

# ZD100TA

Thermal Transfer Desktop Printer



**ZEBRA**

## User Guide

2025/04/23

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# Introduction

The Zebra 4-inch Desktop printers are compact label printers with essential features and options.

This document covers the ZD100ta desktop thermal-transfer printer model. For information on this model, see [zebra.com/zd100-info](https://zebra.com/zd100-info).

## 4-inch Direct Thermal Desktop Printers

The Zebra 4-inch direct thermal desktop printers are compact label printers with essential features and options.

The ZD100ta printer supports the following as applicable:

- 203 dpi: maximum print speed of 152.4mm mm/sec (6 ips or inches per second) and 101.6 mm/sec (4 ips)
- ZPL Zebra printer programming language (Not including ^CN, ^CO, ~DS, ~DT, ~HB, ~HU, ~JF, ^JH, ^KN, ^KV, ~PL, ~PM, ~PN)
- EPL Zebra printer programming language (not including fB, r, TS, U%, U\$, Y)

## Common Desktop Printer Features

Zebra desktop printers are designed for ease of use.

Feature	Description
OpenAccess design	Simplifies media loading.
Color-coded touch points for operator controls and media guides	Makes it easy to use the printer.
Single control ( <b>FEED</b> ) button and a single, multicolor status indicator	
Zebra's printer operating system (OS)	An open platform with software tools needed to integrate, manage, and maintain the printer.
Media roll support	<ul style="list-style-type: none"><li>• Outer Diameter (O.D.): Up to 127 mm (5 in.)</li><li>• Inner Diameter (I.D.) roll cores: 12.7 mm (0.5 in.), 25.4 mm (1 in.), and an optional 38.1 mm (1.5 in.) media-core adapter set.</li></ul>

Feature	Description
Half-width movable media sensor	Compatibility with a wide range of media types: <ul style="list-style-type: none"> <li>• Full and partial width black mark media and notched/slotted media—the printer can be set to center to the left side of media for printing.</li> <li>• Label gap/web media—the printer features a center-position transmissivity sensor.</li> </ul>
Font support	<ul style="list-style-type: none"> <li>• On-the-fly OpenType and TrueType font scaling and import.</li> <li>• Unicode</li> <li>• Resident scalable font (Swiss 721 Latin 1 font)</li> <li>• A selection of resident bitmap fonts.</li> </ul>
Backwards-compatibility focused technology	Eases printer replacement. <ul style="list-style-type: none"> <li>• Drop-in replacement of legacy Zebra desktop printers.</li> <li>• Accepts both EPL and ZPL programming language instructions.</li> </ul>
Universal Serial Bus (USB) 2.0 interface	For convenient connectivity.
Zebra global printing solution	Supports the following: <ul style="list-style-type: none"> <li>• Microsoft Windows keyboard encoding (and ANSI), Unicode UTF-8 and UTF-16 (Unicode Transformation Formats).</li> <li>• XML</li> <li>• ASCII (7-bit and 8-bit used by legacy programs and systems), basic single- and double-byte font encoding.</li> <li>• JIS and Shift-JIS (Japanese International Standards)</li> <li>• Hexadecimal encoding</li> <li>• Custom character mapping (DAT table creation, font linking, and character remapping).</li> <li>• For China only: Printers have the Simplified Chinese SimSun and CSong fonts pre-installed.</li> </ul>
Minimum of 4 MB of internal (E : \) printer memory	Stores forms, fonts, and graphics.

## 4-Inch Desktop Printer Options

Your printer's functionality can be expanded using these options.

Feature	Description
Media core adapter kit	Includes adapters for media rolls with Outer Diameters (O.D.) up to 127 mm (5 in.), and 38.1 mm (1.5 in.) I.D. media cores.
Asian language support	Features printer configuration options for the large Simplified and Traditional Chinese, or Korean character sets.

## Zebra Label Printing Solution

Your printer is only one of three parts of your printing solution. To print, you will also need print media and software.

The printer can operate in standalone mode. It does not have to be connected to other devices or systems to print.

Compatible media	<p>You can use thermal transfer ribbon rolls along with thermal transfer media, or direct thermal media, with this printer.</p> <p>Media may be labels, tags, tickets, receipt paper, fanfold stacks, tamper-proof labels, etc. depending on your printing needs.</p> <p>Use information from <a href="https://zebra.com/supplies">zebra.com/supplies</a> or from your reseller to identify and procure media for your specific use cases.</p>
Software <ul style="list-style-type: none"> <li>• Printer drivers</li> <li>• Printer programming utilities</li> <li>• Applications (such as for label design)</li> </ul>	<p>Use these drivers and applications to configure and manage your printer and your print jobs from a central device such as a PC or laptop.</p> <p>For information on installing the drivers, see <a href="#">Installing the Windows Printer Drivers</a> on page 57.</p> <p>You can use ZebraDesigner—a free application for Windows PC operating systems—to design simple labels and forms. It is available to download from <a href="https://zebra.com">zebra.com</a>.</p>

## Modes of Printing

Your printer supports several modes and media configurations.

Mode	Description
Direct Thermal printing	Uses heat-sensitive media to print. (When setting this mode, use media that supports this mode of printing. See <a href="#">Determining Thermal Media Types</a> on page 96.)
Thermal Transfer printing	Requires ribbon rolls to print. While printing, heat and pressure transfer ink from the ribbon to the media. (When setting this mode, use media that supports this mode of printing. See <a href="#">Determining Thermal Media Types</a> on page 96.)
Standard tear-off mode	Allows you to tear off each label or to batch-print a strip of labels and tear them off after the printer has printed.
Standalone operation	The printer can print an auto-running label format or form (programming based) without being directly connected to another device (such as a computer).

## Unpacking and Inspecting the Printer

When you receive the printer, immediately unpack it and inspect for shipping damage. Also make sure the package includes all the parts.

See the support resources page for your printer at [zebra.com/zd100-info](https://zebra.com/zd100-info) for videos on how to pack and unpack your printer.

1. Save all packing materials.

2. Check all exterior surfaces for damage.
3. Open the printer (see [Opening and Closing the Printer](#) on page 7) and inspect the media compartment for loose or damaged components.
4. If you discover shipping damage on inspecting the printer:
  - a) Immediately notify the shipping company and file a damage report.

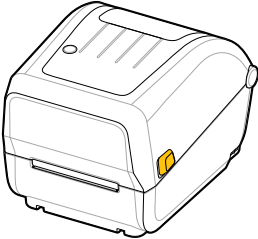
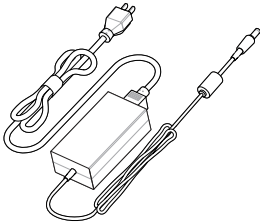

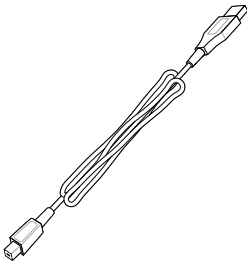
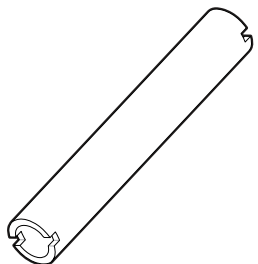
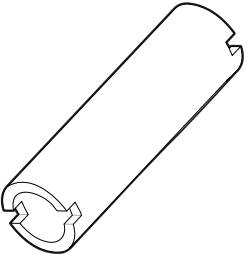
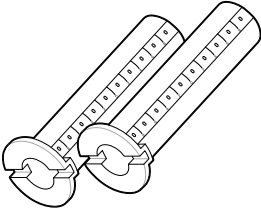


**NOTE:** Zebra Technologies Corporation is not responsible for any damage to the printer incurred during shipment, and will not cover the repair of this damage under its warranty policy.

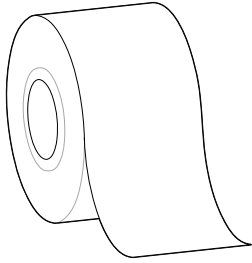
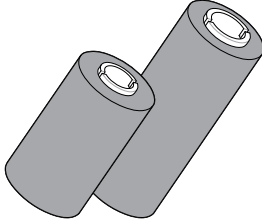
- b) Keep all packaging material for shipping-company inspection.
- c) Notify your authorized Zebra reseller promptly.

## What's in the Box?

After unpacking and inspecting the printer, make sure you have all parts listed here. Familiarize yourself with the printer hardware so you can follow the instructions in this guide.

			
Printer	Power supply with attached power cord	Printer documentation	USB cable
			
Empty 74-meter starter ribbon core	Empty 300-meter starter ribbon core	Non-Zebra 300-meter ribbon adapters	

Not included in the box are:

	
Print media	Transfer ribbon
Media and ribbon can be ordered from <a href="https://zebra.com/supplies">zebra.com/supplies</a> .	

## Opening and Closing the Printer

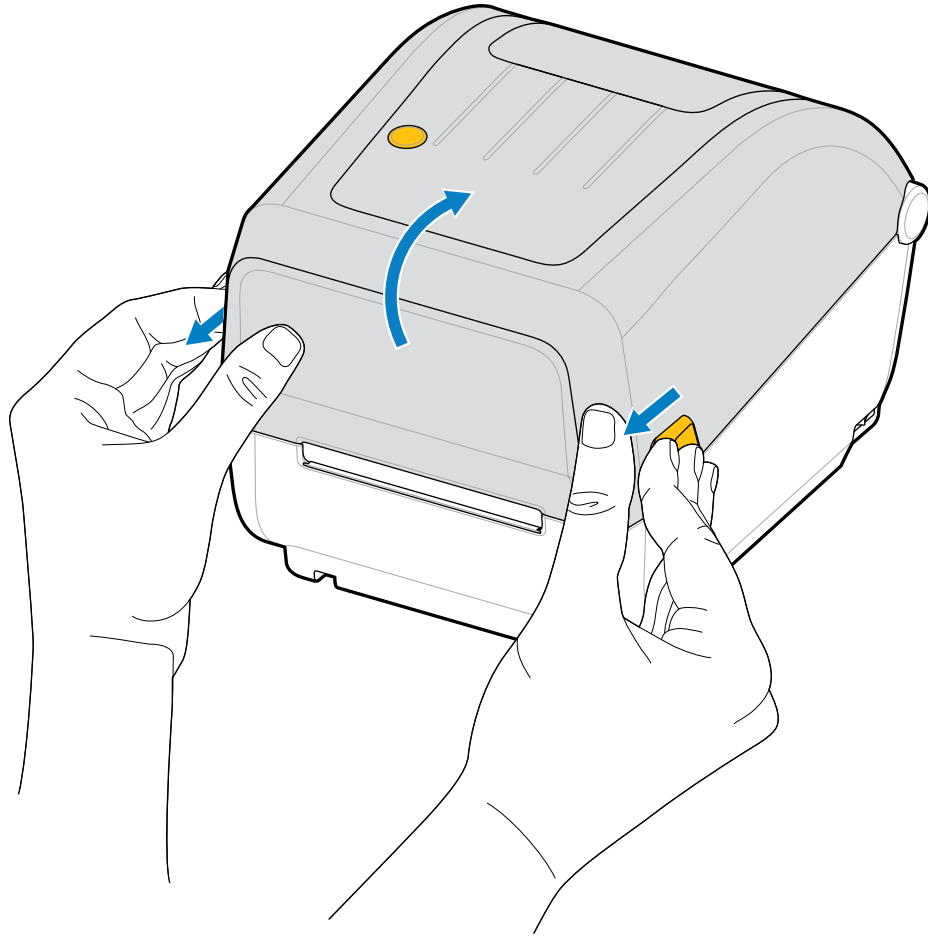
Follow these instructions to open the printer and access the media compartment.

1. Pull the release latches towards you, then lift the cover.



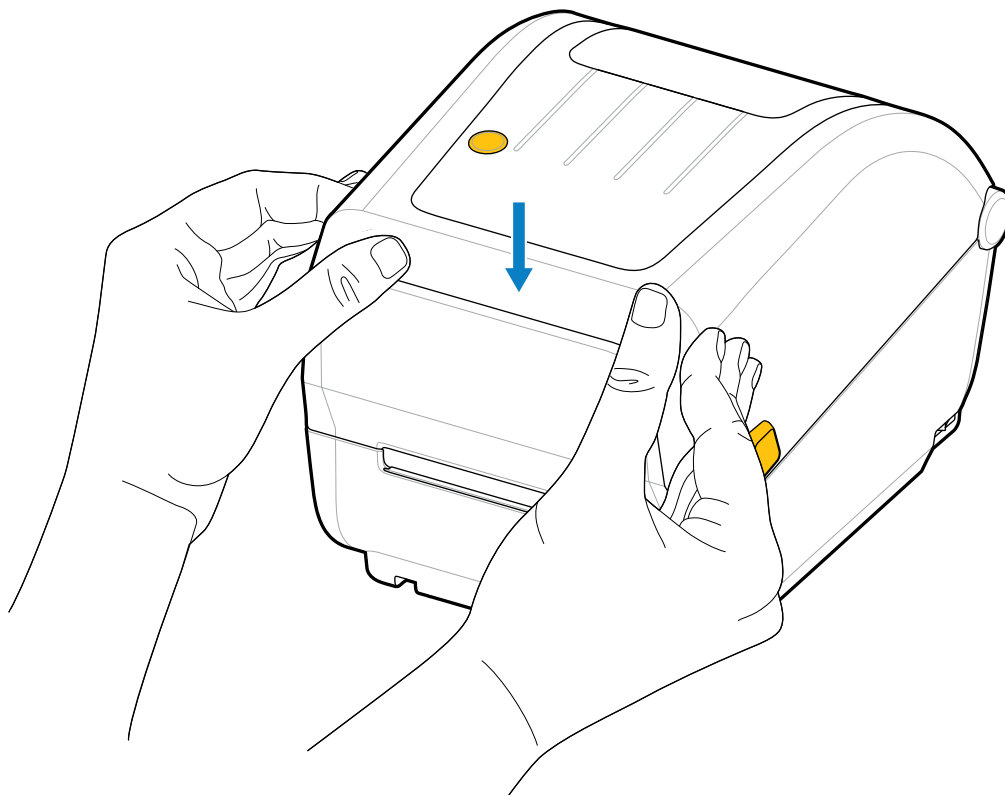
**CAUTION—ESD:** The discharge of electrostatic energy—which tends to accumulate on the surface of the human body or other surfaces—can damage or destroy the printhead and other

electronic components used in this device. You **MUST** observe static-safe procedures when working with the printhead and the electronic components located under the top cover.





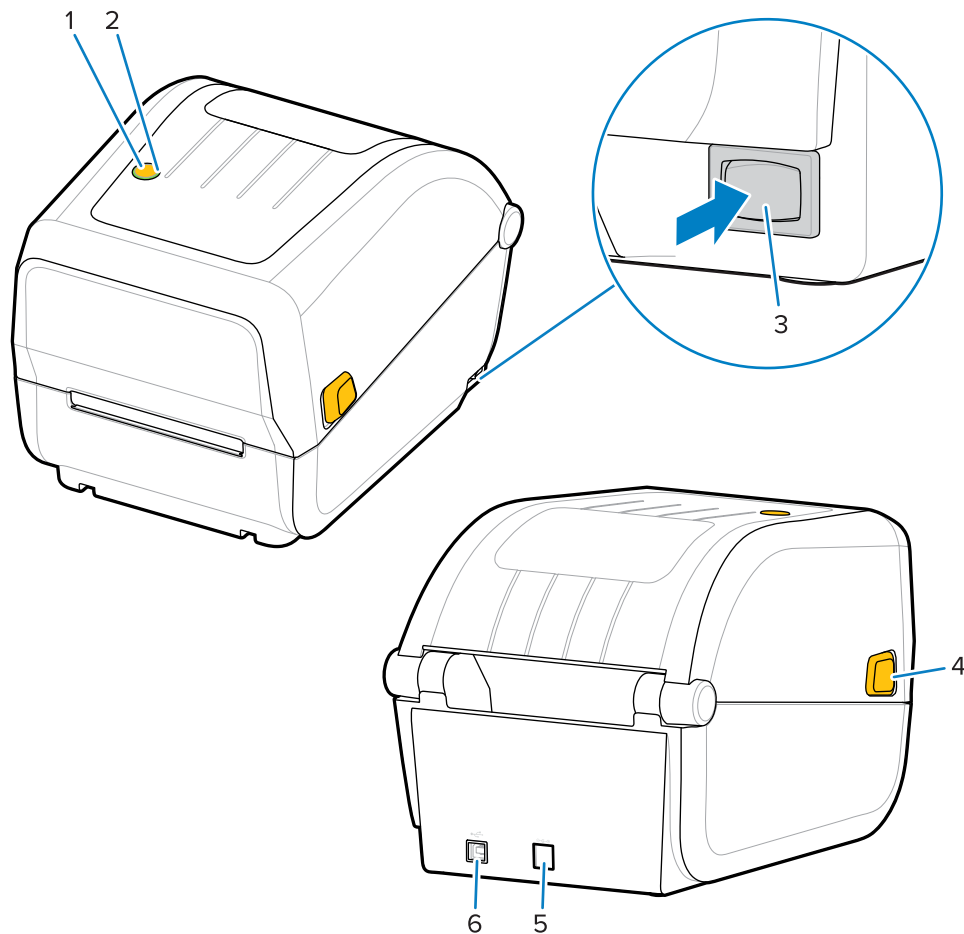
2. To close the printer, lower the top cover, then press down in the middle of the cover (located in the front of the printer) until the cover snaps closed.



# Printer Features

This section will help you identify the external and internal features of your printer.

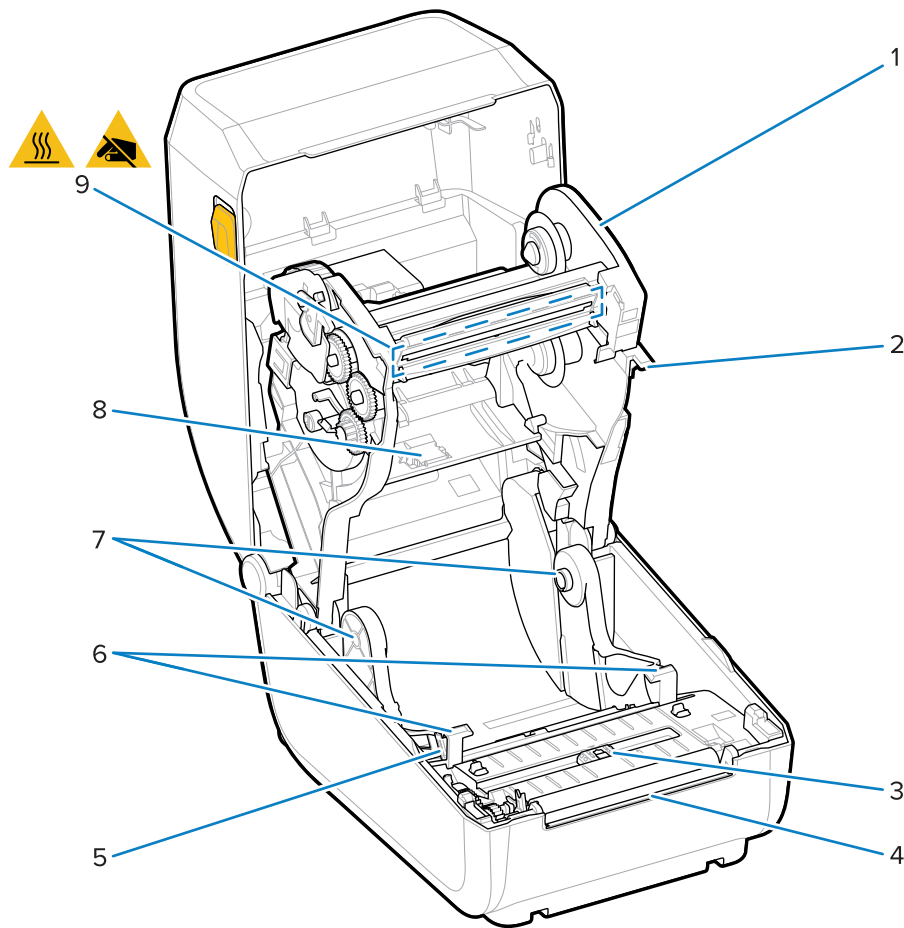
For more information about your printer, see [zebra.com/zd100-info](https://zebra.com/zd100-info).



1	<b>FEED</b> button (see <a href="#">FEED (Advance) Button</a> on page 16)
2	Status indicator (see <a href="#">Status Indicator</a> on page 15)
3	<b>Power</b> button (see <a href="#">POWER Button</a> on page 15)


4	Release latch
5	DC power receptacle
6	Interface access
7	Fanfold media entry slot
8	Release latch

## Inside the Dual-Capacity Ribbon-Roll Printer

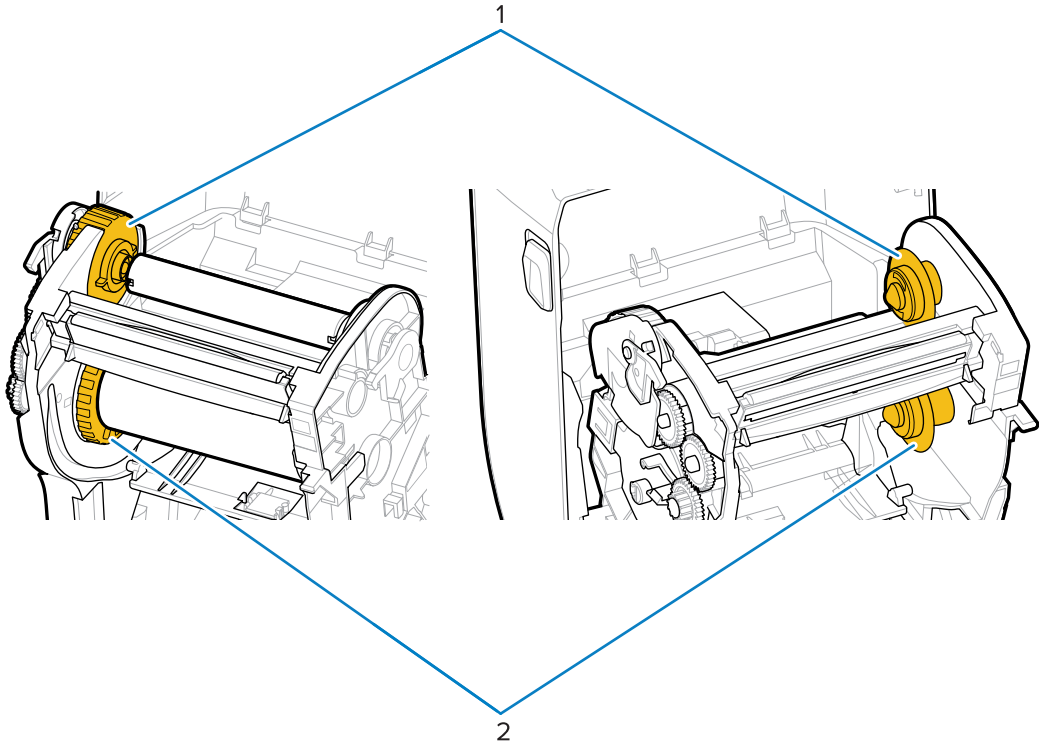


1	Ribbon carriage
2	Head open trigger
3	Movable sensor (black mark and lower web-gap)
4	Platen (drive) roller
5	Media guide stop
6	Media guides
7	Roll holders

8	Upper web (gap) sensor (other side)
9	Printhead

 **CAUTION:** The printhead becomes hot while printing. To protect from damaging the printhead and risk of personal injury, avoid touching the printhead.

