ASCEND

Zebra ZD410 Printer

Field Troubleshooting Guide

REV.2020.09

Problem: The printer's lights and indicators won't turn on when the On/Off switch is turned on.

Solution 1: Check that the unit is plugged in.

Solution 2: Check that the printer isn't on a switched outlet (one that requires a light switch to turn it on).

Solution 3: Check that the small green light on the power pack is glowing green.

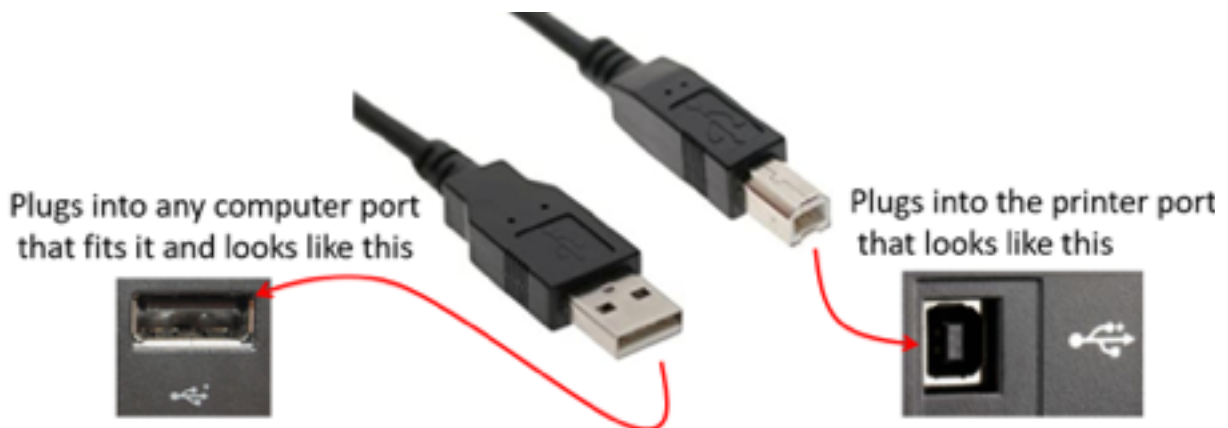**Solution 4:** Check that the cover is properly closed.

Problem: "Printer Not Found" message on the computer screen.

Solution 1: Make sure the printer is plugged into the wall and turned on.

Solution 2: Make sure the printer isn't plugged into an outlet controlled by a light switch.

Solution 3: Make sure there are labels in the printer.

Solution 4: Make sure that the USB cable is connected to the computer on one end and the printer on the other end:

Plugs into any computer port that fits it and looks like this

Plugs into the printer port that looks like this

Problem: Blank labels keep scrolling out of the printer.

Solution 1: Open the printer and inside, under the labels, is a moveable sensor. Make sure it is aligned correctly with the alignment key on the printer. This sensor tells the printer when the edge of a label has been reached. If it is misaligned or if there are contaminants in the window of the sensor, it may not "see" the edge of the label.
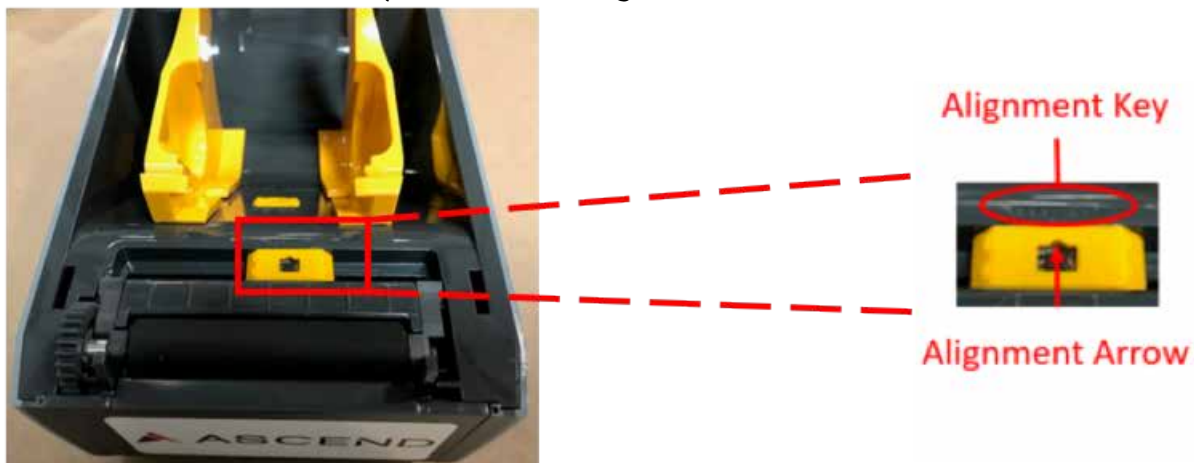
Solution 2: Clean the Movable Sensor's window (where the Alignment Arrow is located) by using a dry swab to brush the dust away. If adhesives or other contaminants remain, use an alcohol moistened swab to break them up, then use a dry swab to remove any streaks that may remain on the sensor window.

Problem: The printed image does not look like it should.

Solution 1: Verify that you are using the power supply that came with the unit.

Solution 2: The platen roller may need cleaning. Open the cover and remove the platen roller by lifting the tabs on both ends of the roller, and lifting the roller out by the tabs. Clean the roller thoroughly with 99% medical-grade alcohol and a cleaning swab or lint-free cloth.

Problem: Nothing prints on the labels.

Solution 1:   Verify that the labels are the labels provided by Ascend.

Solution 2:   Verify that the labels are loaded so that the printed side of the labels are facing up.

Solution 3:   Verify that the "Printer Ready" indicator is glowing green. (Orange indicates that the printer is not yet ready to print).

For more information, please contact Client Services at 800.800.5655, Option 1.

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