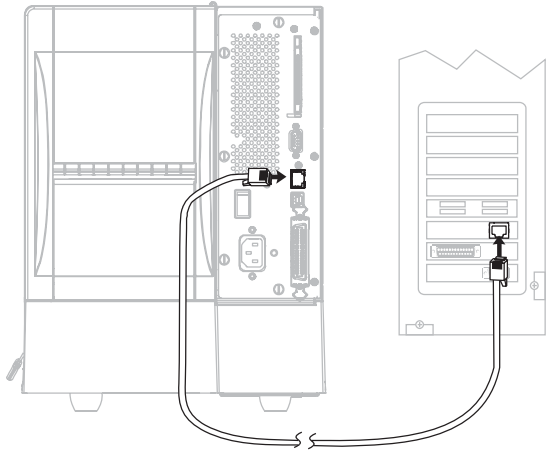
Interface	Connection and Configuration
IEEE 1284 Bidirectional Parallel	No additional configuration is necessary. 
USB	No additional configuration is necessary. Caution • Be careful not to plug the USB cable into the wired Ethernet print server connector on the printer because doing so will damage the connector. 

Table 6 • Connecting the Printer to a Computer or Network (Continued)

Interface	Connection and Configuration
Internal wired Ethernet print server	Refer to the <i>ZebraNet 10/100 Print Server User and Reference Guide</i> for configuration instructions. A copy of this manual is available at http://www.zebra.com/manuals or on the user CD that came with your printer. 
Wireless Ethernet print server	Refer to the <i>ZebraNet Wireless Print Server and Wireless Plus Print Server User Guide</i> for configuration instructions. A copy of this manual is available at http://www.zebra.com/manuals or on the user CD that came with your printer.

Connect the Printer to a Power Source

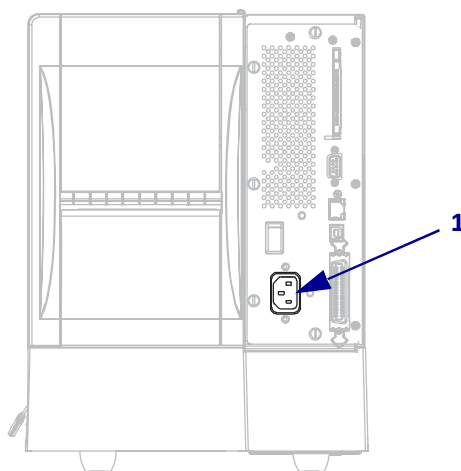
The AC power cord must have a three-prong female connector on one end that plugs into the mating AC power connector at the rear of the printer. If a power cable was not included with your printer, refer to [Power Cord Specifications on page 53](#).



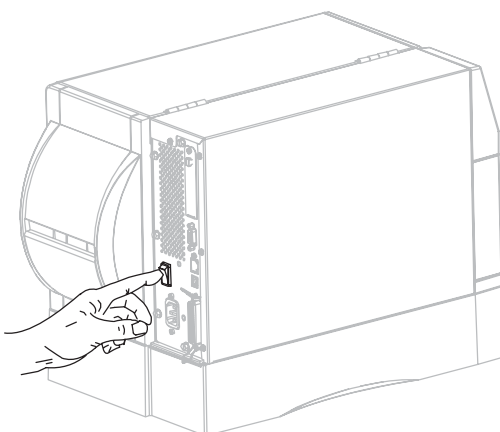
Caution • For personnel and equipment safety, always use an approved three-conductor power cord specific to the region or country intended for installation. This cord must use an IEC 320 female connector and the appropriate region-specific three-conductor grounded plug configuration.

To connect the printer to a power source, complete these steps:

1. Toggle the printer power switch to the off (O) position.
2. Plug the power cord into the AC power connector (1) on the rear of the printer.



3. Plug the other end of the power cord into a power outlet near the printer.
4. Turn on (I) the printer.



The control panel LCD and lights activate, indicating that the printer is booting up.

Power Cord Specifications

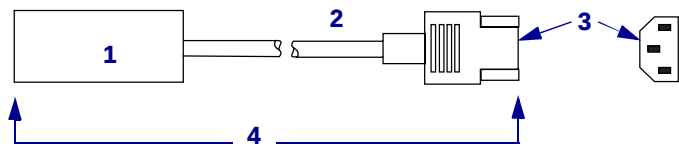


Caution • For personnel and equipment safety, always use an approved three-conductor power cord specific to the region or country intended for installation. This cord must use an IEC 320 female connector and the appropriate region-specific, three-conductor grounded plug configuration.

Depending on how your printer was ordered, a power cord may or may not be included. If one is not included or if the one included is not suitable for your requirements, see [Figure 6](#) and refer to the following guidelines:

- The overall cord length must be less than 9.8 ft. (3 m).
- The cord must be rated for at least 10 A, 250 V.
- The chassis ground (earth) **must** be connected to ensure safety and reduce electromagnetic interference.

Figure 6 • Power Cord Specifications



1	AC power plug for your country—This should bear the certification mark of at least one of the known international safety organizations (Figure 7).
2	3-conductor HAR cable or other cable approved for your country.
3	IEC 320 connector—This should bear the certification mark of at least one of the known international safety organizations (Figure 7).
4	Length ≤ 9.8 ft. (3 m). Rating 10 Amp, 250 VAC.

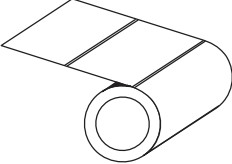
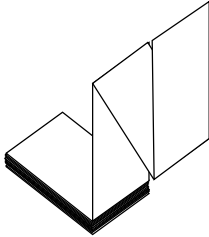
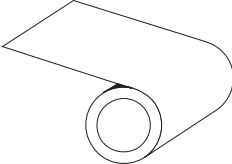
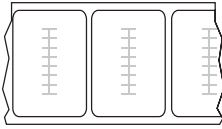
Figure 7 • International Safety Organization Certifications



Types of Media

The printer can use various types of media ([Table 7](#)).

Table 7 • Types of Media

Media Type	How It Looks	Description
Non-Continuous Roll Media		Roll media is wound on a 3-in. (76-mm) core. Labels have adhesive backing that sticks them to a liner, and they are separated by gaps, holes, notches, or black marks. Tags are separated by perforations.
Non-Continuous Fanfold Media		Fanfold media is folded in a zigzag pattern. Fanfold media can have the same label separations as non-continuous roll media. The separations would fall on or near the folds.
Continuous Roll Media		Roll media is wound on a 3-in. (76-mm) core. Continuous roll media does not have gaps, holes, notches, or black marks to indicate label separations. This allows the image to be printed anywhere on the label. Sometimes a cutter is used to cut apart individual labels.
RFID “Smart” Media (for use only with printers that have an RFID reader/encoder installed)		Radio frequency identification (RFID) “smart” labels are made from the same materials and adhesives as non-RFID labels. Each label has an RFID transponder, made of a chip and an antenna, embedded between the label and the liner (sometimes called an “inlay”). The shape of the transponder varies by manufacturer and is visible through the label. All “smart” labels have memory that can be read, and many have memory that can be encoded.  Important • Transponder placement within a label depends on the transponder type and the printer model. Make sure that you are using the correct “smart” media for your printer.

Print Modes and Printer Options

The printer can use different print modes and options for label removal ([Table 8](#)). Use a print mode that matches the media being used and the printer options available. For more information on the types of media, see [Types of Media on page 54](#). To select a print mode, see [Select Print Mode on page 80](#).

Print Mode Descriptions and Printer Requirements

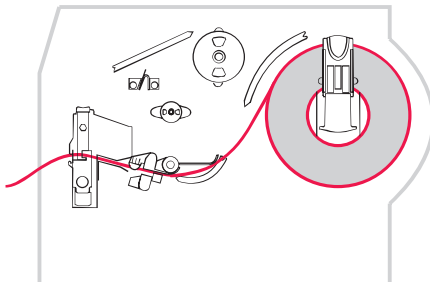
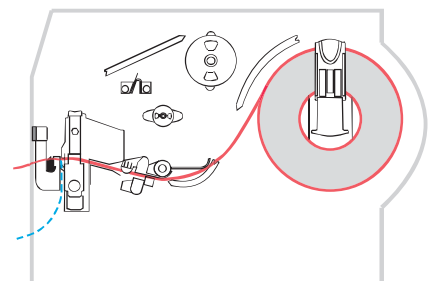
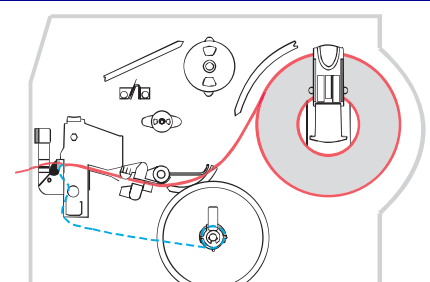
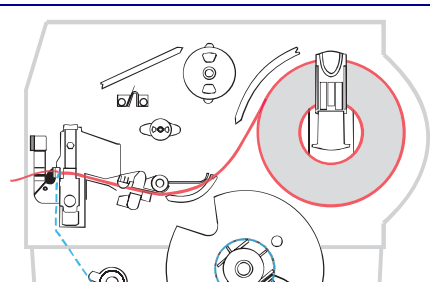
Table 8 • Print Modes and Printer Options

Print Mode	When to Use/Printer Options Required	Printer Actions
Tear-Off (default setting)	Use for most applications. This mode can be used with any printer options and most media types.	The printer prints label formats as it receives them. The printer operator can tear off the printed labels any time after they print.
Peel-Off	Use only if the printer has the Peel-Off, Liner Take-Up, or Rewind option.	The printer peels the label from the liner during printing and then pauses until the label is removed. In Peel-Off mode, the liner exits the front of the printer. In Peel-Off mode with Liner Take-Up, the liner winds onto the liner take-up spindle or the rewind spindle.
Cutter	Use if the printer has a cutter option when you want the labels to be cut apart.	The printer prints a label and then cuts it free.
Delayed Cut	Use if the printer has a cutter option when you want the printer to cut the labels apart at a signal.	The printer prints a label, pauses, and cuts the label when it receives the ~JK (delayed cut) ZPL command.
Rewind	Use if the printer has the Rewind option and you want the labels to rewind on a core.	The printer prints without pausing between labels. The media or liner is wound onto a core after printing.
Linerless Peel	Reserved for future options.	Reserved for future options.
Linerless Rewind	Reserved for future options.	Reserved for future options.

Media Paths

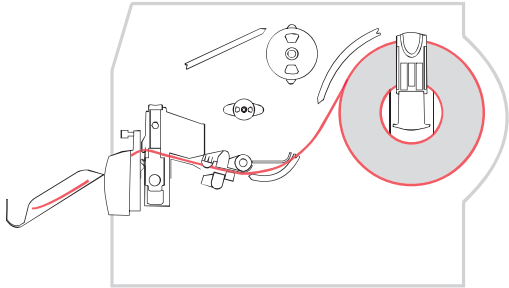
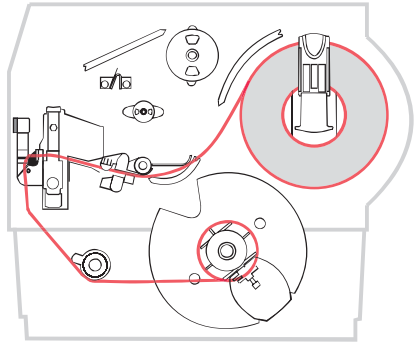
Table 9 shows the media paths for print mode and printer option combinations using roll media. Fanfold media uses the same print modes and printer options as roll media.

Table 9 • Media Paths for Print Modes with Various Printer Options

Print Mode	Printer Option	Media Path
Tear-Off	Printers with any printer options can use Tear-Off mode	
Peel-Off	Peel, Liner take-up, or Rewind	
Peel-Off (with Liner Take-Up)	Liner take-up	
	Rewind	

Red solid lines = media, Blue dotted lines = backing only

Table 9 • Media Paths for Print Modes with Various Printer Options (Continued)

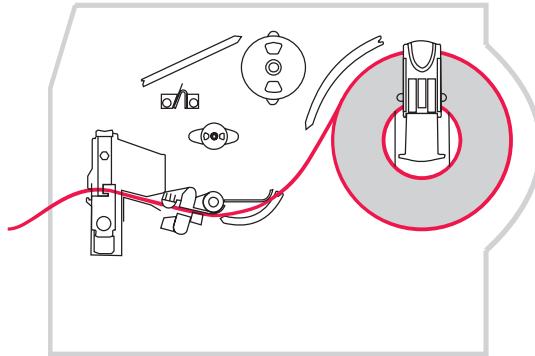
Print Mode	Printer Option	Media Path
Cutter or Delayed Cut	Cutter (shown with an optional catch tray)	
Rewind	Rewind	

Red solid lines = media, Blue dotted lines = backing only

Load Media

Use the instructions in this section to load media in Tear-Off mode (Figure 8). For instructions for loading in other print modes, refer to the *User Guide*.