**Figure 1** Dual Capacity Ribbon Chassis – Ribbon Roll Holders



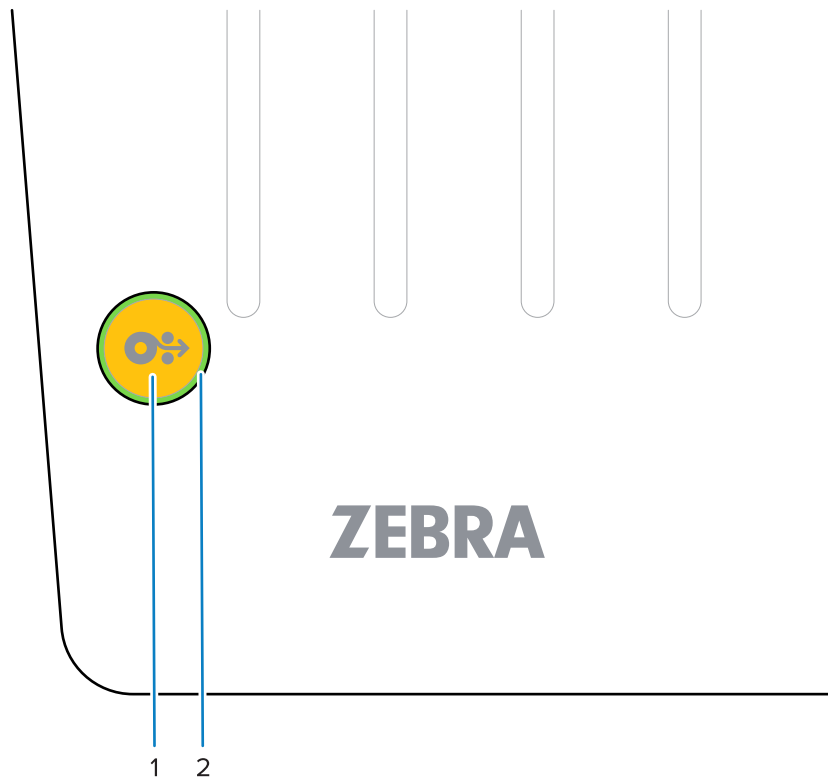
1	Take-up spindles (empty roll core for used ribbon)
2	Supply spindles (new ribbon rolls go here)



# Controls and Indicators

The user controls are located on top of the printer and towards the front. Use this interface to perform basic printer control functions and to determine printer status.

## User Interface

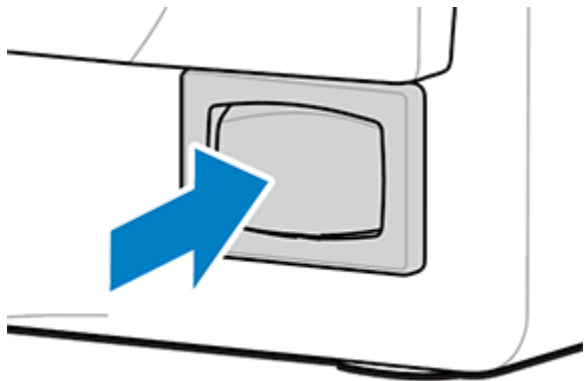
Your desktop printer's user interface is designed to help you easily operate your printer.



	Interface control	Description
1	<p>Feed button</p>  <p>Single multi-functional <b>FEED</b> (Advance) button (for more information, see <a href="#">FEED (Advance) Button</a> on page 16)</p>	<p>Either individually or in combination, and in tandem with the color and state of the STATUS indicator, the <b>Power</b> button and the <b>FEED</b> button are designed to help you perform a range of routine printer tasks which include:</p> <ul style="list-style-type: none"> <li>• calibrating the media (labels, paper, tags, etc.)</li> <li>• printing a configuration report</li> <li>• resetting printer settings to their defaults</li> <li>• entering 'Forced' firmware download mode</li> <li>• entering and exiting diagnostic (DUMP) mode to debug printer programming and communications</li> </ul> <p> <b>NOTE:</b> This button is modal—what happens when you press the buttons depends on what the printer is doing at the time.</p>
2	<p>Status indicator (tricolor, encircles the feed button)</p> <p>See <a href="#">Status Indicator</a> on page 15 for information on how to interpret the Status Indicator state and color.</p>	<p>Indicates the printer's operating status and a range of printer conditions using state and color (such as when the printer runs out of media).</p> <p>The state of the indicator can be:</p> <ul style="list-style-type: none"> <li>• on (lit)</li> <li>• off (not lit)</li> <li>• blinking (off and on) and alternating between colors in a variety of patterns</li> </ul> <p>The color can be:</p> <ul style="list-style-type: none"> <li>• Green—ready or functioning</li> <li>• Amber (orange/yellow)—for busy or active process (boot-up, over-temperature cooling cycle, etc.).</li> <li>• Red—needs attention</li> </ul>

POWER Button

This button turns the printer power ON and OFF.





Power ON	<p>Press the POWER button (located on the right rear of the printer).</p> <ul style="list-style-type: none"><li>• The printer will power up.</li><li>• The STATUS Indicator light turns amber when the printer performs self-diagnostics, configuration checks, and integration of optional components. This process will take several seconds to complete.</li><li>• The STATUS Indicator will turn solid green—or flashing green— indicating the printer is ready for normal print operations.</li></ul>
Power OFF / Shutdown	<p>Press the POWER button (on the right rear of the printer). The printer will turn OFF.</p>





Status Indicator

The STATUS indicator provides information about the printer's basic health and operational status, including powered-up and powered-down states.

The STATUS indicator encircles the **FEED** button.

Familiarize yourself with these printer indicator conditions and what they mean:

This condition...	Indicates...
<p>Green</p>  <p>0 Sec    1 Sec    2 Sec    3 Sec</p>	<p>The printer is READY for print and data activity.</p>
<p>Flashing Green</p>  <p>0 Sec    1 Sec    2 Sec    3 Sec</p>	<p>Normal Operation—Printer may be COMMUNICATING or PROCESSING data.</p>


This condition...	Indicates...
<p>Double Flashing Green—two short flashes followed by one long flash</p>  <p>0 Sec      1 Sec      2 Sec      3 Sec</p>	<p>The printer is PAUSED.</p>
<p>Flashing Red</p>  <p>0 Sec      1 Sec      2 Sec      3 Sec</p>	<p>Media Alert—The printer is:</p> <ul style="list-style-type: none"> <li>• open</li> <li>• out of media (ribbon, paper, labels, tags, etc.)</li> <li>• unable to sense the loaded media</li> </ul>
<p>Flashing Amber</p>  <p>0 Sec      1 Sec      2 Sec      3 Sec</p>	<p>Over Temp—The printhead is over temperature and must cool to resume printing.</p>
<p>Flashing Red-Red-Off-Off-Red-Red-Off-Off-Green-Green-Off-Off</p>  <p>0 sec      1 sec      2 sec      3 sec</p>	<p>Critical Over Temp—The printhead or motor has failed. Critical Over Temp—The printhead has failed.</p>

For information on how to interpret and troubleshoot error conditions, see [Troubleshooting](#) on page 83.

## FEED (Advance) Button

The **FEED** button is a multi-function button used to feed labels, reprint the last label, pause printing, and return the printer to normal operation after a pause.



Feed one label	To advance the media by one blank form or format (one label, receipt, tag, ticket, etc.), wait for the printer to stop printing. Press the <b>FEED</b> button, and release it within two seconds.
Reprint last label	<p>To activate the Enable Reprint feature, send the printer an SGD command ( <code>ezpl.reprint_mode</code> OR the ZPL <code>^JJ</code> command parameters <code>D</code> and <code>E</code>), then use the <b>FEED</b> button as the 'applicator signal'.</p> <p>This enables a reprint of a failed media print. If the printer runs out of media (paper, labels, etc.), it can reprint the last label (print form/format) from its print storage buffer as described above.</p> <p> <b>NOTE:</b> Do NOT turn printer power off or reset the printer if you want to reprint. These actions clear the print buffer.</p>

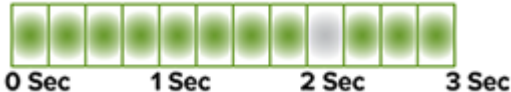




Stop print activities and place the printer into a PAUSE state	Press the <b>FEED</b> button while printing. The printer will finish printing the label it is printing before it enters a PAUSE state.
Return the printer to normal operation after the first three actions above	Press the <b>FEED</b> button while in the PAUSE state. If the printer is printing a multi-label (form/format) job or if another job is waiting in the print queue, the printer will resume printing.
Initialize <b>FEED</b> button modes	You can access these advanced-operation <b>FEED</b> button modes by pressing the button for longer than two seconds. (See <a href="#">FEED Button Modes – Power ON</a> on page 17 and <a href="#">FEED Button Modes – Power OFF</a> on page 18.)

## FEED Button Modes – Power ON

This is the first of two advanced function sets accessible through the operation of the **FEED** button. (The other is **FEED** Button Mode - Power OFF.) By noting changes in the state and color of the STATUS indicator light — specifically the patterns of these changes — you can access the Power ON modes used to configure and set up the printer.

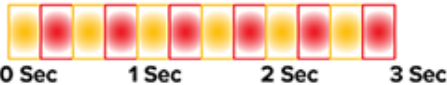






To access advanced operation Power ON modes, ensure the printer is ON and ready to print (STATUS indicator is lit up green). Then follow these instructions:

To...	Press and hold the FEED button for two seconds, then immediately release it and follow these instructions:	Result
Print a configuration report...	 <p>Wait for one flash of the STATUS indicator, then release the <b>FEED</b> button.</p>	The printer prints a Configuration Report and exits Advanced Mode.
Calibrate the installed media (labels, paper, tags, etc.) using the Smart Cal routine and set the media-sensing parameters...	 <p>Continue holding the <b>FEED</b> button until the STATUS indicator flashes two times, then release the button.</p>	The printer begins measuring media, sets the start of the media position, and exits Advanced mode.
Reset the printer to factory defaults...	 <p>Continue holding the <b>FEED</b> button until the STATUS indicator flashes three times, then release the button.</p>	The printer resets to factory defaults (same result as after issuing the ZPL ^JUN command) and exits Advanced mode.
Return the printer to normal operating mode...	Release the <b>FEED</b> button two or more seconds after the third flash sequence.	The printer exits Advanced mode and returns to normal operating mode.

## FEED Button Modes – Power OFF

This is the second of two advanced function sets of the **FEED** button. (The other is **FEED** Button Mode – Power ON.) By noting changes in the state and color of the STATUS indicator light — specifically the patterns of these changes — you can use the Power OFF modes to update and troubleshoot the printer.

To access the advanced operation Power OFF options, ensure the printer is turned ON and a roll of media is loaded. Then follow these instructions:

To...	Press and hold the FEED button and follow these instructions:	Result
Enter Forced Download mode...	<p>Wait until the STATUS indicator alternates between amber and red, then release the <b>FEED</b> button.</p>  <p>Waiting</p>  <p>Data transferring</p>  <p>Booting up</p>  <p>Ready – Firmware updated</p>	<p>The printer waits for data to begin downloading the printer firmware file.</p> <p> <b>NOTE:</b> Your printer firmware may be configured to calibrate to the installed media and print a Configuration Report.</p>
Boot up the printer in normal mode...	<p>Continue holding the <b>FEED</b> button for three seconds, then release the button when the STATUS indicator turns amber.</p>  <p>Booting up</p>  <p>Ready</p>	<p>The printer boots up normally.</p>

To...	Press and hold the <b>FEED</b> button and follow these instructions:	Result
Enter Data Diagnostics Mode...	Continue holding the <b>FEED</b> button for at least three seconds before releasing it.	<p>The printer boots up into Diagnostic (Hex Data Dump) mode and prints the following:</p> <pre>***** *  Entering Diag Mode  * *****</pre> <p>See <a href="#">Diagnosing Communication Issues</a> on page 91.</p>
To return to Normal Operating mode...	<p>Two or more seconds after leaving Data Diagnostic Mode (as discussed above), release the <b>FEED</b> button.</p> <p>Alternatively, after the STATUS indicator turns green, hold the <b>FEED</b> button down for five or more seconds.</p>	The printer returns to normal operating mode.

# Setup

The printer setup process is comprised of two phases: hardware setup and host system (software/driver) setup. This section covers how to set up the physical hardware setup to print your first label.

## Setting Up the Printer (Process Overview)

1. Place the printer in a safe location with access to power and where you can connect the USB cable to the system.
2. Attach the printer and power supply to a grounded AC power source.
3. Select and prepare media for your printer.
4. Load the media (see [Media Types and Sensing](#) on page 23).
5. Power ON the printer (see [POWER Button](#) on page 15).
6. Run a SmartCal Media calibration to calibrate the printer to the media (see [Running a SmartCal Media Calibration](#) on page 43).
7. Print a Configuration Report to verify basic printer operation (see [Test Printing with the Configuration Report](#) on page 44).
8. Turn printer power OFF.
9. Choose a method to set up device-to-printer communications. The available connection is USB port.
10. If using a physical connection, attach the printer cable to the network or host system with the printer powered OFF.




**NOTE:** Wait to turn printer power ON. Install the drivers first using the Zebra Setup Utilities (see [Setup for Windows OS](#) on page 57 for details). The setup utility will prompt you to turn printer power ON at the appropriate juncture in the setup process. If you connected the central device to the printer and turned printer power ON before installing the drivers, see [What To Do If You Forget to Install the Printer Drivers First](#).

11. Begin the second phase of the printer setup, typically [Setup for Windows OS](#) on page 57.

## Select a Location for the Printer

For optimal print operations, ensure that the printer and media location is clean with moderate temperatures.

Select a location for the printer that meets these conditions.

Condition	Description
Surface	Must be solid, level, and of sufficient size and strength to hold the printer with media.
Space	<p>The operating location for the printer must include enough space to open the printer (for media access and cleaning) and enable access to connectivity and power cords. Leave open space on all sides of the printer to allow for proper ventilation and cooling.</p> <p> <b>IMPORTANT:</b> Do not place any padding or cushioning material under or around the base of the printer, as this will restrict airflow and could cause the printer to overheat.</p>
Power	Situate the printer within easy access of a power outlet.
Data communication interfaces	Ensure that cabling does NOT exceed the maximum distance specified by the communication protocol standard or product data sheet for this printer.
Data cables	Cables should not be routed with or near power cords or conduits, fluorescent lighting, transformers, microwave ovens, motors or other sources of electrical noise and interference. These interference sources may cause problems with communications, host system operation, and printer functionality.
Operating conditions	<p>Your printer is designed to function in a wide range of environments.</p> <ul style="list-style-type: none"> <li>• Operational temperature: 5°C to 41°C (40°F to 105°F)</li> <li>• Operational humidity: 10% to 90% non-condensing</li> <li>• Non-operational temperature: -40°C to 60°C ( -40°F to 140°F)</li> <li>• Non-operational humidity: 5% to 85% non-condensing</li> </ul>

## Attaching Power

Use this procedure to connect power to the printer.



**CAUTION:** NEVER operate the printer and power supply in an area where they can get wet. Serious personal injury could result!



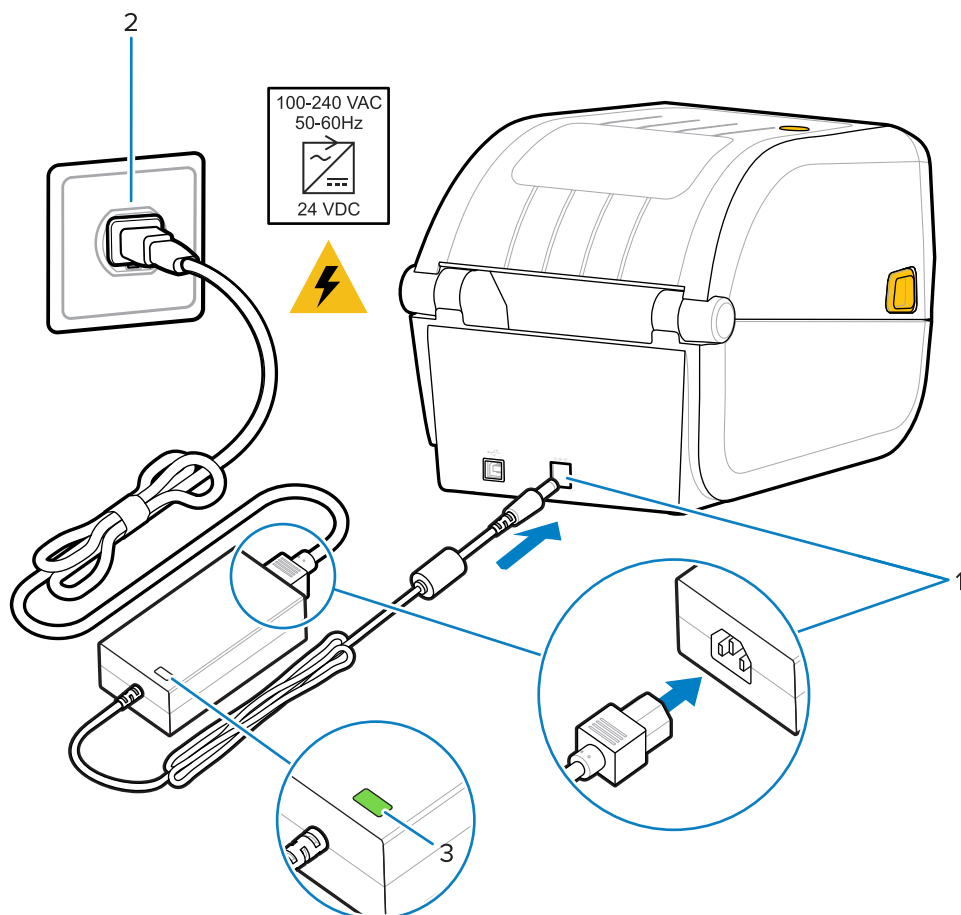
**IMPORTANT:** Use ONLY the appropriate power cord with a three-prong plug and an IEC 60320-C13 connector at all times. The power cords MUST bear the relevant certification mark of the country in which the product is being used.



**NOTE:** Set up your printer so that you can handle the power cord easily if needed. Some setup or troubleshooting tasks may instruct you to switch printer power OFF. Separate the power cord from the power supply receptacle or AC electrical outlet to make certain the printer cannot carry electrical current.

1. Plug the power supply into the printer's DC power receptacle.
2. Insert the AC power cord into the power supply.
3. Plug the other end of the AC power cord into an appropriate AC electrical outlet. (The AC-outlet end of the power cord's plug type can vary by region.)

The active power light will turn on green if power is on at the AC outlet.



## Media Preparation for Printing

Purchase media that will suit your printing needs. Media does not ship with the printer.

You can use labels, tags, tickets, receipt paper, fanfold stacks, tamper-proof labels or other print media formats. Use the Zebra website, or your reseller may be able to help you select the right media for your intended printing application.

To procure media that is specifically designed for use with your Zebra printer, go to [zebra.com/supplies](https://zebra.com/supplies).

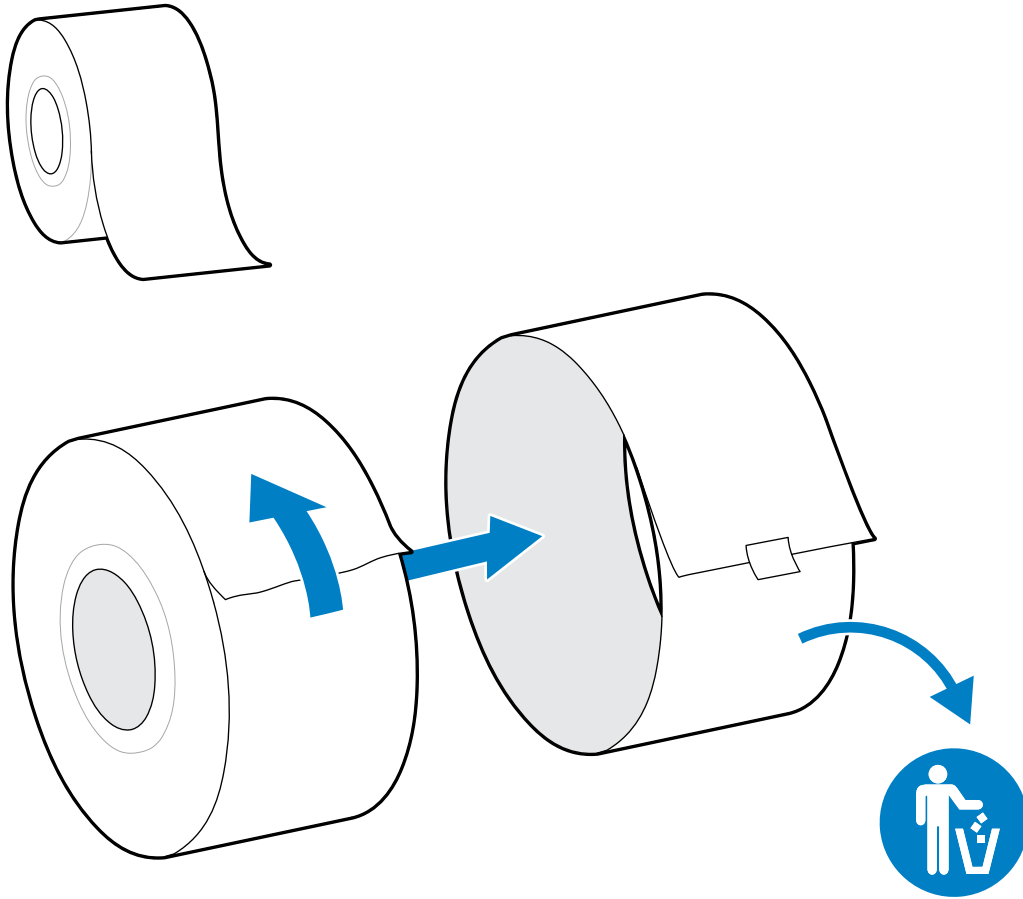
During setup, use the same media that you would use for normal printer operation. This will help you identify any setup or real-life application issues so you can address them right at the start.

## Preparing and Handling Media

Careful handling and storage of your media are important to maximize print quality. If the media becomes contaminated or dirty, it can damage the printer and cause defects in the printed image, such as voids, streaks, discoloration, and compromised adhesive.



**IMPORTANT:** . To reduce the possibility of contaminants transferring from the media onto the printhead while printing, remove the outside layer of the media roll or stack.



## Media Storage Guidelines

Follow these media storage guidelines for optimal print output.

- Store media in a clean, dry, cool, dark area.



**NOTE:** Direct thermal media is chemically treated to be heat-sensitive. Exposure to direct sunlight or heat sources may damage the media.

- Do NOT store media with chemicals or cleaning products.
- Leave media in its protective packaging and remove the packaging only before use.
- Many media types and label adhesives have a shelf life or expiration date. Always use the oldest viable (non-expired) media first.

## Media Types and Sensing

Use the information in this section to understand various print media options and media sensing types.

Your printer supports three basic types of media:

Continuous media	Used for items like receipts. It has no marks to define print length.
------------------	---

Marked media	Includes black lines, black marks, notches, or holes to define the print length for each printed item.
Label media	Uses the sensor to look through the media backing (liner) to detect the beginning and end of labels on the roll.

