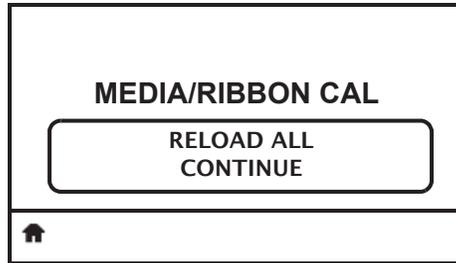




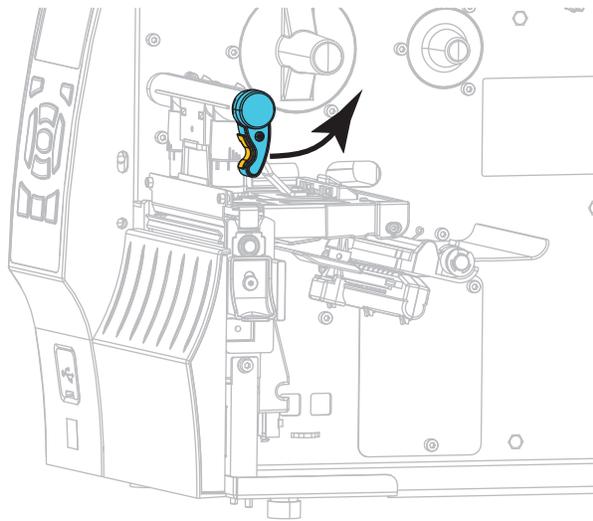


When the process is complete:

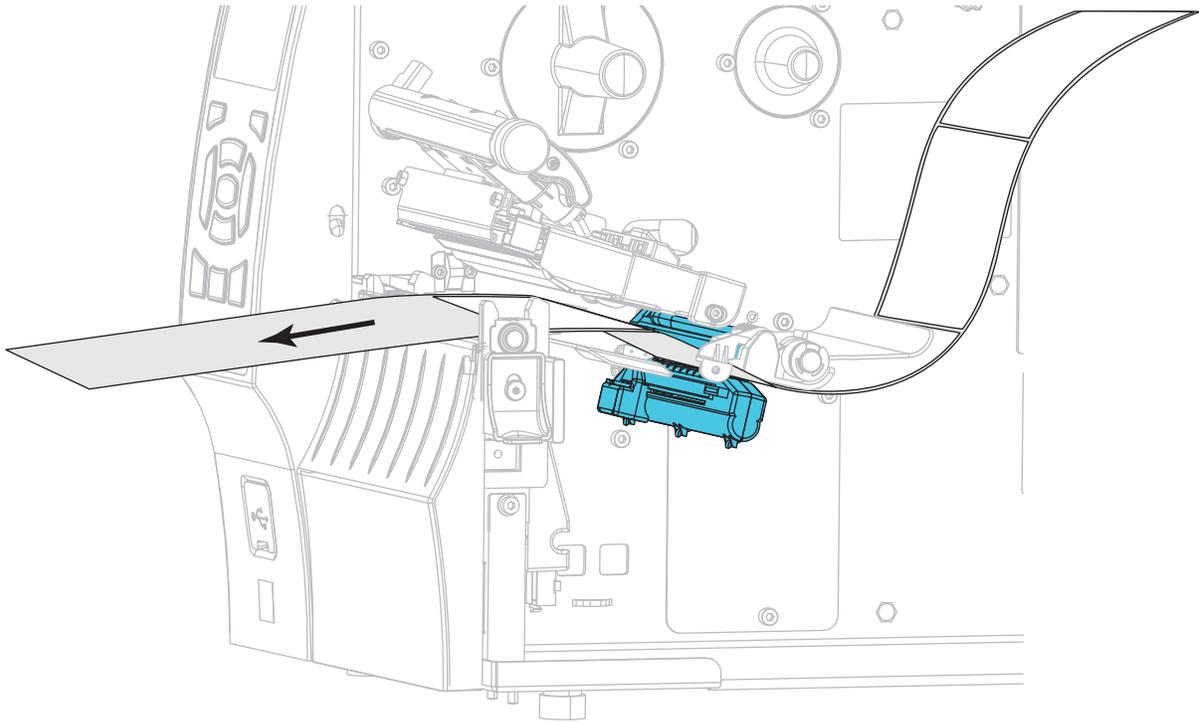
- The **SUPPLIES light** stops flashing.
- The **PAUSE light** flashes yellow.
- The control panel displays:



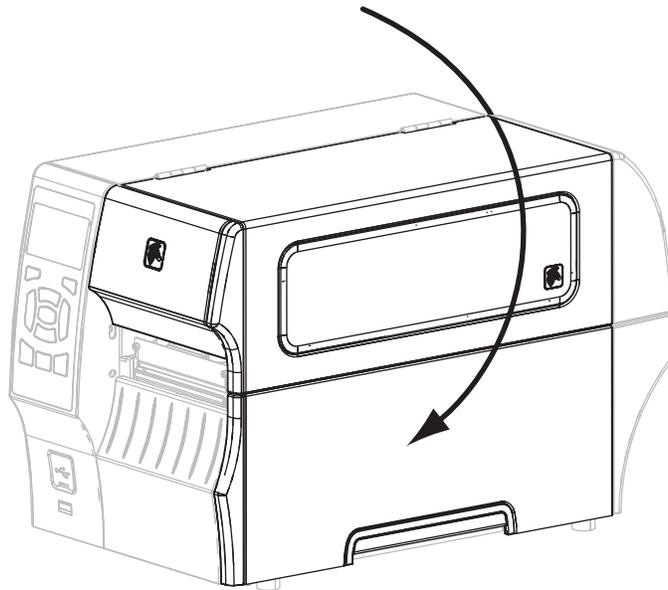
9. Open the printhead assembly by rotating the printhead-open lever.



