



# ZT400 Series™

## Industrial Printers

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## User Guide



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# Declaration of Conformity

We have determined that the Zebra printers identified as the

**ZT410™ and ZT420™**

manufactured by:

**Zebra Technologies Corporation**  
3 Overlook Point  
Lincolnshire, Illinois 60069 U.S.A.

Have been shown to comply with the applicable technical standards of the FCC

**For Home, Office, Commercial, and Industrial use**

If no unauthorized change is made in the equipment,  
and if the equipment is properly maintained and operated.

## Compliance Information

### FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.



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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### FCC Radiation Exposure Statement (for printers with RFID encoders)

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

### Canadian DOC Compliance Statement

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.



# Contents

<b>Declaration of Conformity</b> .....	<b>3</b>
Compliance Information .....	4
<b>About This Document</b> .....	<b>9</b>
Who Should Use This Document .....	10
How This Document Is Organized .....	10
<b>1 • Introduction</b> .....	<b>11</b>
Printer Options .....	12
Communication Interfaces .....	13
Data Cables .....	14
Printer Components .....	15
Control Panel .....	16
Navigating through Screens in the Display .....	17
Idle Display, Home Menu, and User Menu .....	19
Types of Media .....	21
Ribbon Overview .....	23
When to Use Ribbon .....	23
Coated Side of Ribbon .....	23
<b>2 • Printer Setup and Operation</b> .....	<b>25</b>
Handling the Printer .....	26
Unpack and Inspect the Printer .....	26
Store the Printer .....	26
Ship the Printer .....	26
Select a Location for the Printer .....	27
Select a Print Mode .....	28

Load the Media .....	32
Final Steps for Tear-Off Mode .....	38
Final Steps for Peel-Off Mode (with or without Liner Take-Up) .....	40
Final Steps for Rewind Mode .....	49
Final Steps for Cutter Mode .....	55
Load the Ribbon .....	58
Install the Printer Driver and Connect the Printer to the Computer .....	62
Install Zebra Setup Utilities .....	62
Connect a Computer to the Printer's USB Port .....	71
Connect a Computer to the Printer's Serial or Parallel Port .....	75
Connect to Your Network through the Printer's Ethernet Port .....	83
Connect the Printer to Your Wireless Network .....	90
Print a Test Label and Make Adjustments .....	96
<b>3 • Printer Configuration and Adjustment .....</b>	<b>99</b>
Adjust Printer Settings .....	100
Print Settings .....	101
Tools .....	108
Network Settings .....	119
RFID Settings .....	126
Language Settings .....	132
Sensor Settings .....	136
Port Settings .....	138
Bluetooth Settings .....	140
Calibrate the Ribbon and Media Sensors .....	142
Adjust the Printhead Pressure .....	147
Remove Used Ribbon .....	151
<b>4 • Routine Maintenance .....</b>	<b>153</b>
Cleaning Schedule and Procedures .....	154
Clean the Exterior, the Media Compartment, and the Sensors .....	155
Clean the Printhead and Platen Roller .....	156
Clean the Peel Assembly .....	160
Clean the Cutter Module .....	164
Replacing Printer Components .....	168
Ordering Replacement Parts .....	168
Recycling Printer Components .....	168
Lubrication .....	168
<b>5 • Troubleshooting .....</b>	<b>169</b>
Meaning of Indicator Lights .....	170
Printing Issues .....	172
Ribbon Problems .....	175

- RFID Problems ..... 176
- Error Messages ..... 179
- Communications Problems ..... 184
- Miscellaneous Issues ..... 185
- Printer Diagnostics ..... 187
  - Power-On Self Test ..... 187
  - CANCEL Self Test ..... 188
  - PAUSE Self Test ..... 189
  - FEED Self Test ..... 190
  - FEED + PAUSE Self Test ..... 193
  - CANCEL + PAUSE Self Test ..... 193
  - Communication Diagnostics Test ..... 194
  - Sensor Profile ..... 195
- 6 • Using the USB Host Port and NFC Capabilities ..... 197**
  - Items Required for the Exercises ..... 198
    - Files for Completing the Exercises ..... 198
  - USB Host ..... 201
    - Exercise 1: Copy Files to a USB Flash Drive and Perform USB Mirror ..... 202
    - Exercise 2: Print a Label Format from a USB Flash Drive ..... 204
    - Exercise 3: Copy Files to/from a USB Flash Drive ..... 205
    - Exercise 4: Enter Data for a Stored File with a USB Keyboard and Print a Label .. 207
  - Near Field Communication (NFC) ..... 208
    - Exercise 5: Enter Data for a Stored File with a Smart Device and Print a Label ... 208
- 7 • Specifications ..... 211**
  - General Specifications ..... 212
    - Power Cord Specifications ..... 215
  - Printing Specifications ..... 217
  - Media Specifications ..... 218
  - Ribbon Specifications ..... 219
- Glossary ..... 221**
- Index ..... 225**



**Notes •** \_\_\_\_\_

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# About This Document

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

## **Contents**

Who Should Use This Document . . . . .	10
How This Document Is Organized . . . . .	10

## Who Should Use This Document

This User Guide is intended for use by any person who needs to perform routine maintenance, upgrade, or troubleshoot problems with the printer.

## How This Document Is Organized

The User Guide is set up as follows:

<b>Section</b>	<b>Description</b>
<i>Introduction on page 11</i>	This section provides a high-level overview of the printer and its components.
<i>Printer Setup and Operation on page 25</i>	This section assists the technician with initial setup and operation of the printer.
<i>Printer Configuration and Adjustment on page 99</i>	This section assists you with configuration of and adjustments to the printer.
<i>Routine Maintenance on page 153</i>	This section provides routine cleaning and maintenance procedures.
<i>Troubleshooting on page 169</i>	This section provides information about errors that you might need to troubleshoot. Assorted diagnostic tests are included.
<i>Specifications on page 211</i>	This section lists general printer specifications, printing specifications, ribbon specifications, and media specifications.
<i>Glossary on page 221</i>	The glossary provides a list of common terms.

# Introduction

This section provides a high-level overview of the printer and its components.

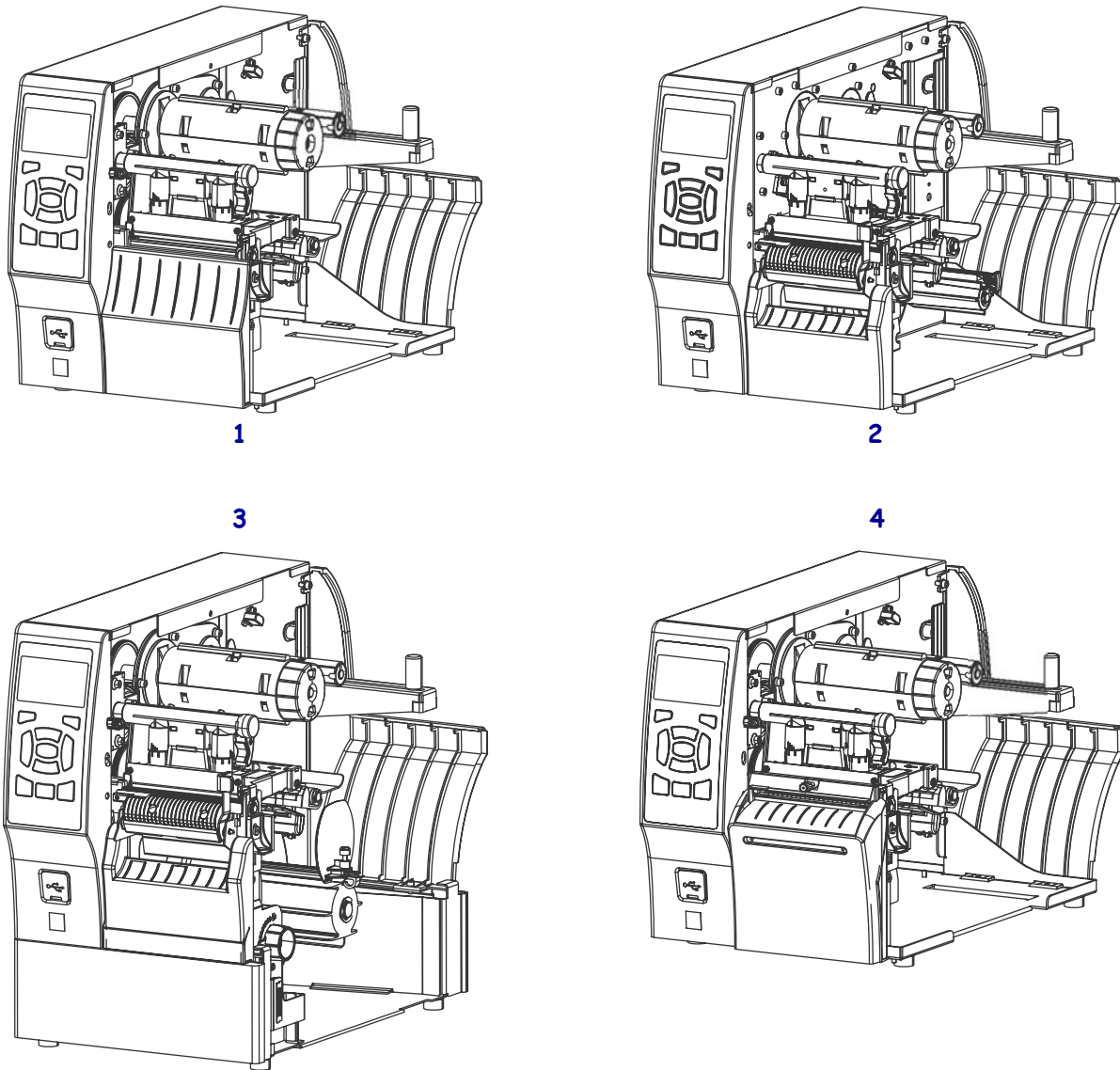
## Contents

Printer Options . . . . .	12
Communication Interfaces . . . . .	13
Printer Components . . . . .	15
Control Panel . . . . .	16
Navigating through Screens in the Display . . . . .	17
Idle Display, Home Menu, and User Menus. . . . .	19
Types of Media . . . . .	21
Ribbon Overview . . . . .	23
When to Use Ribbon . . . . .	23
Coated Side of Ribbon. . . . .	23

## Printer Options

The available printer options are shown in [Figure 1](#). For information about the print modes that can be used with the printer options, see [Select a Print Mode](#) on page 28.

Figure 1 • Printer Options



1	Tear-Off (standard)
2	Peel with Liner Take-Up option
3	Rewind option
4	Cutter option

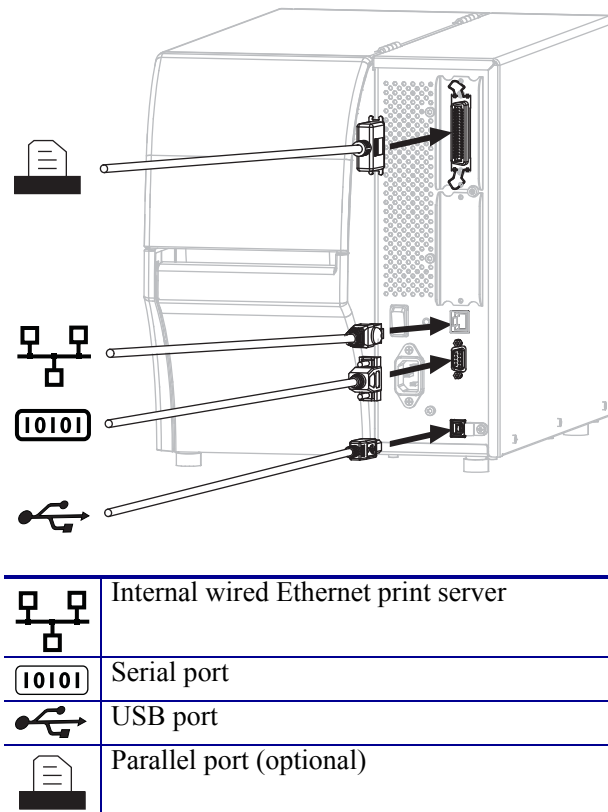


## Communication Interfaces

The communication interface connectors are shown in [Figure 2](#). A ZebraNet wireless print server option may also be present on your printer. You may send label formats to the printer through any communication interface that is available on your printer.

- For detailed information about the types of connections available, see [Communication Interface Specifications](#) on page 212.
- For instructions on when and how to connect your computer to one ore more of these communication interfaces, see [Install the Printer Driver and Connect the Printer to the Computer](#) on page 62.

**Figure 2 • Location of Communication Interfaces**



## Data Cables

You must supply all data cables for your application. The use of cable strain relief clamps is recommended.

Ethernet cables do not require shielding, but all other data cables must be fully shielded and fitted with metal or metalized 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.

## Printer Components

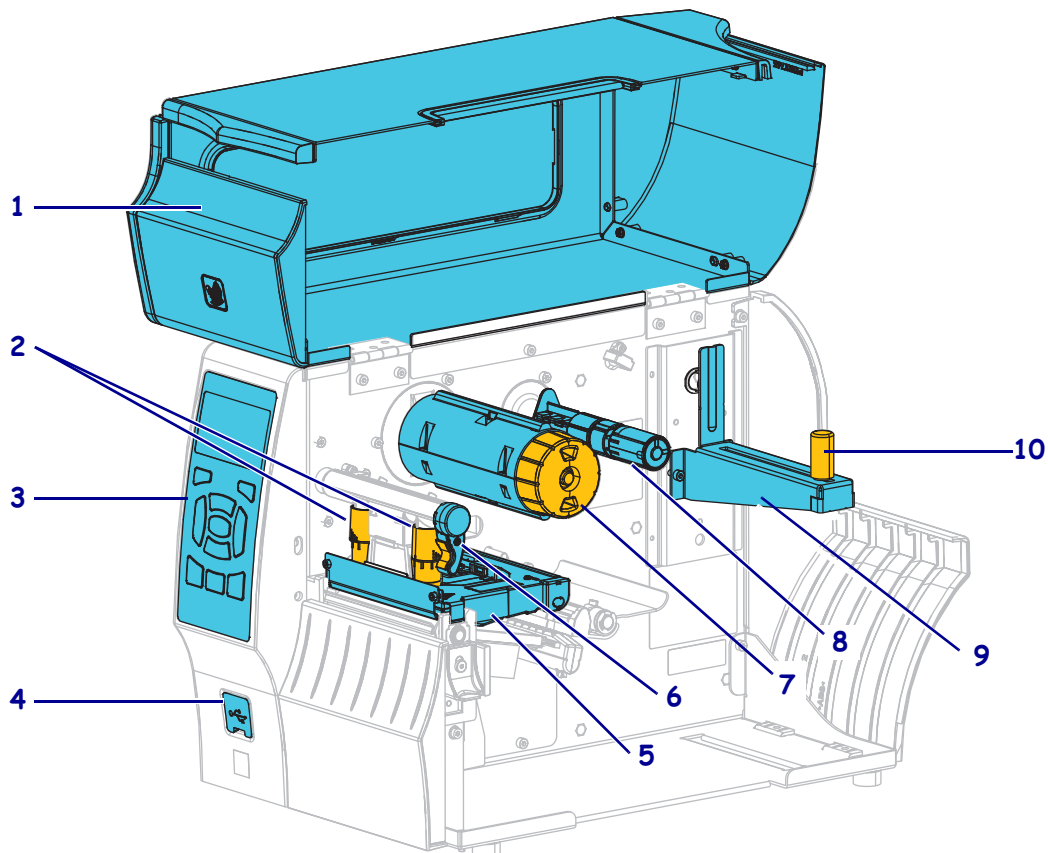


**Note** • The components inside your printer are color-coded.

- The touch points that you will need to handle are colored **gold** inside the printers and are highlighted in **gold** in the illustrations in this manual.
- The components associated with the ribbon system are made of **black** plastic, while the components associated with media are made of **gray** plastic. Those components and others are highlighted in **light blue** in the illustrations in this manual as needed.

Figure 3 shows the components inside the media compartment of a standard printer. Depending on the printer model and the installed options, your printer may look slightly different. The components that are labeled are mentioned in procedures throughout this manual.

Figure 3 • Printer Components



1	Media door
2	Printhead pressure adjustment toggles
3	Control panel
4	USB host port
5	Printhead assembly

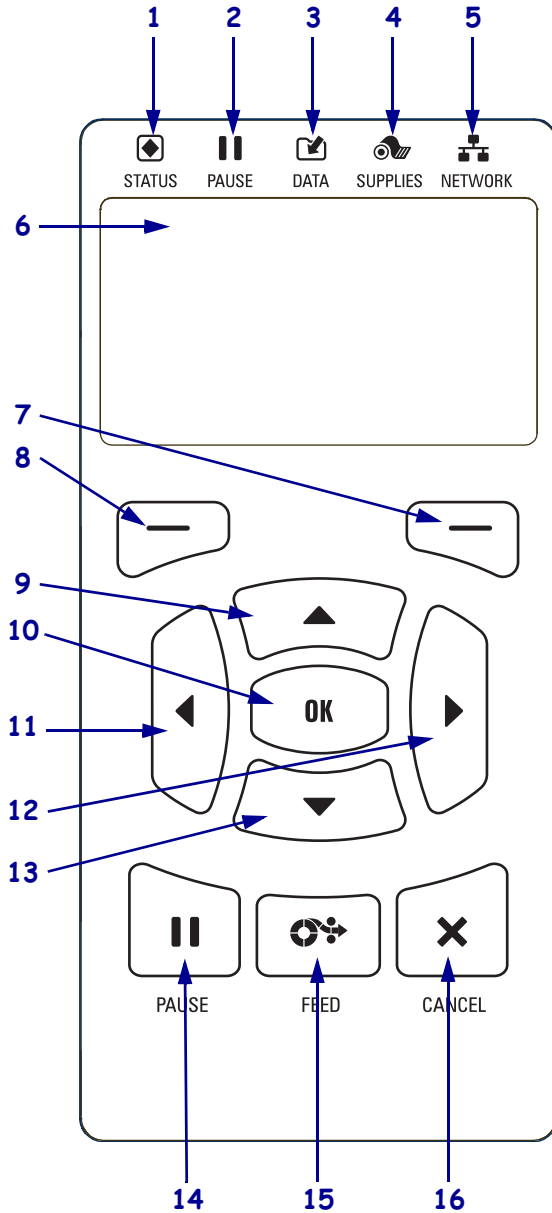
6	Printhead-open lever
7	Ribbon take-up spindle*
8	Ribbon supply spindle*
9	Media supply hanger
10	Media supply guide

\* This component appears only in printers that have the Thermal Transfer option installed.

## Control Panel

The control panel indicates the printer's current status and allows the user to control basic printer operation.

Figure 4 • Control Panel



1	<b>STATUS light</b>	These <b>indicator lights</b> show the current status of the printer. For more information, see <a href="#">Table 15 on page 170</a> .
2	<b>PAUSE light</b>	
3	<b>DATA light</b>	
4	<b>SUPPLIES light</b>	
5	<b>NETWORK light</b>	
6	The <b>display</b> shows the printer's current status and allows the user to navigate the menu system.	
7	<b>RIGHT SELECT button</b>	These buttons execute the commands shown directly above them in the display.
8	<b>LEFT SELECT button</b>	
9	The <b>UP ARROW button</b> changes the parameter values. Common uses are to increase a value or to scroll through choices.	
10	The <b>OK button</b> selects or confirms what is shown on the display.	
11	The <b>LEFT ARROW button</b> , which is active only in the menu system, navigates to the left.	
12	The <b>RIGHT ARROW button</b> , which is active only in the menu system, navigates to the right.	
13	The <b>DOWN ARROW button</b> changes the parameter values. Common uses are to decrease a value or to scroll through choices.	
14	The <b>PAUSE button</b> starts or stops printer operation when pressed.	
15	The <b>FEED button</b> forces the printer to feed one blank label each time the button is pressed.	
16	The <b>CANCEL button</b> cancels label formats when the printer is paused. <ul style="list-style-type: none"> <li>• Press once to cancel the next label format.</li> <li>• Press and hold for 2 seconds to cancel all label formats.</li> </ul>	

# Navigating through Screens in the Display

Table 1 shows the following:

- the options available for navigating through the screens in the control panel display
- how to select or modify things shown on the display

**Table 1 • Navigation**



Idle Display		
<p>At the Idle Display (Figure 5 on page 19), press LEFT SELECT to go to the printer’s Home menu (Figure 6 on page 19).</p>		
Home Menu		
<p>To move from icon to icon in the Home menu, press any of the ARROW buttons.</p> <p>When an icon is selected, its colors are reversed to highlight it.</p> <p> <b>SETTINGS menu icon</b></p> <p> <b>SETTINGS menu icon highlighted</b></p>	<p>To select the highlighted menu icon and enter the menu, press OK.</p>	<p>Press LEFT SELECT to exit the Home menu and return to the Idle Display. The printer automatically returns to the Idle Display after 15 seconds of inactivity in the Home menu.</p>

Table 1 • Navigation (Continued)

User Menus



Press LEFT SELECT to return to the Home menu. The printer automatically returns to the Home menu after 15 seconds of inactivity in a user menu.



▲ and ▼ indicate that a value can be changed. Any changes that you make are saved immediately. Press the UP ARROW or DOWN ARROW to scroll through accepted values.

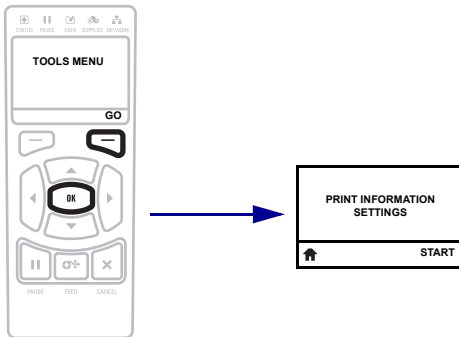


To scroll through the items in a user menu, press the LEFT ARROW or RIGHT ARROW.

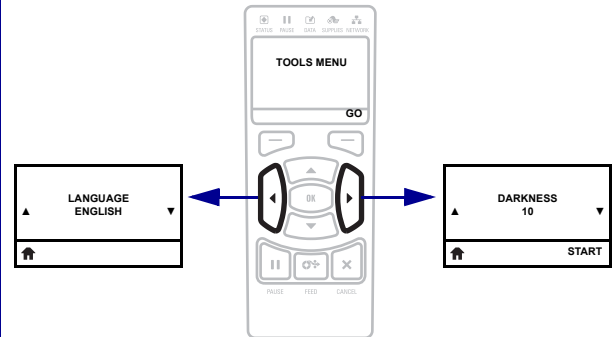


A word in the bottom-right corner of the display indicates an available action. Press OK or press RIGHT SELECT to perform the action shown.

Menu Shortcuts



To go to the next user menu from a menu shortcut, press OK or press RIGHT SELECT to select GO.



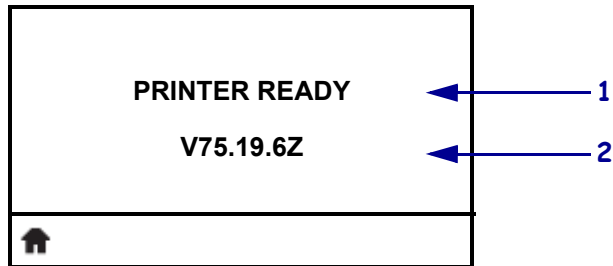
To continue to navigate in the same user menu, press the LEFT ARROW or RIGHT ARROW.


## Idle Display, Home Menu, and User Menus

The printer's control panel includes a display, where you can view the printer's status or change its operating parameters. In this section, you will learn how to navigate through the printer's menu system and change values for menu items.

**Idle Display** After the printer completes the power-up sequence, it moves to the Idle Display (Figure 5). The printer cycles through its IP address and information configured by the user.

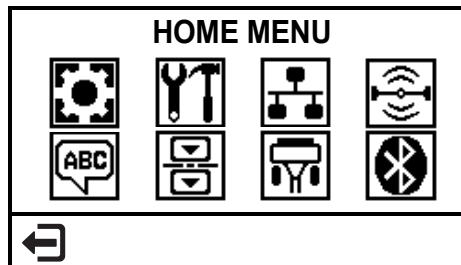
Figure 5 • Idle Display



1	The printer's current status
2	Information that is set through <i>Idle Display</i> on page 110
	Home menu shortcut

**Home Menu** Use the Home menu (Figure 6) to access the printer's operating parameters through the eight user menus (Figure 7 on page 20).

Figure 6 • Home Menu



	Exit and return to the Idle Display (Figure 5).
-------------------------------------------------------------------------------------	-------------------------------------------------

**User Menus** The following are the user menus and the items that appear in each. Click any of the menu items to go to their descriptions.

**Figure 7 • User Menus**

 **SETTINGS**

- DARKNESS
- PRINT SPEED
- MEDIA TYPE
- PRINT METHOD
- TEAR OFF
- PRINT WIDTH
- PRINT MODE
- LEFT POSITION
- REPRINT MODE
- LABEL LENGTH MAX
- LANGUAGE
- TOOLS MENU\*

 **TOOLS**

- PRINT INFORMATION
- LCD CONTRAST
- IDLE DISPLAY
- POWER UP ACTION
- HEAD CLOSE ACTION
- HEAD OPEN LIGHT
- COVER OPEN LIGHT
- LOAD DEFAULTS
- MEDIA/RIBBON CAL
- DIAGNOSTIC MODE
- ZBI ENABLED?
- RUN ZBI PROGRAM
- STOP ZBI PROGRAM
- PRINT USB FILE
- COPY USB FILE TO E:
- STORE E: FILE TO USB
- PRINT STATION
- NETWORK MENU\*

 **NETWORK**

- ACTIVE PRINT SERVER
- PRIMARY NETWORK
- WIRED IP ADDRESS
- WIRED SUBNET MASK
- WIRED GATEWAY
- WIRED IP PROTOCOL
- WIRED MAC ADDRESS
- IP PORT
- IP ALTERNATE PORT
- WLAN IP ADDRESS
- WLAN SUBNET MASK
- WLAN GATEWAY
- WLAN IP PROTOCOL
- WLAN MAC ADDRESS
- ESSID
- CHANNEL
- SIGNAL
- PRINT INFORMATION
- RESET NETWORK
- LOAD DEFAULTS
- RFID MENU\*

 **RFID**

- RFID COUNTRY CODE
- RFID STATUS
- RFID CALIBRATE
- READ RFID DATA
- RFID TEST
- RFID PROGRAM POS.
- RFID ANTENNA
- RFID READ POWER
- RFID WRITE POWER
- RFID VALID COUNT
- RFID VOID COUNT
- LANGUAGE MENU\*

 **LANGUAGE**

- LANGUAGE
- ZPL OVERRIDE
- COMMAND CHAR
- CONTROL CHAR
- DELIMITER CHAR
- ZPL MODE
- SENSORS MENU\*

 **SENSORS**

- SENSOR TYPE
- MEDIA/RIBBON CAL
- PRINT INFORMATION
- LABEL SENSOR
- TAKE LABEL
- PORTS MENU\*

 **PORTS**

- BAUD RATE
- DATA BITS
- PARITY
- HOST HANDSHAKE
- ZEBRA TECHNOLOGIES
- BLUETOOTH MENU\*

 **BLUETOOTH**

- BLUETOOTH ADDRESS
- MODE
- DISCOVERY
- CONNECTED
- BT SPEC VERSION
- MIN SECURITY MODE
- SETTINGS MENU\*

\* Denotes a shortcut to the next user menu



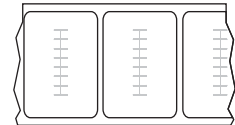
## Types of Media



**Important** • Zebra strongly recommends the use of Zebra-brand supplies for continuous high-quality printing. A wide range of paper, polypropylene, polyester, and vinyl stock has been specifically engineered to enhance the printing capabilities of the printer and to prevent premature printhead wear. To purchase supplies, go to <http://www.zebra.com/supplies>.

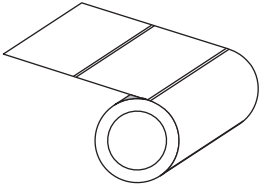
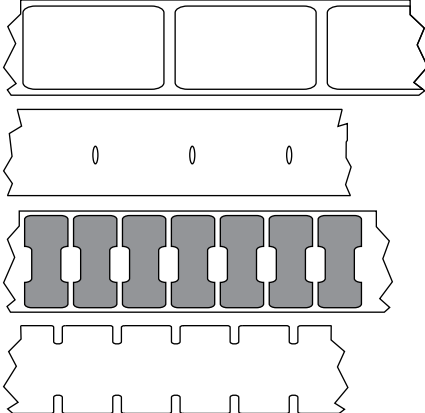
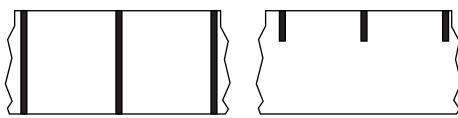
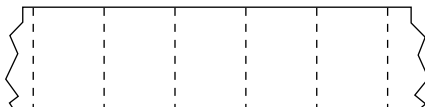
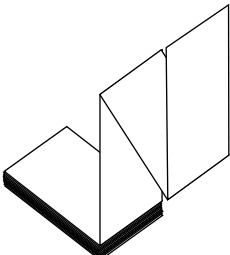
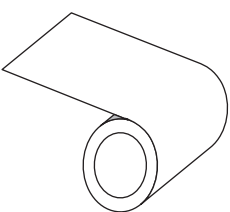
Your printer can use various types of media:

- *Standard media*—Most standard media uses an adhesive backing that sticks individual labels or a continuous length of labels to a liner. Standard media can come on rolls or in a fanfold stack (Table 2).
- *Tag stock*—Tags are usually made from a heavy paper. Tag stock does not have adhesive or a liner, and it is typically perforated between tags. Tag stock can come on rolls or in a fanfold stack (Table 2).
- *Radio frequency identification (RFID) “smart” media*—RFID media can be used in a printer that is equipped with an RFID reader/encoder. RFID labels are made from the same materials and adhesives as non-RFID labels. Each label has an RFID transponder (sometimes called an “inlay”), made of a chip and an antenna, embedded between the label and the liner. 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. For more information, refer to the *RFID Programming Guide 3*. A copy of the manual is available at <http://www.zebra.com/manuals> or on the user CD that came with your printer. For transponder placement details, go to <http://www.zebra.com/transponders>.

Table 2 • Roll and Fanfold Media

Media Type	How It Looks	Description
<p><b>Non-Continuous Roll Media</b></p>		<p>Roll media is wound on a core that can be 1 in. to 3 in. (25 to 76 mm) in diameter. Individual labels or tags are separated by one or more of the following methods:</p> <ul style="list-style-type: none"> <li> <p><i>Web media</i> separates labels by gaps, holes, or notches.</p>  </li> <li> <p><i>Black mark media</i> uses pre-printed black marks on the back side of the media to indicate label separations.</p>  </li> <li> <p><i>Perforated media</i> has perforations that allow the labels or tags to be separated from each other easily. The media may also have black marks or other separations between labels or tags.</p>  </li> </ul>
<p><b>Non-Continuous Fanfold Media</b></p>		<p>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.</p>
<p><b>Continuous Roll Media</b></p>		<p>Roll media is wound on a core that can be 1 in. to 3 in. (25 to 76 mm) in diameter. 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.</p>

## 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	<b>Thermal transfer.</b> A ribbon is required.
Appears on the media	<b>Direct thermal.</b> No ribbon is required.

### Coated Side of Ribbon

Ribbon can be wound with the coated side on the inside or outside (Figure 8). This printer can only use ribbon that is coated on the outside. 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.

Figure 8 • Ribbon Coated on Outside or Inside





## 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 <b>can</b> be used in this printer. 
Did not adhere to the label	The ribbon is coated on the inside and <b>cannot</b> be used in this printer. To verify this, repeat the test on the other surface of the roll of ribbon. 

## 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 <b>can</b> be used in this printer. 
Did not leave a mark on the paper	The ribbon is coated on the inside and <b>cannot</b> be used with a standard ZT410 printer or with a ZT420 printer. An optional ribbon supply spindle is available for the ZT410. Contact your authorized Zebra reseller for ordering information. To verify this result, repeat the test on the other surface of the roll of ribbon. 

# 2

## Printer Setup and Operation

This section assists the technician with initial setup and operation of the printer.

### Contents

Handling the Printer . . . . .	26
Unpack and Inspect the Printer . . . . .	26
Store the Printer . . . . .	26
Ship the Printer . . . . .	26
Select a Location for the Printer . . . . .	27
Select a Print Mode . . . . .	28
Load the Media . . . . .	32
Final Steps for Tear-Off Mode . . . . .	38
Final Steps for Peel-Off Mode (with or without Liner Take-Up) . . . . .	40
Final Steps for Rewind Mode . . . . .	49
Final Steps for Cutter Mode . . . . .	55
Load the Ribbon . . . . .	58
Install the Printer Driver and Connect the Printer to the Computer . . . . .	62
Install Zebra Setup Utilities . . . . .	62
Connect a Computer to the Printer's USB Port . . . . .	71
Connect a Computer to the Printer's Serial or Parallel Port . . . . .	75
Connect to Your Network through the Printer's Ethernet Port . . . . .	83
Connect the Printer to Your Wireless Network . . . . .	90
Print a Test Label and Make Adjustments . . . . .	96

## 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 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 following conditions:

- Temperature: –40°F to 140°F (–40° to 60°C)
- Relative humidity: 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 Location for the Printer

Select a location for the printer that meets these conditions:

- **Surface:** The surface where the printer will be located must be solid, level, and of sufficient size and strength to hold the printer.
- **Space:** The area where the printer will be located must include enough space for ventilation and for accessing the printer components and connectors. 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.

---

- **Power:** The printer should be within a short distance of an appropriate power outlet that is easily accessible.
- **Data communication interfaces:** The printer must be within range of your WLAN radio (if applicable) or within an acceptable range for other connectors to reach your data source (usually a computer). For more information on maximum cable lengths and configuration, see *General Specifications* on page 212.
- **Operating conditions:** Your printer is designed to function in a wide range of environmental and electrical conditions, including a warehouse or factory floor. [Table 3](#) shows the temperature and relative humidity requirements for the printer when it is operating.

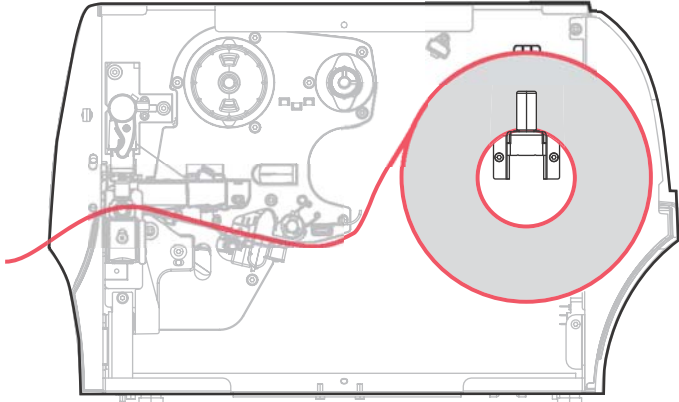
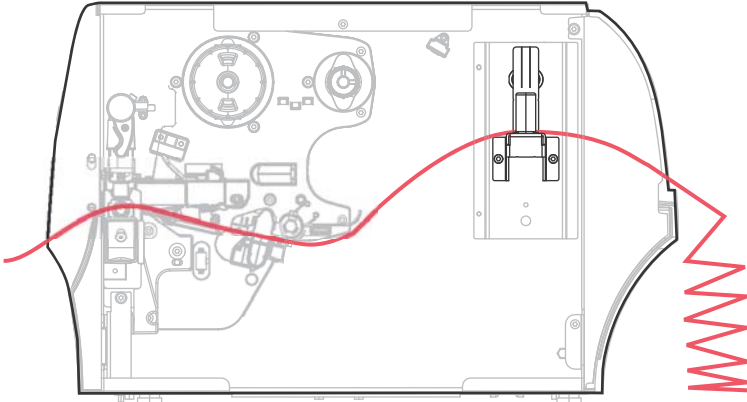
**Table 3 • Operating Temperature and Humidity**

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)	

## Select a Print Mode

Use a print mode that matches the media being used and the printer options available (Table 4). The media path is the same for roll and fanfold media. To set the printer to use an available print mode, see *Print Mode* on page 105.

**Table 4 • Print Modes and Printer Options**

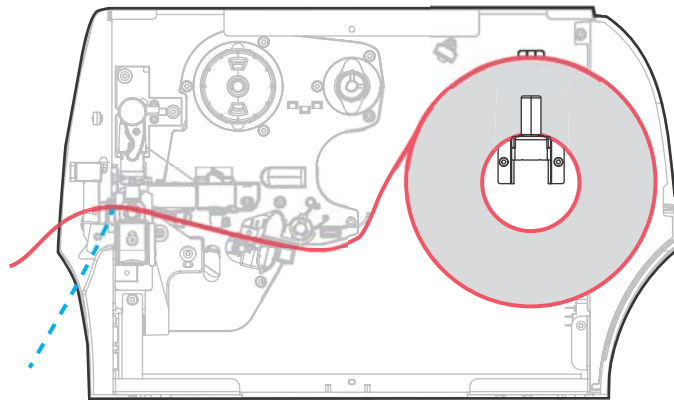
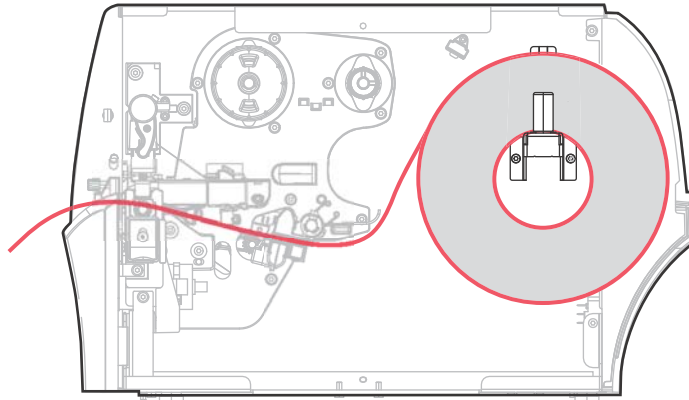
Print Mode	When to Use/Printer Options Required	Printer Actions
TEAR OFF (default setting)	Use for most applications. This mode can be used with any printer options and most media types.	The printer prints label formats as it receives them. The printer operator can tear off the printed labels any time after they print.
<p style="text-align: center;"><b>Roll media in Tear-Off mode</b></p>  <p style="text-align: center;"><b>Fanfold media in Tear-Off mode</b> (shown fed through the rear access slot)</p> 		

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



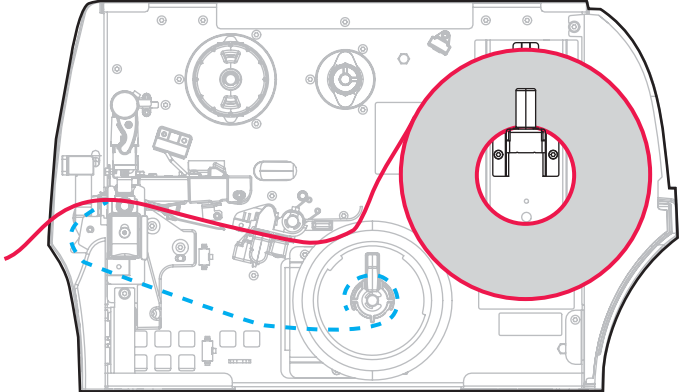
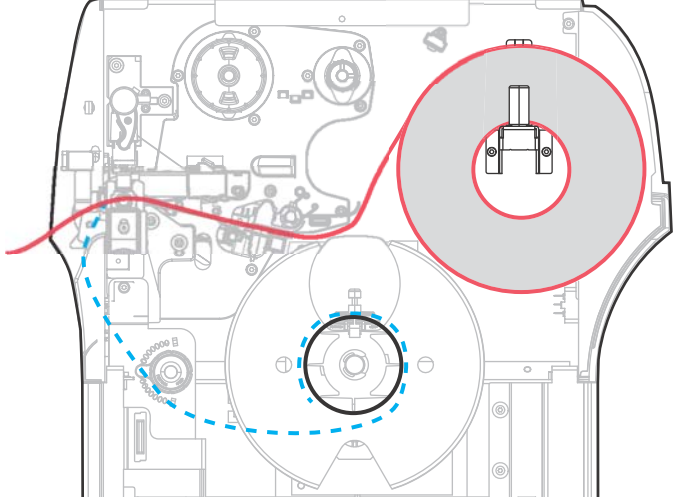
**Table 4 • Print Modes and Printer Options**

Print Mode	When to Use/Printer Options Required	Printer Actions
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.  <b>Cutter mode</b>
PEEL	Use if the printer has the Peel-Off option, the Liner Take-Up option, or the Rewind option.	The printer peels the label from the liner during printing and then pauses until the label is removed. The liner exits the front of the printer.  <b>Peel-Off mode</b>



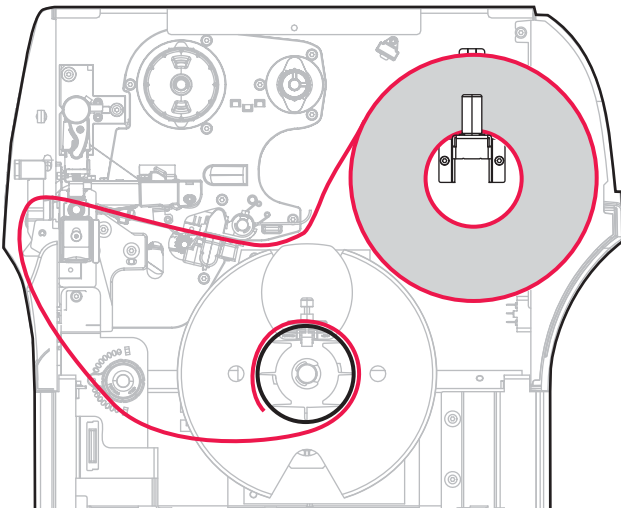
Red solid lines = media, Blue dotted lines = backing only

**Table 4 • Print Modes and Printer Options**

Print Mode	When to Use/Printer Options Required	Printer Actions
PEEL (with Liner Take-Up)	Use if the printer has the Liner Take-Up option or the Rewind option.	The printer peels the label from the liner during printing and then pauses until the label is removed. The liner winds onto the liner take-up spindle or the rewind spindle.
<b>Liner Take-Up Option</b>		
		
<b>Rewind Option</b>		
		

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

**Table 4 • Print Modes and Printer Options**

Print Mode	When to Use/Printer Options Required	Printer Actions
REWIND	Use if the printer has the Rewind option.	The printer winds the labels and liner onto the rewind spindle without peeling the labels from the liner.  <p style="text-align: center;"><b>Rewind mode</b></p> 

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

## Load the Media

Use the instructions in this section for loading roll or fanfold media in any print mode.

---

**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. You are not required to turn off the printer power when working near an open printhead, but Zebra recommends it as a precaution. If you turn off the power, you will lose all temporary settings, such as label formats, and you must reload them before you resume printing.

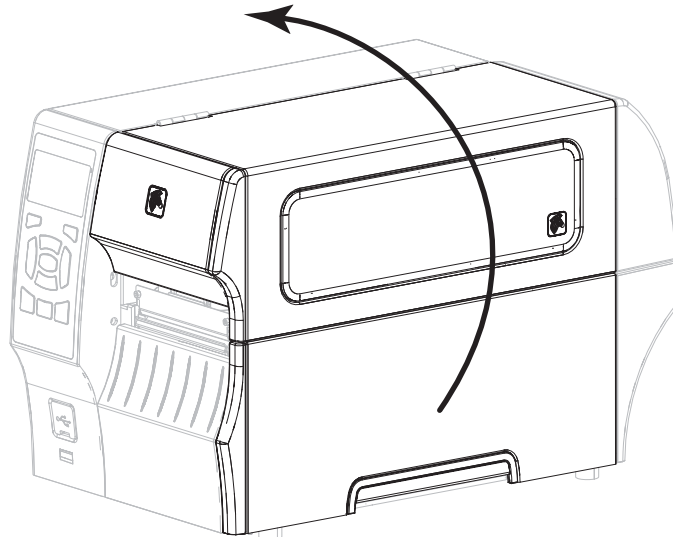
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**Note** • In some of the drawings that follow, the printer is shown without a ribbon system to give you a better view of the components involved in media loading.

### To load media, complete these steps:

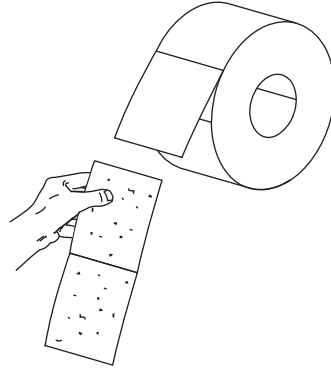
1. Raise the media door.



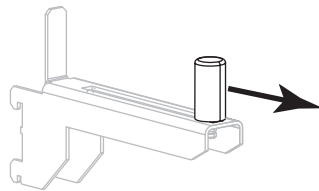
2. Insert media into the printer. Follow the instructions for roll or fanfold media, as appropriate.



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



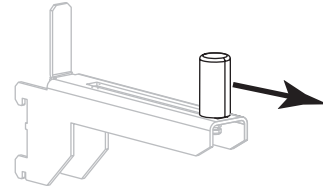
**2-b.** Pull out the media supply guide as far as it goes.



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

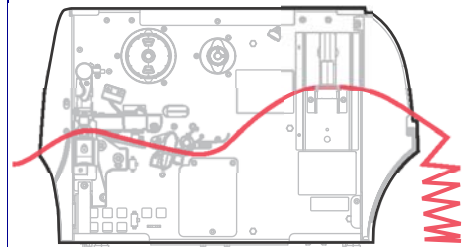


Pull out the media supply guide as far as it goes.

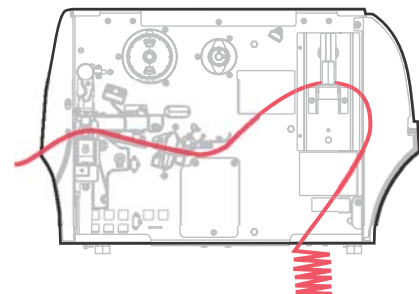


Feed the media through the rear or bottom access slot.

**Rear Feed**

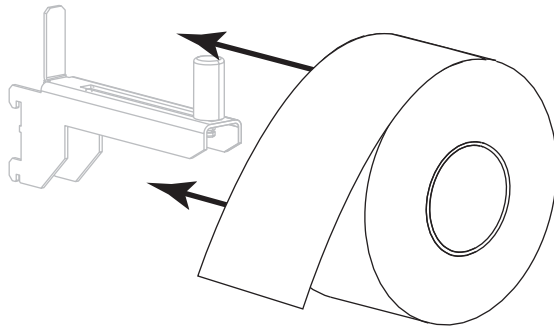


**Bottom Feed**

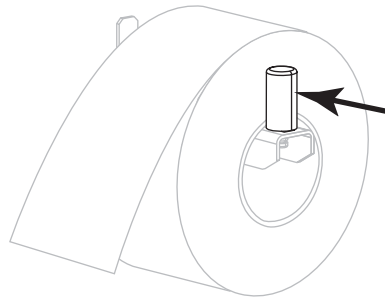


Drape the media over the media supply hanger.

 **Roll Media (Continued)**

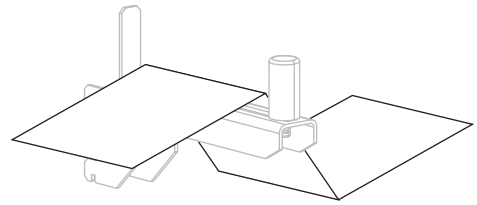


**2-d.** Slide in the media supply guide, until it touches the edge of the roll.

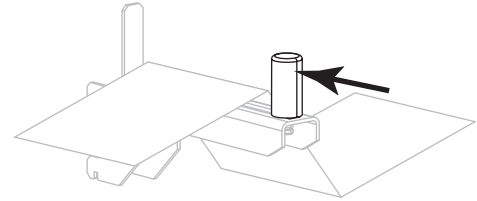


**2-e.** Continue with [step 3](#).

 **Fanfold Media (Continued)**



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

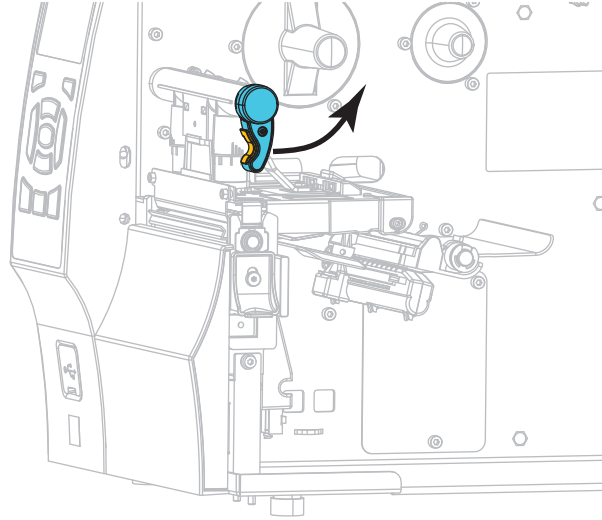


Continue with [step 3](#) and the remaining steps as shown for roll media.

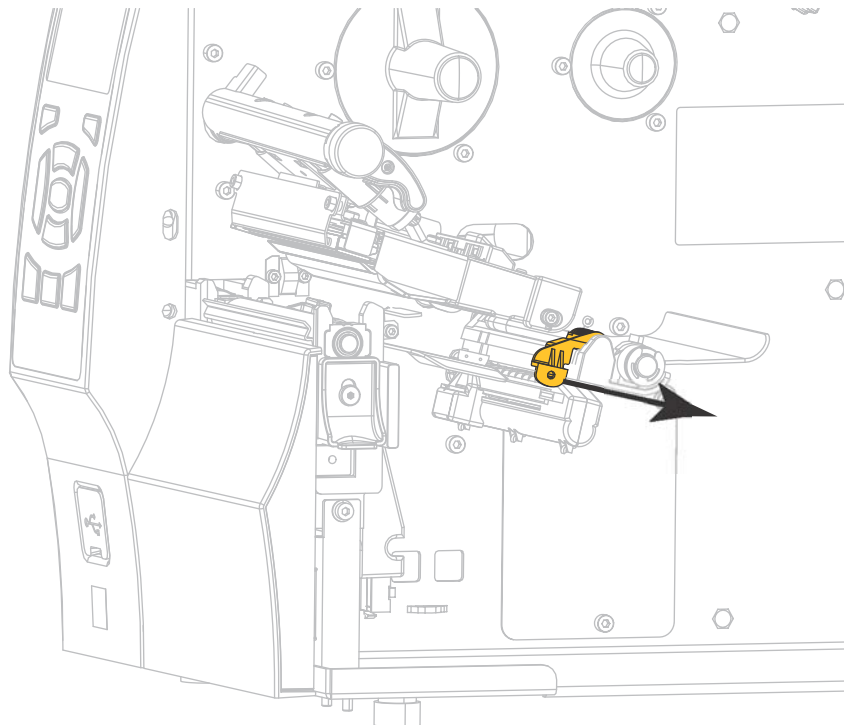


3. **Caution** • The printhead may be hot and could cause severe burns. Allow the printhead to cool.

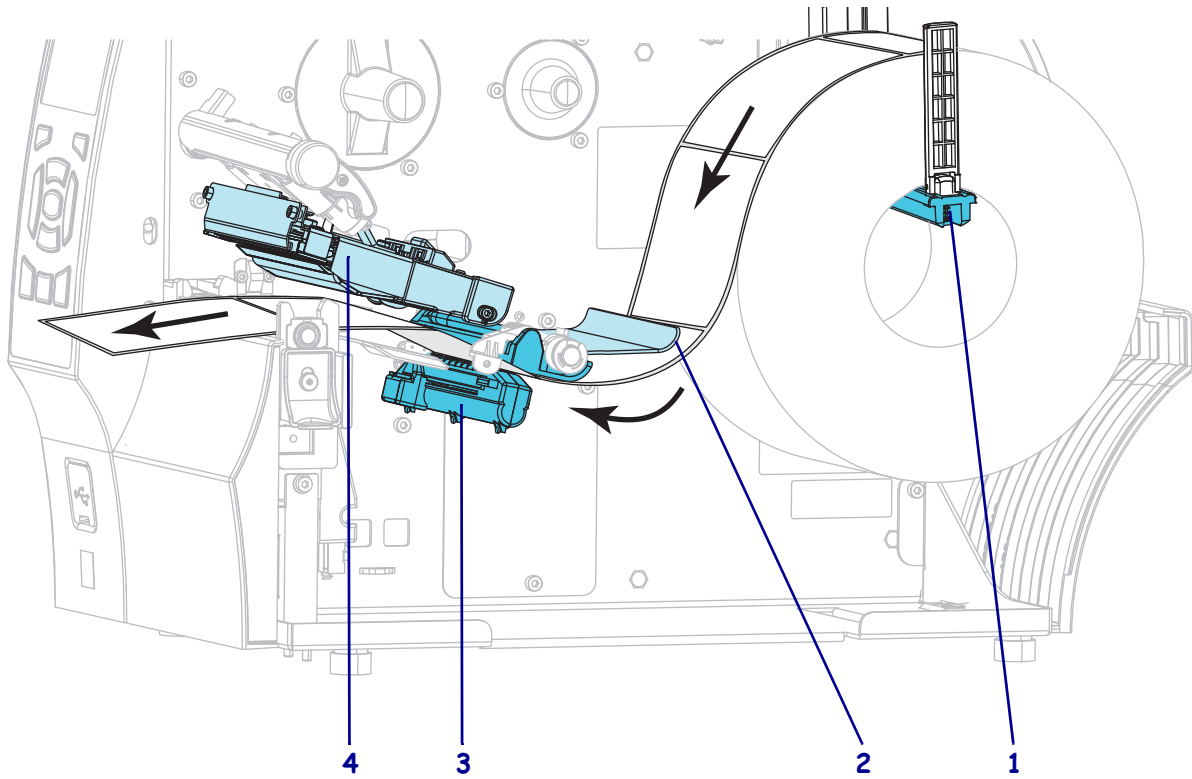
Open the printhead assembly by rotating the printhead-open lever.