The printer uses two sensing methods to accommodate the range of media it supports:

Center area transmissive sensing	For continuous media and gap/web label media.
Half-width movable (reflective) sensing	Used to determine print format (length) using the black marks, black lines, notches, or holes present on the media.

## Setting Media Sensing by Media Type

Your printer's media-sensing settings must match the type of media you use. Sensing is automatic for some media types. The sensor can be aligned for others.

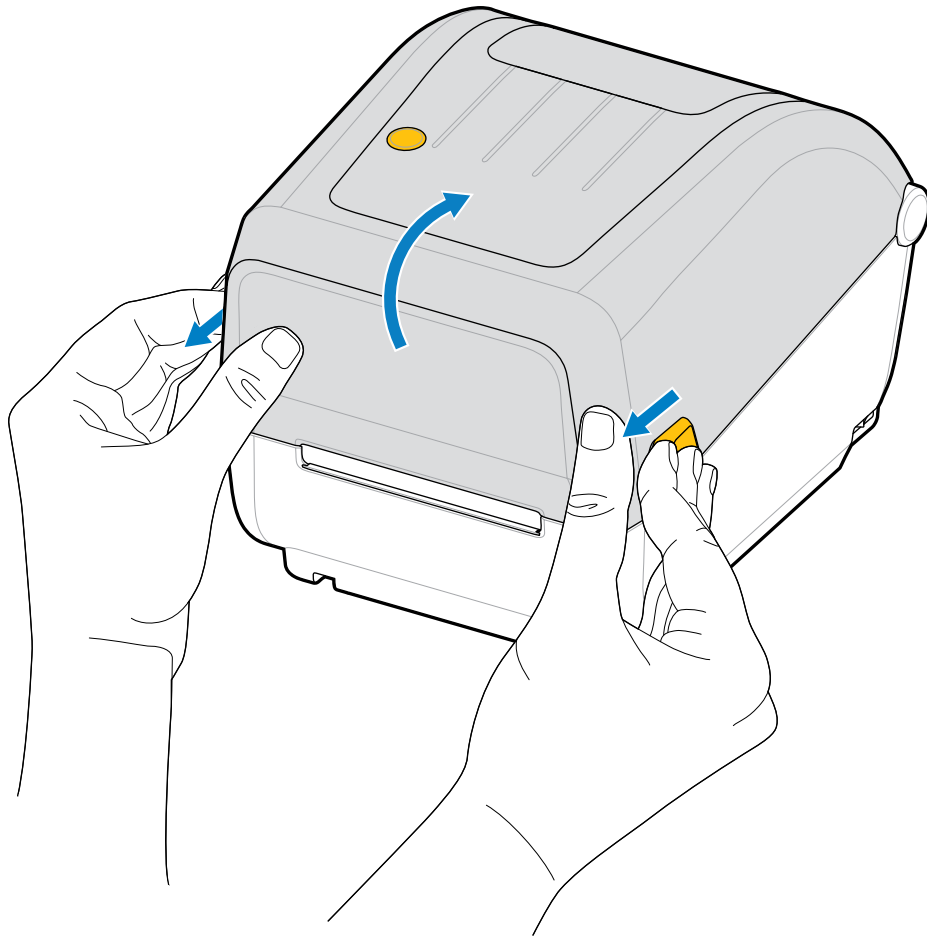
For web/gap media	The printer senses the differences between the label and the liner to determine the print format length.
For continuous roll media	The printer senses only the media's characteristics. The print format's length is set through programming (using a driver or software), or based on the last stored form's length.
For black mark media	The printer senses the beginning of the mark and the distance to the start of the next black mark to measure the print format length.
For other common media and setting variations	Do one of the following depending on the media you plan to use: <ul style="list-style-type: none"> <li>Load the media (see <a href="#">Loading Media</a> on page 24).</li> <li>Follow the steps in <a href="#">Printing on Fanfold Media</a> on page 67.</li> </ul>

## Loading Media

This procedure works for Tear-Off (standard bezel).



1. Open the printer. Pull the release latch levers toward the front of the printer.

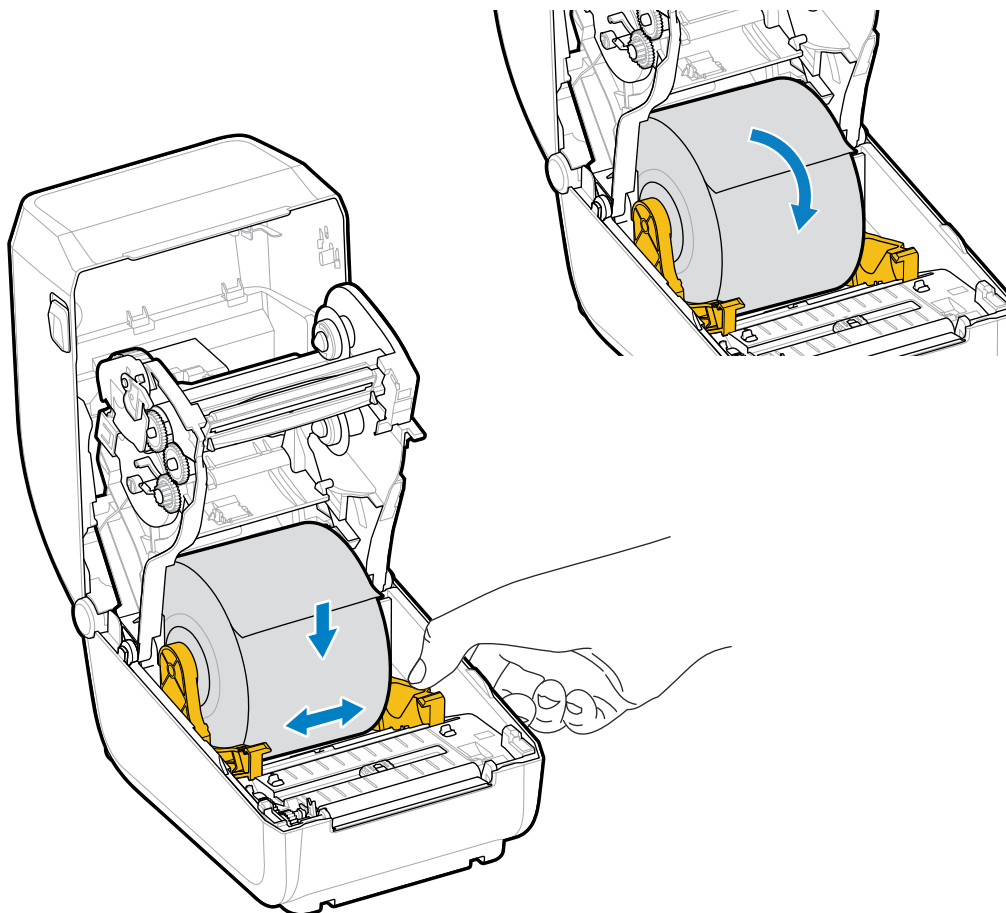


2. Open the media roll holders.
3. With one hand, orient the media roll so that its printing surface will face up as it passes over the platen (drive) roller.
4. Use your free hand to pull the media guides open.

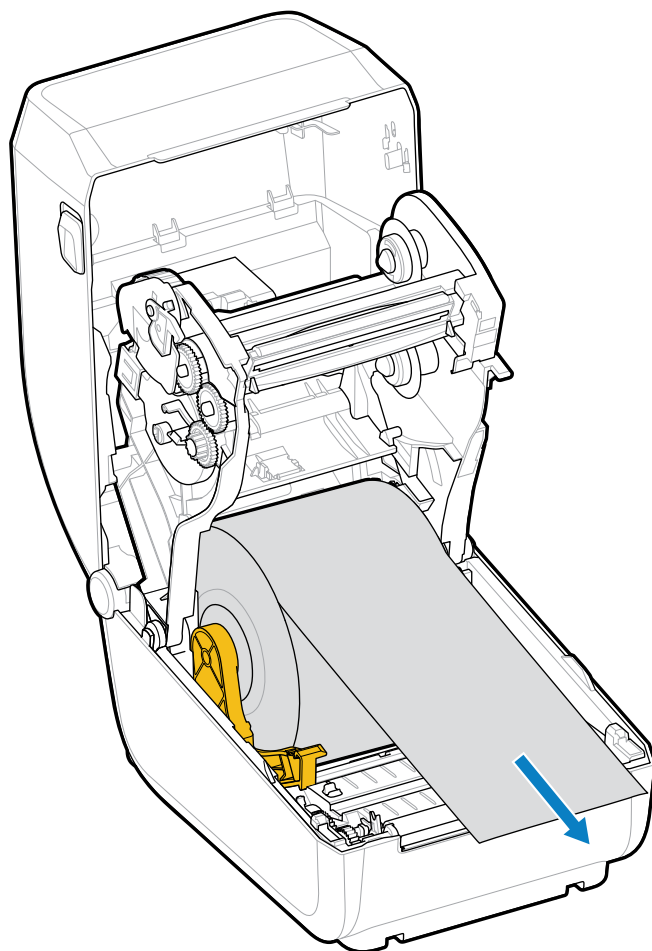
5. Place the media roll on the roll holders and release the guides. Make sure that the roll turns freely.



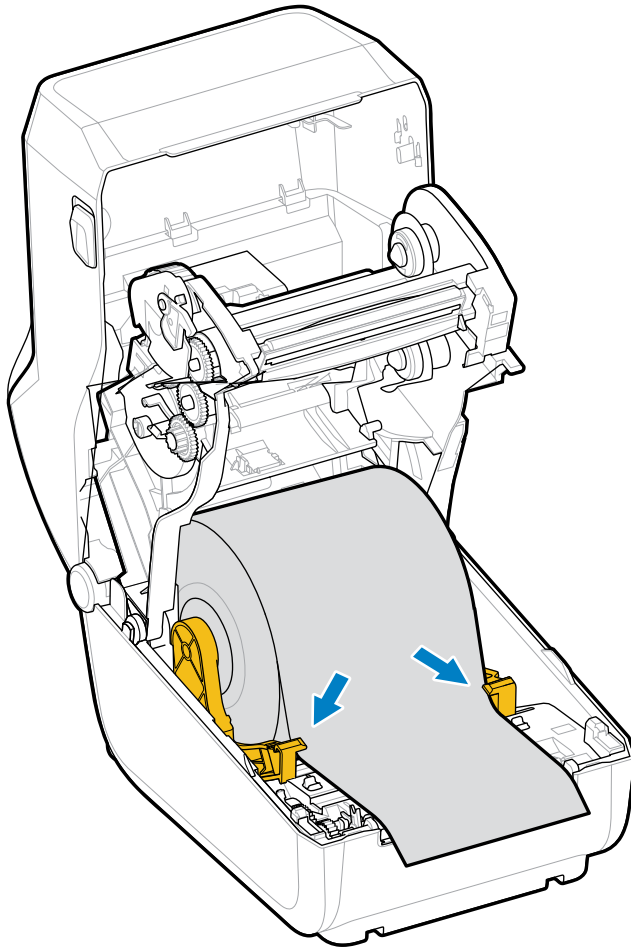
**NOTE:** Make sure the roll is NOT resting on the bottom of the media compartment.



6. Pull the media so that it extends out of the front of the printer.



7. Push the media under both of the media guides.



8. Flip the media up and align the movable media sensor as appropriate for your media type.

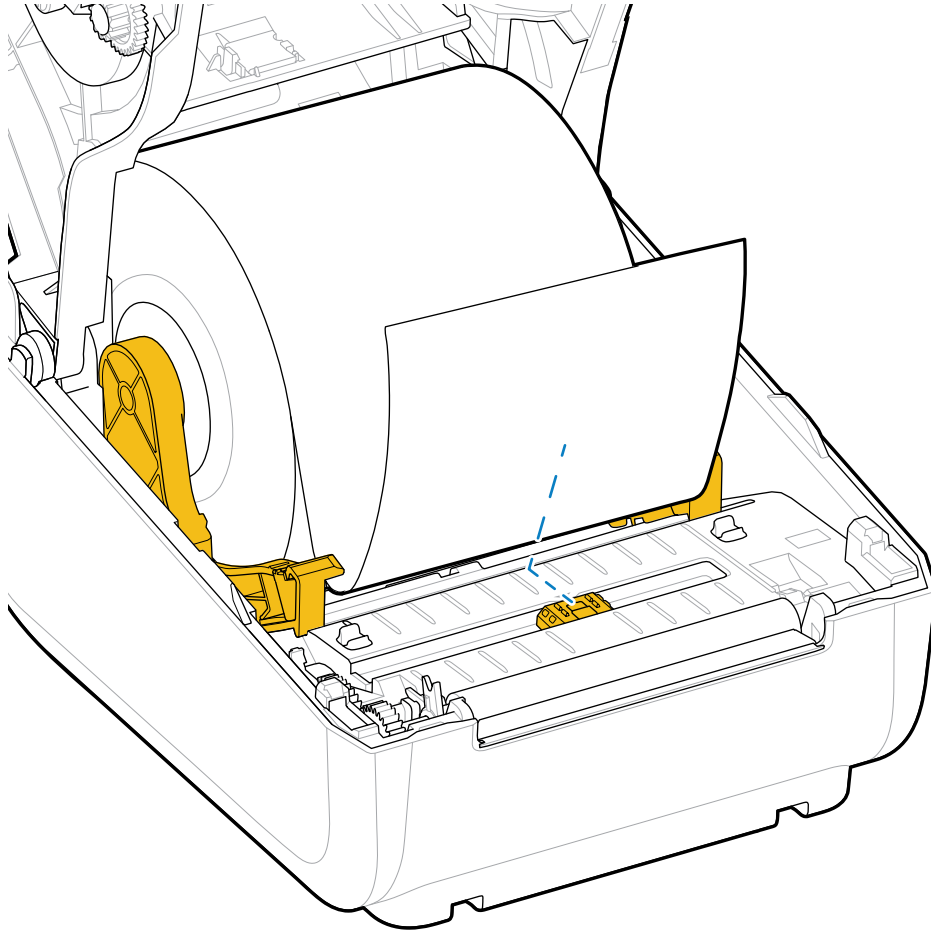
For continuous roll receipt-type media and for label media without black marks or notches...	Align the media to the default center position.
--	---

## Setup

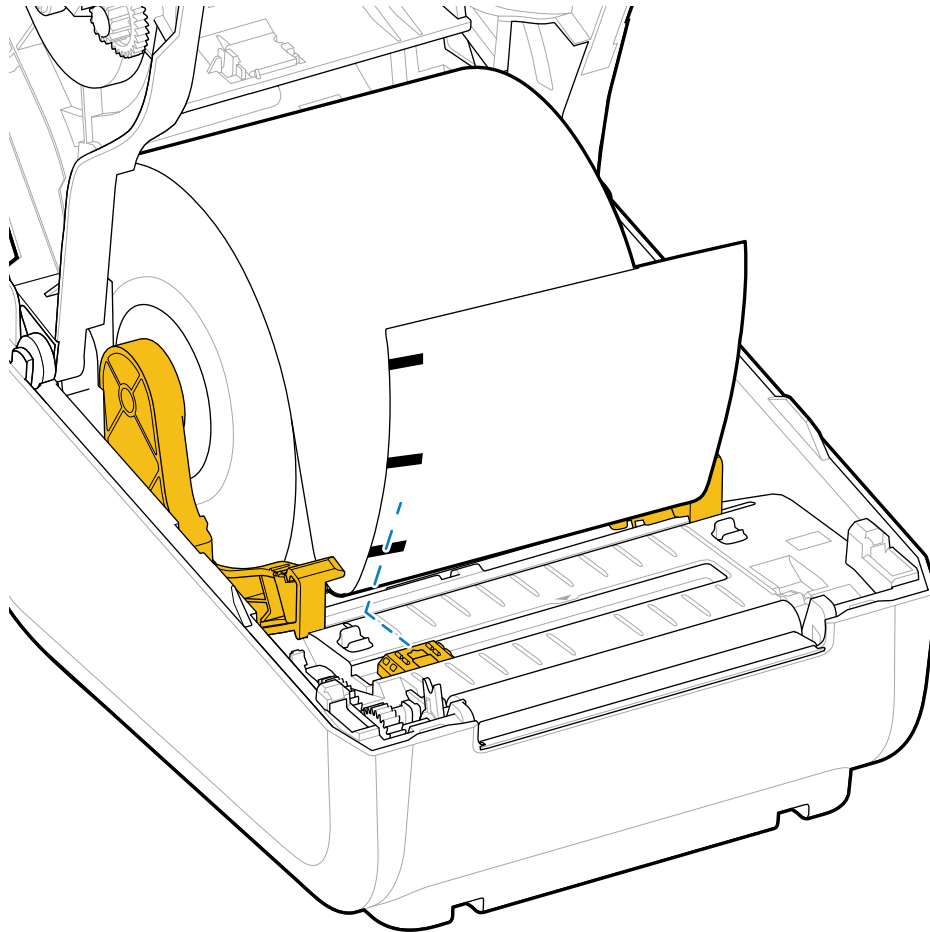
For black mark (black line, notches or holes), backed media...

Adjust the sensor position in such a way that the sensor aligns to the center of the black mark.

Avoid the center area of the media so you only use black-mark sensing for printing on black mark media.)



Default - Web (Gap) Sensing Standard Operating Position



Off-Center Black Mark Sensing Only

## Adjusting the Movable Sensor for Black Marks or Notches

The movable sensor is a dual-function sensor that provides both transmissive (it sees through media) and reflective media sensing. The printer can use only one of these sensing methods at any given time. When printing on black mark media, the movable sensor must be adjusted to detect the marks or notches on the media.

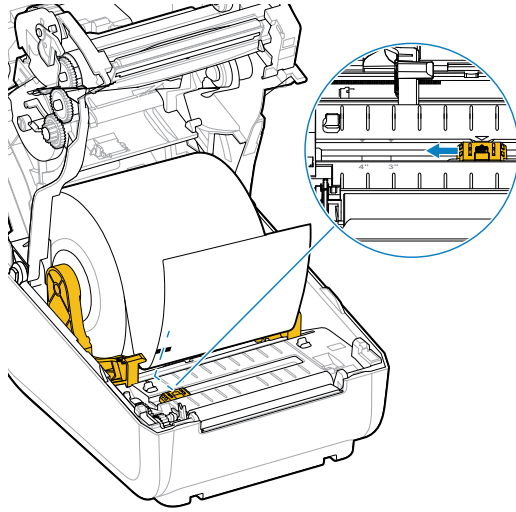
Black-mark sensing identifies non-reflective surfaces, such as black marks, black lines, notches, or holes on the back of the media. These surfaces do not reflect the sensor's near-infrared light beam back to the sensor's detector. The sensor light and its black-mark detector are positioned next to each other under the sensor cover.

The sensor has a single sensor position for web/gap media, which is its default position.

The design of the sensor allows the printer to use media with black marks or notches (holes through the media) on the back side of the media (or media liner). The sensor aligns to the middle of the black marks or notches, not to the center of the media roll. This is to avoid using the web/gap sensing array.

1. Position the movable sensor's alignment arrow to the middle of the black mark or notch on the underside of the media.

2. Verify that you have set the sensor alignment as far from the edge of the media as possible, but where 100% of the sensor window is covered by the mark.



**NOTE:** There are 3" and 4" marks.

When printing, the media can shift from side to side  $\pm 1$  mm due to media variations and edge damage due to handling. Additionally, notches cut into the side of the media may also become damaged.

## Thermal Transfer Roll Ribbon Loading

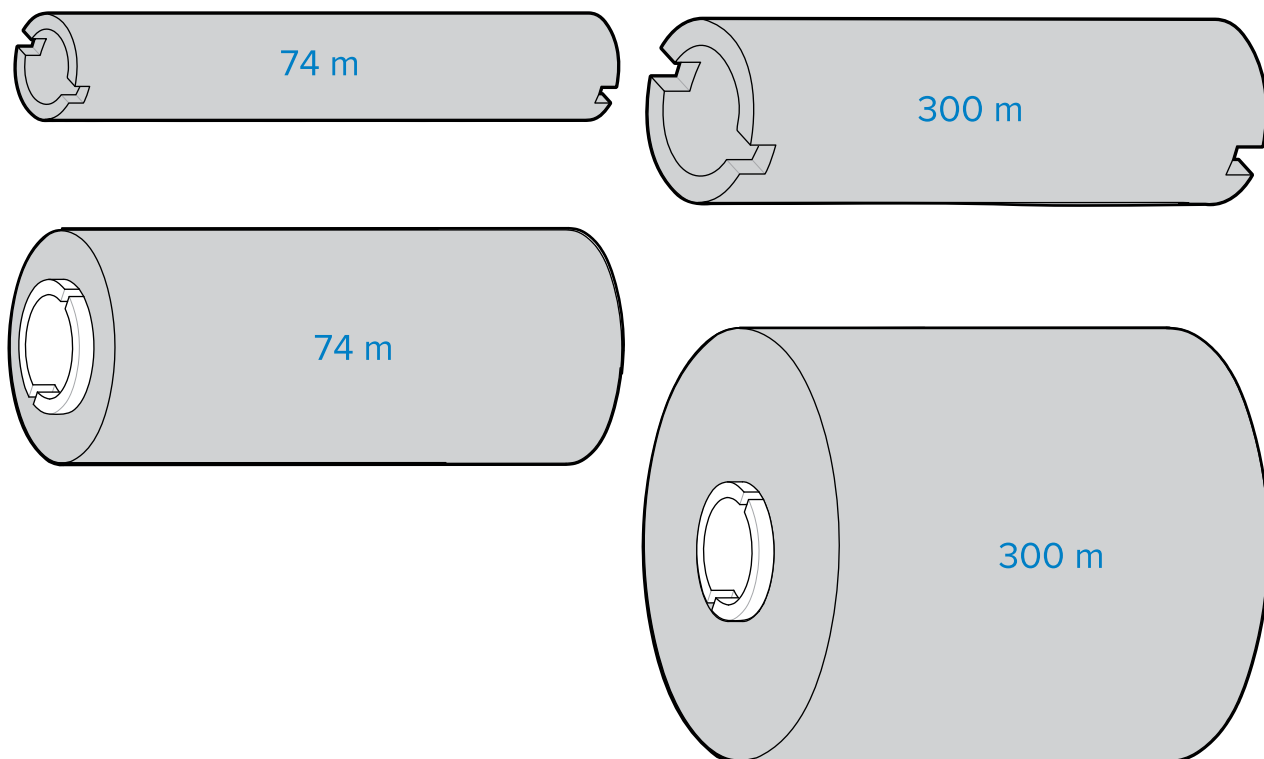
Thermal transfer printers have a flexible ribbon system that supports 74-meter and 300-meter ribbons manufactured by Zebra. Your printer ships with 300-meter ribbon adapters to support non-Zebra ribbon rolls.

The 74-meter ribbon used with non-Zebra printers does NOT require non-Zebra ribbon adapters to operate properly.

Transfer ribbons come in several varieties—and in some cases several colors—to match your application needs. Transfer ribbons manufactured by Zebra are specifically designed for use with your Zebra printer and Zebra brand media. For transfer ribbon rolls and other printing supplies, see [zebra.com/supplies](https://zebra.com/supplies).



**CAUTION—PRODUCT DAMAGE:** Using non-Zebra media or ribbons that are NOT approved for use with your Zebra printer may damage your printer or printhead.



