



# ZEBRA® DESKTOP EPL™ PRINTERS

## OPERATING ESSENTIALS



**Zebra is committed to offering its customers the highest-quality technical assistance in the industry, delivering outstanding customer service and providing a global network of quality support.**

To ensure that your Zebra printer continues to work efficiently and effectively, you need to understand the various indicators and testing procedures incorporated into the TLP and LP series printers. This guide explains those indicators and procedures.



### INTERPRETING INDICATORS

The printer's indicators display various printer functions and their statuses. Identify the indicator status using the table below, then refer to the relevant troubleshooting topic overleaf.

INDICATOR COLOUR	PRINTER STATUS	SOLUTION OR REASON
OFF	Off	<b>THE PRINTER IS NOT RECEIVING POWER</b> <ul style="list-style-type: none"><li>• Have you turned on the printer power?</li><li>• Check power connections from the wall outlet to the power supply, and from the power supply to the printer</li></ul>
SOLID GREEN	On	<ul style="list-style-type: none"><li>• Printer printing (normal operation)</li><li>• Printer paused; ready to receive data (normal operation)</li><li>• Printer paused; waiting for user action (for example, to take a dispensed label or to press the Feed button)</li></ul>
FLASHING GREEN	On	<b>THE PRINTER IS RECEIVING DATA</b> <ul style="list-style-type: none"><li>• Signal to begin AutoSense after turning ON printer. Release the Feed button</li></ul>
SOLID AMBER	Stopped	<ul style="list-style-type: none"><li>• The cover-open sensor is active. Press top cover to close and lock</li><li>• Printer has a syntax or command error. Check program and resend print job</li></ul>
FLASHING RED	On	<ul style="list-style-type: none"><li>• Firmware download in progress. Indicator lights red, then green</li><li>• Signal to begin media-length sensing after turning ON printer. Release the Feed button</li></ul>
SOLID RED	Stopped	<ul style="list-style-type: none"><li>• Media or ribbon is out. Reload a new supply. Press Feed button to continue</li><li>• Power-up failure. Switch power OFF then back ON</li><li>• Printer ready to receive flash programming during firmware download</li></ul>



### TROUBLESHOOTING TOPICS

#### PRINTER OPERATION

PROBLEM	SOLUTION OR REASON
<b>MEDIA DOES NOT ADVANCE</b>	<ol style="list-style-type: none"> <li>1. Check interface cable connections from computer to printer</li> <li>2. Make sure top cover is locked closed</li> <li>3. Check that labels are correct</li> <li>4. Verify media has print surface up for printing</li> <li>5. Check that transfer ribbon is correctly routed and has the ink-side out for thermal-transfer printing (if ribbon is being used)</li> <li>6. Printer has a syntax or command error. Check program and resend print job</li> </ol>
<b>MEDIA MOVES BUT NOTHING IS PRINTED</b>	<ol style="list-style-type: none"> <li>1. Verify that the labels are the correct type (thermal transfer or direct thermal)</li> <li>2. Check that the roll is loaded with the thermal side facing up</li> <li>3. Clean the printhead with cleaning pen</li> <li>4. Ensure top cover is locked closed</li> <li>5. Check darkness setting is correct</li> </ol>
<b>PRINTING IS FADED OR POOR</b>	<ol style="list-style-type: none"> <li>1. Clean the printhead with cleaning pen</li> <li>2. Adjust print speed/darkness in software</li> <li>3. Check the media and verify that the print surface is facing up</li> <li>4. Check that correct thermal media is in use</li> <li>5. Check darkness setting is correct</li> </ol>
<b>PRINTS ONLY PARTIAL LABEL OR SKIPS A LABEL</b>	<ol style="list-style-type: none"> <li>1. Perform media length-sensing</li> <li>2. Label caught on printhead</li> <li>3. Top cover is not properly latched</li> <li>4. Possible software problem. Check the printer memory configuration. Refer to the programming manual</li> </ol>
<b>PRINTING STOPS AND INDICATOR LIGHTS AMBER OR RED</b>	<ol style="list-style-type: none"> <li>1. Perform media length-sensing</li> <li>2. Possible problem with label stock. Use only approved labels and tags</li> <li>3. Possible label jam</li> <li>4. Insufficient memory for label size. Check the printer memory configuration</li> <li>5. Possible software problem. Refer to the programming manual</li> </ol>

