



# Printer Technical Support

## QUICK TROUBLESHOOTING GUIDE

Thank you for your continuing business. We want to assist you with keeping your critical operations running with the highest level of support for your Zebra printers. We have put this Quick Troubleshooting Guide together to provide you with help in resolving some of the more common questions we receive in technical support.

The document is organized as a set of individual questions and answers. As appropriate, further guidance for outside support and links has been provided with the answer. A wealth of self-help resources are available through our in-depth Knowledge Base tool at [www.zebra.com/support](http://www.zebra.com/support). Another excellent source for assistance is your original Zebra reseller. They may be best equipped to respond to issues regarding your specific devices and installation. Prior to calling Zebra's live support, we highly recommend that you refer to these tools or your reseller partner for a quick resolution to your questions.

### **Q: How do I calibrate or adjust my printer for the media and / or ribbon I wish to use?**

A: The below steps should be followed to resolve most issues with printer calibration.

1. Check your labels to define Gap, Notch or Mark.
2. Depending on labels the sensor will need to be positioned correctly.
3. Check that the ribbon is installed correctly. Note the color of ribbon. Black Ribbon is most common.
4. Auto calibrate should take place after printhead is closed.
5. If Auto Calibrate does not run; Manual calibration will need to be completed.

Additional Resources:

- Zebra Knowledge Base <https://km.zebra.com/kb/index?page=home>
- Zebra Repair [www.zebra.com/us/en/support-downloads/request-repair.html](http://www.zebra.com/us/en/support-downloads/request-repair.html)
- Your original Printer or Supplies reseller partner

### **Q: How do I resolve issues while trying to activate my Software license?**

A: If you received error messages, use Zebra's Knowledge Base to find error recovery. <https://km.zebra.com/kb/index?page=home>.

Install updated software from [www.zebra.com/us/en/support-downloads.html](http://www.zebra.com/us/en/support-downloads.html)

### **Q: How do I find parts, printheads and accessories for my Zebra printer?**

A: Go to [www.zebra.com/us/en/products/parts.html](http://www.zebra.com/us/en/products/parts.html). Place cursor over Products. Click Printer Parts. Select printer for listing of parts for that model.

**Q: Where do I navigate to find software, firmware, drivers, media and partners?**

A: To find software, firmware and drivers:

- Go to [www.zebra.com/us/en/support-downloads.html](http://www.zebra.com/us/en/support-downloads.html).
- Place cursor over support & downloads, click on printer support and then enter product name or model number.

To find media:

- Go to [www.zebra.com/us/en/products.html](http://www.zebra.com/us/en/products.html).
- Place cursor over Products, click supplies, click specific label and then buy product.

To find a Partner:

- Go to [www.zebra.com/us/en/partners/find-a-zebra-partner.html](http://www.zebra.com/us/en/partners/find-a-zebra-partner.html).
- Place cursor over Partners and click find a partner.

**Q: How do I find and install new drivers for my printer?**

A: Follow the steps below to install new drivers for your printer.

1. Go to [www.zebra.com/us/en/support-downloads.html](http://www.zebra.com/us/en/support-downloads.html) to find updated driver.
2. Install driver before connecting USB. Install driver with Network and then use settings while driver is installing to configure IP address.
3. If driver is not communicating try using different connection cable.
4. Driver installed under devices and printers on your PC should come online or a new driver will install automatically.
5. Test Print.

Additional Resources:

- Zebra Knowledge Base <https://km.zebra.com/kb/index?page=home>
- Support Downloads [www.zebra.com/us/en/support-downloads.html](http://www.zebra.com/us/en/support-downloads.html)
- Your original Printer or Supplies reseller partner

**Q: How do I get assistance with navigating and using my software?**

A: First ensure you have the latest version from Zebra webpage [www.zebra.com/us/en/support-downloads.html](http://www.zebra.com/us/en/support-downloads.html). Additional tutorial videos are available through Zebra's Knowledge Base [km.zebra.com/kb/index?page=home](http://km.zebra.com/kb/index?page=home).

Additional Resources:

- User manuals on Zebra Knowledge Base [https://km.zebra.com/kb/index?page=answers&startover=y&question\\_box\\_status=changed&question\\_box=user+guides&restrict=](https://km.zebra.com/kb/index?page=answers&startover=y&question_box_status=changed&question_box=user+guides&restrict=)
- Zebra Designer - [www.zebra.com/us/en/products/software/barcode-printers/zebralink/zebra-designer.html](http://www.zebra.com/us/en/products/software/barcode-printers/zebralink/zebra-designer.html)
- Card Studio: [www.zebra.com/us/en/products/software/card-printers/zmotif-cardstudio-standard.html](http://www.zebra.com/us/en/products/software/card-printers/zmotif-cardstudio-standard.html)
- Your original Printer or Supplies reseller partner may also be able to assist you

**Q: Where can I get assistance in programming or command set for my printer?**

A: The following resources are available to assist you:

- Download Programming Guide [www.zebra.com/content/dam/zebra/manuals/en-us/software/zpl-zbi2-pm-en.pdf](http://www.zebra.com/content/dam/zebra/manuals/en-us/software/zpl-zbi2-pm-en.pdf).
- SetGetDo commands are available through Zebra's Knowledge base [km.zebra.com/kb/index?page=home](http://km.zebra.com/kb/index?page=home)
- To convert a Label into programming language use Zebra Designer to create a label with correct size and print to file. [www.zebra.com/us/en/products/software/barcode-printers/zebralink/zebra-designer.html](http://www.zebra.com/us/en/products/software/barcode-printers/zebralink/zebra-designer.html)
- Open print to file; this will show commands that can be used while programming.