Inner Diameter (I.D.) = 12.2 mm (0.5 in.)

I.D. = 25.4 mm (1.0 in.)

- To ensure optimal print results, match the media and ribbon types.
- To protect the printhead from wear, always use ribbon that is wider than the media.
- For printing on Direct Thermal media, do NOT load ribbon in the printer. See [Determining Thermal Media Types](#) on page 96.
- To avoid ribbon wrinkling and other print problems, always use an empty ribbon core that matches your transfer ribbon roll's inner diameter (I.D.).

Your printer requires ribbons manufactured by Zebra that have a ribbon-out trailer (reflector). When the printer senses this trailer, it recognizes that the transfer ribbon roll has been used up and it stops printing. In addition, ribbons and ribbon cores manufactured by Zebra include notches to help maintain ribbon-roll engagement and drive (without slipping) while printing.

Zebra-manufactured ribbons for your printer include:

- Performance Wax
- Premium Wax/Resin
- Performance Resin for synthetics (6 inches per second or ips maximum speed) and coated paper (4 ips maximum speed)
- Premium Resin for synthetics (4 ips maximum speed)



**IMPORTANT:** If using 74-meter ribbons, DO NOT pair them with early-model desktop printer ribbon cores! These older cores are too large. You can identify the older-style ribbon cores (and some Non-Zebra ribbons) by notches seen ONLY on one side of the ribbon core.





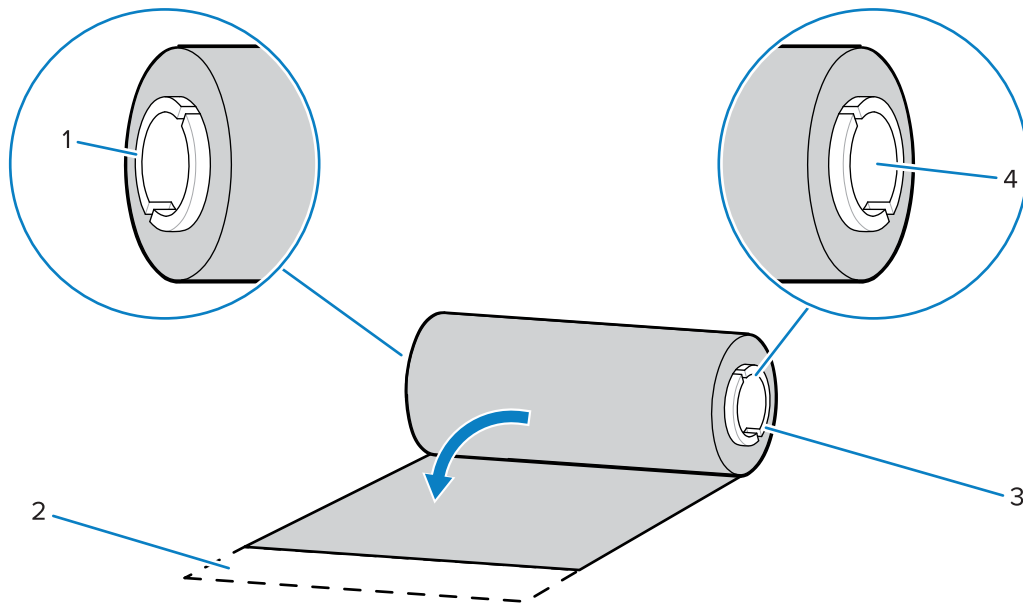
**IMPORTANT:** DO NOT use ribbon cores that have damaged notches (rounded, frayed, smashed, etc.) The core notches must be square to lock the core onto the spindle. Otherwise, the core may slip and cause ribbon wrinkle, poor end-of-ribbon sensing, or other intermittent failures.

## Loading Zebra Transfer Roll Ribbon

Follows these steps to load the ribbon.

Prepare the ribbon by removing its wrapping and pulling its adhesive strip free.

Verify that the ribbon and empty ribbon core have notches on the left side of the ribbon cores as shown here. (If they do not, see [Loading Non-Zebra 300-Meter Transfer Ribbon](#) on page 36.)



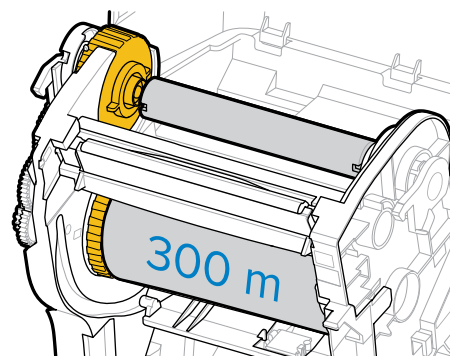
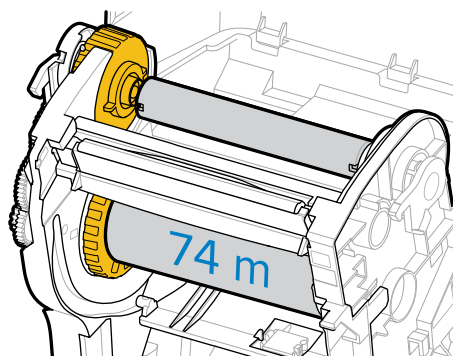
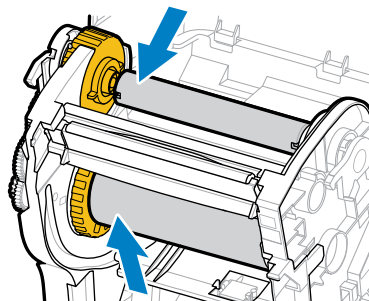
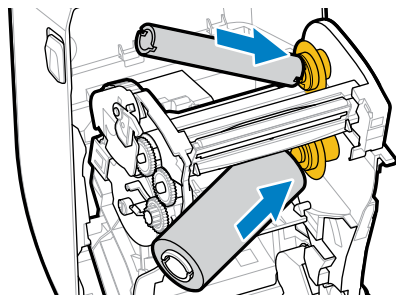
1	Notch (required on left side of ribbon)
2	Adhesive strip
3	Notches are also on the right side of the 74-meter ribbon
4	Right side (printer and roll)

1. With the printer open, place an empty ribbon core on printer's take-up spindles. Push the right side of the empty core onto the spring loaded spindle (right side). Align the core with the center of the left side spindle's hub and rotate the core until the notches align and lock.

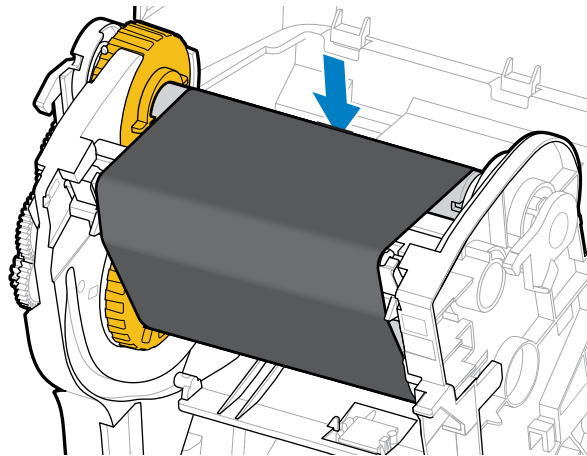
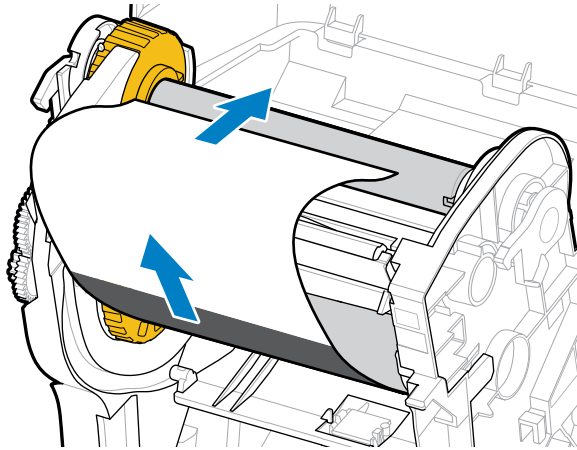


**NOTE:** You can find your first ribbon take-up core in the packing box. Subsequently, use the empty supply core from the supply spindle for the next roll of ribbon.

2. Place a new ribbon roll on printer's lower ribbon supply spindle. Push it onto the right spindle and lock the left side the same as the take-up mounting the take-up core.



3. Attach the ribbon to the take-up core. Use the adhesive strip on new rolls; otherwise, use a thin strip of tape. Align the ribbon so that it will be taken straight onto the core.



4. Turn the ribbon take-up hub with the top moving toward rear to remove slack from the ribbon. Rotating the hub helps to finish aligning the take-up ribbon position to the supply ribbon roll. The ribbon leader should be completely covered by the ribbon.
5. Verify that the media is loaded and ready to print and then close the printer cover.
6. If printer power is ON, press **FEED** to have the printer advance a minimum of 20 cm (8 in.) of media to straighten the ribbon and remove any slack and ribbon wrinkle and align the ribbon on the spindles. (Otherwise, wait to power the printer ON until you are instructed to do so during the setup process by the Installation Wizard.)
7. Use the printer driver, application software, or printer programming commands to change the print mode setting from Direct Thermal to Thermal Transfer.

**When controlling printer operations with ZPL programming...**

Refer to the Media Type ZPL II command (^MT and, follow the instructions, in the ZPL Programming Guide).

**When controlling printer operations with EPL Page Mode...**

Refer to the Options EPL command (O), and follow the instructions, in the EPL Page Mode Programmer's Guide).

This sets the printer's temperature profiles for thermal transfer media.

8. To verify the mode change from Direct Thermal printing to Thermal Transfer printing, print a configuration label (see [Test Printing with the Configuration Report](#) on page 44).

The PRINT METHOD on the printer configuration status report should read THERMAL-TRANS.

Your printer is now ready to print.

## Loading Non-Zebra 300-Meter Transfer Ribbon

To load non-Zebra 300-meter transfer ribbon onto your printer, you will need Zebra ribbon core adapters.

The minimum requirements to use non-Zebra 300-meter ribbons with your printer are:

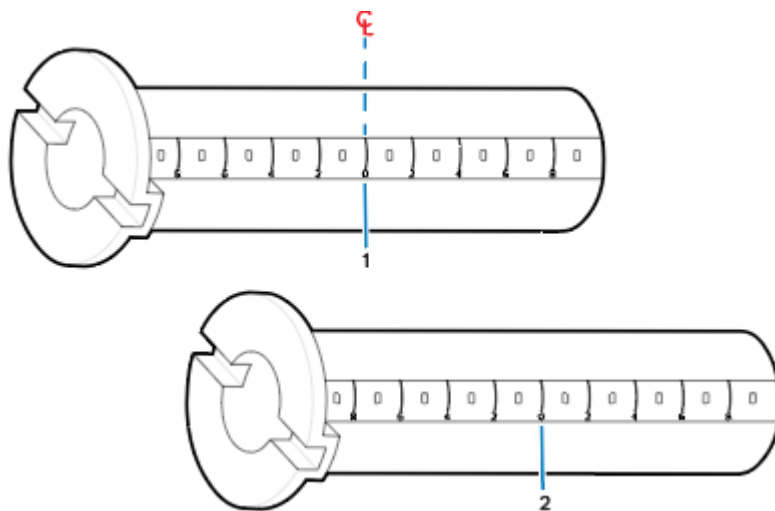
Inside core diameter (I.D.)	25.4 mm (1.0 in., with a range of 1.004 to 1.016 in.)
Inside core material	Fiberboard (hard materials such as plastic cores may NOT function correctly)
Ribbon width range	33 mm to 110 mm (1.3 to 4.3 in.)
Ribbon's maximum outer diameter (O.D.)	66 mm (2.6 in.)



**CAUTION—PRODUCT DAMAGE:** Using non-Zebra media or ribbons not approved for use in your Zebra printer may damage your printer or printhead. Image quality may also be affected by:

- poor or marginal ribbon performance (maximum print speed, ink formulation, etc.)
- core material that is too soft or too hard)
- loose or tight ribbon core fit or a ribbon core that exceeds the maximum outer diameter of 66 mm)

The adapters help you align the ribbon and core to the media (and printer's) center.



## Setup

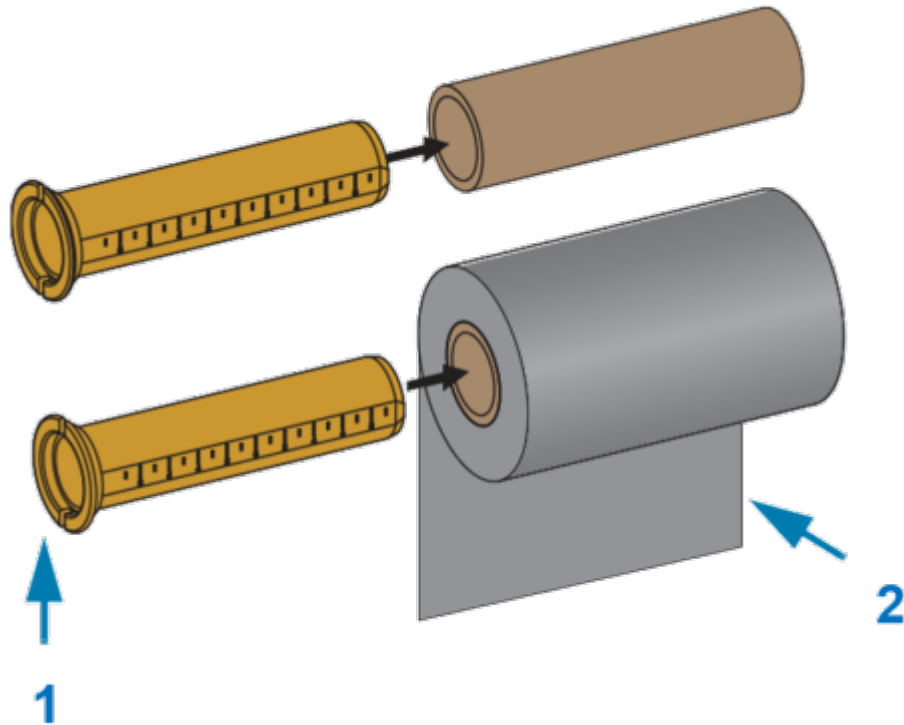
1	Center line
2	Center line

1. Load an empty ribbon core onto a ribbon core adapter. The empty ribbon core should be the same width (or larger) than the ribbon roll. Roughly center the core over the adapter's center line.



**NOTE:** An empty Zebra ribbon core may be used instead of the adapter and empty non-Zebra ribbon core. One 300-meter empty ribbon core is supplied with your printer.

2. Load the non-Zebra ribbon roll onto the ribbon-core adapter. Orient the adapter flange on the left side and verify that the ribbon unwraps on the backside of the roll as shown here. Roughly center the core over the center line (CL) of the adapter.



1	Flange – place on left
2	Ribbon exiting the roll in the back

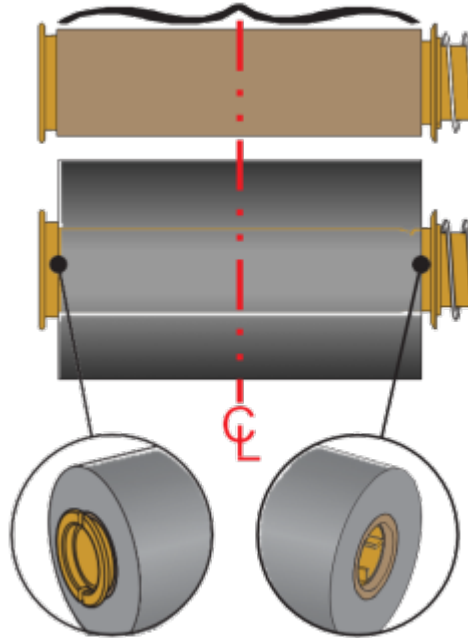


**NOTE:**

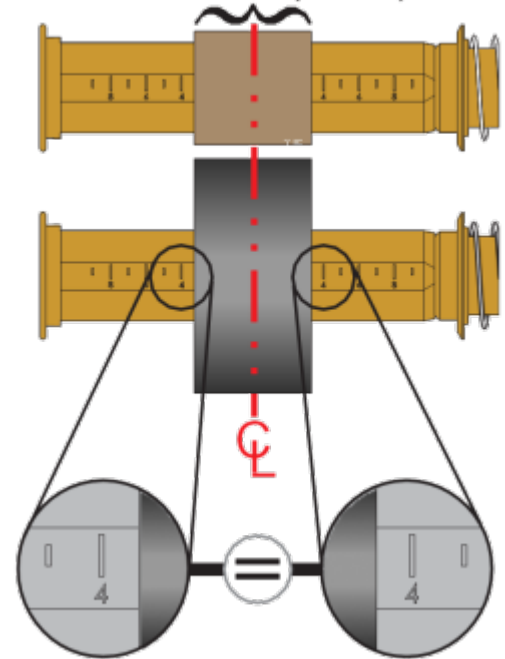
The maximum roll width of 110 mm (4.3 in.) does NOT require centering.

For media less than maximum width down to the minimum width of 33 mm (1.3 in.), use the graduated scale on the adapter core to align the ribbon rolls to the media and printer.

Width = 110 mm (4.3 in.)

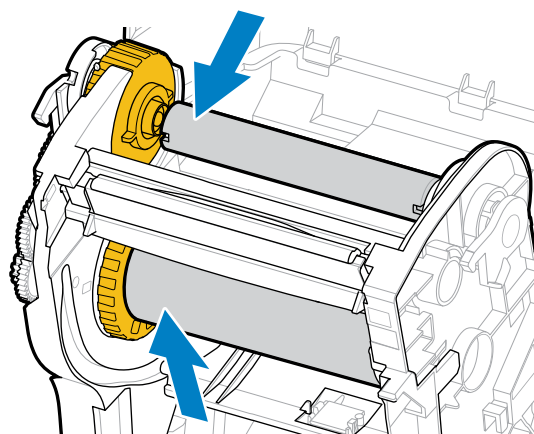
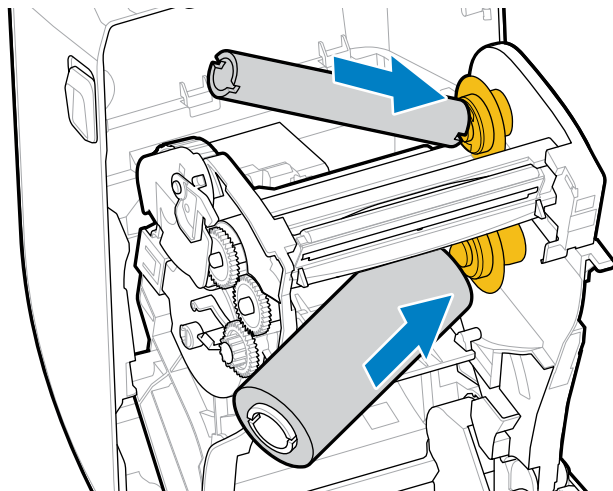


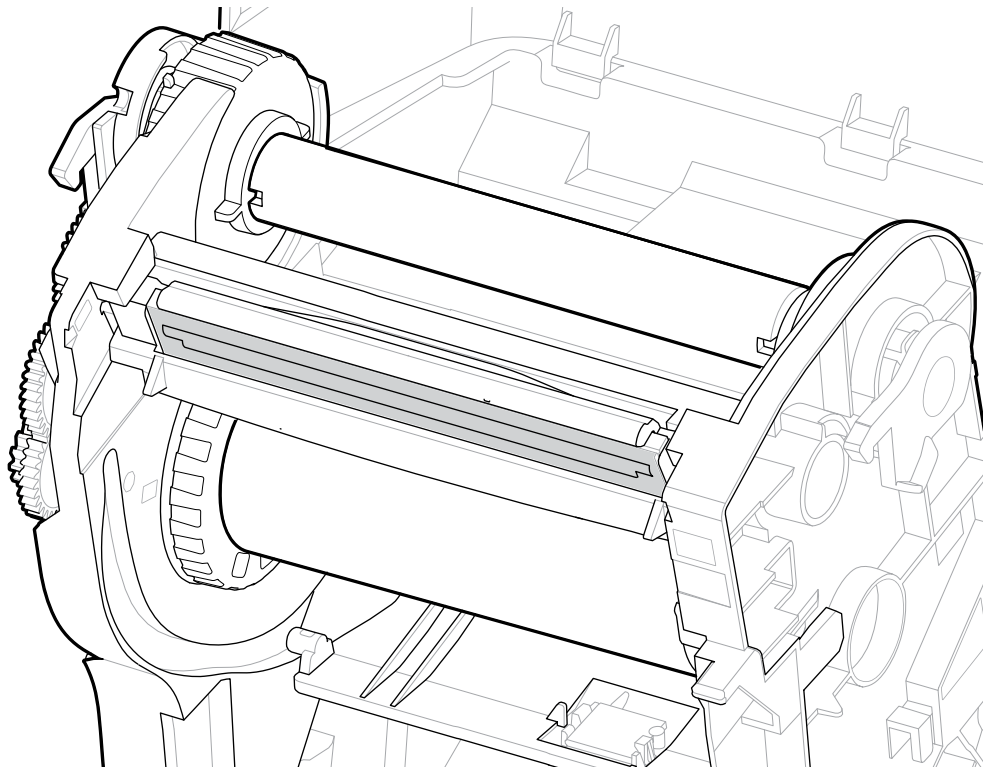
Width = 33 mm (1.3 in.)



3. Place the adapter with an empty core on the take-up spindles and the adapter with the ribbon roll on the lower supply spindles. The right side of the core adapter fits on the cone-tip on each of the spring-loaded right-side spindles. Continue pushing the adapter onto right-side spindle and swing

the adapter onto the left-side spindle hubs. Rotate the adapters and hubs until the notches on the adapters flange align and lock on the left spindles' hub spokes.



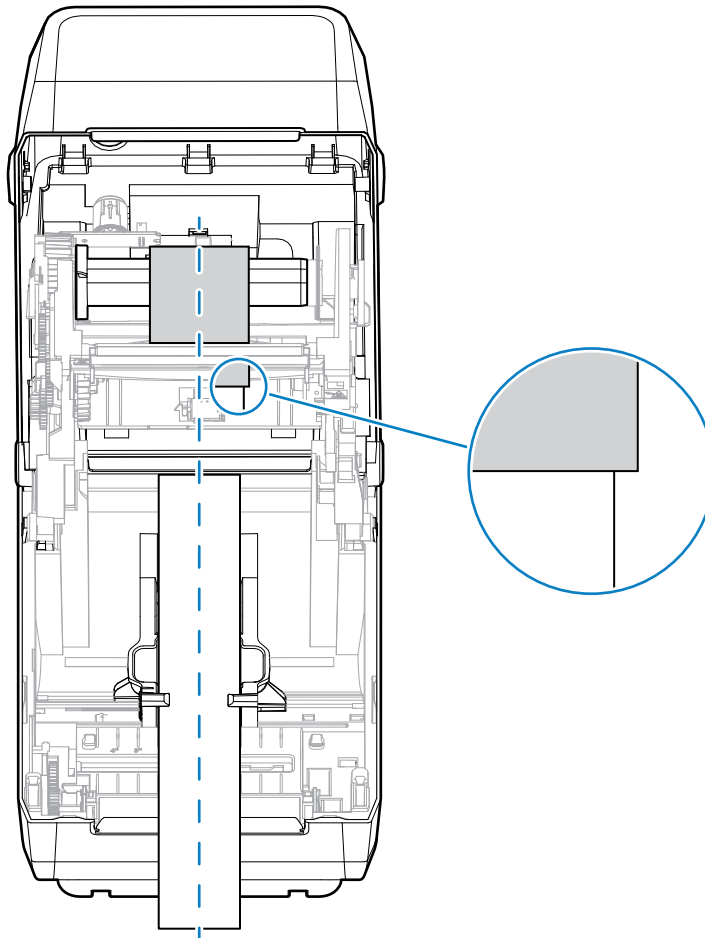




4. As you completed the steps so far, the ribbon and empty cores may have been bumped off center. Verify that the ribbon roll and empty core are aligned to the center of the media (labels, paper, tags, etc.). You can use the center-line scales on the ribbon core adapter to place their positions.