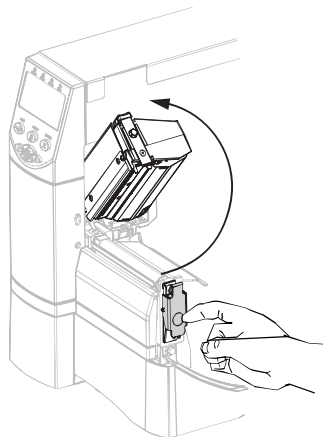
Figure 8 • Tear-Off Mode Media Path



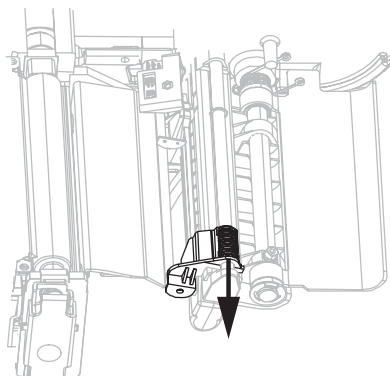
Caution • While performing any tasks near an open printhead, remove all rings, watches, hanging necklaces, identification badges, or other metallic objects that could touch the printhead.

To Load Roll Media in Tear-Off Mode, complete these steps:

1. Press the printhead release latch to open the printhead assembly. Lift the printhead until it latches open.



2. Slide out the media guide.

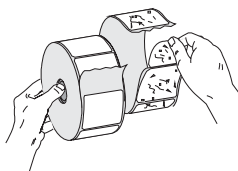


3. Insert media into the printer. Follow the instructions for roll or fanfold media, as appropriate.



Roll Media

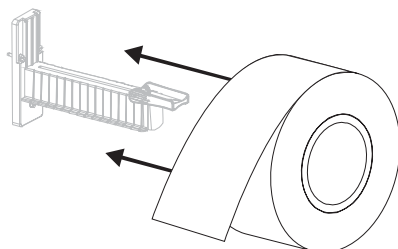
- a. Remove and discard any tags or labels that are dirty or that are held by adhesives or tape.



- b. Flip down the media supply guide.



- c. Place the roll of media on the media supply hanger. Push the roll as far back as it will go.



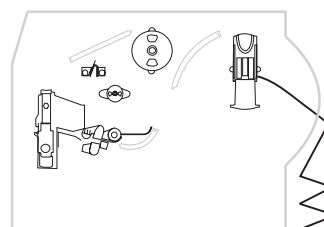
Fanfold Media

- a. Flip down the media supply guide.

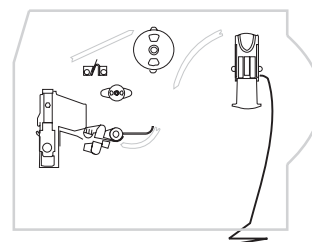


- b. Feed the media through the rear or bottom access slot.

Rear Feed



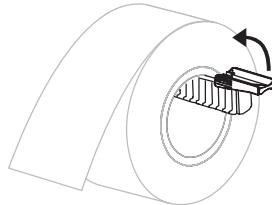
Bottom Feed



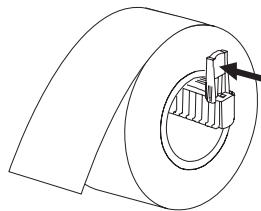


Roll Media (Continued)

- d. Flip up the media supply guide.

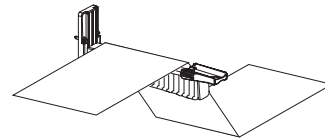


- e. Slide in the media supply guide until it touches the edge of the roll.

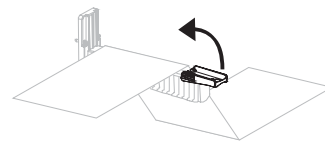


Fanfold Media (Continued)

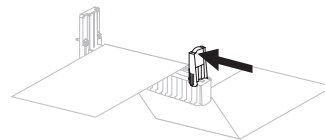
- c. Drape the media over the media supply hanger.



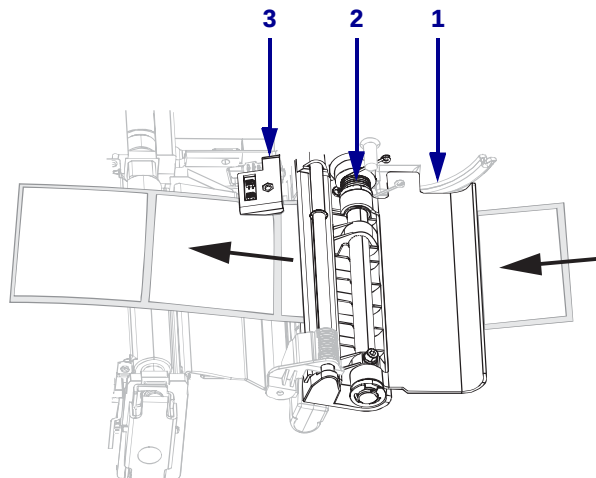
- d. Flip up the media supply guide.



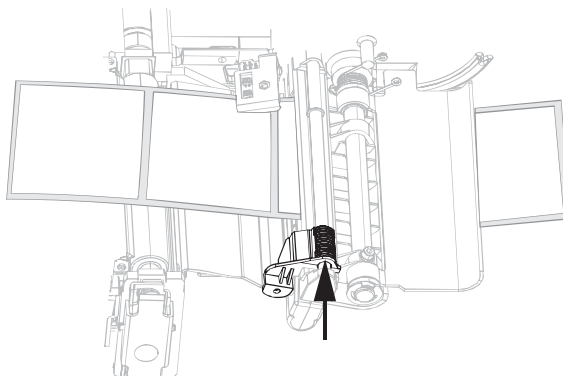
- e. Slide in the media supply guide until it touches the edge of the media.



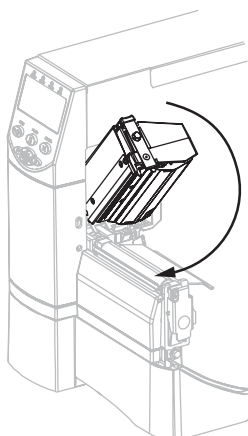
4. Feed the media under the dancer assembly (1), the upper media sensor (2), and the ribbon sensor (3). Slide the media back until it touches the inside back wall of the upper media sensor.



5. Slide in the media guide until it touches the outer edge of the media.



6. Close the printhead assembly.



7. If the printer is paused (the Pause light is on), press PAUSE to enable printing.

Ribbon Overview

Ribbon is a thin film that is coated on one side with wax, resin, or wax resin, which is transferred to the media during the thermal transfer process. The media determines whether you need to use ribbon and how wide the ribbon must be.

When ribbon is used, it must be as wide as or wider than the media being used. If the ribbon is narrower than the media, areas of the printhead are unprotected and subject to premature wear.

When to Use Ribbon

Thermal transfer media requires ribbon for printing while direct thermal media does not. To determine if ribbon must be used with a particular media, perform a media scratch test.

To perform a media scratch test, complete these steps:

1. Scratch the print surface of the media rapidly with your fingernail.
2. Did a black mark appear on the media?

If a black mark...	Then the media is...
Does not appear on the media	Thermal transfer. A ribbon is required.
Appears on the media	Direct thermal. No ribbon is required.

Coated Side of Ribbon

Ribbon can be wound with the coated side on the inside or outside. The ribbon used must match the Thermal Transfer option installed. The standard Thermal Transfer option (black ribbon spindle) uses ribbon coated on the outside, and the alternate Thermal Transfer option (gray ribbon spindle) uses ribbon coated on the inside. If you are unsure which side of a particular roll of ribbon is coated, perform an adhesive test or a ribbon scratch test to determine which side is coated.

Adhesive Test

If you have labels available, perform the adhesive test to determine which side of a ribbon is coated. This method works well for ribbon that is already installed.

To perform an adhesive test, complete these steps:

1. Peel a label from its liner.
2. Press a corner of the sticky side of the label to the outer surface of the roll of ribbon.
3. Peel the label off of the ribbon.

4. Observe the results. Did flakes or particles of ink from the ribbon adhere to the label?

If ink from the ribbon...	Then...	
Adhered to the label	The ribbon is coated on the outside and can be used with the standard Thermal Transfer option (black ribbon spindle). In the ribbon loading procedure, instructions are marked with this symbol.	
Did not adhere to the label	The ribbon is coated on the inside and can be used with the alternate Thermal Transfer option (gray ribbon spindle). In the ribbon loading procedure, instructions are marked with this symbol.	

Ribbon Scratch Test

Perform the ribbon scratch test when labels are unavailable.

To perform a ribbon scratch test, complete these steps:

1. Unroll a short length of ribbon.
2. Place the unrolled section of ribbon on a piece of paper with the outer surface of the ribbon in contact with the paper.
3. Scratch the inner surface of the unrolled ribbon with your fingernail.
4. Lift the ribbon from the paper.
5. Observe the results. Did the ribbon leave a mark on the paper?

If the ribbon...	Then...	
Left a mark on the paper	The ribbon is coated on the outside and can be used with the standard Thermal Transfer option (black ribbon spindle). In the ribbon loading procedure, instructions are marked with this symbol.	
Did not leave a mark on the paper	The ribbon is coated on the inside and can be used with the alternate Thermal Transfer option (gray ribbon spindle). In the ribbon loading procedure, instructions are marked with this symbol.	

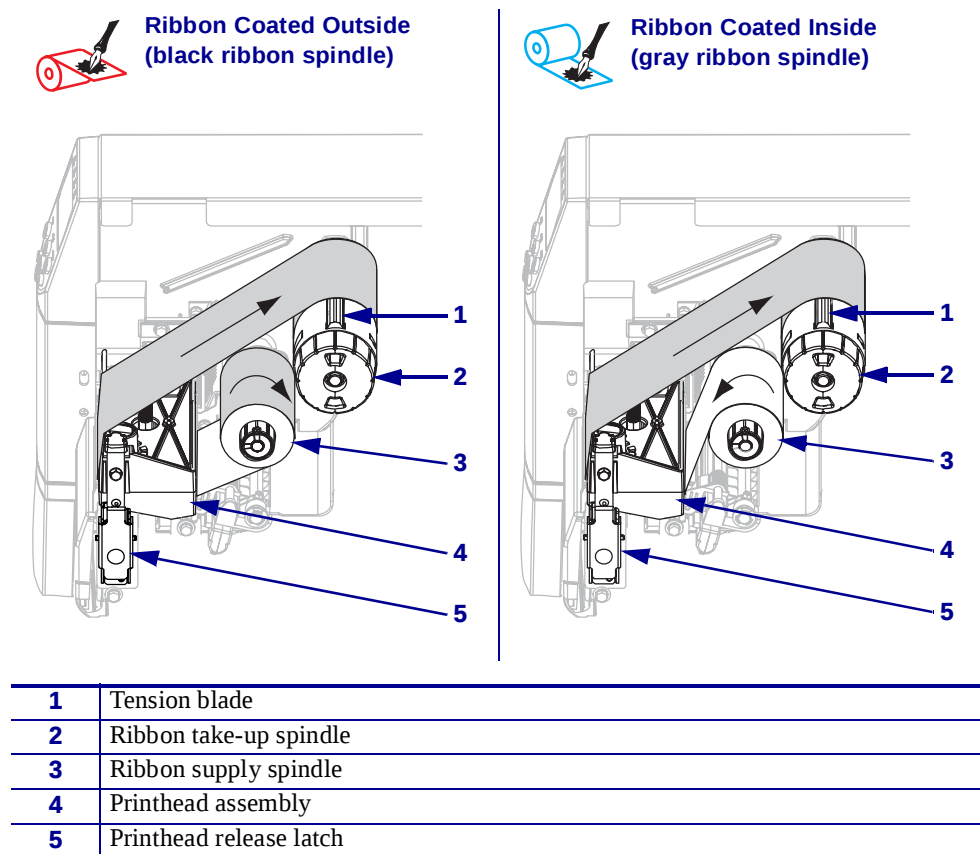
Load Ribbon

Always use ribbon that is wider than the media to protect the printhead from wear. For direct thermal printing, do not load ribbon in the printer.

The standard Thermal Transfer option (black ribbon spindle) uses ribbon coated on the outside, and the alternate Thermal Transfer option (gray ribbon spindle) uses ribbon coated on the inside. To avoid damaging your printer, follow the directions for the Thermal Transfer option installed in your printer.

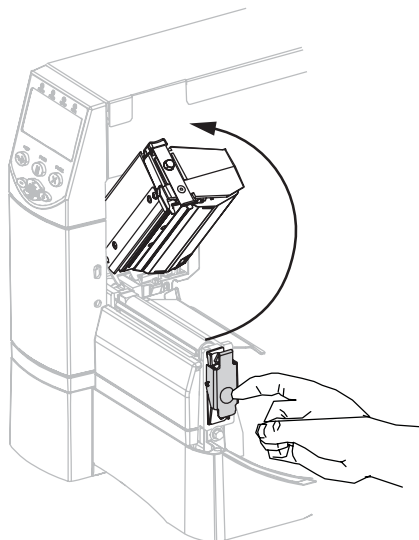
Figure 9 shows the ribbon paths for ribbon coated on the outside and ribbon coated on the inside. The coated surfaces of the ribbon are shown in gray when they are visible. To determine which side of a ribbon is printed, see *Coated Side of Ribbon* on page 62.