4. Slide the media guide all the way out.

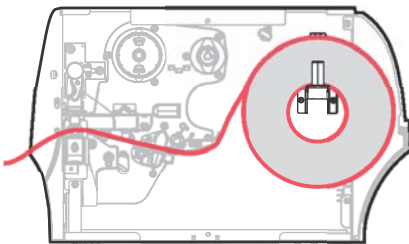
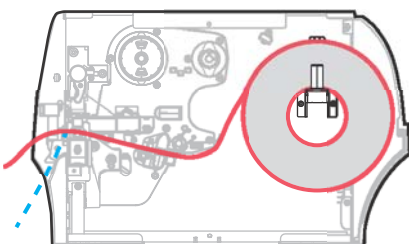
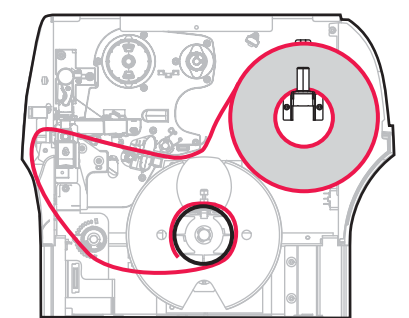
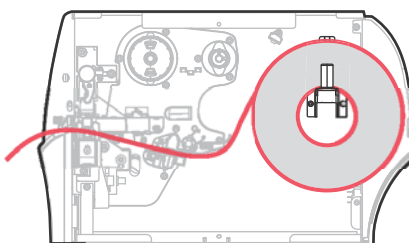


5. From the media hanger (1), feed the media under the dancer assembly (2), through the media sensor (3), and under the printhead assembly (4). Slide the media back until it touches the inside back wall of the media sensor.

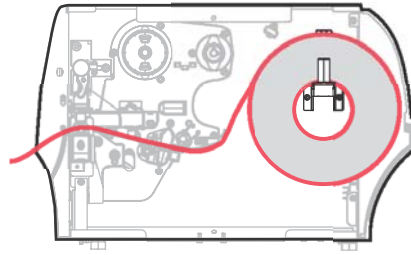




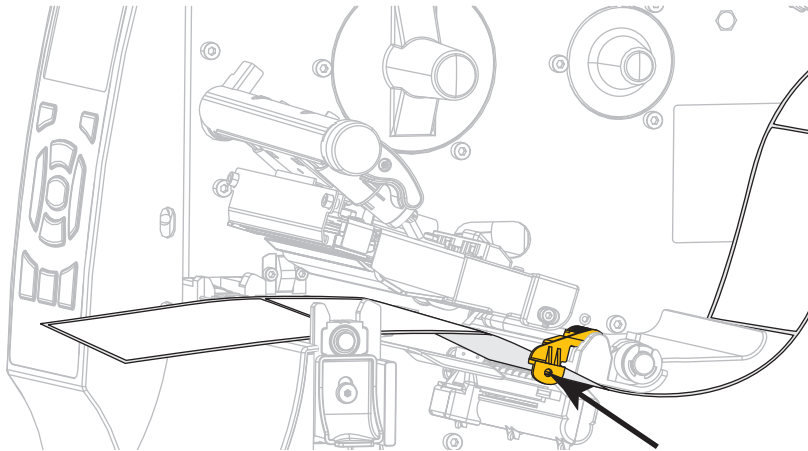
6. In which print mode will your printer be operating? (For more information on print modes, see [Select a Print Mode on page 28.](#))

If using...	Then...
<p>Tear-Off mode</p> 	<p>Continue with <i>Final Steps for Tear-Off Mode</i> on page 38.</p>
<p>Peel-Off mode (with or without Liner Take-Up)</p> 	<p>Continue with <i>Final Steps for Peel-Off Mode (with or without Liner Take-Up)</i> on page 40.</p>
<p>Rewind mode</p> 	<p>Continue with <i>Final Steps for Rewind Mode</i> on page 49.</p>
<p>Cutter mode</p> 	<p>Continue with <i>Final Steps for Cutter Mode</i> on page 55.</p>

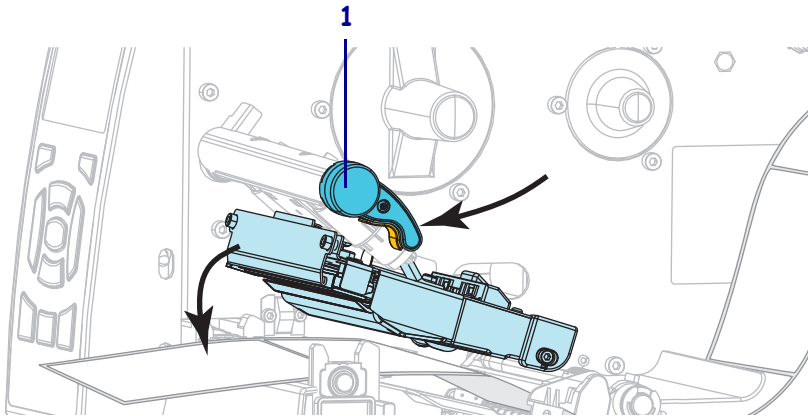
## Final Steps for Tear-Off Mode



1. Slide in the media guide until it just touches the edge of the media.



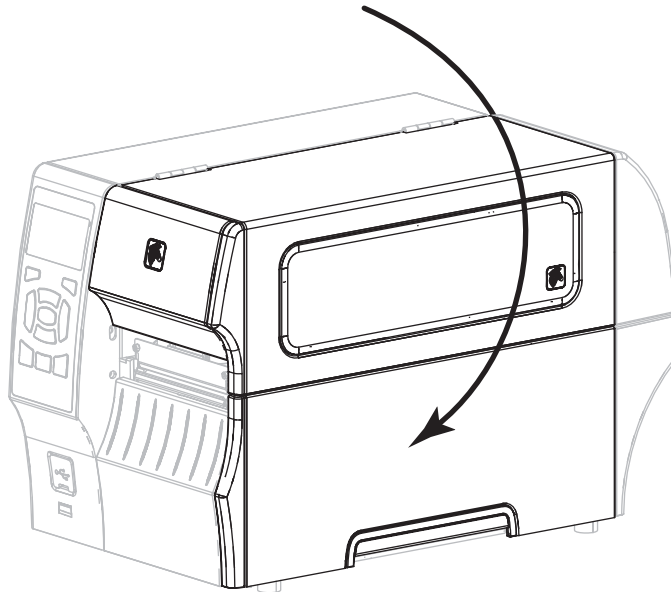
2. Rotate the printhead-open lever (1) downward until it locks the printhead in place.



3. Does the media that you are using require ribbon for printing? If you are not sure, see [When to Use Ribbon on page 23](#).

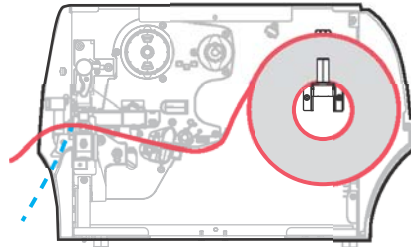
If using...	Then...
Direct Thermal media (no ribbon needed)	Continue with <a href="#">step 4</a> .
Thermal Transfer media (ribbon needed)	<ol style="list-style-type: none"> <li>a. If you have not already done so, load ribbon in the printer. See <a href="#">Load the Ribbon on page 58</a>.</li> <li>b. Continue with <a href="#">step 4</a>.</li> </ol>

4. Close the media door.

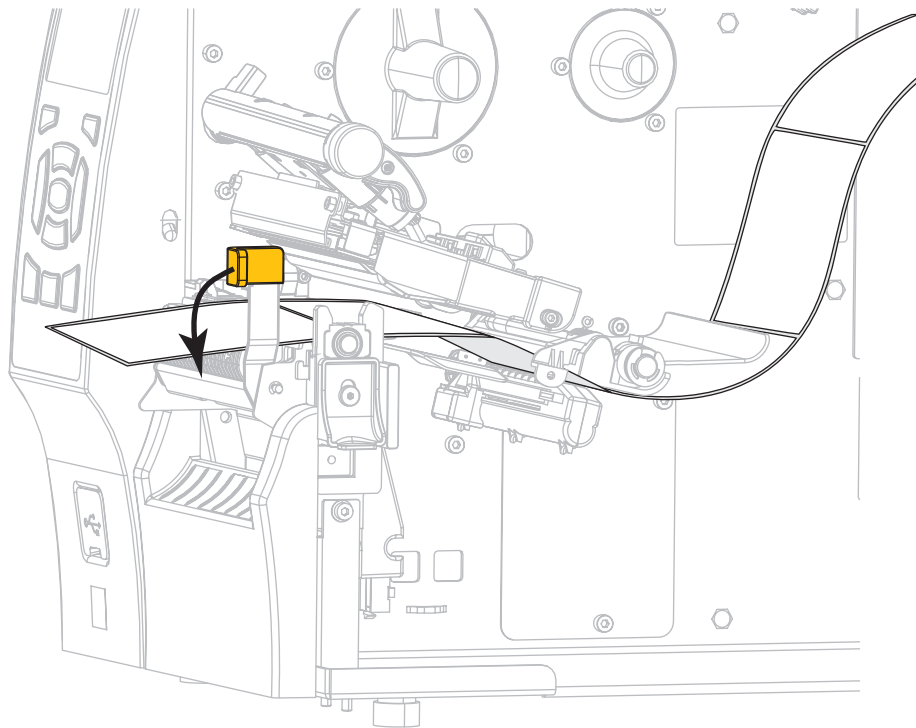


5. Set the printer to Tear-Off mode (for more information, see [Print Mode on page 105](#)).
6. Press PAUSE to exit pause mode and enable printing.  
The printer may perform a label calibration or feed a label, depending on your settings.
7. If desired, perform the [CANCEL Self Test on page 188](#) to verify that your printer is able to print.  
Media loading in Tear-Off mode is complete.

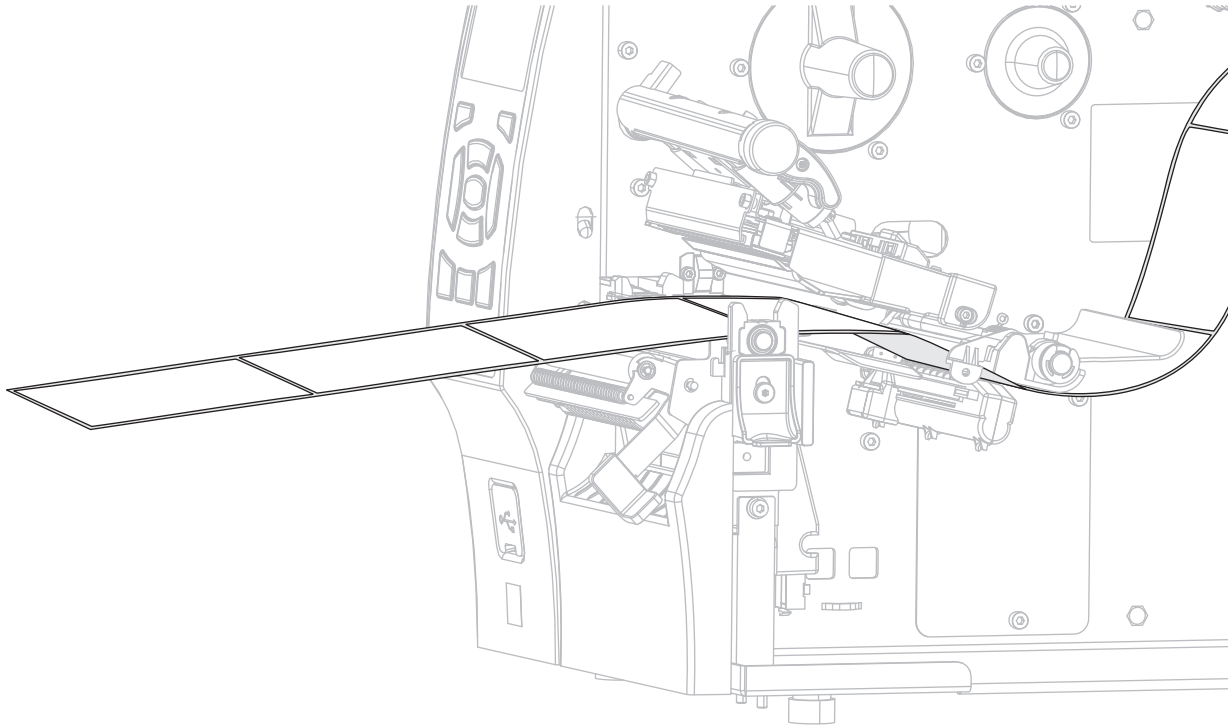
## Final Steps for Peel-Off Mode (with or without Liner Take-Up)



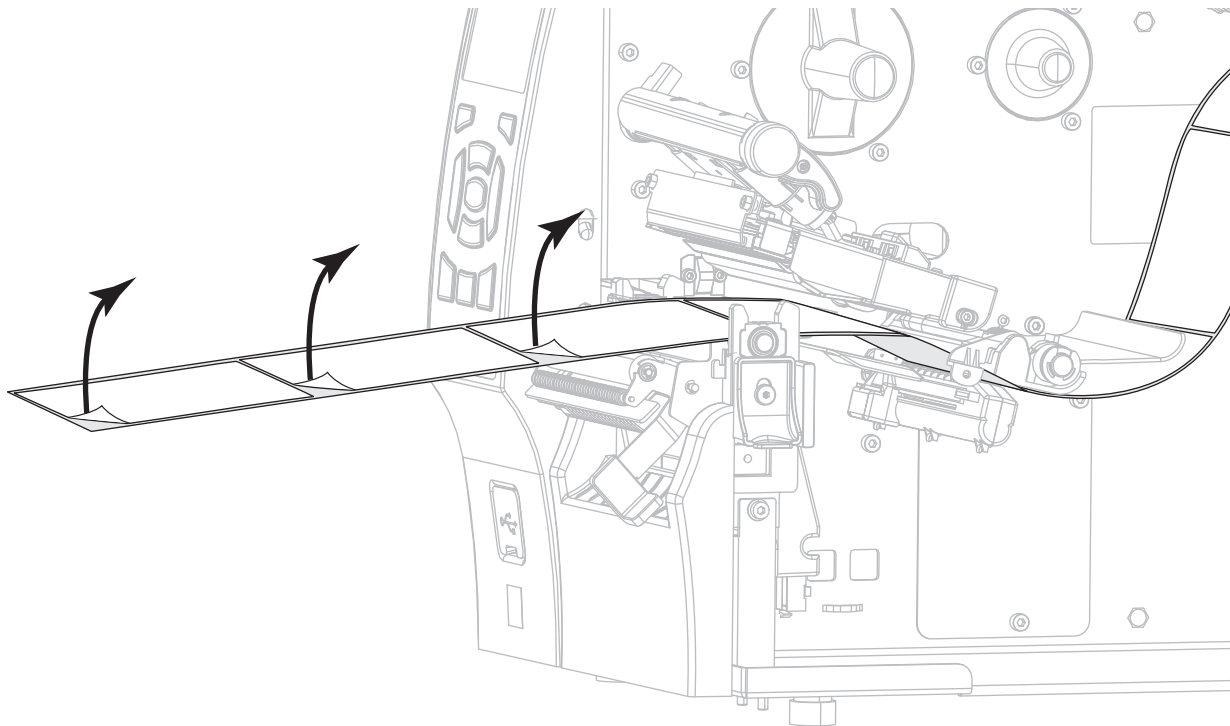
1. Push down the peel-off mechanism release lever to open the peel assembly.



2. Extend the media approximately 18 in. (500 mm) out of the printer.

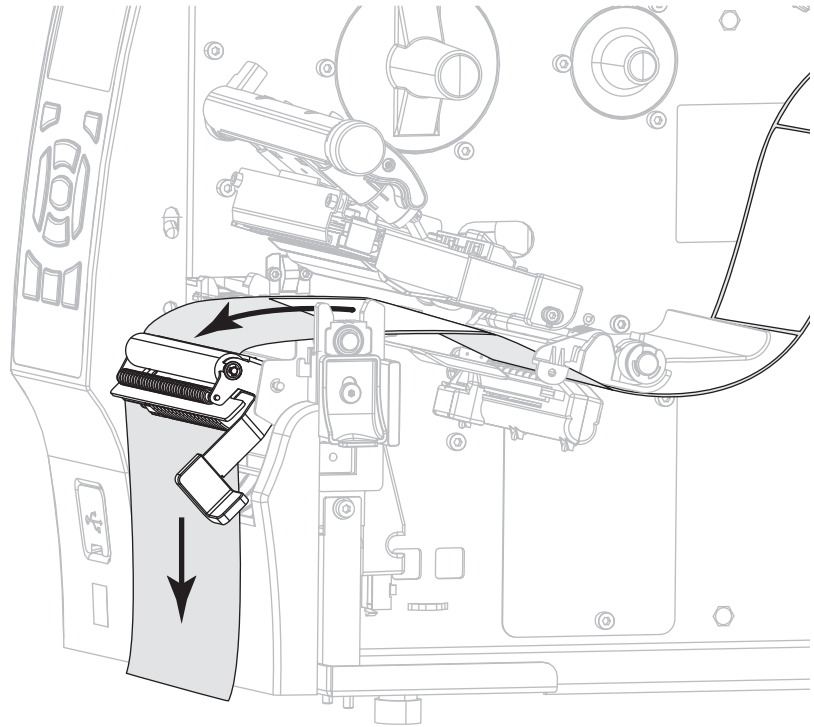


3. Remove the exposed labels so that only the liner remains.



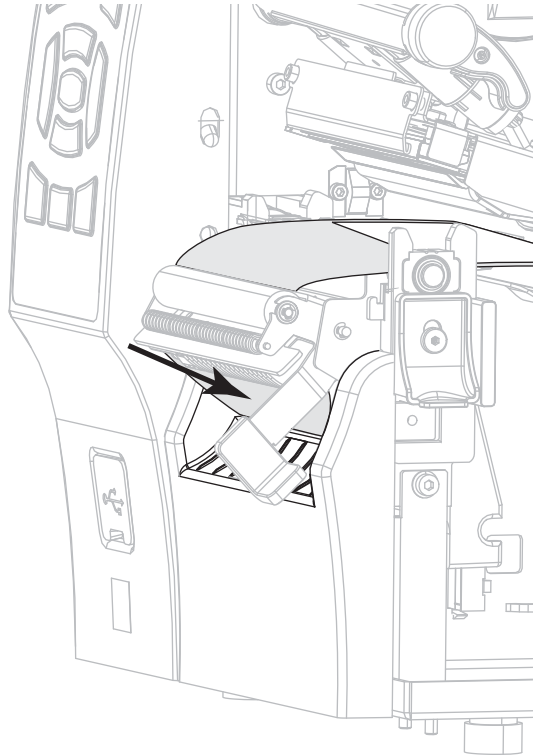
**42 | Printer Setup and Operation**  
Load the Media—Peel-Off Mode (with or without Liner Take-Up)

4. Feed the liner behind the peel assembly. Make sure that the end of the liner falls outside of the printer.



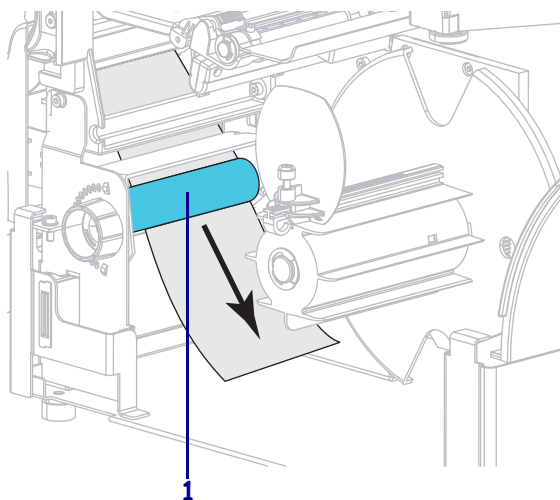
5. Complete this step only if you want to use Peel-Off mode with Liner Take-Up. Your printer must have the Liner Take-Up option or the Rewind option installed. Follow the instructions for your printer option. If you are not using Liner Take-Up, continue with [step 6](#).

- 5-a. Thread the liner into the slot below the peel assembly.



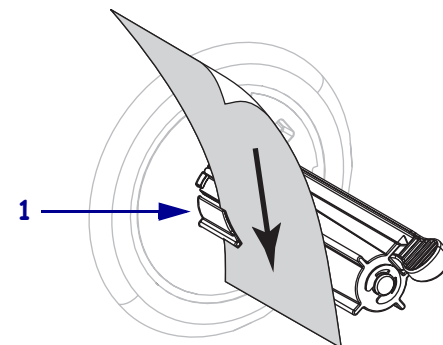
**Rewind Option**

- 5-b. Feed the liner under the media alignment roller (1).



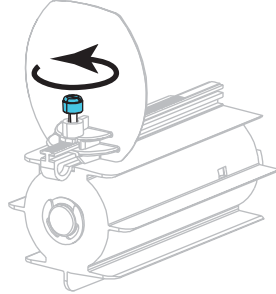
**Liner Take-Up Option**

- Slide the liner into the slot in the liner take-up spindle (1).

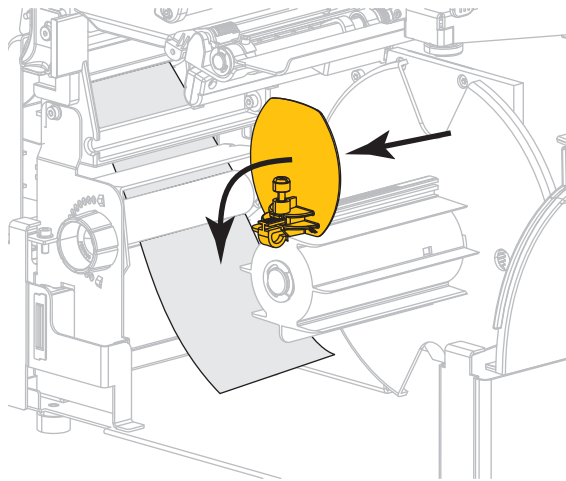


**Rewind Option  
(Continued)**

- 5-c.** Loosen the thumbscrew on the rewind media guide.

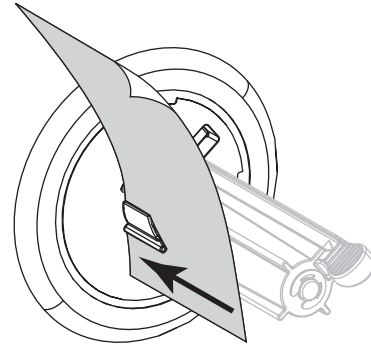


- 5-d.** Slide the rewind media guide all the way out, and then fold it down.

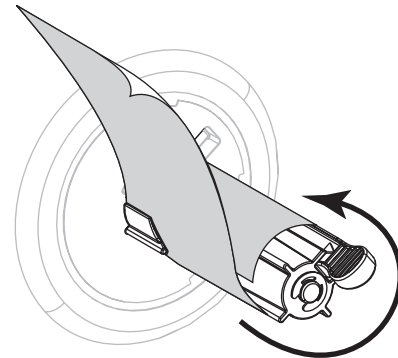


**Liner Take-Up Option  
(Continued)**

Push the liner back until it touches the back plate of the liner take-up spindle assembly.



Wrap the liner around the liner take-up spindle and turn the spindle counterclockwise to tighten the liner.

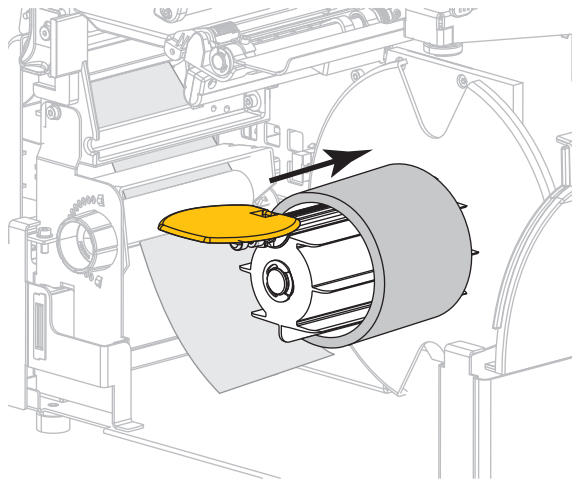


For the Liner Take-Up option, loading of the liner is complete. Continue with [step 6](#).

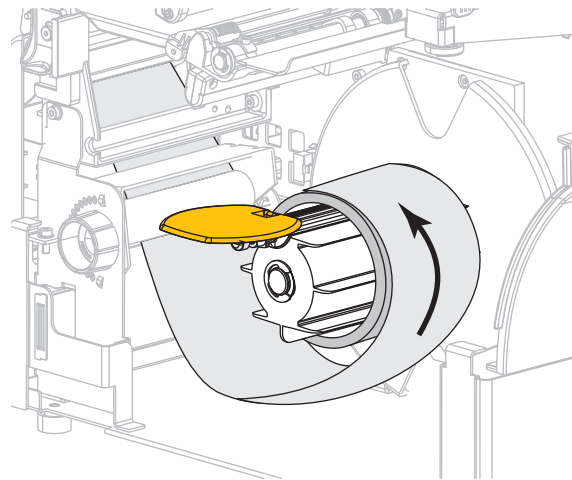


### Rewind Option (Continued)

- 5-e.** Slide an empty core onto the rewind spindle.

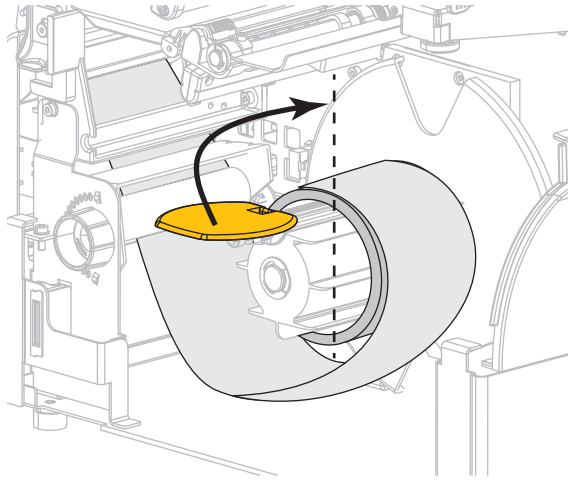


- 5-f.** Wrap the liner around the core as shown, and then turn the rewind spindle to tighten the media. Ensure that the edge of the media is flush against the backplate of the rewind spindle.

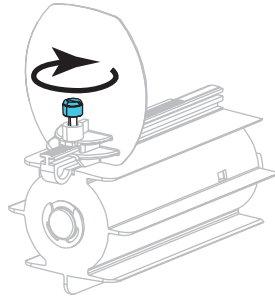


**Rewind Option  
(Continued)**

- 5-g.** Fold up the rewind media guide, and then slide it in until it touches the liner.



- 5-h.** Tighten the thumbscrew on the rewind media guide.

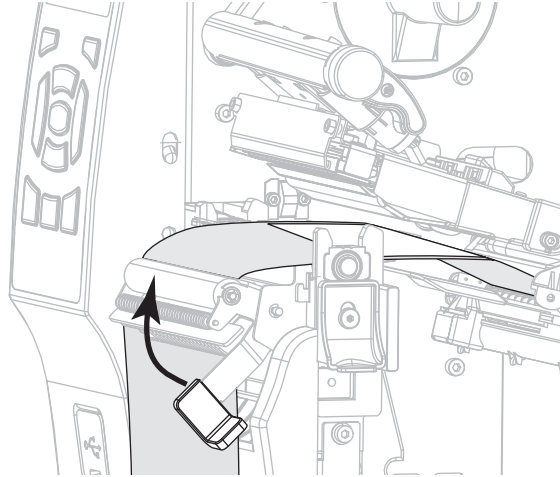


- 5-i.** Loading of the liner is complete. Continue with [step 6](#).

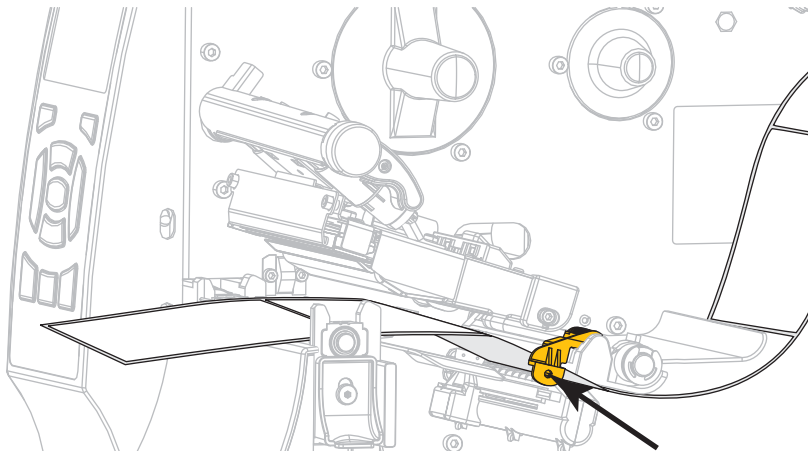


- Caution** • Use the peel release lever and your right hand to close the peel assembly. Do not use your left hand to assist in closing. The top edge of the peel roller/assembly could pinch your fingers.

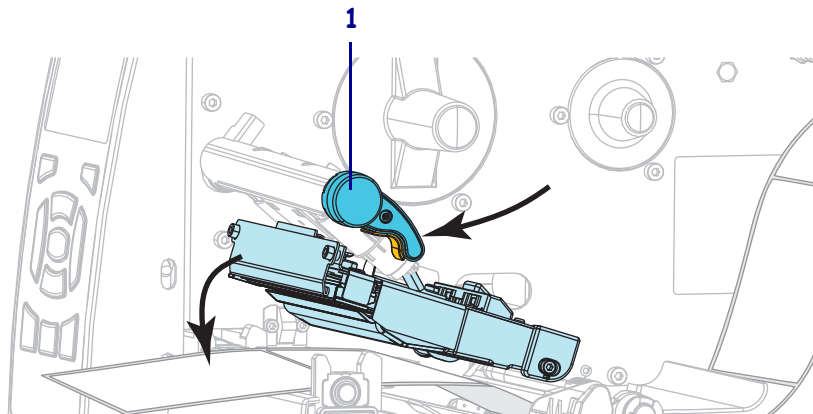
Close the peel assembly using the peel-off mechanism release lever.



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



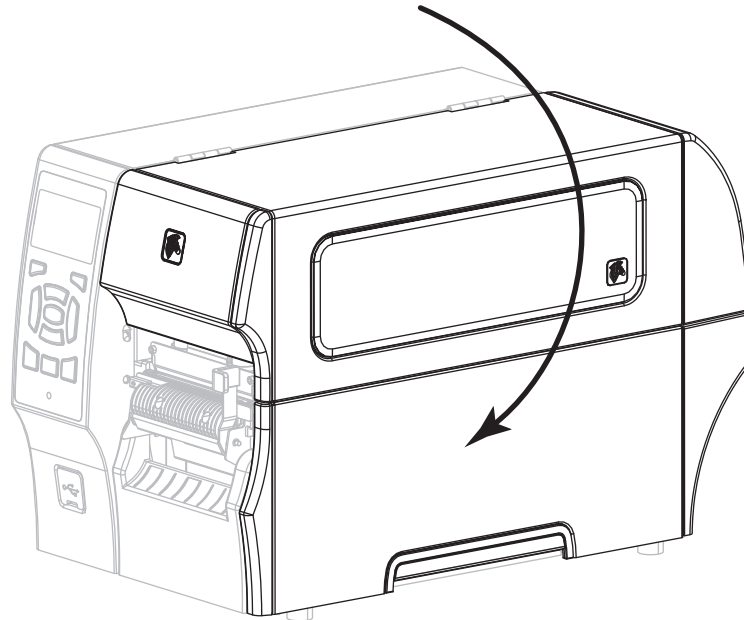
- Rotate the printhead-open lever (1) downward until it locks the printhead in place.



9. Does the media that you are using require ribbon for printing? If you are not sure, see [When to Use Ribbon on page 23](#).

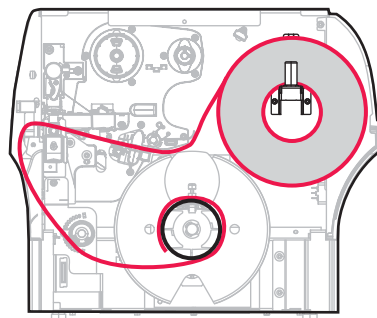
If using...	Then...
Direct Thermal media (no ribbon needed)	Continue with <a href="#">step 10</a> .
Thermal Transfer media (ribbon needed)	<ol style="list-style-type: none"> <li>a. If you have not already done so, load ribbon in the printer. See <a href="#">Load the Ribbon on page 58</a>.</li> <li>b. Continue with <a href="#">step 10</a>.</li> </ol>

10. Close the media door.

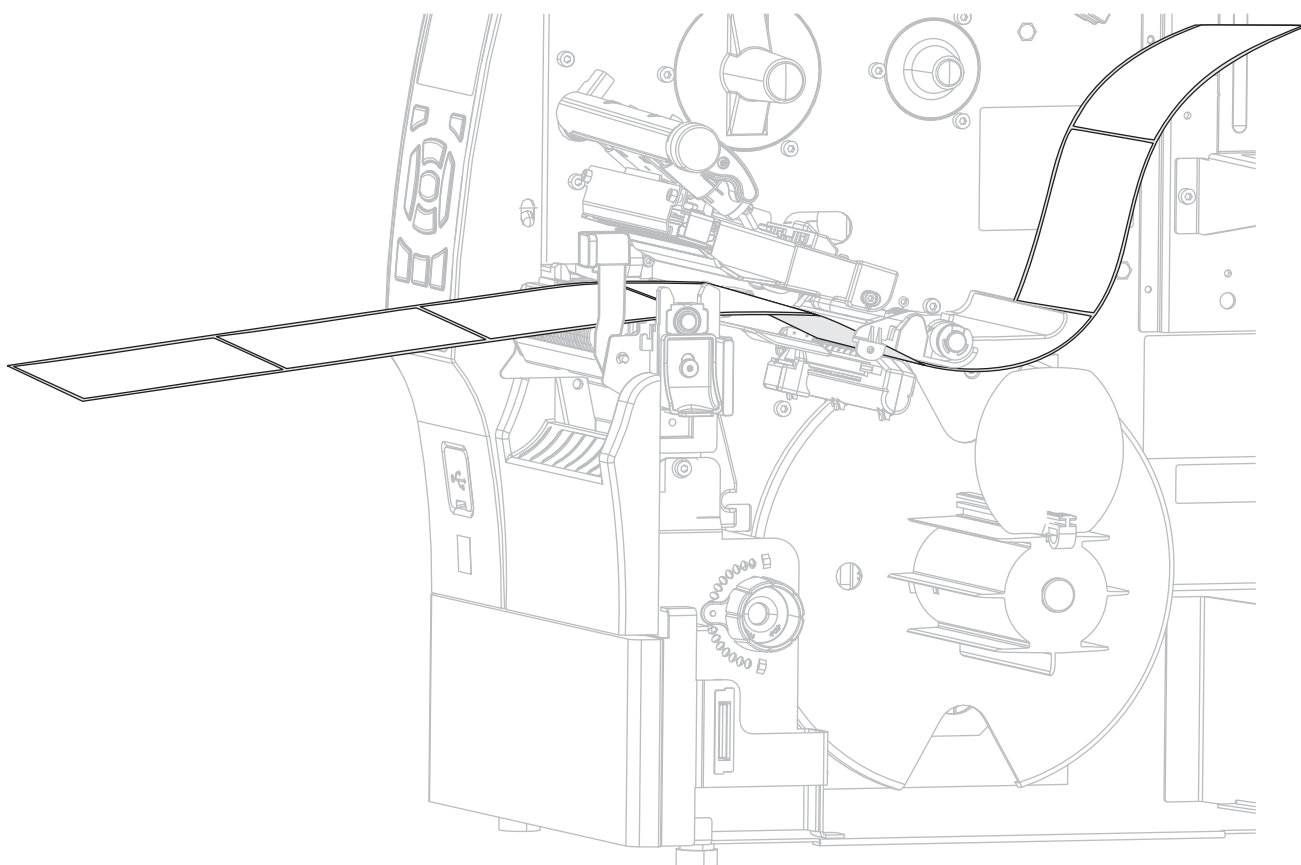


11. Set the printer to Peel-Off mode (for more information, see [Print Mode on page 105](#)).
12. Press PAUSE to exit pause mode and enable printing.  
The printer may perform a label calibration or feed a label, depending on your settings.
13. If desired, perform the [CANCEL Self Test on page 188](#) to verify that your printer is able to print.  
Media loading in Peel-Off mode is complete.

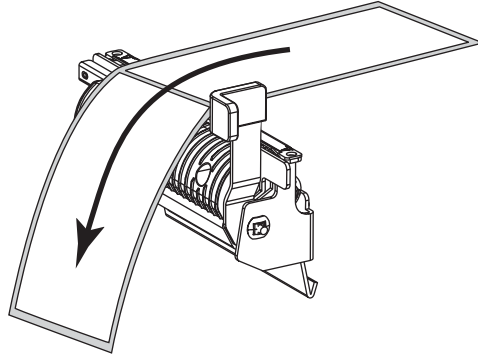
## Final Steps for Rewind Mode



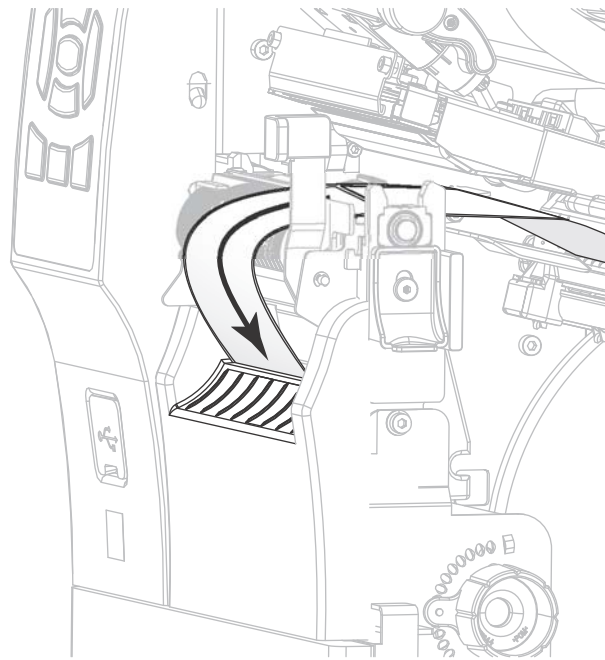
1. Extend the media approximately 18 in. (500 mm) out of the printer.



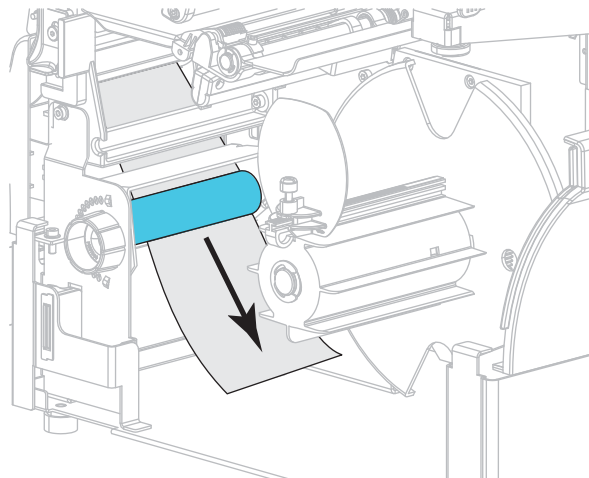
2. Feed the media over the peel assembly.



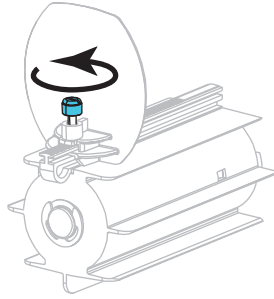
3. Thread the media into the slot below the peel assembly.



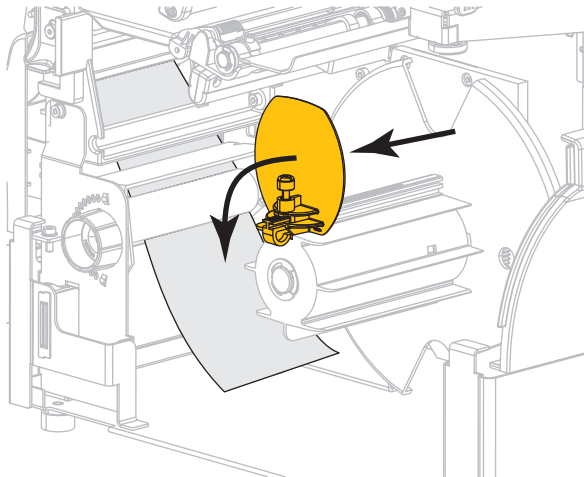
4. Feed the media under the media alignment roller.



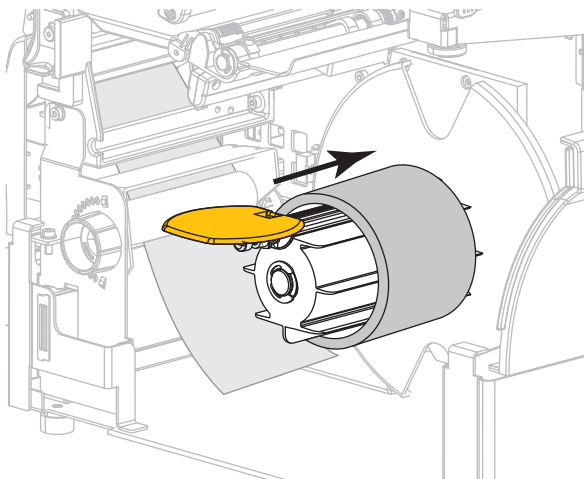
5. Loosen the thumbscrew on the rewind media guide.



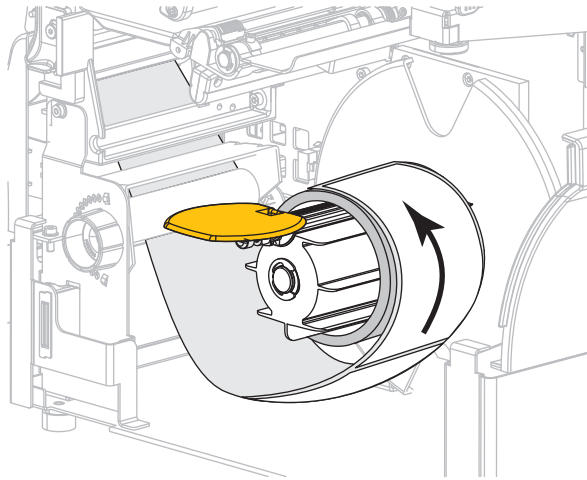
6. Slide the rewind media guide all the way out, and then fold it down.



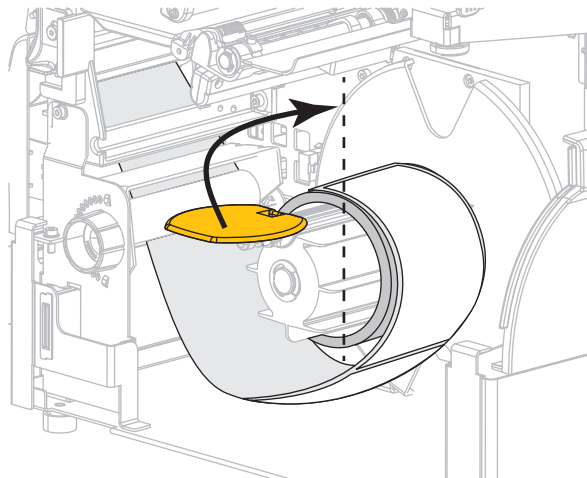
7. Slide an empty core onto the rewind spindle.



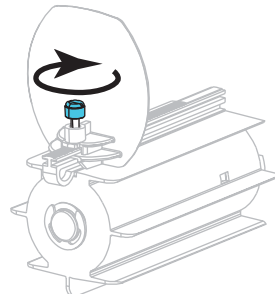
8. Wrap the media around the core as shown and turn the rewind spindle to tighten the media. Ensure that the edge of the media is flush against the backplate of the rewind spindle.



9. Fold up the rewind media guide, and then slide it in until it touches the media.

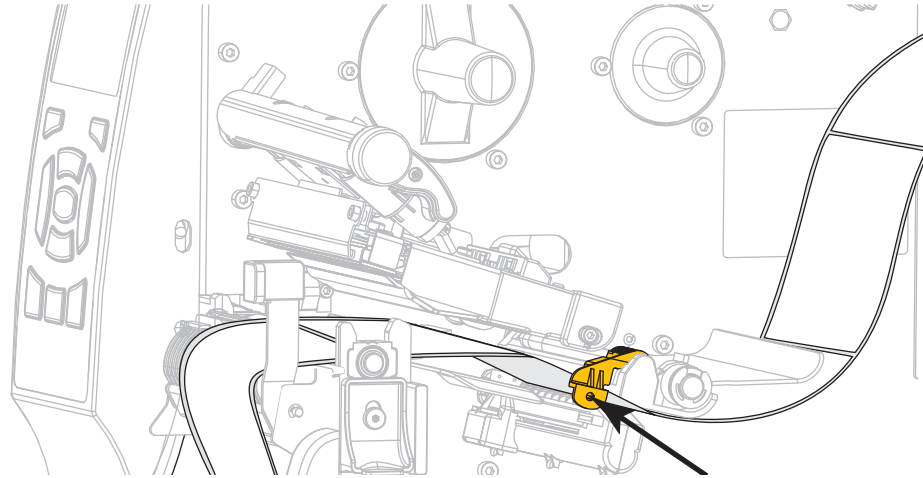


10. Tighten the thumbscrew on the rewind media guide.

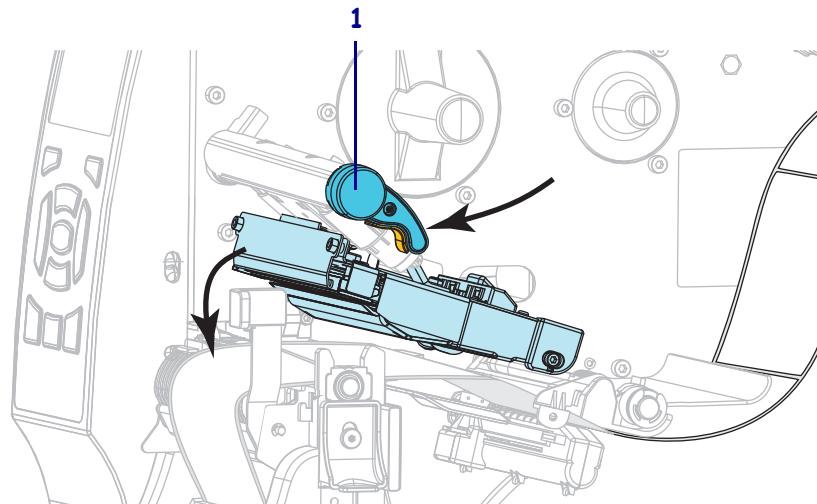




11. Slide in the outer media guide until it just touches the edge of the media.



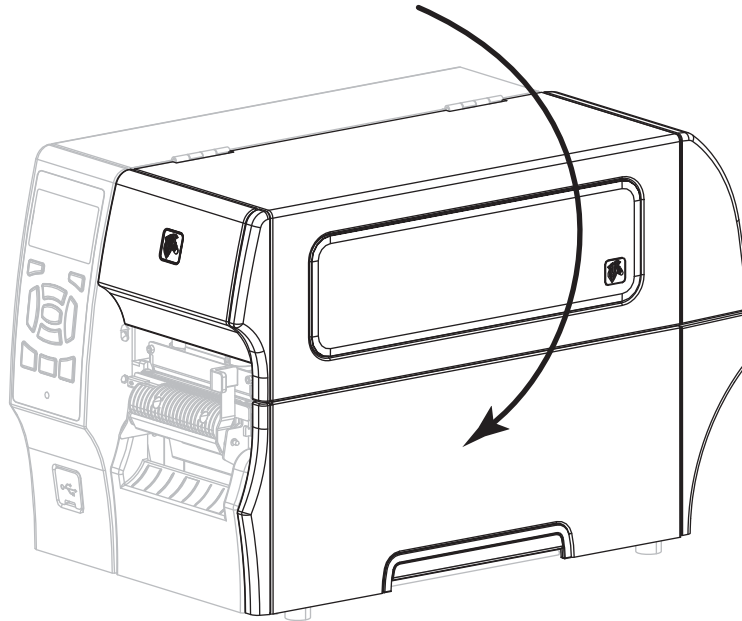
12. Rotate the printhead-open lever (1) downward until it locks the printhead in place.



13. Does the media that you are using require ribbon for printing? If you are not sure, see [When to Use Ribbon on page 23](#).

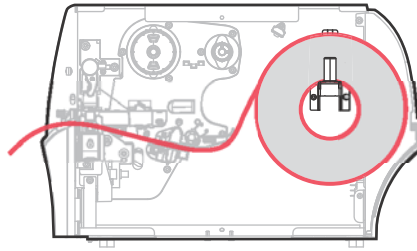
If using...	Then...
Direct Thermal media (no ribbon needed)	Continue with <a href="#">step 14</a> .
Thermal Transfer media (ribbon needed)	a. If you have not already done so, load ribbon in the printer. See <a href="#">Load the Ribbon on page 58</a> . b. Continue with <a href="#">step 14</a> .

14. Close the media door.



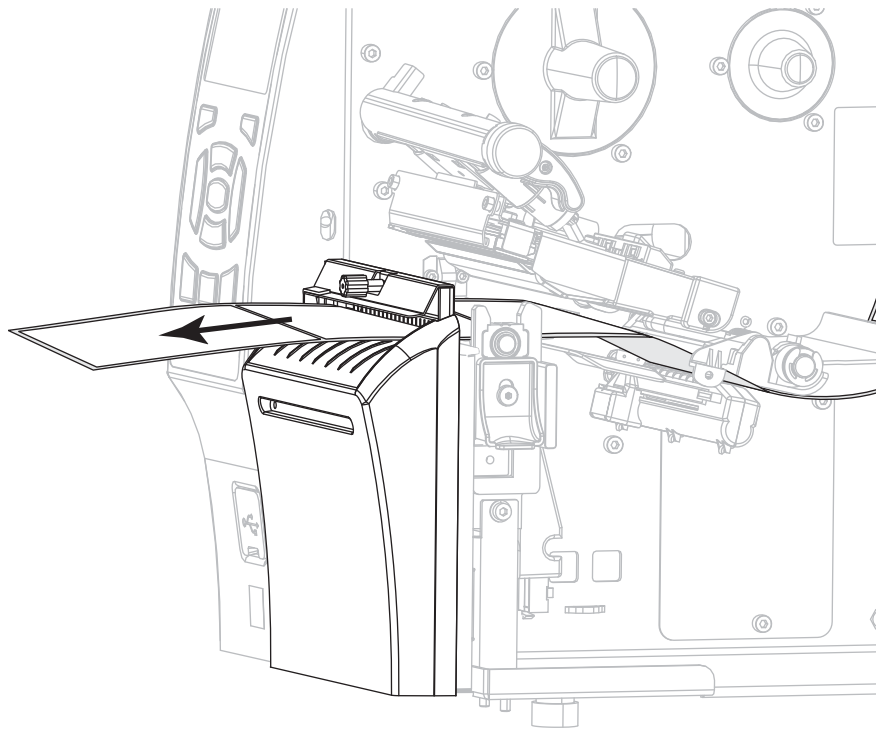
15. Set the printer to Rewind mode (for more information, see [Print Mode on page 105](#)).
16. Press PAUSE to exit pause mode and enable printing.  
The printer may perform a label calibration or feed a label, depending on your settings.
17. If desired, perform the [CANCEL Self Test on page 188](#) to verify that your printer is able to print.  
Media loading in Cutter mode is complete.

## Final Steps for Cutter Mode

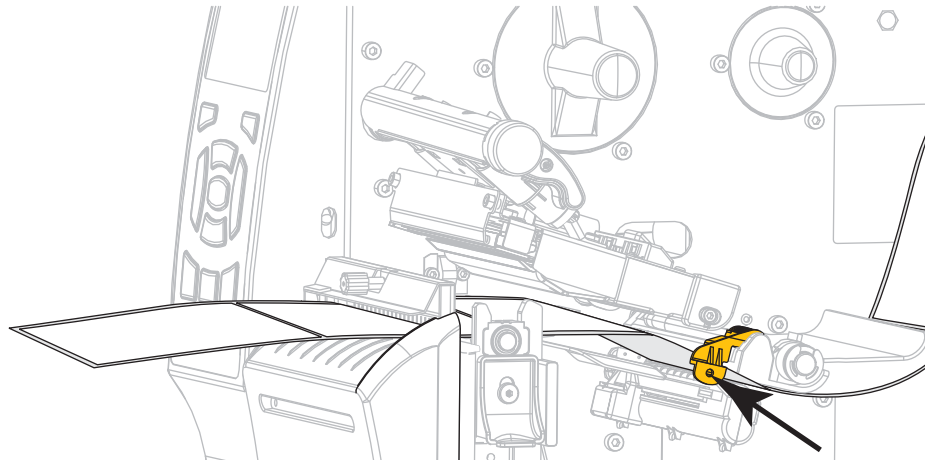


1. **Caution** • The cutter blade is sharp. Do not touch or rub the blade with your fingers.