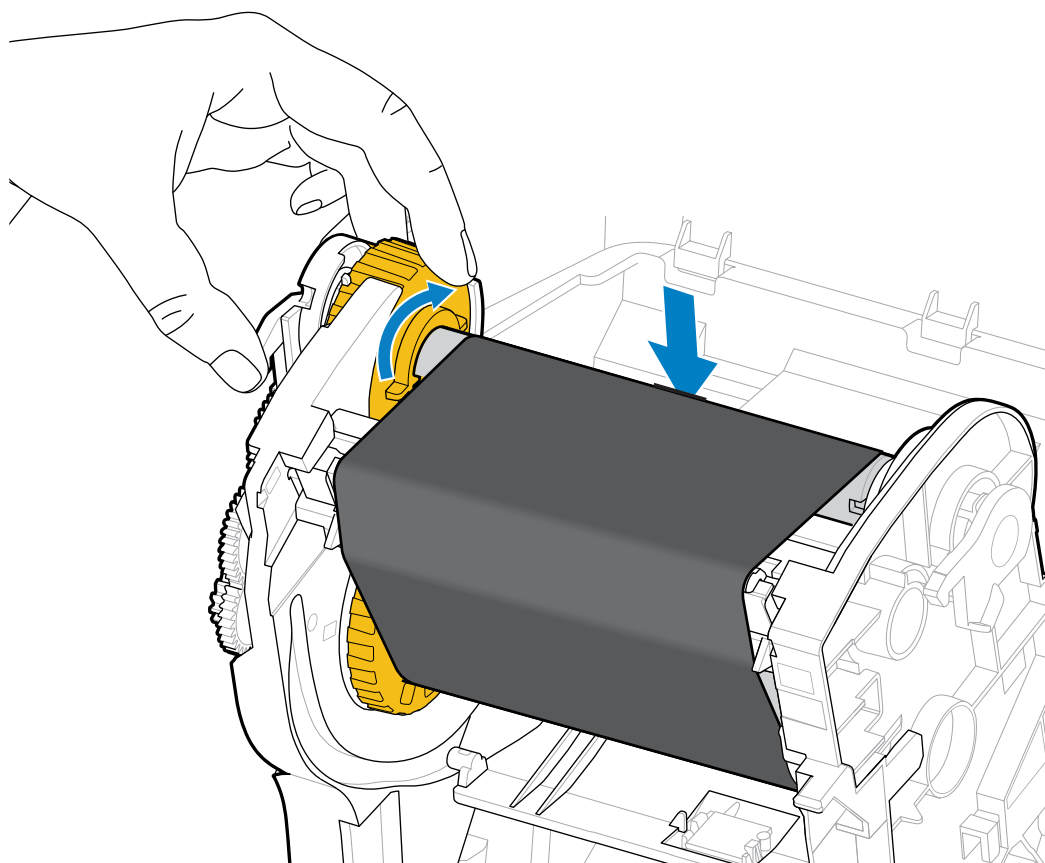
**IMPORTANT:** The ribbon must be wider than the media (including the label liner or backing) to protect the printhead.



**IMPORTANT:** As shown by the arrow on this image, make sure the ribbon extends past the media on both sides for proper center alignment.

5. Attach the ribbon to the take up core. If your media does not have an adhesive strip on the ribbon leader as Zebra-manufactured ribbon does, use a thin strip of tape to secure the ribbon to the take-up core. Align the ribbon so that it will be taken straight onto the core.

6. Turn the ribbon take-up hub with the top moving towards the rear to remove slack from the ribbon. Rotate the hub to finish aligning the take-up ribbon position with the supply-ribbon roll. The ribbon should be wound, at a minimum, one-and-a-half times around the take-up ribbon core.



7. Verify that the media is loaded and ready to print, then close the printer cover.
8. If printer power is ON, press **FEED** to advance a minimum of 20 cm (8 in.) of media to remove slack and ribbon wrinkle (straighten the ribbon), and align the ribbon on the spindles. Otherwise, wait to power the printer ON until you are instructed to do so during the setup process by the Installation Wizard.
9. Use the printer driver, application software, or printer programming commands to change the print mode setting from Direct Thermal printing to Thermal Transfer.

When controlling printer operations with ZPL programming...	Refer to the Media Type ZPL II command (^MT), and follow the instructions, in the ZPL Programming Guide).
When controlling printer operations with EPL Page Mode...	Refer to the Options EPL command (O), and follow the instructions, in the EPL Page Mode Programmer's Guide).

This sets the printer's temperature profiles for Thermal Transfer media.

10. To verify the mode change from Direct Thermal printing to Thermal Transfer printing, print a configuration label (see [Test Printing with the Configuration Report](#) on page 44).

The PRINT METHOD on the printer configuration status report should read THERMAL-TRANS.

Your printer is now ready to print.

## Running a SmartCal Media Calibration

The printer must set media parameters for optimal operation prior to printing. To do this, it automatically determines the media type (web/gap, black mark/notch, or continuous) and the measure media characteristics.

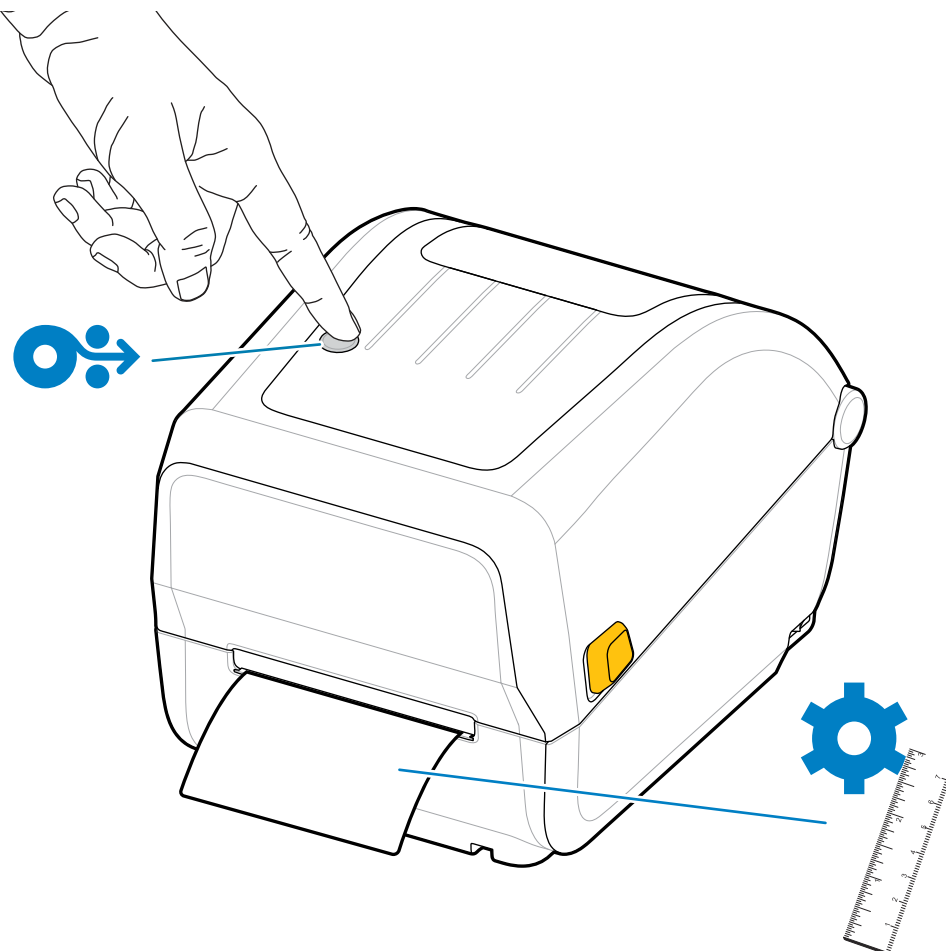


**NOTE:** After initial calibration to a specific media is complete, additional calibrations are not necessary after you load a new batch as long as the newly-loaded media is of the same type as the prior media. The printer will automatically measure the new batch and adjust for any small changes in its characteristics when printing.

After you load a roll of new media from the same batch, press the **FEED** (Advance) once or twice to synchronize the labels. This readies the printer to continue printing using the new batch of media.

1. Make sure the media and ribbon (if you are thermal transfer printing) are loaded properly in the printer and the top cover of the printer is closed.
2. Press **POWER** to turn the printer on and wait until the printer is in the Ready state (the STATUS Indicator lights up solid green).

3. Press and hold **FEED** for two seconds, until the STATUS Indicator flashes one time. Continue to hold **FEED** until it has flashed two more times, then immediately release the button.



The printer will measure a few labels and adjust media sensing levels. When it has completed measuring, the STATUS indicator will turn solid green.

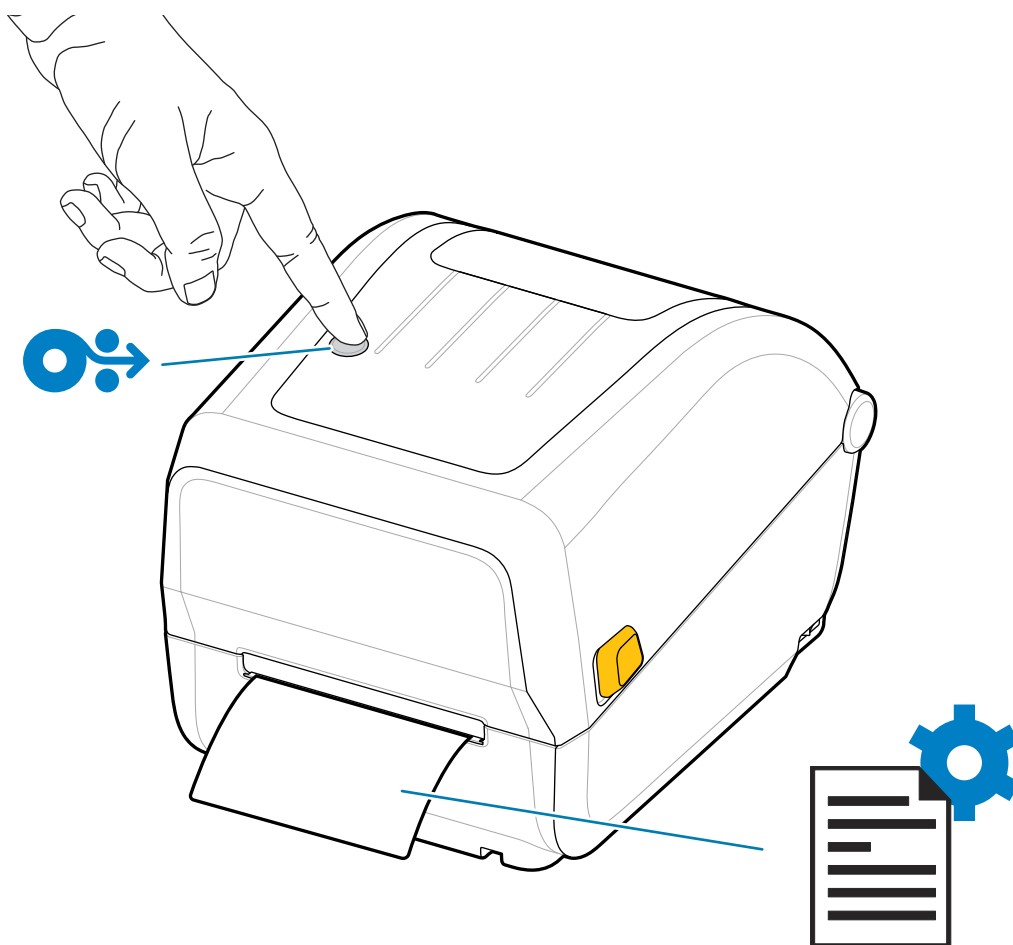
## Test Printing with the Configuration Report

Before you connect the printer to a computer, make sure that the printer is in proper working order. You can do this by printing a configuration report.

The information in the Configuration Report may be help with printer installation and troubleshooting.

1. Make sure the media (and ribbon, if you printing on Thermal Transfer media) are loaded properly in the printer and the printer's top cover is closed.
2. Turn printer power ON.
3. After the printer is ready (STATUS indicator lights up solid green), press and hold **FEED** for approximately two seconds, until the STATUS Indicator blinks once, then release the button.

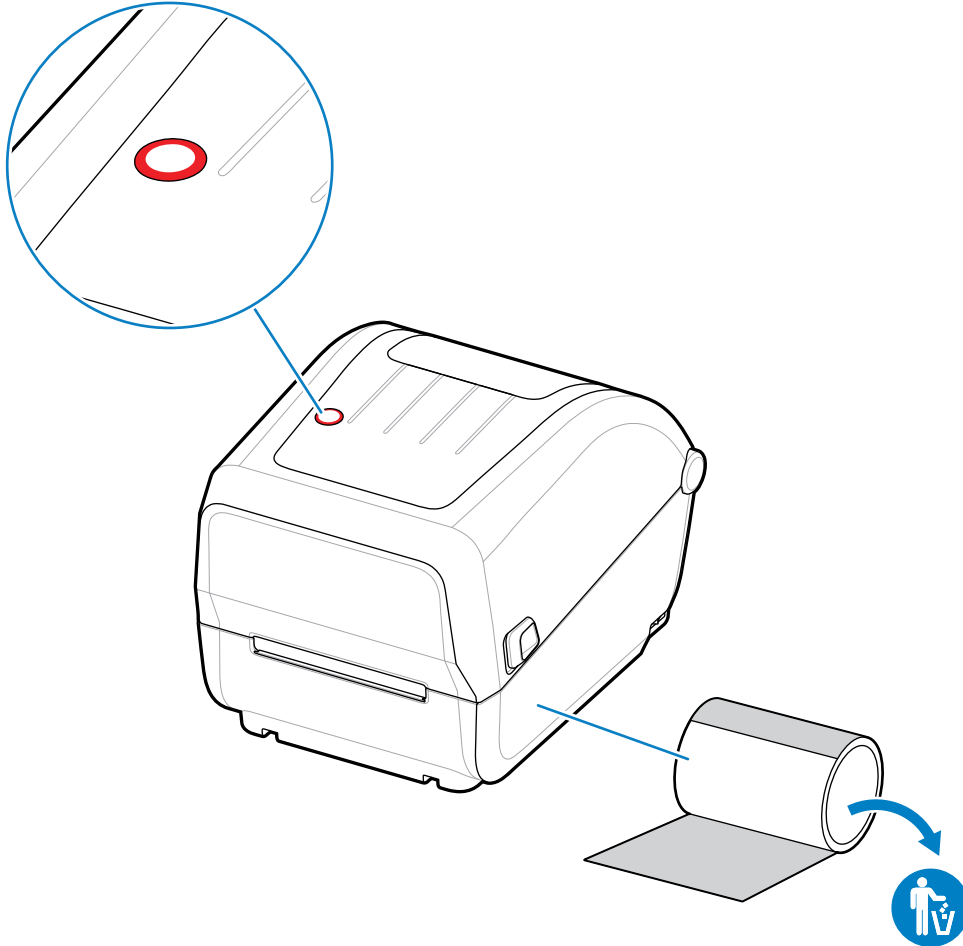
The Printer and Network Configuration Reports prints. When the printer stops, the STATUS Indicator turns solid green.



If you cannot get these reports to print, see [Troubleshooting](#) on page 83.

## Detecting a Media-Out Condition

When you run out of media, your printer will report a Media Out condition with the STATUS Indicator flashing red. This is part of the normal media usage cycle.



## Recovering from a Media-Out Condition

1. Open the printer (see [Opening and Closing the Printer](#) on page 7).



**NOTE:** When you observe the media, it should be either at the end or nearly at the end of the roll, with a label missing from the liner.

2. Remove the remaining media and roll core.
3. Insert a new roll of media.

If you are installing more of the same media...	Load the new media and press <b>FEED</b> (Advance) once to resume printing.
---	---

If you are loading different media (different size, vendor, or batch)...

Load the new media and calibrate the printer to the media to ensure optimal operation. (See [Running a SmartCal Media Calibration](#) on page 43.)



**NOTE:** If you load media of a different size (length or width), you will usually have to change the programmed media dimensions or the active label format in the printer.



**IMPORTANT:** Sometimes a label may be missing somewhere in the middle of your roll of labels (instead of at the end of the media roll). In addition to reaching the end of a roll, this will also cause a 'Media Out' condition. To recover from this condition:

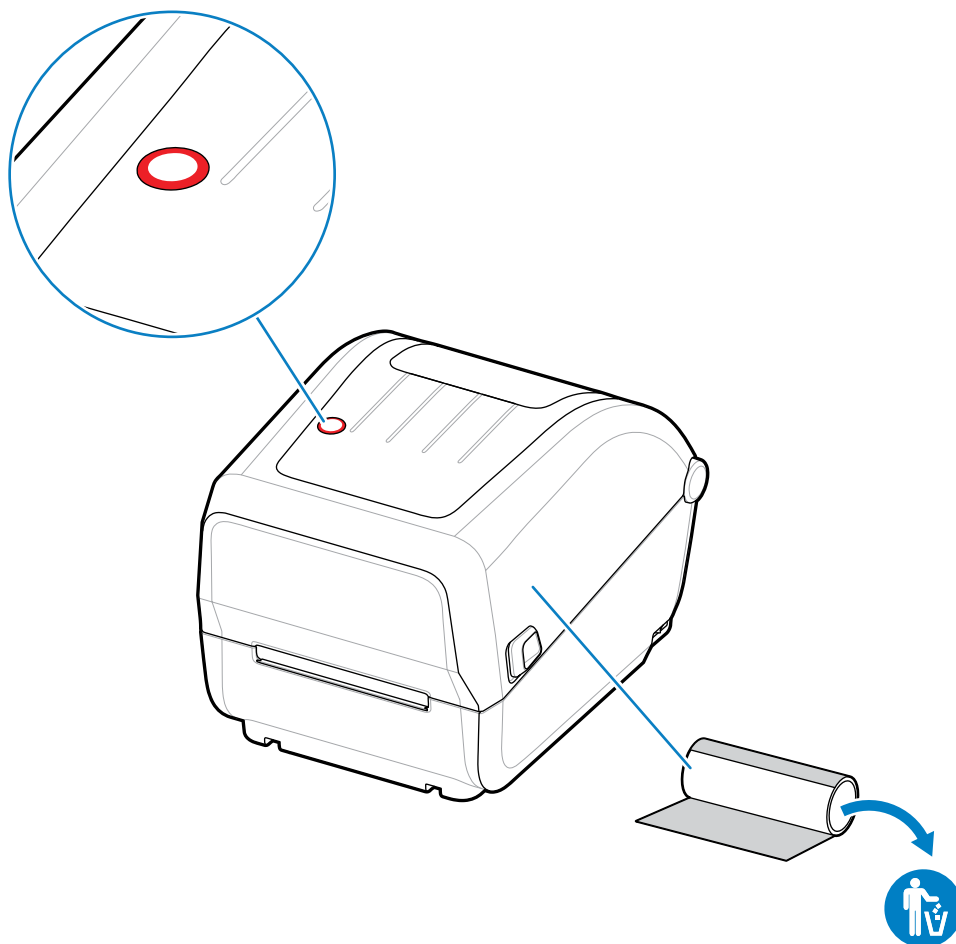
1. Pull the media past the missing label until the next label is over the platen roller.
2. Close the printer.
3. Press **FEED** (Advance) once.

The printer will resynchronize the label position and be ready to resume printing.

## Detecting a Ribbon-Out Condition

The printer reports a Media Alert for a Ribbon Out condition when it runs out of ribbon.

The printer auto-detects the silvery reflector on the end of Zebra-brand roll of ribbon and displays a Media Alert (STATUS Indicator is Flashing Red). This is part of the normal media usage cycle.



## Recovering from a Ribbon-Out Condition

Follow these steps to recover from a ribbon-out condition.

1. Open the printer (see [Opening and Closing the Printer](#) on page 7).



**NOTE:** Observe that the reflective ribbon (used to detect end of ribbon) is exposed on the underside of the ribbon cartridge or ribbon roll. The front ribbon/top roll is also full.

2. Remove the full roll of used ribbon from the take-up spindles and dispose of it.
3. Move the now-empty supply ribbon roll core (situated towards the bottom/back of the ribbon carriage) up so you can replace the discarded take-up roll..
4. Load the new ribbon roll. See [Thermal Transfer Roll Ribbon Loading](#) on page 31.
5. Press the **FEED** (Advance) button once to resume printing.

## Connecting Your Printer to a Device (Process Overview)

Your printer supports the Universal Serial Bus (USB 2.0) interface—Standard (see [Interface Cable Requirements](#) on page 49).



1. Your printer supports the Universal Serial Bus (USB 2.0) interface—Standard (see [Interface Cable Requirements](#) on page 49)
2. Switch printer power OFF (see [POWER Button](#) on page 15).
3. Connect the printer to the computer or device you will use to manage the printer using the USB port.
4. Run Zebra Setup Utilities (ZSU) from your central device (see [Running the Printer Installation Wizard](#) on page 60).

The central device may be a Windows PC or laptop running the operating systems listed in [Setup for Windows OS](#) on page 57. The supported printer connection option is USB.

Zebra Setup Utilities (ZSU) are designed to assist you with installing these interfaces. (For ZSU user guides, go to [zebra.com/setup](http://zebra.com/setup).)



**IMPORTANT:** Wait to turn printer power ON until you are instructed to do so by the Installation Wizard. Keep the power switch in the OFF position when attaching the interface cable. The power cord must be inserted into the power supply and the power receptacle on the back of the printer before you connect or disconnect the communications cables.

The ZSU wizard installs the Zebra Windows drivers.

5. When the ZSU installation wizard prompts you to do so, turn printer power ON, then follow the on-screen instructions to complete the printer setup.

## Interface Cable Requirements

Data cables must be fully shielded and fitted with metal or metalized connector shells. Shielded cables and connectors are required to prevent the radiation and reception of electrical noise.

