



TROUBLESHOOTING

| OPERATING ISSUE | RECOMMENDATIONS |
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| The ink is bleeding, faded or the print quality is not clear. | <ol style="list-style-type: none"> 1. Bleeding Print: Lower the heat setting/darkness setting through the software. 2. Faded Print: Raise the heat/darkness setting. 3. Poor Print Quality: Clean the print head with cleaning pen or isopropyl alcohol. |
| Lines are appearing across the barcode. | Clean the printhead and platen with isopropyl alcohol. |
| Printer requests a ribbon for direct thermal labels. | Set printer set-up menu and software to Direct Thermal Mode. |
| Printing on direct thermal label but nothing prints. | Make sure you are using direct thermal labels. Thermal transfer will not produce an image. To check the label, scratch the surface with a coin or other hard object. Thermal transfer produces a dark mark. |
| Printer is calibrated but print cannot be read. | The printer is still in "dump" mode. Turn the power off and back on again. It is now ready to accept a label. |
| Error message: unable to verify windows compatibility. | Zebra is certifying their drivers with Microsoft. You can choose "Continue Anyway" without harm to your system. |
| Printer will only print test pages. | You are using the demo software that comes with the printer. If you need software, please call Uline for H-2527. |
| Printer does not have software compatible with Windows Vista. | You need to download driver software. Log onto www.zebra.com , click on "Drivers & Downloads" and select your printer model. |