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.

Printing Issues

Table 2 identifies possible issues with printing or print quality, the possible causes, and the recommended solutions.

Table 2 • Printing Issues

Issue	Possible Cause	Recommended Solution
General print quality issues	The printer is set at the incorrect print speed.	For optimal print quality, set the print speed to the lowest possible setting for your application via control panel, the driver, or the software. You may want to perform the <i>FEED Self Test</i> on page 162 to determine the optimal settings for your printer. See <i>Print Speed</i> on page 67 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"> 1. Switch to a different type of media or ribbon to try to find a compatible combination. 2. If necessary, consult your authorized Zebra reseller or distributor for information and advice.
	The printer is set at an incorrect darkness level.	For optimal print quality, set the darkness to the lowest possible setting for your application. You may want to perform the <i>FEED Self Test</i> on page 162 to determine the ideal darkness setting. See <i>Print Darkness</i> on page 67 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 132.
	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 124.
Loss of printing registration on labels. Excessive vertical drift in top-of-form registration.	The platen roller is dirty.	Clean the printhead and platen roller. See <i>Clean the Printhead and Platen Roller</i> on page 132.
	Media guides are positioned improperly.	Ensure that the media guides are properly positioned. See <i>Load the Media</i> on page 34.
	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 67.
	The media is loaded incorrectly.	Load media correctly. See <i>Load the Media</i> on page 34.
Long tracks of missing print on several labels	Print element damaged.	Call a service technician.
	Wrinkled ribbon.	See wrinkled ribbon causes and solutions in <i>Ribbon Problems</i> on page 151.

Table 2 • Printing Issues (Continued)

Issue	Possible Cause	Recommended Solution
Fine, angular gray lines on blank labels	Wrinkled ribbon.	See wrinkled ribbon causes and solutions in Ribbon Problems on page 151.
Printing too light or too dark over the entire label	The media or ribbon is not designed for high-speed operation.	Replace supplies with those recommended for high-speed operation.
	You are using an incorrect combination of media and ribbon for your application.	<ol style="list-style-type: none"> 1. Switch to a different type of media or ribbon to try to find a compatible combination. 2. If necessary, consult your authorized Zebra reseller or distributor for information and advice.
	You are using ribbon with direct thermal media.	Direct thermal media does not require ribbon. To determine if you are using direct thermal media, perform the label scratch test in When to Use Ribbon on page 18.
	Incorrect or uneven printhead pressure.	Set the printhead pressure to the minimum needed for good print quality. See Adjust the Printhead Pressure on page 124.
Smudge marks on labels	The media or ribbon is not designed for high-speed operation.	Replace supplies with those recommended for high-speed operation.
Misregistration/skips labels	The printer is not calibrated.	Calibrate the printer. See Calibrate the Ribbon and Media Sensors on page 119.
	Improper label format.	Check your label format and correct it as necessary.
Misregistration and misprint of one to three labels	The platen roller is dirty.	Clean the printhead and platen roller. See Clean the Printhead and Platen Roller on page 132.
	Media does not meet specifications.	Use media that meets specifications. See Media Specifications on page 172.
Vertical drift in top-of-form position	The printer is out of calibration.	Calibrate the printer. See Calibrate the Ribbon and Media Sensors on page 119.
	The platen roller is dirty.	Clean the printhead and platen roller. See Clean the Printhead and Platen Roller on page 132.

Table 2 • Printing Issues (Continued)

Issue	Possible Cause	Recommended Solution
Vertical image or label drift	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 on page 67</i>) and calibrate the printer, if necessary (see <i>Calibrate the Ribbon and Media Sensors on page 119</i>).
	The media sensor is calibrated improperly.	Calibrate the printer. See <i>Calibrate the Ribbon and Media Sensors on page 119</i> .
	The platen roller is dirty.	Clean the printhead and platen roller. See <i>Clean the Printhead and Platen Roller on page 132</i> .
	Improper printhead pressure settings (toggles).	Adjust the printhead pressure to ensure proper functionality. See <i>Adjust the Printhead Pressure on page 124</i> .
	The media or ribbon is loaded incorrectly.	Ensure that the media and ribbon are loaded correctly. See <i>Load the Ribbon on page 60</i> and <i>Load the Media on page 34</i> .
	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 on page 172</i>).
The bar code printed on a label does not scan.	The bar code is not within specifications because the print is too light or too dark.	Perform the <i>FEED Self Test on page 162</i> . 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.
Auto Calibrate failed.	The media or ribbon is loaded incorrectly.	Ensure that the media and ribbon are loaded correctly. See <i>Load the Ribbon on page 60</i> and <i>Load the Media on page 34</i> .
	The sensors could not detect the media or ribbon.	Calibrate the printer. See <i>Calibrate the Ribbon and Media Sensors on page 119</i> .
	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 on page 67</i> .