To minimize electrical noise pickup in the cable:

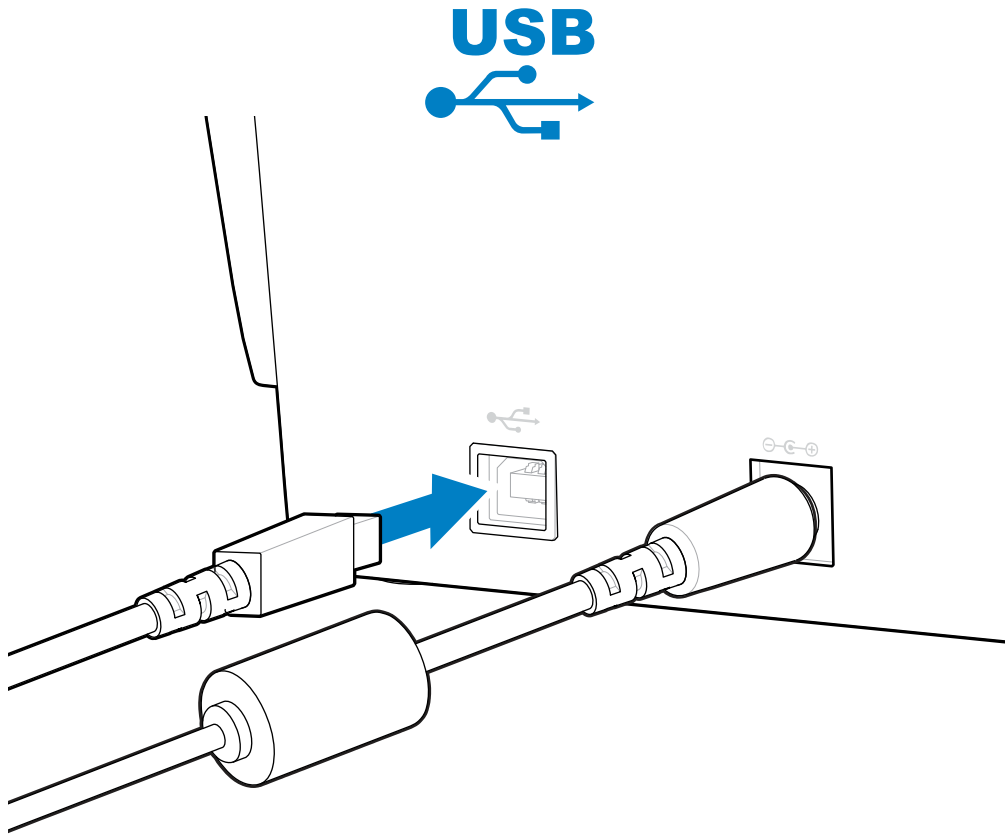
- Keep data cables as short as possible (1.83 m [6 ft.] recommended).
- Do NOT tightly bundle the data cables with power cords.
- Do NOT tie the data cables to power wire conduits.



**IMPORTANT:** This printer complies with FCC Rules and Regulations, Part 15, for Class A Equipment, using fully-shielded data cables. Use of unshielded cables may increase radiated emissions above the Class A limits.

## USB Interface

Universal Serial Bus (version 2.0 compliant) provides a fast interface that is compatible with your existing PC hardware. The USB plug-and-play design eases the installation process, and multiple printers can share a single USB port/hub.



When selecting a USB cable for use with your printer, verify that the cable or cable packaging bears the Certified USB mark to guarantee USB 2.0 compliance.

## What To Do If You Forget to Install the Printer Drivers First

If you plug your Zebra printer into a power source and printer power is turned ON before installing the drivers, the printer displays as an Unspecified device on your host computer. Use this procedure to make sure the printer is identifiable by name on your host device.



**NOTE:** The images in this section depict screens for Windows 10. The screens that display for you depend on the operating system.

1. From the **Windows** menu, open the **Control Panel**.

2. Click **Devices and Printers**.

In this example, the ZTC ZT320-203dpi ZPL is an incorrectly installed Zebra printer.

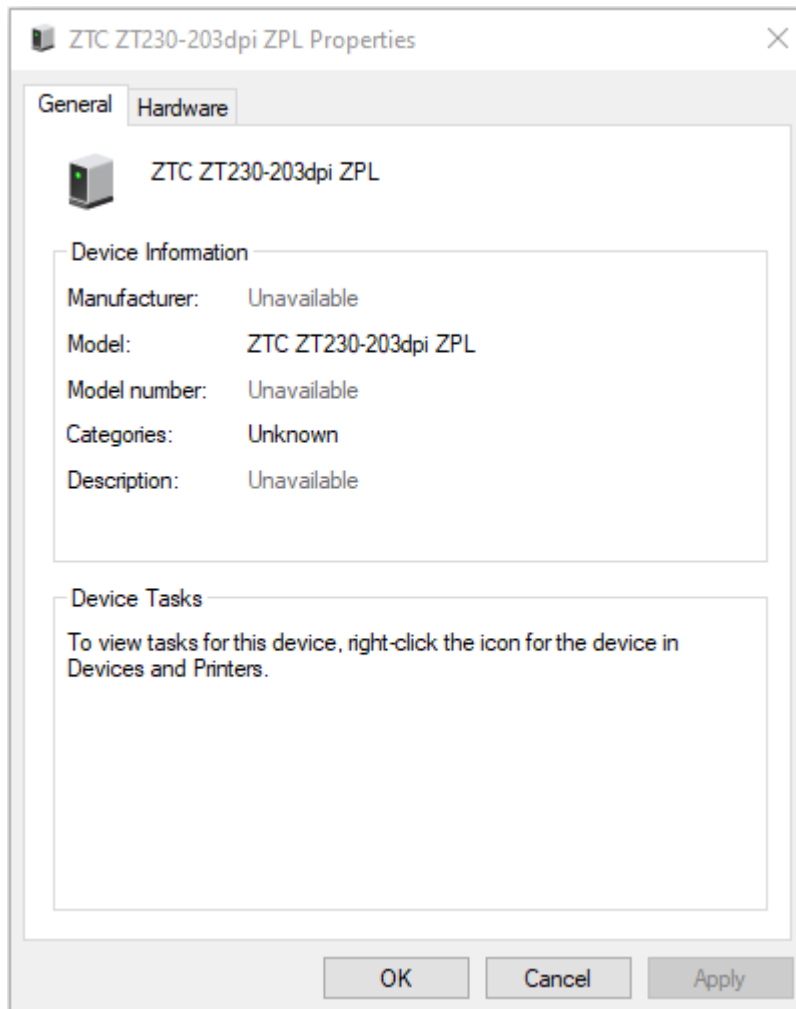
▼ Unspecified (1)



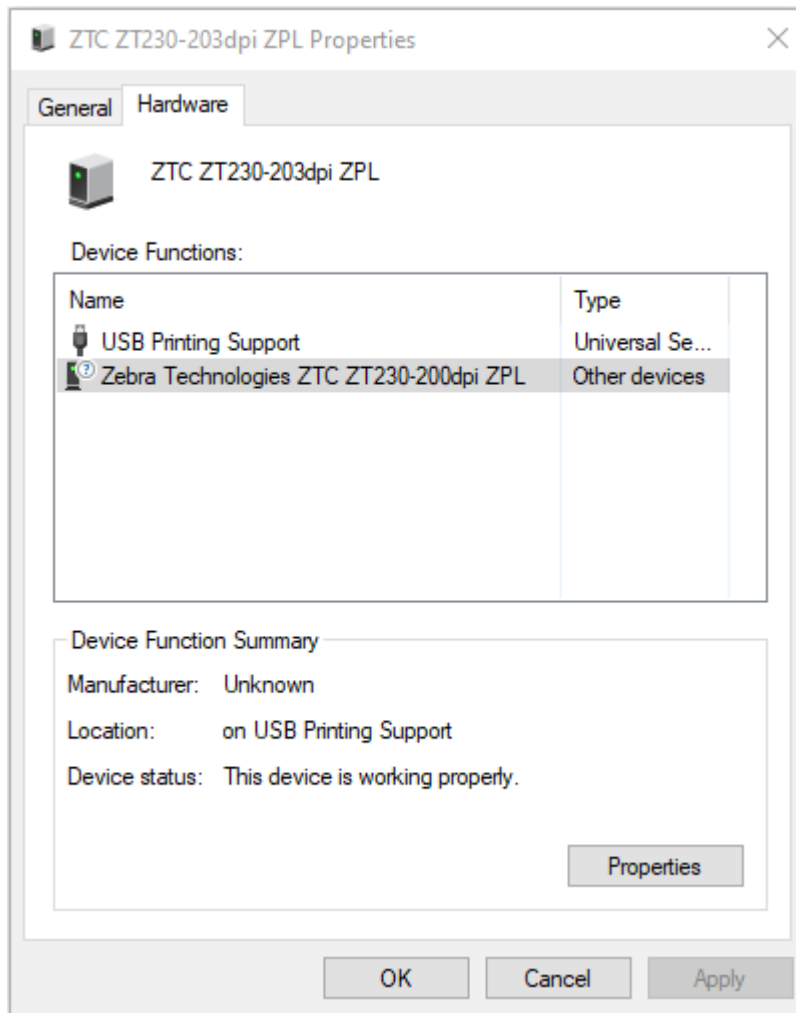
ZTC  
ZT230-203dpi  
ZPL

3. Right-click on the icon representing the device, then select **Properties**.

The properties for the device display.

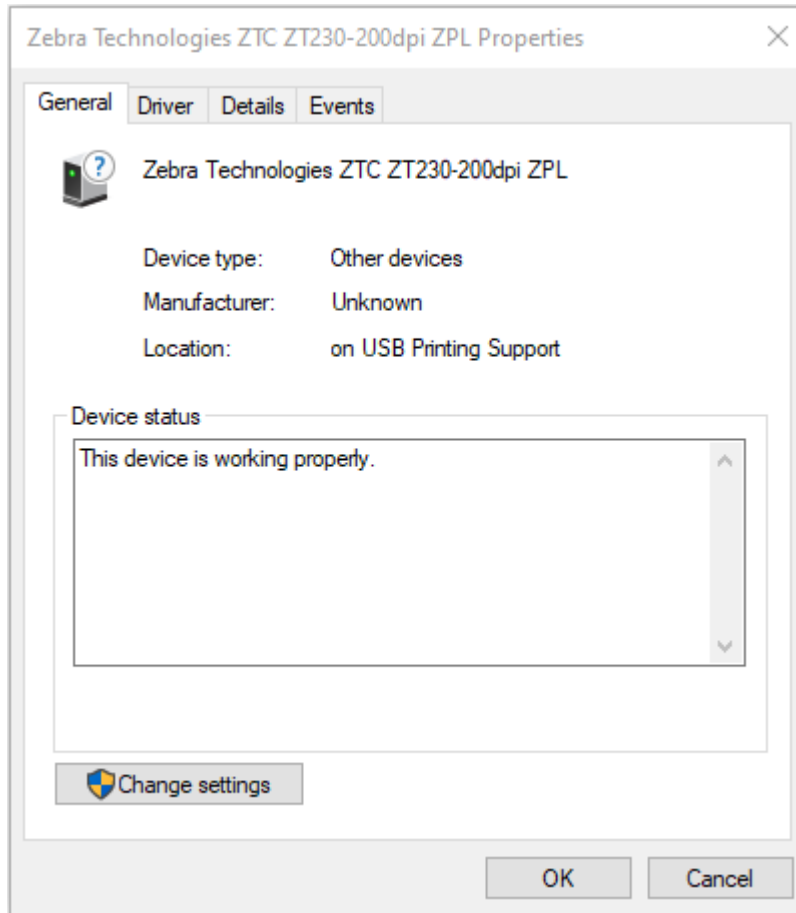


4. Click the **Hardware** tab.

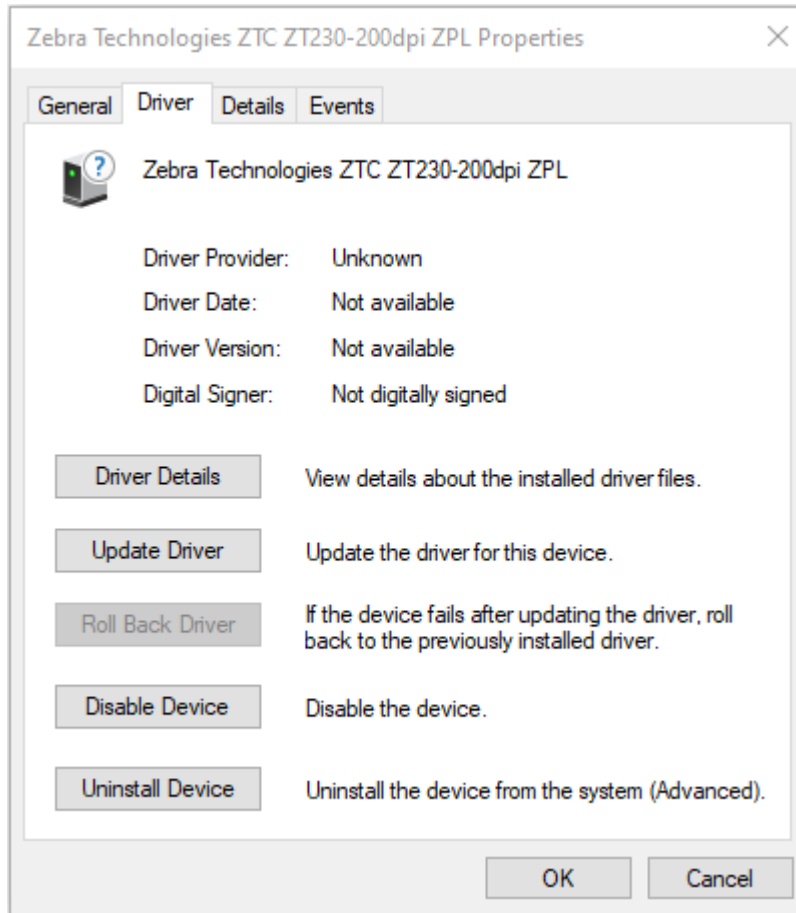


5. Select the printer in the **Device Functions** list, and then click **Properties**.

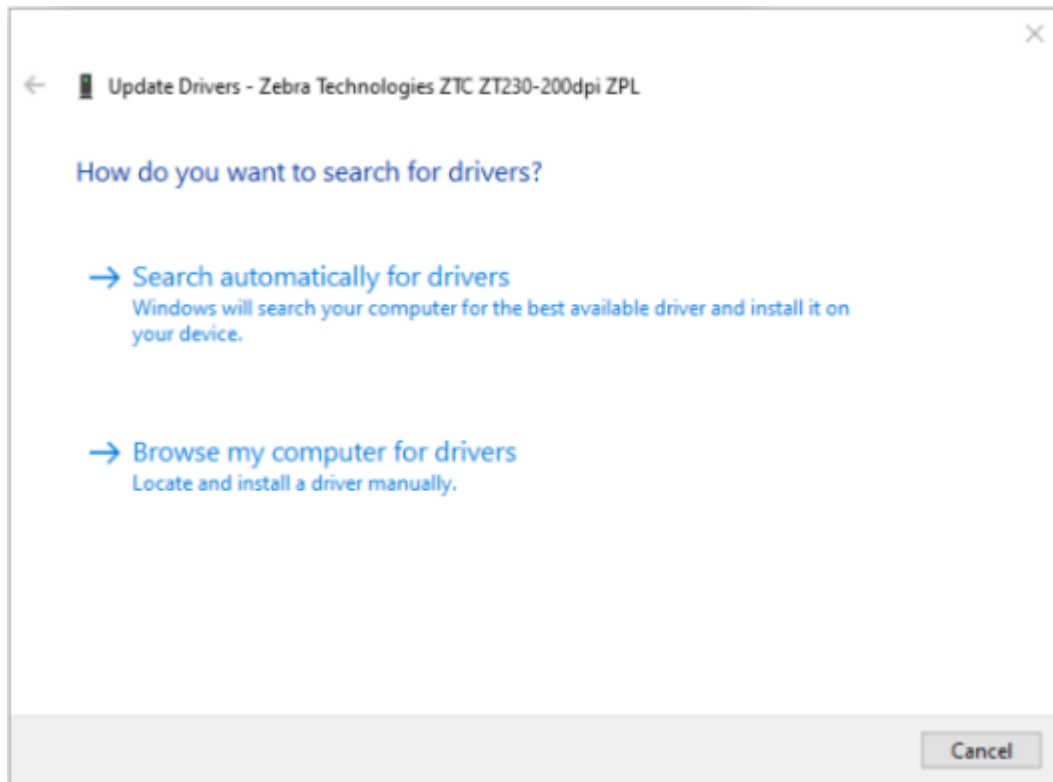
The properties display.



6. Click **Change settings** and then click the **Driver** tab.

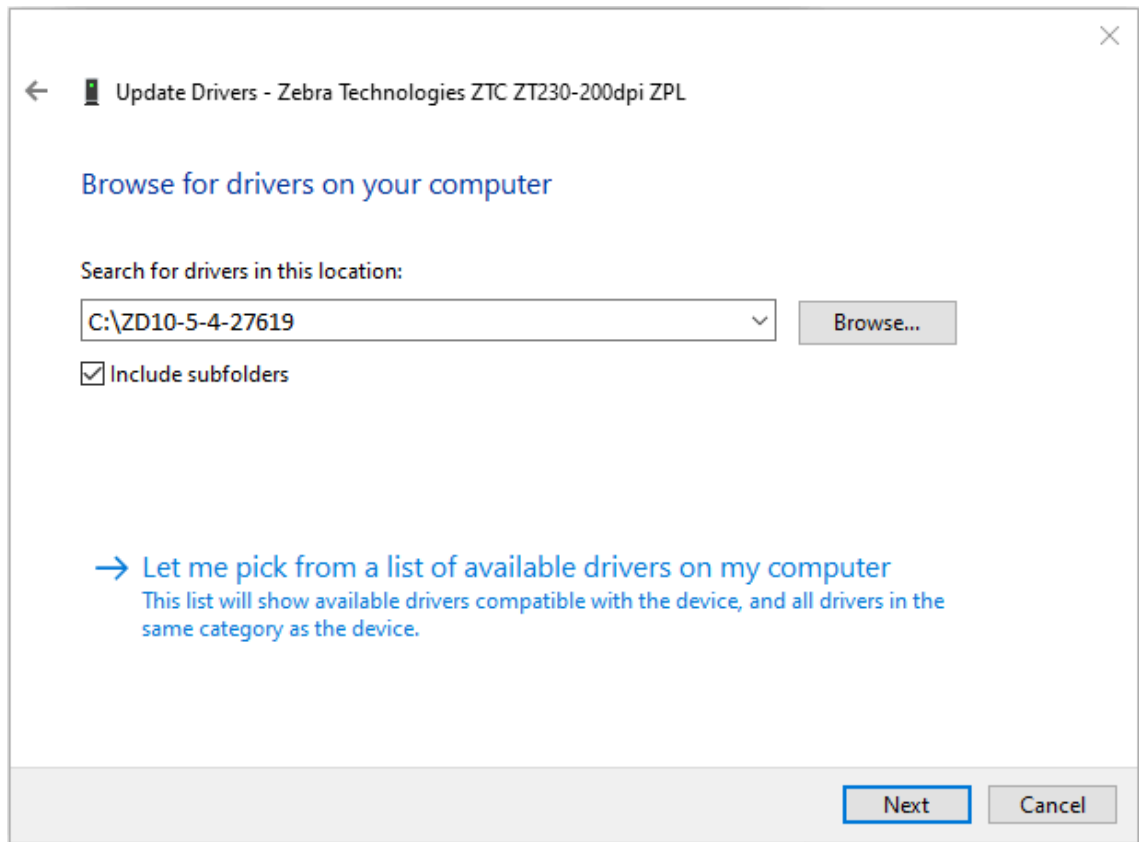


7. Click **Update Driver**.



8. Click **Browse my computer for driver software**.
9. Click **Browse...** and navigate to the **Downloads** folder.

10. Click **OK** to select the folder.



11. Click **Next**.

The device is updated with the correct drivers.



# Setup for Windows OS

The section helps you set up communications between your printer and the Windows operating system environment.

## Windows to Printer Communication Setup (Process Overview)

Use this overview to understand how to set up your printer using the most common (supported) Windows operating systems and a local (wired) connection.

1. Download the Zebra Setup Utilities (ZSU) from the ZD100ta Thermal Transfer Desktop Printer page on the Zebra web site at [zebra.com/zd100-info](http://zebra.com/zd100-info). (See [Installing the Windows Printer Drivers](#) on page 57.)
2. Make sure printer power is OFF.
3. Run Zebra Setup Utilities (ZSU) from your Download directory.
4. Click **Install New Printer** and run the installation wizard.
5. Click **Install Printer**, then select your printer's model number from the list of Zebra printers.
6. Select the appropriate USB port and connect to the PC.  
  
You can use the USB interface for a wizard-guided installation of networked devices or Bluetooth Classic (4.0) devices.
7. Turn printer power ON when the wizard instructs you to do so.
8. Use the Wizard to configure printer communications for the selected interface type.
9. Perform a print test to verify that your printer has been setup properly.



**IMPORTANT:** If you did not install the printer drivers before connecting to the printer when it was powered ON, see [What To Do If You Forget to Install the Printer Drivers First](#).

## Installing the Windows Printer Drivers

To use your printer with a Microsoft Windows-based computer, you must first install the correct drivers. Use the Zebra Setup Utilities to install the printer drivers on your central device and ensure the printer power is switched off when you run the Utilities. These drivers enable you to set up and manage your printer conveniently from your central device.



**NOTE:** You may connect your printer to your computer using any of the supported connections that are available to you. However, do NOT connect any cables from your computer to the printer UNTIL you are instructed to do so by the installation wizard. If you connect the cables at the

wrong time, your printer will not install the correct printer drivers. To recover from incorrect driver installation, see [What To Do If You Forget to Install the Printer Drivers First](#).



**NOTE:** If using a PC, it must run a Zebra-driver-supported Windows OS. (See the Zebra Setup Utilities release notes for a list of supported Windows operating systems.)

If you are using a physical cable to connect your computer to the printer, be sure to review the cabling specifications and the parameters specific to the physical communication interface you plan to use. This information will help you make the appropriate configuration setup choices both before and immediately after you apply power to the printer.

- For basic interface cabling requirements, see [Interface Cable Requirements](#) on page 49.
- For USB cable requirements and information on basic USB connectivity, see [USB Interface](#) on page 50.

1. Navigate to [zebra.com/drivers](http://zebra.com/drivers).
2. Click **Printers**.
3. Select your printer model.
4. On the product page for your printer, click **Drivers**.
5. Download the appropriate driver for Windows.

The driver executable file (such as `zddriver-v10-6-12-28213-installer.exe`) is added to your Download folder.

6. Ensure printer power is OFF.



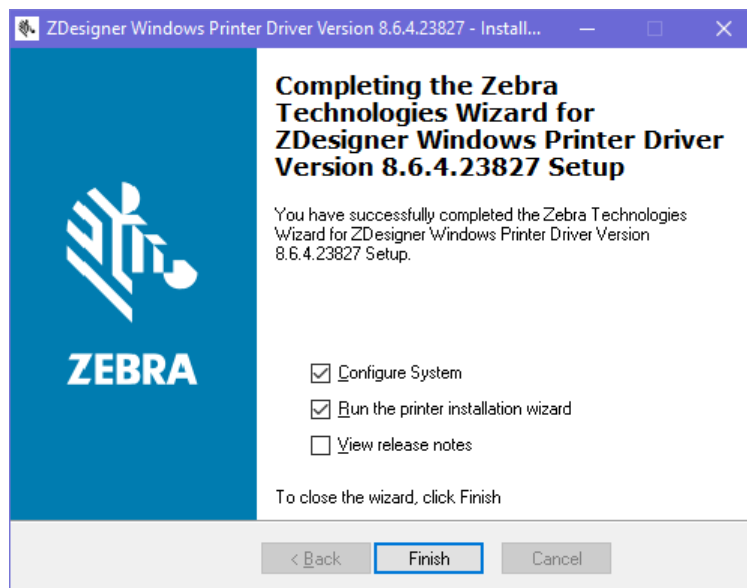
**IMPORTANT:** Do NOT turn printer power on until you are instructed to do so by the Setup Wizard.