**Q: How do I get additional help with setting up my printer's communications?**

A: Follow the steps below:

1. Go to [www.zebra.com/us/en/support-downloads.html](http://www.zebra.com/us/en/support-downloads.html) to find updated driver.
2. Install driver before connecting USB. Install driver with Network and then use settings while driver is installing to configure IP address.
3. If driver is not communicating try using different connection cable.
4. Driver installed under devices and printers on your PC should come online or a new driver will install automatically.
5. Test Print.

Additional Resources:

- Your original Printer reseller should be able to assist you with settings that are specific to your installation
- Zebra Knowledge Base <https://km.zebra.com/kb/index?page=home>
- Support Downloads [www.zebra.com/us/en/support-downloads.html](http://www.zebra.com/us/en/support-downloads.html)

**Q: How do I get assistance with applications or devices not created by Zebra?**

A: Please contact your application or software provider. Your original Zebra Reseller Partner may be able to provide additional assistance.

Additional Resources:

- Zebra Knowledge Base <https://km.zebra.com/kb/index?page=home>
- Support Downloads [www.zebra.com/us/en/support-downloads.html](http://www.zebra.com/us/en/support-downloads.html)

**Q: How do I adjust the print quality from my printer?**

A: Try following these steps:

1. Pause Test - Hold pause while printer starts release pause after 5 seconds.
2. If pause test does not show different darkness levels, labels and ribbon may be the wrong combo. Contact your reseller for assistance on the correct media and ribbons for your application. To find a Partner go to [www.zebra.com/us/en/partners/find-a-zebra-partner.html](http://www.zebra.com/us/en/partners/find-a-zebra-partner.html).
3. If Pause test prints darkness levels- Go into printer settings to adjust darkness.
4. Adjust darkness settings in driver.

Note: A gap in print may indicate a faulty printhead. Please contact your Partner reseller for assistance in procuring a new printhead.

Additional Resources:

- Zebra Knowledge Base <https://km.zebra.com/kb/index?page=home>

**Q: How do I print out the configuration and make setting changes to my printer?**

A: Print configuration label from driver under by accessing front panel menu under settings – Config. Change settings in driver and print windows test page (This will push commands changed to the printer).

Additional Resources:

- Zebra Knowledge Base <https://km.zebra.com/kb/index?page=home>
- Your original Printer reseller should be able to assist you with settings that are specific to your installation

**Q: My printer will not power on. How do I resolve a power on issue?**

A: Please try the following:

1. Try a different power cable.
2. Check power cable and turn printer on by power outlet.
3. If printer is new contact seller for replacement
4. Check if printer is still supported, a repair order may be needed. To open a repair order go to [www.zebra.com/us/en/support-downloads/request-repair.html](http://www.zebra.com/us/en/support-downloads/request-repair.html).
5. If printer is discontinued contact partner for repair [www.zebra.com/us/en/partners/find-a-zebra-partner.html](http://www.zebra.com/us/en/partners/find-a-zebra-partner.html).

Additional Resources:

- Your original Printer reseller should be able to assist you with settings that are specific to your installation
- Zebra Knowledge Base <https://km.zebra.com/kb/index?page=home>

**Q: How do I open a warranty, Service contractor non-warranty service call for my device?**

A: Zebra customers may open service call online at [www.zebra.com/us/en/support-downloads/request-repair.html](http://www.zebra.com/us/en/support-downloads/request-repair.html).

Additional Resources:

- Your original Printer reseller should be able to assist you with settings that are specific to your installation
- Customers may check the status of a warranty or contract online at [https://support.zebra.com/OA\\_HTML/lookup.jsp](https://support.zebra.com/OA_HTML/lookup.jsp)

**Q: I received a device back from Zebra's repair services that appears to not be operating properly.**

A: Please try the following prior to contacting repair services ([repair@zebra.com](mailto:repair@zebra.com)) for further assistance.

1. Perform a self-test (refer to user manual).
2. If wireless, check printer config and your internal network for printer network validation.
3. Ensure sensor positioning depending on Gap or Notched labels and then continue manual calibration.

Additional Resources:

- Your original Printer reseller should be able to provide additional assistance in troubleshooting the issue.
- Zebra Knowledge Base <https://km.zebra.com/kb/index?page=home>

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