Figure 9 • Ribbon Path



To load ribbon, complete these steps:

1. Press the printhead release latch to open the printhead assembly. Lift the printhead until it latches open.



2. Insert the ribbon into the printer. In this step, follow the instructions for the Thermal Transfer option installed in your printer.



**Ribbon Coated Outside
(black ribbon spindle)**

- a. Hold the ribbon with the loose end unrolling clockwise.



**Ribbon Coated Inside
(gray ribbon spindle)**

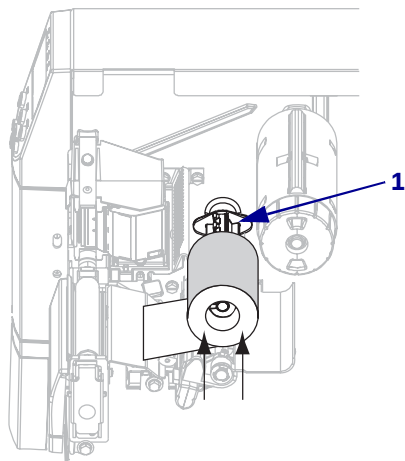
- a. Hold the ribbon with the loose end unrolling counterclockwise.



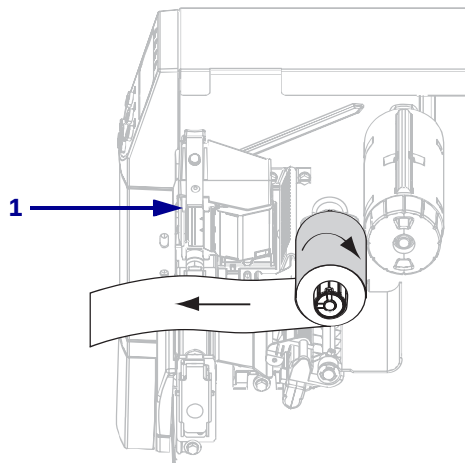


**Ribbon Coated Outside
(black ribbon spindle) (Continued)**

- b. Place the roll of ribbon on the ribbon supply spindle **(1)** and push it all the way back.

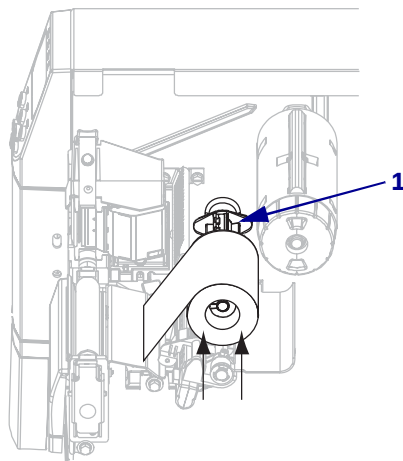


- c. Pull the end of the ribbon under the printhead assembly **(1)** and out the front of the printer. Extend the ribbon approximately 24 in. (610 mm) out of the printer.

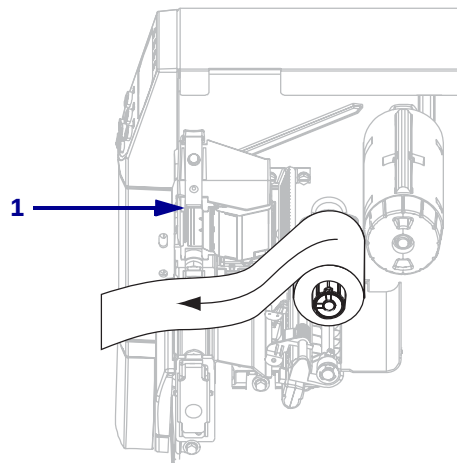


**Ribbon Coated Inside
(gray ribbon spindle) (Continued)**

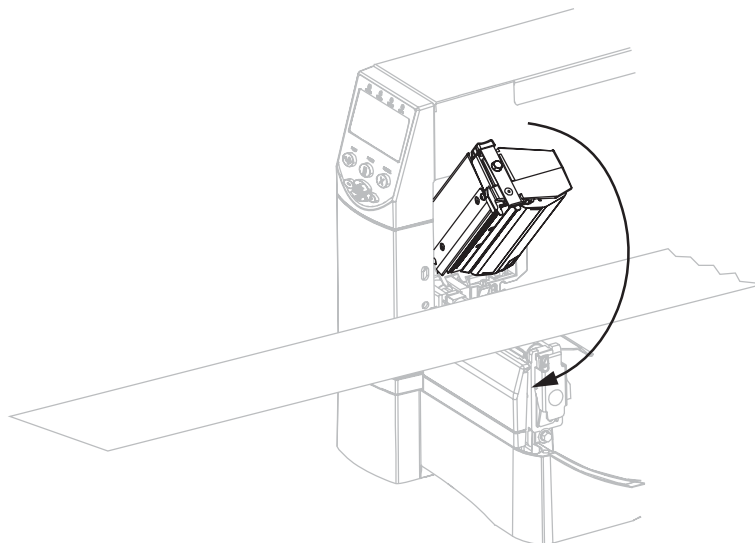
- b. Place the roll of ribbon on the ribbon supply spindle **(1)** and push it all the way back.



- c. Pull the end of the ribbon under the printhead assembly **(1)** and out the front of the printer. Extend the ribbon approximately 24 in. (610 mm) out of the printer.



3. Close the printhead assembly.



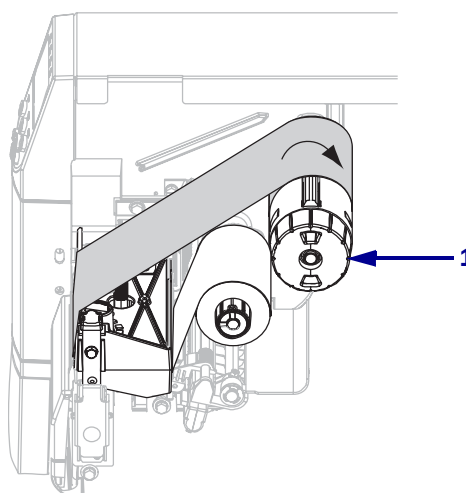
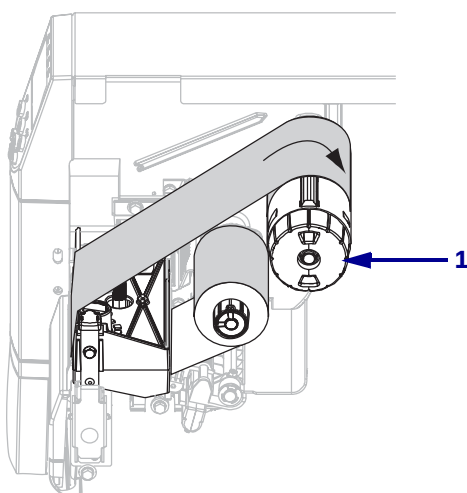
4. Wind the ribbon clockwise onto the ribbon take-up spindle (1).



**Ribbon Coated Outside
(black ribbon spindle)**



**Ribbon Coated Inside
(gray ribbon spindle)**

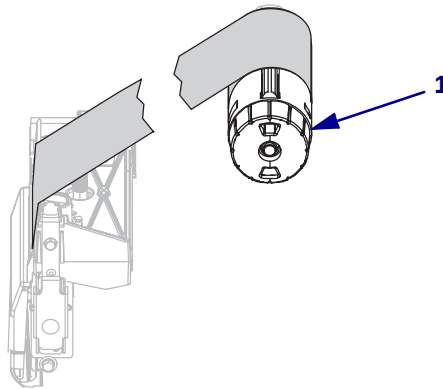


Remove Used Ribbon

To remove used ribbon, complete these steps:

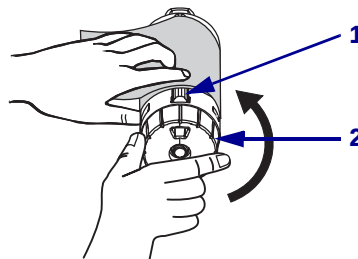
1. **Caution** • Do not cut the ribbon directly on the ribbon take-up spindle. Doing so may damage the spindle.

If the ribbon has not run out, cut or break it before the ribbon take-up spindle (1).

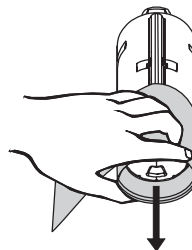


2. To loosen the ribbon, squeeze it against the ribbon take-up spindle tension blades (1). At the same time, turn the ribbon take-up spindle release knob counterclockwise (2).

The tension blades collapse into the ribbon take-up spindle, loosening the ribbon.



3. Slide the used ribbon off of the ribbon take-up spindle and discard.



Calibrate the Printer

Auto Calibration

By default, the printer automatically calibrates on power up or when the printhead is closed. During auto calibration, the printer determines the label length and sensor settings.

The results of the auto calibration are stored in the printer's memory and are retained even if printer power is removed. These parameters remain in effect until the next calibration is performed.



Note • If the control panel settings for **MEDIA POWER UP** or **HEAD CLOSE** are set to **LENGTH**, **NO MOTION**, or **FEED**, the printer starts printing without auto calibrating. See [Select Media Power-Up Option on page 96](#) or [Select Head Close Option on page 96](#).

Manual Calibration

Perform a media and ribbon sensor calibration to reset the sensitivity of the sensors so the media and ribbon are detected more accurately. If you change the type of ribbon or media, your printer may operate better if you perform this calibration.

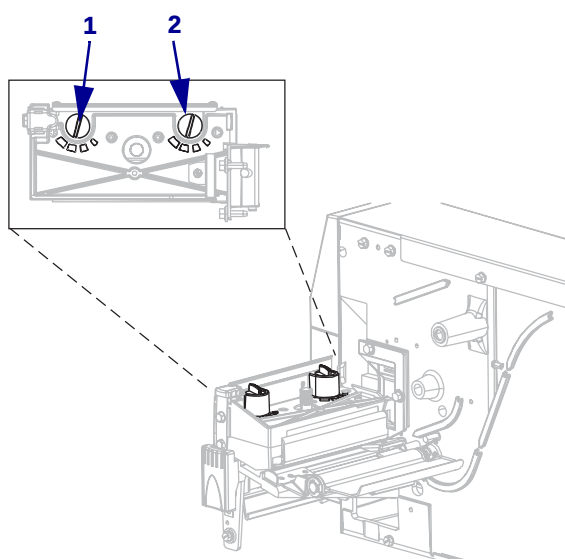
For instructions, refer to [Calibrate Media and Ribbon Sensor Sensitivity on page 90](#).

Adjust Printhead Pressure

You may need to adjust printhead pressure if printing is too light on one side, if you use thick media, or if the media drifts from side to side during printing.

See [Figure 10](#). The ZM400 pressure adjustment dials have four possible settings designated by blocks of increasing size embossed on the print mechanism. The smallest block (fully counterclockwise) is considered position 1, and the largest block (fully clockwise) is considered position 4. The ZM600 dials have seven settings instead of four.

Figure 10 • Printhead Pressure Adjustment Dials



1	Outside dial
2	Inside dial

To set printhead pressure, complete these steps:

1. Use [Table 10](#) or [Table 11](#) to select the initial dial settings for your media, depending on which printer you have.

Table 10 • ZM400 Printhead Pressure

Media Width	Inside Dial	Outside Dial
1 in. (25.4 mm)	3	1
2 in. (51 mm)	4	1
3 in. (76 mm)	3	2
3.5 in. and up (89 mm and up)	3	3

Table 11 • ZM600 Printhead Pressure

Media Width	Inside Dial	Outside Dial
2 in. (50 mm)	6	1
3 in. (75 mm)	6	2
4 in. (100 mm)	7	3
5 in. (125 mm)	7	4
5.5 in. and up (140 mm and up)	6	6

2. If necessary, adjust the pressure adjustment dials as follows:

If the media...	Then...
Requires higher pressure to print well	Increase both dials one position.
Shifts left while printing	Increase the outside dial setting one position, or decrease the inside dial setting one position.
Shifts right while printing	Increase the inside dial setting one position, or decrease the outside dial setting one position.
Prints too lightly on the left side of the label.	Increase the inside dial setting one position.
Prints too lightly on the right side of the label.	Increase the outside dial setting one position.

Setup Mode

After you have installed the media and ribbon and the Power-On Self Test (POST) is complete, the control panel displays **PRINTER READY**. You may now set printer parameters for your application using the control panel display and the buttons directly below it. If it becomes necessary to restore the initial printer defaults, see [FEED and PAUSE Self Test on page 123](#).



Important • Certain printing conditions may require that you adjust printing parameters, such as print speed, darkness, or print mode. These conditions include (but are not limited to):

- printing at high speeds
- peeling the media
- the use of extremely thin, small, synthetic, or coated labels

Because these and other factors affect print quality, run tests to determine the best combination of printer settings and media for your application. A poor match may limit print quality or print rate, or the printer may not function properly in the desired print mode.



Note • If the printer is operating on an IP network and you have a ZebraNet 10/100 PrintServer or Wireless Plus Print Server, you can change the printer's parameters in these additional ways:

- with ZebraLink™ WebView. For information, see the appropriate print server user guide.
- with ZebraNet Bridge. For information, see the *ZebraNet Bridge Enterprise Printer Management User Guide*.