7. From your PC, run the Zebra Setup Utilities (ZSU) executable and follow the prompts.

The setup wizard installs the printer drivers and prompts you to turn printer power ON.

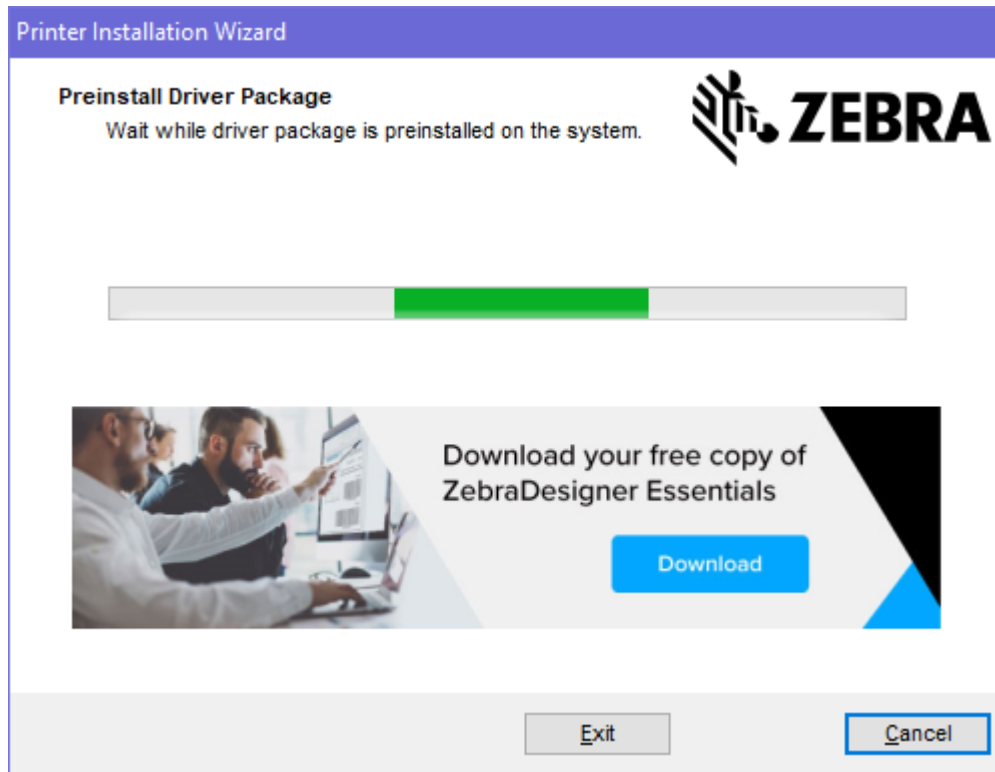


**NOTE:** When THE setup is complete, you may select to add the drivers to your system (Configure System) or elect to add specific printers in a later step.



8. Select **Configure System**, then click **Finish**.

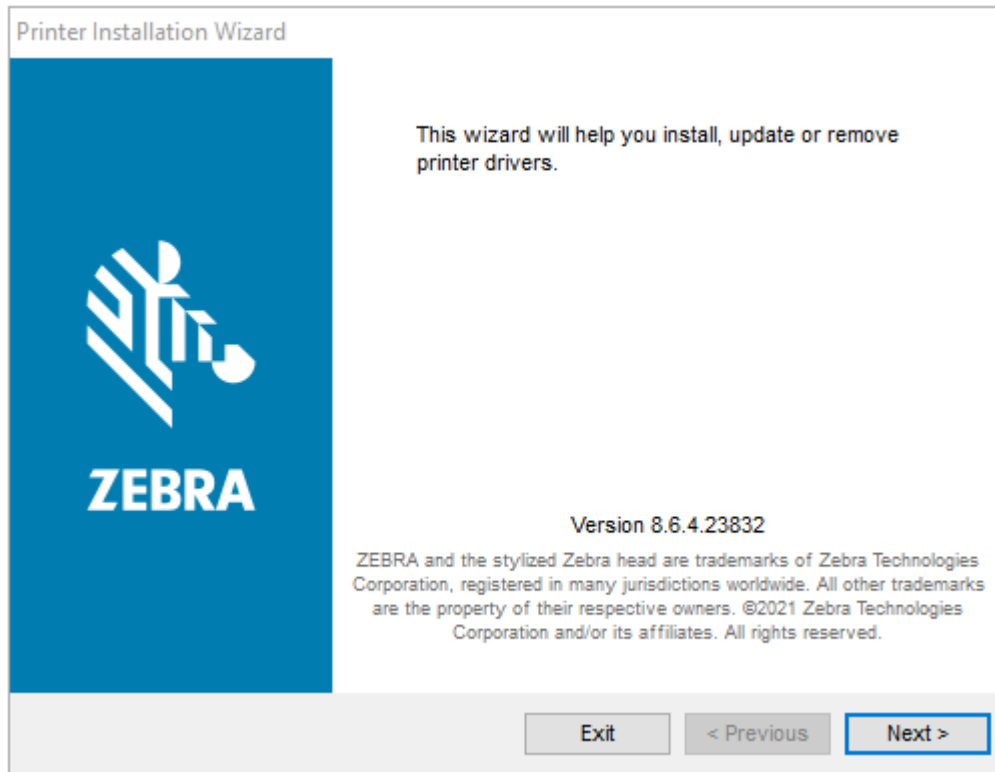
The Printer Installation Wizard installs the drivers.



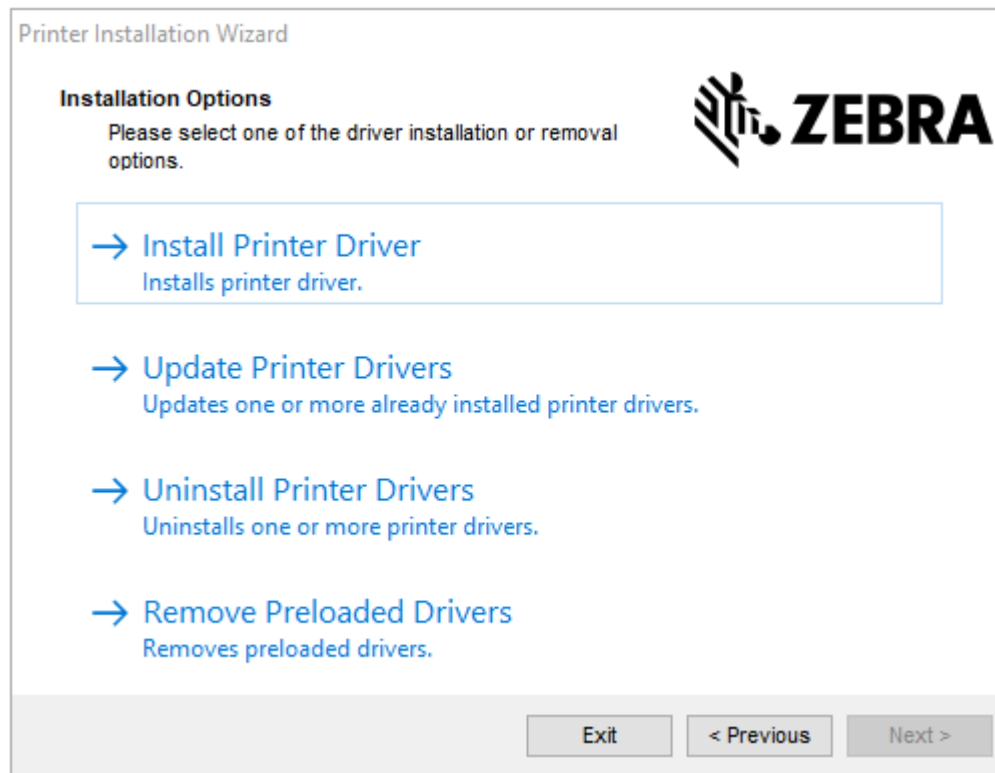
## Running the Printer Installation Wizard

1. On the last screen of the driver installer, leave **Run the Printer Installation Wizard** checked, then click **Finish**.

The Printer Driver Wizard displays.



2. Click **Next**.




**3. Click Install Printer Driver.**

The license agreement displays.

Printer Installation Wizard

**License Agreement**  
Please read license agreement before installing printer driver.



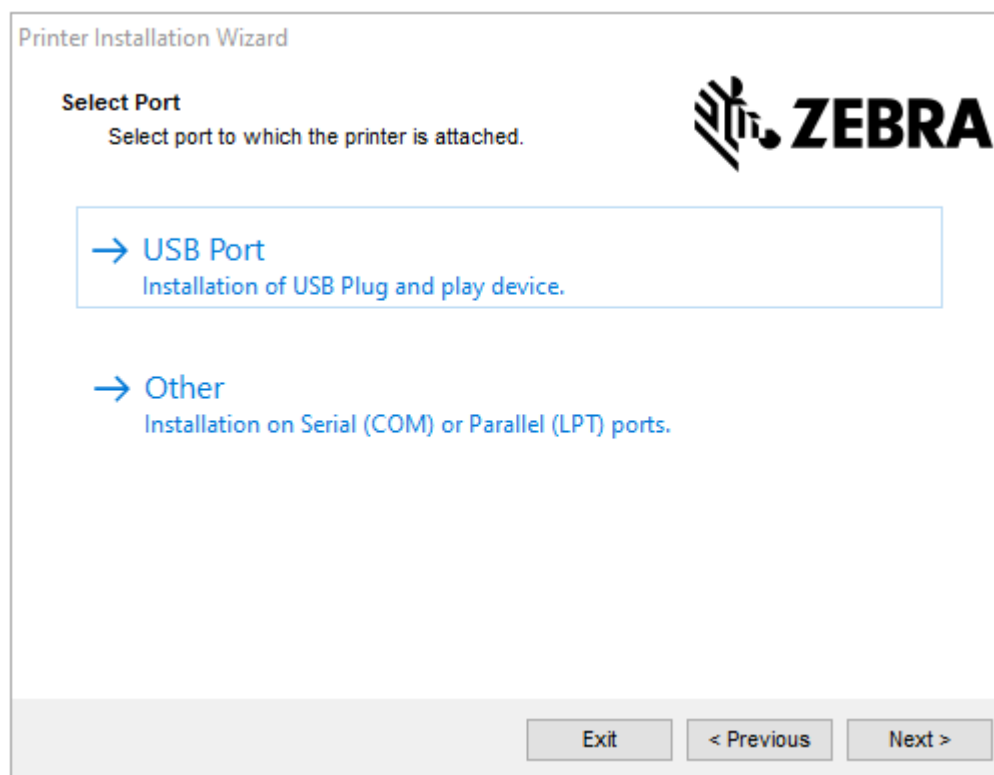
**END USER LICENSE AGREEMENT  
(UNRESTRICTED SOFTWARE)**

IMPORTANT PLEASE READ CAREFULLY: This End User License Agreement ("EULA") is a legal agreement between you (either an individual or a company) ("Licensee") and Zebra Technologies Corporation ("Zebra") for Software, owned by Zebra and its affiliated companies and its third-party suppliers and licensors, that accompanies this EULA. For purposes of this EULA, "Software" shall mean machine-readable instructions used by a processor to perform specific operations. BY USING THE SOFTWARE, LICENSEE ACKNOWLEDGES ACCEPTANCE OF THE TERMS OF THIS EULA. IF LICENSEE DOES NOT ACCEPT THESE TERMS, LICENSEE MAY NOT USE THE SOFTWARE.

☐ I accept the terms in the license agreement  
☒ I do not accept the terms in the license agreement

Exit < Previous Next >

4. Read and accept the terms of the license agreement, and then click **Next**.



5. Select the communication option that you want to configure for your printer:
- Network Port: For installing printers with an Ethernet (LAN) or wireless (Wi-Fi) network connection. Wait for the driver to scan your local network for devices and follow the prompts.
  - USB Port: For installing printers connected with the USB cable. Connect the printer to the computer. If the printer is already connected and powered on, you may need to remove the USB cable and install it again. The driver will automatically search for the model of the connected printer.
  - Bluetooth Port: For installing printers with a Bluetooth connection.
  - Other: For installation on another type of cable, such as Parallel (LPT) and Serial (COM). No additional configuration is necessary.
6. If prompted, select your printer model and resolution.

The model and resolution are listed on the printer configuration label. See [Test Printing with the Configuration Report](#) on page 44 for instructions on printing a label.)

## After Your Printer is Connected

When you have established basic communication with your printer, you may want to test printer communications and then install other printer-related applications, drivers, or utilities.

Verifying printer operation is a relatively simple process:

- For Windows operating systems, you can use the Zebra Setup Utility or the Windows **Printers and Faxes** feature in the **Control Panel** to access and print a test label.
- For non-Windows operating systems, you can send an ASCII text file to the printer with a single command (~WC) instructing it to print a printer configuration report.

## Test Printing with Zebra Setup Utilities

Print a configuration report to test the printer.

1. Open the Zebra Setup Utilities.
2. Click on the newly-installed printer's icon to select the printer.
3. Click **Open Printer Tools**.
4. Access the Print tab, click on **Print configuration label**, and then click **Send**.

The printer should print a configuration report. If it doesn't, make sure the printer is set up according to the instructions in this guide and use the information in the Troubleshooting section to resolve any issues.

## Test-Printing with the Windows Printer and Faxes Menu

Print a test page to test the printer.

1. Click the Windows **Start** menu button or open the **Control Panel** to access the Printers and Faxes menu, then open the menu.
2. Select the newly-installed printer's icon to select the printer, and right-click to access the printer's **Properties** menu.
3. From the printer's General tab window, click **Print Test Page**.

The printer prints a Windows test page.

## Test-Printing with a Copied ZPL Command File for Non-Windows Operating Systems

1. Create a text file with this ASCII string: ~WC
2. Save the file using an arbitrary filename such as `TEST.ZPL`.
3. Copy the file to the printer. For DOS, sending this file to a printer connected to the system's serial port would be as simple as issuing this command to the printer from the central device: `COPY TEST.ZPL COM1`



**NOTE:** Other interface connection types and operating systems will require different command strings. See your OS documentation for detailed instructions on how to copy to the appropriate printer interface for this test.



# Print Operations

This section provides general information on media and print handling, font and language support, and the setup of less common printer configurations.



**NOTE:** To help prevent the motor from overheating, the printer automatically pauses for a few seconds when it has been printing aggressively for an extended time. The printer will print a few labels followed by a short pause and then repeat these actions as needed.

## Thermal Printing

Zebra ZD Series printers use heat to expose direct thermal media or use heat and pressure to melt and transfer 'ink' to the media. Extra care should be taken to avoid touching the printhead which gets hot and is sensitive to electrostatic discharge.



**CAUTION—HOT SURFACE:** The printhead may be hot and could cause severe burns. Allow the printhead to cool.



**CAUTION:** To protect from damaging the printhead and risk of personal injury, AVOID touching the printhead. Use ONLY the cleaning pen to perform printhead maintenance.



**CAUTION—ESD:** The discharge of electrostatic energy that accumulates on the surface of the human body or other surfaces can damage or destroy the printhead and other electronic components used in this device. You must observe static-safe procedures when working with the printhead or the electronic components under the top cover.

## Replacing Supplies while Using the Printer

If the media supply (ribbon, labels, receipts, tags, tickets, etc.) runs out while printing, leave the printer power ON while reloading. (Data loss occurs if you turn off the printer). After loading a new roll of media or ribbon, simply press **FEED** to resume printing.

## Sending Files to the Printer

Graphics, fonts and programming files can be sent to the printer from supported Microsoft Windows operating systems using Link-OS Profile Manager, Zebra Setup Utilities (and driver), ZebraNet Bridge or Zebra ZDownloader available from the Zebra website at [zebra.com/software](http://zebra.com/software).

## Determining Your Printer's Configuration Settings

The ZD Series printer is capable of printing a configuration report listing printer settings and hardware details.

Included in this report are:

- operational status (darkness, speed, media type, etc.)
- installed printer options (network, interface settings, cutter, etc.)
- printer details (serial number, model name, firmware version, etc.)

For instructions on printing this label...	See <a href="#">Test Printing with the Configuration Report</a> on page 44.
For information on interpreting the configuration report and the associated programming command and command states identified in the report.	See <a href="#">Managing the ZPL Printer Configuration</a> on page 99 to learn how to interpret the configuration report and the associated programming command and command states listed in the report.

## Adjusting Print Quality

Print quality is affected by a combination of the heat (or density) setting of the printhead, print speed, and the media loaded. Experiment with these settings to find the optimal mix for your application.

Print quality can be configured using the Zebra Setup Utility's **Configure Print Quality** routine.



**NOTE:** Media manufacturers may recommend specific speed settings when using your printer with their media. The recommended speed may be lower than your printer's maximum speed setting!

You can control the print darkness (or density) setting using one of the following:

- the Set Darkness (~SD) ZPL command (see the ZPL Programming Guide for details)
- the Windows printer driver
- application software such as ZebraDesigner

After adjusting these settings, you can verify them by printing a Printer Configuration label (see [Test Printing with the Configuration Report](#) on page 44).

## Adjusting Print Width

You must set the print width before using the printer for the first time. You must also set it when you load media into the printer that is of a different width from the one used in the previous batch of printing.

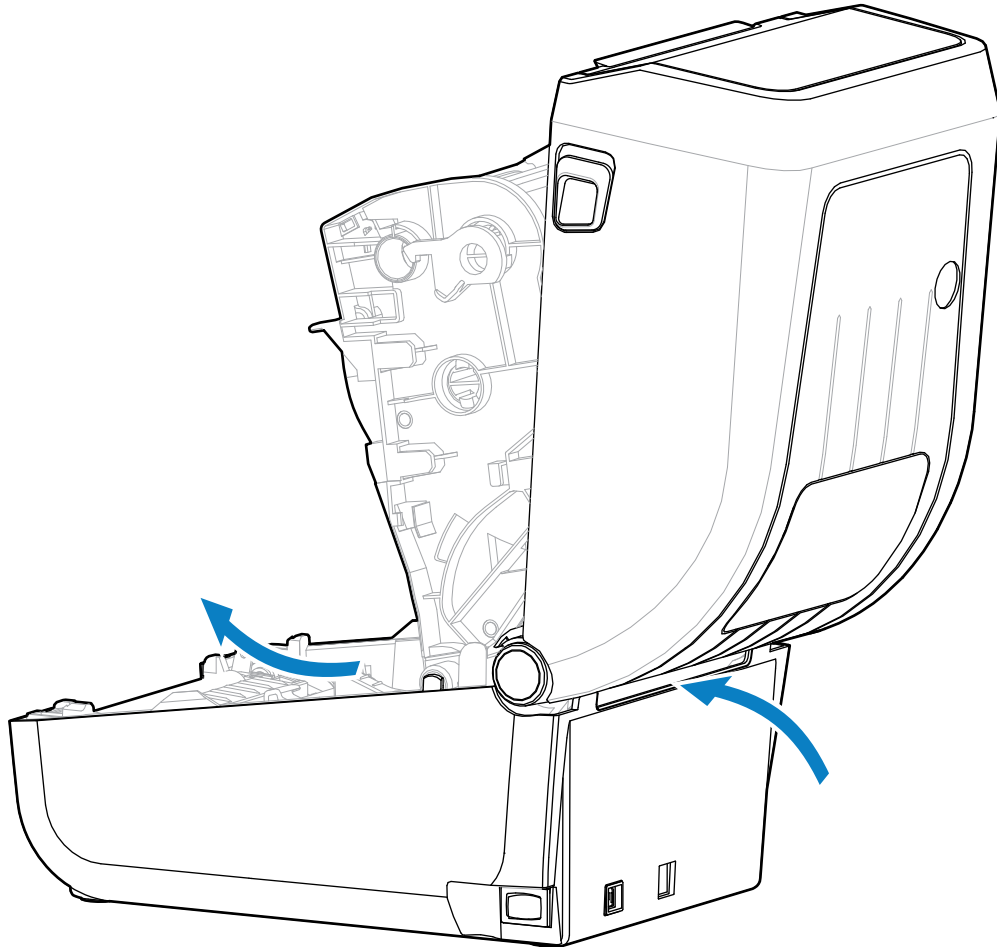
To set the print width, you can use one of the following methods:

- Your Windows printer driver.
- Application software such as ZebraDesigner.
- The ZPL Print Width (^PW) programming command. (See your ZPL Programming Guide for details.)

## Printing on Fanfold Media

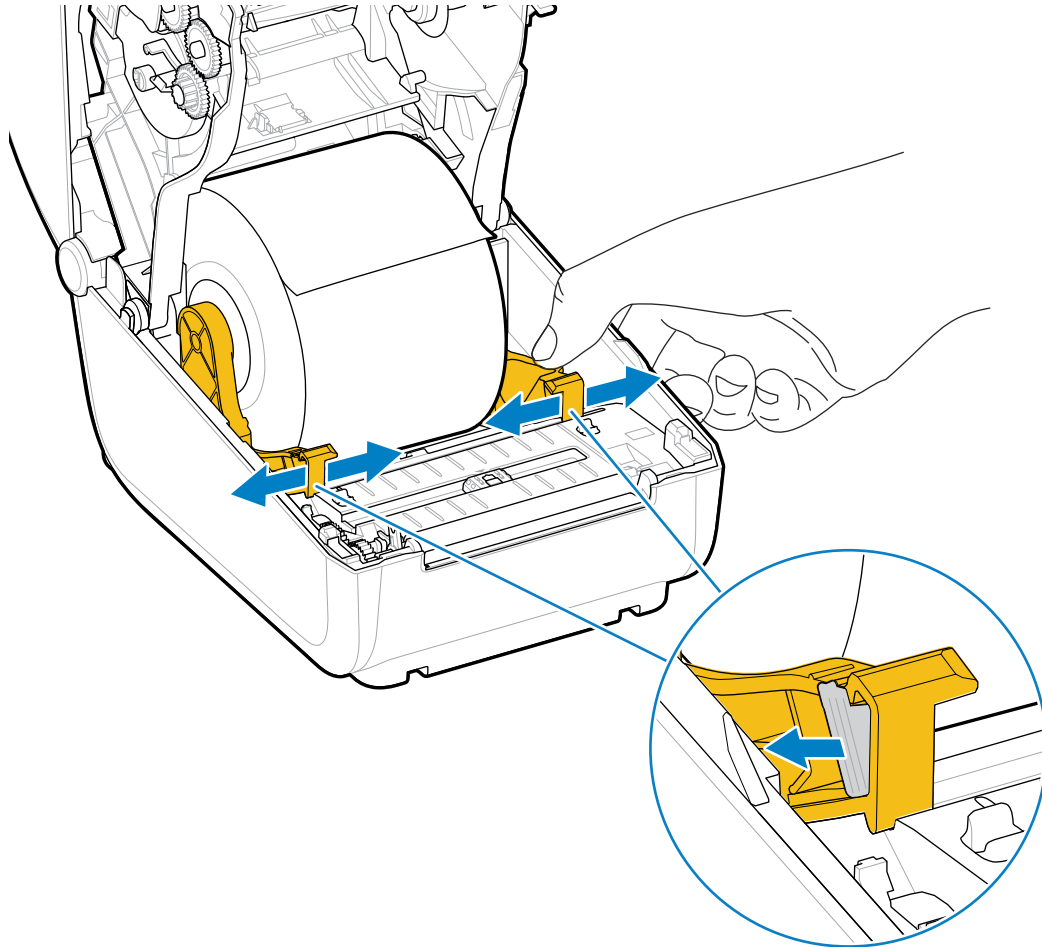
You will need to adjust the media guides' stop position when printing on fanfold media.

