ASCEND

Zebra GK420d 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: Confirm that the power supply light is on, indicating that it is providing power to the printer.

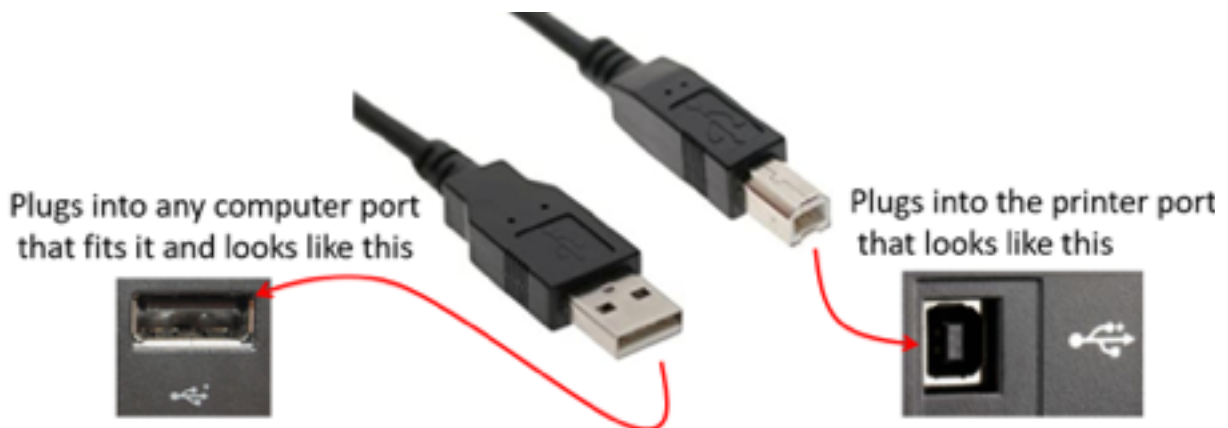**Solution 4:** Check that the cover is properly closed.

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 through.

Solution 1: Clean the sensor 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.
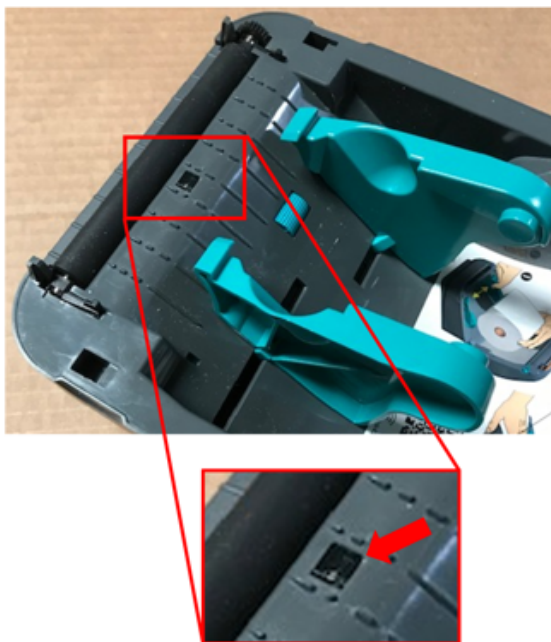
Problem: The printed image does not look right or there is nothing printed on the label.

Solution 1: Verify that only labels provided by Ascend are being used.

Solution 2: Reload the print labels by opening the media roll holders. Orient the media roll so that its printing surface faces up. 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.

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

Solution 3: Clean the print head 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.

Solution 4: Clean the print roller using an alcohol moistened swab, then use a dry swab to remove any streaks that may remain.

To remove the print roller:

1. Lift the tabs on either end of the roller
2. Lift the roller up from the roller bay.
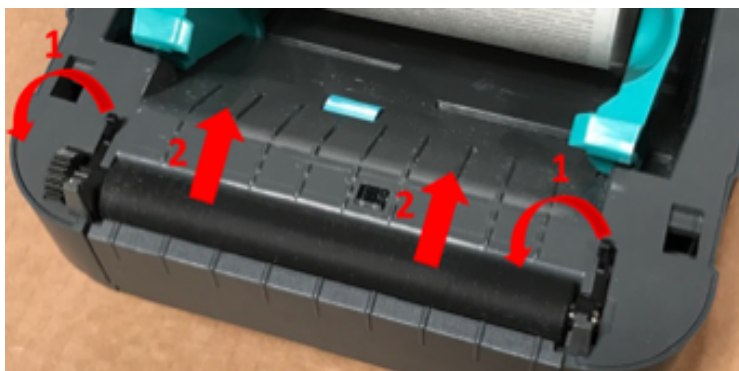
Problem: Nothing prints on the labels.

Solution 1: Make sure that the labels are loaded correctly so that the labels are under the print head and not the label backing. The labels should be loaded so that the roll of labels unrolls from the bottom, and the labels are facing up.

Solution 2: Verify that you are using only labels provided by Ascend. These are thermal labels. No ink is used in the printing process.

Problem: The media roll holders in the printer aren't the right spacing for the labels.

Solution: Roll your finger over the adjustment wheel below where the labels hang. Doing so will cause the media roll holders to move closer or further apart. Adjust to the proper distance and insert the labels so they unload from the bottom of the roll.
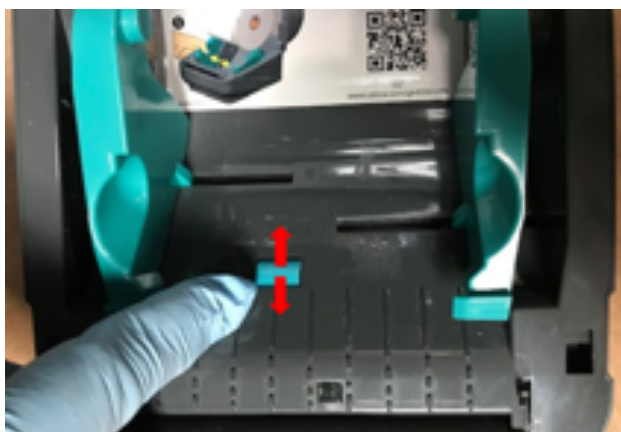
For more information, please contact Client Services at 800.800.5655, Option 1.