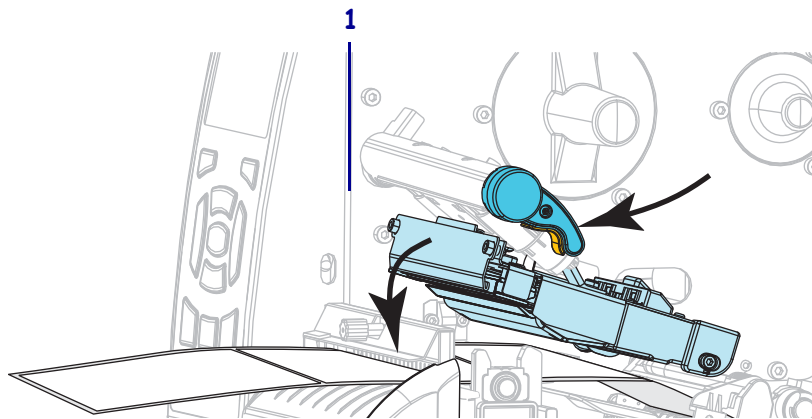
Feed the media through the cutter.



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



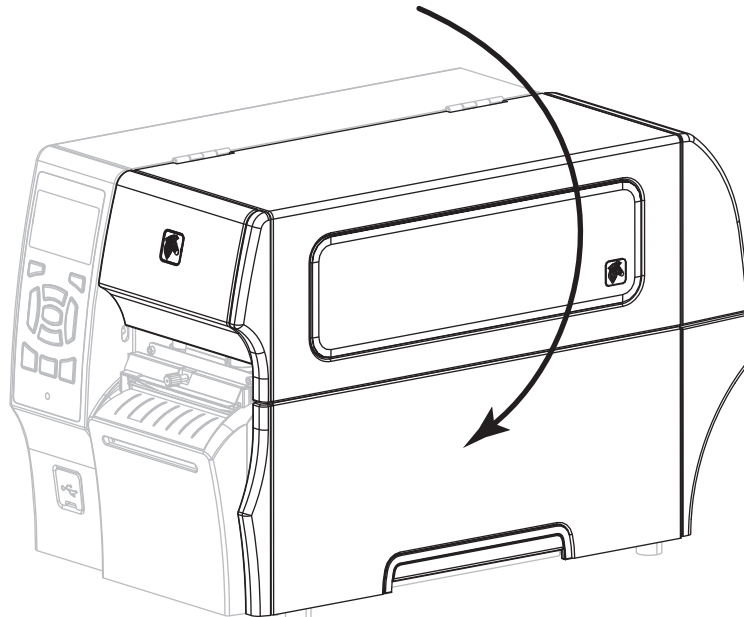
3. Rotate the printhead-open lever (1) downward until it locks the printhead in place.



4. Does the media that you are using require ribbon for printing? If you are not sure, see [When to Use Ribbon on page 23](#).

If using...	Then...
Direct Thermal media (no ribbon needed)	Continue with <a href="#">step 5</a> .
Thermal Transfer media (ribbon needed)	<ol style="list-style-type: none"> <li>a. If you have not already done so, load ribbon in the printer. See <a href="#">Load the Ribbon on page 58</a>.</li> <li>b. Continue with <a href="#">step 5</a>.</li> </ol>

5. Close the media door.



6. Set the printer to Cutter mode (for more information, see [Print Mode on page 105](#)).
7. Press PAUSE to exit pause mode and enable printing.  
The printer may perform a label calibration or feed a label, depending on your settings.
8. If desired, perform the [CANCEL Self Test on page 188](#) to verify that your printer is able to print.  
Media loading in Cutter mode is complete.

## Load the Ribbon



**Note** • This section applies only to printers that have the Thermal Transfer option installed.

Ribbon is used only with thermal transfer labels. For direct thermal labels, do not load ribbon in the printer. To determine if ribbon must be used with a particular media, see [When to Use Ribbon on page 23](#).

---

**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. You are not required to turn off the printer power when working near an open printhead, but Zebra recommends it as a precaution. If you turn off the power, you will lose all temporary settings, such as label formats, and you must reload them before you resume printing.

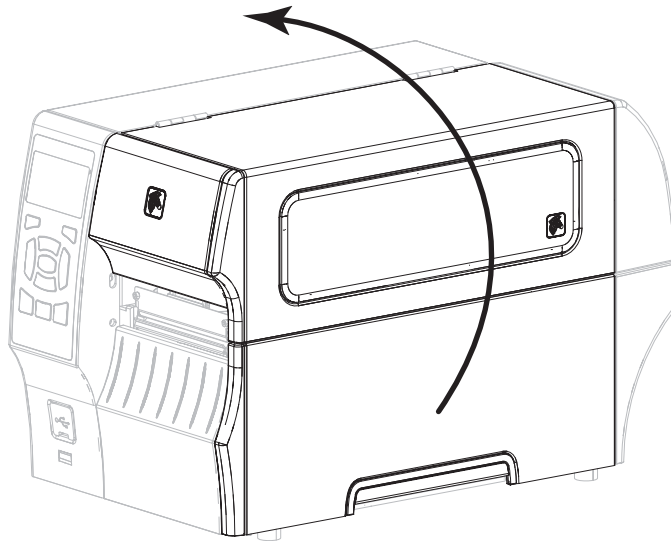
---



**Important** • Use ribbon that is wider than the media to protect the printhead from wear. Ribbon must be coated on the outside.

### To load ribbon, complete these steps:

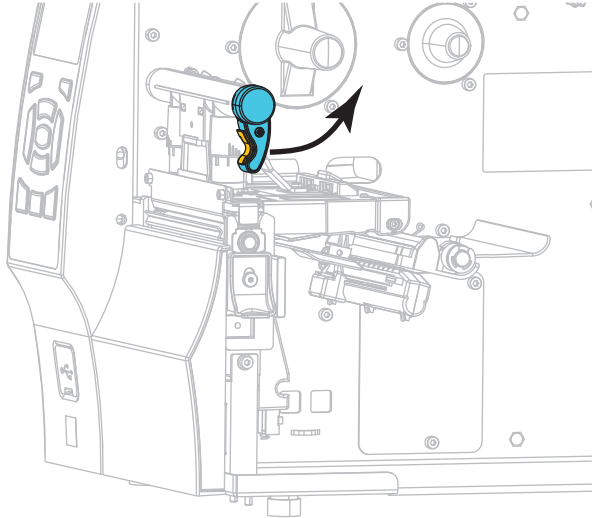
1. Raise the media door.



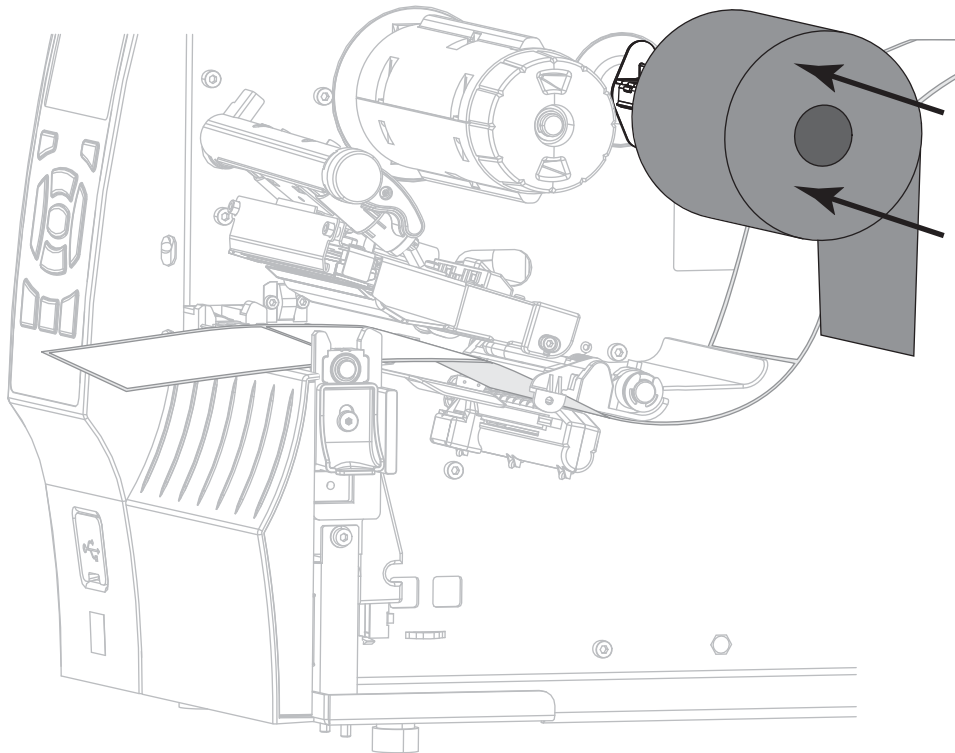


2. **Caution** • The printhead may be hot and could cause severe burns. Allow the printhead to cool.

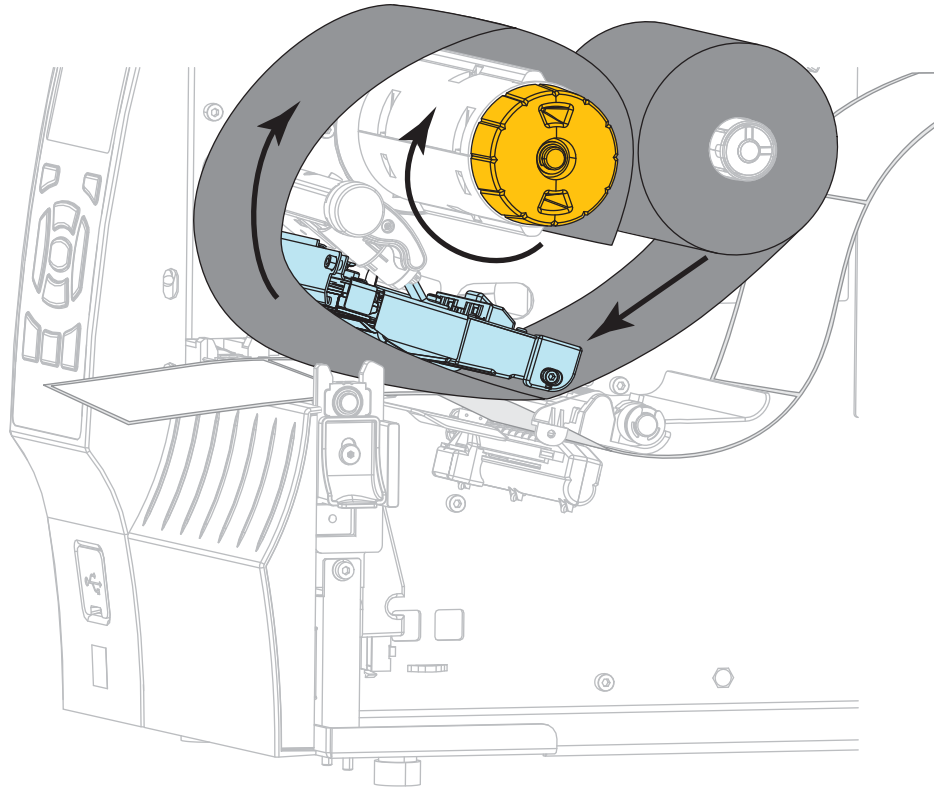
Open the printhead assembly by rotating the printhead-open lever.



3. Place the roll of ribbon on the ribbon supply spindle with the loose end of the ribbon unrolling as shown. Push the roll back as far as it will go.

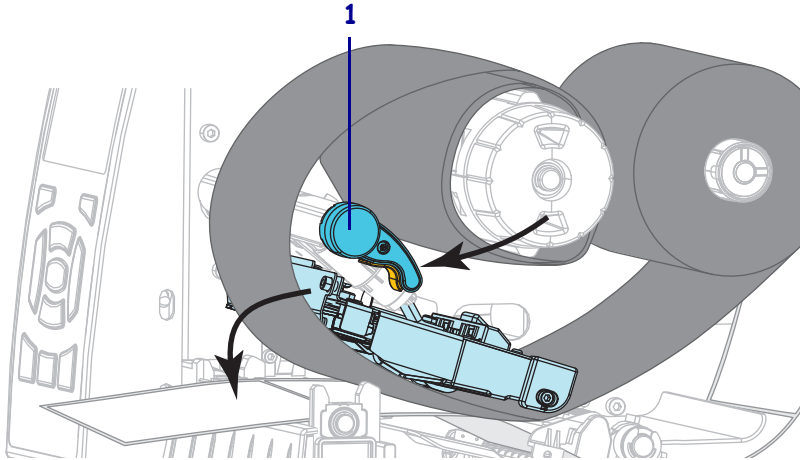
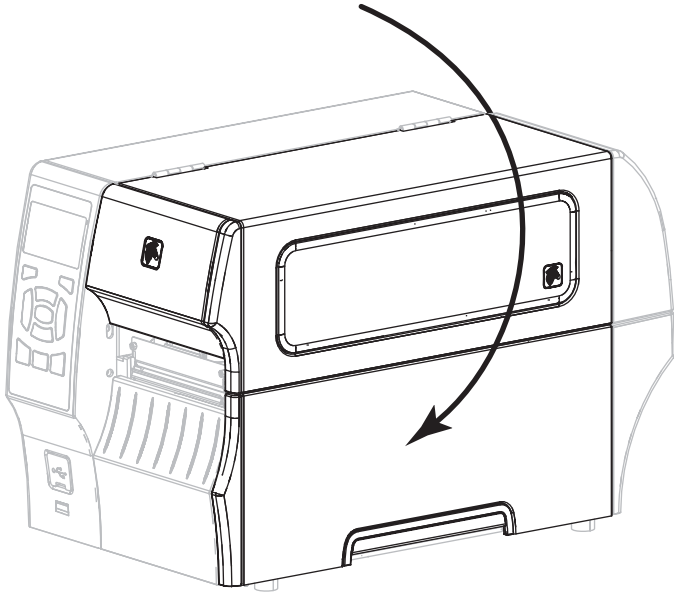


4. Bring the ribbon under the printhead assembly, and then wrap it several turns around the ribbon take-up spindle.





5. Is media already loaded in the printer?

If...	Then...
No	Continue with <a href="#">step 2 on page 33</a> to load media in the printer.
Yes	<p data-bbox="626 369 1373 432"><b>a.</b> Rotate the printhead-open lever (<b>1</b>) downward until it locks the printhead in place.</p>  <p data-bbox="626 919 911 951"><b>b.</b> Close the media door.</p>  <p data-bbox="626 1608 1170 1640"><b>c.</b> If necessary, press PAUSE to enable printing.</p>

## Install the Printer Driver and Connect the Printer to the Computer

In this section, you are shown how to use the Zebra Setup Utilities program to prepare a computer running Microsoft Windows® for the printer driver before connecting the printer to any of the computer's data communication interfaces. Use this section for directions to install this program if you have not already done so. You may connect your printer to your computer using any of the connections that you have available.



**Important** • You must install the Zebra Setup Utilities program before connecting the printer to your computer. Your computer will not install the correct printer drivers if you connect the printer to it without the Zebra Setup Utilities program.

### Install Zebra Setup Utilities

Follow the directions in this section if you do not have Zebra Setup Utilities installed on your computer or if you want to update an existing version of the program. You do not need to uninstall any older versions or any Zebra printer drivers to do so.

**To install the Zebra Setup Utilities program, complete these steps:**

#### Download the Zebra Setup Utilities Installer

1. Go to <http://www.zebra.com/setup>.

The Zebra Setup Utilities page appears.

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ZEBRA SOLUTIONS PRODUCTS SERVICES SUPPORT & DOWNLOADS PARTNERS

Home > Products > Software > Barcode Printers > ZebraLink

### ZEBRA SETUP UTILITIES

The free Zebra Setup Utilities will enhance your out of the box printer experience by enabling you to quickly and easily configure select Zebra industrial, mobile and desktop printers. Wizards quickly guide you through the printer setup utility, whether you're adding a new printer, moving an existing printer to a new location or adding new capabilities.

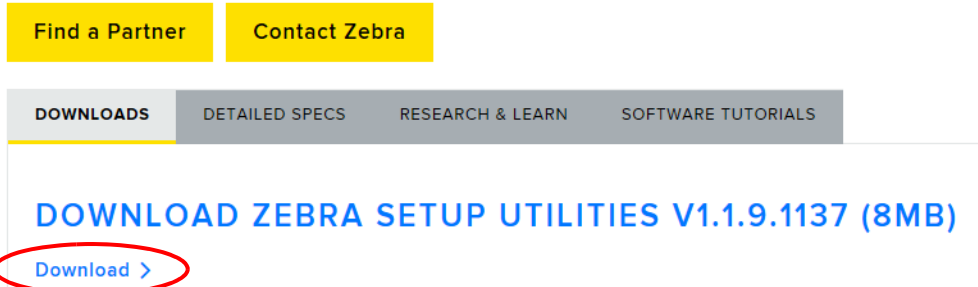
[Register Your Software >](#)  
[Download the Zebra Setup Utilities Brochure >](#)  
[Compatible Printers](#)

[Find a Partner](#) [Contact Zebra](#)

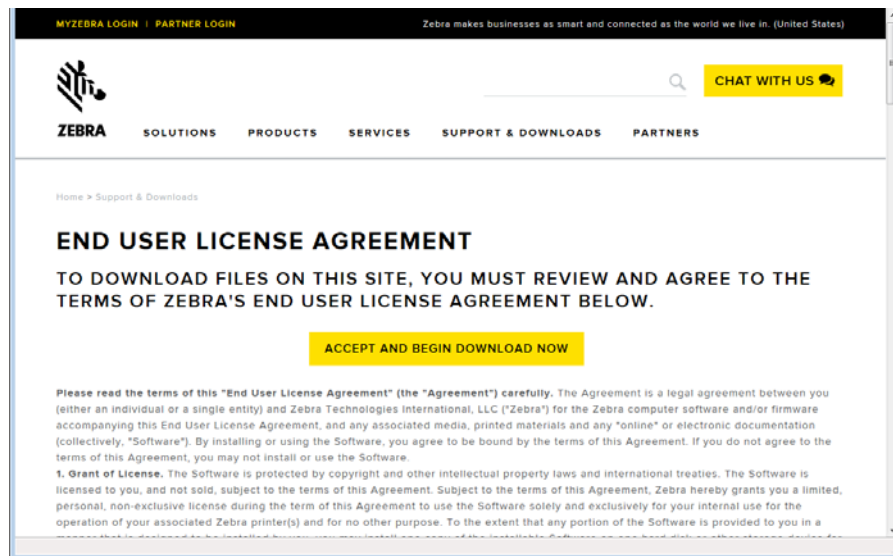
DOWNLOADS DETAILED SPECS RESEARCH & LEARN SOFTWARE TUTORIALS

**DOWNLOAD ZEBRA SETUP UTILITIES V1.1.9.1137 (8MB)**  
[Download >](#)

- On the DOWNLOADS tab, click Download under the ZEBRA SETUP UTILITIES option.

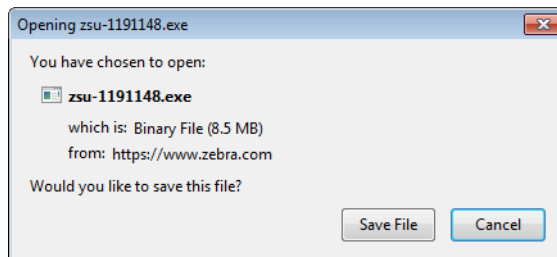
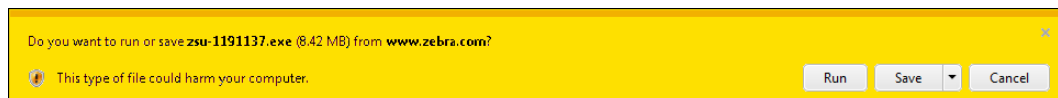


You are prompted to read and accept the End User License Agreement (EULA).



- If you agree with the terms of the EULA, click **ACCEPT AND BEGIN DOWNLOAD NOW**

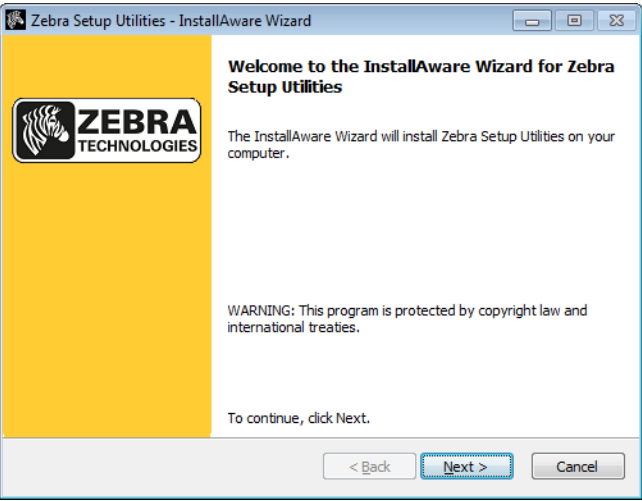
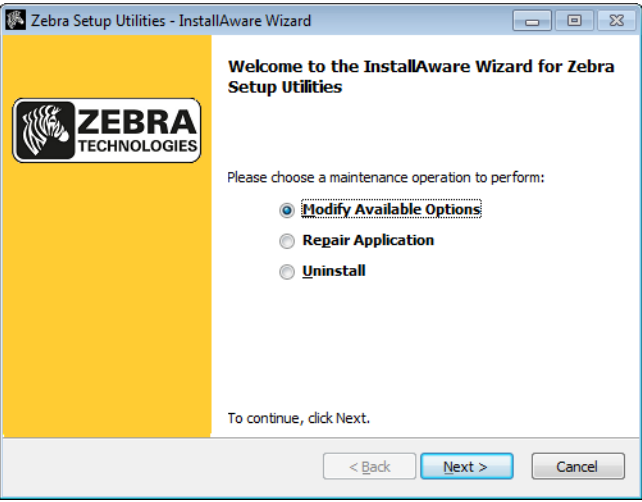
Depending on your browser, you are given options to run or save the executable file.



**Run the Zebra Setup Utilities Installer**

4. Save the program to your computer. (Optional if your browser gave you the option to run the program instead of saving it.)
5. Run the executable file. If your computer prompts you for permission to run the file, click the appropriate button to allow it to run.

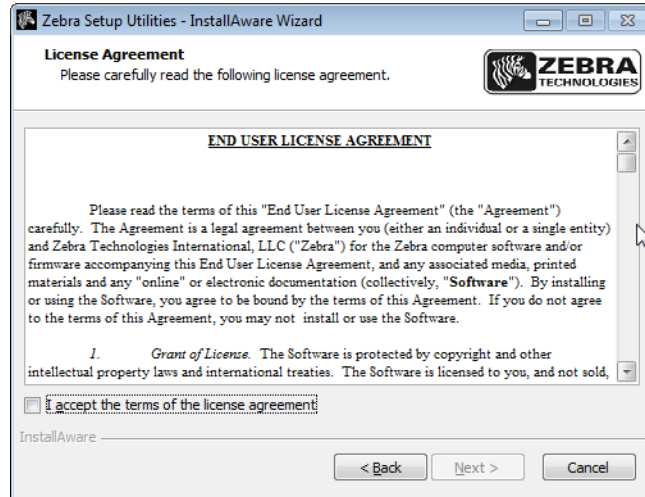
What the computer displays next depends on whether Zebra Setup Utilities was already installed. Follow the instructions based on what your computer prompts you to do.

If your computer...	Then...
<p><b>Did not</b> previously have the Zebra Setup Utilities installed</p>	<p>a. The Zebra Setup Utilities - InstallAware Wizard displays the following.</p>  <p>b. Continue with <i>New Installations of Zebra Setup Utilities</i> on page 65.</p>
<p><b>Did</b> previously have the Zebra Setup Utilities installed</p>	<p>a. The Zebra Setup Utilities - InstallAware Wizard displays the following.</p>  <p>b. Continue with <i>Updating Existing Installations of Zebra Setup Utilities</i> on page 67.</p>

## New Installations of Zebra Setup Utilities

6. Click Next.

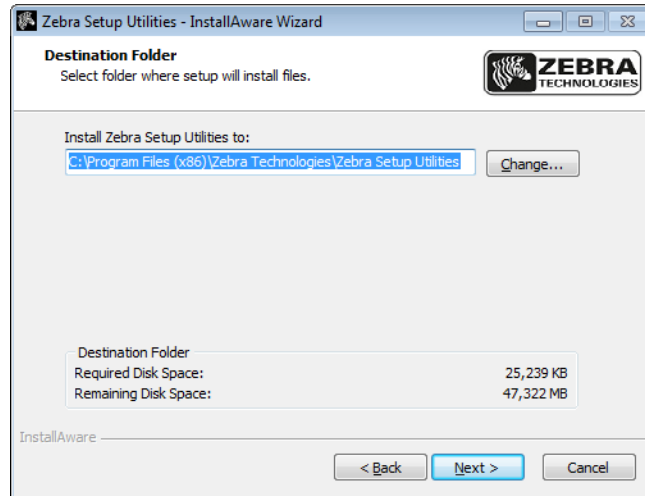
You are prompted again to read and accept the End User License Agreement (EULA).



7. If you agree with the terms of the EULA, check the box that says I accept the terms of the license agreement

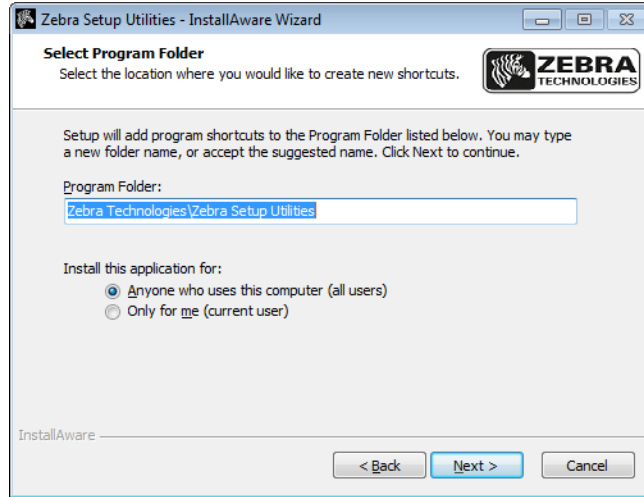
8. Click Next.

You are prompted to select where the files will be installed.



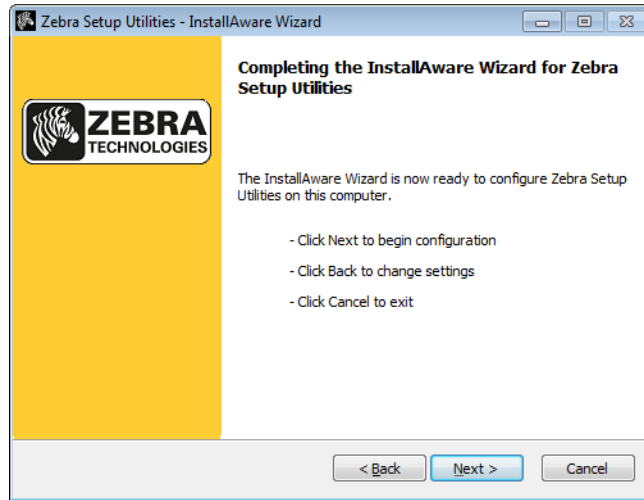
9. Change the destination folder, if necessary, and then click Next.

You are prompted to select a location for program shortcuts.



10. Change the location, if desired, and then click Next.

You are prompted to complete the InstallAware wizard.

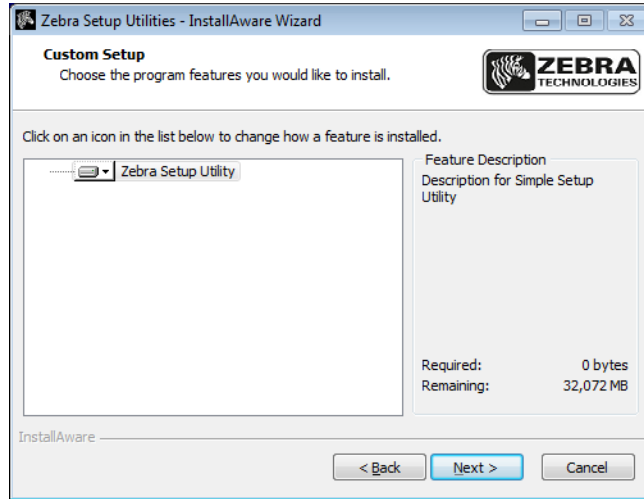


11. Skip to *Continuing with New or Updated Installations* on page 68.

### Updating Existing Installations of Zebra Setup Utilities

12. Click Next.

You are prompted to choose the features that you would like to install.



13. Click Next.

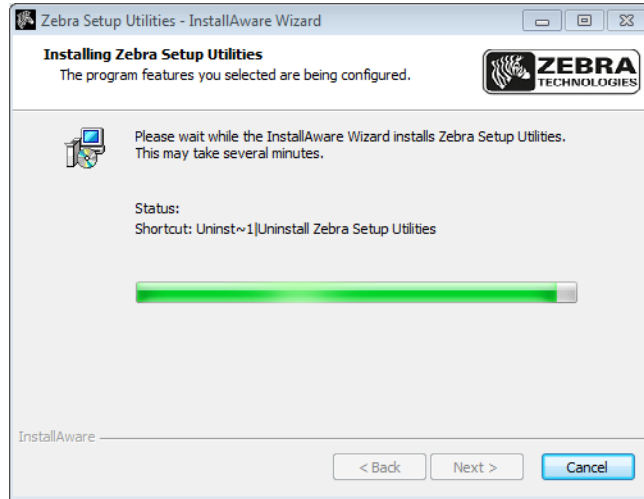
You are prompted to complete the InstallAware wizard.



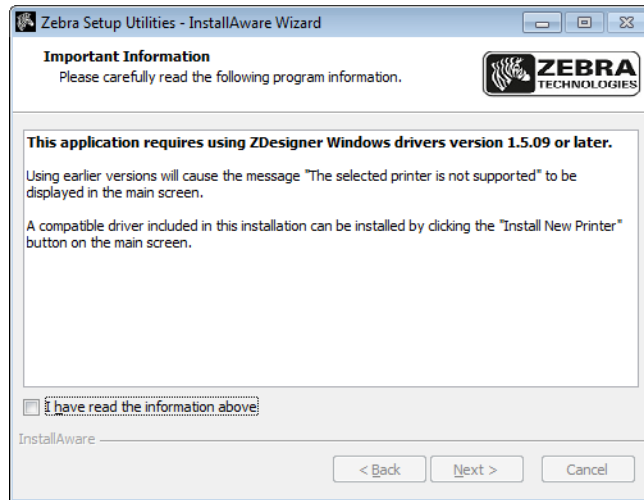
### Continuing with New or Updated Installations

14. Click Next.

Installation begins.



During installation, you are presented with information about drivers.



15. Read the information, and then check the box that says  
I have read the information above



16. Click Next.

You are shown options that can take place when the wizard exits the installation.



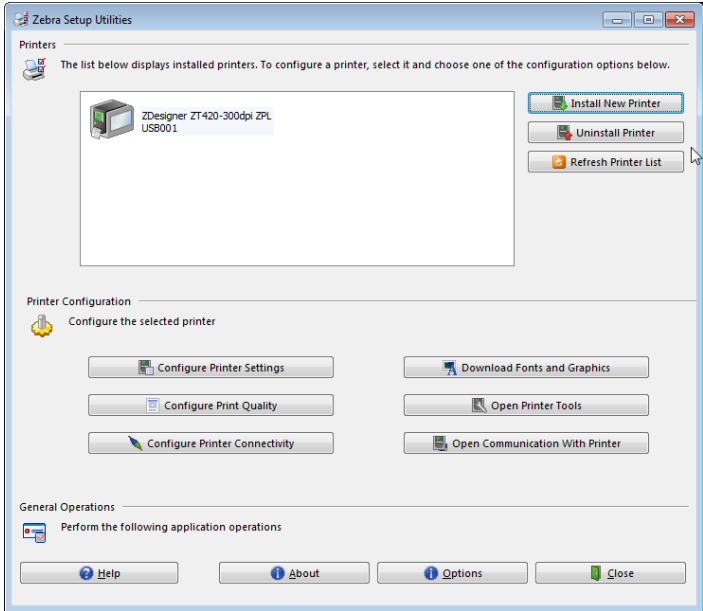
17. Check the box that says “Run Zebra Setup Utilities now.”

18. Click Finish.

What the computer displays next depends on whether any Zebra printer drivers are already installed on your computer. Follow the instructions based on what your computer displays.

If your computer...	Then...	
<b>Did not</b> previously have any Zebra printer drivers installed	The System Prepare Wizard displays. <div data-bbox="699 1152 1224 1524" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> </div>	
	To connect by...	Then...
	<b>USB port</b>	Continue with <i>Connect a Computer to the Printer’s USB Port</i> on page 71.
	<b>Serial or optional parallel port</b>	Continue with <i>Connect a Computer to the Printer’s Serial or Parallel Port</i> on page 75.

**70 | Printer Setup and Operation**  
 Install the Printer Driver and Connect the Printer to the Computer

<p><b>If your computer...</b></p>	<p><b>Then...</b></p>
<p><b>Did</b> previously have any Zebra printer drivers installed</p>	<p>The Zebra Setup Utilities screen displays.</p> 
<p><b>To connect by the...</b></p>	<p><b>Then...</b></p>
<p><b>USB port</b></p>	<p>Continue with <i>Connecting the printer to a USB port on your computer on page 72.</i></p>
<p><b>Serial or optional parallel port</b></p>	<p>Continue with <i>Adding a Printer from the Zebra Setup Utilities Screen on page 78.</i></p>

## Connect a Computer to the Printer's USB Port

Complete the steps in this section only after you have installed the Zebra Setup Utilities program. If necessary, complete the steps in [Install Zebra Setup Utilities on page 62](#) before continuing.



**Important** • You must install the Zebra Setup Utilities program before connecting the printer to your computer. Your computer will not install the correct printer drivers if you connect the printer to it without the Zebra Setup Utilities program.

---

**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.

---

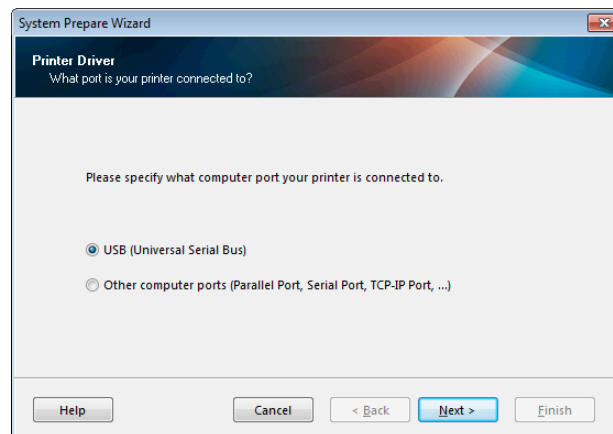
To connect the printer to your computer by USB, complete these steps:

### Running the System Prepare Wizard

If you are at the Zebra Setup Utilities screen, you do not need to complete this section. Continue with [Connecting the printer to a USB port on your computer on page 72](#).

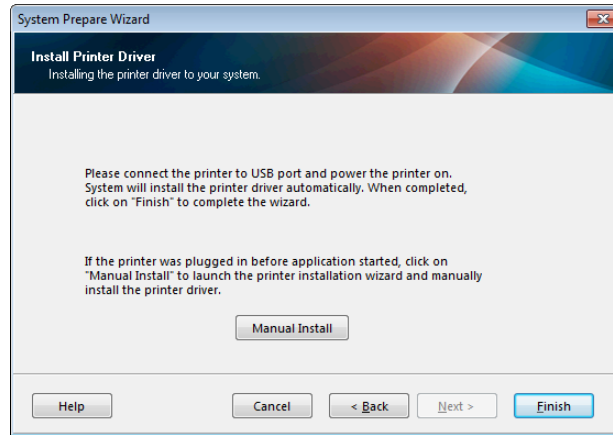
The first time that you install the Zebra Setup Utilities program and printer drivers, you are prompted to follow the System Prepare Wizard.

Figure 9 • System Prepare Wizard



**1. Click Next.**

The System Prepare Wizard prompts you to connect the printer to the USB port on your computer.



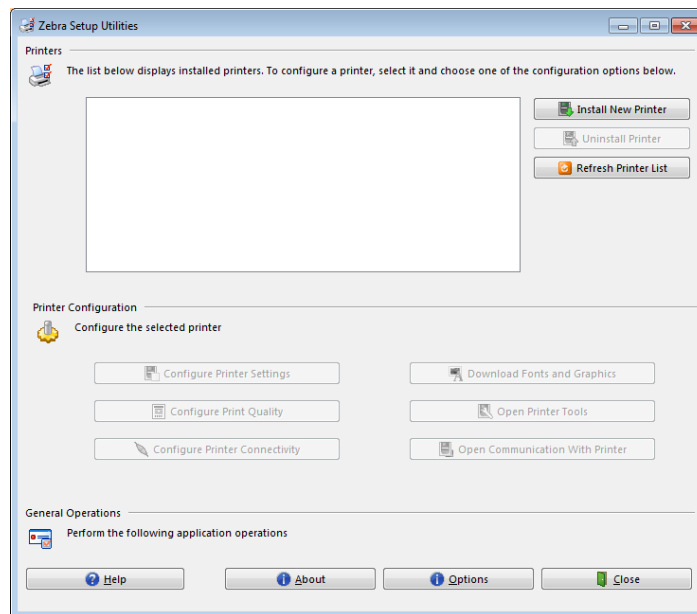
**2. Click Finish.**

The Zebra Setup Utilities screen displays.

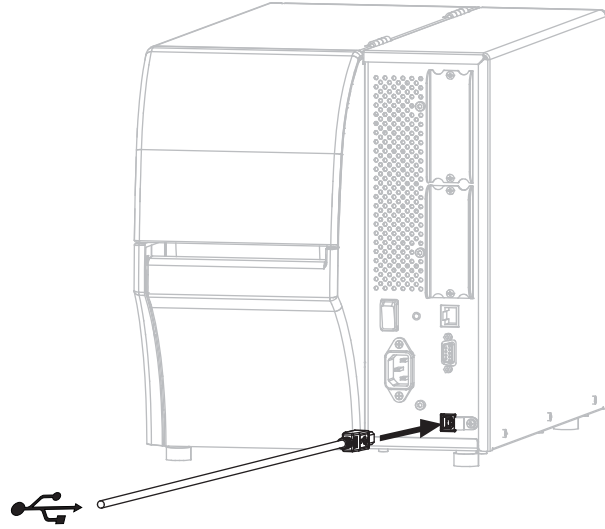
**Connecting the printer to a USB port on your computer**

Complete the steps in this section only after the System Prepare Wizard prompts you to do so or after you have opened the Zebra Setup Utilities program. If necessary, complete the steps in [Install Zebra Setup Utilities on page 62](#) before continuing.

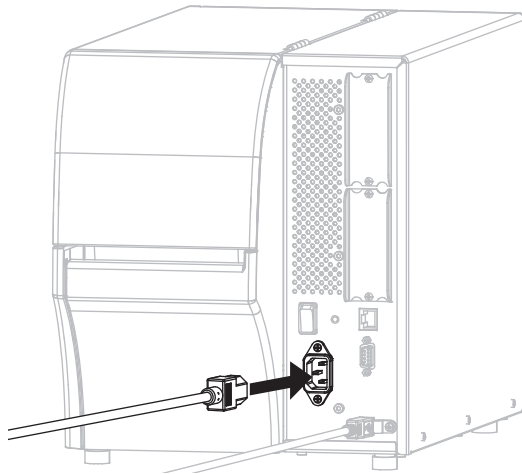
**Figure 10 • Zebra Setup Utilities Screen**



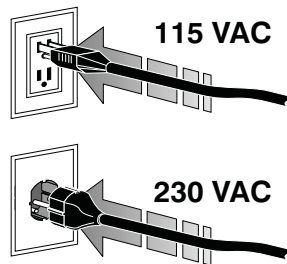
3. Connect the USB cord to the USB port on your printer.



4. Connect the other end of the USB cord to your computer.
5. Plug the female end of the A/C power cord into the A/C power connector on the back of the printer.



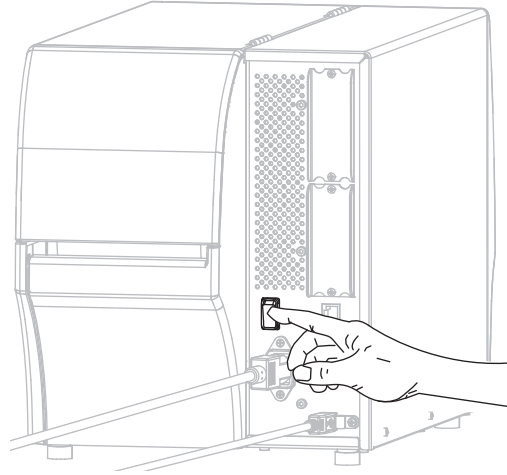
6. Plug the male end of the A/C power cord into an appropriate power outlet.



## 74 | Printer Setup and Operation

### Install the Printer Driver and Connect the Printer to the Computer—USB

7. Turn on (I) the printer.



As the printer boots up, your computer completes the driver installation and recognizes your printer.

**The installation for the USB connection is complete.**

## Connect a Computer to the Printer's Serial or Parallel Port

Complete the steps in this section only after you have installed the Zebra Setup Utilities program. If necessary, complete the steps in [Install Zebra Setup Utilities on page 62](#) before continuing.



**Important** • You must install the Zebra Setup Utilities program before connecting the printer to your computer. Your computer will not install the correct printer drivers if you connect the printer to it without the Zebra Setup Utilities program.

---

**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.

---

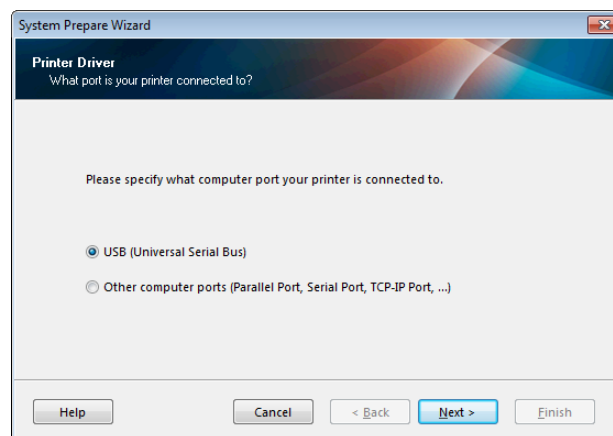
### To connect the printer to your computer by USB, complete these steps:

If you are at the Zebra Setup Utilities screen, you do not need to complete this section. Continue with [Adding a Printer from the Zebra Setup Utilities Screen on page 78](#).

### Running the System Prepare Wizard

The first time that you install the Zebra Setup Utilities program and printer drivers, you are prompted to follow the System Prepare Wizard.

Figure 11 • System Prepare Wizard

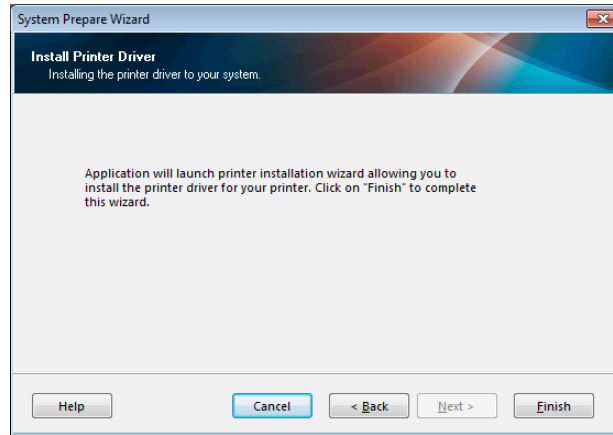


## 76 | Printer Setup and Operation

Install the Printer Driver and Connect the Printer to the Computer—Serial or Parallel

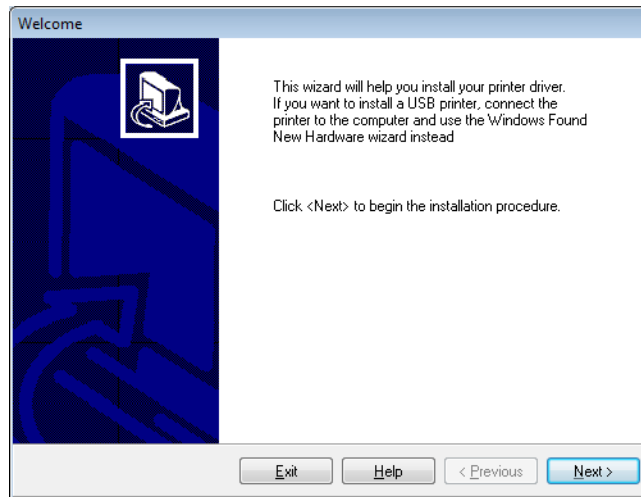
1. Select “Other computer ports (Parallel Port, Serial Port, TCP-IP Port, ...), and then click Next.

The new printer wizard prompts you to begin the installation procedure.



2. Click Finish.

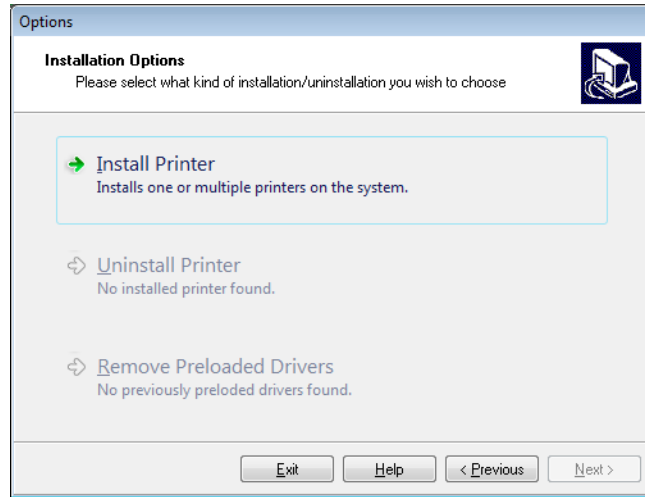
The printer driver wizard displays.





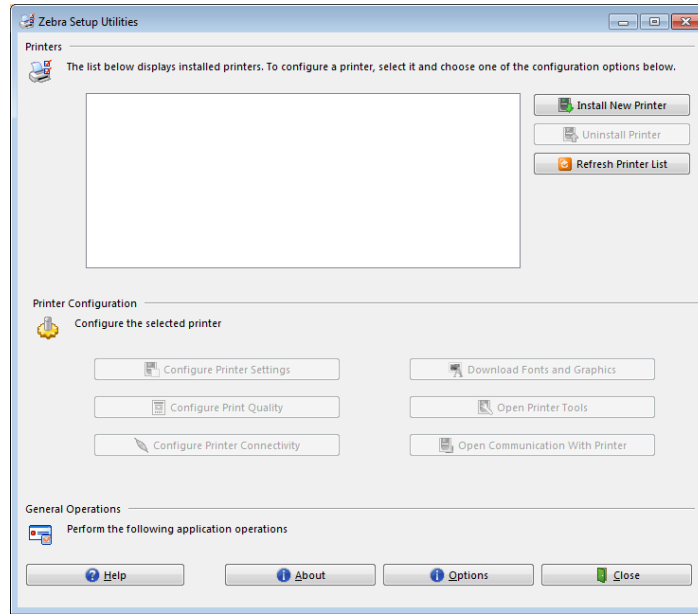
**3.** Click Next.

You are prompted to select an installation option.

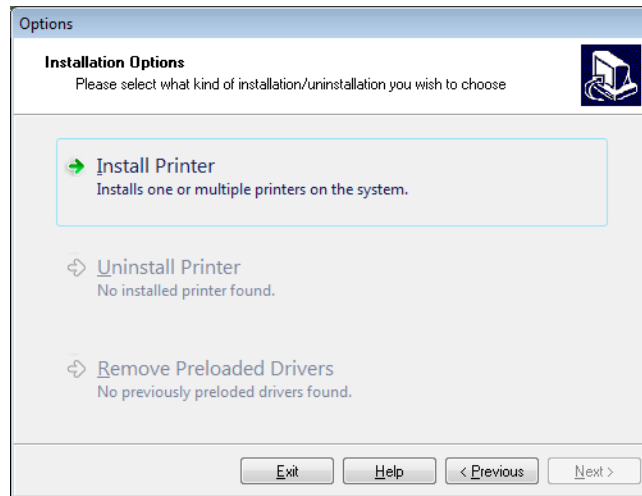
**4.** Continue with [step 6 on page 79](#).

**Adding a Printer from the Zebra Setup Utilities Screen**

**Figure 12 • Zebra Setup Utilities Screen**

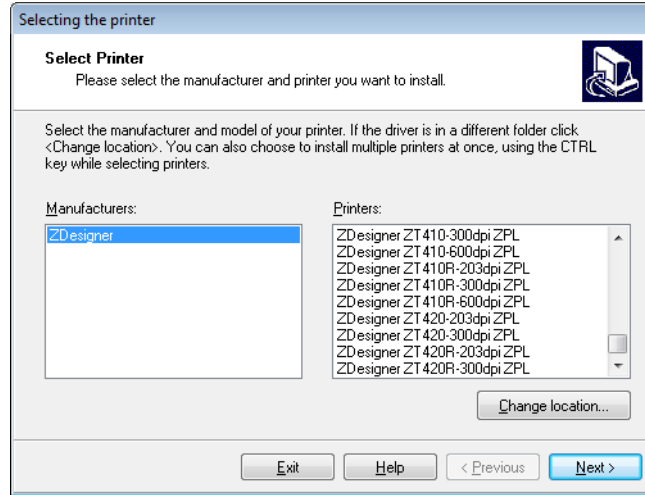


5. On the Zebra Setup Utilities screen, click Install New Printer.  
You are prompted to select an installation option.



6. Click Install Printer.

You are prompted to select a printer type.



7. Select your printer model and resolution.

The model and resolution are on a part number sticker on the printer, usually located below the media hanger. The information will be in the following format:

Part Number: XXXXXY - xxxxxxxx

where

XXXXX = the printer model

Y = the printer resolution (2 = 203 dpi, 3 = 300 dpi, 6 = 600 dpi)

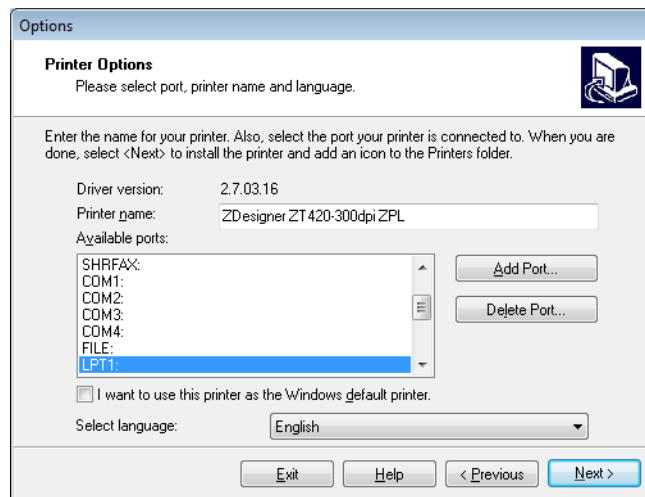
For example, in the part number **ZT420x3** – xxxxxxxx

**ZT420** indicates that the printer is a ZT420 model

**3** indicates that the printhead resolution is 300 dpi

8. Click Next.

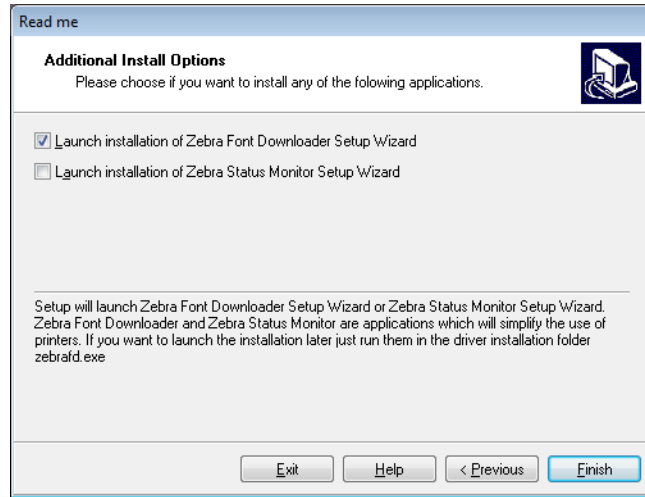
You are prompted for a printer name, the port to which the printer will be connected, and the language for the program.



9. Change the printer name (if desired), and select the appropriate port and language.

**10. Click Next.**

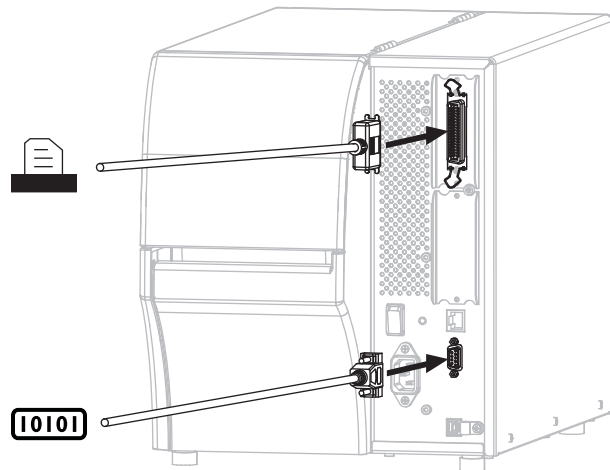
You are prompted to launch other setup wizards.

