



Zebra ZD420 Printer

Field Troubleshooting Guide

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Client Services
800.800.5655
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1400 Industrial Way
Redwood City, CA 94063

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.

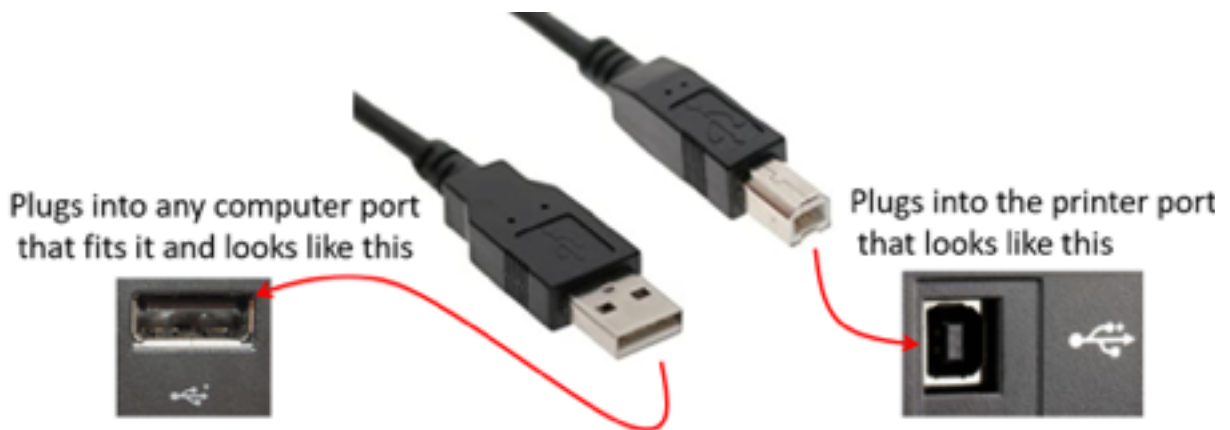
Problem: "Printer Not Found" message on the computer screen.

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.

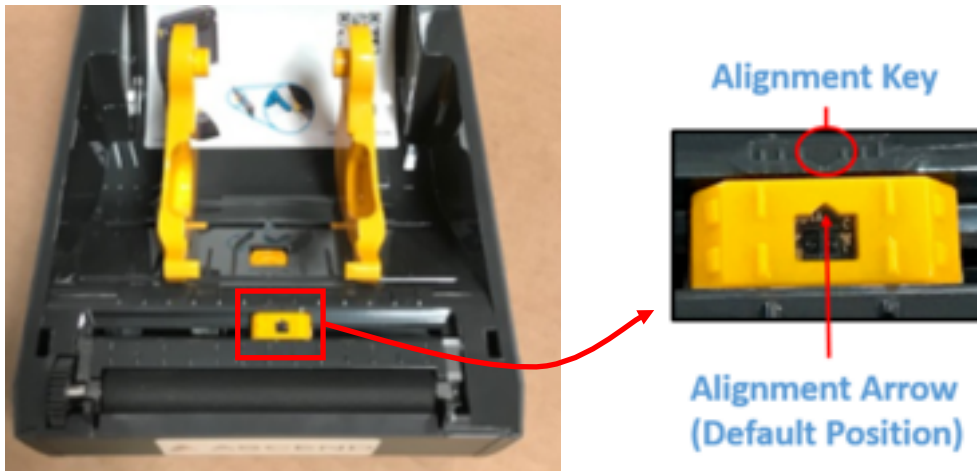
Solution 3: Make sure there are labels in the printer.

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



Problem: Blank labels keep scrolling through.

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.



Solution 2: Clean the Movable Sensor's window 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 right or there is nothing printed on the label.

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

Solution 2: Reload the print labels.



Pull the media guides apart with your free hand, place the roll of labels on the holders, and release the guides. Verify that the roll turns freely.



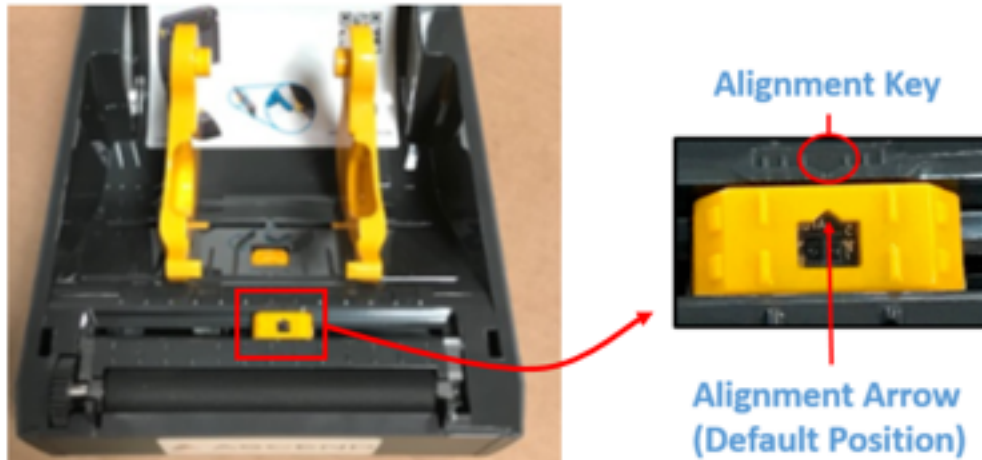
Orient the media roll so that its printing surface faces up.



Pull the labels so that they extend out of the front of the printer, with the labels facing up.

Push the labels so they are under the tabs on both media guides.

Solution 3: Lift up the labels and make sure that the Alignment Arrow on the Moveable Sensor is aligned with the Alignment Key.



Then close the lid and try printing the label.

Solution 4: 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.

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



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