

Quick Reference Troubleshooting Guide for Zebra Thermal Printers

PROBLEM	PROBABLE CAUSE	REPAIR
1) No LCD display	Printer unplugged Printer turned "off" Display cable loose Bad display PCB Defective power supply Blown 15 Amp fuse	1) Plug in printer 2) Flip power switch "On" 3) Reconnect cable 4) Replace display PCB 5) Replace power supply 6) Replace fuse
2) Vertical lines in print	Blown printhead	Replace printhead
3) Diagonal lines on print	Ribbon tracking	1) Adjust ribbon guide bar
4) Print faded on end of label	Printhead balance misadjusted	Adjust printhead spring tension hold-downs
5) Labels skewing	Label feed roller eccentric misadjusted	Adjust label feed roller eccentric
6) Labels over or under feed	Tear-off position	Set tear-off position
7) Print is very light	Dirty printhead Darkness setting	1) Clean printhead 2) Increase darkness Setting on LCD
8) Printer not receiving sent jobs	Comm cable disconnected incorrect cable used Comm parameters mismatch Printer is in "pause"	1) Connect Comm cable 2) For serial-cable must be a "Null Modem" 3) Ensure both PC and Printer Comms match 4) Release "pause"
9) Printer not responding to Applicator	Printer IF cable disconnected Printer IF cable defective	1) Connect IF cable 2) Replace IF cable

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10) "Paper out" displayed on LCD	Pitch sensor dirty Labels incorrectly installed	2) Clean pitch sensor 3) Reinstall labels
11) Labels keep spitting out	Label pitch sensor mis-calibrated or defective Sensor dirty Labels incorrectly installed	1) Adjust pitch sensor 2) Replace sensor 3) Clean sensor 4) Reinstall labels
12) Getting "Ribbon out" on LCD display	Ribbon empty Ribbon sensor dirty Ribbon sensor mis-calibrated	1) Install new ribbon 2) Clean ribbon sensor 3) Recalibrate sensor
13) Used ribbon not being taken up properly	Ribbon installed incorrectly Ribbon motors defective Ribbon driver PCB bad	1) Reinstall ribbon 2) Replace motors 3) Replace PCB
14) Getting "Head open" on LCD display	Printhead latch not engaged Printhead microswitch loose or defective	1) Engage latch 2) Adjust or replace microswitch
15) Getting "Cover open" on LCD display	Cover is open Cover microswitch loose or defective microswitch	1) Close cover 2) Adjust or replace
16) Getting "label out error" on LCD display	Label Pitch sensor dirty Label pitch sensor calibration Labels installed incorrectly	1) Clean sensor 2) Recalibrate sensor 3) Reinstall labels

NORMAL SET-UP FOR PRINTER (SETTINGS IN THE LCD PANEL)

- 1) Media Type: Non-continuous
- 2) Sensor: Web
- 3) Print Method: Thermal Transfer
- 4) Print Width & Length: Determined by media being used
- 5) Host Port: determined by hook up to PC
- 6) Backfeed: Before
- 7) Applicator: Mode 2
- 8) Factory default password: 1234

Note: The proper steps for calibrating a label is:

- 1) Define label size first - length & width
- 2) Place printer in "pause" and depress the calibrate key on panel