**11. Check the desired options, and then click Finish.**

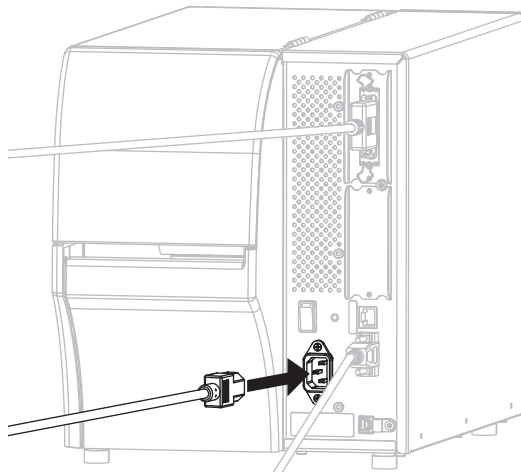
The printer driver is installed. If you are prompted that other programs might be affected, click Next.

**Connecting the printer to a serial or parallel port on your computer**

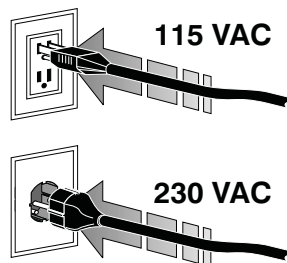
12. Connect the desired cord to the appropriate port on your printer.



13. Connect the other end of the cord to the appropriate port on your computer.
14. Plug the female end of the A/C power cord into the A/C power connector on the back of the printer.



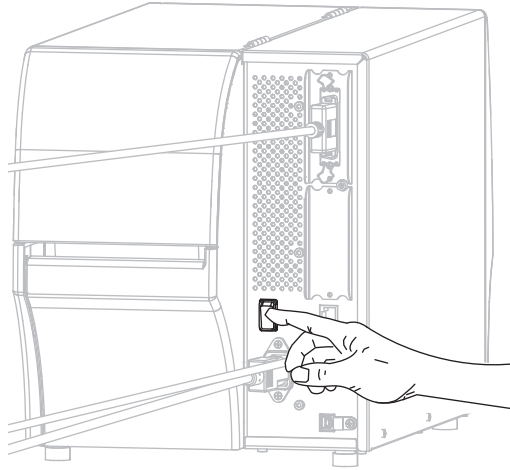
15. Plug the male end of the A/C power cord into an appropriate power outlet.



## 82 | Printer Setup and Operation

Install the Printer Driver and Connect the Printer to the Computer—Serial or Parallel

16. Turn on (I) the printer.



The printer boots up.

### Configuring the printer (if necessary)

17. If necessary, adjust the printer's port settings to match those of your computer. For more information, see [Port Settings on page 138](#).

**The installation for serial or parallel connections is complete.**

## Connect to Your Network through the Printer’s Ethernet Port

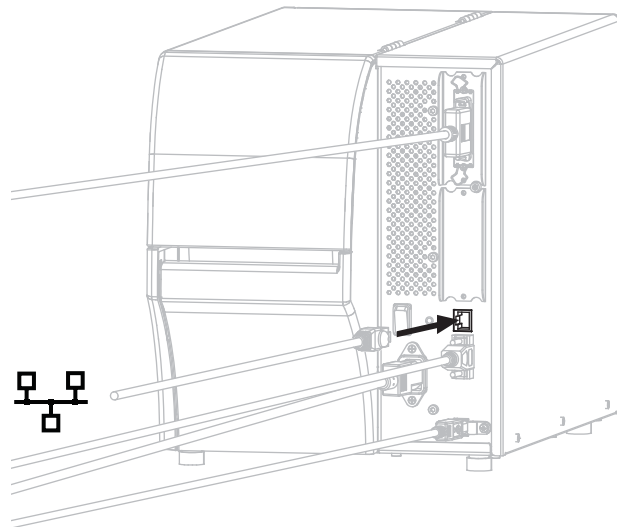
If you wish to use a wired print server (Ethernet) connection, you may need to connect the printer to your computer using one of the other available connections. While the printer is connected via one of those connections, you would configure the printer to communicate with your Local Area Network (LAN) through the printer’s wired print server.

For additional information about Zebra print servers, refer to the *ZebraNet Wired and Wireless Print Server User Guide*. To download the latest version of this guide, go to <http://www.zebra.com/zt400-info>.



### To connect the printer to your computer by a wired print server, complete these steps:

1. Install Zebra Setup Utilities as instructed in *Install Zebra Setup Utilities* on page 62.
2. Connect the printer to an Ethernet cable that is connected to your network.



The printer attempts to communicate with your network. If it is successful, it fills in your LAN’s gateway and subnet values and gets an IP address. The printer display will alternate between the printer’s firmware version and its IP address.

3. Check the display to see if an IP address was assigned to the printer. See *IP Address* on page 120 for additional ways to view the IP address.

If the printer’s IP address is...	Then...
0.0.0.0 or 000.000.000.000	Continue with <i>Configuring the printer with your LAN information (if necessary)</i> on page 84.
any other value	Continue with <i>Adding a Printer from the Zebra Setup Utilities Screen</i> on page 85.

**Configuring the printer with your LAN information (if necessary)**

If your printer connected to your network automatically, you do not need to complete this section. Continue with [Adding a Printer from the Zebra Setup Utilities Screen on page 85](#).

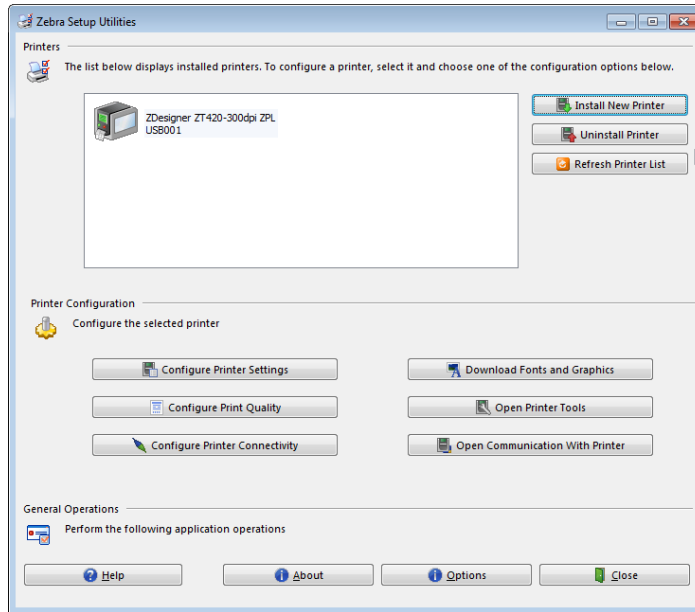
4. Connect the printer to your computer using a USB, serial, or optional parallel port as instructed in [Connect a Computer to the Printer's USB Port on page 71](#) or [Connect a Computer to the Printer's Serial or Parallel Port on page 75](#).
5. Configure the following printer settings. You can change the values through the Zebra Setup Utilities (click Configure Printer Connectivity on the Zebra Setup Utilities screen) or by the ways listed at the following links. Contact your network administrator for the proper values for your network.
  - [IP Protocol on page 123](#) (change the value from ALL to PERMANENT)
  - [Gateway on page 122](#) (match the gateway value of your LAN)
  - [Subnet Mask on page 121](#) (match the subnet value of your LAN)
  - [IP Address on page 120](#) (assign a unique IP address to the printer)



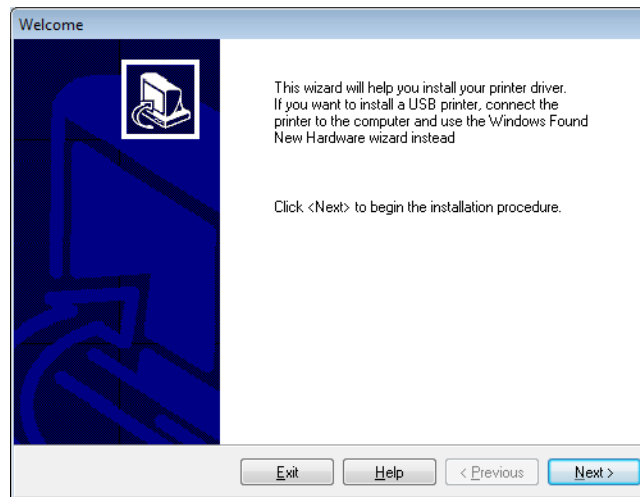
### Adding a Printer from the Zebra Setup Utilities Screen

6. If necessary, open the Zebra Setup Utilities program.  
The Zebra Setup Utilities screen displays.

Figure 13 • Zebra Setup Utilities Screen

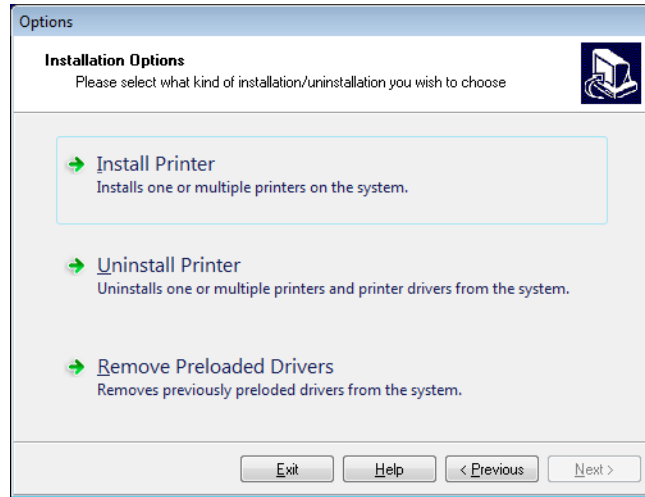


7. Click Install New Printer.  
The printer driver wizard displays.



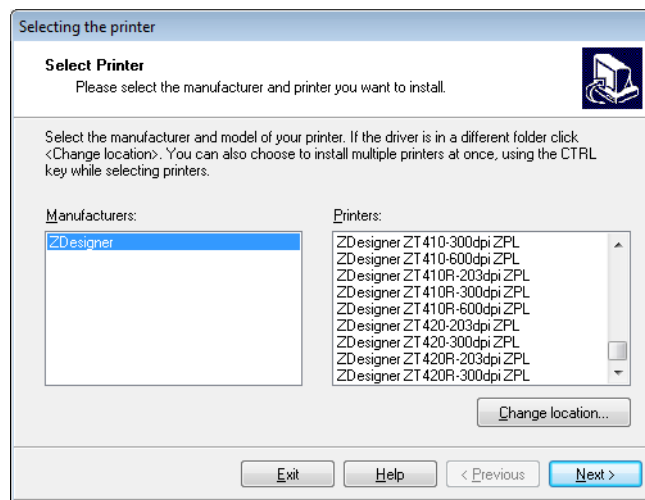
8. Click Next.

You are prompted to select an installation option.



9. Click Install Printer.

You are prompted to select a printer type.



10. Select your printer model and resolution.

The model and resolution are on a part number sticker on the printer, usually located below the media hanger. The information will be in the following format:

Part Number: XXXXXY - xxxxxxxx

where

XXXXX = the printer model

Y = the printer resolution (2 = 203 dpi, 3 = 300 dpi, 6 = 600 dpi)

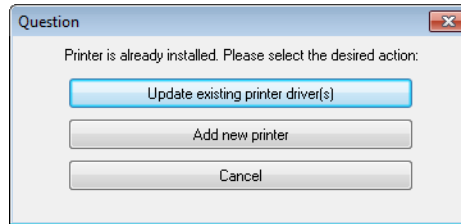
For example, in the part number **ZT420x3** - xxxxxxxx

**ZT420** indicates that the printer is a ZT420 model

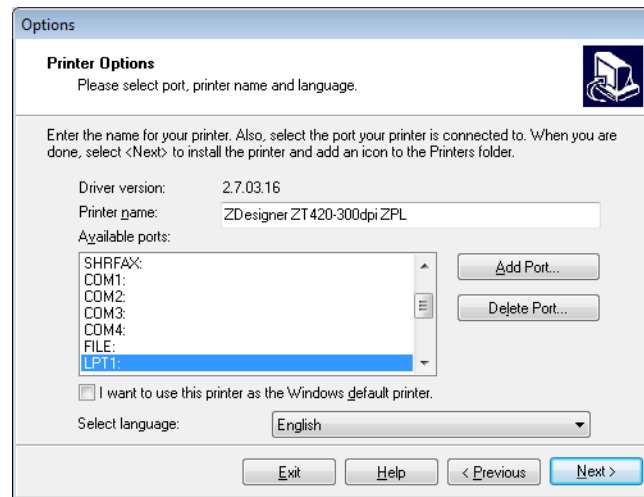
**3** indicates that the printhead resolution is 300 dpi

**11. Click Next.**

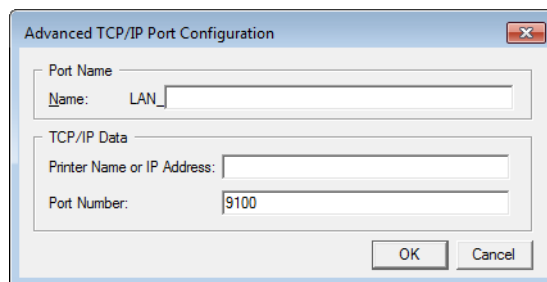
You are notified that the printer is already installed.

**12. Click Add new printer.**

You are prompted for a printer name, the port to which the printer will be connected, and the language for the printer display.

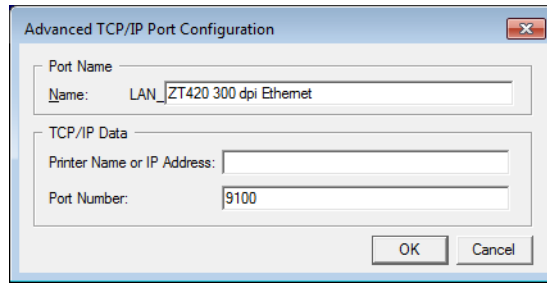
**13. Click Add Port.**

The wizard prompts you for a name for the port and the IP address of your printer.



**Note** • If you have other applications open, you may be prompted that the driver is locked by another process. You may click Next to continue or Exit to allow you to save your work before continuing with this installation.

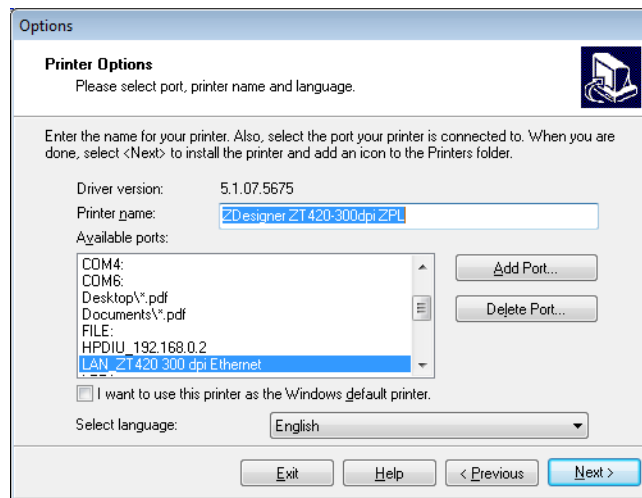
14. Give the port a name that you can recognize when it appears in the list of available ports.



15. Enter the printer's IP address. This could be one that was assigned automatically or one that you specified manually in the previous section.

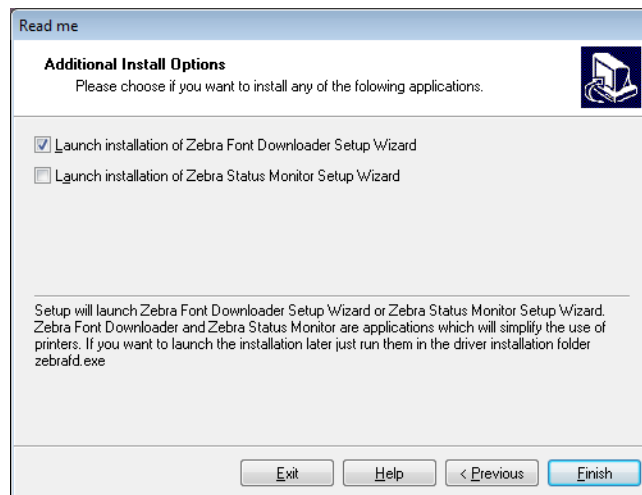
16. Click OK.

A printer driver is created with the port name that you assigned. The new printer port appears in the list of available ports.



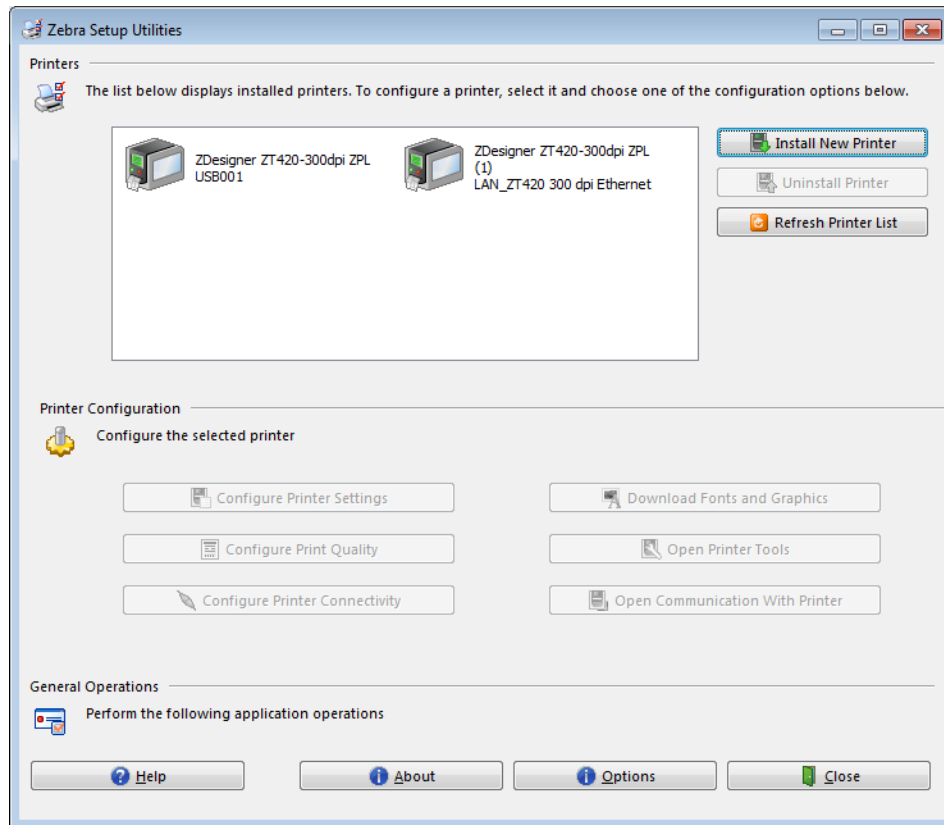
17. Click Next.

You are prompted to launch other setup wizards.



18. Check the desired options, and then click Finish.

The printer driver is installed. If you are prompted that other programs might be affected, click the appropriate option to continue.



**The installation for wired (Ethernet) connections is complete.**

## Connect the Printer to Your Wireless Network

If you wish to use the printer's optional wireless print server, you must first connect the printer to your computer using one of the other available connections. While the printer is connected via one of those connections, you configure the printer to communicate with your Wireless Local Area Network (WLAN) through the wireless print server.

For additional information about Zebra print servers, refer to the *ZebraNet Wired and Wireless Print Server User Guide*. To download the latest version of this guide, go to <http://www.zebra.com/zt400-info>.



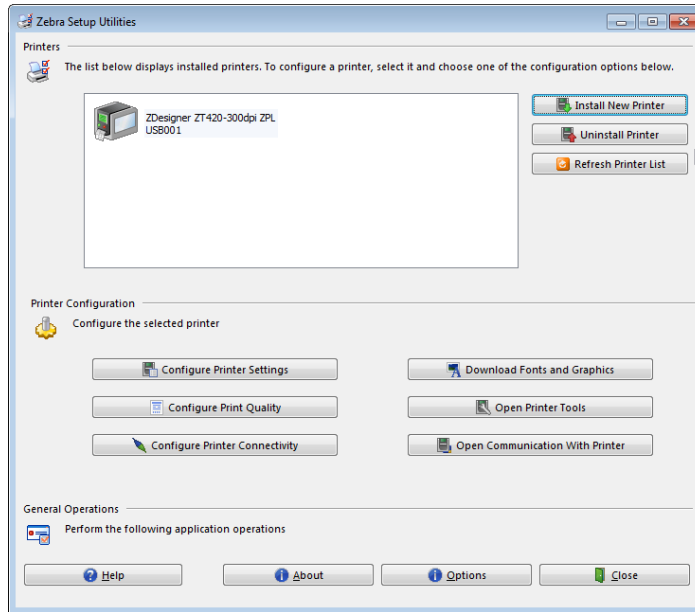
### To connect the printer to your computer by an optional wireless print server, complete these steps:

1. Install Zebra Setup Utilities as instructed in *Install Zebra Setup Utilities on page 62*.
2. Connect the printer to your computer using a USB, serial, or optional parallel port as instructed in *Connect a Computer to the Printer's USB Port on page 71* or *Connect a Computer to the Printer's Serial or Parallel Port on page 75*.
3. Configure the following printer settings. You can change the values through the Zebra Setup Utilities (click Configure Printer Connectivity on the Zebra Setup Utilities screen) or by the ways listed at the following links. Contact your network administrator for the proper values for your network.
  - *IP Protocol on page 123* (change the value from ALL to PERMANENT)
  - *Gateway on page 122* (match the gateway value of your WLAN)
  - *Subnet Mask on page 121* (match the subnet value of your WLAN)
  - *IP Address on page 120* (assign a unique IP address to the printer)

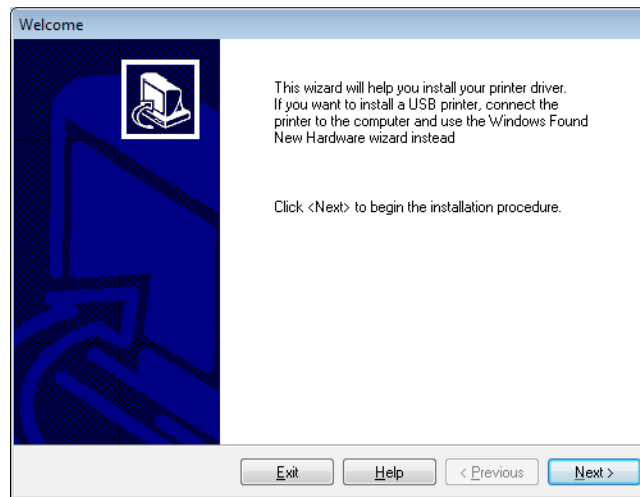
### Adding a Printer from the Zebra Setup Utilities Screen

4. If necessary, open the Zebra Setup Utilities program.  
The Zebra Setup Utilities screen displays.

Figure 14 • Zebra Setup Utilities Screen

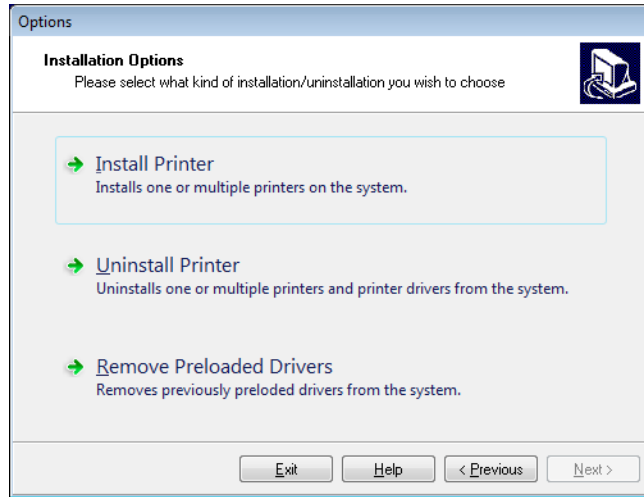


5. Click Install New Printer.  
The printer driver wizard displays.



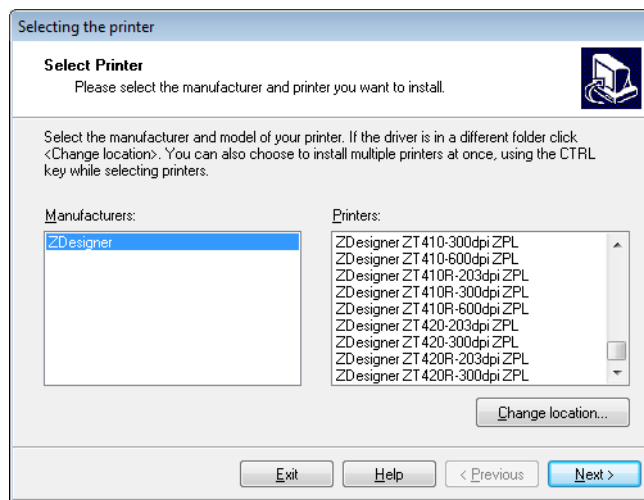
6. Click Next.

You are prompted to select an installation option.



7. Click Install Printer.

You are prompted to select a printer type.



8. Select your printer model and resolution.

The model and resolution are on a part number sticker on the printer, usually located below the media hanger. The information will be in the following format:

Part Number: XXXXXY - xxxxxxxx

where

XXXXX = the printer model

Y = the printer resolution (2 = 203 dpi, 3 = 300 dpi, 6 = 600 dpi)

For example, in the part number **ZT420x3** – xxxxxxxx

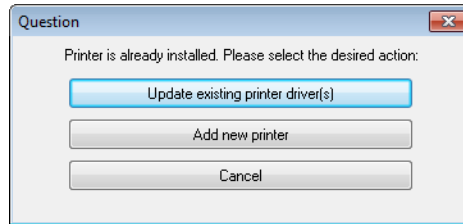
**ZT420** indicates that the printer is a ZT420 model

**3** indicates that the printhead resolution is 300 dpi



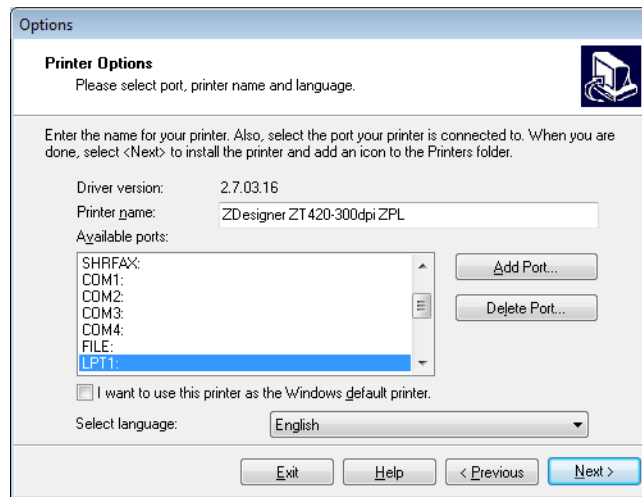
## 9. Click Next.

You are notified that the printer is already installed.



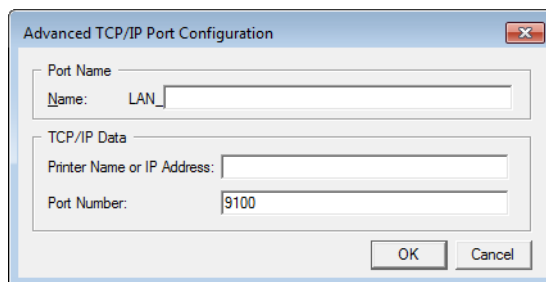
## 10. Click Add new printer.

You are prompted for a printer name, the port to which the printer will be connected, and the language for the printer display.



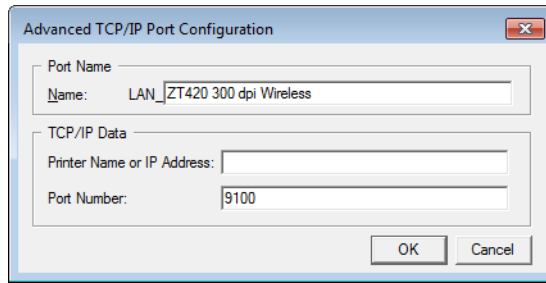
## 11. Click Add Port.

The wizard prompts you for a name for the port and the IP address of your printer.



**Note** • If you have other applications open, you may be prompted that the driver is locked by another process. You may click Next to continue or Exit to allow you to save your work before continuing with this installation.

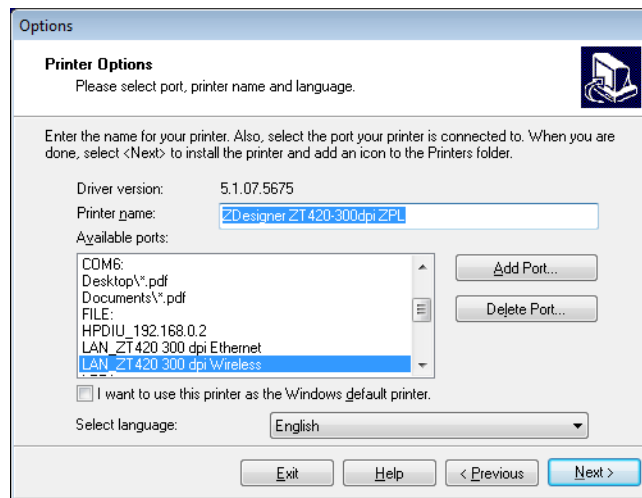
12. Give the port a name that you can recognize when it appears in the list of available ports.



13. Enter the printer's IP address. This could be one that was assigned automatically or one that you specified manually in the previous section.

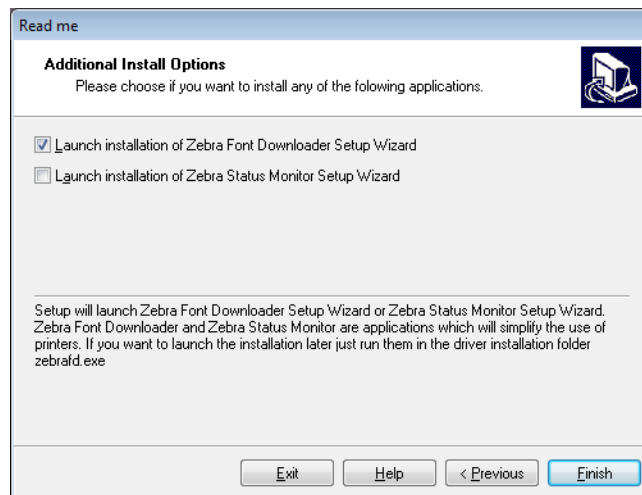
14. Click OK.

A printer driver is created with the port name that you assigned. The new printer port appears in the list of available ports.



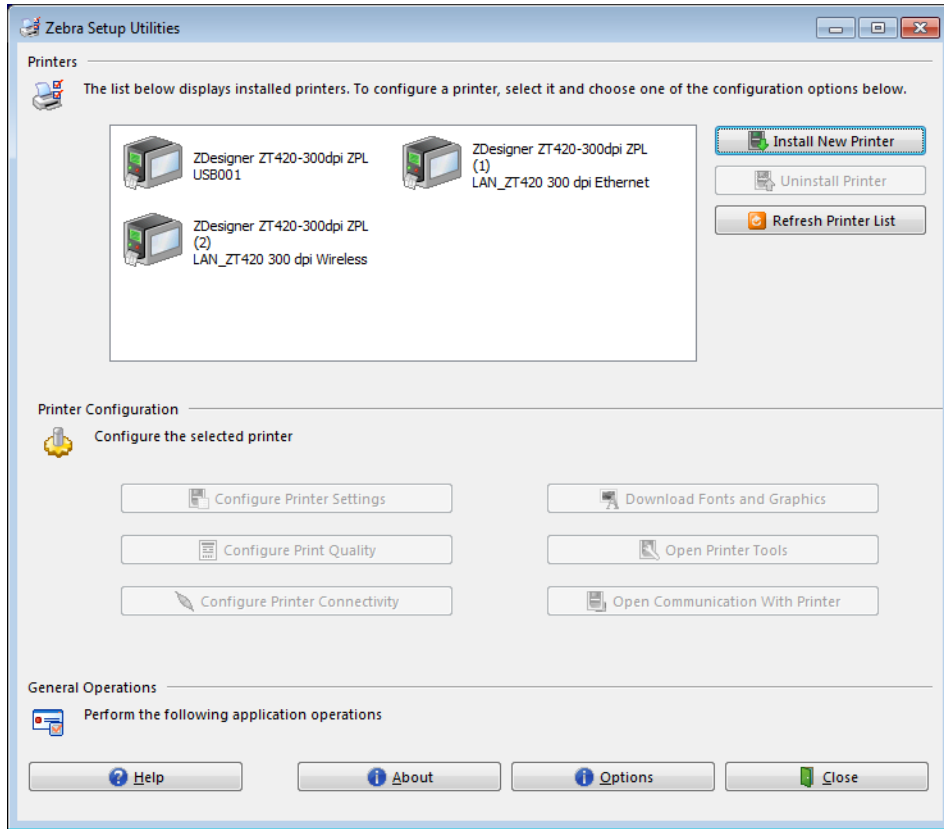
15. Click Next.

You are prompted to launch other setup wizards.



16. Check the desired options, and then click Finish.

The printer driver is installed. If you are prompted that other programs might be affected, click the appropriate option to continue.



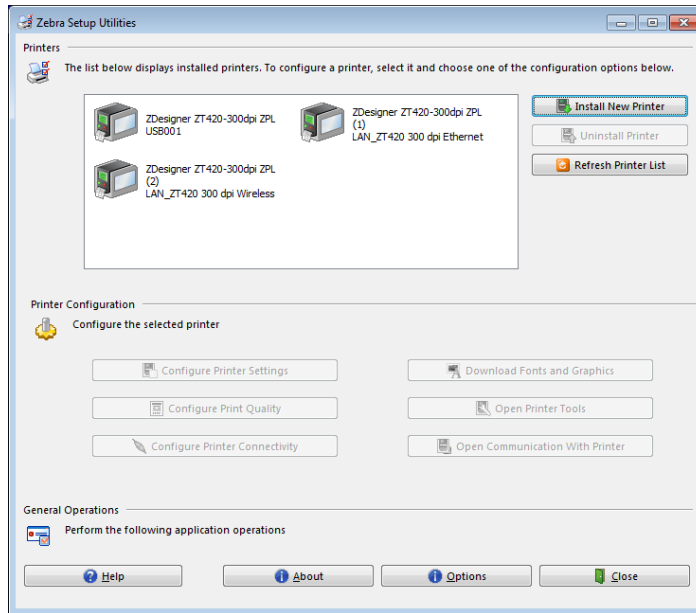
**The installation for wireless communication is complete.**

## Print a Test Label and Make Adjustments

After you have loaded media, loaded ribbon (if using Thermal Transfer mode), installed the printer driver, and connected your printer to your computer, use the directions in this section to print a test label. Printing this label allows you to see if your connection is working and if you need to adjust any of the printer settings.

**To print a test label and adjust the printer (if necessary), complete these steps:**

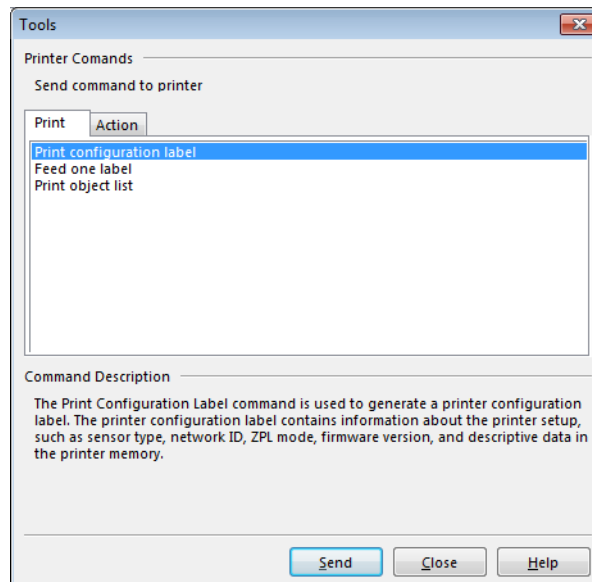
1. Open the Zebra Setup Utilities to return to the Zebra Setup Utilities screen.



2. Click on one of the available print drivers for your printer.

3. Click Open Printer Tools.

The Tools window displays the available printer commands.



- Click Send to print a printer configuration label.
- If your connection is working correctly and your printer is correctly loaded with media and ribbon (if used), a printer configuration label prints.

Figure 15 • Sample Printer Configuration Label

PRINTER CONFIGURATION	
Zebra Technologies	
ZTC ZT410-203dpi ZPL	
XXXXXXXX-XX-XXXX	
+10.0.....	DARKNESS
10.0 IPS.....	PRINT SPEED
+000.....	TEAR OFF
TEAR OFF.....	PRINT MODE
CONTINUOUS.....	MEDIA TYPE
TRANSMISSIVE.....	SENSOR SELECT
THERMAL-TRANS.....	PRINT METHOD
932.....	PRINT WIDTH
1800.....	LABEL LENGTH
41000-71/1302-05637	PRINT HEAD ID
15.0IN 380MM.....	MAXIMUM LENGTH
CONNECTED.....	USB COMM.
BIDIRECTIONAL.....	PARALLEL COMM.
RS232.....	SERIAL COMM.
9600.....	BAUD
8 BITS.....	DATA BITS
NONE.....	PARITY
XON/XOFF.....	HOST HANDSHAKE
NONE.....	PROTOCOL
NORMAL MODE.....	COMMUNICATIONS
<~> 7EH.....	CONTROL PREFIX
<^> 5EH.....	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
049.....	WEB SENSOR
080.....	MEDIA SENSOR
051.....	RIBBON SENSOR
050.....	TAKE LABEL
027.....	MARK SENSOR
027.....	MARK MED SENSOR
009.....	TRANS GAIN
016.....	TRANS BASE
100.....	TRANS LED
128.....	RIBBON GAIN
128.....	MARK GAIN
050.....	MARK LED
DPCSWFXM.....	MODES ENABLED
.....	MODES DISABLED
832 8/MM FULL.....	RESOLUTION
2.0.....	LINK-OS VERSION
V75.18.72F23143 <~>	FIRMWARE
1.3.....	XML SCHEMA
6.5.0 0x0012.0x0045	HARDWARE ID
4096k.....	R: RAM
65536k.....	E: ONBOARD FLASH
NONE.....	FORMAT CONVERT
FW VERSION.....	IDLE DISPLAY
08/29/13.....	RTC DATE
18:57.....	RTC TIME
DISABLED.....	ZBI
2.1.....	ZBI VERSION
READY.....	ZBI STATUS
62 LABELS.....	NONRESET CNTR
62 LABELS.....	RESET CNTR1
62 LABELS.....	RESET CNTR2
680 IN.....	NONRESET CNTR
680 IN.....	RESET CNTR1
680 IN.....	RESET CNTR2
1.728 CM.....	NONRESET CNTR
1.728 CM.....	RESET CNTR1
1.728 CM.....	RESET CNTR2
EMPTY.....	SLOT 1
EMPTY.....	SLOT 2
0.....	MASS STORAGE COUNT
0.....	HID COUNT
OFF.....	USB HOST LOCK OUT
FIRMWARE IN THIS PRINTER IS COPYRIGHTED	

5. Did the printer configuration label print, and is the print quality acceptable?

If...	Then...
<b>The label printed and the print quality is acceptable</b>	Your printer is ready for printing. Continue with the label designer program of your choice. You may use ZebraDesigner™, which you can download from <a href="http://www.zebra.com">http://www.zebra.com</a> .
<b>The label did not print</b>	<ol style="list-style-type: none"><li>a. Close the Tools window and make sure that you selected the correct printer driver before you click Open Printer Tools. Try printing the label again.</li><li>b. If the label still did not print, check the connections between your printer and your computer or your printer and your network.</li><li>c. If necessary, modify the printer's settings to make them match your computer's settings.</li></ol>
<b>The label prints, but with poor quality or other issues</b>	See <i>Printing Issues</i> on page 172 for troubleshooting instructions.

# Printer Configuration and Adjustment

This section assists you with configuration of and adjustments to the printer.

## Contents

Adjust Printer Settings .....	100
Print Settings .....	101
Tools .....	108
Network Settings .....	119
RFID Settings .....	126
Language Settings .....	132
Sensor Settings .....	136
Port Settings .....	138
Bluetooth Settings .....	140
Calibrate the Ribbon and Media Sensors .....	142
Adjust the Printhead Pressure .....	147
Remove Used Ribbon .....	151

## Adjust Printer Settings

This section presents the printer settings that you can change and identifies the tools for changing them. These tools include the following:

- ZPL and Set/Get/Do (SGD) commands (See the *Zebra® Programming Guide* for more information.)
- The printer's **user menus** (See *Idle Display, Home Menu, and User Menus* on page 19 for more information.)
- The printer's **web pages** when the printer has an active wired or wireless print server connection (See the *ZebraNet Wired and Wireless Print Servers User Guide* for more information.)

Copies of the referenced manuals are available at <http://www.zebra.com/manuals>.

This section contains the following subsections:

- *Print Settings* on page 101
- *Tools* on page 108
- *Network Settings* on page 119
- *RFID Settings* on page 126
- *Language Settings* on page 132
- *Sensor Settings* on page 136
- *Port Settings* on page 138
- *Bluetooth Settings* on page 140



## Print Settings

Table 5 • Print Settings


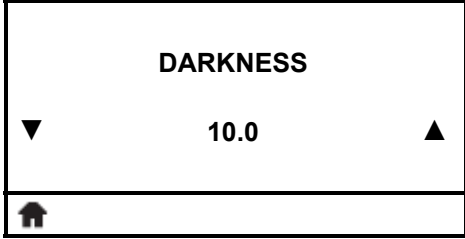

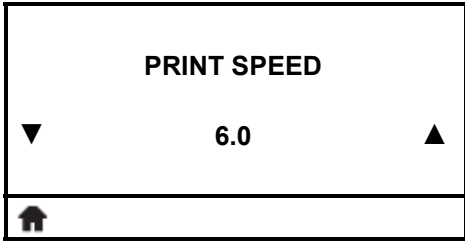

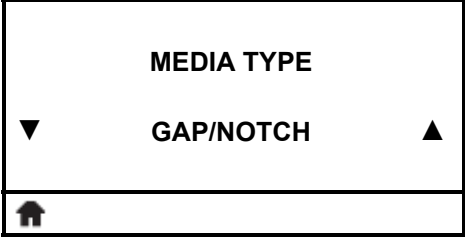

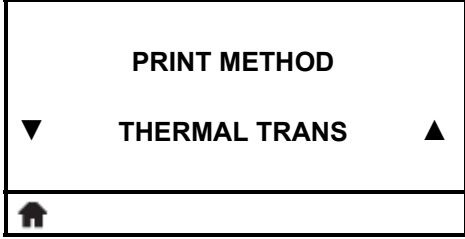
<b>Print Darkness</b>	Set the darkness to the lowest setting that provides good print quality. If you set the darkness too high, the label image may print unclearly, bar codes may not scan correctly, the ribbon may burn through, or the printhead may wear prematurely. If desired, use the <a href="#">FEED Self Test on page 190</a> to determine the best darkness setting.
<i>User menu item:</i>	Main Menu >  <a href="#">SETTINGS</a> 
<i>Accepted values:</i>	0.0 to 30.0
<i>Related ZPL command(s):</i>	^MD, ~SD
<i>SGD command used:</i>	<a href="#">print.tone</a>
<i>Printer web page:</i>	View and Modify Printer Settings > General Setup > Darkness
<b>Print Speed</b>	Select the speed for printing a label (given in inches per second). Slower print speeds typically yield better print quality.
<i>User menu item:</i>	Main Menu >  <a href="#">SETTINGS</a> 
<i>Accepted values:</i>	2, 3, 4, 5, 6
<i>Related ZPL command(s):</i>	^PR
<i>SGD command used:</i>	<a href="#">media.speed</a>

Table 5 • Print Settings (Continued)

<b>Media Type</b>	Select the type of media that you are using.	
	<i>User menu item:</i>	Main Menu >  <a href="#">SETTINGS</a>  
	<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• <a href="#">CONTINUOUS</a></li> <li>• <a href="#">GAP/NOTCH</a></li> <li>• <a href="#">MARK</a></li> </ul> <p>If you select <a href="#">CONTINUOUS</a>, you must include a label length in your label format (^LL if you are using ZPL). If you select <a href="#">GAP/NOTCH</a> or <a href="#">MARK</a> for various noncontinuous media, the printer feeds media to calculate the label length. See <a href="#">Types of Media on page 21</a> for more information.</p>
	<i>Related ZPL command(s):</i>	<a href="#">^MN</a>
	<i>SGD command used:</i>	<a href="#">ezpl.media_type</a>
	<i>Printer web page:</i>	View and Modify Printer Settings > Media Setup > Media Type
<b>Print Method</b>	Specify if the printer needs to use ribbon for printing.	
	<i>User menu item:</i>	Main Menu >  <a href="#">SETTINGS</a>  
	<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• <a href="#">THERMAL TRANS</a>—uses ribbon and thermal transfer media</li> <li>• <a href="#">DIRECT THERMAL</a>—uses direct thermal media and no ribbon</li> </ul>
	<i>Related ZPL command(s):</i>	<a href="#">^MT</a>
	<i>SGD command used:</i>	<a href="#">ezpl.print_method</a>
	<i>Printer web page:</i>	View and Modify Printer Settings > Media Setup > Print Method

**Table 5 • Print Settings (Continued)**


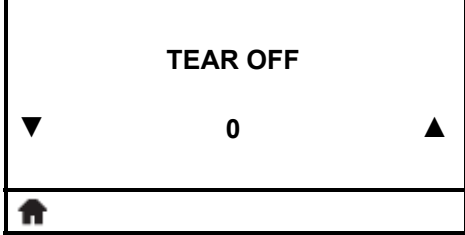
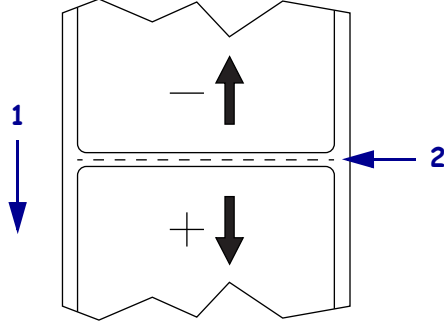







<b>Tear-Off Position</b>	If necessary, adjust the position of the media over the tear-off bar after printing.					
<i>User menu item:</i>	Main Menu >  <a href="#">SETTINGS</a> 					
<i>Accepted values:</i>	-120 to 120 <ul style="list-style-type: none"> <li>Higher numbers move the media out (the tear line moves closer to the leading edge of the next label).</li> <li>Lower numbers move the media in (the tear line moves closer to the edge of the label just printed).</li> </ul>  <table border="1" data-bbox="846 1171 1357 1283"> <tr> <td><b>1</b></td> <td>Media direction</td> </tr> <tr> <td><b>2</b></td> <td>Factory-set tear line location at position 000</td> </tr> </table>		<b>1</b>	Media direction	<b>2</b>	Factory-set tear line location at position 000
<b>1</b>	Media direction					
<b>2</b>	Factory-set tear line location at position 000					
<i>Related ZPL command(s):</i>	~TA					
<i>SGD command used:</i>	ezpl.tear_off					
<i>Printer web page:</i>	View and Modify Printer Settings > General Setup > Tear Off					

Table 5 • Print Settings (Continued)

<b>Print Width</b>	Specify the width of the labels being used, in dots. The default value is the maximum width for the printer, based on the printhead's DPI value.	
<i>User menu item:</i>	Main Menu >  <a href="#">SETTINGS</a> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;"><b>PRINT WIDTH</b></p> <p style="text-align: center;">▼ <b>832</b> ▲</p> <p style="text-align: center;"></p> </div>	
<i>Accepted values:</i>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"></div> <div> <p><b>Note</b> • 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 the printer to print off of the label and onto the platen roller. This setting can affect the horizontal position of the label format if the image was inverted using the <b>^POI</b> ZPL II command.</p> <p>ZT410 203 dpi = <b>0002</b> to <b>832</b>            ZT410 300 dpi = <b>0002</b> to <b>1248</b>            ZT410 600 dpi = <b>0002</b> to <b>2496</b>            ZT420 203 dpi = <b>0002</b> to <b>1344</b>            ZT420 300 dpi = <b>0002</b> to <b>1984</b></p> </div> </div>	
<i>Related ZPL command(s):</i>	<b>^PW</b>	
<i>SGD command used:</i>	<b>ezpl.print_width</b>	
<i>Printer web page:</i>	View and Modify Printer Settings > Media Setup > Print Width	

**Table 5 • Print Settings (Continued)**

<p><b>Print Mode</b></p>	<p>Select a print mode that is compatible with your printer options. For information about how the print mode selections work with different printer options, see <a href="#">Select a Print Mode on page 28</a>.</p> <p><i>User menu item:</i> Main Menu &gt;  <a href="#">SETTINGS</a></p> <div data-bbox="857 430 1318 667" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>PRINT MODE</b></p> <p>▼ <b>TEAR OFF</b> ▲</p> <hr/> <p></p> </div> <p><i>Accepted values:</i></p> <ul style="list-style-type: none"> <li>• <a href="#">TEAR OFF</a></li> <li>• <a href="#">CUTTER</a></li> <li>• <a href="#">PEEL</a> (use this value for peel-off or liner take-up printing)</li> <li>• <a href="#">REWIND</a></li> </ul> <p><i>Related ZPL command(s):</i> ^MM</p> <p><i>SGD command used:</i> <a href="#">media.printmode</a></p> <p><i>Printer web page:</i> View and Modify Printer Settings &gt; General Setup &gt; Print Mode</p>
<p><b>Label Left Position</b></p>	<p>If necessary, shift the print position horizontally on the label. Positive numbers move the left edge of the image toward the center of the label by the number of dots selected, while negative numbers move the left edge of the image toward the left edge of the label.</p> <p><i>User menu item:</i> Main Menu &gt;  <a href="#">SETTINGS</a></p> <div data-bbox="857 1249 1318 1486" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>LEFT POSITION</b></p> <p>▼ <b>0</b> ▲</p> <hr/> <p></p> </div> <p><i>Accepted values:</i> -9999 to 9999</p> <p><i>Related ZPL command(s):</i> ^LS</p> <p><i>SGD command used:</i> <a href="#">zpl.left_position</a></p> <p><i>Printer web page:</i> View and Modify Printer Settings &gt; Advanced Setup &gt; Left Position</p>

**Table 5 • Print Settings (Continued)**


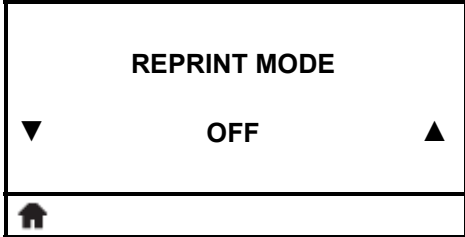



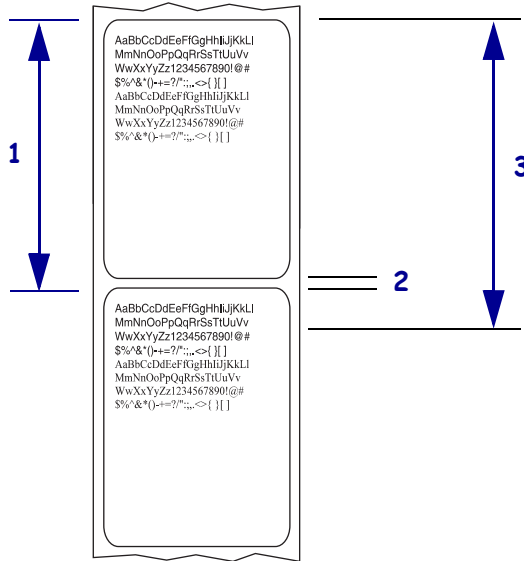
<b>Reprint Mode</b>	When reprint mode is enabled, you can reprint the last label printed by pressing and holding PAUSE + CANCEL or by pressing the DOWN ARROW when at the printer's Idle Display.	
<i>User menu item:</i>		Main Menu >  <b>SETTINGS</b>  
<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• ON</li> <li>• OFF</li> </ul>	
<i>Related ZPL command(s):</i>	^JZ	
<i>SGD command used:</i>	ezpl.reprint_mode	

Table 5 • Print Settings (Continued)

<p><b>Maximum Label Length</b></p>	<p>Set the maximum label length.</p>							
<p><i>User menu item:</i></p>	<p>Main Menu &gt;  <b>SETTINGS</b></p> <div style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>LABEL LENGTH MAX</b></p> <p>▼ <b>39</b> ▲</p> <p></p> </div>							
<p><i>Accepted values:</i></p>	<p>0 to the maximum label length supported by the printer</p> <p> <b>Important</b> • Specify a value that is at least 1.0 in. (25.4 mm) greater than the actual label length plus the interlabel gap. If you set the value to one that is smaller than the label length, the printer assumes that continuous media is loaded, and the printer cannot calibrate.</p> <p>For example, if the label length is 6.0 inches (152 mm) including the interlabel gap, set the parameter for at least 7.0 inches (178 mm).</p> <div style="text-align: center;">  </div> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;"><b>1</b></td> <td>Label length (including interlabel gap)</td> </tr> <tr> <td style="text-align: center;"><b>2</b></td> <td>Interlabel gap</td> </tr> <tr> <td style="text-align: center;"><b>3</b></td> <td>Set the maximum label length to approximately this value</td> </tr> </table>		<b>1</b>	Label length (including interlabel gap)	<b>2</b>	Interlabel gap	<b>3</b>	Set the maximum label length to approximately this value
<b>1</b>	Label length (including interlabel gap)							
<b>2</b>	Interlabel gap							
<b>3</b>	Set the maximum label length to approximately this value							
<p><i>Related ZPL command(s):</i></p>	<p>^ML</p>							
<p><i>SGD command used:</i></p>	<p>ezpl.label_length_max</p>							
<p><i>Printer web page:</i></p>	<p>View and Modify Printer Settings &gt; Media Setup &gt; Maximum Length</p>							