Enter Setup Mode

To enter Setup Mode, complete these steps:

1. Press SETUP/EXIT.
2. Press PLUS (+) or MINUS (–) to scroll through the parameters.
3. Press SELECT to select and deselect the parameters.

Exit Setup Mode

To leave Setup mode, complete these steps:

1. Press SETUP/EXIT.

The LCD displays **SAVE CHANGES**.

2. Press PLUS (+) or MINUS (-) to display the save options:

LCD	Description
PERMANENT	Stores values in the printer even when power is turned off.
TEMPORARY	Saves the changes until power is turned off.
CANCEL	Cancels all changes made since you entered Setup mode, except for changes made to the darkness and tear-off settings, which go into effect as soon as they are made.
LOAD DEFAULTS	Restores all parameters other than the network settings back to the factory defaults. Use care when loading defaults because you will need to reload all settings that you changed manually.  Note • Loading factory defaults causes the printer to auto-calibrate.
LOAD LAST SAVE	Loads values from the last permanent save.
DEFAULT NET	Restores the wired and wireless network settings back to factory defaults.

3. Press SETUP/EXIT to select the displayed choice.

When the configuration and calibration sequence is done, **PRINTER READY** displays.

Change Password-Protected Parameters

Certain parameters, including the communication parameters, are password-protected by factory default.

Caution • Do not change password-protected parameters unless you have a complete understanding of the parameters' functions. If the parameters are set incorrectly, the printer may function unpredictably.

The first time that you attempt to change a password-protected parameter, the printer displays **ENTER PASSWORD**. Before you can change the parameter, you must enter the four-digit numeric password. After you have entered the password correctly, you do not have to enter it again unless you leave Setup mode by pressing SETUP/EXIT or by turning off (O) the printer.

To enter a password for a password-protected parameter, complete these steps:

1. At the password prompt, use MINUS (-) to change the selected digit position.
2. When you have selected the digit that you wish to change, use PLUS (+) to increase the selected digit value. Repeat these two steps for each digit of the password.
3. After entering the password, press SELECT.
The parameter you selected to change is displayed. If the password was entered correctly, you can change the value.

Default Password Value

The default password value is **1234**. The password can be changed using the Zebra Programming Language (ZPL) command `^KP` (Define Password) or using the printer's web pages (ZebraNet® 10/100 Print Server, or Wireless Plus Print Server required).

Disable the Password Protection Feature

You can disable the password protection feature so that it no longer prompts you for a password by setting the password to **0000** via the `^KP` ZPL command. To re-enable the password-protection feature, send the ZPL command `^KPx`, where `x` can be any number from 1 to 9999.

Print a Configuration Label

A configuration label lists the printer settings that are stored in configuration memory. After you load the media, print a configuration label as a record of your printer's current settings. Keep the label to use when troubleshooting printing problems.

To print a configuration label, complete these steps:

1. On the control panel, press SETUP/EXIT.
2. Press PLUS (+) or MINUS (-) to scroll through the parameters until you reach **LIST SETUP**.
3. Press SELECT to select the parameter.
4. Press PLUS (+) to confirm printing.

A configuration label prints (Figure 11).

Figure 11 • Configuration Label

PRINTER CONFIGURATION	
Zebra Technologies ZTC ZM400-200dpi ZPL ZBR2834792	
+10.....	DARKNESS
2 IPS.....	PRINT SPEED
+000.....	TEAR OFF
TEAR OFF.....	PRINT MODE
CONTINUOUS.....	MEDIA TYPE
TRANSMISSIVE.....	SENSOR SELECT
THERMAL-TRANS.....	PRINT METHOD
500.....	PRINT WIDTH
1500.....	LABEL LENGTH
39.0IN 988MM.....	MAXIMUM LENGTH
MAINT. OFF.....	EARLY WARNING
NOT CONNECTED.....	USB COMM.
BIDIRECTIONAL.....	PARALLEL COMM.
RS232.....	SERIAL COMM.
9600.....	BAUD
8 BITS.....	DATA BITS
NONE.....	PARITY
XON/XOFF.....	HOST HANDSHAKE
NONE.....	PROTOCOL
000.....	NETWORK ID
NORMAL MODE.....	COMMUNICATIONS
<~> 7EH.....	CONTROL PREFIX
<~> SEH.....	FORMAT PREFIX
<~> 2CH.....	DELIMITER CHAR
ZPL II.....	ZPL MODE
CALIBRATION.....	MEDIA POWER UP
CALIBRATION.....	HEAD CLOSE
DEFAULT.....	BACKFEED
+000.....	LABEL TOP
+0000.....	LEFT POSITION
DISABLED.....	REPRINT MODE
051.....	WEB S.
084.....	MEDIA S.
072.....	RIBBON S.
100.....	TAKE LABEL
050.....	MARK S.
002.....	TRANS GAIN
033.....	TRANS BASE
147.....	TRANS BRIGHT
205.....	RIBBON GAIN
000.....	MARK GAIN
DPSHFXM.....	MODES ENABLED
.....	MODES DISABLED
832 8/MM FULL.....	RESOLUTION
V50.15.6Z <-.....	FIRMWARE
V37.....	HARDWARE ID
0.0.0 #.....	OPTION FIRMWARE
CUSTOMIZED.....	CONFIGURATION
NONE.....A:	OPTION MEMORY
11392k.....R:	RAM
2048k.....E:	ONBOARD FLASH
NONE.....	FORMAT CONVERT
FW VERSION.....	IDLE DISPLAY
04/10/07.....	RTC DATE
16:27.....	RTC TIME
10,760 IN.....	NONRESET CNTR
2,200 IN.....	RESET CNTR1
10,760 IN.....	RESET CNTR2
27,332 CM.....	NONRESET CNTR
5,590 CM.....	RESET CNTR1
27,332 CM.....	RESET CNTR2
SELECTED ITEMS.....	PASSWORD LEVEL
MM 12552.06SXM100118.79400.D.VH1.....	

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Print a Network Configuration Label

If you are using a print server, you can print a network configuration label after the printer is connected to the network.

To print a network configuration label, complete these steps:

1. On the control panel, press SETUP/EXIT.
2. Press PLUS (+) or MINUS (-) to scroll through the parameters until you reach **LIST NETWORK**.
3. Press SELECT to select the parameter.
4. Press PLUS (+) to confirm printing.

A network configuration label prints (Figure 12). An asterisk designates whether the wired or wireless print server is active. If no wireless print server is installed, the wireless portion of the label does not print.

Figure 12 • Network Configuration Label (With a Wireless Print Server Installed)

Network Configuration	
Zebra Technologies ZTC ZM400-200dpi ZPL ZBR2834792	
0.0.0 *.....	OPTION FIRMWARE
Wired.....	PRIMARY NETWORK
NO.....	LOAD FROM EXT?
Internal Wired.....	ACTIVE PRINTSRVR
External Wired	
ALL.....	IP PROTOCOL
000.000.000.000.....	IP ADDRESS
255.255.255.000.....	SUBNET MASK
000.000.000.000.....	DEFAULT GATEWAY
000.000.000.000.....	WINS SERVER IP
YES.....	TIMEOUT CHECKING
300.....	TIMEOUT VALUE
000.....	ARP INTERVAL
9100.....	BASE RAW PORT
Internal Wired*	
ALL.....	IP PROTOCOL
010.003.004.116.....	IP ADDRESS
255.255.255.000.....	SUBNET MASK
010.003.004.001.....	DEFAULT GATEWAY
010.003.001.000.....	WINS SERVER IP
YES.....	TIMEOUT CHECKING
300.....	TIMEOUT VALUE
000.....	ARP INTERVAL
9100.....	BASE RAW PORT
00074db4168.....	MAC ADDRESS
Wireless	
ALL.....	IP PROTOCOL
000.000.000.000.....	IP ADDRESS
255.255.255.000.....	SUBNET MASK
000.000.000.000.....	DEFAULT GATEWAY
000.000.000.000.....	WINS SERVER IP
YES.....	TIMEOUT CHECKING
300.....	TIMEOUT VALUE
000.....	ARP INTERVAL
9100.....	BASE RAW PORT
NO.....	CARD INSERTED
0000H.....	CARD MFG ID
0000H.....	CARD PRODUCT ID
000000000000.....	MAC ADDRESS
YES.....	DRIVER INSTALLED
INFRASTRUCTURE.....	OPERATING MODE
125.....	ESSID
100.....	TX POWER
ON.....	1 Mb/s
ON.....	2 Mb/s
ON.....	5.5 Mb/s
ON.....	11 Mb/s
11 Mb/s.....	CURRENT TX RATE
DIVERSITY.....	RECEIVE ANTENNA
DIVERSITY.....	XMIT ANTENNA
OPEN.....	WEP TYPE
NONE.....	WLAN SECURITY
1.....	WEP INDEX
020.....	POOR SIGNAL
LONG.....	PREAMBLE
NO.....	ASSOCIATED
ON.....	PULSE ENABLED
15.....	PULSE RATE
OFF.....	INTL MODE
07FFH.....	CHANNEL MASK

Control Panel Parameters

Use the LCD on the control panel to view and adjust printer settings.

How to View or Modify Parameters

While viewing parameters, press PLUS (+) to continue to the next parameter, or press MINUS (-) to return to the previous parameter in the cycle. Press SELECT when you want to modify a parameter or view its options. When a parameter is changed, an asterisk (*) appears in the upper left corner of the display to indicate that the value is different from the one currently active in the printer.



Note • Your label preparation software or the printer driver may override adjustments made through the control panel. Refer to the software or driver documentation for more information.

Additional Parameters

Additional parameters appear in the following situations.

- When a wired print server is installed in the printer. For more information, refer to the *ZebraNet 10/100 Print Server User and Reference Guide*
- When a wireless print server is installed in the printer. Refer to the *ZebraNet Wireless Print Server and Wireless Plus Print Server User Guide*.
- When a Radio Frequency Identification (RFID) reader is installed. Refer to the *RFID Programming Guide* for more information.

Copies of these manuals are available at <http://www.zebra.com/manuals> or on the user CD that came with your printer.

Standard Printer Parameters

Table 12 shows parameters in the order in which they are displayed when you press PLUS (+) after entering Setup mode.

Table 12 • Printer Parameters (Page 1 of 24)

Parameter	Action/Explanation
	Adjust Print Darkness Darkness (burn duration) settings depend on a variety of factors, including ribbon type, media type, and the condition of the printhead. You may adjust the darkness for consistent high-quality printing. Important • Set the darkness to the lowest setting that provides good print quality. If the darkness is set too high, the ink may smear, the ribbon may burn through, or the printhead may wear prematurely. If printing is too light or if there are voids in printed areas, increase the darkness. If printing is too dark or if there is spreading or bleeding of printed areas, decrease the darkness. The FEED Self Test on page 120 can be used to determine the best darkness setting. You may want to adjust darkness while performing the PAUSE Self Test on page 119. Because the darkness setting takes effect immediately, you can see the results on labels that are currently printing. Darkness settings also may be changed by the driver or software settings. <i>Default Value (ZPL, XML): +10</i> <i>Range (ZPL, XML): 00 to +30</i> <i>Default Value (EPL): +7</i> <i>Range (EPL): 00 to +15</i> To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) to increase darkness. 3. Press MINUS (-) to decrease darkness. 4. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 2 of 24)

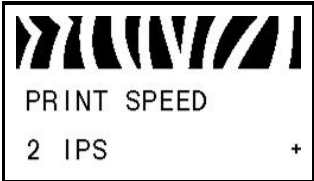
Parameter	Action/Explanation
 The image shows a rectangular display area. At the top, there is a barcode-like pattern of vertical bars of varying heights. Below this, the text 'PRINT SPEED' is displayed. Underneath that, '2 IPS' is shown, followed by a '+' sign to the right.	Adjust Print Speed Adjusts the speed for printing a label (given in inches per second). Slower print speeds typically yield better print quality. Print speed changes take effect upon exiting Setup mode. <i>Default Value:</i> 2 IPS <i>Range:</i> • 200 dpi: 2 to 10 IPS • 300 dpi: 2 to 8 IPS • 600 dpi: 1 to 4 IPS To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) to increase the value. 3. Press MINUS (-) to decrease the value. 4. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 3 of 24)

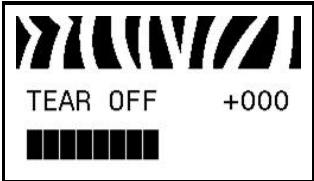
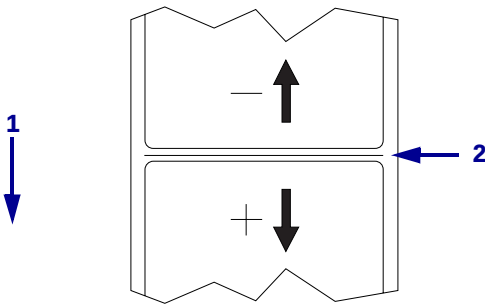
Parameter	Action/Explanation				
	Adjust the Tear-Off Position This parameter establishes the position of the media over the tear-off/peel-off bar after printing. See Figure 13. Higher numbers move the media out (the tear line moves closer to the leading edge of the next label), and lower numbers move the media in (the tear line moves closer to the edge of the label just printed). Figure 13 • Tear-Off Position Adjustment  <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">1</td><td>Media direction</td></tr> <tr> <td style="text-align: center;">2</td><td>Factory-set tear line location at position 00</td></tr> </table> <i>Default Value:</i> +0 <i>Range:</i> -120 to +120 To change the value shown: - Press SELECT to select the parameter. - Press PLUS (+) to increase the value. Each press adjusts the tear-off position by four dot rows. - Press MINUS (-) to decrease the value. Each press adjusts the tear-off position by four dot rows. - Press SELECT to accept any changes and deselect the parameter.	1	Media direction	2	Factory-set tear line location at position 00
1	Media direction				
2	Factory-set tear line location at position 00				
	Select Print Mode This parameter tells the printer how printed labels will be removed. Make sure that you select a print mode that is compatible with your printer and printer options. For information about how the print modes work with different printer options, see Print Modes and Printer Options on page 55. <i>Default Value:</i> TEAR-OFF <i>Selections:</i> TEAR-OFF, PEEL-OFF, CUTTER, DELAYED CUT, LINERLESS-P, LINERLESS-R, REWIND To change the value shown: - Press SELECT to select the parameter. - Press PLUS (+) or MINUS (-) to scroll through the options. - Press SELECT to accept any changes and deselect the parameter.				

