



ZEBRA® QL™ SERIES 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 QL series printers. This guide explains those indicators and procedures.



INTERPRETING INDICATORS

The printer's indicators display various printer functions and their statuses.

STANDARD CONTROL PANEL

Refer to the chart below to find the state of the two LEDs on the control panel. Then refer to the relevant troubleshooting topic overleaf.

● GREEN LED	● YELLOW LED	INDICATION	TROUBLESHOOTING TOPIC
STEADY	OFF	Normal operation, and/or RF link established	n/a
OFF	OFF	Power off	1
FAST FLASHING	OFF	No RF link	5 10
FAST FLASHING	OFF	Low battery	3 5 6
STEADY	STEADY	Out of media or media cover not closed	8 10
STEADY	FAST FLASHING	Normal RF activity	7
STEADY	FAST FLASHING, BEEPER SOUNDS	No application	7

OPTIONAL LCD CONTROL PANEL

The top of the display shows several icons that indicate various printer functions. Check the icon status then refer to the relevant troubleshooting topic overleaf.

STATUS ICON	CONDITION	INDICATION	TROUBLESHOOTING TOPIC
🔗	STEADY	Bluetooth® link established	n/a
	FLASHING	Data transmission via Bluetooth	n/a
	OFF	No Bluetooth link	5
📶	STEADY	RF link established	n/a
	OFF	No RF link	5
🔋	FLASHING	Low battery	3 5 6
🔒	FLASHING	Head latch not closed	8 10
✉️	FLASHING	Printer is receiving a file or application is lost	7
📄	FLASHING	Out of media	8 10
BLANK SCREEN	n/a	No application	1 12



KEY TROUBLESHOOTING TOPICS

1	NO POWER	<ul style="list-style-type: none"> Check that battery is installed properly Recharge or replace battery as necessary
2	MEDIA DOES NOT FEED	<ul style="list-style-type: none"> Be sure printhead is closed and latched Check media support components for any binding If unit is equipped with label-presence sensor, ensure the most recently printed label is removed Ensure label sensor is not blocked
3	POOR OR FADED PRINT OR FLASHING	<ul style="list-style-type: none"> Clean printhead Check battery. Recharge or replace as necessary <i>Always dispose of batteries properly. Refer to Appendix D of the User Guide for more information</i> Check quality of media
4	PARTIAL OR MISSING PRINT	<ul style="list-style-type: none"> Check media alignment Clean printhead Ensure printhead is properly closed and latched
5	NO PRINT	<ul style="list-style-type: none"> Replace battery Check cable to terminal Wireless units only: Restore wireless connection Ensure valid programming file is sent to printer
6	REDUCED BATTERY LIFE	<ul style="list-style-type: none"> Check battery date code (dddy)- if battery is one to two years old, short life may be due to normal ageing Replace battery
7	YELLOW ERROR LIGHT OR FLASHING	<ul style="list-style-type: none"> Units without a wireless option: No application or application corrupted; program must be reloaded Wireless units only: flashing error light indicates data transmission
8	OR FLASHING	<ul style="list-style-type: none"> Check that media is loaded and that printhead is closed and securely latched
9	SKIPPED LABELS	<ul style="list-style-type: none"> Ensure correct media is being used Ensure bar or gap sensor is not blocked
10	COMMUNICATION ERROR	<ul style="list-style-type: none"> Check media is loaded, head is closed and error light is off Replace cable to terminal
11	LABEL JAM	<ul style="list-style-type: none"> Open head-release latch and media cover Generously apply isopropyl alcohol to the area of jammed label using either the cleaning pen supplied with the printer or an isopropyl alcohol-saturated cotton swab <i>Never use sharp or pointed objects when attempting to correct a label jam</i>
12	BLANK LCD SCREEN (UNITS WITH OPTIONAL LCD CONTROL PANEL)	<ul style="list-style-type: none"> No application loaded or application corrupted; program must be reloaded



COMMUNICATIONS DIAGNOSTICS

If there is a problem transferring data between the computer and the printer, try putting the printer into Communications Diagnostics Mode (also referred to as "DUMP" mode). The printer will print the ASCII characters and their text representation (or the period ".", if not a printable character) for any data received from the host computer.

To put the printer into Communications

Diagnostics Mode:

- 1 Print a configuration label as described above.
- 2 At the end of the second diagnostics report, the printer will print: "Press FEED key to enter DUMP mode".
- 3 Press the Feed key. The printer will print: "Entering DUMP mode". (If the Feed key is not pressed within three seconds, the printer will print "DUMP mode not entered" and will resume normal operation.)

- 4 At this point, the printer is in DUMP mode and will print the ASCII hex codes of any data sent to it, and their text representation (or ".", if not a printable character).

Additionally, a file with a ".dmp" extension containing the ASCII information will be created and stored in the printer's memory. It can be viewed, "cloned" or deleted using the Label Vista™ application. (Refer to the Label Vista documentation for more information.)

To terminate the Communications Diagnostics Mode and return the printer to normal operation:

- 1 Turn the printer OFF.
- 2 Wait five seconds.
- 3 Turn the printer ON.



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. 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 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. 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 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 Web: www.zebra.com

Other EMEA Locations

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