## Tools

Table 6 • Tools







<p><b>Print Information</b></p> <p><i>User menu item:</i></p>	<p>Print the specified information on one or more labels.</p>
	<p>Main Menu &gt;  <b>TOOLS</b></p> <div data-bbox="868 453 1331 688" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><b>PRINT INFORMATION</b></p> <p style="text-align: center;">▼ <b>SETTINGS</b> ▲</p> <p style="text-align: center;"> <b>PRINT</b></p> </div> <p>Main Menu &gt;  <b>NETWORK</b></p> <div data-bbox="868 789 1331 1024" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><b>PRINT INFORMATION</b></p> <p style="text-align: center;">▼ <b>NETWORK</b> ▲</p> <p style="text-align: center;"> <b>PRINT</b></p> </div> <p>Main Menu &gt;  <b>SENSORS</b></p> <div data-bbox="868 1125 1331 1360" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><b>PRINT INFORMATION</b></p> <p style="text-align: center;">▼ <b>SENSOR PROFILE</b> ▲</p> <p style="text-align: center;"> <b>PRINT</b></p> </div>
<p>(Continued on next page.)</p>	



Table 6 • Tools (Continued)


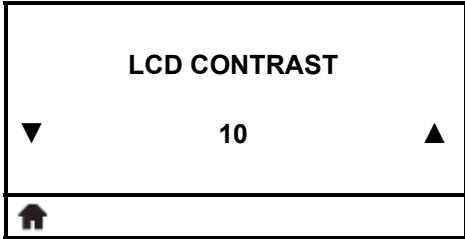
<b>Print Information</b> (continued)	<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• <b>SETTINGS</b>—prints the printer configuration label.</li> <li>• <b>NETWORK</b>—prints the settings for any print server that is installed.</li> <li>• <b>FORMATS</b>—prints the available formats stored in the printer’s RAM, Flash memory, or optional memory card.</li> <li>• <b>IMAGES</b>—prints the available images stored in the printer’s RAM, Flash memory, or optional memory card.</li> <li>• <b>FONTS</b>—prints the available fonts in the printer, including standard printer fonts plus any optional fonts. Fonts may be stored in RAM or Flash memory.</li> <li>• <b>BARCODES</b>—prints the available bar codes in the printer. Bar codes may be stored in RAM or Flash memory.</li> <li>• <b>ALL</b>—prints the previous six labels.</li> <li>• <b>SENSOR PROFILE</b>—shows the sensor settings compared to actual sensor readings. To interpret the results, see <i>Sensor Profile on page 195</i>.</li> </ul>
	<i>Related ZPL command(s):</i>	SETTINGS: ~WC NETWORK: ~WL SENSOR PROFILE: ~JG Others: ^WD
	<i>Control panel key(s):</i>	SETTINGS and NETWORK: Do one of the following: <ul style="list-style-type: none"> <li>• Hold CANCEL during printer power-up.</li> <li>• Hold FEED + CANCEL for 2 seconds when the printer is in the Ready state.</li> </ul> SENSOR PROFILE: Hold FEED + CANCEL during printer power-up.
	<i>Printer web page:</i>	View and Modify Printer Settings > Print Listings on Label
<b>LCD Contrast</b>	Change the contrast on the printer’s display.	
	<i>User menu item:</i>	Main Menu >  <b>TOOLS</b>  
	<i>Accepted values:</i>	3 to 15
	<i>SGD command used:</i>	<b>display.contrast</b>

Table 6 • Tools (Continued)


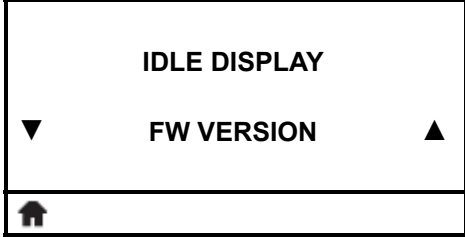

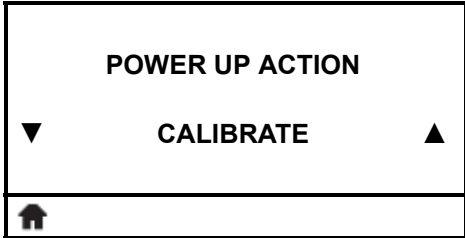

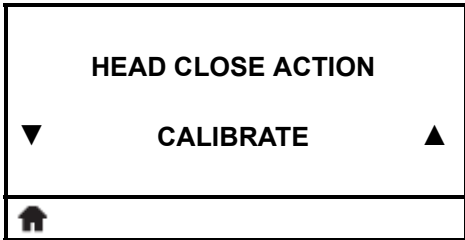

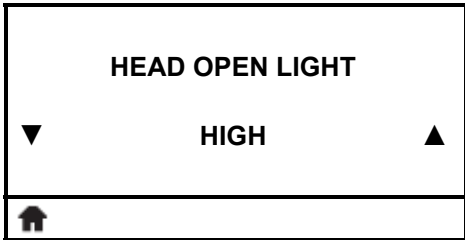

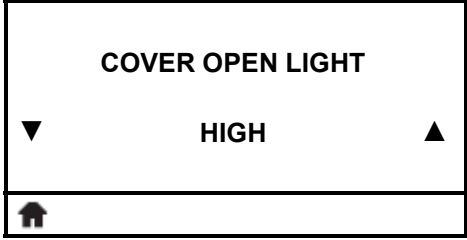
<b>Idle Display</b>	Select the information shown on the printer's display when the printer is idle.	
	<i>User menu item:</i>	Main Menu >  <b>TOOLS</b>  
	<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• <b>FW VERSION</b></li> <li>• <b>IP ADDRESS</b></li> <li>• <b>MM/DD/YY 24 HR</b></li> <li>• <b>MM/DD/YY 12 HR</b></li> <li>• <b>DD/MM/YY 24 HR</b></li> <li>• <b>DD/MM/YY 12 HR</b></li> </ul>
	<i>SGD command used:</i>	<code>device.idle_display_format</code>
<b>Power-Up Action</b>	Set the action for the printer to take during the power-up sequence.	
	<i>User menu item:</i>	Main Menu >  <b>TOOLS</b>  
	<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• <b>CALIBRATE</b>—adjusts sensor levels and thresholds, determines the label length, and feeds the media to the next web.</li> <li>• <b>FEED</b>—feeds the labels to the first registration point.</li> <li>• <b>LENGTH</b>—determines the label length using current sensor values, and feeds the media to the next web.</li> <li>• <b>NO MOTION</b>—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.</li> <li>• <b>SHORT CAL</b>—sets the media and web thresholds without adjusting sensor gain, determines the label length, and feeds the media to the next web.</li> </ul>
	<i>Related ZPL command(s):</i>	<code>^MF</code>
	<i>SGD command used:</i>	<code>ezpl.power_up_action</code>
<i>Printer web page:</i>	View and Modify Printer Settings > Calibration	

Table 6 • Tools (Continued)

<b>Head-Close Action</b>	Set the action for the printer to take when you close the printhead.	
	<i>User menu item:</i>	Main Menu >  <b>TOOLS</b>
		
	<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• <b>CALIBRATE</b>—adjusts sensor levels and thresholds, determines the label length, and feeds the media to the next web.</li> <li>• <b>FEED</b>—feeds the labels to the first registration point.</li> <li>• <b>LENGTH</b>—determines the label length using current sensor values, and feeds the media to the next web.</li> <li>• <b>NO MOTION</b>—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.</li> <li>• <b>SHORT CAL</b>—sets the media and web thresholds without adjusting sensor gain, determines the label length, and feeds the media to the next web.</li> </ul>
	<i>Related ZPL command(s):</i>	^MF
	<i>SGD command used:</i>	ezpl.head_close_action
<i>Printer web page:</i>	View and Modify Printer Settings > Calibration	
<b>Head-Open Light</b>	Set the brightness of the light that turns on when the printhead is open.	
	<i>User menu item:</i>	Main Menu >  <b>TOOLS</b>
		
	<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• <b>HIGH</b></li> <li>• <b>MEDIUM</b></li> <li>• <b>LOW</b></li> <li>• <b>OFF</b></li> </ul>
<i>SGD command used:</i>	device.light.head_open_brightness	

**Table 6 • Tools (Continued)**

<b>Cover-Open Light</b>	Set the brightness of the light that turns on when the media door is open.	
	<i>User menu item:</i>	Main Menu >  <b>TOOLS</b>
		
	<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• HIGH</li> <li>• MEDIUM</li> <li>• LOW</li> <li>• OFF</li> </ul>
	<i>SGD command used:</i>	<code>device.light.cover_open_brightness</code>

**Table 6 • Tools (Continued)**





<p><b>Load Defaults</b></p>	<p>Restore specific printer, print server, and network settings back to the factory defaults. Use care when loading defaults because you will need to reload all settings that you changed manually.</p>	
<p><i>User menu item:</i></p>	<p><i>User menu item:</i></p>	<p>Main Menu &gt;  <b>TOOLS</b></p> <div data-bbox="868 426 1331 667" style="border: 1px solid black; padding: 5px; text-align: center;"> <p><b>LOAD DEFAULTS</b></p> <p>▼ <b>FACTORY</b> ▲</p> <p> <b>LOAD</b></p> </div> <p>Main Menu &gt;  <b>NETWORK</b></p> <div data-bbox="868 762 1331 1003" style="border: 1px solid black; padding: 5px; text-align: center;"> <p><b>LOAD DEFAULTS</b></p> <p>▼ <b>NETWORK</b> ▲</p> <p> <b>LOAD</b></p> </div>
<p><i>Accepted values:</i></p>	<ul style="list-style-type: none"> <li>• <b>FACTORY</b>—Restores all printer settings 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.</li> <li>• <b>NETWORK</b>—Reinitializes the printer’s wired or wireless print server. With a wireless print server, the printer also reassociates with your wireless network.</li> <li>• <b>LAST SAVED</b>—Loads settings from the last permanent save.</li> </ul>	
<p><i>Related ZPL command(s):</i></p>	<p>FACTORY: ^JUF NETWORK: ^JUN LAST SAVED: ^JUR</p>	
<p><i>Control panel key(s):</i></p>	<p>FACTORY: Hold FEED + PAUSE during printer power-up to reset the printer parameters to factory values. NETWORK: Hold CANCEL + PAUSE during printer power-up to reset the network parameters to factory values. LAST SAVED: N/A</p>	
<p><i>Printer web page:</i></p>	<p>FACTORY: View and Modify Printer Settings &gt; Restore Default Configuration NETWORK: Print Server Settings &gt; Reset Print Server LAST SAVED: View and Modify Printer Settings &gt; Restore Saved Configuration</p>	

Table 6 • Tools (Continued)



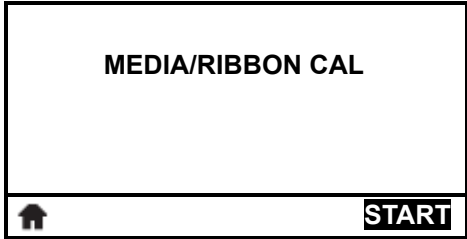


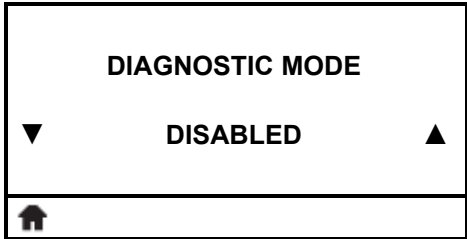
<b>Media and Ribbon Sensor Calibration</b>	Calibrate the printer to adjust the sensitivity of the media and ribbon sensors. For complete instructions on how to perform a calibration procedure, see <a href="#">Calibrate the Ribbon and Media Sensors on page 142</a> .	
	<i>User menu item:</i>	Main Menu >  TOOLS Main Menu >  SENSORS 
	<i>Related ZPL command(s):</i>	~JC
	<i>SGD command used:</i>	ezpl.manual_calibration
	<i>Control panel key(s):</i>	Hold PAUSE + FEED + CANCEL for 2 seconds to initiate calibration.
<i>Printer web page:</i>	The calibration procedure cannot be initiated through the web pages. See the following web page for settings that are set during sensor calibration: View and Modify Printer Settings > Calibration   <b>Important</b> • Do not change these settings unless you are told to do so by Zebra Technical Support or by an authorized service technician.	
<b>Communication Diagnostics Mode</b>	Use this diagnostics tool to cause the printer to output the hexadecimal values for all data received by the printer. For more information, see <a href="#">Communication Diagnostics Test on page 194</a> .	
	<i>User menu item:</i>	Main Menu >  TOOLS 
	<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• DISABLED</li> <li>• ENABLED</li> </ul>
	<i>Related ZPL command(s):</i>	~JD to enable, ~JE to disable
	<i>SGD command used:</i>	device.diagnostic_print
	<i>Control panel key(s):</i>	Hold PAUSE + FEED for 2 seconds when the printer is in the Ready state.

Table 6 • Tools (Continued)


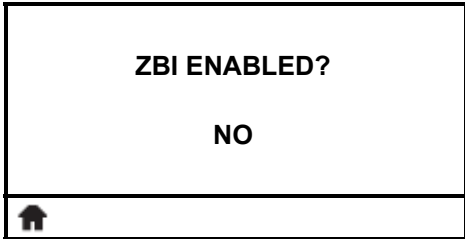

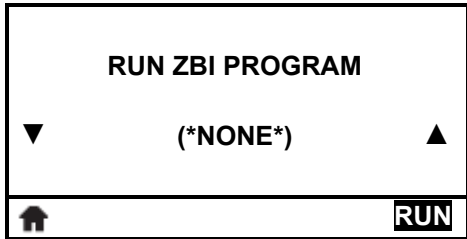
<b>Enable ZBI</b>	Zebra Basic Interpreter (ZBI 2.0™) is a programming option that may be purchased for your printer. If you would like to purchase this option, contact your Zebra reseller for more information.	
<i>User menu item:</i>		Main Menu >  <b>TOOLS</b>  
<i>SGD command used:</i>	<b>zbi.key</b> (identifies if the ZBI 2.0 option is enabled or disabled on the printer)	
<b>Run a ZBI Program</b>	If you have ZBI installed, you may choose to run a ZBI program that you have downloaded to your printer.	
<i>User menu item: *</i> <i>* This menu item appears only if ZBI is enabled on your printer and no ZBI program is running.</i>		Main Menu >  <b>TOOLS</b>    If ZBI programs exist on your printer, they are listed. If no program exists, NONE is listed. If you wish to run a ZBI program that you have downloaded to your printer: <ol style="list-style-type: none"><li>1. Use the UP ARROW or DOWN ARROW to select a file from this menu.</li><li>2. Press RIGHT SELECT to select <b>RUN</b>. If no program exists, the RUN option does not perform an action.</li></ol>
<i>Related ZPL command(s):</i>	<b>^JI, ~JI</b>	
<i>SGD command used:</i>	<b>zbi.control.run</b>	
<i>Printer web page:</i>	Directory Listing	

Table 6 • Tools (Continued)





<b>Stop a ZBI Program</b>	If your printer is running a ZBI program, you may stop that program.	
	<p><i>User menu item: *</i></p> <p><i>* This menu item appears only if ZBI is enabled on your printer and no ZBI program is running.</i></p>	<p>Main Menu &gt;  <b>TOOLS</b></p> <div style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>STOP ZBI PROGRAM</b></p> <p>▼ <b>(*NONE*)</b> ▲</p> <p> <b>STOP</b></p> </div> <p>If ZBI programs are running, the printer lists them. If you wish to stop a program:</p> <ol style="list-style-type: none"> <li>1. Use the UP ARROW or DOWN ARROW to select the file from this menu.</li> <li>2. Press RIGHT SELECT to select <b>STOP</b></li> </ol>
	<i>Related ZPL command(s):</i>	~JQ
	<i>SGD command used:</i>	<code>zbi.control.terminate</code>
	<i>Printer web page:</i>	Directory Listing
<b>Print from a USB Flash Drive</b>	Select files to print from a USB Flash drive.	
	<p><i>User menu item: *</i></p> <p><i>* This menu item appears only if a USB Flash drive is inserted into the USB host port on the printer.</i></p>	<p>Main Menu &gt;  <b>TOOLS</b></p> <div style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>PRINT USB FILE</b></p> <p>▼ <b>SELECT ALL</b> ▲</p> <p> <b>PRINT</b></p> </div> <ol style="list-style-type: none"> <li>1. Insert a USB flash drive into the printer's USB host port. The printer lists available files. <b>SELECT ALL</b> is available to print all available files on the USB Flash drive.</li> <li>2. Use the UP ARROW or DOWN ARROW to select a file from this menu.</li> <li>3. Press RIGHT SELECT to select <b>PRINT</b></li> </ol>
	<i>SGD command used:</i>	<code>usb.host.read_list</code>



Table 6 • Tools (Continued)















<p><b>Copy Files from a USB Flash Drive</b></p>	<p>Select files to copy to the printer from a USB Flash drive.</p>	
	<p><i>User menu item: *</i> * This menu item appears only if a USB Flash drive is inserted into the USB host port on the printer.</p>	<p>Main Menu &gt;  <b>TOOLS</b></p> <div data-bbox="870 363 1333 600" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>COPY USB FILE TO E:</b></p> <p>▼ <b>SELECT ALL</b> ▲</p> <hr/> <p> <b>COPY</b></p> </div> <ol style="list-style-type: none"> <li>1. Insert a USB flash drive into the printer's USB host port. The printer lists available files. <b>SELECT ALL</b> is available to copy all available files from the USB Flash drive.</li> <li>2. Use the UP ARROW or DOWN ARROW to select a file from this menu.</li> <li>3. Press RIGHT SELECT to select <b>COPY</b></li> </ol>
<p><i>SGD command used:</i></p>	<p><b>usb.host.read_list</b></p>	
<p><b>Store Files on a USB Flash Drive</b></p>	<p>Select files from the printer to store on a USB Flash drive.</p>	
	<p><i>User menu item: *</i> * This menu item appears only if a USB Flash drive is inserted into the USB host port on the printer.</p>	<p>Main Menu &gt;  <b>TOOLS</b></p> <div data-bbox="870 1098 1333 1335" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>STORE E: FILE TO USB</b></p> <p>▼ <b>SELECT ALL</b> ▲</p> <hr/> <p> <b>STORE</b></p> </div> <ol style="list-style-type: none"> <li>1. Insert a USB flash drive into the printer's USB host port. The printer lists available files. <b>SELECT ALL</b> is available to store all files available files from the printer on the USB Flash drive.</li> <li>2. Use the UP ARROW or DOWN ARROW to select a file from this menu.</li> <li>3. Press RIGHT SELECT to select <b>STORE</b>.</li> </ol>
<p><i>SGD command used:</i></p>	<p><b>usb.host.write_list</b></p>	

Table 6 • Tools (Continued)




<p><b>Fill in a Form or Print a Label Format from the Display</b></p>	<p>Use this menu item to fill in variable fields in a label format and print the label using a Human Input Device (HID), such as a USB keyboard or barcode scanner. A suitable label format must be stored on the E: drive of the printer to use this option.</p> <p>When the printer finds an HID plugged into the printer's USB host port, it uses this user menu to prompt you to select a form on the printer's E: drive. After you have been prompted to fill in each variable ^FN field on the form, you can specify the desired quantity of labels to print.</p> <p>For more information about using the ^FN command or the SGD commands related to this feature, refer to the <i>Zebra Programming Guide</i>. You can download a copy of the manual from <a href="http://www.zebra.com/manuals/">http://www.zebra.com/manuals/</a>.</p>
<p><i>User menu item: *</i></p> <p>* This menu item appears only if a USB Flash drive is inserted into the USB host port on the printer.</p>	<p>Main Menu &gt;  <b>TOOLS</b></p> <div data-bbox="870 678 1333 911" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>PRINT STATION</b></p> <p>▼ [FILENAME] ▲</p> <p> <b>PRINT</b></p> </div> <ol style="list-style-type: none"> <li>1. Insert a USB flash drive into the printer's USB host port. The printer lists available files.</li> <li>2. Use the UP ARROW or DOWN ARROW to select a file from this menu.</li> <li>3. Press RIGHT SELECT to select <b>PRINT</b>. The printer accesses the file and prompts for the information in the ^FN fields in the file.</li> <li>4. Use your keyboard or barcode scanner to enter the requested information. When using a keyboard, press &lt;ENTER&gt; after entering the appropriate information in the field. When all ^FN fields have been filled, the printer prompts for the number of labels to print.</li> <li>5. Specify the desired number of labels. The specified number of labels is printed with your data in the appropriate fields.</li> </ol>
<p><i>SGD command used:</i></p>	<p><code>usb.host.keyboard_input</code> (must be set to ON)</p> <p><code>usb.host.template_list</code></p> <p><code>usb.host.fn_field_list</code></p> <p><code>usb.host.fn_field_data</code></p> <p><code>usb.host.fn_last_field</code></p> <p><code>usb.host.template_print_amount</code></p>

## Network Settings




**Table 7 • Network Settings**

<b>Active Print Server</b>	Only one print server (wired or wireless) can be installed at a time. Therefore, the print server installed is the active print server.	
	<p><i>User menu item:</i> *</p> <p>* This menu item cannot be modified from the control panel.</p>	<p>Main Menu &gt;  NETWORK</p> <div data-bbox="862 478 1321 716" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>ACTIVE PRINT SERVER</b></p> <p><b>INTERNAL WIRED</b></p> <hr/>  </div>
<b>Primary Print Server</b>	Only one print server (wired or wireless) can be installed at a time. Therefore, the print server installed is the primary print server.	
	<p><i>User menu item:</i> *</p> <p>* This menu item cannot be modified from the control panel.</p>	<p>Main Menu &gt;  NETWORK</p> <div data-bbox="862 863 1321 1100" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>PRIMARY NETWORK</b></p> <p><b>WIRED</b></p> <hr/>  </div>
<b>Primary TCP/IP Port</b>	View the Ethernet TCP port number, over which labels and commands can be sent for processing.	
	<p><i>User menu item:</i> *</p> <p>* This menu item cannot be modified from the control panel.</p>	<p>Main Menu &gt;  NETWORK</p> <div data-bbox="862 1249 1321 1486" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>IP PORT</b></p> <p><b>6101</b></p> <hr/>  </div>
<b>Alternate TCP/IP Port</b>	View the alternate Ethernet TCP port number, over which labels and commands can be sent for processing.	
	<p><i>User menu item:</i> *</p> <p>* This menu item cannot be modified from the control panel.</p>	<p>Main Menu &gt;  NETWORK</p> <div data-bbox="862 1631 1321 1869" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>IP ALTERNATE PORT</b></p> <p><b>9100</b></p> <hr/>  </div>




**Table 7 • Network Settings (Continued)**

<p><b>IP Address</b></p>	<p>View and, if necessary, change the printer's IP address. To save changes to this setting, set <a href="#">IP Protocol on page 123</a> to PERMANENT, and then reset the print server (see <a href="#">Reset Network on page 125</a>).</p>
<p><i>User menu item:</i></p>	<p>Main Menu &gt;  NETWORK</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p style="text-align: center;"><b>WIRED IP ADDRESS</b></p> <p style="text-align: center;">▼ 000.000.000.000 ▲</p> <p style="text-align: right;"> <b>NEXT</b></p> </div> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p style="text-align: center;"><b>WLAN IP ADDRESS</b></p> <p style="text-align: center;">▼ 000.000.000.000 ▲</p> <p style="text-align: right;"> <b>NEXT</b></p> </div>
<p><i>Accepted values:</i></p>	<p>000 to 255 for each field</p>
<p><i>Related ZPL command(s):</i></p>	<p>^ND</p>
<p><i>SGD command used:</i></p>	<p>Wired: <code>internal_wired.ip.addr</code> Wireless: <code>ip.addr,wlan.ip.addr</code></p>
<p><i>Printer web page:</i></p>	<p>View and Modify Printer Settings &gt; Network Communications Setup &gt; TCP/IP Settings</p>




**Table 7 • Network Settings (Continued)**

<b>Subnet Mask</b>	View and, if necessary, change the subnet mask. To save changes to this setting, set <a href="#">IP Protocol on page 123</a> to PERMANENT, and then reset the print server (see <a href="#">Reset Network on page 125</a> ).
<i>User menu item:</i>	Main Menu >  NETWORK  <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p style="text-align: center;"><b>WIRED SUBNET MASK</b></p> <p style="text-align: center;">▼ 000.000.000.000 ▲</p> <p style="text-align: center;"> <span style="float: right;"><b>NEXT</b></span></p> </div> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p style="text-align: center;"><b>WLAN SUBNET MASK</b></p> <p style="text-align: center;">▼ 000.000.000.000 ▲</p> <p style="text-align: center;"> <span style="float: right;"><b>NEXT</b></span></p> </div>
<i>Accepted values:</i>	000 to 255 for each field
<i>Related ZPL command(s):</i>	^ND
<i>SGD command used:</i>	Wired: <a href="#">internal_wired.ip.netmask</a> Wireless: <a href="#">wlan.ip.netmask</a>
<i>Printer web page:</i>	View and Modify Printer Settings > Network Communications Setup > TCP/IP Settings






**Table 7 • Network Settings (Continued)**

<b>Gateway</b>	View and, if necessary, change the default gateway. To save changes to this setting, set <a href="#">IP Protocol on page 123</a> to PERMANENT, and then reset the print server (see <a href="#">Reset Network on page 125</a> ).
<i>User menu item:</i>	Main Menu >  NETWORK  <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;"> <b>WIRED GATEWAY</b>  ▼      000.000.000.000      ▲   <span style="float: right;"><b>NEXT</b></span> </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>WLAN GATEWAY</b>  ▼      000.000.000.000      ▲   <span style="float: right;"><b>NEXT</b></span> </div>
<i>Accepted values:</i>	000 to 255 for each field
<i>Related ZPL command(s):</i>	^ND
<i>SGD command used:</i>	Wired: <code>internal_wired.ip.gateway</code> Wireless: <code>wlan.ip.gateway</code>
<i>Printer web page:</i>	View and Modify Printer Settings > Network Communications Setup > TCP/IP Settings

**Table 7 • Network Settings (Continued)**


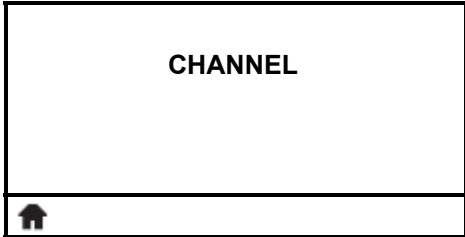

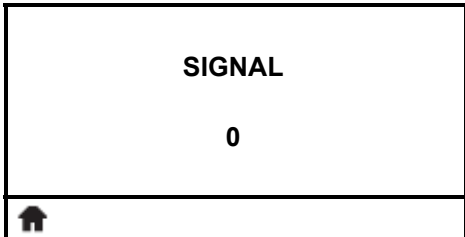

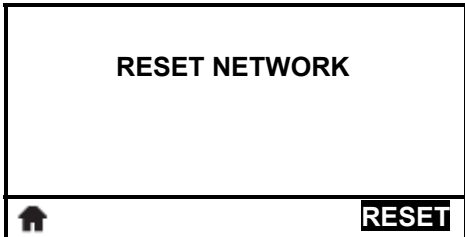
<p><b>IP Protocol</b></p>	<p>This parameter tells if the user (permanent) or the server (dynamic) selects the IP address. When a dynamic option is chosen, this parameter tells the method(s) by which the wired or wireless print server receives the IP address from the server.</p>	
<p><i>User menu item:</i></p>	<p>Main Menu &gt;  NETWORK</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p style="text-align: center;"><b>WIRED IP PROTOCOL</b></p> <p style="text-align: center;">▼ ALL ▲</p> <hr/> <p style="text-align: center;"></p> </div> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p style="text-align: center;"><b>WLAN IP PROTOCOL</b></p> <p style="text-align: center;">▼ ALL ▲</p> <hr/> <p style="text-align: center;"></p> </div>	
<p><i>Accepted values:</i></p>	<ul style="list-style-type: none"> <li>• ALL</li> <li>• GLEANING ONLY</li> <li>• RARP</li> <li>• BOOTP</li> <li>• DHCP</li> <li>• DHCP &amp; BOOTP</li> <li>• PERMANENT</li> </ul>	
<p><i>Related ZPL command(s):</i></p>	<p>^ND</p>	
<p><i>SGD command used:</i></p>	<p>Wired: <code>internal_wired.ip.protocol</code> Wireless: <code>wlan.ip.protocol</code></p>	
<p><i>Printer web page:</i></p>	<p>View and Modify Printer Settings &gt; Network Communications Setup &gt; TCP/IP Settings</p>	

**Table 7 • Network Settings (Continued)**

<b>MAC Address</b>	View the Media Access Control (MAC) address of the print server that is installed in the printer (wired or wireless).	
<i>User menu item:</i>	Main Menu >  NETWORK  <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"> <p style="text-align: center;"><b>WIRED MAC ADDRESS</b></p> <p style="text-align: center;"><b>00:05:9A:3C:78:00</b></p> <hr/> <p style="text-align: center;"></p> </div> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"> <p style="text-align: center;"><b>WLAN MAC ADDRESS</b></p> <p style="text-align: center;"><b>00:05:9A:3C:78:00</b></p> <hr/> <p style="text-align: center;"></p> </div>	
<i>SGD command used:</i>	Wired: <code>internal_wired.mac_addr</code> Wireless: <code>wlan.mac_addr</code>	
<i>Printer web page:</i>	View and Modify Printer Settings > Network Communications Setup > Wireless Setup	
<b>ESSID</b>	The Extended Service Set Identification (ESSID) is an identifier for your wireless network. This setting, which cannot be modified from the control panel, gives the ESSID for the current wireless configuration.	
<i>User menu item:</i>	Main Menu >  NETWORK  <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"> <p style="text-align: center;"><b>ESSID</b></p> <p style="text-align: center;"><b>125</b></p> <hr/> <p style="text-align: center;"></p> </div>	
<i>Accepted values:</i>	32-character alphanumeric string (default 125)	
<i>SGD command used:</i>	<code>wlan.essid</code>	
<i>Printer web page:</i>	View and Modify Printer Settings > Network Communications Setup > Wireless Setup	



**Table 7 • Network Settings (Continued)**

<b>Channel</b>	View the wireless channel being used when the wireless network is active and authenticated.	
	<i>User menu item:</i>	Main Menu >  NETWORK  
	<i>SGD command used:</i>	wlan.channel
	<i>Printer web page:</i>	View and Modify Printer Settings > Network Communications Setup > Wireless Setup
<b>Signal</b>	View the wireless signal strength when the wireless network is active and authenticated.	
	<i>User menu item:</i>	Main Menu >  NETWORK  
	<i>SGD command used:</i>	wlan.signal_strength
	<i>Printer web page:</i>	View and Modify Printer Settings > Network Communications Setup > Wireless Setup
<b>Reset Network</b>	This option resets the wired or wireless print server. You must reset the print server to allow any changes to the network settings to take effect.	
	<i>User menu item:</i>	Main Menu >  NETWORK  
	<i>Related ZPL command(s):</i>	~WR
	<i>SGD command used:</i>	device.reset
	<i>Printer web page:</i>	Print Server Settings > Factory Print Server Settings

## RFID Settings

Table 8 • RFID Settings





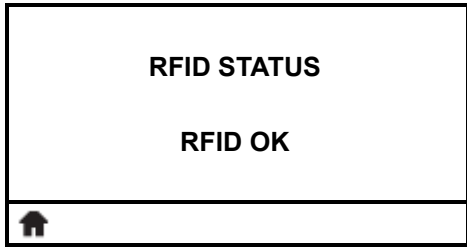

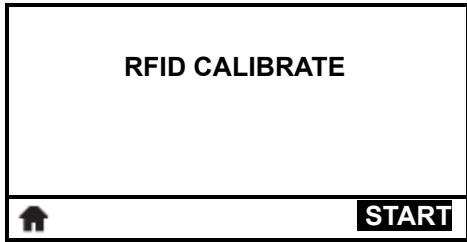
<b>RFID Country Code</b>	View the RFID country code.  <b>Note</b> • A prompt for the country code appears only on some printers the first time that they are powered up, depending on the world region to which the printers were shipped. Select the appropriate country to access the printer's RFID features.	
	<i>User menu item:</i>	Main Menu >  RFID 
	<i>SGD command used:</i>	<code>rfid.country_code</code>
<b>RFID Status</b>	Display the status of the RFID subsystem of the printer.	
	<i>User menu item:</i>	Main Menu >  RFID 
	<i>Related ZPL command(s):</i>	<code>^HL</code> or <code>~HL</code>
	<i>SGD command used:</i>	<code>rfid.error.response</code>
<b>RFID Tag Calibration</b>	Initiate tag calibration for RFID media. (Not the same as media and ribbon calibration.)	
	<i>User menu item:</i>	Main Menu >  RFID 
	<i>Related ZPL command(s):</i>	<code>^HR</code>
	<i>SGD command used:</i>	<code>rfid.tag.calibrate</code>

Table 8 • RFID Settings (Continued)




<b>Read RFID Data</b>	Read and return the specified tag data from the RFID tag located over the RFID antenna. No printer movement occurs while tag data is being read. The printhead can be open or closed.
<i>User menu item:</i>	<p>Main Menu &gt;  <b>RFID</b></p> <div data-bbox="868 430 1331 672" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>READ RFID DATA</b></p> <p>▼ <b>EPC</b> ▲</p> <p><b>12345ABC12345ABC124</b></p> <p><b>5ABC</b></p> <p>⏪ <b>READ</b> ⏩</p> </div> <p>To read and display the information stored on an RFID tag:</p> <ol style="list-style-type: none"> <li>1. Position the RFID label with its transponder over the RFID antenna.</li> <li>2. Use the UP ARROW or DOWN ARROW to select the type of information that you want read and displayed.</li> <li>3. Press RIGHT SELECT to select READ.</li> </ol> <p>The results of the test are shown on the display.</p>
<i>Accepted values:</i>	<p><b>epc</b>—reads the first 128 bits of EPC data</p> <p><b>tid information</b>—reads the first 32 bits of the TID (Tag ID)</p> <p><b>password status</b>—reads the tag’s access and kill passwords</p> <p><b>protocol bits</b>—reads the protocol bits from the EPC memory banks and converts that value to the EPC size</p> <p><b>memory bank sizes</b>—reads the EPC, TID, and user memory banks sizes</p>
<i>Related ZPL command(s):</i>	^RF
<i>SGD command used:</i>	<b>rfid.tag.read.content</b> and <b>rfid.tag.read.execute</b>

Table 8 • RFID Settings (Continued)

<p><b>RFID Test</b></p>	<p>During the RFID test, the printer attempts to read and write to a transponder. No printer movement occurs with this test.</p>	
<p><i>User menu item:</i></p>	<p>Main Menu &gt;  RFID</p>	<div data-bbox="870 394 1333 621" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>RFID TEST</b></p> <p><b>READ OK</b></p> <p><b>WRITE OK</b></p> <hr/> <p> <b>START</b></p> </div> <p>To test an RFID label:</p> <ol style="list-style-type: none"> <li>1. Position the RFID label with its transponder over the RFID antenna array.</li> <li>2. Press RIGHT SELECT to select <b>START</b>.</li> </ol> <p>The results of the test are shown on the display.</p>
<p><i>Accepted values:</i></p>	<p><b>quick</b>—performs a read EPC test and a write EPC test (using random data)</p> <p><b>read</b>—performs a read EPC test</p> <p><b>write</b>—performs a write EPC test (using random data)</p>	
<p><i>SGD command used:</i></p>	<p><b>rfid.tag.test.content</b> and <b>rfid.tag.test.execute</b></p>	

**Table 8 • RFID Settings (Continued)**


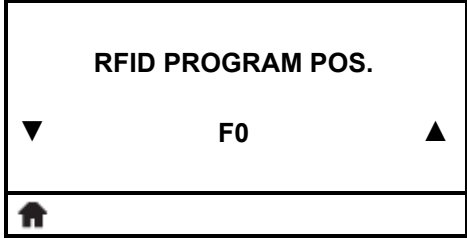
<b>Programming Position</b>	If the desired programming position (read/write position) is not achieved through RFID tag calibration, a value may be specified. See the <i>RFID Programming Guide 3</i> for more information.	
<i>User menu item:</i>		Main Menu >  <b>RFID</b>  
<i>Accepted values:</i>	<p><b>F0</b> to <b>Fxxx</b> (where <b>xxx</b> is the label length in millimeters or <b>999</b>, whichever is less)—The printer feeds the label forward for the specified distance and then begins programming.</p> <p><b>B0</b> to <b>B30</b>—The printer backfeeds the label for the specified distance and then begins programming. To account for the backfeed, allow empty media liner to extend out of the front of the printer when using a backward programming position.</p>	
<i>Related ZPL command(s):</i>	^RS	
<i>SGD command used:</i>	rfid.position.program	
<i>Printer web page:</i>	View and Modify Printer Settings > RFID Setup > PROGRAM POSITION	

Table 8 • RFID Settings (Continued)


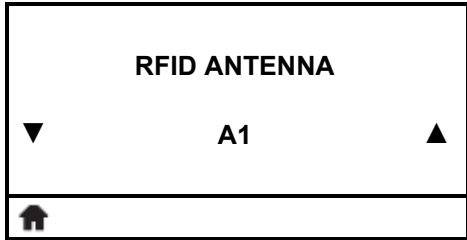

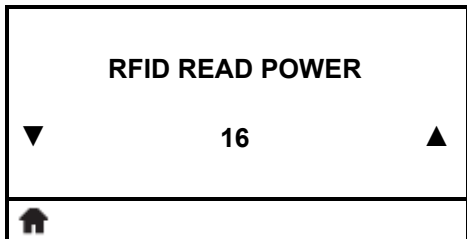

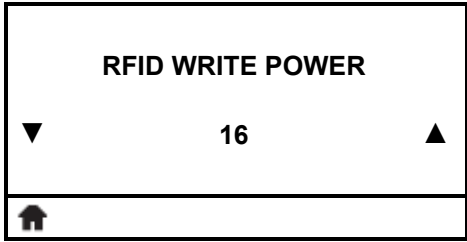

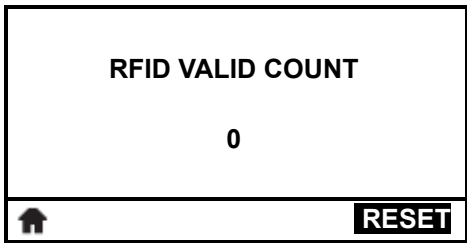

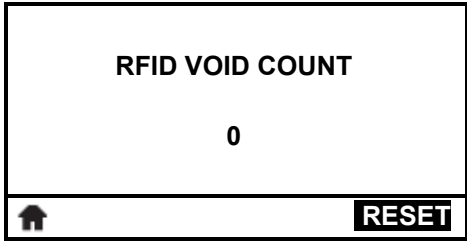




<b>RFID Antenna Element</b>	If the desired antenna is not achieved through RFID tag calibration, a value may be specified.	
	<i>User menu item:</i>	Main Menu >  RFID  
	<i>Accepted values:</i>	A1, A2, A3, A4 B1, B2, B3, B4 C1, C2, C3, C4 D1, D2, D3, D4 E1, E2, E3, E4
	<i>Related ZPL command(s):</i>	^RW
	<i>SGD command used:</i>	rfid.reader_1.antenna_port
	<i>Printer web page:</i>	View and Modify Printer Settings > RFID Setup > RFID ANTENNA
<b>RFID Read Power</b>	If the desired read power is not achieved through RFID tag calibration, a value may be specified.	
	<i>User menu item:</i>	Main Menu >  RFID  
	<i>Accepted values:</i>	0 to 30
	<i>Related ZPL command(s):</i>	^RW
	<i>SGD command used:</i>	rfid.reader_1.power.read
<i>Printer web page:</i>	View and Modify Printer Settings > RFID Setup > RFID READ PWR	

Table 8 • RFID Settings (Continued)

<b>RFID Write Power</b>	If the desired write power is not achieved through RFID tag calibration, a value may be specified.	
	<i>User menu item:</i>	Main Menu >  <a href="#">RFID</a>
		
	<i>Accepted values:</i>	0 to 30
	<i>Related ZPL command(s):</i>	^RW
	<i>SGD command used:</i>	<a href="#">rfid.reader_1.power.write</a>
	<i>Printer web page:</i>	View and Modify Printer Settings > RFID Setup > RFID WRITE PWR
<b>RFID Valid Counter</b>	Resets the RFID valid label counter to zero.	
	<i>User menu item:</i>	Main Menu >  <a href="#">RFID</a>
		
	<i>Related ZPL command(s):</i>	~RO
	<i>SGD command used:</i>	<a href="#">odometer.rfid.valid_resetable</a>
<b>RFID Void Counter</b>	Resets the RFID void label counter to zero.	
	<i>User menu item:</i>	Main Menu >  <a href="#">RFID</a>
		
	<i>Related ZPL command(s):</i>	~RO
	<i>SGD command used:</i>	<a href="#">odometer.rfid.void_resetable</a>


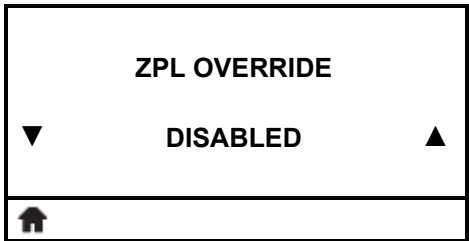


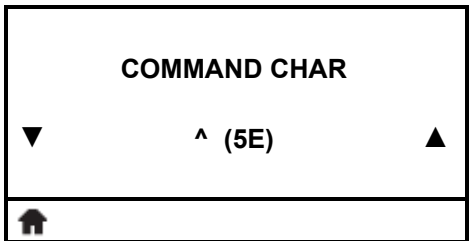
## Language Settings

Table 9 • Language Settings


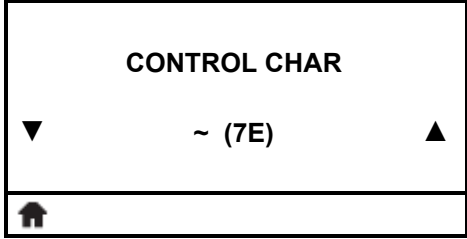

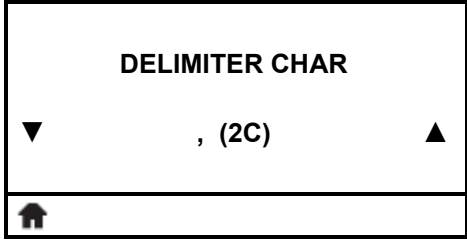
<p><b>Language</b></p>	<p>If necessary, change the language that the printer displays. This change affects the words shown on the following:</p> <ul style="list-style-type: none"> <li>• the Home menu</li> <li>• the user menus</li> <li>• error messages</li> <li>• the printer configuration label, the network configuration label, and other labels that you can select to print through the user menus</li> </ul>	
<p><i>User menu item:</i></p>	<p>Main Menu &gt;  <a href="#">SETTINGS</a> Main Menu &gt;  <a href="#">LANGUAGE</a></p>	<div data-bbox="870 709 1333 951" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>LANGUAGE</b></p> <p>▼ <b>ENGLISH</b> ▲</p> <p></p> </div> <p> <b>Note</b> • The selections for this parameter are displayed in the actual languages to make it easier for you to find one that you are able to read.</p>
<p><i>Accepted values:</i></p>	<p>ENGLISH, SPANISH, FRENCH, GERMAN, ITALIAN, NORWEGIAN, PORTUGUESE, SWEDISH, DANISH, SPANISH 2, DUTCH, FINNISH, CZECH, JAPANESE, KOREAN, ROMANIAN, RUSSIAN, POLISH, SIMPLIFIED CHINESE, TRADITIONAL CHINESE</p>	
<p><i>Related ZPL command(s):</i></p>	<p>^KL</p>	
<p><i>SGD command used:</i></p>	<p><a href="#">display.language</a></p>	
<p><i>Printer web page:</i></p>	<p>View and Modify Printer Settings &gt; General Setup &gt; Language</p>	





**Table 9 • Language Settings (Continued)**

<p><b>ZPL Override</b></p>	<p>Enable this menu item to prevent the following ZPL commands from changing the printer's current settings:</p> <ul style="list-style-type: none"> <li>• <b>^MM</b> (print mode)</li> <li>• <b>^MT</b> (Direct Thermal or Thermal Transfer print method)</li> <li>• <b>^MN</b> (media type non-continuous or continuous)</li> </ul> <p>When this menu item is disabled, these commands override the printer's settings.</p>
<p><i>User menu item:</i></p>	<p>Main Menu &gt;  LANGUAGE</p> 
<p><i>Accepted values:</i></p>	<ul style="list-style-type: none"> <li>• <b>DISABLED</b></li> <li>• <b>ENABLED</b></li> </ul>
<p><i>SGD command used:</i></p>	<p><b>zpl.zpl_override</b></p>
<p><b>Command Character</b></p>	<p>The format command 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.</p> <p>Set the format command character to match what is used in your label formats.</p> <p> <b>Important</b> • You cannot use the same hex value for the format command prefix, control character, and delimiter characters. The printer must see different characters to work properly. If you are setting the value through the control panel, the printer will skip any value that is already in use.</p>
<p><i>User menu item:</i></p>	<p>Main Menu &gt;  LANGUAGE</p> 
<p><i>Accepted values:</i></p>	<p><b>00 to FF</b></p>
<p><i>Related ZPL command(s):</i></p>	<p><b>^CC or ~CC</b></p>
<p><i>SGD command used:</i></p>	<p><b>zpl.caret</b></p>
<p><i>Printer web page:</i></p>	<p>View and Modify Printer Settings &gt; ZPL Control</p>

**Table 9 • Language Settings (Continued)**


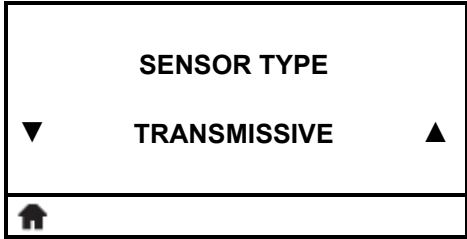


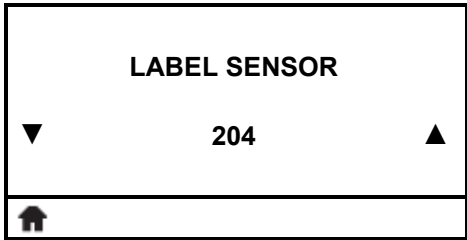
<b>Control Character</b>	The printer looks for this two-digit hex character to indicate the start of a ZPL/ZPL II control instruction. Set the control prefix character to match what is used in your label formats.	
<i>User menu item:</i>	Main Menu >  LANGUAGE  	
<i>Accepted values:</i>	00 to FF	
<i>Related ZPL command(s):</i>	^CT or ~CT	
<i>SGD command used:</i>	zpl.control_character	
<i>Printer web page:</i>	View and Modify Printer Settings > ZPL Control	
<b>Delimiter Character</b>	The delimiter character is a two-digit hex value used as a parameter place marker in ZPL/ZPL II format instructions. Set the delimiter character to match what is used in your label formats.	
<i>User menu item:</i>	Main Menu >  LANGUAGE  	
<i>Accepted values:</i>	00 to FF	
<i>Related ZPL command(s):</i>	^CD or ~CD	
<i>SGD command used:</i>	zpl.delimiter	
<i>Printer web page:</i>	View and Modify Printer Settings > ZPL Control	

**Table 9 • Language Settings (Continued)**




<b>ZPL Mode</b>	<p>Select the mode that matches what is used in your label formats.</p> <p>This printer accepts label formats written in either ZPL or ZPL II, eliminating the need to rewrite any ZPL formats that already exist. The printer remains in the selected mode until it is changed in one of the ways listed here.</p>	
<i>User menu item:</i>		<p>Main Menu &gt;  LANGUAGE</p> <div data-bbox="867 470 1328 705" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>ZPL MODE</b></p> <p>▼ <b>ZPL II</b> ▲</p> <p></p> </div>
<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• ZPL II</li> <li>• ZPL</li> </ul>	
<i>Related ZPL command(s):</i>	^SZ	
<i>SGD command used:</i>	zpl.zpl_mode	
<i>Printer web page:</i>	View and Modify Printer Settings > ZPL Control	

## Sensor Settings

Table 10 • Sensor Settings


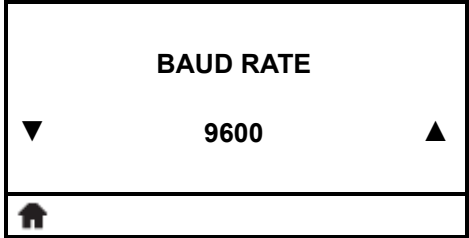

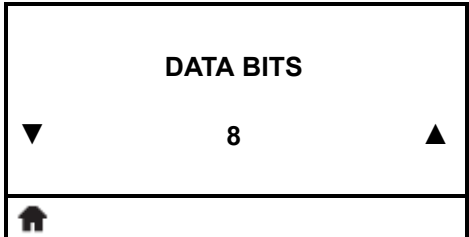
<b>Sensor Type</b>	Select the media sensor that is appropriate for the media that you are using. The reflective sensor typically is used only for black mark media. The transmissive sensor typically is used for other media types.	
<i>User menu item:</i>	Main Menu >  SENSORS  	
<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• TRANSMISSIVE</li> <li>• REFLECTIVE</li> </ul>	
<i>Related ZPL command(s):</i>	^JS	
<i>SGD command used:</i>	device.sensor_select	
<i>Printer web page:</i>	View and Modify Printer Settings > Media Setup	
<b>Label Sensor</b>	Set the sensitivity of the label sensor.   <b>Important</b> • This value is set during sensor calibration. Do not change this setting unless you are told to do so by Zebra Technical Support or by an authorized service technician.	
<i>User menu item:</i>	Main Menu >  SENSORS  	
<i>Accepted values:</i>	0 to 255	
<i>SGD command used:</i>	ezpl.label_sensor	
<i>Printer web page:</i>	View and Modify Printer Settings > Calibration	

**Table 10 • Sensor Settings (Continued)**


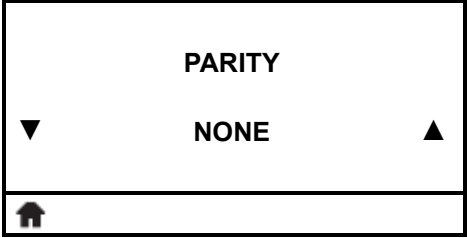



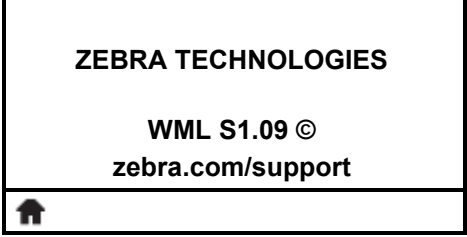
<p><b>Take Label Sensor</b></p>	<p>Set the intensity of the take label LED.</p> <p> <b>Important</b> • This value is set during sensor calibration. Do not change this setting unless you are told to do so by Zebra Technical Support or by an authorized service technician.</p>	
<p><i>User menu item:</i></p>	<p>Main Menu &gt;  <b>SENSORS</b></p> <div data-bbox="870 470 1333 705" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;"><b>TAKE LABEL</b></p> <p style="text-align: center;">▼                      50                      ▲</p> <hr style="border: 0.5px solid black;"/> <p style="text-align: left; margin-left: 5px;"></p> </div>	
<p><i>Accepted values:</i></p>	<p>0 to 255</p>	
<p><i>SGD command used:</i></p>	<p><code>ezpl.take_label</code></p>	
<p><i>Printer web page:</i></p>	<p>View and Modify Printer Settings &gt; Calibration</p>	

## Port Settings

**Table 11 • Port Settings**


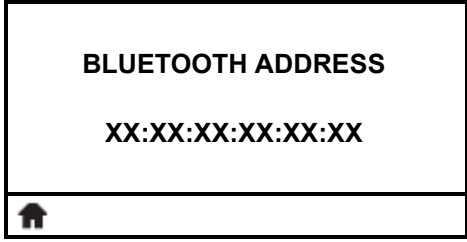

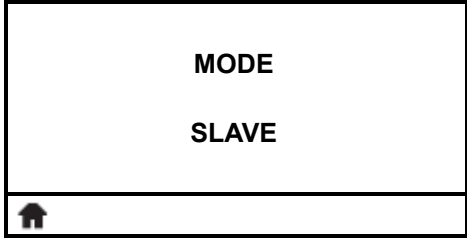


<b>Baud Rate</b>	Select the baud value that matches the one being used by the host computer.	
<i>User menu item:</i>	Main Menu >  PORTS	
		
<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• 115200</li> <li>• 57600</li> <li>• 38400</li> <li>• 28800</li> <li>• 19200</li> <li>• 14400</li> <li>• 9600</li> <li>• 4800</li> </ul>	
<i>Related ZPL command(s):</i>	^SC	
<i>SGD command used:</i>	comm.baud	
<i>Printer web page:</i>	View and Modify Printer Settings > Serial Communications Setup	
<b>Data Bits</b>	Select the data bits value that matches the one being used by the host computer.	
<i>User menu item:</i>	Main Menu >  PORTS	
		
<i>Accepted values:</i>	7 or 8	
<i>Related ZPL command(s):</i>	^SC	
<i>SGD command used:</i>	comm.data_bits	
<i>Printer web page:</i>	View and Modify Printer Settings > Serial Communications Setup	

**Table 11 • Port Settings (Continued)**

<b>Parity</b>	Select the parity value that matches the one being used by the host computer.	
	<i>User menu item:</i>	Main Menu >  PORTS  
	<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• NONE</li> <li>• EVEN</li> <li>• ODD</li> </ul>
	<i>Related ZPL command(s):</i>	^SC
	<i>SGD command used:</i>	comm.parity
	<i>Printer web page:</i>	View and Modify Printer Settings > Serial Communications Setup
<b>Host Handshake</b>	Select the handshake protocol that matches the one being used by the host computer.	
	<i>User menu item:</i>	Main Menu >  PORTS  
	<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• XON/XOFF</li> <li>• RTS/CTS</li> <li>• DSR/DTR</li> </ul>
	<i>Related ZPL command(s):</i>	^SC
	<i>SGD command used:</i>	comm.handshake
	<i>Printer web page:</i>	View and Modify Printer Settings > Serial Communications Setup
<b>Wireless Markup Language (WML) Version</b>	View the WML version. This value cannot be changed.	
	<i>User menu item:</i>	Main Menu >  PORTS  


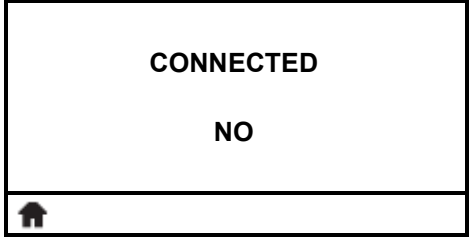

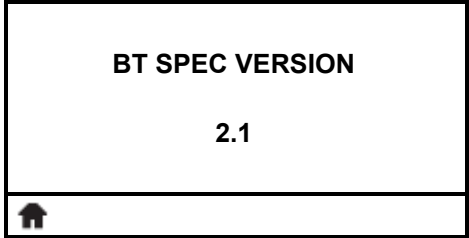

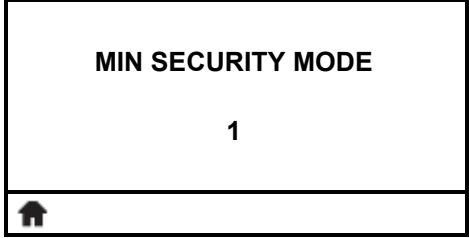
## Bluetooth Settings

Table 12 • Bluetooth Settings

<b>Bluetooth Address</b>	Displays the printer's Bluetooth Device Address	
	<i>User menu item:</i>	Main Menu >  <b>BLUETOOTH</b>
		
	<i>SGD command used:</i>	<code>bluetooth.address</code>
<b>Connection Device Type</b>	Displays the Bluetooth connection pair printer's device type—Slave (typical) or Master.	
	<i>User menu item:</i>	Main Menu >  <b>BLUETOOTH</b>
		
<b>Bluetooth Discovery</b>	Select if the printer is "Discoverable" for Bluetooth device pairing.	
	<i>User menu item:</i>	Main Menu >  <b>BLUETOOTH</b>
		
	<i>Accepted values:</i>	<ul style="list-style-type: none"> <li>• <b>ON</b>—enables Bluetooth discoverable mode</li> <li>• <b>OFF</b>—disables Bluetooth discoverable mode</li> </ul>
	<i>SGD command used:</i>	<code>bluetooth.discoverable</code>



**Table 12 • Bluetooth Settings**

<b>Connection Status to Paired Device</b>	Displays the Bluetooth connection status to its paired device (Yes or No).	
	<i>User menu item:</i>	Main Menu >  <b>BLUETOOTH</b>  
<b>Bluetooth Specification Version</b>	Displays the Bluetooth operational specification level.	
	<i>User menu item:</i>	Main Menu >  <b>BLUETOOTH</b>  
	<i>SGD command used:</i>	<code>bluetooth.radio_version</code>
<b>Minimum Security Level</b>	Displays the printer's Bluetooth minimum level of applied security.	
	<i>User menu item:</i>	Main Menu >  <b>BLUETOOTH</b>  

## Calibrate the Ribbon and Media Sensors

Use the procedure in this section to calibrate the printer, which adjusts the sensitivity of the media and ribbon sensors.