Table 12 • Printer Parameters (Page 4 of 24)

Parameter	Action/Explanation
 MEDIA TYPE -GAP/NOTCH +	Set Media Type This parameter tells the printer the type of media that you are using (see Types of Media on page 54 for more information). Selecting continuous media requires that you include a label length instruction in your label format (^LLxxxx if you are using ZPL or ZPL II). When non-continuous media is selected, the printer feeds media to calculate label length (the distance between two recognized registration points of the inter-label gap, webbing, or alignment notch or hole). <i>Default Value:</i> GAP/NOTCH <i>Selections:</i> GAP/NOTCH, MARK, CONTINUOUS To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to toggle between the options. 3. Press SELECT to accept any changes and deselect the parameter.
 PRINT METHOD -THERMAL- TRANS. +	Select Print Method The print method parameter tells the printer the method of printing that you want to use: direct thermal (no ribbon) or thermal transfer (using thermal transfer media and ribbon). <i>Default Value:</i> THERMAL TRANSFER <i>Range:</i> THERMAL TRANSFER, DIRECT THERMAL To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to toggle between the options. 3. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 5 of 24)

Parameter	Action/Explanation														
	Set Print Width This parameter specifies the printable area across the width of the label. Table 13 shows the ranges and default values for print width, which are based on the printer model and the printhead resolution. Table 13 • Print Width Ranges and Maximum Values <table><tr><th rowspan="2">Printhead Resolution</th><th colspan="2">Printer</th></tr><tr><th>ZM400</th><th>ZM600</th></tr><tr><td>200 dpi</td><td>Default Value: 832 Range: 2 to 832 dots</td><td>Default Value: 1344 Range: 2 to 1344 dots</td></tr><tr><td>300 dpi</td><td>Default Value: 1248 Range: 2 to 1248 dots</td><td>Default Value: 1984 Range: 2 to 1984 dots</td></tr><tr><td>600 dpi</td><td>Default Value: 2496 Range: 2 to 2496 dots</td><td>N/A</td></tr></table>  Note • Setting the width too narrow can result in portions of a label format not being printed on the media. Setting the width too wide wastes formatting memory and can cause printing off of the label and on the platen roller. This setting can affect the horizontal position of the label format if the image was inverted using the ^POI ZPL II command. To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to change the value shown. 3. Press SELECT to accept any changes and deselect the parameter.	Printhead Resolution	Printer		ZM400	ZM600	200 dpi	Default Value: 832 Range: 2 to 832 dots	Default Value: 1344 Range: 2 to 1344 dots	300 dpi	Default Value: 1248 Range: 2 to 1248 dots	Default Value: 1984 Range: 2 to 1984 dots	600 dpi	Default Value: 2496 Range: 2 to 2496 dots	N/A
Printhead Resolution	Printer														
	ZM400	ZM600													
200 dpi	Default Value: 832 Range: 2 to 832 dots	Default Value: 1344 Range: 2 to 1344 dots													
300 dpi	Default Value: 1248 Range: 2 to 1248 dots	Default Value: 1984 Range: 2 to 1984 dots													
600 dpi	Default Value: 2496 Range: 2 to 2496 dots	N/A													

Table 12 • Printer Parameters (Page 6 of 24)

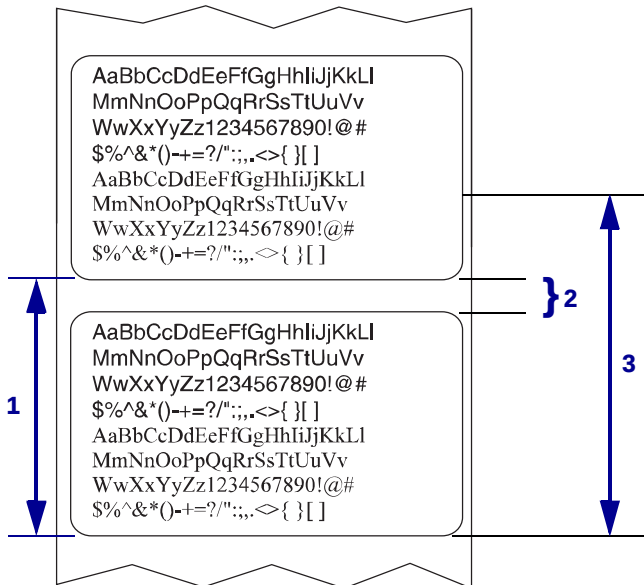
Parameter	Action/Explanation						
	Set Maximum Label Length This parameter is used during the media portion of the calibration process. Always set maximum label length to a value that is at least 1.0 in. (25.4 mm) greater than the actual label length (Figure 14). If the value is set to a smaller value than the label length, the printer assumes that continuous media is loaded, and the printer cannot calibrate. For example, if the label length is 5.0 inches (126 mm) including the interlabel gap, set the parameter for 6.0 inches (152 mm). If the label length is 7.5 inches (190 mm), set the parameter for 9.0 inches (229 mm). Figure 14 • Label Length  <table border="1" data-bbox="646 1444 1292 1585"> <tr> <td>1</td><td>Label length (including interlabel gap)</td></tr> <tr> <td>2</td><td>Interlabel gap</td></tr> <tr> <td>3</td><td>Set maximum label length to approximately this value</td></tr> </table> <i>Default Value:</i> 39.0 inches (988 mm). <i>Selections:</i> Values are adjustable in one-inch (25.4 mm) increments. To change the value shown: - Press SELECT to select the parameter. - Press PLUS (+) or MINUS (-) to change the value shown. - Press SELECT to accept any changes and deselect the parameter.	1	Label length (including interlabel gap)	2	Interlabel gap	3	Set maximum label length to approximately this value
1	Label length (including interlabel gap)						
2	Interlabel gap						
3	Set maximum label length to approximately this value						

Table 12 • Printer Parameters (Page 7 of 24)

Parameter	Action/Explanation
	Set Early Warning for Maintenance When this feature is enabled, the printer provides warnings when the printhead needs to be cleaned. <i>Default Value:</i> MAINT. OFF <i>Selections:</i> MAINT. OFF, MAINTENANCE ON To change the Early Warning settings: 1. Press SELECT to select the parameter. 2. When the LCD displays EARLY WARNING MAINTENANCE, press PLUS (+) or MINUS (-) to toggle between OFF and ON. (If you are prompted for a password, enter your password using the instructions in Change Password-Protected Parameters on page 74.) 3. Exit Setup mode and save changes to enable additional parameters related to the early warning system. 4. Enter Setup mode again and go to the following parameters to enter the printhead cleaning interval and the printhead life. 5. Press SELECT to accept any changes and deselect the parameter.
	Set Printhead Cleaning Interval for Early Warning This parameter appears only when Early Warning for Maintenance is enabled. This value should correspond to the length of the media or ribbon roll that you are using. <i>Default Value:</i> 450 M/1476 FT <i>Selections:</i> 100 M/328 FT to 450 M/1476 FT in 50 M increments To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to set the printhead cleaning interval to the desired number of inches of media or ribbon. When the printhead reaches the set length, WARNING CLEAN PRINTHEAD appears on the LCD. If the alert function is enabled, the printer generates an alert. 3. Press SELECT to accept any changes and deselect the parameter.
	Reset Printhead Cleaning Counter for Early Warning This parameter appears only when Early Warning for Maintenance is enabled. To reset the printhead cleaning counter: 1. Press SELECT to select the parameter. 2. Did you clean the printhead? • If you cleaned the printhead, press PLUS (+) to select YES. • If you did not clean the printhead, press MINUS (-) to select NO. 3. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 8 of 24)

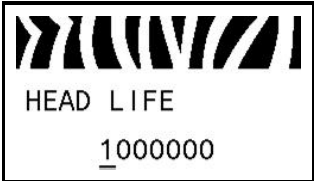
Parameter	Action/Explanation
	Set Printhead Life for Early Warning This parameter appears only when Early Warning for Maintenance is enabled. Set this value to the number of inches of media that the printhead is expected to print. <i>Default Value:</i> 1,000,000 inches <i>Range:</i> 100 to 1,000,000 inches To change the value shown: 1. Press SELECT to select the parameter. 2. Press MINUS (-) to move the cursor. 3. Press PLUS (+) to increase the value of the digit. When the printhead reaches the set length, WARNING REPLACE HEAD appears on the LCD. If the alert function is enabled, the printer generates an alert. 4. Press SELECT to accept any changes and deselect the parameter.
	Reset Printhead Life Counter for Early Warning This parameter appears only when Early Warning for Maintenance is enabled. To reset the printhead life counter: 1. Press SELECT to select the parameter. 2. Did you replace the printhead? • If you replaced the printhead, press PLUS (+) to select YES. • If you did not replace the printhead, press MINUS (-) to select NO. 3. Press SELECT to accept any changes and deselect the parameter.
	View Non-Resettable Counter This parameter displays the total length of media that the printer has printed. You can use ZPL commands to change the unit of measure for this counter. For the commands, refer to the <i>ZPL Programming Guide</i>.
	View User-Controlled Counter 1 This parameter displays the total length of media that the printer has printed since this parameter was last reset. You can use ZPL commands to change the unit of measure and reset this counter. For the commands, refer to the <i>ZPL Programming Guide</i>.
	View User-Controlled Counter 2 This parameter displays the total length of media that the printer has printed since this parameter was last reset. You can use ZPL commands to change the unit of measure and reset this counter. For the commands, refer to the <i>ZPL Programming Guide</i>.

Table 12 • Printer Parameters (Page 9 of 24)

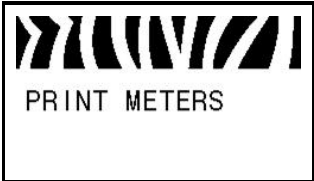
Parameter	Action/Explanation
	Print Counter Readings Prints a label that lists the odometer readings for the following: - the non-resettable counter - the two user-controlled counters - the Early Warning for Maintenance counters, which indicate when the printhead was last cleaned and the printhead life If the Early Warning for Maintenance feature is disabled, the counters related to it do not print. To print a list of the odometer readings: - Press SELECT to select the parameter. - Press PLUS (+) to print the odometer readings. - Press SELECT to deselect the parameter.
	List Fonts This option prints a label that lists the available fonts in the printer, including standard printer fonts plus any optional fonts. Fonts may be stored in RAM or Flash memory. To print a list of the available fonts: - Press SELECT to select the parameter. - Press PLUS (+) to select PRINT. - Press SELECT to deselect the parameter.
ZPL and XML only 	List Bar Codes This option prints a label that lists the available bar codes in the printer. Bar codes may be stored in RAM or Flash memory. To print a list of the available bar codes: - Press SELECT to select the parameter. - Press PLUS (+) to select PRINT. - Press SELECT to deselect the parameter.
	List Images This option prints a label that lists the available images stored in the printer's RAM, Flash memory, or optional memory card. To print a list of the available images: - Press SELECT to select the parameter. - Press PLUS (+) to select PRINT. - Press SELECT to deselect the parameter.

Table 12 • Printer Parameters (Page 10 of 24)

Parameter	Action/Explanation
	List Formats This option prints a label that lists the available formats stored in the printer's RAM, Flash memory, or optional memory card. To print a list of the available formats: 1. Press SELECT to select the parameter. 2. Press PLUS (+) to select PRINT. 3. Press SELECT to deselect the parameter.
	List Setup This option prints a configuration label (see Figure 11 on page 75), which lists the current printer configuration. To print a configuration label: 1. Press SELECT to select the parameter. 2. Press PLUS (+) to select PRINT. 3. Press SELECT to deselect the parameter.
	List Network Settings This option prints a network configuration label (see Figure 12 on page 76), which lists the settings for any print server that is installed. To print a network configuration label: 1. Press SELECT to select the parameter. 2. Press PLUS (+) to select PRINT. 3. Press SELECT to deselect the parameter.
	List All This option prints labels that list the available fonts, bar codes, images, formats, and the current printer and network configurations. To print labels for all settings: 1. Press SELECT to select the parameter. 2. Press PLUS (+) to select PRINT. 3. Press SELECT to deselect the parameter.

