Zebra QLn Series Top Five Most **F**requently **A**sked **Q**uestions

Q) What program do I use to configure my QLn mobile printer?

A) For general purpose configuration and setup, Zebra recommends the Zebra Setup Utility (ZSU) as the primary way to configure a QLn mobile printer. ZSU replaces the Label Vista application used on previous Zebra mobile printers, and is no longer supported for the QLn series. ZSU provides quick setup of the most common QLn features, and provides a two-way communications window which allows complete control of every configurable parameter on the QLn printer.

Q) How do I reset my QLn mobile printer to factory defaults?

A) To reset a QLN mobile printer to factory defaults follow the following procedure:

Connect to the QLn printer from a PC via a USB or serial port connection. Run the Zebra Setup Utilities and open a communications window. Verify the printer's current language setting is `hybrid_xml_zpl` by entering the following in the top window pane; `! U1 getvar "device.languages"`. If necessary, change the language by sending `! U1 setvar "device.languages" "hybrid_xml_zpl".` Finally, send the following to reset the printer to factory defaults, `^XA^JUF^XZ^XA^JUN^XZ^XA^JUS^XZ.` Recycle power on the printer.

Q) Why does my QLn printer sometimes print two labels when I only told it to print one?

A) Initially, the QLn was designed to automatically reprint a CPCL label if an error condition occurred during printing. If the programmed height of the label was larger than the physical label itself, the printer would sense the bar or gap prematurely, thus registering an error condition. This behavior is controlled by the CPCL ON-OUT-OF-PAPER command. Beginning with QLn firmware version V68.18.1Z the default setting for this command has been changed to ON-OUT-OF-PAPER PURGE 1, which eliminates the automatic retry if an error condition occurs. CPCL programmers are urged to review the documentation for the ON-OUT-OF-PAPER command in the CPCL Programmer's Manual.

Q) <u>Why does my QLn printer respond differently than my QL Plus when answering my application's status queries?</u>

A) The QLn incorporates a more powerful multi-tasking operating system. It operates in an asynchronous manner responding to host requests and other tasks in real-time. The QL Plus operates differently and handles host requests synchronously. If your application is written in a way that expects the printer to always respond in a synchronous manner, you can configure the QLn to do so as well. To change the QLn to synchronous mode, connect to the printer using the Zebra Setup Utilities and open a communications window. Type the following command string in the upper window pane:

```
! U1 setvar "device.cpcl_synchronous_mode" "on"
```

Q) <u>Can I use the CPCL SET command on my QLn?</u>

A) Yes you can. However, you cannot use it to manage ZPL, only CPCL. On the QL Plus ZPL was controlled by an emulation method. On the QLn ZPL is its own discrete language. The SET command is strictly a CPCL command and is not handled by the printer's ZPL parser. You can achieve the same functionality as the CPCL SET command and much more in ZPL through use of the Zebra Basic Interpreter (ZBI). Refer to Zebra's website, www.zebra.com, or your Zebra sales representative for more information on using this powerful scripting language on you QLn mobile printer.