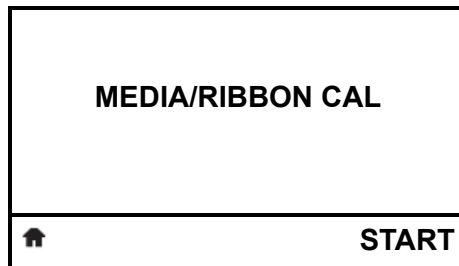
- For issues that may be resolved by sensor calibration, see [Printing Issues on page 172](#).
- For a summary of the options for initiating calibration, see [Media and Ribbon Sensor Calibration on page 114](#).



**Important** • Follow the calibration procedure exactly as presented. All of the steps must be performed even if only one of the sensors requires adjustment. You may press and hold CANCEL at any step in this procedure to cancel the process.

### To perform sensor calibration, complete these steps:

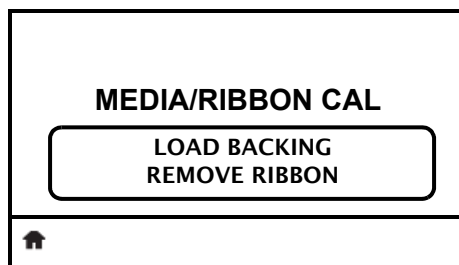
1. With the printer in the Ready state, initiate media and ribbon calibration in one of these ways:
  - Press and hold PAUSE + CANCEL for 2 seconds.
  - Send the `ezpl.manual_calibration` SGD command to the printer. See the *Zebra Programming Guide* for more information about this command.
  - Navigate to the following menu item on the control panel display. This item is located under the TOOLS menu and the SENSORS menu. See [Idle Display, Home Menu, and User Menus on page 19](#) for information about using the control panel and accessing the menus.



- a. Press RIGHT SELECT to select START.

The printer does the following:

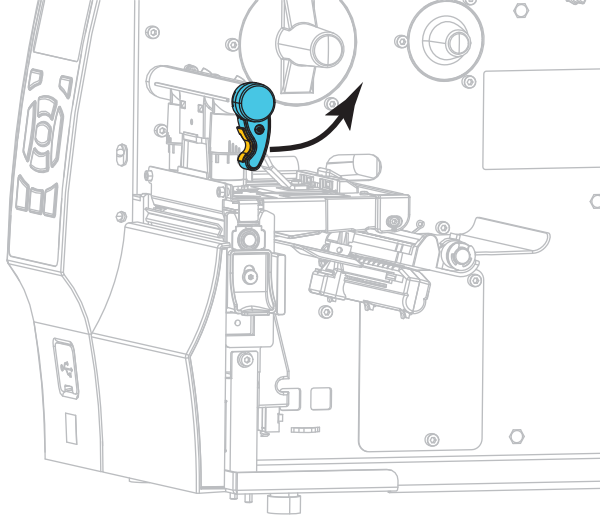
- The **STATUS light** and **SUPPLIES light** flash yellow once.
- The **PAUSE light** blinks yellow.
- The control panel displays:



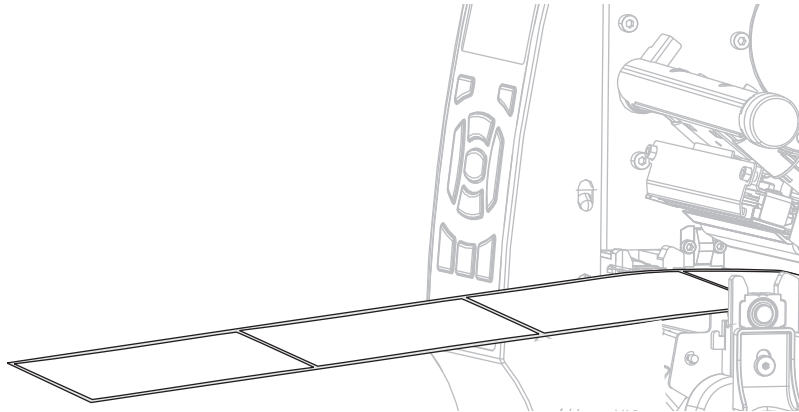


2. **Caution** • The printhead may be hot and could cause severe burns. Allow the printhead to cool.

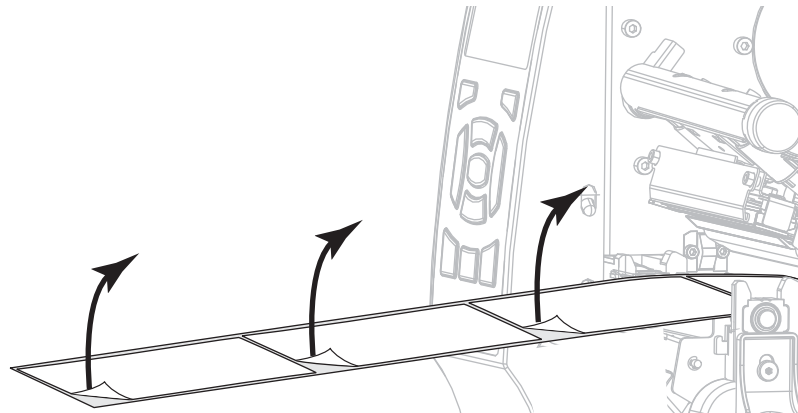
Open the printhead assembly by rotating the printhead-open lever.



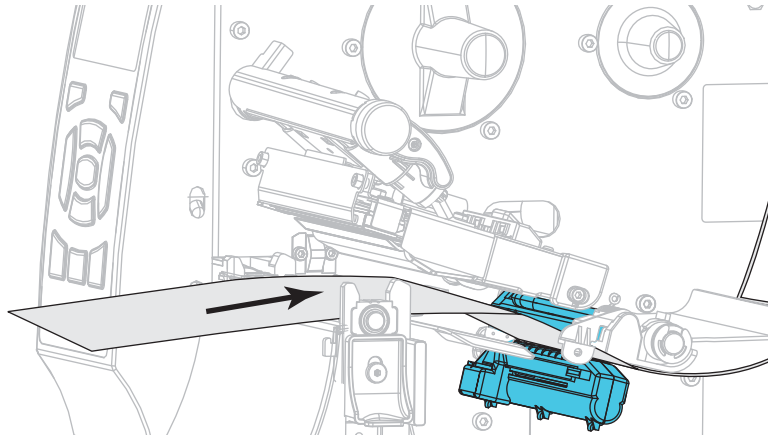
3. Extend the media approximately 8 in. (203 mm) out of the printer.



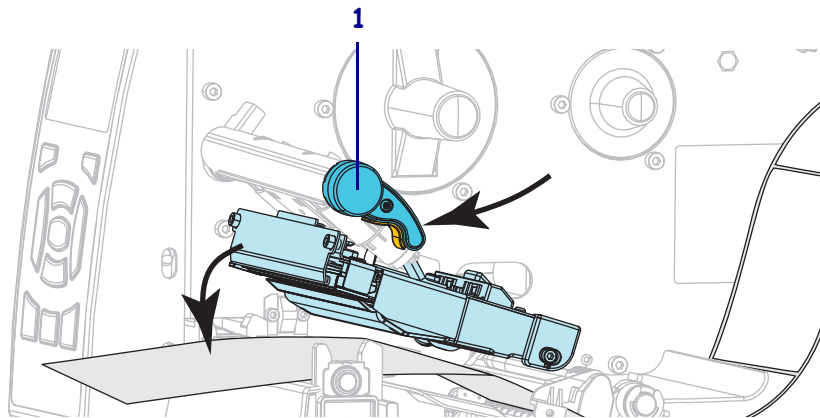
4. Remove the exposed labels so that only the liner remains.



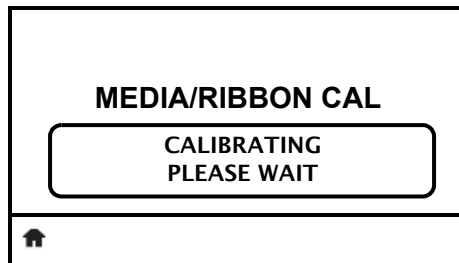
5. Pull the media into the printer so that only the backing is between the media sensors.



6. Remove the ribbon (if used).
7. Rotate the printhead-open lever (1) downward until it locks the printhead in place.

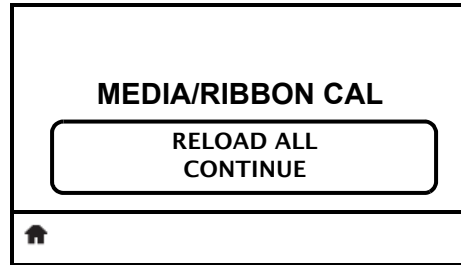


8. Press PAUSE to begin the media calibration process.
- The **PAUSE light** turns off.
  - The **SUPPLIES light** flashes.
  - The control panel displays:

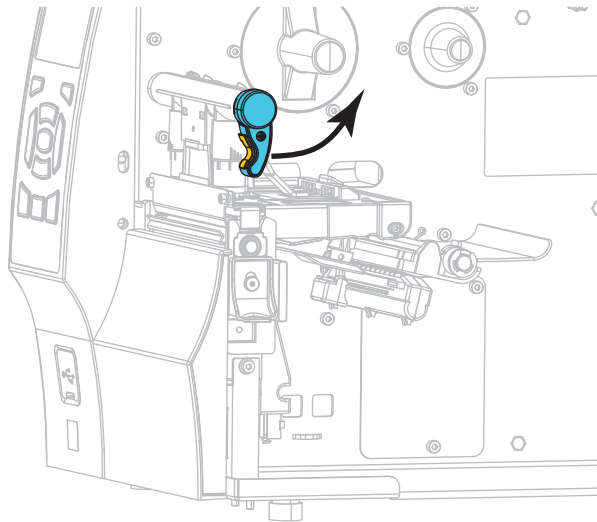


When the process is complete:

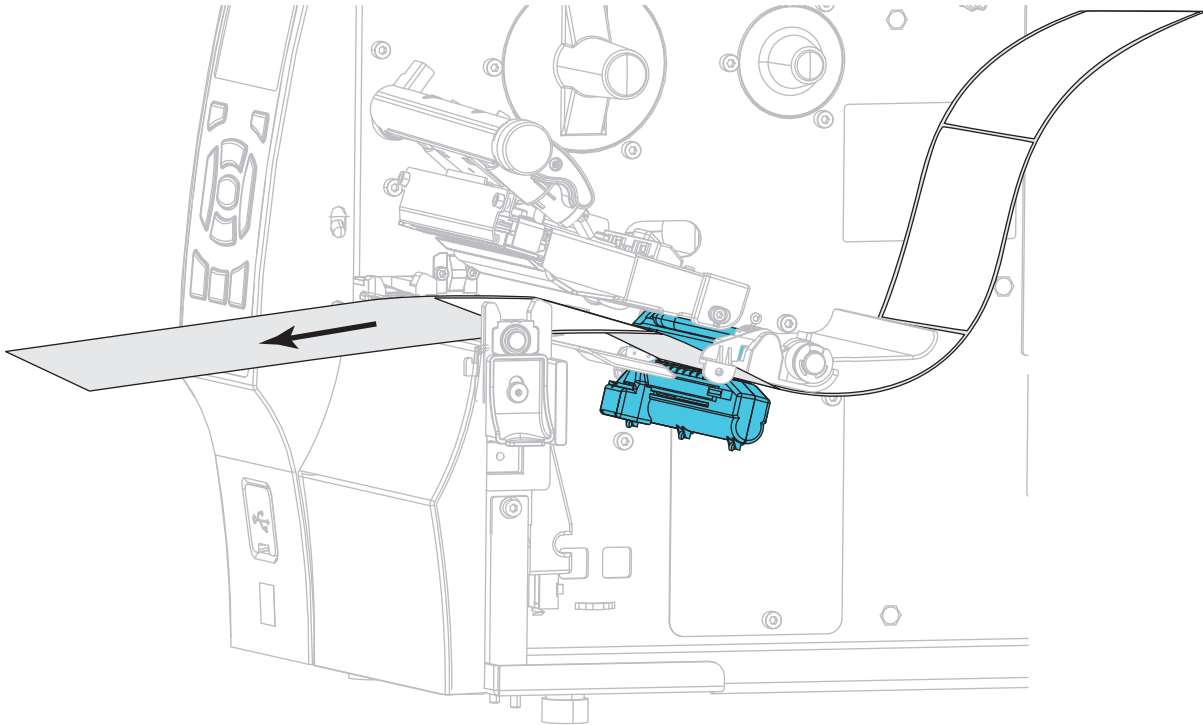
- The **SUPPLIES light** stops flashing.
- The **PAUSE light** flashes yellow.
- The control panel displays:



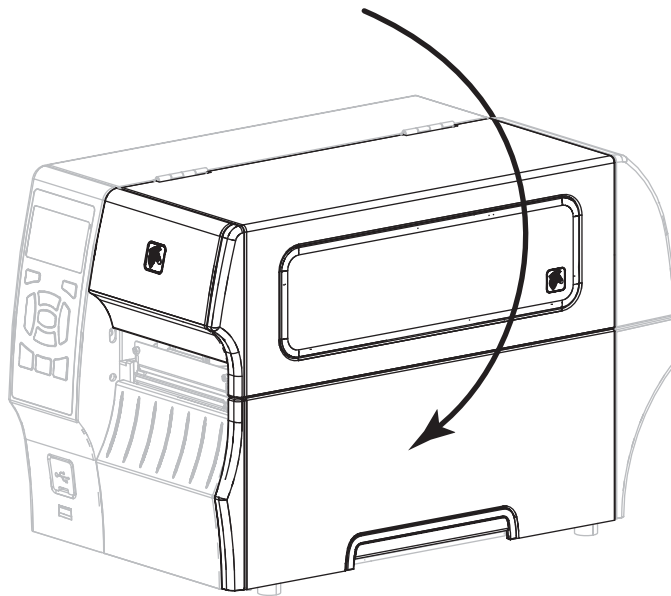
9. Open the printhead assembly by rotating the printhead-open lever.



10. Pull the media forward until a label is positioned under the media sensors.



11. Reload the ribbon (if used).
12. Close the printhead.
13. Close the media door.



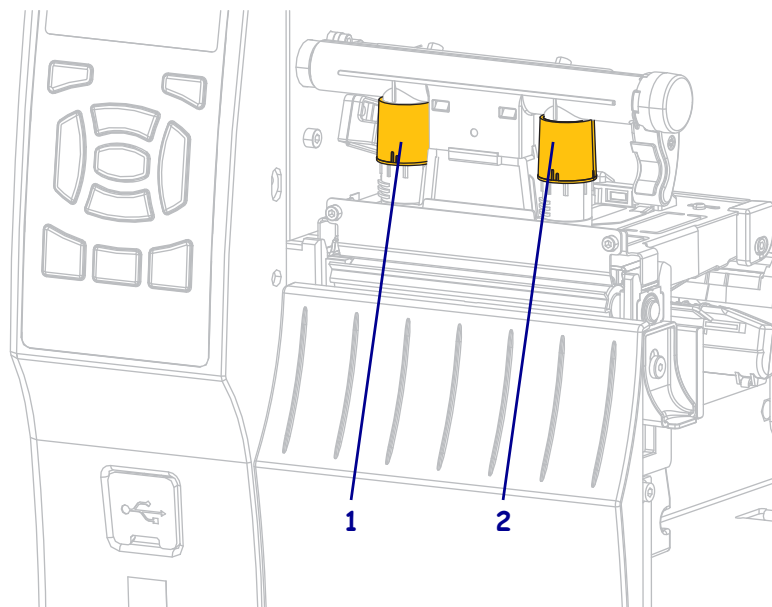
14. Press PAUSE to enable printing.

## Adjust the 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. Use the lowest printhead pressure necessary to produce good print quality.

See [Figure 16](#). The printhead pressure adjustment dials have setting marks from 1 to 4.

**Figure 16 • Printhead Pressure Adjustment Dials**



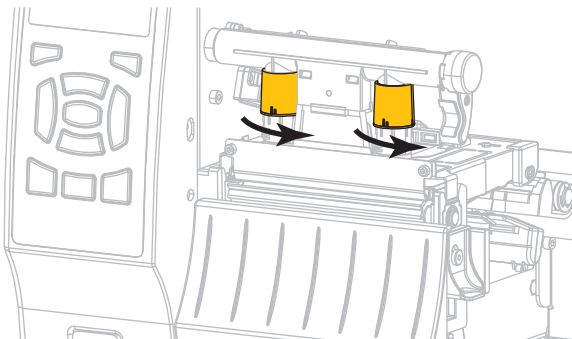
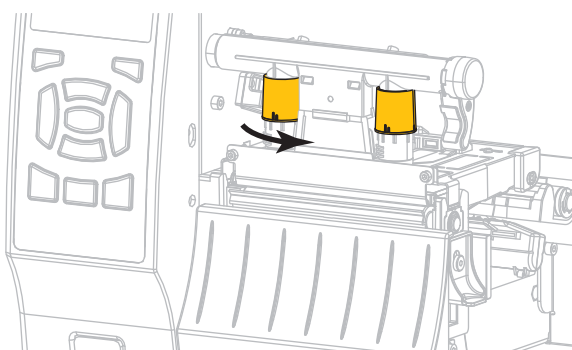
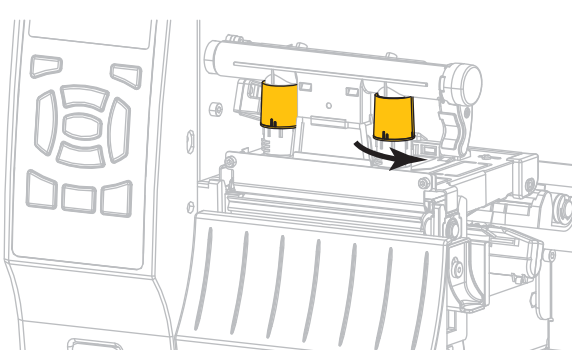
<b>1</b>	Inside dial
<b>2</b>	Outside dial

See [Table 13](#). Begin with the following pressure settings, based on your printer and media width, and make adjustments as necessary.

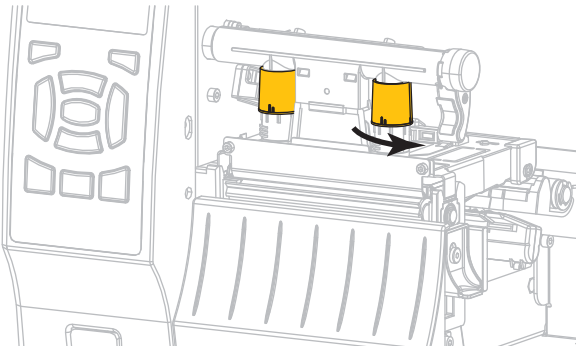
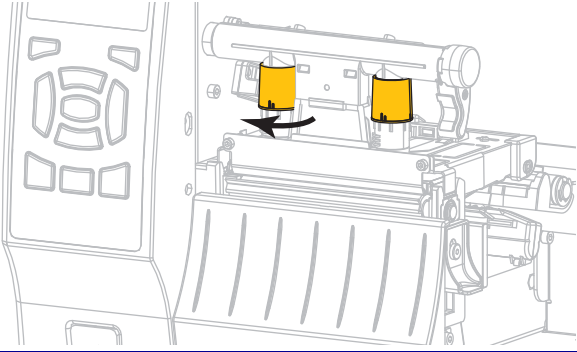
**Table 13 • Pressure Setting Starting Points**

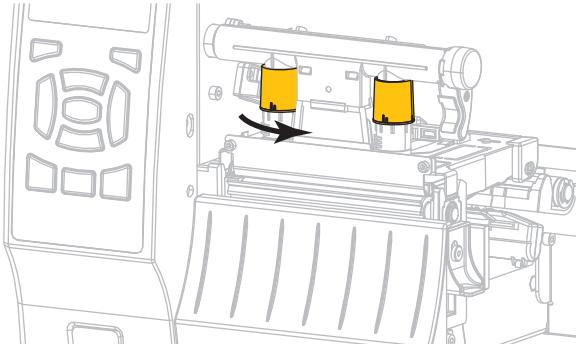
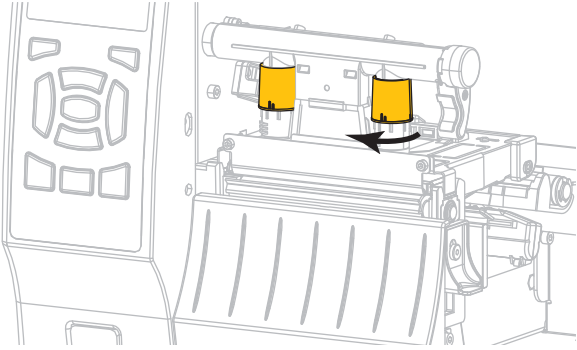
Printer	Media Width	Inside Dial Setting	Outside Dial Setting
<b>ZT410</b>	1 in. (25 mm)	4	1
	2 in. (51 mm)	3	1
	3 in. (76 mm)	2.5	1.5
	≥ 3.5 in. (89 mm)	2	2
<b>ZT420</b>	2 in. (51 mm)	4	1
	3 in. (76 mm)	3.5	1
	4 in. (102 mm)	3	2
	≥ 5 in. (127 mm)	2.5	2.5

If necessary, adjust the printhead pressure adjustment dials as follows:

If the media...	Then...
Requires higher pressure to print well	Increase both dials 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. 



If the media...	Then...
Shifts left while printing	<p data-bbox="829 264 1430 304">Increase the outside dial setting one position.</p>  <p data-bbox="829 695 1430 730">OR</p> <p data-bbox="829 737 1430 772">Decrease the inside dial setting one position.</p> 

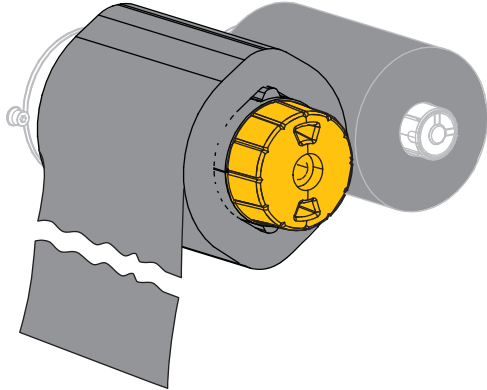
<b>If the media...</b>	<b>Then...</b>
Shifts right while printing	<p>Increase the inside dial setting one position.</p>  <p>OR</p> <p>Decrease the outside dial setting one position.</p> 

## Remove Used Ribbon

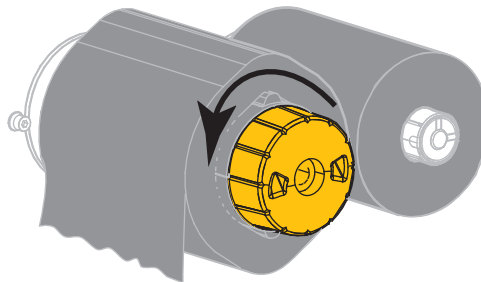
At minimum, remove used ribbon from the ribbon take-up spindle each time you change the roll of ribbon. With ribbon that is half or less the width of the printhead, remove used ribbon each time you load a new roll of media. This ensures that uneven pressure on the ribbon take-up spindle does not interfere with the ribbon release bars on the spindle.

### To remove used ribbon, complete these steps:

1. Has the ribbon run out?

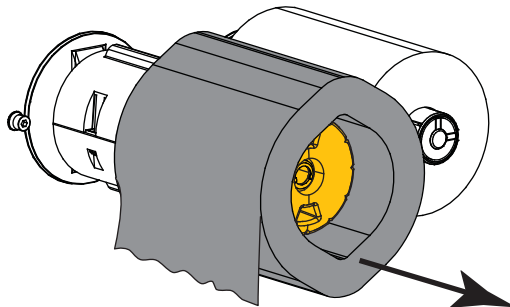
If the ribbon...	Then
Ran out	Continue with the next step.
Did not run out	Cut or break the ribbon before the ribbon take-up spindle.  <b>Caution</b> • Do not cut the ribbon directly on the ribbon take-up spindle. Doing so may damage the spindle.

2. While holding the ribbon take-up spindle, turn the ribbon release knob to the left until it stops.



The ribbon release bars pivot down, easing the spindle's grip on the used ribbon.

3. After the ribbon release bars have pivoted down, if possible, turn the ribbon take-up spindle one full to the right to help loosen the ribbon on the spindle.
4. Slide the used ribbon off of the ribbon take-up spindle and discard.



# Routine Maintenance

This section provides routine cleaning and maintenance procedures.

## Contents

Cleaning Schedule and Procedures . . . . .	154
Clean the Exterior, the Media Compartment, and the Sensors . . . . .	155
Clean the Printhead and Platen Roller . . . . .	156
Clean the Peel Assembly . . . . .	160
Clean the Cutter Module . . . . .	164
Replacing Printer Components . . . . .	168
Ordering Replacement Parts . . . . .	168
Recycling Printer Components . . . . .	168
Lubrication . . . . .	168

## Cleaning Schedule and Procedures

Routine preventive maintenance is a crucial part of normal printer operation. By taking good care of your printer, you can minimize the potential problems that you might have with it and help to achieve and to maintain your standards for print quality.

Over time, the movement of media or ribbon across the printhead wears through the protective ceramic coating, exposing and eventually damaging the print elements (dots). To avoid abrasion:

- Clean the printhead frequently.
- Minimize printhead pressure and burn temperature (darkness) settings by optimizing the balance between the two.
- When using Thermal Transfer mode, ensure that the ribbon is as wide or wider than the media to prevent exposing the printhead elements to the more abrasive label material.



**Important** • Zebra is not responsible for damage caused by the use of cleaning fluids on this printer.

Specific cleaning procedures are provided on the following pages. [Table 14](#) shows the recommended cleaning schedule. These intervals are intended as guidelines only. You may have to clean more often, depending upon your application and media.

**Table 14 • Recommended Cleaning Schedule**

Area		Method	Interval
Printhead		Solvent*	<b>Direct Thermal Mode:</b> After every roll of media (or 500 feet of fanfold media). <b>Thermal Transfer Mode:</b> After every roll of ribbon.
Platen roller		Solvent*	
Media sensors		Air blow	
Ribbon sensor		Air blow	
Media path		Solvent*	
Ribbon path		Solvent*	
Pinch roller (part of Peel-Off option)		Solvent*	
Cutter module	If cutting continuous, pressure-sensitive media	Solvent*	After every roll of media (or more often, depending upon your application and media).
	If cutting tag stock or label liner material	Solvent* and air blow	After every two or three rolls of media.
Tear-off/peel-off bar		Solvent*	Once a month.
Take-label sensor		Air blow	Once every six months.

\* Zebra recommends using the Preventive Maintenance Kit (p/n 47362 or p/n 105950-035 - multipack). In place of this kit, you may use a clean swab dipped in 99.7% isopropyl alcohol.

For 600 dpi printers, use Save-a-Printhead cleaning film. This specially coated material removes contamination buildup without damaging the printhead. Call your authorized reseller or distributor for more information.

## Clean the Exterior, the Media Compartment, and the Sensors

Over time, dust, grime, and other debris may build up on the outside and inside of your printer, particularly in a harsh operating environment.

### Printer Exterior

You may clean the exterior surfaces of the printer with a lint-free cloth and a small amount of a mild detergent, if necessary. Do not use harsh or abrasive cleaning agents or solvents.

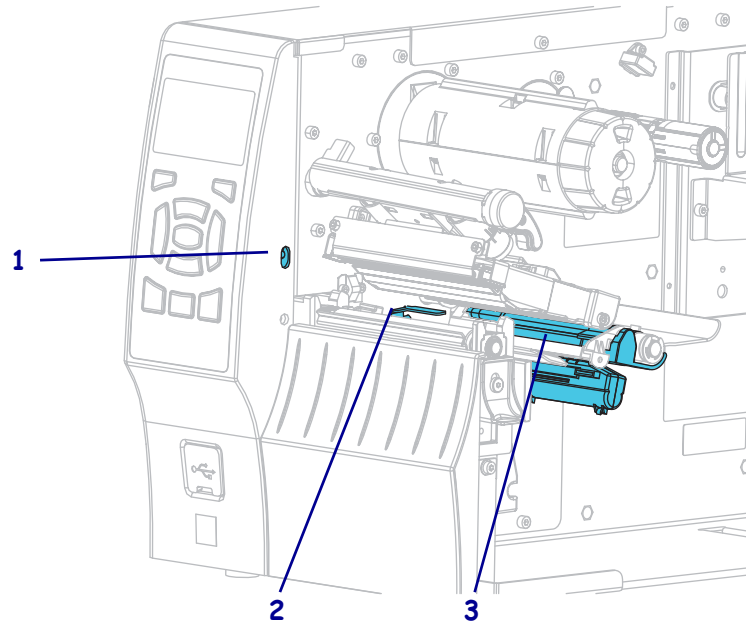


**Important** • Zebra is not responsible for damage caused by the use of cleaning fluids on this printer.

### Media Compartment and Sensors

To clean the sensors, complete these steps:

1. Brush, air blow, or vacuum any accumulated paper lint and dust away from the media and ribbon paths.
2. Brush, air blow, or vacuum any accumulated paper lint and dust away from the sensors.



<b>1</b>	Take-label sensor
<b>2</b>	Ribbon sensor reflector
<b>3</b>	Media sensor

## Clean the Printhead and Platen Roller

Inconsistent print quality, such as voids in the bar code or graphics, may indicate a dirty printhead. For the recommended cleaning schedule, see [Table 14 on page 154](#).

---

**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. You are not required to turn off the printer power when working near an open printhead, but Zebra recommends it as a precaution. If you turn off the power, you will lose all temporary settings, such as label formats, and you must reload them before you resume printing.

---



**Note** • For printers with a peel assembly, keep the peel assembly closed while cleaning the platen roller to reduce the risk of bending the tear-off/peel-off bar.



---

**Caution** • The printhead may be hot and could cause severe burns. Allow the printhead to cool.

---



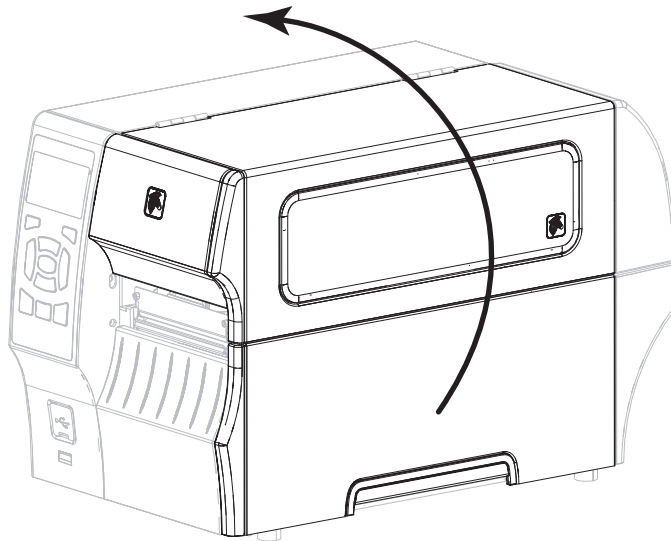
---

**Caution** • Before touching the printhead assembly, discharge any built-up static electricity by touching the metal printer frame or by using an antistatic wriststrap and mat.

---

### To clean the printhead and platen roller, complete these steps:

1. Raise the media door.

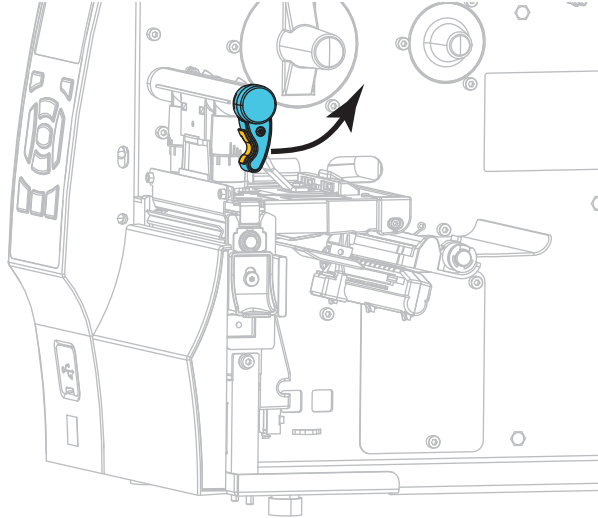




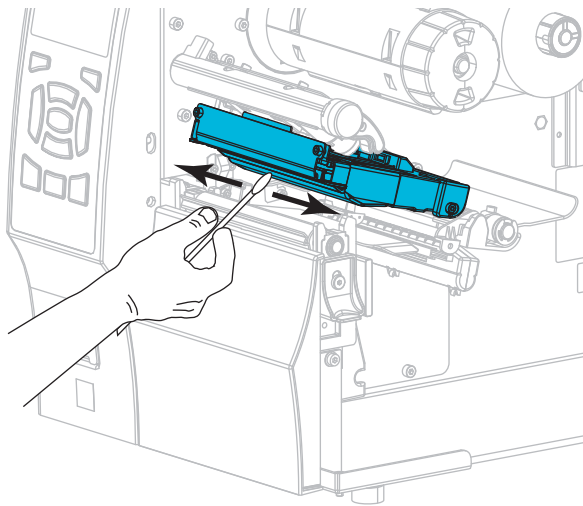


2. **Caution** • The printhead may be hot and could cause severe burns. Allow the printhead to cool.

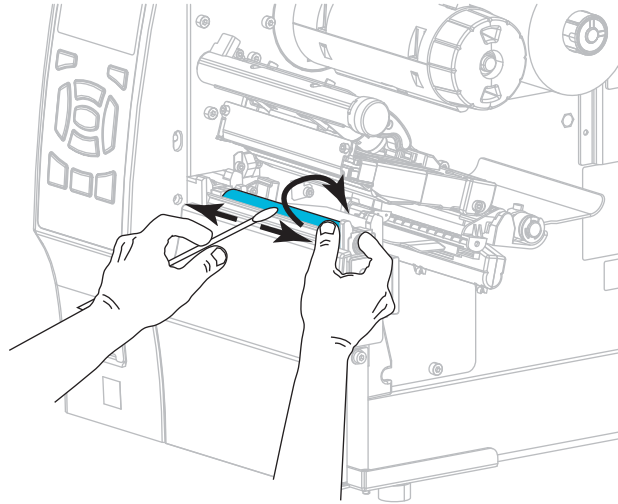
Open the printhead assembly by rotating the printhead-open lever.



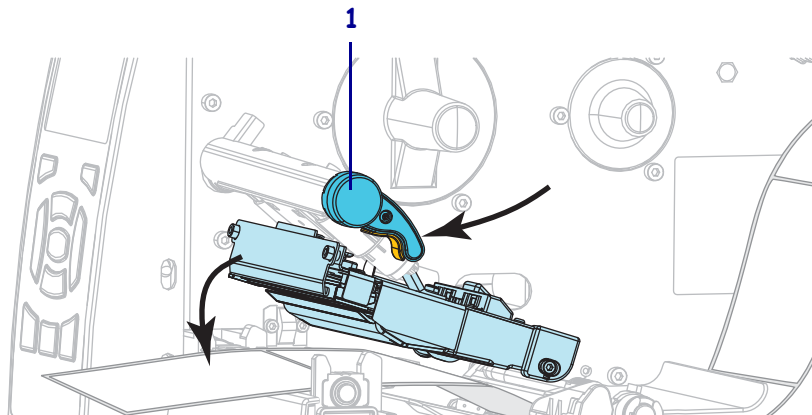
3. Remove the ribbon (if used) and the media.
4. Using the swab from a Zebra Preventive Maintenance Kit, wipe along the brown strip on the printhead assembly from end to end. In place of the Preventive Maintenance Kit, you may use a clean swab dipped in 99.7% isopropyl alcohol. Allow the solvent to evaporate.



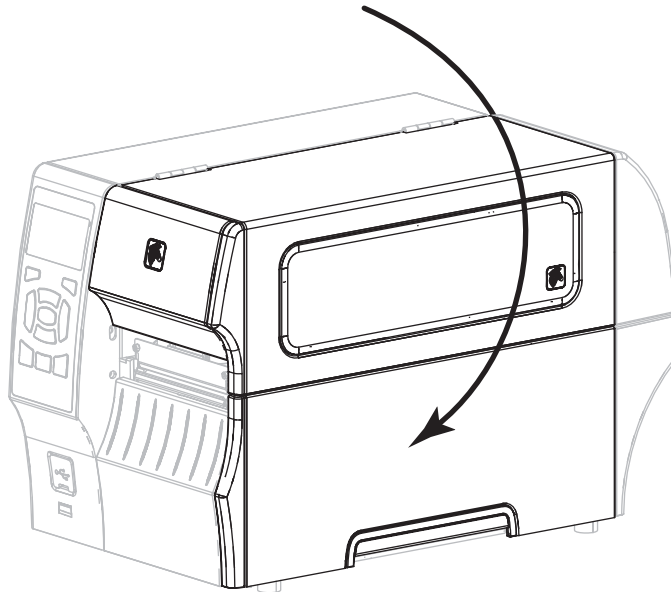
5. While manually rotating the platen roller, clean it thoroughly with the swab. Allow the solvent to evaporate.



6. Reload the ribbon (if used) and the media. For instructions, see [Load the Ribbon on page 58](#) or [Load the Media on page 32](#).
7. Rotate the printhead-open lever (1) downward until it locks the printhead in place.



8. Close the media door.



The printer is ready to operate.

9. Press PAUSE to exit pause mode and enable printing.

The printer may perform a label calibration or feed a label, depending on your settings.



**Note** • If performing this procedure does not improve print quality, try cleaning the printhead with *Save-A-Printhead* cleaning film. This specially coated material removes contamination buildup without damaging the printhead. Call your authorized Zebra reseller for more information.

## Clean the Peel Assembly

The peel assembly, which is part of the Peel-Off and Liner Take-Up options, consists of several spring-loaded rollers to ensure the proper roller pressure. Clean the pinch roller and tear-off/peel-off bar if adhesive buildup begins to affect peel performance.



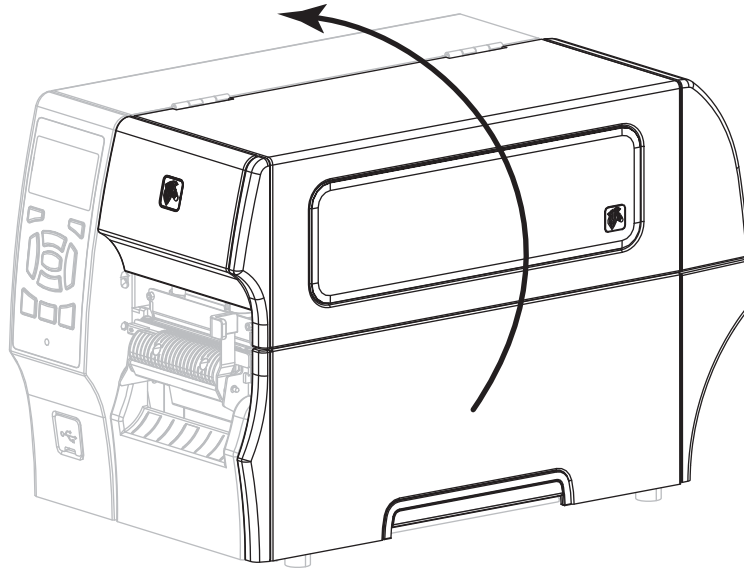
---

**Caution** • Do not use your left hand to assist in closing the Peel assembly. The top edge of the Peel roller/assembly could pinch your fingers.

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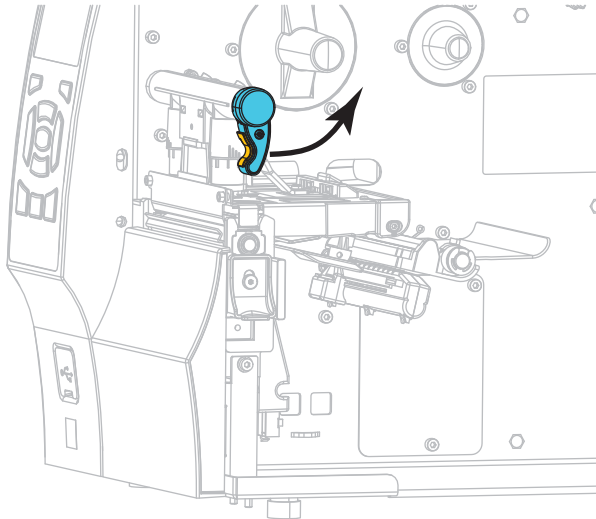
### If adhesive buildup affects peel-off performance, complete these steps:

1. Raise the media door.

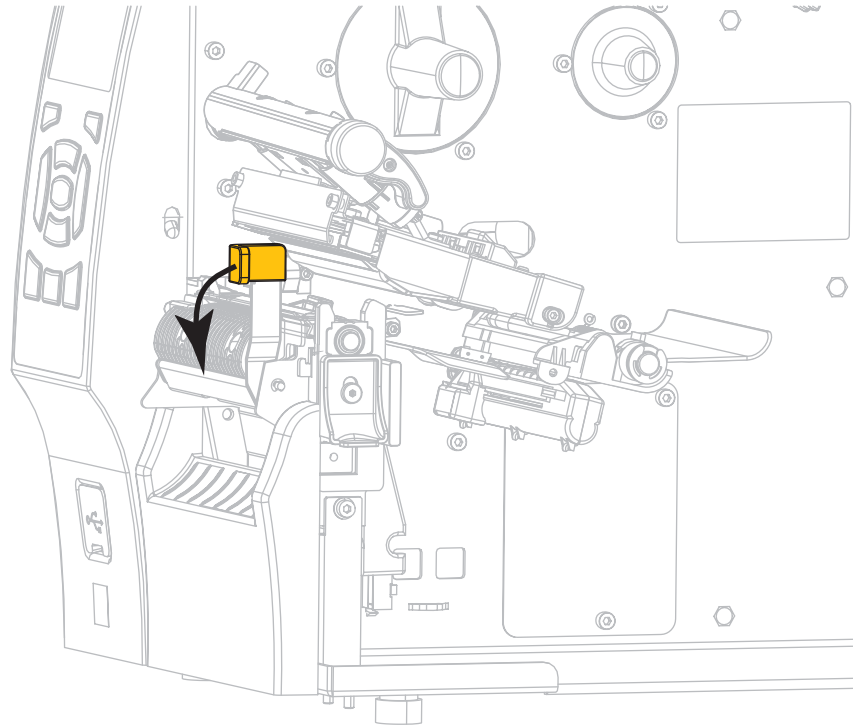


2. **Caution** • The printhead may be hot and could cause severe burns. Allow the printhead to cool.
- 

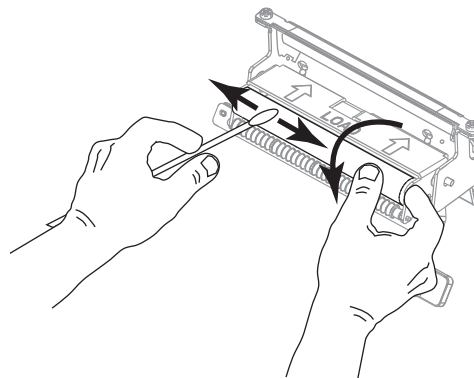
Open the printhead assembly by rotating the printhead-open lever.



3. Push down the peel-off mechanism release lever to open the peel assembly.



4. Remove any media liner to expose the pinch roller.
5. While manually rotating the pinch roller, clean it thoroughly with the swab from the Preventive Maintenance Kit (part number 47362). In place of the Preventive Maintenance Kit, you may use a clean swab dipped in 99.7% isopropyl alcohol. Allow the solvent to evaporate.



6. Use the swab to remove excess adhesive from the tear-off/peel-off bar. Allow the solvent to evaporate.



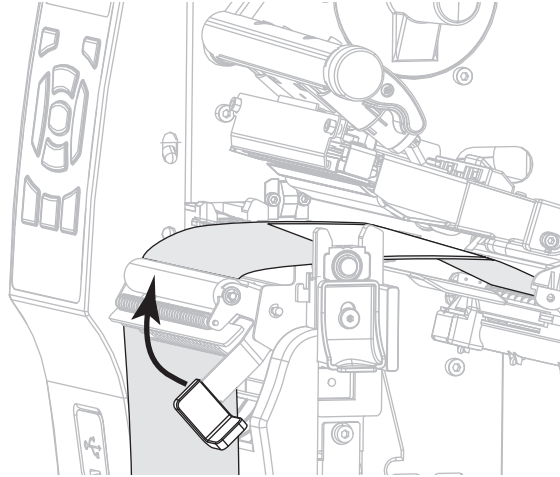
**Important** • Apply minimum force when cleaning the tear-off/peel-off bar. Excessive force can cause the tear-off/peel-off bar to bend, which could have a negative effect on peel performance.

7. Reload the media liner through the peel mechanism. For instructions, see [Final Steps for Peel-Off Mode \(with or without Liner Take-Up\)](#) on page 40.

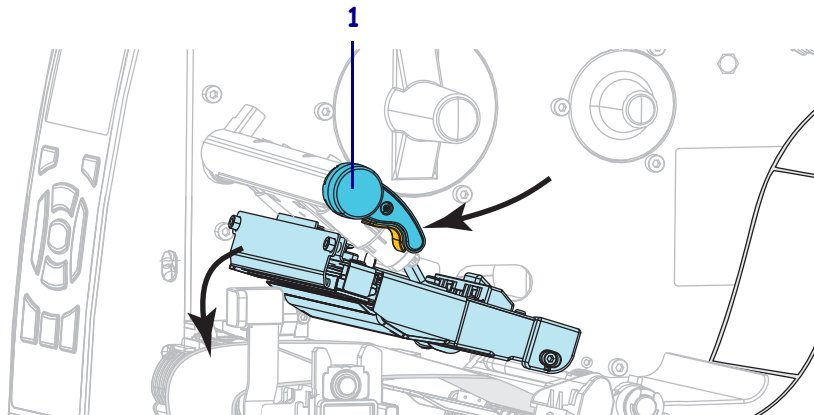


- 
8. **Caution** • Use the peel release lever and your right hand to close the peel assembly. Do not use your left hand to assist in closing. The top edge of the peel roller/assembly could pinch your fingers.
- 

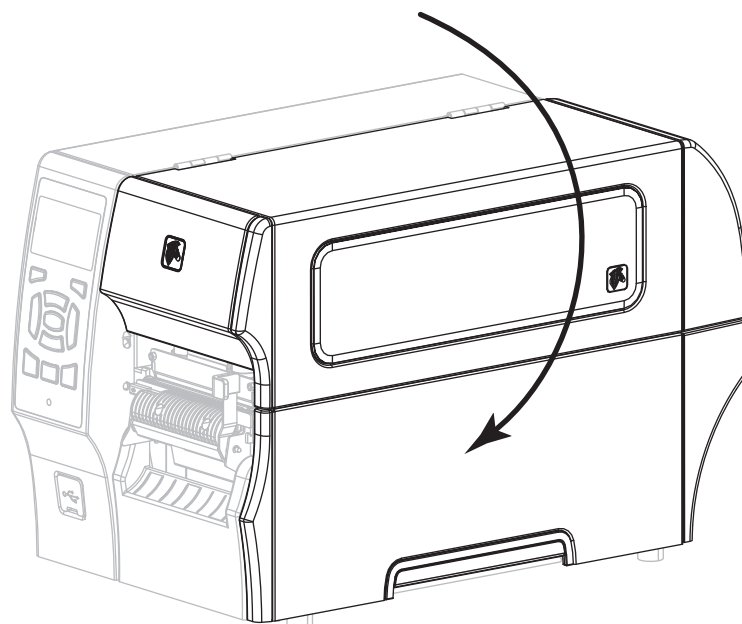
Close the peel assembly using the peel-off mechanism release lever.



9. Rotate the printhead-open lever (1) downward until it locks the printhead in place.



10. Close the media door.



The printer is ready to operate.

11. Press PAUSE to exit pause mode and enable printing.  
The printer may perform a label calibration or feed a label, depending on your settings.

## Clean the Cutter Module

If the cutter is not cutting the labels cleanly or if it jams with labels, clean the cutter.



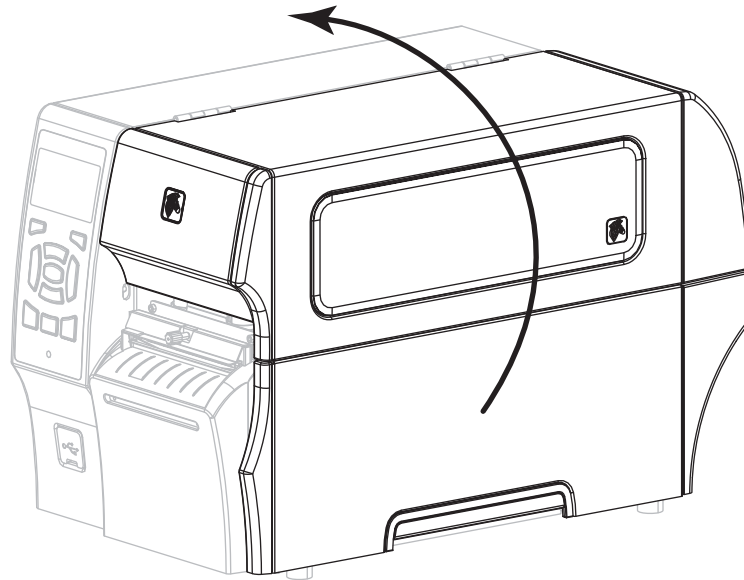
---

**Caution** • For personnel safety, always power off and unplug the printer before performing this procedure.

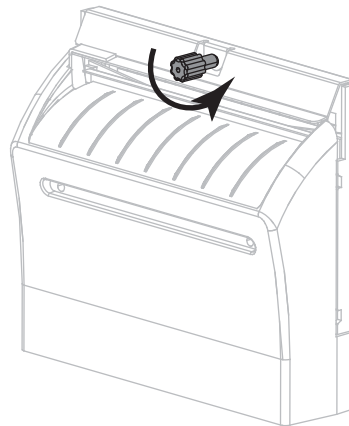
---

### To clean the cutter module, complete these steps:

1. Turn the printer off (O), and unplug the printer from its power source.
2. Raise the media door.



3. Remove media that is loaded through the cutter module.
4. Loosen and remove the thumbscrew and lock washer on the cutter shield.