Table 12 • Printer Parameters (Page 11 of 24)

Parameter	Action/Explanation
ZPL and XML only 	Format Memory Card This option erases all previously stored information from the optional 64 MB flash chip on the Wireless Plus option board. This parameter appears only when a Wireless Plus option board with the flash chip populated is installed. Caution • This option completely erases the flash chip. To format a memory card: 1. Press SELECT to select the parameter. 2. Press PLUS (+) to select A: +. If your printer is set to require a password, you are prompted to enter the password. 3. Enter the password. For instructions, see Change Password-Protected Parameters on page 74. 4. Press the appropriate button again to select the desired card. The display shows ARE YOU SURE?. 5. Do you want to continue? • Press MINUS (-) to select NO to cancel the request and return to FORMAT CARD prompt. • Press PLUS (+) to select YES and begin initialization. When initialization is complete, the control panel displays FORMATTING CARD COMPLETED.  Note • Depending on the amount of memory in the memory card, initialization may take up to 5 minutes to complete. 6. Press SELECT to deselect the parameter.

Table 12 • Printer Parameters (Page 12 of 24)

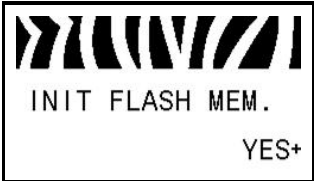
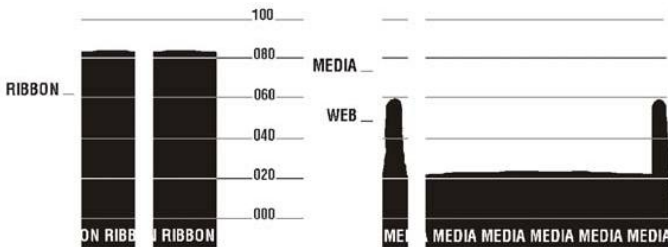
Parameter	Action/Explanation
	Initialize Flash Memory This option erases all previously stored information from Flash memory. Caution • This option completely erases the Flash memory. To initialize Flash memory: 1. Press SELECT to select the parameter. 2. If prompted for a password, enter the printer password. For instructions, see Change Password-Protected Parameters on page 74. The display shows INITIALIZE FLASH? 3. Press PLUS (+) to select YES. The display shows ARE YOU SURE? 4. Do you want to continue? • Press MINUS (-) to select NO to cancel the request and return to the INITIALIZE FLASH prompt. • Press PLUS (+) to select YES and begin initialization. When initialization is complete, the control panel displays INITIALIZING MEMORY COMPLETED.  Note • Depending on the amount of free FLASH memory, initialization may take up to 1 minute to complete. 5. Press SELECT to accept any changes and deselect the parameter.
	Print Sensor Profile A sensor profile shows sensor settings compared to actual sensor readings. This label (which will extend across several actual labels or tags) can be used to troubleshoot printing problems. To interpret the results of the sensor profile, see Sensor Profile on page 125.  To print a sensor profile: 1. Press SELECT to select the parameter. 2. Press PLUS (+) to start this standard calibration procedure and print a media sensor profile. 3. If the sensitivity of the sensors must be adjusted, perform Calibrate Media and Ribbon Sensor Sensitivity on page 90. 4. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 13 of 24)

Parameter	Action/Explanation
	Calibrate Media and Ribbon Sensor Sensitivity Use this procedure to adjust sensitivity of media and ribbon sensors. Important • Follow this procedure exactly as presented. All of the steps must be performed even if only one of the sensors requires adjustment. You may press MINUS (-) at any step in this procedure to cancel the process. To perform a media and ribbon sensor calibration: 1. Press SELECT to select the parameter. 2. Press PLUS (+) to start the calibration procedure. The LOAD BACKING prompt displays. 3. Open the printhead. 4. Remove approximately 8 in. (203 mm) of labels from the backing, and pull the media into the printer so that only the backing is between the media sensors. 5. Leave the printhead open. 6. Press PLUS (+) to continue. The REMOVE RIBBON prompt displays. 7. Remove the ribbon (if used). 8. Close the printhead. 9. Press PLUS (+) to continue. The message CALIBRATING PLEASE WAIT displays. The printer adjusts the scale (gain) of the signals that it receives from the media and ribbon sensors based on the specific media and ribbon combination being used. On the sensor profile, this essentially corresponds to moving the peak of the graph up or down to optimize the readings for your application. When calibration is complete, RELOAD ALL displays. 10. Open the printhead and pull the media forward until a label is positioned under the media sensor. 11. Reload the ribbon (if used). 12. Close the printhead. 13. Press PLUS (+) to continue. The printer performs an auto-calibration. During this process, the printer checks the readings for the media and ribbon based on the new scale established, determines the label length, and determines the print mode. To see the new readings on the new scale, print a sensor profile. 14. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 14 of 24)

Parameter	Action/Explanation
	Set Parallel Communications Select the communications port that matches the one being used by the host computer. <i>Default Value:</i> BIDIRECTIONAL <i>Selections:</i> BIDIRECTIONAL, UNIDIRECTIONAL To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to scroll through the options. 3. Press SELECT to accept any changes and deselect the parameter.
ZPL and XML only 	Set Serial Communications Select the communications port that matches the one being used by the host computer. This setting applies only when the serial port is used.  Note • Select RS232 if you are using an external adapter to enable RS422/485 operation. <i>Default Value:</i> RS232 <i>Selections:</i> RS232, RS485 MULTIDROP To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to scroll through the options. 3. Press SELECT to accept any changes and deselect the parameter.
	Set Baud This setting applies only when the serial port is used. The baud setting of the printer must match the baud setting of the host computer for accurate communications to take place. Select the value that matches the one being used by the host computer. <i>Default Value:</i> 9600 <i>Selections (ZPL, XML):</i> 300, 600, 1200, 2400, 4800, 9600, 14400, 19200, 28800, 38400, 57600, 115200 <i>Selections (EPL):</i> 1200, 2400, 4800, 9600, 19200, 38400, 57600, 115200 To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to scroll through the options. 3. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 15 of 24)

Parameter	Action/Explanation
	Set Data Bits This setting applies only when the serial port is used. The data bits of the printer must match the data bits of the host computer for accurate communications to take place. Set the data bits to match the setting being used by the host computer. <i>Default Value:</i> 8 BITS <i>Selections:</i> 7 BITS, 8 BITS To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to toggle between the options. 3. Press SELECT to accept any changes and deselect the parameter.
	Set Parity This setting applies only when the serial port is used. The parity of the printer must match the parity of the host computer for accurate communications to take place. Select the parity that matches the one being used by the host computer. <i>Default Value:</i> NONE <i>Selections:</i> EVEN, ODD, NONE To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to scroll through the options. 3. Press SELECT to accept any changes and deselect the parameter.
	Set Host Handshake This setting applies only when the serial port is used. The handshake protocol of the printer must match the handshake protocol of the host computer for communication to take place. Select the handshake protocol that matches the one being used by the host computer. <i>Default Value (ZPL, XML):</i> XON/XOFF <i>Selections (ZPL, XML):</i> XON/XOFF, DSR/DTR, RTS/CTS <i>Default Value (EPL):</i> DTR & XON/XOFF <i>Selections (EPL):</i> DTR & XON/XOFF, DTR To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to scroll through the options. 3. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 16 of 24)

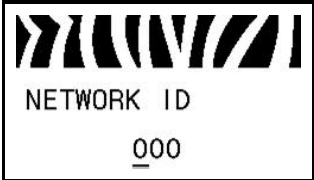
Parameter	Action/Explanation
ZPL and XML only 	Set Protocol Protocol is a type of error checking system. Depending on the selection, an indicator may be sent from the printer to the host computer signifying that data has been received. Select the protocol that is requested by the host computer. Further details on protocol can be found in the <i>ZPL Programming Guide</i>. <i>Default Value:</i> NONE <i>Selections:</i> NONE, ZEBRA, ACK_NAK  Note • ZEBRA is the same as ACK_NAK, except that ZEBRA response messages are sequenced. If ZEBRA is selected, the printer must use DSR/DTR for host handshake protocol. To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to scroll through the options. 3. Press SELECT to accept any changes and deselect the parameter.
ZPL and XML only 	Set Network ID This parameter assigns a unique number to the printer when the printer is operating in an RS422/485 multi-drop network environment (an external RS422/485 adapter is required). This gives the host computer the means to address a specific printer. This does not affect TCP/IP or IPX networks. <i>Default Value:</i> 000 <i>Range:</i> 000 to 999 To change the value shown: 1. Press SELECT to select the parameter. 2. Press MINUS (-) to move to the next digit position. 3. Press PLUS (+) to increase the value of the digit. 4. Press SELECT to accept any changes and deselect the parameter.
	Set Communications Mode The communication diagnostics mode is a troubleshooting tool for checking the interconnection between the printer and the host computer. For more information, see Communications Diagnostics Test on page 124. <i>Default Value:</i> NORMAL MODE <i>Selections:</i> NORMAL MODE, DIAGNOSTICS To select communication diagnostics mode: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to toggle between the options. 3. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 17 of 24)

Parameter	Action/Explanation
ZPL and XML only 	Set Control Prefix Character The printer looks for this two-digit hex character to indicate the start of a ZPL/ZPL II control instruction.  Note • Do not use the same hex value for the control, format, and delimiter character. The printer must see different characters to work properly. <i>Default Value:</i> 7E ~ <i>Range:</i> 00 to FF To change the value shown: 1. Press SELECT to select the parameter. 2. Press MINUS (-) to move to the next digit position. 3. Press PLUS (+) to increase the value of the digit. 4. Press SELECT to accept any changes and deselect the parameter.
ZPL and XML only 	Set Format Prefix Character The format prefix is a two-digit hex value used as a parameter place marker in ZPL/ZPL II format instructions. The printer looks for this hex character to indicate the start of a ZPL/ZPL II format instruction. See the <i>ZPL Programming Guide</i> for more information.  Note • Do not use the same hex value for the control, format, and delimiter character. The printer must see different characters to work properly. <i>Default Value:</i> 5E ^ <i>Range:</i> 00 to FF To change the value shown: 1. Press SELECT to select the parameter. 2. Press MINUS (-) to move to the next digit position. 3. Press PLUS (+) to increase the value of the digit. 4. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 18 of 24)

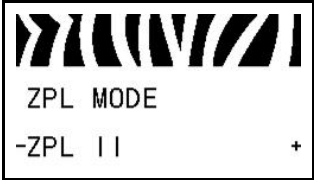
Parameter	Action/Explanation
ZPL and XML only 	Set Delimiter Character The delimiter character is a two-digit hex value used as a parameter place marker in ZPL/ZPL II format instructions. See the <i>ZPL Programming Guide</i> for more information.  Note • Do not use the same hex value for the control, format, and delimiter character. The printer must see different characters to work properly. <i>Default Value:</i> 2C , <i>Range:</i> 00 to FF To change the value shown: 1. Press SELECT to select the parameter. 2. Press MINUS (-) to move to the next digit position. 3. Press PLUS (+) to increase the value of the digit. 4. Press SELECT to accept any changes and deselect the parameter.
ZPL and XML only 	Select ZPL Mode The printer remains in the selected mode until it is changed by this parameter or by using a ZPL/ZPL II command. The printer accepts label formats written in either ZPL or ZPL II, eliminating the need to rewrite any ZPL formats that already exist. See the <i>ZPL Programming Guide</i> for more information on the differences between ZPL and ZPL II. <i>Default Value:</i> ZPL II <i>Range:</i> ZPL II, ZPL To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to toggle between the options. 3. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 19 of 24)

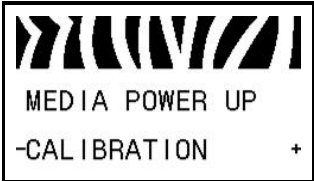
Parameter	Action/Explanation
	Select Media Power-Up Option This parameter sets the action of the media when you turn on the printer. <i>Default Value:</i> CALIBRATION <i>Selections:</i> CALIBRATION, SHORT CAL, LENGTH, NO MOTION, FEED • Calibration adjusts sensor levels and thresholds, determines length, and feeds the media to the next web. • Short Cal sets media and web thresholds without adjusting sensor gain, determines length, and feeds the media to the next web. • Length determines label length using current sensor values, and feeds the media to the next web. • No Motion tells the printer not to move the media. You must manually ensure that the web is positioned correctly, or press feed to position the next web. • Feed—feeds the labels to the first registration point. To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to scroll through the options. 3. Press SELECT to accept any changes and deselect the parameter.
	Select Head Close Option This parameter sets the action of the media when you close the printhead. <i>Default Value:</i> CALIBRATION <i>Selections:</i> CALIBRATION, SHORT CAL, LENGTH, NO MOTION, FEED • Calibration adjusts sensor levels and thresholds, determines length, and feeds the media to the next web. • Short Cal sets media and web thresholds without adjusting sensor gain, determines length, and feeds the media to the next web. • Length determines label length using current sensor values, and feeds the media to the next web. • No Motion tells the printer not to move the media. You must manually ensure that the web is positioned correctly, or press feed to position the next web. • Feed—feeds the labels to the first registration point. To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to scroll through the options. 3. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 20 of 24)

