Zebra ZD420 Label Printer Troubleshooting Guide

STATUS LIGHT ERRORS

STATUS	PAUSE	DATA	SUPPLIES	NETWORK	
🟢	❚❚				Ready
◈	❚❚				Paused
🔴	❚❚				Cover Open
🔴	❚❚		🔴		Media Out
◈	❚❚			🔴	Network Error
🟡	❚❚		☀		Ribbon Low
🔴	❚❚		☀		Ribbon Out
🟡	❚❚	☀			Communication Error
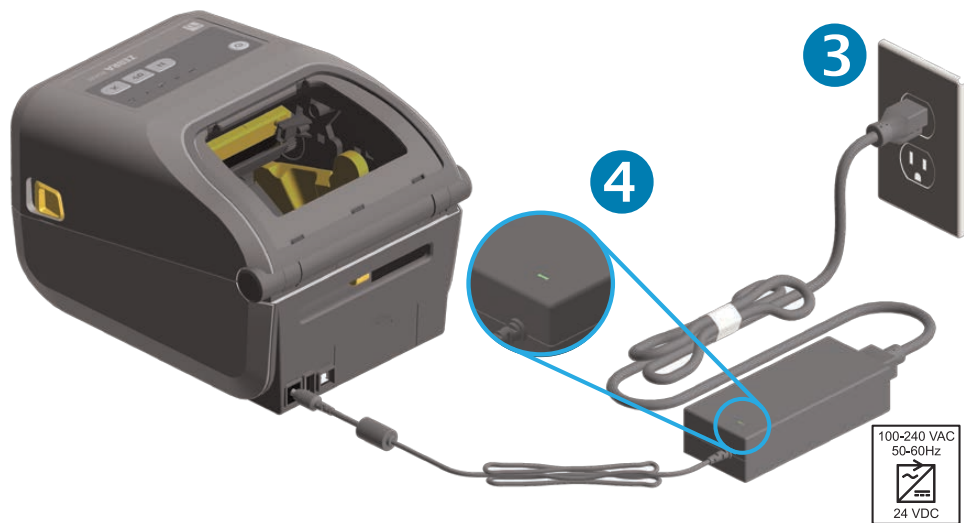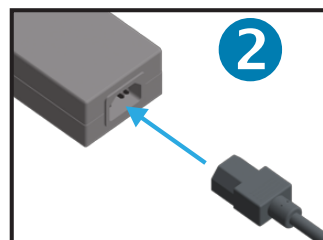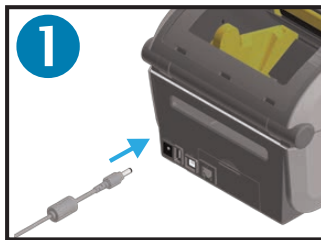
If you have any questions, please contact Client Services at 800.800.5655, Option 1.

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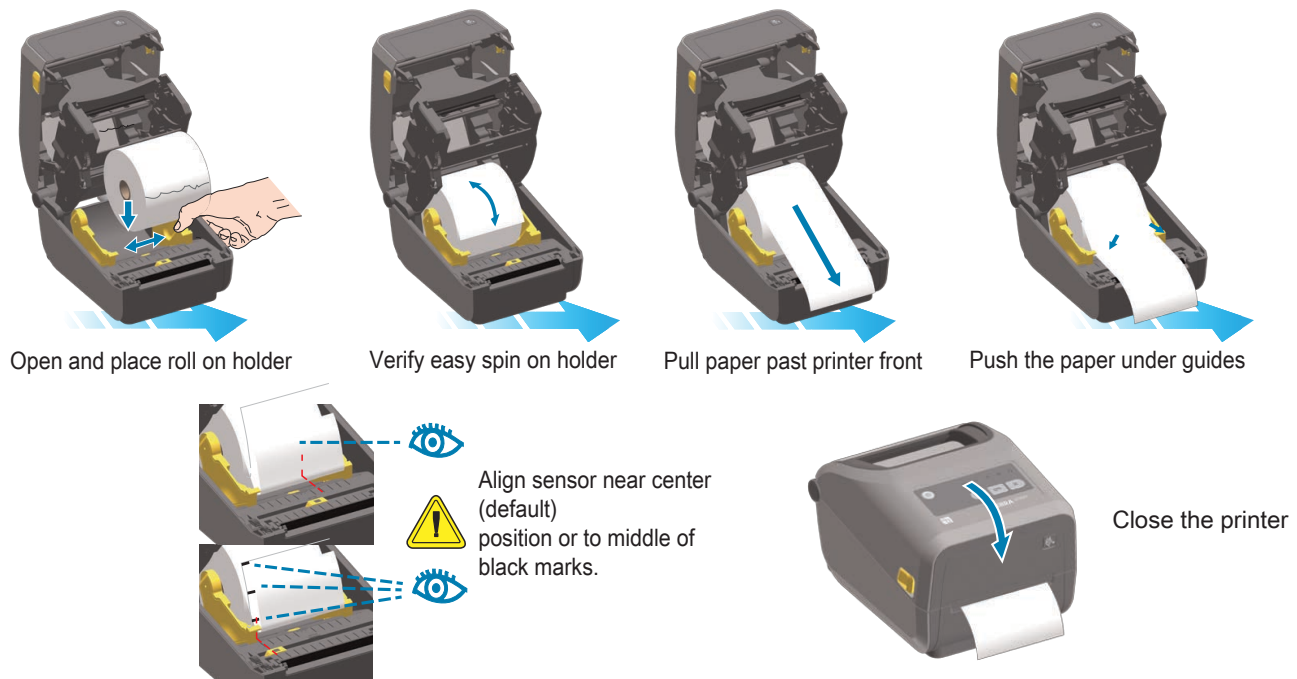
PRINT QUALITY PROBLEMS

No print on the label
- Check to make sure the label roll is loaded correctly

The printed barcode and information does not look right
- Clean the printhead using an alcohol wipe

The label is misaligned
- Check to make sure the label roll is loaded correctly
- Contact Clients Services to have printer calibrated

Open and place roll on holder

Verify easy spin on holder

Pull paper past printer front

Push the paper under guides

Align sensor near center (default) position or to middle of black marks.

Close the printer

LOADING LABEL ROLL

1. Pull the release latches toward the front of the printer
2. Open the Media Guides and hold open the Media Hangers
3. Lower the roll between the hangers
4. Make sure to position the roll so that its printing surface will be up as it passes over the media guides
5. For some models, close the media guides by turning the guide adjuster knob to the front
6. The media guide edges should touch but should not restrict the edges of the roll
7. Close the top cover and press down until the latches snap into place
8. Press the Feed Button to verify that the labels come out properly

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