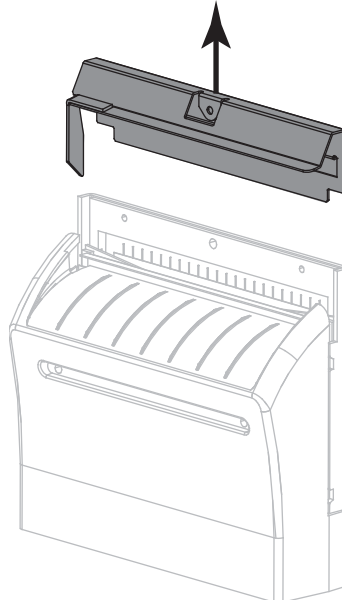




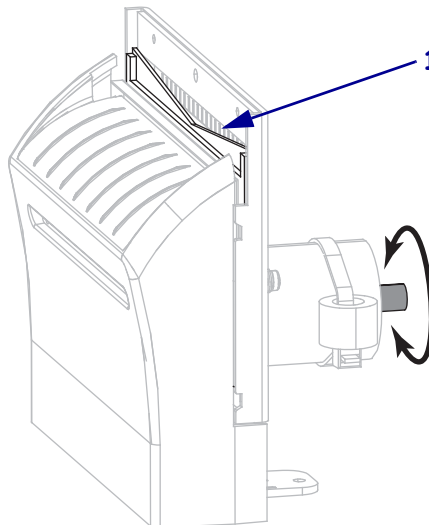


5. **Caution** • The cutter blade is sharp. Do not touch or rub the blade with your fingers.

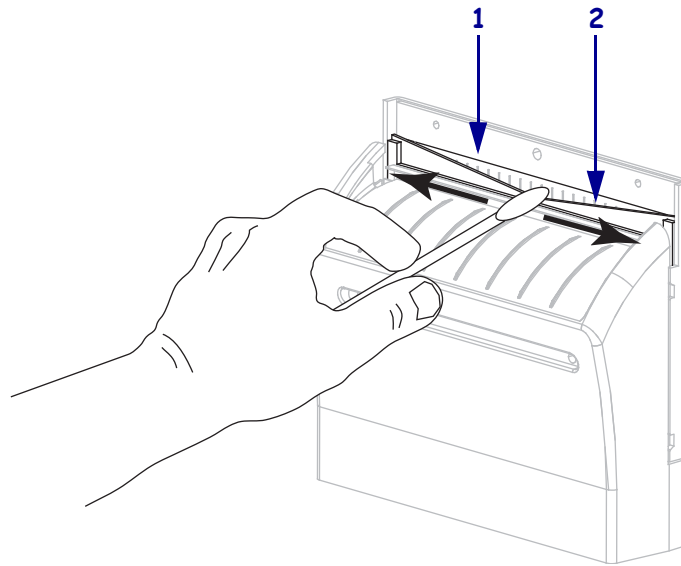
Remove the cutter shield.



6. If necessary, rotate the cutter motor thumbscrew to fully expose the V-shaped cutter blade (1).

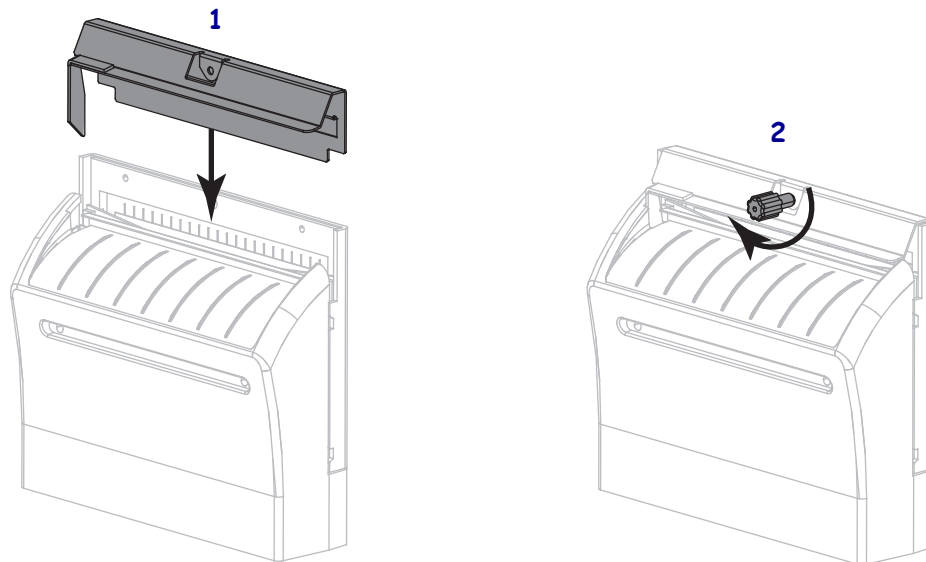


7. Using the swab from the Preventive Maintenance Kit (part number 47362), wipe along the upper cutting surface (1) and the cutter blade (2). In place of the Preventive Maintenance Kit, you may use a clean swab dipped in 99.7% isopropyl alcohol. Allow the solvent to evaporate.

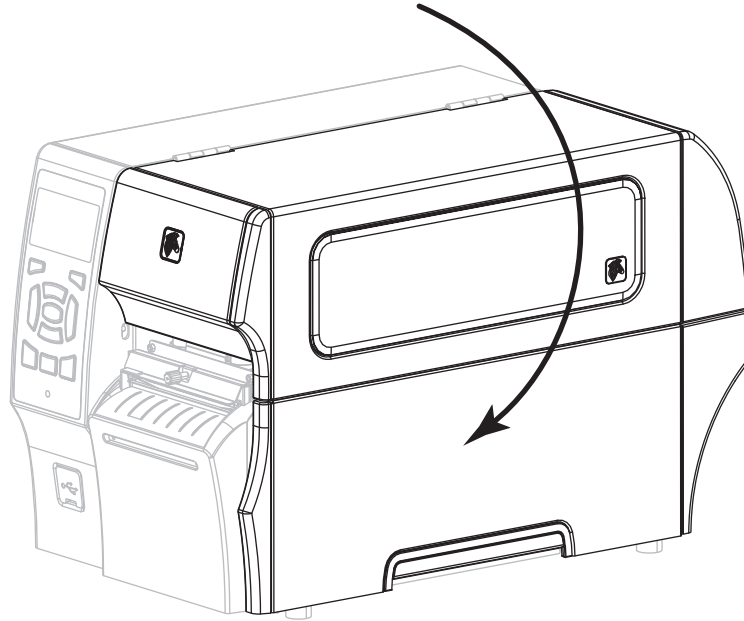


8. **Caution** • The cutter blade is sharp. For operator safety, replace the cutter shield.

Replace the cutter shield (1) and secure it with the thumbscrew and lock washer that you removed earlier (2).



9. Close the media door.



10. Plug the printer into its power source, and then turn on (I) the printer.  
The cutter blade returns to its operating position.
11. If the cutter continues to perform unsatisfactorily, contact an authorized service technician.

## Replacing Printer Components

Some printer components, such as the printhead and platen roller, may wear out over time and can be replaced easily. Regular cleaning may extend the life of some of these components. See [Table 14 on page 154](#) for the recommended cleaning intervals.

### Ordering Replacement Parts

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 ZT400 Series printers are designed to work only with genuine Zebra™ printheads, thus maximizing safety and print quality.

Contact your authorized Zebra reseller for part ordering information.

### Recycling Printer Components



The majority of this printer's components are recyclable. The printer's main logic board may include a battery that you should dispose of properly.

Do not dispose of any printer components in unsorted municipal waste. Please dispose of the battery according to your local regulations, and recycle the other printer components according to your local standards. For more information, see <http://www.zebra.com/environment>.

## Lubrication

No lubrication is needed for this printer.

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**Caution** • Some commercially available lubricants will damage the finish and the mechanical parts if used on this printer.

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# Troubleshooting

This section provides information about errors that you might need to troubleshoot. Assorted diagnostic tests are included.

For videos of some common procedures, go to <http://www.zebra.com/zt400-info>.






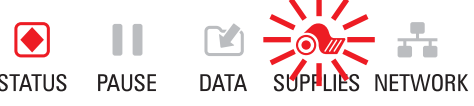






## Contents

Meaning of Indicator Lights .....	170
Printing Issues .....	172
Ribbon Problems .....	175
RFID Problems .....	176
Error Messages .....	179
Communications Problems .....	184
Miscellaneous Issues .....	185
Printer Diagnostics .....	187
Power-On Self Test .....	187
CANCEL Self Test .....	188
PAUSE Self Test .....	189
FEED Self Test .....	190
FEED + PAUSE Self Test .....	193
CANCEL + PAUSE Self Test .....	193
Communication Diagnostics Test .....	194
Sensor Profile .....	195





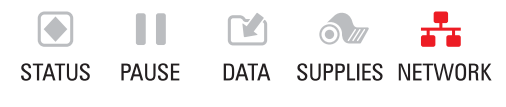
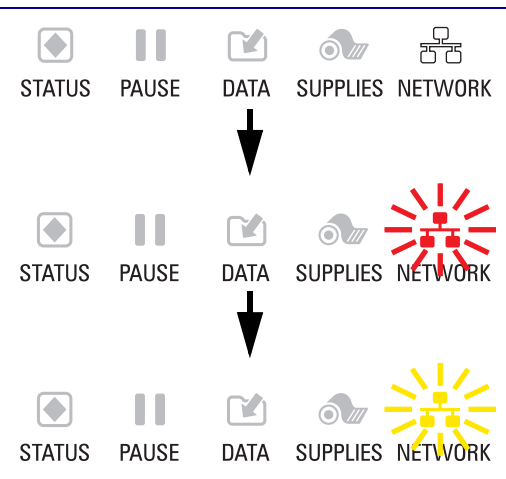

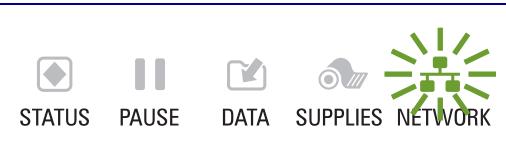

## Meaning of Indicator Lights

The indicator lights on the control panel show the current status of the printer (Table 15).

**Table 15 • Status of Printer As Shown by Indicator Lights**

 <p>STATUS PAUSE DATA SUPPLIES NETWORK</p>	<p><i>STATUS light steady green (other lights steady yellow for 2 seconds during printer power-up)</i></p> <p>The printer is ready.</p>
 <p>STATUS PAUSE DATA SUPPLIES NETWORK</p>	<p><i>PAUSE light steady yellow.</i></p> <p>The printer is paused.</p>
 <p>STATUS PAUSE DATA SUPPLIES NETWORK</p>	<p><i>STATUS light steady red</i> <i>SUPPLIES light steady red</i></p> <p>The media supply is out. The printer needs attention and cannot continue without user intervention.</p>
 <p>STATUS PAUSE DATA SUPPLIES NETWORK</p>	<p><i>STATUS light steady red</i> <i>SUPPLIES light flashing red</i></p> <p>The ribbon supply is out. The printer needs attention and cannot continue without user intervention.</p>
 <p>STATUS PAUSE DATA SUPPLIES NETWORK</p>	<p><i>STATUS light steady yellow</i> <i>SUPPLIES light flashing yellow</i></p> <p>The printer is in Direct Thermal mode, which does not require ribbon; however, ribbon is installed in the printer.</p>
 <p>STATUS PAUSE DATA SUPPLIES NETWORK</p>	<p><i>STATUS light steady red</i> <i>PAUSE light steady yellow</i></p> <p>The printhead is open. The printer needs attention and cannot continue without user intervention.</p>
 <p>STATUS PAUSE DATA SUPPLIES NETWORK</p>	<p><i>STATUS light steady yellow</i></p> <p>The printhead is over temperature.</p> <p> <b>Caution</b> • The printhead may be hot and could cause severe burns. Allow the printhead to cool.</p>
 <p>STATUS PAUSE DATA SUPPLIES NETWORK</p>	<p><i>STATUS light flashing yellow</i></p> <p>This indicator light flashing indicates one of the following:</p> <ul style="list-style-type: none"> <li>• The printhead is under temperature.</li> <li>• The power supply is over temperature.</li> <li>• The main logic board (MLB) is over temperature.</li> </ul>
 <p>STATUS PAUSE DATA SUPPLIES NETWORK</p>	<p><i>STATUS light steady red</i> <i>PAUSE light steady red</i> <i>DATA light steady red</i></p> <p>The printhead was replaced with one that is not a genuine Zebra™ printhead. Install a genuine Zebra™ printhead to continue.</p>

**Table 15 • Status of Printer As Shown by Indicator Lights (Continued)**

	<p><i>STATUS light flashing red</i></p> <p>The printer is unable to read the dpi setting of the printhead.</p>
<p><b>Printers with a ZebraNet wired Ethernet option</b></p>	
	<p><i>NETWORK light off</i></p> <p>No Ethernet link is available.</p>
	<p><i>NETWORK light steady green</i></p> <p>A 100 Base link was found.</p>
	<p><i>NETWORK light steady yellow</i></p> <p>A 10 Base link was found.</p>
	<p><i>NETWORK light steady red</i></p> <p>An Ethernet error condition exists. The printer is not connected to your network.</p>
<p><b>Printers with a ZebraNet wireless option</b></p>	
	<p><i>NETWORK light off</i></p> <p>A radio was found during power-up. The printer is attempting to associate with the network. The light flashes red while the printer associates with the network. The light then flashes yellow while the printer is authenticating with the network.</p>
	<p><i>NETWORK light steady green</i></p> <p>The radio is associated with your network and authenticated, and the WLAN signal is strong.</p>
	<p><i>NETWORK light flashing green</i></p> <p>WLAN—The radio is associated with your network and authenticated, but the WLAN signal is weak.</p>
	<p><i>NETWORK light steady red</i></p> <p>A WLAN error condition exists. The printer is not connected to your network.</p>

## Printing Issues

Table 16 identifies possible issues with printing or print quality, the possible causes, and the recommended solutions.

For videos of some common procedures, go to <http://www.zebra.com/zt400-info>.



**Table 16 • Printing Issues**

Issue	Possible Cause	Recommended Solution
<b>General print quality issues</b>	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. You may want to perform the <i>FEED Self Test</i> on page 190 to determine the optimal settings for your printer.  See <i>Print Speed</i> on page 101 for how to change the print speed.
	You are using an incorrect combination of labels and ribbon for your application.	<ol style="list-style-type: none"> <li>1. Switch to a different type of media or ribbon to try to find a compatible combination.</li> <li>2. If necessary, consult your authorized Zebra reseller or distributor for information and advice.</li> </ol>
	The printer is set at an incorrect darkness level.	For optimal print quality, set the darkness to the lowest possible setting for your application. You may want to perform the <i>FEED Self Test</i> on page 190 to determine the ideal darkness setting.  See <i>Print Darkness</i> on page 101 for how to change the darkness setting.
	The printhead is dirty.	Clean the printhead and platen roller. See <i>Clean the Printhead and Platen Roller</i> on page 156.
	Incorrect or uneven printhead pressure.	Set the printhead pressure to the minimum needed for good print quality. See <i>Adjust the Printhead Pressure</i> on page 147.
<b>Loss of printing registration on labels. Excessive vertical drift in top-of-form registration.</b>	The platen roller is dirty.	Clean the printhead and platen roller. See <i>Clean the Printhead and Platen Roller</i> on page 156.
	Media guides are positioned improperly.	Ensure that the media guides are properly positioned. See <i>Load the Media</i> on page 32.
	The media type is set incorrectly.	Set the printer for the correct media type (gap/notch, continuous, or mark). See <i>Media Type</i> on page 102.
	The media is loaded incorrectly.	Load media correctly. See <i>Load the Media</i> on page 32.



**Table 16 • Printing Issues (Continued)**

<b>Issue</b>	<b>Possible Cause</b>	<b>Recommended Solution</b>
<b>Long tracks of missing print on several labels</b>	Print element damaged.	Call a service technician.
	Wrinkled ribbon.	See wrinkled ribbon causes and solutions in <a href="#">Ribbon Problems on page 175</a> .
<b>Fine, angular gray lines on blank labels</b>	Wrinkled ribbon.	See wrinkled ribbon causes and solutions in <a href="#">Ribbon Problems on page 175</a> .
<b>Printing too light or too dark over the entire label</b>	The media or ribbon is not designed for high-speed operation.	Replace supplies with those recommended for high-speed operation. For more information, see <a href="http://www.zebra.com/supplies">http://www.zebra.com/supplies</a> .
	The printer is set at an incorrect darkness level.	For optimal print quality, set the darkness to the lowest possible setting for your application. You may want to perform the <a href="#">FEED Self Test on page 190</a> to determine the ideal darkness setting.  See <a href="#">Print Darkness on page 101</a> for how to change the darkness setting.
	You are using an incorrect combination of media and ribbon for your application.	<ol style="list-style-type: none"> <li>1. Switch to a different type of media or ribbon to try to find a compatible combination.</li> <li>2. If necessary, consult your authorized Zebra reseller or distributor for information and advice.</li> </ol>
	You are using ribbon with direct thermal media.	Direct thermal media does not require ribbon. To determine if you are using direct thermal media, perform the label scratch test in <a href="#">When to Use Ribbon on page 23</a> .
	Incorrect or uneven printhead pressure.	Set the printhead pressure to the minimum needed for good print quality. See <a href="#">Adjust the Printhead Pressure on page 147</a> .
<b>Printing too light or too dark on one side of the label</b>	Incorrect or uneven printhead pressure.	Adjust the printhead pressure as needed for good print quality. See <a href="#">Adjust the Printhead Pressure on page 147</a> .
<b>Smudge marks on labels</b>	The media or ribbon is not designed for high-speed operation.	Replace supplies with those recommended for high-speed operation. For more information, see <a href="http://www.zebra.com/supplies">http://www.zebra.com/supplies</a> .
<b>Misregistration/skips labels</b>	The printer is not calibrated.	Calibrate the printer. See <a href="#">Calibrate the Ribbon and Media Sensors on page 142</a> .
	Improper label format.	Check your label format and correct it as necessary.
<b>Misregistration and misprint of one to three labels</b>	The platen roller is dirty.	Clean the printhead and platen roller. See <a href="#">Clean the Printhead and Platen Roller on page 156</a> .
	Media does not meet specifications.	Use media that meets specifications. See <a href="#">Media Specifications on page 218</a> .

**Table 16 • Printing Issues (Continued)**

<b>Issue</b>	<b>Possible Cause</b>	<b>Recommended Solution</b>
<b>Vertical drift in top-of-form position</b>	The printer is out of calibration.	Calibrate the printer. See <i>Calibrate the Ribbon and Media Sensors</i> on page 142.
	The platen roller is dirty.	Clean the printhead and platen roller. See <i>Clean the Printhead and Platen Roller</i> on page 156.
<b>Vertical image or label drift</b>	The printer is using non-continuous labels but is configured in continuous mode.	Set the printer for the correct media type (gap/notch, continuous, or mark—see <i>Media Type</i> on page 102) and calibrate the printer, if necessary (see <i>Calibrate the Ribbon and Media Sensors</i> on page 142).
	The media sensor is calibrated improperly.	Calibrate the printer. See <i>Calibrate the Ribbon and Media Sensors</i> on page 142.
	The platen roller is dirty.	Clean the printhead and platen roller. See <i>Clean the Printhead and Platen Roller</i> on page 156.
	Improper printhead pressure settings (toggles).	Adjust the printhead pressure to ensure proper functionality. See <i>Adjust the Printhead Pressure</i> on page 147.
	The media or ribbon is loaded incorrectly.	Ensure that the media and ribbon are loaded correctly. See <i>Load the Ribbon</i> on page 58 and <i>Load the Media</i> on page 32.
	Incompatible media.	You must use media that meets the printer specifications. Ensure that the interlabel gaps or notches are 2 to 4 mm and consistently placed (see <i>Media Specifications</i> on page 218).
<b>The bar code printed on a label does not scan.</b>	The bar code is not within specifications because the print is too light or too dark.	Perform the <i>FEED Self Test</i> on page 190. Adjust the darkness or print speed settings as necessary.
	There is 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.
<b>Auto Calibrate failed.</b>	The media or ribbon is loaded incorrectly.	Ensure that the media and ribbon are loaded correctly. See <i>Load the Ribbon</i> on page 58 and <i>Load the Media</i> on page 32.
	The sensors could not detect the media or ribbon.	Calibrate the printer. See <i>Calibrate the Ribbon and Media Sensors</i> on page 142.
	The sensors are dirty or positioned improperly.	Ensure that the sensors are clean and properly positioned.
	The media type is set incorrectly.	Set the printer for the correct media type (gap/notch, continuous, or mark). See <i>Media Type</i> on page 102.

## Ribbon Problems

Table 17 identifies problems that may occur with ribbon, the possible causes, and the recommended solutions.

For videos of some common procedures, go to <http://www.zebra.com/zt400-info>.



Table 17 • Ribbon Problems

Problem	Possible Cause	Recommended Solution
<b>Broken or melted ribbon</b>	Darkness setting too high.	<ol style="list-style-type: none"> <li>1. Reduce the darkness setting. See <i>Print Darkness on page 101</i> for how to change the darkness setting.</li> <li>2. Clean the printhead thoroughly. See <i>Clean the Printhead and Platen Roller on page 156</i>.</li> </ol>
	The ribbon is coated on the wrong side and cannot be used in this printer.	Replace the ribbon with one coated on the correct side. For more information, see <i>Coated Side of Ribbon on page 23</i> .
<b>Wrinkled ribbon</b>	Ribbon was loaded incorrectly.	Load the ribbon correctly. See <i>Load the Ribbon on page 58</i> .
	Incorrect burn temperature.	For optimal print quality, set the darkness to the lowest possible setting for your application. You may want to perform the <i>FEED Self Test on page 190</i> to determine the ideal darkness setting. See <i>Print Darkness on page 101</i> for how to change the darkness setting.
	Incorrect or uneven printhead pressure.	Set the printhead pressure to the minimum needed for good print quality. See <i>Adjust the Printhead Pressure on page 147</i> .
	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 printhead or platen roller may be installed incorrectly.	Call a service technician.
<b>The printer does not detect when the ribbon runs out.</b>	The printer may have been calibrated without ribbon. Later, ribbon was inserted without the user recalibrating the printer or loading printer defaults.	Calibrate the printer, this time using ribbon, or load printer defaults. See <i>Calibrate the Ribbon and Media Sensors on page 142</i> or <i>Load Defaults on page 113</i> .
<b>In thermal transfer mode, the printer did not detect the ribbon even though it is loaded correctly.</b>		
<b>The printer indicates that ribbon is out, even though ribbon is loaded correctly.</b>	The printer was not calibrated for the label and ribbon being used.	Calibrate the printer. See <i>Calibrate the Ribbon and Media Sensors on page 142</i> .

## RFID Problems

Table 18 identifies problems that may occur with RFID printers, the possible causes, and the recommended solutions. For more information about RFID, refer to the *RFID Programming Guide 3*. A copy of the manual is available at <http://www.zebra.com/manuals> or on the user CD that came with your printer.

**Table 18 • RFID Problems**

Problem	Possible Cause	Recommended Solution
<b>The RFID-enabled printer voids every label.</b>	The printer is not calibrated for the media being used.	Manually calibrate the printer (see <i>Calibrate the Ribbon and Media Sensors</i> on page 142).
	You are using an RFID label with a tag type that is not supported by your printer.	The ZT400 series printers support only Gen 2 RFID labels. For more information, refer to the <i>RFID Programming Guide 3</i> , or contact an authorized Zebra RFID reseller.
	The printer is unable to communicate with the RFID reader.	<ol style="list-style-type: none"> <li>1. Turn off (O) the printer.</li> <li>2. Wait 10 seconds.</li> <li>3. Turn on (I) the printer.</li> <li>4. If the problem persists, you may have a bad RFID reader or a loose connection between the RFID reader and the printer. Contact Technical Support or an authorized Zebra RFID service technician for assistance.</li> </ol>
	Radio frequency (RF) interference from another RF source.	Do one or more of the following as necessary: <ul style="list-style-type: none"> <li>• Move the printer away from fixed RFID readers or other RF sources.</li> <li>• Make sure that the media door is closed at all times during RFID programming.</li> </ul>
	The settings are incorrect in your label designer software.	The software settings override the printer settings. Make sure that the software and printer settings match.
	You are using an incorrect programming position, particularly if the tags being used are within printer specifications.	Do one or more of the following as necessary: <ul style="list-style-type: none"> <li>• Check the RFID programming position or the program position setting in your label designer software. If the position is incorrect, change the setting.</li> <li>• Restore the RFID programming position back to the default value.</li> </ul> For more information, refer to the <i>RFID Programming Guide 3</i> . For transponder placement details, go to <a href="http://www.zebra.com/transponders">http://www.zebra.com/transponders</a> .
	You are sending RFID ZPL or SGD commands that are incorrect.	Check your label formats. For more information, refer to the <i>RFID Programming Guide 3</i> .

Table 18 • RFID Problems (Continued)

Problem	Possible Cause	Recommended Solution
<b>Low yields. Too many RFID tags per roll are voided.</b>	The RFID labels are not within specifications for the printer, which means that the transponder is not in an area that can be programmed consistently.	Make sure that the labels meet transponder placement specifications for your printer. See <a href="http://www.zebra.com/transponders">http://www.zebra.com/transponders</a> for transponder placement information. For more information, refer to the <i>RFID Programming Guide 3</i> , or contact an authorized Zebra RFID reseller.
	Incorrect read and write power levels for the RFID tag type.	Change the RFID read and write power levels. For instructions, refer to the <i>RFID Programming Guide 3</i> .
	Radio frequency (RF) interference from another RF source.	Do one or more of the following as necessary: <ul style="list-style-type: none"> <li>• Move the printer away from fixed RFID readers.</li> <li>• Make sure that the media door is closed at all times during RFID programming.</li> </ul>
	The printer is using outdated printer firmware and reader firmware versions.	Go to <a href="http://www.zebra.com/firmware">http://www.zebra.com/firmware</a> for updated firmware.
<b>The printer stops at the RFID inlay.</b>	The printer calibrated the label length only to the RFID inlay instead of to the interlabel gap.	<ol style="list-style-type: none"> <li>1. Select FEED for the <b>MEDIA POWER UP</b> and <b>HEAD CLOSE</b> parameters (see <i>Power-Up Action on page 110</i> or <i>Head-Close Action on page 111</i>).</li> <li>2. Manually calibrate the printer (see <i>Calibrate the Ribbon and Media Sensors on page 142</i>).</li> </ol>
<b>The DATA light flashes indefinitely after you attempt to download printer or reader firmware.</b>	The download was not successful. For best results, cycle power on the printer before downloading any firmware.	<ol style="list-style-type: none"> <li>1. Turn off (O) the printer.</li> <li>2. Wait 10 seconds.</li> <li>3. Turn on (I) the printer.</li> <li>4. Attempt to download the firmware again.</li> <li>5. If the problem persists, contact Technical Support.</li> </ol>

Table 18 • RFID Problems (Continued)

Problem	Possible Cause	Recommended Solution
<p><b>RFID parameters do not appear in Setup mode, and RFID information does not appear on the printer configuration label.</b></p> <p><b>The printer does not void RFID labels that are not programmed correctly.</b></p>	<p>The printer was powered off (O) and then back on (I) too quickly for the RFID reader to initialize properly.</p>	<p>Wait at least 10 seconds after turning the printer power off before turning it back on.</p> <ol style="list-style-type: none"> <li>1. Turn off (O) the printer.</li> <li>2. Wait 10 seconds.</li> <li>3. Turn on (I) the printer.</li> <li>4. Check for the RFID parameters in Setup mode or for RFID information on a new configuration label.</li> </ol>
	<p>An incorrect version of printer or reader firmware was loaded on the printer.</p>	<ol style="list-style-type: none"> <li>1. Verify that the correct firmware version is loaded on your printer. For more information, refer to the <i>RFID Programming Guide 3</i>.</li> <li>2. Download the correct printer or reader firmware if necessary.</li> <li>3. If the problem persists, contact Technical Support.</li> </ol>
	<p>The printer is unable to communicate with the RFID subsystem.</p>	<ol style="list-style-type: none"> <li>1. Turn off (O) the printer.</li> <li>2. Wait 10 seconds.</li> <li>3. Turn on (I) the printer.</li> <li>4. If the problem persists, you may have a bad RFID reader or a loose connection between the RFID reader and the printer. Contact Technical Support or an authorized service technician for assistance.</li> </ol>
	<p>The printer is RFID-ready, but no reader is installed.</p>	<p>Contact an authorized Zebra RFID reseller to acquire a reader for your printer.</p>

## Error Messages

The control panel displays messages when there is an error. See [Table 19](#) for errors, the possible causes, and the recommended solutions.

**QuickHelp Pages** Most error messages will include the option to view a QuickHelp page. The lower right-hand corner of the message displays **QR**.

### To access a QuickHelp page from an error message, do the following:

1. Press RIGHT SELECT to select **QR**.

The printer displays a QuickHelp page specific to that error message. This page includes a QR code, such as this.



2. Scan the QR code with a smartphone.

Your phone accesses either a video specific to that error message or the Zebra support page for your printer.

**Table 19 • Error Messages**

Display/ Indicator Lights	Possible Cause	Recommended Solution
<div style="border: 1px solid black; padding: 5px; text-align: center; width: fit-content; margin: 0 auto;"> <b>HEAD OPEN CLOSE HEAD</b> </div> <p>STATUS light steady red PAUSE light steady yellow</p>	The printhead is not fully closed.	Close the printhead completely.
	The printhead open sensor is not working properly.	Call a service technician to replace the sensor.
<div style="border: 1px solid black; padding: 5px; text-align: center; width: fit-content; margin: 0 auto;"> <b>MEDIA OUT LOAD MEDIA</b> </div> <p>STATUS light steady red SUPPLIES light steady red</p>	The media is not loaded or is loaded incorrectly.	Load media correctly. See <a href="#">Load the Media on page 32</a> .
	Misaligned media sensor.	Check the position of the media sensor.
	The printer is set for noncontinuous media, but continuous media is loaded.	<ol style="list-style-type: none"> <li>1. Install the proper media type, or reset printer for the current media type.</li> <li>2. Calibrate the printer. See <a href="#">Media and Ribbon Sensor Calibration on page 114</a>.</li> </ol>

Table 19 • Error Messages (Continued)

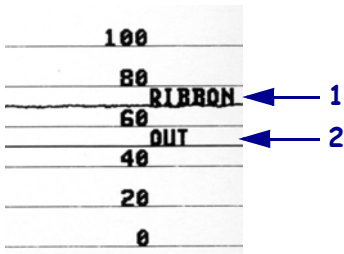
Display/ Indicator Lights	Possible Cause	Recommended Solution
<div style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 10px;"> <b>WARNING RIBBON IN</b> </div> <p>STATUS light steady yellow SUPPLIES light flashing yellow</p>	<p>Ribbon is loaded, but the printer is set for direct thermal mode.</p>	<p>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.</p> <p>If you are using thermal transfer media, which requires ribbon, set the printer for Thermal Transfer mode. See <a href="#">Print Method on page 102</a>.</p>
<div style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 10px;"> <b>ALERT RIBBON OUT</b> </div> <p>STATUS light steady yellow SUPPLIES light flashing yellow</p>	<p>In thermal transfer mode:</p> <ul style="list-style-type: none"> <li>• ribbon is not loaded</li> <li>• ribbon is loaded incorrectly</li> <li>• the ribbon sensor is not detecting ribbon</li> <li>• media is blocking the ribbon sensor</li> </ul> <p>In thermal transfer mode, the printer did not detect the ribbon even though it is loaded correctly.</p> <p>If you are using direct thermal media, the printer is waiting for ribbon to be loaded because it is incorrectly set for thermal transfer mode.</p>	<ol style="list-style-type: none"> <li>1. Load ribbon correctly. See <a href="#">Load the Ribbon on page 58</a>.</li> <li>2. Calibrate the printer. See <a href="#">Media and Ribbon Sensor Calibration on page 114</a>.</li> </ol> <p>1. Print a sensor profile (see <a href="#">Print Information on page 108</a>). The ribbon out threshold (2) is likely too high, above the line that indicates where the ribbon is detected (1).</p>  <ol style="list-style-type: none"> <li>2. Calibrate the printer (see <a href="#">Media and Ribbon Sensor Calibration on page 114</a>) or load printer defaults (see <a href="#">Load Defaults on page 113</a>).</li> </ol> <p>Set the printer for Direct Thermal mode. See <a href="#">Print Method on page 102</a>.</p>



Table 19 • Error Messages (Continued)



Display/ Indicator Lights	Possible Cause	Recommended Solution
<div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>PH NOT AUTHENTICATED REPLACE PRINTHEAD</b> </div> <p>STATUS light steady red PAUSE light steady red DATA light steady red</p>	<p>The printhead was replaced with one that is not a genuine Zebra™ printhead.</p>	<p>Install a genuine Zebra™ printhead.</p>
<div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>PRINT HEAD OVERTEMP PRINTING HALTED</b> </div> <p>STATUS light steady yellow</p>	<p> <b>Caution</b> • The printhead may be hot enough to cause severe burns. Allow the printhead to cool.</p> <p>The printhead is over temperature.</p>	<p>Allow the printer to cool. Printing automatically resumes when the printhead elements cool to an acceptable operating temperature.</p> <p>If this error persists, consider changing where the printer is located or using a slower print speed.</p>
<div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>HEAD COLD PRINTING HALTED</b> </div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-top: 10px;"> <b>THERMISTOR REPLACE PRINTHEAD</b> </div> <p>STATUS light steady yellow The printer shows one of these messages or cycles between them.</p>	<p> <b>Caution</b> • 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.</p> <p>The printhead data cable is not properly connected.</p> <p>The printhead has a faulty thermistor.</p>	<p>Call a service technician to hook up the printhead properly.</p> <p>Call a service technician to replace the printhead.</p>

Table 19 • Error Messages (Continued)



Display/ Indicator Lights	Possible Cause	Recommended Solution
<div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>HEAD COLD PRINTING HALTED</b> </div> <p>STATUS light flashing yellow</p>	<div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p><b>Caution</b> • 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.</p> </div> </div>	<p>The printhead temperature is approaching its lower operating limit.</p> <p>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.</p> <p>The printhead data cable is not properly connected.</p> <p>Call a service technician to hook up the printhead properly.</p> <p>The printhead has a faulty thermistor.</p> <p>Call a service technician to replace the printhead.</p>
<div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>CUT ERROR</b> </div> <p>STATUS light steady red PAUSE light steady yellow</p>	<div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p><b>Caution</b> • The cutter blade is sharp. Do not touch or rub the blade with your fingers.</p> </div> </div>	<p>The cutter blade is in the media path.</p> <p>Turn off the printer power and unplug the printer. Inspect the cutter module for debris and clean as needed following the cleaning instructions in <a href="#">Clean the Cutter Module</a> on page 164.</p>
<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>USE USB MEMORY DEVICE?</b></p> <p>YES <span style="float: right;">NO</span></p> </div>	<p>The USB host port is disabled, and a USB device was plugged into the port.</p>	<p>To use the USB device, select <b>YES</b>, or send the following SGD command to the printer:</p> <pre>! U1 setvar "usb.host.lock_out" "on"</pre>

Table 19 • Error Messages (Continued)

Display/ Indicator Lights	Possible Cause	Recommended Solution
OUT OF MEMORY STORING GRAPHIC	There is not enough memory to perform the function specified on the second line of the error message.	Free up some of the printer's memory by adjusting the label format or printer parameters. One way to free up memory is to adjust the print width to the actual width of the label instead of leaving the print width set to the default. See <a href="#">Print Width on page 104</a> .
OUT OF MEMORY STORING FORMAT		Ensure that the data is not directed to a device that is not installed or is unavailable.
OUT OF MEMORY STORING BITMAP		If the problem persists, call a service technician.
OUT OF MEMORY STORING FONT		

## Communications Problems

Table 20 identifies problems with communications, the possible causes, and the recommended solutions.

**Table 20 • Communications Problems**

<b>Problem</b>	<b>Possible Cause</b>	<b>Recommended Solution</b>
<b>A label format was sent to the printer but was not recognized. The DATA light does not flash.</b>	The communication parameters are incorrect.	Check the printer driver or software communications settings (if applicable) for your connection. You may wish to reinstall the printer driver following the instructions in <i>Install the Printer Driver and Connect the Printer to the Computer</i> on page 62.
		If you are using serial communication, check the serial port settings. See <i>Port Settings</i> on page 138.
		If you are using serial communication, make sure that you are using a null modem cable or a null modem adaptor.
		Check the printer's handshake protocol setting. The setting used must match the one being used by the host computer. See <i>Host Handshake</i> on page 139.
<b>A label format was sent to the printer but was not recognized. The DATA light flashes but no printing occurs.</b>	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 <i>Command Character</i> on page 133 and <i>Delimiter Character</i> on page 134.
	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.
<b>A label format was sent to the printer. Several labels print, then the printer skips, misplaces, misses, or distorts the image on the label.</b>	The serial communication settings are incorrect.	Ensure that the flow control settings match.
		Check the communication cable length. See <i>General Specifications</i> on page 212 for requirements.
		Check the printer driver or software communications settings (if applicable).


## Miscellaneous Issues

Table 21 identifies miscellaneous issues with the printer, the possible causes, and the recommended solutions.

For videos of some common procedures, go to <http://www.zebra.com/zt400-info>.



**Table 21 • Miscellaneous Printer Problems**

Problem	Possible Cause	Recommended Solution
<b>The control panel display shows a language that I cannot read</b>	The language parameter was changed through the control panel or a firmware command.	<ol style="list-style-type: none"> <li>On the control panel display, scroll to LANGUAGE Menu. </li> <li>Press OK to access the items in this menu.</li> <li>Use the UP ARROW or DOWN ARROW to scroll through the language selections. The selections for this parameter are displayed in the actual languages to make it easier for you to find one that you are able to read.</li> <li>Select the language that you want to display.</li> </ol>
<b>The display is missing characters or parts of characters</b>	The display may need replacing.	Call a service technician.
<b>Changes in parameter settings did not take effect</b>	Some parameters are set incorrectly.	<ol style="list-style-type: none"> <li>Check the parameters and change or reset if necessary.</li> <li>Turn the printer off (O) and then on (I).</li> </ol>
	A firmware command turned off the ability to change the parameter.	Refer to the <i>Programming Guide for ZPL, ZBI, Set-Get-Do, Mirror, and WML</i> or call a service technician.
	A firmware command changed the parameter back to the previous setting.	
	If the problem persists, there may be a problem with the main logic board.	Call a service technician.
<b>Non-continuous labels are being treated as continuous labels.</b>	The printer was not calibrated for the media being used.	Calibrate the printer. See <i>Calibrate the Ribbon and Media Sensors</i> on page 142.
	The printer is configured for continuous media.	Set the printer for the correct media type (gap/notch, continuous, or mark). See <i>Media Type</i> on page 102.
<b>All indicator lights are on, nothing is on the display (if the printer has a display), and the printer locks up.</b>	Internal electronic or firmware failure.	Call a service technician.

**Table 21 • Miscellaneous Printer Problems (Continued)**

<b>Problem</b>	<b>Possible Cause</b>	<b>Recommended Solution</b>
<b>The printer locks up while running the Power-On Self Test.</b>	Main logic board failure.	Call a service technician.
<b>The printer is not acknowledging a USB device or is not reading the files on a USB device that is plugged into the USB host port.</b>	The printer currently supports USB drives only up to 1 TB in size.	Use a USB drive that is 1 TB or smaller.
	The USB drive may require its own external power.	If your USB drive requires external power, make sure that it is plugged into a working power supply.

## 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.



**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, 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 STATUS 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.

## CANCEL Self Test

The CANCEL self test prints a printer configuration label and a network configuration label. For other ways to print these labels, see [Print Information on page 108](#).

### To perform the CANCEL Self Test, complete these steps:

1. Turn off (O) the printer.
2. Press and hold CANCEL while turning on (I) the printer. Hold CANCEL until the first control panel light turns off.

The printer prints a printer configuration label (Figure 17) and then a network configuration label (Figure 18).

Figure 17 • Sample Printer Configuration Label

PRINTER CONFIGURATION	
Zebra Technologies ZTC ZT410-203dpi ZPL XXXXXX-XX-XXXX	
+10.0.....	DARKNESS
10.0 IPS.....	PRINT SPEED
+000.....	TEAR OFF
TEAR OFF.....	PRINT MODE
CONTINUOUS.....	MEDIA TYPE
TRANSMISSIVE.....	SENSOR SELECT
THERMAL-TRANS.....	PRINT METHOD
832.....	PRINT WIDTH
1800.....	LABEL LENGTH
41000-71/1302-05637	PRINT HEAD ID
15.0IN 380MM.....	MAXIMUM LENGTH
CONNECTED.....	USB COMM.
BIDIRECTIONAL.....	PARALLEL COMM.
RS232.....	SERIAL COMM.
9600.....	BAUD
8 BITS.....	DATA BITS
NONE.....	PARITY
XON/XOFF.....	HOST HANDSHAKE
NONE.....	PROTOCOL
NORMAL MODE.....	COMMUNICATIONS
<> 7EH.....	CONTROL PREFIX
< > 5EH.....	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
049.....	WEB SENSOR
080.....	MEDIA SENSOR
051.....	RIBBON SENSOR
050.....	TAKE LABEL
027.....	MARK SENSOR
027.....	MARK MED SENSOR
003.....	TRANS GAIN
016.....	TRANS BASE
100.....	TRANS LED
128.....	RIBBON GAIN
128.....	MARK GAIN
050.....	MARK LED
DPCSWFXM.....	MODES ENABLED
.....	MODES DISABLED
832 8/MM FULL.....	RESOLUTION
2.0.....	LINK-OS VERSION
V75.19.72P23143 <-	FIRMWARE
1.8.0 0x0012.0x0045	XIL SCHEMA
4096k.....R:	HARDWARE ID
65536k.....E:	RAM
NONE.....	ONBOARD FLASH
F4 VERSION.....	FORMAT CONVERT
08/29/13.....	IDLE DISPLAY
18:57.....	RTC DATE
DISABLED.....	RTC TIME
DISABLED.....	ZBI
2.1.....	ZBI VERSION
READY.....	ZBI STATUS
62 LABELS.....	NONRESET CNTR
62 LABELS.....	RESET CNTR1
62 LABELS.....	RESET CNTR2
680 IN.....	NONRESET CNTR
680 IN.....	RESET CNTR1
680 IN.....	RESET CNTR2
1,728 CM.....	NONRESET CNTR
1,728 CM.....	RESET CNTR1
1,728 CM.....	RESET CNTR2
EMPTY.....	SLOT
EMPTY.....	SLOT 2
0.....	MASS STORAGE COUNT
0.....	HID COUNT
OFF.....	USB HOST LOCK OUT
FIRMWARE IN THIS PRINTER IS COPYRIGHTED	

Figure 18 • Sample Network Configuration Label

Network Configuration	
Zebra Technologies ZTC ZT410-203dpi ZPL XXXXXX-XX-XXXX	
PrintServer.....	LOAD LAN FROM?
INTERNAL WIRED.....	ACTIVE PRINTSRVR
Wired*	
ALL.....	IP PROTOCOL
010.003.004.072.....	IP ADDRESS
255.255.255.000.....	SUBNET
010.003.004.001.....	GATEWAY
010.003.001.098.....	WINS SERVER IP
YES.....	TIMEOUT CHECKING
300.....	TIMEOUT VALUE
000.....	ARP INTERVAL
9100.....	BASE RAW PORT
9200.....	JSON CONFIG PORT
Wireless	
ALL.....	IP PROTOCOL
000.000.000.000.....	IP ADDRESS
255.255.255.000.....	SUBNET
000.000.000.000.....	GATEWAY
000.000.000.000.....	WINS SERVER IP
YES.....	TIMEOUT CHECKING
300.....	TIMEOUT VALUE
000.....	ARP INTERVAL
9100.....	BASE RAW PORT
9200.....	JSON CONFIG PORT
NOT INSERTED.....	CARD INSERTED
H.....	CARD MFG ID
H.....	CARD PRODUCT ID
00:00:00:00:00:00.....	MAC ADDRESS
YES.....	DRIVER INSTALLED
INFRASTRUCTURE.....	OPERATING MODE
125.....	ESSID
100.....	TX POWER
ALL.....	CURRENT TX RATE
OPEN.....	WEP TYPE
NONE.....	WLAN SECURITY
1.....	WEP INDEX
000.....	POOR SIGNAL
LONG.....	PREAMBLE
NO.....	ASSOCIATED
ON.....	PULSE ENABLED
15.....	PULSE RATE
OFF.....	INTL MODE
not available.....	REGION CODE
no region code.....	COUNTRY CODE
0x3FFFFFFF.....	CHANNEL MASK
Bluetooth	
4.2.0.....	FIRMWARE
04/20/2012.....	DATE
on.....	DISCOVERABLE
2.1.....	RADIO VERSION
on:3f:04:12:0f:20.....	ENABLED
XXXXXXXX-XX-XXXX.....	MAC ADDRESS
No.....	FRIENDLY NAME
1.....	CONNECTED
nc.....	MIN SECURITY MODE
nc.....	CONN SECURITY MODE
FIRMWARE IN THIS PRINTER IS COPYRIGHTED	



## PAUSE Self Test

This self test can be used to provide the test labels required when making adjustments to the printer's mechanical assemblies or to determine if any printhead elements are not working. [Figure 19](#) shows a sample printout.

### To perform a PAUSE self test, complete these steps:

1. Turn off (O) the printer.
2. Press and hold PAUSE while turning on (I) the printer. Hold PAUSE until the first control panel light turns off.
  - The initial self test prints 15 labels at the printer's slowest speed, and then automatically pauses the printer. Each time PAUSE is pressed, an additional 15 labels print. [Figure 19](#) shows a sample of the labels.

**Figure 19 • PAUSE Test Label**



- While the printer is paused, pressing CANCEL alters the self test. Each time PAUSE is pressed, 15 labels print at 6 in. (152 mm) per second.
  - While the printer is paused, pressing CANCEL again alters the self test a second time. Each time PAUSE is pressed, 50 labels print at the printer's slowest speed
  - While the printer is paused, pressing CANCEL again alters the self test a third time. Each time PAUSE is pressed, 50 labels print at 6 in. (152 mm) per second.
  - While the printer is paused, pressing CANCEL again alters the self test a fourth time. Each time PAUSE is pressed, 15 labels print at the printer's maximum speed.
3. To exit this self test at any time, press and hold CANCEL.

## FEED Self Test

Different types of media may require different darkness settings. This section contains a simple but effective method for determining the ideal darkness for printing bar codes that are within specifications.

During the FEED self test, labels are printed at different darkness settings at two different print speeds. The relative darkness and the print speed are printed on each label. The bar codes on these labels may be ANSI-graded to check print quality.

During this test, one set of labels is printed at 2 ips, and another set is printed at 6 ips. The darkness value starts at three settings lower than the printer's current darkness value (relative darkness of -3) and increase until the darkness is three settings higher than the current darkness value (relative darkness of +3).

### To perform a FEED self test, complete these steps:

1. Print a configuration label to show the printer's current settings.
2. Turn off (O) the printer.
3. Press and hold FEED while turning on (I) the printer. Hold FEED until the first control panel light turns off.

The printer prints a series of labels (Figure 20) at various speeds and at darkness settings higher and lower than the darkness value shown on the configuration label.

Figure 20 • FEED Test Label



4. See Figure 21 and Table 22. Inspect the test labels and determine which one has the best print quality for your application. If you have a bar code verifier, use it to measure bars/spaces and calculate the print contrast. If you do not have a bar code verifier, use your eyes or the system scanner to choose the optimal darkness setting based on the labels printed in this self test.

Figure 21 • Bar Code Darkness Comparison

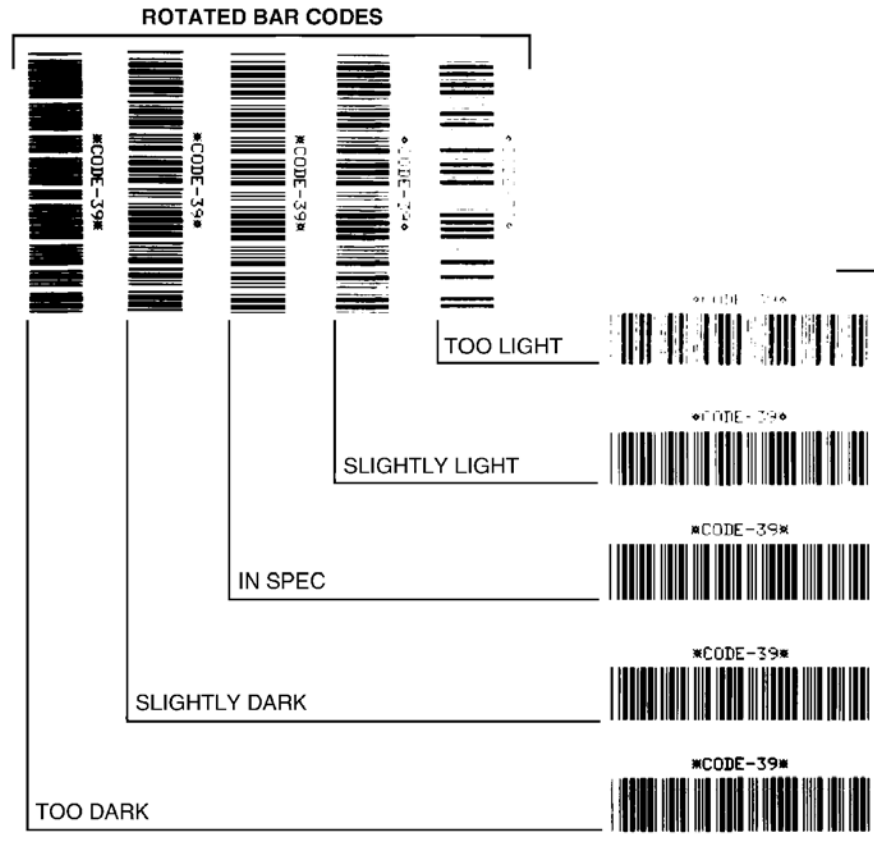


Table 22 • Judging Bar Code Quality

Print Quality	Description
<b>Too dark</b>	<p>Labels that are too dark are fairly obvious. They may be readable but not “in-spec.”</p> <ul style="list-style-type: none"> <li>• The normal bar code bars increase in size.</li> <li>• The openings in small alphanumeric characters may fill in with ink.</li> <li>• Rotated bar code bars and spaces run together.</li> </ul>
<b>Slightly dark</b>	<p>Slightly dark labels are not as obvious.</p> <ul style="list-style-type: none"> <li>• The normal bar code will be “in-spec.”</li> <li>• Small character alpha numerics will be bold and could be slightly filled in.</li> <li>• The rotated bar code spaces are small when compared to the “in-spec” code, possibly making the code unreadable.</li> </ul>

**Table 22 • Judging Bar Code Quality (Continued)**

<b>Print Quality</b>	<b>Description</b>
<b>“In-spec”</b>	<p>The “in-spec” bar code can only be confirmed by a verifier, but it should exhibit some visible characteristics.</p> <ul style="list-style-type: none"> <li>• The normal bar code will have complete, even bars and clear, distinct spaces.</li> <li>• The rotated bar code will have complete, even bars and clear, distinct spaces. Although it may not look as good as a slightly dark bar code, the bar code will be “in-spec.”</li> <li>• In both normal and rotated styles, small alphanumeric characters look complete.</li> </ul>
<b>Slightly light</b>	<p>Slightly light labels are, in some cases, preferred to slightly dark ones for “in-spec” bar codes.</p> <ul style="list-style-type: none"> <li>• Both normal and rotated bar codes will be in spec, but small alphanumeric characters may not be complete.</li> </ul>
<b>Too light</b>	<p>Labels that are too light are obvious.</p> <ul style="list-style-type: none"> <li>• Both normal and rotated bar codes have incomplete bars and spaces.</li> <li>• Small alphanumeric characters are unreadable.</li> </ul>

5. Note the relative darkness value and the print speed printed on the best test label.
6. Add or subtract the relative darkness value from the darkness value specified on the configuration label. The resulting numeric value is the best darkness value for that specific label/ribbon combination and print speed.
7. If necessary, change the darkness value to the darkness value on the best test label.
8. If necessary, change the print speed to the same speed as on the best test label.

## FEED + PAUSE Self Test

Performing this self test resets the printer configuration to the factory default values. Perform a sensor calibration after this self test. (See [Calibrate the Ribbon and Media Sensors on page 142.](#))

### To perform a FEED and PAUSE self test, complete these steps:

1. Turn off (O) the printer.
2. Press and hold FEED + PAUSE while turning on (I) the printer.
3. Hold FEED + PAUSE until the first control panel light turns off.  
 The printer configuration is reset to the factory default values. No labels print at the end of this test.

## CANCEL + PAUSE Self Test

Performing this self test resets the network configuration to the factory default values.

### To perform a CANCEL and PAUSE self test, complete these steps:

1. Turn off (O) the printer.
2. Press and hold CANCEL + PAUSE while turning on (I) the printer.
3. Hold CANCEL + PAUSE until the first control panel light turns off.  
 The printer's network configuration is reset to the factory default values. No labels print at the end of this test.

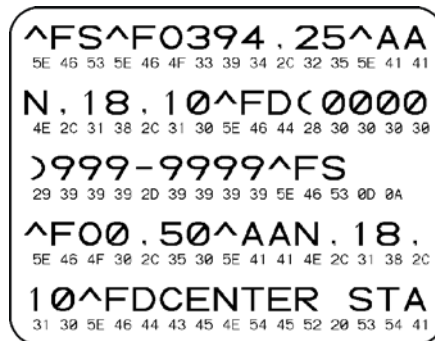
## Communication Diagnostics Test

The communication diagnostics test is a troubleshooting tool for checking the interconnection between the printer and the host computer. When the printer is in diagnostics mode, it prints all data received from the host computer as straight ASCII characters with the hex values below the ASCII text. The printer prints all characters received, including control codes such as CR (carriage return). [Figure 22](#) shows a typical test label from this test.