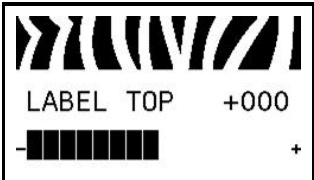
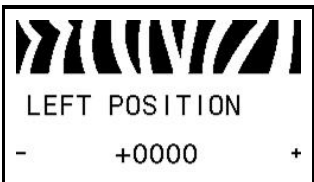
Parameter	Action/Explanation
	Select Backfeed Sequence This parameter sets when label backfeed occurs after a label is removed in some print modes. It has no effect in Rewind mode. This setting is superseded by ~JS when received as part of a label format (see the <i>ZPL Programming Guide</i> for more information). <i>Default Value:</i> DEFAULT (90%) <i>Selections:</i> DEFAULT, AFTER, OFF, BEFORE, 10%, 20%, 30%, 40%, 50%, 60%, 70%, 80% To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to scroll through the options. 3. Press SELECT to accept any changes and deselect the parameter.
	Adjust Label Top Position This parameter adjusts the print position vertically on the label. Positive numbers adjust the label top position farther down the label (away from the printhead) by the specified number of dots. Negative numbers adjust the position up the label (toward the printhead). <i>Default Value:</i> +000 <i>Range:</i> -120 to +120 dots To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) to increase the value. 3. Press MINUS (-) to decrease the value. 4. Press SELECT to accept any changes and deselect the parameter.
	Adjust Left Position This parameter adjusts the print position horizontally on the label. Positive numbers adjust printing to the left by the specified number of dots. Negative numbers shift printing to the right. <i>Default Value:</i> 0000 <i>Range:</i> -9999 to +9999 dots To change the value shown: 1. Press SELECT to select the parameter. 2. Press MINUS (-) to move the cursor. 3. Press PLUS (+) to change between +/- and to increase the value of the digit. For a negative value, enter the value before changing to the minus sign. 4. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 21 of 24)

Parameter	Action/Explanation
ZPL and XML only	Set Reprint Mode When reprint mode is enabled, you can reprint the last label printed either by issuing the ~PR ZPL command or by pressing MINUS (-) on the control panel. <i>Default Value:</i> DISABLED <i>Selections:</i> ENABLED, DISABLED To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to toggle between the options. 3. Press SELECT to accept any changes and deselect the parameter.
See next column	View Sensor Settings These parameters are automatically set during the calibration procedure and should be changed only by a qualified service technician. Refer to the <i>ZPL II Programming Guide</i> for information on these parameters. To skip these parameters: 1. Press PLUS (+) to skip each of the following parameters:

Table 12 • Printer Parameters (Page 22 of 24)

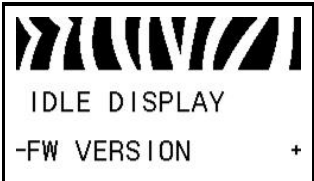
Parameter	Action/Explanation
ZPL and XML only 	Select Format Convert Selects the bitmap scaling factor. The first number is the original dots per inch (dpi) value; the second, the dpi to which you would like to scale. <i>Default Value:</i> NONE <i>Selections:</i> NONE, 150 → 300, 150 → 600, 200 → 600, 300 → 600 To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to scroll through the options. 3. Press SELECT to accept any changes and deselect the parameter.
	Select Idle Display This parameter selects the LCD options for the real-time clock.  Note • If the default value is not selected, pressing PLUS (+) or MINUS (-) briefly displays the firmware version of the printer. <i>Default Value:</i> FIRMWARE (FW) VERSION <i>Selections:</i> MM/DD/YY (24HR), MM/DD/YY (12HR), DD/MM/YY (24HR), DD/MM/YY (12HR), FW VERSION To change the value shown: 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to scroll through the options. 3. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 23 of 24)

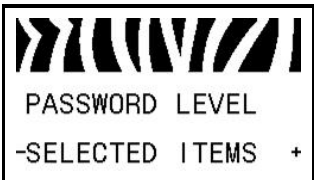
Parameter	Action/Explanation
 RTC DATE 01/01/98	Set Real-Time Clock (RTC) Date This parameter allows you to set the date following the convention selected in IDLE DISPLAY. To change the value shown: 1. Press SELECT to select the parameter. 2. Press MINUS (-) to move to the next digit position. 3. Press PLUS (+) to change the value of the digit. 4. Press SELECT to accept any changes and deselect the parameter.
 RTC TIME 01:23	Set RTC Time This parameter allows you to set the time following the convention selected in IDLE DISPLAY. To change the value shown: 1. Press SELECT to select the parameter. 2. Press the left oval MINUS (-) to move to the next digit position. 3. Press the right oval PLUS (+) to change the value of the digit. 4. Press SELECT to accept any changes and deselect the parameter.
 PASSWORD LEVEL -SELECTED ITEMS +	Specify Password Level This parameter allows you to select whether certain factory-selected menu items or all menu items are password protected. <i>Default Value:</i> SELECTED ITEMS <i>Selections:</i> SELECTED ITEMS, ALL ITEMS 1. Press SELECT to select the parameter. 2. Press PLUS (+) or MINUS (-) to toggle between the options. 3. Press SELECT to accept any changes and deselect the parameter.

Table 12 • Printer Parameters (Page 24 of 24)

Parameter	Action/Explanation
	Select the Display Language This parameter changes the language displayed on the LCD. Each language selection is displayed in the language itself. <i>Default Value:</i> ENGLISH <i>Selections:</i> ENGLISH, SPANISH, FRENCH, GERMAN, ITALIAN, NORWEGIAN, PORTUGUESE, SWEDISH, DANISH, SPANISH 2, DUTCH, FINNISH, JAPANESE, KOREAN, SIMPLIFIED CHINESE, TRADITIONAL CHINESE



Notes • _____



Troubleshooting

This section provides information about LCD, print quality, communications, and other errors that you might need to troubleshoot. The tables provide symptoms, diagnoses of probable causes, and recommended actions that should result in proper printer operation. Working with these tables, the technician can diagnose printer faults and determine the needed repair.

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Troubleshooting Checklists

If an error condition exists with the printer, review this checklist:

- ☐ Is there an error message on the LCD? If yes, see [LCD Error Messages on page 105](#).
- ☐ Are noncontinuous labels being treated as continuous labels? If yes, see [Calibrate Media and Ribbon Sensor Sensitivity on page 90](#).
- ☐ Is the printer reporting a ribbon error when ribbon is loaded properly? If yes, see [Calibrate Media and Ribbon Sensor Sensitivity on page 90](#).
- ☐ Are you experiencing problems with print quality? If yes, see [Print Quality Problems on page 109](#).
- ☐ Are you experiencing communications problems? If yes, see [Communications Problems on page 113](#).

If the labels are not printing or advancing correctly, review this checklist:

- ☐ Are you using the correct type of labels? Review the types of label in [Types of Media on page 54](#).
- ☐ Are you using a label that is narrower than the maximum print width? See [Set Print Width on page 82](#).
- ☐ Review the label- and ribbon-loading illustrations in [Load Media on page 58](#) and [Load Ribbon on page 64](#).
- ☐ Does the printhead need to be adjusted? See [Adjust Printhead Pressure on page 70](#) for more information.
- ☐ Do the sensors need to be calibrated? See [Calibrate Media and Ribbon Sensor Sensitivity on page 90](#) for more information.

If none of the above suggestions correct the problem, review this checklist:

- ☐ Perform one or more of the self-tests given in [Printer Diagnostics on page 117](#). Use the results to help identify the problem.
- ☐ If you are still having problems, see [Contacts on page 25](#) for customer support information.

LCD Error Messages

The LCD displays messages when there is an error. See [Table 14](#) for LCD errors, the possible causes, and the recommended solutions.

Table 14 • LCD Error Messages

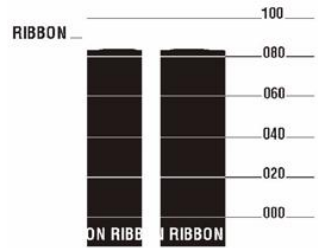
LCD Display/ Printer Condition	Possible Cause	Recommended Solution
ERROR CONDITION INVALID HEAD The ERROR light flashes.	The printhead was replaced with one that is not a genuine Zebra™ printhead..	Install a genuine Zebra™ printhead.
ERROR CONDITION RIBBON OUT The printer stops; the ERROR light flashes.	In thermal transfer mode, ribbon is not loaded or incorrectly loaded. In thermal transfer mode, the ribbon sensor is not detecting ribbon that is loaded incorrectly. In thermal transfer mode, media is blocking the ribbon sensor. In thermal transfer mode, the printer did not detect the ribbon even though it is loaded correctly.	Load ribbon correctly. See Load Ribbon on page 64. - Load ribbon correctly. See Load Ribbon on page 64. - Calibrate the sensors. See Calibrate Media and Ribbon Sensor Sensitivity on page 90. - Load media correctly. See Load Media on page 58. - Calibrate the sensors. See Calibrate Media and Ribbon Sensor Sensitivity on page 90. - Print a sensor profile. See Print Sensor Profile on page 89. The ribbon out threshold (marked by the word RIBBON) is likely too high, above the black area that indicates where the ribbon is detected.  - Calibrate the sensors or load printer defaults. See Calibrate Media and Ribbon Sensor Sensitivity on page 90 or LOAD DEFAULTS on page 73.

Table 14 • LCD Error Messages (Continued)

LCD Display/ Printer Condition	Possible Cause	Recommended Solution
WARNING RIBBON IN The ERROR light flashes.	Ribbon is loaded, but the printer is set for direct thermal mode.	Ribbon is not required with direct thermal media. If you are using direct thermal media, remove the ribbon. This error message will not affect printing. If you are using thermal transfer media, which requires ribbon, set the printer for Thermal Transfer mode. See Select Print Method on page 81.
ERROR CONDITION PAPER OUT The printer stops; the ERROR light flashes.	The media is not loaded or is loaded incorrectly. Misaligned media sensor.	Load media correctly. See Load Media on page 58. Check position of the media sensor.
ERROR CONDITION HEAD OPEN The printer stops; the ERROR light flashes.	The printer is set for noncontinuous media, but continuous media is loaded. The printhead is not fully closed. The head open sensor is not working properly.	Install proper media type, or reset printer for current media type and perform calibration. Close printhead completely. Replace the sensor.
THERMISTOR FAULT The ERROR light flashes.	The printhead has a faulty thermistor.	Replace the printhead.
WARNING HEAD COLD	 Caution • An improperly connected printhead data or power cable can cause these error messages. The printhead may be hot enough to cause severe burns. Allow the printhead to cool.	
THERMISTOR FAULT	The printhead data cable is not properly connected.	Caution • Turn off (O) the printer before performing this procedure. Failure to do so can damage the printhead. 1. Turn off (O) the printer. 2. Disconnect and reconnect the data cable to the printhead. 3. Ensure that the cable connector is fully inserted into the printhead connector. 4. Turn on (I) the printer.
ERROR CONDITION HEAD ELEMENT BAD The printer stops; the ERROR light is on; the printer cycles through these three messages.	The printhead has a faulty thermistor.	Replace the printhead.

Table 14 • LCD Error Messages (Continued)

LCD Display/ Printer Condition	Possible Cause	Recommended Solution
WARNING HEAD COLD The printer prints while the ERROR light flashes.	 Caution • An improperly connected printhead data or power cable can cause this error message. The printhead may be hot enough to cause severe burns. Allow the printhead to cool.	
	The printhead temperature is approaching its lower operating limit.	Continue printing while the printhead reaches the correct operating temperature. If the error remains, the environment may be too cold for proper printing. Relocate the printer to a warmer area.
	The printhead data cable is not properly connected.	Caution • Turn off (O) the printer before performing this procedure. Failure to do so can damage the printhead. 1. Turn off (O) the printer. 2. Disconnect and reconnect the data cable to the printhead. 3. Ensure that the cable connector is fully inserted into the printhead connector. 4. Turn on (I) the printer.
	The printhead has a faulty thermistor.	Replace the printhead.
WARNING HEAD TOO HOT The printer stops; the ERROR light flashes.	 Caution • The printhead may be hot enough to cause severe burns. Allow the printhead to cool.	
	The printhead is over temperature.	Allow the printer to cool. Printing automatically resumes when the printhead elements cool to an acceptable operating temperature.

Table 14 • LCD Error Messages (Continued)

LCD Display/ Printer Condition	Possible Cause	Recommended Solution
DEFRAGMENTING The printer stops.	The printer is defragmenting memory.	Caution • Do NOT turn off the printer power during defragmenting. Doing so can damage the printer. Allow the printer to finish defragmenting. If you get this error message frequently, check your label formats. Formats that write to and erase memory frequently may cause the printer to defragment often. Using properly coded label formats usually minimizes the need for defragmenting. If this error message does not go away, contact Technical Support. The printer requires service.
ERROR CONDITION CUTTER JAM The printer stops; the ERROR light flashes.	 Caution • The cutter blade is sharp. Do not touch or rub the blade with your fingers. The cutter blade is in the media path.	Turn off the printer power and unplug the printer. Inspect the cutter module for debris and clean as needed following the cleaning instructions in Clean the Cutter Module on page 135.