#### MEDIA HANDLING

PROBLEM	SOLUTION OR REASON
<b>PRINTING CONTINUES BETWEEN LABELS</b>	<ol style="list-style-type: none"> <li>1. Perform media length-sensing</li> <li>2. Make sure label-taken sensor is on</li> <li>3. The label-taken sensor is blocked or dirty. Remove any scraps or dust</li> <li>4. Continuous media may be set. Verify form-length setting through programming command. See the programming guide</li> </ol>
<b>PRINTS ONE LABEL AND THEN STOPS</b>	<ol style="list-style-type: none"> <li>1. Verify the quantity has been correctly set</li> </ol>
<b>BLADE CUTS THROUGH LABELS INSTEAD OF CUTTING LINER BETWEEN LABELS</b>	<ol style="list-style-type: none"> <li>1. Verify form-length setting through programming</li> </ol>
<b>MEDIA JAMMED IN CUTTER</b>	<ol style="list-style-type: none"> <li>1. Unplug power and interface cables. Use tweezers to remove scraps from cutter opening</li> </ol>
<b>BLADE FAILS TO CUT DIRECT-THERMAL PAPER OR LABEL LINER</b>	<ol style="list-style-type: none"> <li>1. Ensure cutter is clean and printer is set to cutter mode (see programming guide)</li> <li>2. Replace cutter</li> </ol>

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### MANUAL CALIBRATION

Manual calibration is recommended whenever you are using pre-printed labels or if the printer will not correctly auto-calibrate.

- 1 Make sure the printer power is off and that media is loaded.
- 2 Press and hold the Feed button then turn on the printer power.
- 3 Continue to hold the Feed button until the status-light LED flashes. Release the Feed button.
- 4 The printer will set the media sensor for the label backing being used. After the printer has finished making this adjustment, the roll will automatically feed until a label is positioned at the printhead.
- 5 The configuration settings (similar to the example shown) will print. Upon completion, the printer will save the new settings in memory and remain in diagnostic dump mode.
- 6 Press the Feed button. The printer will dispense another label with the message "Out of DUMP" and be ready for normal operation.



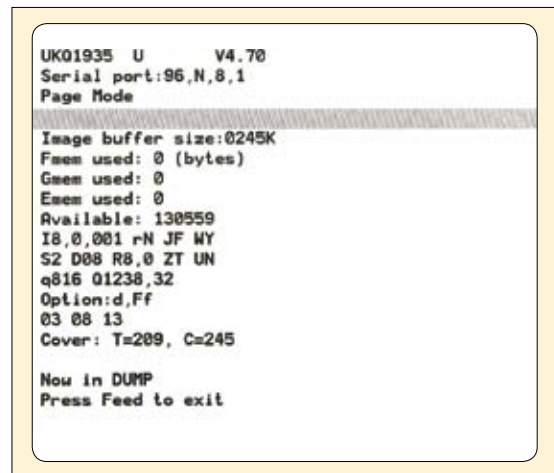
### TROUBLESHOOTING TESTS

#### Printing a configuration label

To print a listing of the printer's current configuration, follow the steps for manual calibration described above.



### CONFIGURATION LABELS



### FURTHER TECHNICAL SUPPORT OPTIONS

Zebra offers several online technical support resources for both end users and PartnersFirst™ partner programme members. So if your printer query could not be resolved by using this guide, you can take advantage of any of the following resources:

- Visit [www.zebra.com/knowledgebase](http://www.zebra.com/knowledgebase). Here you can access an extensive Knowledge Base of advanced troubleshooting techniques.
- Use Zebra's Technical Support Emailback system, by sending an e-mail to [emb@zebra.com](mailto:emb@zebra.com) with the key printer-issue-related word in the subject line. For a complete list of Emailback topics, send an e-mail with "e-mail list" in the subject line.

- Visit [www.zebra.com/techrequest](http://www.zebra.com/techrequest). This is Zebra's Technical Request service. You need to request a login first. Once you have your login, you can create technical-support requests online. Your request is given a case number and passed to Zebra's qualified Technical Support representatives for resolution. You can follow progress of the case by logging in to the Technical Request service.

Visit [www.zebra.com](http://www.zebra.com) for general product information and market applications of Zebra printing solutions.



#### Zebra Technologies – EMEA Headquarters

Zebra Technologies Europe Limited, Zebra House, The Valley Centre, Gordon Road, High Wycombe, Buckinghamshire HP13 6EQ, UK  
E-mail: [tseurope@zebra.com](mailto:tseurope@zebra.com) Web: [www.zebra.com](http://www.zebra.com)

#### Other EMEA Locations

Europe: France, Germany, Italy, the Netherlands, Poland, Spain, Sweden  
Africa, India & Middle East: India, South Africa, United Arab Emirates