**Note** • The test label prints upside-down.

**Figure 22 • Communications Diagnostics Test Label**



### To use communications diagnostics mode, complete these steps:

1. Set the print width equal to or less than the label width being used for the test. See [Print Width on page 104](#) for more information.
2. Set the DIAGNOSTICS MODE option to ENABLED. For methods, see [Communication Diagnostics Mode on page 114](#).

The printer enters diagnostics mode and prints any data received from the host computer on a test label

3. Check the test label for error codes. For any errors, check that your communication parameters are correct.

Errors show on the test label as follows:

- FE indicates a framing error.
- OE indicates an overrun error.
- PE indicates a parity error.
- NE indicates noise.

4. Turn the printer off (O) and then back on (I) to exit this self test and return to normal operation.

## Sensor Profile

Use the sensor profile image (which will extend across several actual labels or tags) to troubleshoot the following situations:

- The printer experiences difficulty in determining gaps (web) between labels.
- The printer incorrectly identifies preprinted areas on a label as gaps (web).
- The printer cannot detect ribbon.

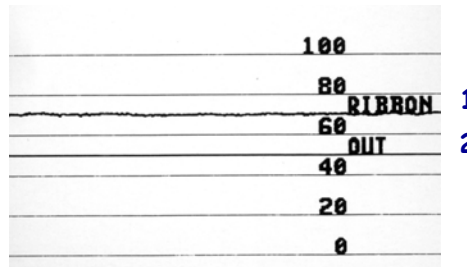
With the printer in the Ready state, print a sensor profile in one of these ways:

Using the buttons on the control panel	<ol style="list-style-type: none"> <li>Turn off (O) the printer.</li> <li>Press and hold FEED + CANCEL while turning on (I) the printer.</li> <li>Hold FEED + CANCEL until the first control panel light turns off.</li> </ol>
Using ZPL	<ol style="list-style-type: none"> <li>Send the ~JG command to the printer. See the <i>Zebra Programming Guide</i> for more information about this command.</li> </ol>
Using the control panel display	<ol style="list-style-type: none"> <li>Navigate to the following item under the SENSORS menu. See <i>Idle Display, Home Menu, and User Menus on page 19</i> for information about using the control panel and accessing the menus. <div data-bbox="841 1031 1302 1283" data-label="Image"> <p>The image shows a rectangular display area with a black border. At the top, the text 'PRINT INFORMATION' is centered. Below it, 'SENSOR PROFILE' is centered. On the left side of the 'SENSOR PROFILE' line, there is a downward-pointing triangle (▼), and on the right side, there is an upward-pointing triangle (▲). At the bottom of the display area, there is a horizontal bar containing a home icon (house) on the left and the word 'PRINT' on the right.</p> </div> </li> <li>Press RIGHT SELECT to select PRINT.</li> </ol>

Compare your results to the examples shown in this section. If the sensitivity of the sensors must be adjusted, calibrate the printer (see *Calibrate the Ribbon and Media Sensors on page 142*).

**Ribbon Sensor Profile (Figure 23)** The line labeled RIBBON (1) on the sensor profile indicates the ribbon sensor readings. The ribbon sensor threshold setting is indicated by OUT (2). If the ribbon readings are below the threshold value, the printer does not acknowledge that ribbon is loaded.

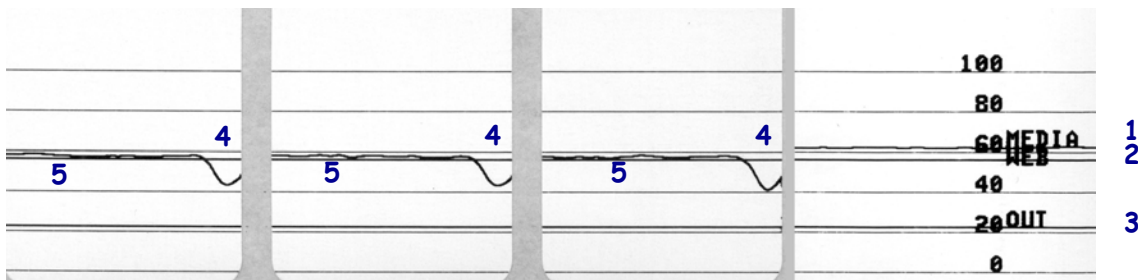
Figure 23 • Sensor Profile (Ribbon Section)



**Media Sensor Profile (Figure 24)** The line labeled MEDIA (1) on the sensor profile indicates the media sensor readings. The media sensor threshold settings is indicated by WEB (2). The media out threshold is indicated by OUT (3). The downward spikes (4) indicate gaps between labels (the web), and the lines between the spikes (5) indicate where labels are located.

If you compare the sensor profile printout to a length of your media, the spikes should be the same distance apart as the gaps on the media. If the distances are not the same, the printer may be having difficulty determining where the gaps are located.

Figure 24 • Sensor Profile (Media Section)





# Using the USB Host Port and NFC Capabilities

This section will help you to learn how to use the USB host port on your Zebra printer and how to use the printer's Near Field Communication (NFC) capability. The information is presented in the form of exercises with some SGD commands listed for advanced users.

## Contents

Items Required for the Exercises . . . . .	198
Files for Completing the Exercises . . . . .	198
USB Host . . . . .	201
Exercise 1: Copy Files to a USB Flash Drive and Perform USB Mirror . . . . .	202
Exercise 2: Print a Label Format from a USB Flash Drive . . . . .	204
Exercise 3: Copy Files to/from a USB Flash Drive . . . . .	205
Exercise 4: Enter Data for a Stored File with a USB Keyboard and Print a Label . . .	207
Near Field Communication (NFC) . . . . .	208
Exercise 5: Enter Data for a Stored File with a Smart Device and Print a Label . . . .	208

## Items Required for the Exercises

To perform the exercises in this document, you will need the following:

- a USB Flash drive (sometimes called a “thumb drive” or “memory stick”) that is up to 1 Terabyte (1 TB). The printer will not recognize drives larger than 1 TB.
- a USB keyboard
- the various files attached below
- the free Zebra Utilities app for your smart phone (search for Zebra Tech in the Google Play store)

## Files for Completing the Exercises

Most of the actual files that you need to complete the exercises in these section are attached here. Copy these files to your computer before you begin the exercises. Where possible, the contents of the files are shown. The contents of files that contain coded content, which cannot be viewed as text or as an image, are not included.

### File 1: ZEBRA.BMP



### File 2: SAMPLELABEL.TXT

```
^XA  
^F0100,75^XGE:zebra.bmp^FS  
^F0100,475^A0N,50,50^FDMirror from USB  
Completed^FS  
^XZ
```

This simple label format prints the Zebra logo and a line of text at the end of the mirroring exercise.

**File 3: LOGO.ZPL****File 4: USBSTOREDFILE.ZPL**

```

CT~CD,~CC^~CT~
^XA~TA012~JSN^LT0^LH0,0^JMA^PR4,4~SD15^LRN^CI0^XZ
~DG000.GRF,07680,024,,[image data]
^XA
^LS0
^SL0
^BY3,3,91^FT35,250^BCN,,Y,N^FC%,{,#{^FD%d/%m/%Y^FS
^FT608,325^XG000.GRF,1,1^FS
^FT26,75^A0N,28,28^FH\^FDThis label was printed from a
format stored^FS
^FT26,125^A0N,28,28^FH\^FDOn a USB Flash Memory drive. ^FS
^BY3,3,90^FT33,425^BCN,,Y,N
^FD>:Zebra Technologies^FS
^PQ1,0,1,Y^XZ
^XA^ID000.GRF^FS^XZ

```

This label format prints an image and text. This file will be stored on the USB memory device at the root level so that it can be printed.

**File 5: VLS\_BONKGRF.ZPL****File 6: VLS\_EIFFEL.ZPL****File 7: KEYBOARDINPUT.ZPL**

```

^XA
^CI28
^BY2,3,91^FT38,184^BCN,,Y,N^FC%,{,#{^FD%d/%m/%Y^FS
^F0385,75^XGE:zebra.bmp^FS
^FT40,70^A0N,28,28^FH\^FDThis label was printed using a
keyboard input. ^FS
^FT35,260^A0N,28,28^FH\^FDThis label was printed by:^FS
^FT33,319^A0N,28,28^FN1"Enter Name"^FS
^XZ

```

This label format, used for the USB keyboard input exercise, does the following:

- creates a barcode with the current date, based on your Real-Time Clock (RTC) setting
- prints the Zebra logo graphic
- prints fixed text
- ^FN prompts you to enter your name, and the printer prints what you entered

### File 8: SMARTDEVINPUT.ZPL

```
^XA
^CI28
^BY2,3,91^FT38,184^BCN,,Y,N^FC%,{,#{^FD%d/%m/%Y^FS
^F0385,75^XGE:zebra.bmp^FS
^FT40,70^A0N,28,28^FH\^FDThis label was printed using a
smart device input. ^FS
^FT35,260^A0N,28,28^FH\^FDThis label was printed by:^FS
^FT33,319^A0N,28,28^FN1"Enter Name"^FS^XZ
```

The same label format as the previous label, only with different text printing. This format is used for the smart device input exercise.

### File 9: Firmware File

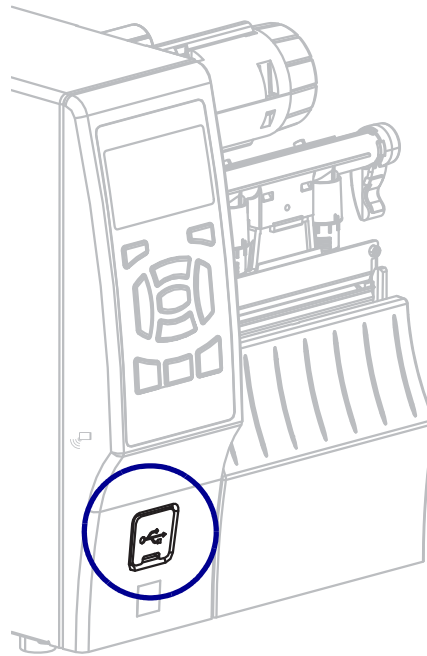
You may want to download a firmware file for your printer and copy it to your computer for use during the exercises. You may omit doing this if you wish.

You can download the latest firmware file from <http://www.zebra.com/firmware>.

## USB Host

The USB host port allows you to connect a USB device—such as a keyboard, scanner, or USB Flash drive—to the printer. The exercises in this section will teach you how to perform USB mirror, how to transfer files to and from the printer, and how to provide information for which you are prompted and then print a label using that information.

**Figure 25 • USB Host Port Location**

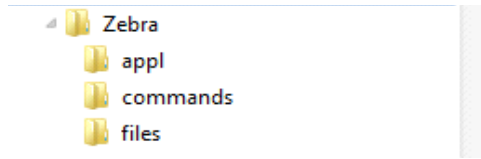


**Important** • When using the USB host port, files should be named only with 1 to 16 alphanumeric characters (A, a, B, b, C, c, ..., 0, 1, 2, 3, ...). Do not use Asian characters, Cyrillic characters, or accented characters in file names.

Some functions may not work properly if there are underscores in a file name. Use periods instead.

## Exercise 1: Copy Files to a USB Flash Drive and Perform USB Mirror

1. On your USB Flash Drive, create the following:



- a folder called **Zebra**
- in that folder, three subfolders:
  - **appl**
  - **commands**
  - **files**

2. In the **/appl** folder, place a copy of the latest firmware for your printer.



**Note** • Some functions may not work properly if there are underscores in a file name. Use periods instead.

3. In the **/files** folder, place the following file:

- **File 1: ZEBRA.BMP**

4. In the **/commands** folder, place the following files:

- **File 2: SAMPLELABEL.TXT**
- **File 3: LOGO.ZPL**

5. Insert the USB Flash drive into the USB host port on the front of your printer.

6. Observe the control panel and wait.

The following should happen:

- If the firmware on the USB Flash drive is different than what is on the printer, the firmware downloads to the printer. The printer then restarts and prints a printer configuration label. (If there is no firmware on the USB Flash drive or if the firmware version is the same, the printer skips this action.)
- The printer downloads the files in the **/files** folder and briefly shows the names of the files that are downloading on the display.
- The printer executes any files in the **/commands** folder.
- The printer restarts and then displays the message **MIRROR PROCESSING FINISHED**.

7. Remove the USB Flash drive from the printer.

## Exercise 1: Advanced User Information

See the *Zebra® Programming Guide* for more information about these commands.

### Enable/disable mirroring:

```
! U1 setvar "usb.mirror.enable" "value"
```

Values: "on" or "off"

### Enable/disable automatic mirroring that occurs when a USB Flash drive is inserted into the USB host port:

```
! U1 setvar "usb.mirror.auto" "value"
```

Values: "on" or "off"

### Specify the number of times that the mirror operation will be repeated if it fails:

```
! U1 setvar "usb.mirror.error_retry" "value"
```

Values: 0 to 65535

### Change the path to the location on the USB device from which mirror files are retrieved:

```
! U1 setvar "usb.mirror.appl_path" "new_path"
```

Default: "zebra/appl"

### Change the path to the location on the printer from which mirror files are retrieved:

```
! U1 setvar "usb.mirror.path" "path"
```

Default: "zebra"



### Enable/disable the ability to use the USB port:

```
! U1 setvar "usb.host.lock_out" "value"
```

Values: "on" or "off"

## Exercise 2: Print a Label Format from a USB Flash Drive

The Print USB File option allows you to print files from a USB mass storage device, such as a USB Flash drive. Only printable files (.ZPL and .XML) may be printed from the USB mass storage device, and the files must be located at the root level, not in a directory.

1. Copy the following files to your USB Flash drive:
  - File 4: [USBSTOREDFILE.ZPL](#)
  - File 5: [VLS\\_BONKGRF.ZPL](#)
  - File 6: [VLS\\_EIFFEL.ZPL](#)
2. Insert the USB Flash drive into the USB host port on the front of your printer.
3. On the printer's control panel, press the LEFT SELECT button (below the home icon ) to access the printer's Home Menu.
4. Use the ARROW buttons to scroll to the Tools menu. 
5. Press OK.
6. Use the ARROW buttons to scroll to **PRINT USB FILE**.



The printer loads any executable files and processes them. The available files are listed. **SELECT ALL** is available to print all files on the USB Flash drive.

7. If necessary, use the up and down arrow to select [USBSTOREDFILE.zpl](#).
8. Press the RIGHT SELECT button to select **PRINT**.  
The label prints.



### Exercise 3: Copy Files to/from a USB Flash Drive

The Copy USB File option allows you to copy files from a USB mass storage device to the printer's Flash memory **E:** drive.

1. Copy the following files to the root directory of your USB Flash drive. Do not put these files into a subfolder.
  - [File 7: KEYBOARDINPUT.ZPL](#)
  - [File 8: SMARTDEVINPUT.ZPL](#)

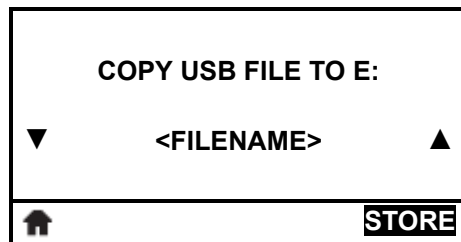
2. Insert the USB Flash drive into the USB host port on the front of your printer.
3. On the printer's control panel, press the LEFT SELECT button to access the printer's Home Menu.

4. Use the ARROW buttons to scroll to the Tools menu.



5. Press OK.

6. Use the ARROW buttons to scroll to **COPY USB FILE TO E:**.



The printer loads any executable files and processes them. The available files are listed. **SELECT ALL** is available to copy all of the available files from the USB Flash drive.

7. If necessary, use the UP or DOWN ARROW to select the file [STOREFMT.ZPL](#).
8. Press the RIGHT SELECT button to select **STORE**.  
The printer stores the file in **E:** memory. All file names are converted to uppercase.
9. Repeat this process to select the file [STOREFMT1.ZPL](#).
10. Press the RIGHT SELECT button to select **STORE**.  
The printer stores the file in **E:** memory.

11. Remove the USB Flash drive from the USB host port.


NOTE: You can now copy these files from the printer to a USB Flash drive using the user menu item **STORE E: FILE TO USB**.

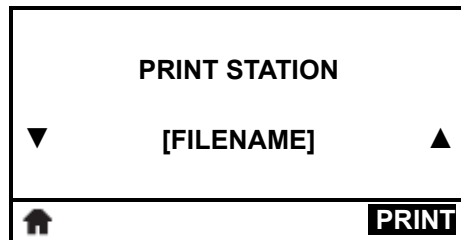


The option **SELECT ALL** is available to store all of the available files from the printer to the USB Flash drive. Any .ZPL file that is copied will be post-processed such that the contents of the file will be suitable to be sent to a printer for normal execution.

## Exercise 4: Enter Data for a Stored File with a USB Keyboard and Print a Label

The Print Station feature allows you to use a USB Human Interface Device (HID), such as a keyboard or a barcode scanner, to enter ^FN field data into a \*.ZPL template file.

1. After performing [Exercise](#) , plug a USB keyboard into the USB host port.
2. Use the ARROW buttons to scroll to the Tools menu. 
3. Press OK.
4. Use the ARROW buttons to scroll to **PRINT STATION**.



The printer loads any executable files and processes them. The available files are listed.

5. If necessary, use the UP or DOWN ARROW to select the file [KEYBOARDINPUT.ZPL](#).
6. Press the RIGHT SELECT button to select **PRINT**.  
The printer accesses the file and prompts you for the information in the ^FN fields in the file. In this case, it prompts you for your name.
7. Type your name, and then press <ENTER>.  
The printer prompts for the number of labels to print.
8. Specify the desired quantity of labels, and then press <ENTER> again.  
The specified number of labels is printed, with your name in the appropriate fields.

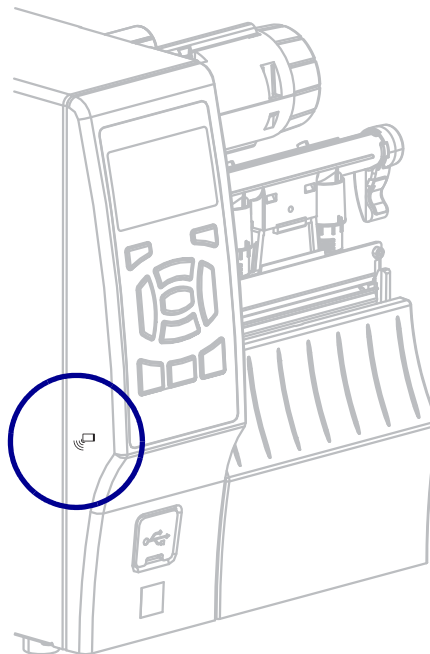
## Near Field Communication (NFC)

The Zebra Print Touch™ feature allows you to touch an Android™-based, NFC-enabled device (such as a smart phone or tablet) to the printer's NFC logo (Figure 26) to pair the device to the printer. This capability allows you to use your device to provide information for which you are prompted and then print a label using that information.



**Important** • Some devices may not support NFC communication with the printer until you alter their settings. If you encounter difficulties, consult your service provider or your smart device manufacturer for more information.

Figure 26 • NFC Logo Location




### Exercise 5: Enter Data for a Stored File with a Smart Device and Print a Label

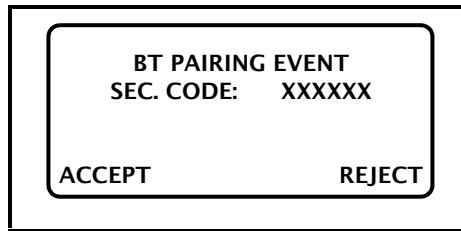


**Note** • The steps in this exercise may vary somewhat based on your smart device, on your service provider, or on whether you already have the free Zebra Utilities app installed on your smart device.

Refer to the *Zebra Bluetooth User Guide* for specific instructions for configuring your printer to use a Bluetooth interface. A copy of this manual is available at <http://www.zebra.com/manuals>.

1. If you do not have the Zebra Utilities app installed on your device, go to the app store for your device, search for the Zebra Utilities app, and install it.


2. Pair your smart device with the printer by holding the smart device next to the NFC icon on the printer.
  - a. If necessary, access the Bluetooth information about your printer using your smart device. For instructions, refer to the manufacturer's documentation for your device.
  - b. If necessary, select the Zebra printer's serial number to pair it with the device.
  - c. After your smart device has been detected by the printer, the printer may prompt you to accept or reject the pairing. If necessary, press the LEFT SELECT button on the printer to select **ACCEPT**. Some smart devices will pair with the printer without this prompt.



The printer and your device are paired.

3. Start the Zebra Utilities app on your device.  
The Zebra Utilities main menu displays.



4. Perform these steps if you have an Apple device:
  - a. Tap the **Settings** icon in the lower-right corner.
  - b. Change the setting for **Get Labels From Printer** to **ON**.
  - c. Tap **Done**.

5. Tap Files.

The smart device gets data from the printer and displays it.



**Note** • This retrieval process may take a minute or more to complete.

6. Scroll through the formats shown and select **E : SMARTDEVINPUT . ZPL**.

Based on the **^FN** field in the label format, the smart device prompts you for your name.

7. Enter your name at the prompt.

8. Change the quantity of labels to print, if desired.

9. Tap **PRINT** to print the label.

# Specifications

This section lists general printer specifications, printing specifications, ribbon specifications, and media specifications.

## Contents

General Specifications . . . . .	212
Power Cord Specifications . . . . .	215
Printing Specifications . . . . .	217
Media Specifications . . . . .	218
Ribbon Specifications . . . . .	219

## General Specifications

Model		ZT410™	ZT420™
Height		12.8 in.(325 mm)	12.8 in. (325 mm)
Width		10.7 in. (272 mm)	13.2 in. (335 mm)
Depth		19.7 in. (500 mm)	19.7 in. (500 mm)
Weight		36 lb (16 kg)	40 lb (18 kg)
Electrical		90–265 VAC, 48-62 Hz	90–265 VAC, 48-62 Hz
Power consumption Printing PAUSE test at slowest speed		118.7 W	220.0 W
Power consumption Printer idle		<7 W	<7 W
Fuses		5A	5A
Temperature	Operating	Thermal Transfer: 41° to 104°F (5° to 40°C) Direct Thermal: 32° to 104°F (0° to 40°C)	
	Storage	–40° to 140°F (–40° to 60°C)	
Relative Humidity	Operating	20% to 85%, non-condensing	
	Storage	5% to 85%, non-condensing	
Communication Interface Specifications	Standard	<p><b>Bluetooth® version 2.1</b>                      Limitations and Requirements                      Many mobile devices can communicate with the printer within a 10-foot radius of the printer.</p> <p>Connections and Configuration                      Refer to the <i>Zebra Bluetooth User Guide</i> for specific instructions for configuring your printer to use a Bluetooth interface. A copy of this manual is available at <a href="http://www.zebra.com/manuals">http://www.zebra.com/manuals</a>.</p>	
		<p><b>USB host port</b>                      See <i>Using the USB Host Port and NFC Capabilities</i> on page 197 for more information.</p> <p>Limitations and Requirements                      Only one device can be plugged into the printer’s USB host port. You cannot use a second device by plugging it into a USB port on the first device, nor can you use an adaptor to split the USB host port on the printer to accept more than one device.</p> <p>Connections and Configuration                      No additional configuration is necessary.</p>	
		(Continued on next page.)	



Model		ZT410™	ZT420™
Communication Interfaces (continued)	Standard (continued)	<p><b>Zebra PrintTouch/Near Field Communication (NFC)</b> See <a href="#">Using the USB Host Port and NFC Capabilities on page 197</a> for more information.</p> <p>Limitations and Requirements</p> <ul style="list-style-type: none"> <li>NFC communication must be initiated by touching your device to the appropriate location on the printer.</li> </ul> <p>Connections and Configuration</p> <ul style="list-style-type: none"> <li>Some devices may not support NFC communication with the printer until you alter their settings.</li> </ul> <hr/> <p><b>USB 1.1 Data Interface</b></p> <p>Limitations and Requirements</p> <ul style="list-style-type: none"> <li>• Maximum cable length of 16.4 ft (5 m).</li> </ul> <p>Connections and Configuration</p> <ul style="list-style-type: none"> <li>No additional configuration is necessary.</li> </ul> <hr/> <p><b>Wired 10/100 Internal Ethernet Print Server</b></p> <p>Limitations and Requirements</p> <ul style="list-style-type: none"> <li>• The printer must be configured to use your LAN.</li> <li>• A second wired print server can be installed in the bottom option slot.</li> </ul> <p>Connections and Configuration</p> <p>Refer to the <i>ZebraNet Wired and Wireless Print Servers User Guide</i> for configuration instructions. A copy of this manual is available at <a href="http://www.zebra.com/manuals">http://www.zebra.com/manuals</a>.</p> <hr/> <p><b>RS-232/CCITT V.24 Serial Data Interface</b></p> <ul style="list-style-type: none"> <li>• 2400 to 115000 baud</li> <li>• parity, bits/character</li> <li>• 7 or 8 data bit</li> <li>• XON-XOFF, RTS/CTS, or DTR/DSR handshake protocol required</li> <li>• 750mA at 5 V from pins 1 and 9</li> </ul> <p>Limitations and Requirements</p> <ul style="list-style-type: none"> <li>• You must use a null-modem cable to connect to the printer or a null-modem adaptor if using a standard modem cable.</li> <li>• Maximum cable length of 50 ft (15.24 m).</li> <li>• You may need to change printer parameters to match the host computer.</li> </ul> <p>Connections and Configuration</p> <p>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.</p>	

Model		ZT410™	ZT420™
Communication Interfaces (continued)	Optional	<p><b>Wireless print server</b></p> <p>802.11 b</p> <ul style="list-style-type: none"> <li>• 2.4GHz</li> <li>• DSSS (DBPSK, DQPSK and CCK)</li> <li>• RF power 10 mW (ZebraNet b/g Print Server)</li> </ul> <p>802.11 g</p> <ul style="list-style-type: none"> <li>• 2.4GHz</li> <li>• OFDM (16-QAM and 64-QAM with BPSK and QPSK)</li> <li>• RF power 10 mW (ZebraNet b/g Print Server)</li> </ul> <p>Limitations and Requirements</p> <ul style="list-style-type: none"> <li>• Can print to the printer from any computer on your Wireless Local Area Network (WLAN).</li> <li>• Can communicate with the printer through the printer's web pages.</li> <li>• The printer must be configured to use your WLAN.</li> <li>• Can be installed only in the top option slot.</li> </ul> <p>Configuration</p> <p>Refer to the <i>ZebraNet Wired and Wireless Print Servers User Guide</i> for configuration instructions. A copy of this manual is available at <a href="http://www.zebra.com/manuals">http://www.zebra.com/manuals</a>.</p> <hr/> <p><b>8-bit Parallel data interface</b></p> <p>nibble mode compliant</p> <p>Limitations and Requirements</p> <ul style="list-style-type: none"> <li>• Maximum cable length of 10 ft (3 m).</li> <li>• Recommended cable length of 6 ft (1.83 m).</li> <li>• No printer parameter changes required to match the host computer.</li> <li>• Can be installed in either the top or bottom option slot.</li> </ul> <p>Connections and Configuration</p> <p>No additional configuration is necessary.</p>	

## Power Cord Specifications

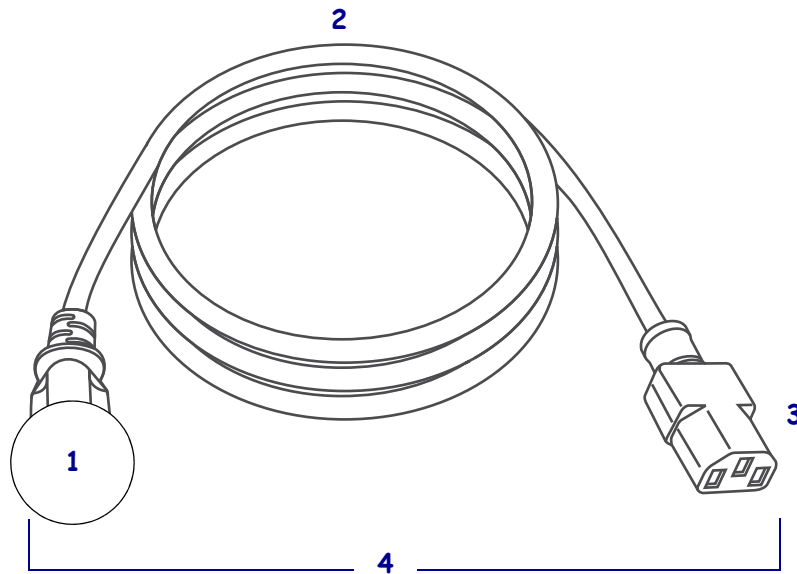


**Caution** • For personnel and equipment safety, always use an approved three-conductor power cord specific to the region or country intended for installation. This cord must use an IEC 320 female connector and the appropriate region-specific, three-conductor grounded plug configuration.

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 27](#) 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 27 • Power Cord Specifications**



<b>1</b>	AC power plug for your country—This should bear the certification mark of at least one of the known international safety organizations ( <a href="#">Figure 28</a> ).
<b>2</b>	3-conductor HAR cable or other cable approved for your country.
<b>3</b>	IEC 320 connector—This should bear the certification mark of at least one of the known international safety organizations ( <a href="#">Figure 28</a> ).
<b>4</b>	Length $\leq$ 9.8 ft. (3 m). Rating 10 Amp, 250 VAC.

Figure 28 • International Safety Organization Certification Symbols



## Printing Specifications

Model		ZT410	ZT420
Print resolution		203 dpi (dots/in.)/8 dots/mm	203 dpi (dots/in.)/8 dots/mm
		300 dpi/12 dots/mm	300 dpi/12 dots/mm
		600 dpi/24 dots/mm	N/A
Dot size (nominal) (width x length)	203 dpi	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 dpi	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 dpi	0.0016 in. x 0.0016 in. (0.042 mm x 0.042 mm)	N/A
Maximum print width	203 dpi	4.09 in. (104 mm)	6.6 in. (168 mm)
	300 dpi	4.09 in. (104 mm)	6.6 in. (168 mm)
	600 dpi	4.09 in. (104 mm)	N/A
Bar code modulus (X) dimension			
Picket fence (nonrotated) orientation	203 dpi	4.9 mil to 49 mil	5 mil to 50 mil
	300 dpi	3.3 mil to 33 mil	3.3 mil to 33 mil
	600 dpi	1.6 mil to 16 mil	N/A
Ladder (rotated) orientation	203 dpi	4.9 mil to 49 mil	5 mil to 50 mil
	300 dpi	3.9 mil to 39 mil	3.9 mil to 39 mil
	600 dpi	1.6 mil to 16 mil	N/A
Programmable constant print speeds	203 dpi	2.4 in. to 14 in. (61 mm to 356 mm) per second in 1-in. (25.4 mm) increments	2.4 in. to 12 in. (61 mm to 305 mm) per second in 1-in. (25.4 mm) increments
	300 dpi	2.4 in. to 10 in. (61 mm to 254 mm) per second in 1-in. (25.4 mm) increments	2.4 in. to 10 in. (61 mm to 203 mm) per second in 1-in. (25.4 mm) increments
	600 dpi	1.5 in. to 4 in. (38 mm to 102 mm) per second in 1-in. (25.4 mm) increments	N/A

## Media Specifications

Model			ZT410	ZT420
Label length	Minimum	Non-RFID		
		Tear-off	0.5 in. (12.7 mm)	0.5 in. (12.7 mm)
		Peel-off	0.5 in. (12.7 mm)	0.5 in. (12.7 mm)
		Rewind	0.5 in. (12.7 mm)	0.5 in. (12.7 mm)
		Cutter	1.0 in. (25.4 mm)	1.0 in. (25.4 mm)
	RFID	Varies for each transponder type		
	Maximum	200 or 300 dpi	39 in. (991 mm)	39 in. (991 mm)
600 dpi		20 in. (508 mm)	N/A	
Maximum continuous media print length		200 dpi	157 in. (3988 mm)	102 in. (2590 mm)
		300 dpi	73 in. (1854 mm)	45 in. (1143 mm)
		600 dpi	39 in. (991 mm)	N/A
Label width	Minimum	Non-RFID	1.0 in. (25.4 mm)	2 in. (51 mm)
		RFID	Varies for each transponder type	
	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)	
Maximum roll outside diameter			8 in. (203 mm) on a 3-in. (76-mm) inside diameter core	
Inter-label gap		Minimum	0.079 in. (2 mm)	
		Preferred	0.118 in. (3 mm)	
		Maximum	0.157 in. (4 mm)	
Ticket/tag notch size (width x length)			0.25 in. x 0.12 in. (6 mm x 3 mm)	
Hole diameter			0.125 in. (3.18 mm)	
Notch or hole position (centered from inner media edge)		Minimum	0.15 in. (3.8 mm)	
		Maximum	2.25 in. (57 mm)	3.5 in. (90 mm)
Density, in Optical Density Units (ODU) (black mark)			> 1.0 ODU	
Maximum media density			≤ 0.5 ODU	
Transmissive media sensor (fixed position)			7/16 in. (11 mm) from inside edge	

## Ribbon Specifications

Model		ZT410	ZT420
Ribbon width*	Minimum	2 in.** (51 mm**)	
	Maximum	4.33 in. (110 mm)	6.85 in. (174 mm)
Maximum ribbon length		1476 ft (450 m)	1476 ft (450 m)
Ribbon core inside diameter		1 in. (25 mm)	

\* Zebra recommends using ribbon that is at least as wide as the media to protect the printhead from wear.

\*\* Depending on your application, you may be able to use ribbon narrower than 2 in. (51 mm), as long as the ribbon is wider than the media being used. To use a narrower ribbon, test the ribbon's performance with your media to assure that you get the desired results.



**Notes •** \_\_\_\_\_  
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# Glossary

**alphanumeric** Indicating letters, numerals, and characters such as punctuation marks.

**backfeed** When the printer pulls the media and ribbon (if used) backward into the printer so that the beginning of the label to be printed is properly positioned behind the printhead. Backfeed occurs when operating the printer in Tear-Off and Applicator modes.

**bar code** A code by which alphanumeric characters can be represented by a series of adjacent stripes of different widths. Many different code schemes exist, such as the universal product code (UPC) or Code 39.

**black mark** A registration mark found on the underside of the print media that acts as a start-of-label indication for the printer. (See *non-continuous media*.)

**calibration (of a printer)** A process in which the printer determines some basic information needed to print accurately with a particular media and ribbon combination. To do this, the printer feeds some media and ribbon (if used) through the printer and senses whether to use the direct thermal or thermal transfer print method, and (if using non-continuous media) the length of individual labels or tags.

**configuration** The printer configuration is a group of operating parameters specific to the printer application. Some parameters are user selectable, while others are dependent on the installed options and mode of operation. Parameters may be switch selectable, control panel programmable, or downloaded as ZPL II commands. A configuration label listing all the current printer parameters may be printed for reference.

**continuous media** Label or tag-stock media that has no notch, gap, or web (media liner only) to separate the labels or tags. The media is one long piece of material.

**core diameter** The inside diameter of the cardboard core at the center of a roll of media or ribbon.

**diagnostics** Information about which printer functions are not working that is used for troubleshooting printer problems.

**die-cut media** A type of label stock that has individual labels stuck to a media liner. The labels may be either lined up against each other or separated by a small distance. Typically the material surrounding the labels has been removed. (See *non-continuous media*.)

**direct thermal** A printing method in which the printhead presses directly against the media. Heating the printhead elements causes a discoloration of the heat-sensitive coating on the media. By selectively heating the printhead elements as the media moves past, an image is printed onto the media. No ribbon is used with this printing method. Contrast this with *thermal transfer*.

**direct thermal media** Media that is coated with a substance that reacts to the application of direct heat from the printhead to produce an image.

**dynamic RAM** The memory devices used to store the label formats in electronic form while they are being printed. The amount of DRAM memory available in the printer determines the maximum size and number of label formats that can be printed. This is volatile memory that loses the stored information when power is turned off.

**fanfold media** Media that comes folded in a rectangular stack. Contrast this with *roll media*.

**firmware** This is the term used to specify the printer's operating program. This program is downloaded to the printer from a host computer and stored in FLASH memory. Each time the printer power is turned on, this operating program starts. This program controls when to feed the media forward or backward and when to print a dot on the label stock.

**FLASH memory** FLASH memory is non-volatile and maintains the stored information intact when power is off. This memory area is used to store the printer's operating program. In addition, this memory can be used to store optional printer fonts, graphic formats, and complete label formats.

**Font** A complete set of alphanumeric characters in one style of type. Examples include CG Times™, CG Triumvirate Bold Condensed™.

**ips (inches-per-second)** The speed at which the label or tag is printed. Many Zebra printers can print from 1 ips to 12 ips.

**label** An adhesive-backed piece of paper, plastic, or other material on which information is printed.

**label backing (liner)** The material on which labels are affixed during manufacture and which is discarded or recycled by the end-users.

**light emitting diode (LED)** Indicators of specific printer status conditions. Each LED is either off, on, or blinking depending on the feature being monitored.

**liquid crystal display (LCD)** The LCD is a back-lit display that provides the user with either operating status during normal operation or option menus when configuring the printer to a specific application.

**media** Material onto which data is printed by the printer. Types of media include: tag stock, die-cut labels, continuous labels (with and without media liner), non-continuous media, fanfold media, and roll media.

**media sensor** This sensor is located behind the printhead to detect the presence of media and, for non-continuous media, the position of the web, hole, or notch used to indicate the start of each label.

**media supply hanger** The stationary arm that supports the media roll.

**non-continuous media** Media that contains an indication of where one label/printed format ends and the next one begins. Examples are die-cut labels, notched tag-stock, and stock with black mark registration marks.

**non-volatile memory** Electronic memory that retains data even when the power to the printer is turned off.

**notched media** A type of tag stock containing a cutout area that can be sensed as a start-of-label indicator by the printer. This is typically a heavier, cardboard-like material that is either cut or torn away from the next tag. (See *non-continuous media*.)

**peel-off** A mode of operation in which the printer peels a printed label away from the backing and allows the user to remove it before another label is printed. Printing pauses until the label is removed.

**print speed** The speed at which printing occurs. For thermal transfer printers, this speed is expressed in terms of ips (inches per second).

**printhead wear** The degradation of the surface of the printhead and/or the print elements over time. Heat and abrasion can cause printhead wear. Therefore, to maximize the life of the printhead, use the lowest print darkness setting (sometimes called burn temperature or head temperature) and the lowest printhead pressure necessary to produce good print quality. In the thermal transfer printing method, use ribbon that is as wide or wider than the media to protect the printhead from the rough media surface.

**registration** Alignment of printing with respect to the top (vertical) or sides (horizontal) of a label or tag.

**ribbon** A band of material consisting of a base film coated with wax or resin “ink.” The inked side of the material is pressed by the printhead against the media. The ribbon transfers ink onto the media when heated by the small elements within the printhead. Zebra ribbons have a coating on the back that protects the printhead from wear.

**ribbon wrinkle** A wrinkling of the ribbon caused by improper alignment or improper printhead pressure. This wrinkle can cause voids in the print and/or the used ribbon to rewind unevenly. This condition should be corrected by performing adjustment procedures.

**roll media** Media that comes supplied rolled onto a core (usually cardboard). Contrast this with *fanfold media*.

**supplies** A general term for media and ribbon.

**symbology** The term generally used when referring to a bar code.

**tag** A type of media having no adhesive backing but featuring a hole or notch by which the tag can be hung on something. Tags are usually made of cardboard or other durable material.

**tear-off** A mode of operation in which the user tears the label or tag stock away from the remaining media by hand.

**thermal transfer** A printing method in which the printhead presses an ink or resin coated ribbon against the media. Heating the printhead elements causes the ink or resin to transfer onto the media. By selectively heating the printhead elements as the media and ribbon move past, an image is printed onto the media. Contrast this with *direct thermal*.

**void** A space on which printing should have occurred, but did not due to an error condition such as wrinkled ribbon or faulty print elements. A void can cause a printed bar code symbol to be read incorrectly or not at all.

# Index

## A

- active print server, 119
- adhesive test for ribbon coating, 24
- adjustments
  - display contrast, 109
  - label left position, 105
  - maximum label length, 107
  - print darkness, 101
  - print width, 104
  - printhead pressure, 147
  - tear-off position, 103
- alternate TCI/IP port number, 119
- antenna element, 130

## B

- bar codes
  - bar code does not scan, 174
  - bar codes label, 108
  - darkness comparison during FEED self test, 190
- battery disposal, 168
- baud rate, 138
- black mark media
  - described, 22
  - selecting media type, 102
- Bluetooth
  - address, 140
  - characteristics and limitations, 212
  - connection status to paired device, 141
  - device type (slave or master), 140
  - discovery on/off, 140
  - minimum security level, 141
  - specification version, 141
  - using Print Touch feature, 208

- broken ribbon, 175
- buttons on control panel, 16

## C

- calibration
  - Auto Calibrate failed, 174
  - how to set as head-close action, 111
  - how to set as power-up action, 110
  - procedure, 142
  - SHORT CAL
    - how to set for head-close action, 111
    - how to set for power-up action, 110
  - ways to initiate, 114
- Canadian DOC compliance, 4
- cancel a label format, 16
- CANCEL button
  - CANCEL self test, 188
  - location, 16
- changing printer parameters, 20
- channel, 125
- cleaning
  - cutter module, 164
  - exterior of printer, 155
  - media compartment, 155
  - peel-off assembly, 160
  - printhead and platen roller, 156
  - recommended cleaning schedule, 154
  - sensors, 155
- command character, 133
- communication diagnostics mode
  - how to initiate, 114
  - overview, 194
- communication interfaces, 62
- communications problems, 184

- configuration label
  - print through Zebra Setup Utilities, 96
  - print using CANCEL self test, 188
  - various ways to print, 108
- conformity declaration, 3
- connecting printer to computer or network, 62
- continuous media
  - described, 22
  - selecting media type, 102
- control character, 134
- control panel
  - button function, 16
  - error messages, 179
  - location, 15
  - navigation, 17
- country code for RFID, 126
- cover-open light, 112
- Cutter mode
  - cleaning the cutter module, 164
  - CUT ERROR message, 182
  - description and media path, 29
  - final media loading steps, 55
  - how to select, 105
  - preliminary media loading steps, 32

**D**

- darkness
  - adjustments, 101
  - print quality too light or too dark, 173
- data bits, 138
- data cables, 14
- data source
  - connections, 62
  - site selection considerations, 27
- declaration of conformity, 3
- default gateways, 122
- default reset, 113
- delimiter character, 134
- diagnostic mode
  - how to initiate, 114
  - overview, 194
- diagnostics, 187
- Direct Thermal mode
  - media scratch test, 23
  - setting, 102
- display
  - contrast adjustment, 109
  - display language, 132
  - how to change from unfamiliar language, 185
  - location, 16
  - missing characters, 185
  - printing from the display, 118

- disposal of printer parts, 168
- driver installation, 62

**E**

- electronics cover, 15
- enable ZBI, 115
- error messages, 179
- ESSID, 124
- Ethernet
  - characteristics of a wired connection, 213
  - characteristics of wireless connection, 214
  - connecting to a wired network, 83
  - connecting to a wireless network, 90
- external view of printer, 15

**F**

- factory defaults, 113
- fanfold media
  - described, 22
  - loading, 33
- FCC compliance, 4
- FCC radiation exposure limits, 4
- feed a label
  - how to set as head-close action, 111
  - how to set as power-up action, 110
  - through the control panel, 16
- FEED button
  - FEED and PAUSE self test, 193
  - FEED self test, 190
  - location, 16
- fonts label, 108
- formats label, 108

**G**

- gap/notch
  - illustrations, 22
  - selecting media type, 102
  - ways to select media sensor type, 136
- gateways, 122

**H**

- HEAD COLD message
  - cycling with other messages, 181
  - displaying alone, 182
- HEAD OPEN message, 179
- head-close action, 111
- head-open light, 111
- Home menu, 19
- host handshake, 139
- Human Input Device (HID) use, 118

**I**

- idle display
  - accessing the Home menu from the Idle Display, 17
  - how to change what displays, 110
  - information shown, 19
- images distorted on labels, 184
- images label, 108
- indicator lights
  - combined with error message, 179
  - location, 16
  - troubleshooting, 170
- initiate manual calibration, 114
- inspect for shipping damage, 26
- IP addresses, 120
- IP protocol, 123
- IP resolution (IP protocol), 123

**L**

- label length maximum, 107
- label sensor sensitivity, 136
- label shift, 105
- label width, 104
- labels did not print, 184
- language
  - how to change from unfamiliar language, 185
  - languages supported on display, 132
- last saved settings, 113
- LCD contrast, 109
- LCD error messages, 179
- left position adjustment, 105
- LENGTH
  - how to set as head-close action, 111
  - how to set as power-up action, 110
- liability, 2
- light
  - cover open, 112
  - head open, 111
- Liner Take-Up mode
  - description and media path, 30
  - final media loading steps, 40
  - how to select, 105
  - preliminary media loading steps, 32
- load defaults, 113
- location for printer, 27
- lubrication, 168

**M**

- MAC addresses, 124
- manual calibration
  - procedure, 142
  - ways to initiate, 114
- maximum label length, 107
- media
  - black mark, 22
  - continuous roll media, 22
  - fanfold, 22
  - non-continuous roll media, 22
  - perforated, 22
  - RFID “smart” labels, 21
  - tag stock, 21
  - types of media, 21
  - web, 22
- media door, 15
- MEDIA OUT message, 179
- media scratch test, 23
- media sensor calibration
  - procedure, 142
  - ways to initiate, 114
- media sensor selection, 136
- media type selection, 102
- melted ribbon, 175
- menu structure, 20
- mirroring, 202
- misregistration of labels, 173
- missing print on labels, 173

**N**

- navigation, 17
- Near Field Communication (NFC), 208
- network configuration label
  - print using CANCEL self test, 188
  - various ways to print, 108
- network defaults, 113
- network settings
  - load defaults, 113
  - reset network, 125
- NO MOTION
  - how to set as head-close action, 111
  - how to set as power-up action, 110
- non-continuous media
  - described, 22
  - problem with labels, 185
  - selecting media type, 102

**O**

operating conditions, 27  
 ordering replacement parts, 168  
 OUT OF MEMORY message, 183

**P**

parallel port  
   characteristics of parallel connection, 214  
   connecting the printer to a computer, 75  
   specifications, 213  
 parity, 139  
 PAUSE button  
   FEED and PAUSE self test, 193  
   location, 16  
   PAUSE self test, 189  
 Peel-Off mode  
   cleaning peel-off assembly, 160  
   description and media path, 29  
   description and media path with Liner Take-Up, 30  
   final media loading steps, 40  
   how to select, 105  
   preliminary media loading steps, 32  
 perforated media, 22  
 PH NOT AUTHENTICATED message, 181  
 power  
   power cord specifications, 215  
   site selection, 27  
 Power-On Self Test (POST)  
   how to perform, 187  
   printer locks up during POST, 186  
 power-up action, 110  
 primary print server, 119  
 primary TCI/IP port number, 119  
 print darkness setting, 101  
 PRINT HEAD OVERTEMP message, 181  
 print information  
   how to print various printer information, 108  
 print method specification, 102  
 print mode selection, 105  
 print quality  
   bar code does not scan, 174  
   darkness comparison during FEED self test, 190  
   printhead pressure adjustment, 147  
   troubleshooting, 172  
 print server  
   active print server user menu item, 119  
   characteristics of wired connection, 213  
   characteristics of wireless connection, 214  
   default gateways, 122  
   ESSID, 124  
   IP addresses, 120  
   IP protocol, 123  
   MAC address, 124  
   network configuration label, 108  
   primary print server user menu item, 119  
   reset network settings, 125  
   signal, 125  
 print speed, 101  
 PRINT STATION menu item, 118  
 Print Touch feature, 208  
 print width adjustment, 104  
 printer configuration label, 108  
 printer diagnostics, 187  
 printer driver, 62  
 printer locks up, 185  
 printer parameters, 20  
 printer settings  
   darkness, 101  
   label left position, 105  
   maximum label length, 107  
   media type, 102  
   print method, 102  
   print mode, 105  
   print speed, 101  
   print width, 104  
   reprint mode, 106  
   settings not taking effect, 185  
   tear-off position, 103  
 printhead  
   adjust printhead pressure, 147  
   HEAD COLD message  
     cycling with other messages, 181  
     displaying alone, 182  
   how to clean, 156  
   PH NOT AUTHENTICATED message, 181  
   PRINT HEAD OVERTEMP message, 181  
   THERMISTOR PREPLACE PRINTHEAD message, 181  
 programming position, 129



**Q**

QR codes with error messages, 179  
QuickHelp pages, 179

**R**

radiation exposure limits, 4  
read power, 130  
read/write position, 129  
recycling printer parts, 168  
reflective sensor selection, 136  
registration loss during printing, 172  
reinitialize printer server, 113  
relative humidity  
  operating, 27  
  operating and storage, 212  
reload last saved settings, 113  
replacement parts, 168  
report shipping damage, 26  
reprint mode, 106  
reset network settings, 125  
reset printer to default values, 113  
reset to defaults, 113  
Rewind mode  
  description and media path, 31  
  final media loading steps, 49  
  preliminary media loading steps, 32  
RFID  
  antenna element, 130  
  country code, 126  
  programming position, 129  
  read power, 130  
  read RFID data, 127  
  RFID test, 128  
  “smart” labels, 21  
  status, 126  
  tag calibration, 126  
  troubleshooting, 176  
  valid label counter, 131  
  void label counter, 131  
  write power, 131  
ribbon  
  adhesive test, 24  
  broken or melted ribbon, 175  
  determining coated side, 23  
  loading, 58  
  removal, 151  
  ribbon not detected correctly, 175  
  scratch test, 24  
  setting Thermal Transfer mode, 102  
  when to use, 23  
  wrinkled ribbon, 175

RIBBON IN message, 180  
RIBBON OUT message, 180  
ribbon sensor calibration  
  procedure, 142  
  ways to initiate, 114  
roll media  
  described, 21  
  loading, 33  
routine cleaning schedule, 154  
run a ZBI program, 115

**S**

scanner input, 118  
scratch test  
  media type, 23  
  ribbon coated side, 24  
self tests, 187  
  CANCEL, 188  
  communication diagnostics, 194  
  FEED, 190  
  FEED and PAUSE, 193  
  PAUSE, 189  
  Power-On Self Test (POST), 187  
sensor profile, 108  
sensor type selection, 136  
sensors  
  interpreting sensor profile, 195  
  transmissive sensor selection, 136  
serial port  
  characteristics of serial connection, 213  
  connecting the printer to a computer, 75  
setup  
  install the printer driver, 62  
  unpack the printer, 26  
shipping  
  report damage, 26  
  reshipping the printer, 26  
SHORT CAL  
  how to set as head-close action, 111  
  how to set as power-up action, 110  
signal, 125  
site selection for printer, 27  
skipped labels, 184  
“smart” labels, 21  
smart phone  
  QuickHelp pages, 179  
  using Print Touch feature, 208  
smudge marks on labels, 173  
spacing requirements, 27  
specifications  
  power cord, 215  
stop a ZBI program, 116

storing the printer, 26  
 subnet mask, 121  
 surface for printer, 27

## T

tag calibration, 126  
 tag stock  
   described, 21  
 take label sensor intensity, 137  
 TCI/IP port number  
   alternate, 119  
   primary, 119  
 Tear-Off mode  
   description and media path, 28  
   final media loading steps, 38  
   how to select, 105  
   preliminary media loading steps, 32  
 tear-off position adjustment, 103  
 temperature  
   operating, 27  
   operating and storage, 212  
 Thermal Transfer mode  
   media scratch test, 23  
   setting, 102  
 THERMISTOR REPLACE PRINTHEAD message,  
   181  
 transmissive sensor selection, 136  
 troubleshooting  
   communications problems, 184  
   diagnostic tests, 187  
   error messages, 179  
   indicator lights, 170  
   print quality problems, 172  
   RFID problems, 176  
   ribbon problems, 175  
 types of media  
   black mark media, 22  
   continuous roll media, 22  
   fanfold media, 22  
   non-continuous roll media, 22  
   perforated media, 22  
   RFID “smart” labels, 21  
   tag stock, 21  
   web media, 22

## U

unpack the printer, 26  
 USB host  
   copy files and perform USB mirror, 202  
   copy files from a Flash drive, 117  
   copy files to/from USB Flash drive, 205  
   enter data with USB keyboard, 207  
   file naming conventions, 201  
   files required for exercises, 198  
   location of port, 201  
   port location, 15  
   print a label format from the display, 118  
   print from a Flash drive, 116  
   print label format from USB Flash drive, 204  
   printer does not recognize USB device, 186  
   store files on a Flash drive, 117  
 USB keyboard input, 118  
 USB mirror, 202  
 USB port  
   characteristics of USB connection, 213  
   connecting the printer to a computer, 71  
   specifications, 213  
 USB scanner input, 118  
 user menus, 20

## V

valid RFID label counter, 131  
 ventilation requirements, 27  
 vertical drift  
   top-of-form position, 174  
 void RFID label counter, 131

## W

web media  
   described, 22  
 wired print server  
   characteristics, 213  
   specifications, 213  
 Wireless Markup Language (WML) version, 139  
 wireless print server  
   channel, 125  
   characteristics, 214  
   ESSID, 124  
   signal, 125  
   specifications, 213  
 wrinkled ribbon causes, 175  
 write power, 131

**Z**

## Zebra Basic Interpreter (ZBI)

- enable, 115

- run a ZBI program, 115

- stop a ZBI program, 116

## Zebra Setup Utilities

- installation, 62

- print a test label, 96

ZebraDesigner, 98

ZPL mode, 135

ZPL override, 133



**Notes •** \_\_\_\_\_

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