Print Quality Problems

Table 15 identifies problems with print quality, the possible causes, and the recommended solutions.

Table 15 • Print Quality Problems

Problem	Possible Cause	Recommended Solution
General print quality issues	The printer is set at the incorrect print speed.	For optimal print quality, set the print speed to the lowest possible setting for your application via control panel, the driver, or the software. See Adjust Print Speed on page 79 . You may want to perform the FEED Self Test on page 120 .
	You are using an incorrect combination of labels and ribbon for your application.	1. Switch to a different type of media or ribbon to try to find a compatible combination. 2. If necessary, consult your authorized Zebra reseller or distributor for information and advice.
	The printer is set at an incorrect darkness level.	For optimal print quality, set the darkness to the lowest possible setting for your application via the control panel, the driver, or the software. See Adjust Print Darkness on page 78 . You may want to perform the FEED Self Test on page 120 to determine the ideal darkness setting.
	The printhead is dirty.	Clean the printhead. See Clean the Printhead and Platen Roller on page 131 .
	Incorrect or uneven printhead pressure.	Set the printhead pressure to the minimum needed for good print quality. See Adjust Printhead Pressure on page 70 .
	The printhead is improperly balanced.	Adjust the printhead balance.
Long tracks of missing print on several labels	Print element damaged.	Replace the printhead.

Table 15 • Print Quality Problems (Continued)

Problem	Possible Cause	Recommended Solution
Wrinkled ribbon	Ribbon fed through the machine incorrectly.	See Load Ribbon on page 64 .
	Incorrect burn temperature.	Set the darkness to the lowest possible setting for good print quality. See Adjust Print Darkness on page 78 .
	Incorrect or uneven printhead pressure.	Set the printhead pressure to the minimum needed for good print quality. See Adjust Printhead Pressure on page 70 .
	Media not feeding properly; “walking” from side to side.	Make sure that media is snug by adjusting the media guide, or call a service technician.
	The strip plate needs adjusting.	
	The printhead needs vertical adjustment.	
	The printhead is improperly balanced.	Adjust the printhead balance.
Printing too light or too dark over the entire label	The media or ribbon is not designed for high-speed operation.	Replace supplies with those recommended for high-speed operation.
	You are using an incorrect combination of media and ribbon for your application.	1. Switch to a different type of media or ribbon to try to find a compatible combination. 2. If necessary, consult your authorized Zebra reseller or distributor for information and advice.
	You are using ribbon with direct thermal media.	Direct thermal media does not require ribbon. To check if you are using direct thermal media, perform the label scratch test in When to Use Ribbon on page 62 .
	Incorrect or uneven printhead pressure.	Set the pressure to the minimum needed. See Adjust Printhead Pressure on page 70 .
Smudge marks on labels	The media or ribbon is not designed for high-speed operation.	Replace supplies with those recommended for high-speed operation.
Misregistration/skips labels	The printer is not calibrated.	Recalibrate the printer.
	Improper label format.	Use correct label format.
Misregistration and misprint of one to three labels	The platen roller is dirty.	See Clean the Printhead and Platen Roller on page 131 .
	Media does not meet specifications.	Use media that meets specifications.

Table 15 • Print Quality Problems (Continued)

Problem	Possible Cause	Recommended Solution
Vertical drift in top-of-form position	The printer is out of calibration.	Recalibrate the printer.
	Vertical drift occurs during normal printer operation.  Note • A vertical drift of ± 4 to 6 dot rows (approximately 0.5 mm) is within normal tolerances.	Calibrate the printer.
	The platen roller is dirty.	Clean the platen roller. See Clean the Printhead and Platen Roller on page 131 .
Vertical image or label drift	The printer is using non-continuous labels but is configured in continuous mode.	Configure the printer for non-continuous and run calibration routine, if necessary.
	The media sensor is positioned incorrectly.	Ensure that the media sensor is properly positioned to read a single/consistent interlabel gap.
	The media sensor is calibrated improperly.	See Calibrate Media and Ribbon Sensor Sensitivity on page 90 .
	The platen roller is dirty.	Clean the platen roller. See Clean the Printhead and Platen Roller on page 131 .
	Improper printhead pressure settings (toggles).	Adjust the printhead pressure to ensure proper functionality.
	Improperly loaded ribbon or media.	Verify that the printer is loaded properly.
	Incompatible media.	Ensure that the interlabel gaps or notches are 2 to 4 mm and consistently placed. Media must not exceed minimum specifications for mode of operation.
The bar code printed on a label does not scan.	The bar code is not within specifications because the print is too light or too dark.	Perform the FEED Self Test on page 120 . Adjust the darkness or print speed settings as necessary.
	Not enough blank space around the bar code.	Leave at least 1/8 in. (3.2 mm) between the bar code and other printed areas on the label and between the bar code and the edge of the label.

Calibration Problems

Table 16 identifies problems with calibration, the possible causes, and the recommended solutions.

Table 16 • Calibration Problems

Problem	Possible Cause	Recommended Solution
Loss of printing registration on labels. Excessive vertical drift in top-of-form registration.	The platen roller is dirty.	Clean the platen roller according to the instructions in Clean the Printhead and Platen Roller on page 131 .
	Media guides are positioned improperly.	Ensure that the media guides are properly positioned.
	The media type is set incorrectly.	Set the printer for the correct media type (gap/notch, continuous, or mark). See Set Media Type on page 81 .
	The media is loaded incorrectly.	Load media correctly. See Load Media on page 58 .
Auto Calibrate failed.	Media or ribbon is loaded incorrectly.	Ensure that media and ribbon are loaded correctly.
	The sensors could not detect the media or ribbon.	Manually calibrate the printer. See Calibrate Media and Ribbon Sensor Sensitivity on page 90 .
	The sensors are dirty or positioned improperly. The sensors are dirty, or media is positioned improperly for the sensors to detect.	Ensure that the sensors are clean and that media is positioned properly.
	The media type is set incorrectly.	Set the printer for the correct media type (gap/notch, continuous, or mark). See Set Media Type on page 81 .

Communications Problems

Table 17 identifies problems with communications, the possible causes, and the recommended solutions.

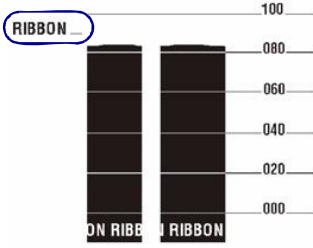
Table 17 • Communications Problems

Problem	Possible Cause	Recommended Solution
A label format was sent to the printer but was not recognized. The DATA light does not flash.	The communication parameters are incorrect.	Check the printer driver or software communications settings (if applicable).
		If you are using serial communication, check the serial port setting in the control panel menu. See Set Serial Communications on page 91 .
		If you are using serial communication, make sure you are using a null modem cable or a null modem adapter.
		Using the control panel controls, check the protocol setting. It should be set to NONE . See Set Protocol on page 93 .
		If a driver is used, check the driver communication settings for your connection.
A label format was sent to the printer. Several labels print, then the printer skips, misplaces, misses, or distorts the image on the label.	The serial communication settings are incorrect.	Ensure that the flow control settings match.
		Check the communication cable length. See Table 5 on page 48 for requirements.
		Check the printer driver or software communications settings (if applicable).
A label format was sent to the printer but was not recognized. The DATA light flashes but no printing occurs.	The prefix and delimiter characters set in the printer do not match the ones in the label format.	Verify the prefix and delimiter characters. See Set Format Prefix Character on page 94 and Set Delimiter Character on page 95 for the requirements.
	Incorrect data is being sent to the printer.	Check the communication settings on the computer. Ensure that they match the printer settings.
		If the problem continues, check the label format.

Ribbon Problems

Table 18 identifies problems that may occur with ribbon, the possible causes, and the recommended solutions.

Table 18 • Ribbon Problems

Problem	Possible Cause	Recommended Solution
Broken or melted ribbon	Darkness setting too high.	1. Reduce the darkness setting. 2. Clean the printhead thoroughly.
The printer does not detect when the ribbon runs out. In thermal transfer mode, the printer did not detect the ribbon even though it is loaded correctly.	The ribbon-out threshold is set too high to detect the ribbon. On a sensor profile, the ribbon-out threshold (circled in Figure 15) appears above the black bars that indicate the ribbon. This happens if you calibrate the printer without ribbon and later insert ribbon without recalibrating the printer or loading printer defaults. Figure 15 • Ribbon-Out Threshold Too High 	1. Print a sensor profile (see Print Sensor Profile on page 89), and note the location of the ribbon-out threshold (circled in Figure 15). 2. Calibrate the printer, this time using ribbon, or load printer defaults. See Calibrate Media and Ribbon Sensor Sensitivity on page 90 or LOAD DEFAULTS on page 73. Important • Loading defaults resets all printer parameters back to factory defaults. 3. Print another sensor profile, and compare it to the first one. 4. If the ribbon-out threshold is still too high, you may manually change the value.
The ribbon light is on even though ribbon is loaded correctly.	The printer was not calibrated for the label and ribbon being used.	Perform the calibration procedure in Calibrate Media and Ribbon Sensor Sensitivity on page 90 .

Miscellaneous Printer Problems

Table 19 identifies miscellaneous problems with the printer, the possible causes, and the recommended solutions.

Table 19 • Miscellaneous Printer Problems

Problem	Possible Cause	Recommended Solution
The LCD displays a language that I cannot read	The language parameter was changed through the control panel or a firmware command.	1. Press SETUP/EXIT to enter configuration mode. 2. Press MINUS (-). The printer displays the LANGUAGE parameter in the current language. Even if you cannot recognize the characters displayed, you can still scroll to another language. 3. Press SELECT to select the parameter. 4. Press PLUS (+) or MINUS (-) to scroll through the choices until you find a language that you can read. 5. Press SETUP/EXIT. The LCD displays SAVE CHANGES in the original language. 6. Press SETUP/EXIT again to exit configuration mode and save the changes (if the language does not change, you may need to scroll to a different save option by pressing PLUS (+) or MINUS (-) in the previous step). 7. Repeat this process, if necessary, until you reach the desired language.
The LCD is missing characters or parts of characters	The LCD may need replacing.	Run the Power-On Self Test on page 117 and check that the LCD display shows all characters. If not, replace the LCD.
Changes in parameter settings did not take effect	Parameters are set incorrectly.	1. Set parameters and save permanently. 2. Turn the printer off (O) and then on (I).
	A command turned off the ability to change the parameter.	Refer to the <i>ZPL Programming Guide</i> .
	A command changed the parameter back to the previous setting.	Refer to the <i>ZPL Programming Guide</i> .
	If the problem continues, there may be a problem with the main logic board.	Replace the main logic board.

Table 19 • Miscellaneous Printer Problems (Continued)

Problem	Possible Cause	Recommended Solution
The printer fails to calibrate or detect the top of the label.	The printer was not calibrated for the label being used.	Perform the calibration procedure in Calibrate Media and Ribbon Sensor Sensitivity on page 90 .
	The printer is configured for continuous media.	Set the media type to noncontinuous media. See Set Media Type on page 81 .
	The driver or software configuration is not set correctly.	Driver or software settings produce commands that can overwrite the printer configuration. Check the driver or software media-related setting.
Non-continuous labels are being treated as continuous labels.	The printer was not calibrated for the media being used.	Perform the calibration procedure in Calibrate Media and Ribbon Sensor Sensitivity on page 90 .
	The printer is configured for continuous media.	Set the media type to noncontinuous media. See Set Media Type on page 81 .
All lights are on, but nothing displays on the LCD, and the printer locks up.	Internal electronic or firmware failure.	Turn the printer power off (O) and then on (I). If the printer locks up again, replace the main logic board.
The printer locks up while running the Power-On Self Test.	Main logic board failure.	Replace the main logic board.

Printer Diagnostics

Self tests and other diagnostics provide specific information about the condition of the printer. The self tests produce sample printouts and provide specific information that helps determine the operating conditions for the printer. The most commonly used are the Power-On and the CANCEL self tests.



Important • Use full-width media when performing self tests. If your media is not wide enough, the test labels may print on the platen roller. To prevent this from happening, check the print width using [Set Print Width on page 82](#), and ensure that the width is correct for the media that you are using.

Each self test is enabled by pressing a specific control panel key or combination of keys while turning on (I) the printer power. Keep the key(s) pressed until the first indicator light turns off. The selected self test automatically starts at the end of the Power-On Self Test.



Note •

- When performing these self tests, do not send data to the printer from the host.
- If your media is shorter than the label to be printed, the test label continues on the next label.
- When canceling a self test prior to its actual completion, always reset the printer by turning it off (O) and then on (I).

Power-On Self Test

A Power-On Self Test (POST) is performed each time the printer is turned on (I). During this test, the control panel lights (LEDs) turn on and off to ensure proper operation. At the end of this self test, only the POWER LED remains lit. When the Power-On Self Test is complete, the media is advanced to the proper position.

To initiate the Power-On Self Test, complete these steps:

1. Turn on (I) the printer.

The POWER LED illuminates. The other control panel LEDs and the LCD monitor the progress and indicate the results of the individual tests. All messages during the POST display in English; however, if the test fails, the resulting messages cycle through the international languages as well.