1. Open the top cover.

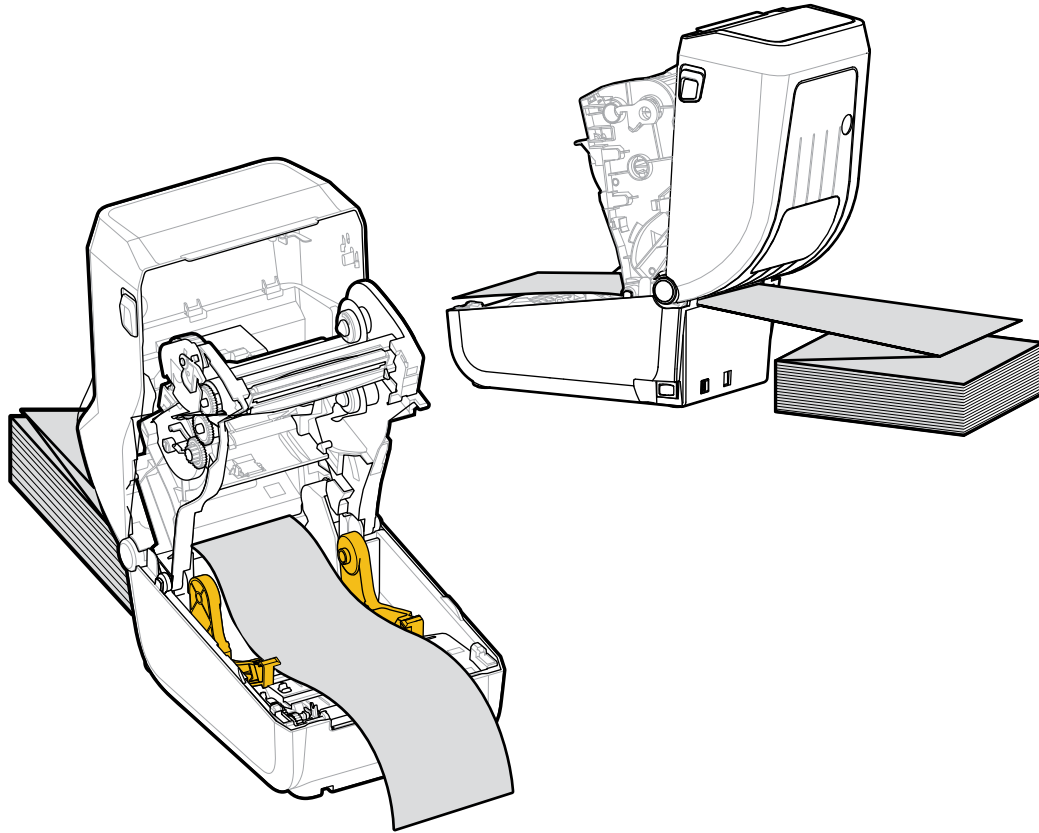


This image shows the fanfold media path.

2. Adjust the media guide stop position using the gold thumb wheel.
  - a) Use a piece of the fanfold media to help set the stop position.
  - b) Rotate the wheel away from you to make the guides wider. Rotate the wheel toward you to make the media guides narrower.



3. Insert the media through the slot at the rear of the printer, and place the media between the media guide and roll holders.



4. Close the top cover.



**NOTE:** The media guide stop position may need further adjustment if, after printing or after using **FEED** to advance several labels:

- the media does not track down the center (moves from side to side), or
- the sides of the media (liner, tag, paper, etc.) are frayed or damaged when exiting the printer

If additional adjustment does not correct the problem, route the media over the two roll-holding pins on the media guide.

You can also provide additional support for thin media by placing an empty roll core—of the same width as the fanfold media stack—between the roll holders.

## Printing with Externally-Mounted Roll Media

Your printer accommodates externally-mounted roll media (as it does for fanfold media). It requires a media-roll-and-stand combination to ensure low (initial) inertia when pulling the media off the roll.

Make note of these considerations when using externally-mounted roll media:

- The media should ideally enter the printer from directly behind the printer and pass through the fanfold media slot in the rear of the printer. (For media loading instructions, see [Printing on Fanfold Media](#) on page 67. )
- The media should move smoothly and freely. It should not slip, skip, jerk, bind and then move, etc. when mounted on your media stand.
- The movement of the media roll should not be impeded by contact with any printer or other surfaces.
- The printer should be placed such that it may not slip or lift up away from its operating surface while printing.

## Printer Fonts

The ZD Series printer supports multiple languages and fonts.

You can take advantage of the advanced font mapping and scaling technology available with your printer using the ZPL programming language. ZPL commands support the following:

- Outline fonts (TrueType and OpenType)
- Unicode character mapping
- Basic bitmapped fonts
- Character code pages

The font capabilities of your printer are programming-language dependent.

- For descriptions and documentation of the fonts, code pages, character access, listing fonts, and limitations for their respective printer programming languages, see the ZPL and the legacy EPL programming guides downloadable from [zebra.com/manuals](http://zebra.com/manuals).
- For information on text, fonts, and character support, see the printer programming guides.

Zebra has a variety of utilities and application software to enable font downloads to the printer for the ZPL and EPL printer programming languages.



**IMPORTANT:** Some ZPL fonts that are factory-installed in your printer are license-restricted. They CANNOT be copied, cloned, or restored to your printer by reloading or updating the firmware. If these license-restricted ZPL fonts are removed using an explicit ZPL object delete command, you will need to repurchase and reinstall them using a font activation and installation utility.

EPL fonts do not have this restriction.

## Identifying Fonts in Your Printer

Fonts can be loaded into various storage locations in the printer. Fonts and memory are shared by the programming languages in the printer.

The ZPL programming language can recognize EPL and ZPL fonts. However, EPL programming can only recognize EPL fonts. See the respective programming guides for more information on fonts and printer memory.

Specific to ZPL fonts:

To manage and download fonts for ZPL print operation	Use the Zebra Setup Utility or ZebraNet Bridge Utilities.
To display all fonts loaded onto your printer	<p>Send the ^WD ZPL command to the printer. See the ZPL Programming Guide for details.</p> <p>In ZPL:</p> <ul style="list-style-type: none"> <li>The bitmap fonts in the various printer memory areas are identifiable by the .FNT file extension.</li> <li>The scalable fonts are identified with the .TTF, .TTE, or .OTF file extensions. (EPL does not support these fonts.)</li> </ul>

## Localizing the Printer with Code Pages

For each printer programming language, ZPL and EPL, your printer supports two sets of language, region, and character sets for the permanent fonts loaded onto the printer.

Your printer supports localization with common international character map code pages.

For ZPL code page support, including Unicode, see the ^CI command in the ZPL Programming Guide.

## Asian Fonts and Other Large Font Sets

Both of the printer's programming languages, ZPL and EPL, support the large pictographic double-byte character Asian font sets. The ZPL programming language supports Unicode.

Asian language ideographic and pictographic fonts have large character sets with thousands of characters that support single language code page. To support for these large character sets, printer manufacturers adopted a double-byte (67840 maximum) character system (instead of the single-byte, 256-maximum character system used by Latin-based language characters to address this issue).

With the invention of Unicode came the ability to support multiple languages using a single font set. A Unicode font supports one or more code points (relate these to code page character maps) accessed in a standard method that resolves character mapping conflicts.

The number of fonts that can be downloaded to your printer is dependent upon the amount of available Flash memory not already in use and the size of the font to be downloaded.



**NOTE:** Some Unicode fonts are large-sized. These include MS (Microsoft) Arial Unicode font (23 MB) available from Microsoft and the Andale font (22 MB) offered by Zebra. These large font sets typically support a large number of languages, but cannot be downloaded to ZD100ta due to the font file size.

### Procuring and Installing Asian Fonts

Asian bitmap font sets are typically downloaded into the printer either by the printer user or an integrator.

ZPL fonts are purchased separately from the printer.

The following EPL Asian Fonts are available as free downloads from [zebra.com](http://zebra.com):

- Simplified and Traditional Chinese
- Korean including Johab

- Thai

## Media Roll Adapters

The media roll adapters kit includes a pair of 38.1 mm (1.5 in.) inner diameter (I.D.) media roll adapters and two mounting screws.

While the media roll adapters are intended to be permanently installed in the printer, they can be changed as necessary to support various media roll sizes.



**IMPORTANT:** The adapters may wear out if they are changed too frequently.

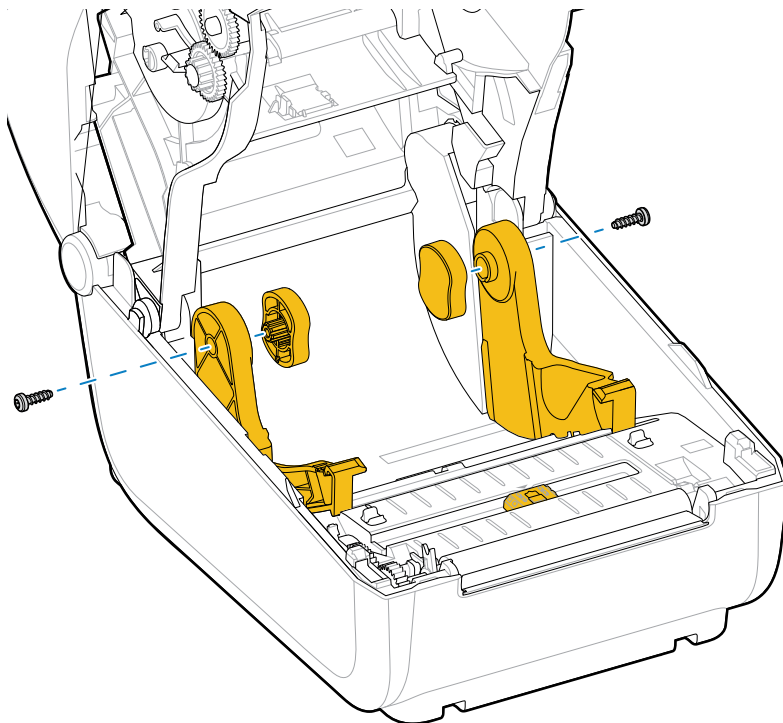
Removing the media adapters to print on standard roll cores may leave plastic pieces in the media roll holder's side areas that rub against the roll. These attached pieces can be pushed back into the side of the media roll holder.

### Installing a Media Roll Adapter

The media roll adapters may wear out if changed too frequently. If possible, try to minimize the number of times you change them.

1. Place one screw in the top adapter mounting hole on the roll holder.
2. Turn the screw clockwise with a Torx wrench until the tip of the screw just protrudes through the inside of the roll holder.

The screws are self-tapping.



3. Place the adapter on the inside of the roll holder ensuring the large side of the adapter is on top and the smooth side (no ribs) faces the middle of the printer.



4. Align the adapter's top screw hole with the protruding screw tip and pinch it tightly to the roll holder body.
5. Tighten the screw until there is no gap between the adapter and roll holder.



**NOTE:** Do NOT tighten beyond this point. Over-tightening will strip the thread.

6. Insert a screw in the bottom adapter mounting hole. Pinch the adapter tightly to the roll holder while tightening the screw. Tighten the screw until there is no gap between the adapter and roll holder.



**NOTE:** Do NOT tighten beyond this point. Over-tightening will strip the thread.

7. Repeat the above steps for the other adapter and roll holder.

When you remove the media adapter to print on standard roll cores, plastic pieces may be left behind in the media roll holder's side areas and rub against the roll. Push these attached pieces back into the side of the media roll holder.

# Maintenance

Perform the routine cleaning and maintenance procedures in this section for optimal printer operation.

## Cleaning

Your Zebra printer may require periodic maintenance to keep it functional and printing high-quality labels, receipts, and tags.



**CAUTION—PRODUCT DAMAGE:** DO NOT use an air compressor in place of the can of compressed air. Air compressors have micro-contaminants and particles that can enter the air system and damage your printer.





**CAUTION—EYE INJURY:** When using compressed air to clean the sensors, wear eye protection to shield your eyes from flying particles and objects.

## Cleaning Supplies

The following printer cleaning supplies are recommended for use with your printer:

These and other printer supplies and cleaning accessories are available from [zebra.com/supplies](https://zebra.com/supplies).

Printhead cleaning pens	For routine printhead cleaning.
99.7% min. pure isopropyl alcohol	Use a labeled alcohol dispenser.  <b>NOTE:</b> Never re-moisten cleaning materials used to clean the printer. Always use clean supplies.
Fiber-free cleaning swabs	To clean the media path, guides, and sensors.
Cleaning wipes	To clean the media path and interior (for example, Kimberly-Clark Kimwipes)
Can of compressed air	 <b>CAUTION—PRODUCT DAMAGE:</b> DO NOT use an air compressor in place of the can of compressed air. Air compressors have micro-contaminants and particles that can enter the air system and damage your printer.



**IMPORTANT:** To avoid product damage and risk of personal injury, follow the precautions included in each cleaning procedure when cleaning the printer.

## Recommended Cleaning Schedule

Printer part	Cleaning Interval	Cleaning Procedure
Printhead	After every five rolls printed.	See <a href="#">Cleaning the Printhead</a> .
Platen (drive) roller	As needed to improve print quality. (Platen rollers can slip, causing print image distortion, and in worst-case scenarios not move the loaded print media.)	See <a href="#">Cleaning and Replacing the Platen (Driver Roller)</a> on page 78.
Media path	As needed.	Clean it thoroughly with fiber-free cleaning swabs and cloths moistened with 90% isopropyl alcohol. Let the alcohol evaporate completely. See <a href="#">Cleaning the Media Path</a> on page 76.
Interior	As needed.	Use a soft cloth, brush, or compressed air to wipe or blow dust and particles out of the printer. Use 90% isopropyl alcohol and a fiber-free cleaning cloth to dissolve contaminants like oils and grime.
Exterior	As needed.	Use a soft cloth, brush, or compressed air to wipe or blow dust and particles out of the printer. The exterior of the printer can be cleaned using plain soap and water solutions to moisten the cloth. Only use the minimum amount of cleaning solution to avoid getting it in the printer or other areas. Do not clean connectors or interior of the printer with this method.

## Cleaning the Printhead

Always use a new cleaning pen on the printhead (an old pen carries contaminants from its previous use that may damage the printhead).

When you load new media, you should also clean the printhead for optimal print operations.



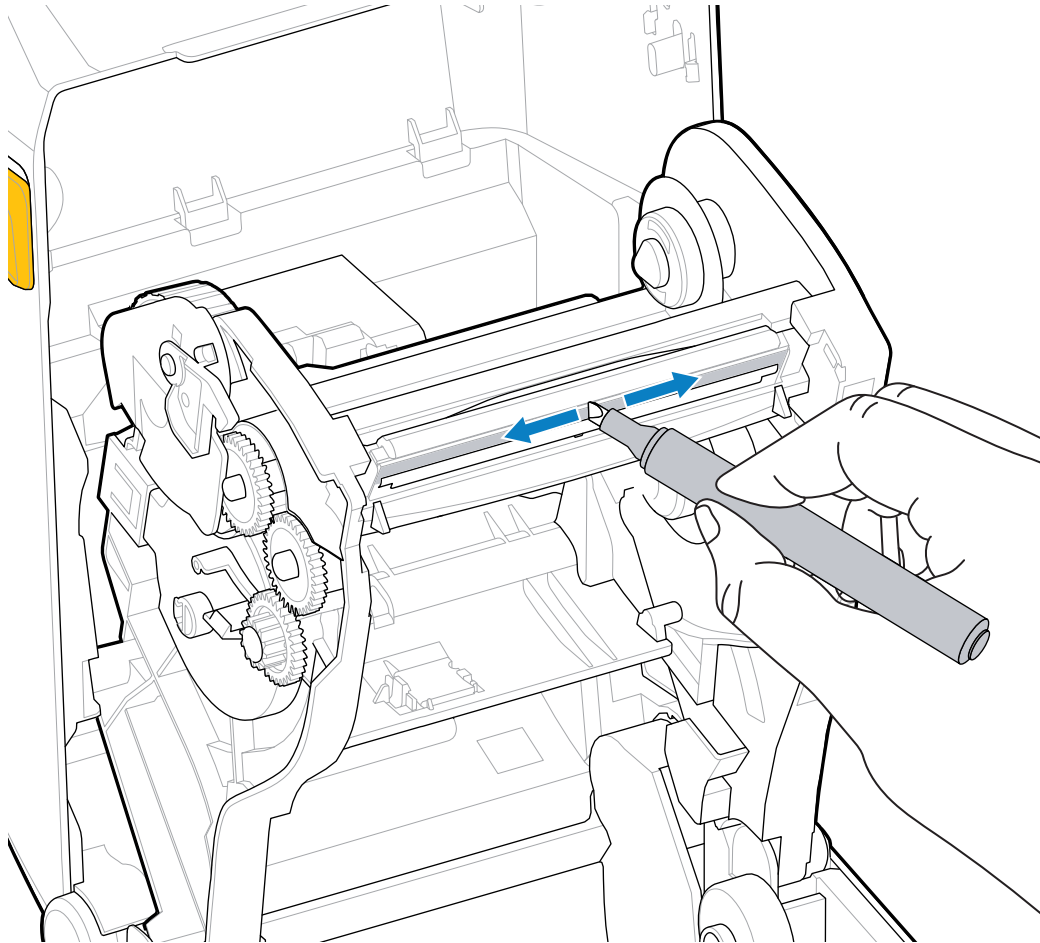
**CAUTION:** The printhead becomes hot while printing. To protect from damaging the printhead and risking personal injury, **AVOID** touching the printhead. Use **ONLY** the cleaning pen to perform printhead maintenance.



**CAUTION—ESD:** The discharge of electrostatic energy that accumulates on the surface of the human body or other surfaces can damage or destroy the printhead and other electronic components used in this device. You must observe static-safe procedures when working with the printhead or the electronic components under the top cover.

1. If transfer ribbon is installed, remove it before proceeding.

2. Rub the cleaning pen across the dark area of the printhead. Clean from the middle to the outside. This will move adhesive transferred from the edges of media to the outside of media path.



3. Wait one minute before closing the printer or loading ribbon to allow all components to dry.

## Cleaning the Media Path

Use this procedure to keep the media path clean and free of debris and adhesives.

1. Use a cleaning swab and/or a lint-free cloth to remove debris, dust, or crust that has built up on the holders, guides and media path surfaces.
2. Lightly moisten the cleaning swab or cloth with 90% solution isopropyl alcohol.



**NOTE:** For hard-to-clean areas, use extra alcohol on a cleaning swab to soak the debris and break up any adhesive that may have accumulated on surfaces in the media compartment.

3. Do NOT clean the printhead, sensors, or platen as part of this process.



**IMPORTANT:** DO NOT clean the sensor window (1). Clean only the sensor channel, the groove along which it moves.

1	Sensor window
---	---------------

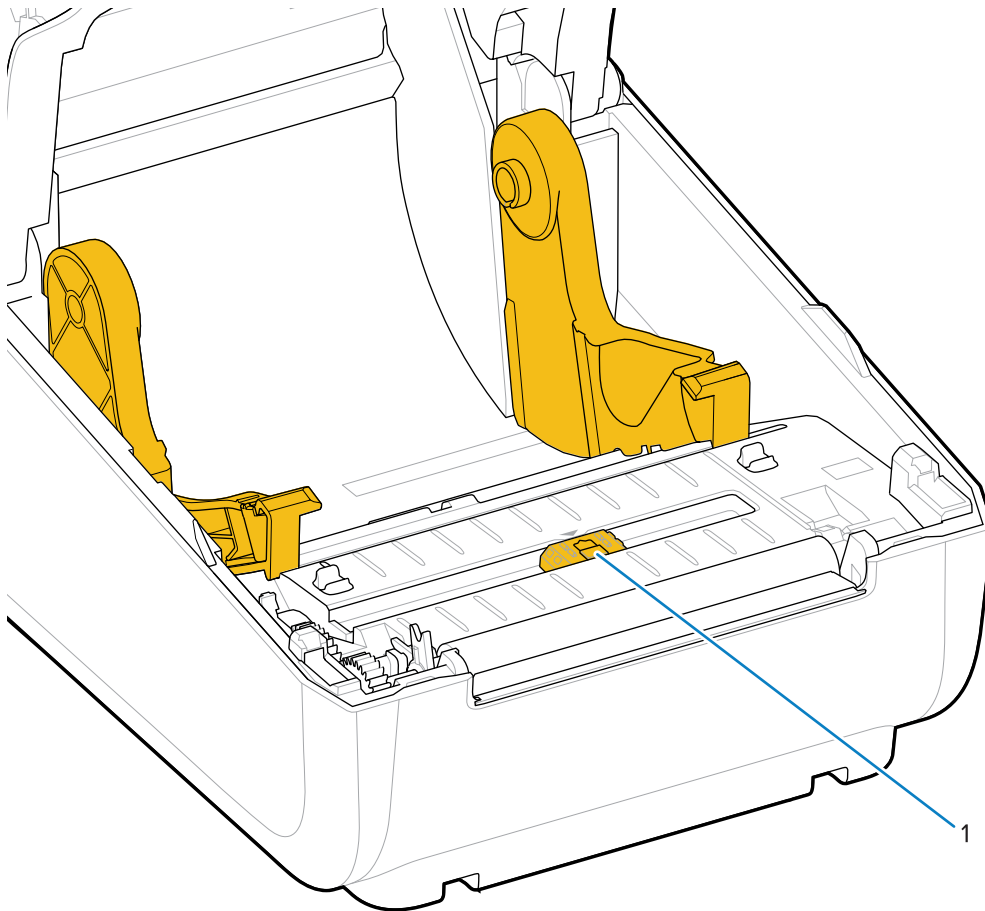
2	Media guides
3	Media roll holders

4. To clean the lower half of the printer:
  - a) Wipe the inside surfaces of the roll holders and the underside of the media guides with cleaning swabs and wipes.
  - b) Wipe only the movable-sensor's slide channel (not the sensor window itself). Move the sensor to access all areas.
  - c) Wait one minute for the cleaning solution to dry before closing the printer.
  - d) Discard the used cleaning supplies.

## Cleaning the Sensor

Dust can accumulate on the media sensors. Use only a can of compressed air to clean the sensors.

This image shows the location of the Movable Sensor for black mark and lower web/gap media.



1. Clean the Movable Sensor's (1) window. Gently brush away dust or use a can of compressed air; if necessary, use a dry swab to brush away dust. If adhesives or other contaminants remain, use an alcohol-moistened swab to break them up.



**IMPORTANT:** Do NOT use an air compressor to remove dust from the sensor or the inside of the printer. Compressors tend to add moisture, fine grit, and lubricant which can contaminate your printer components and interior.

2. Use a dry swab to remove any residue that may be left from the first cleaning.
3. Repeat the above steps as required until all residue and streaks are removed from the sensor.

### Cleaning and Replacing the Platen (Driver Roller)

The platen is the print surface and drive roller for your media. It normally does not require cleaning. Print operations tolerate some accumulation of paper and liner dust on the platen roller.

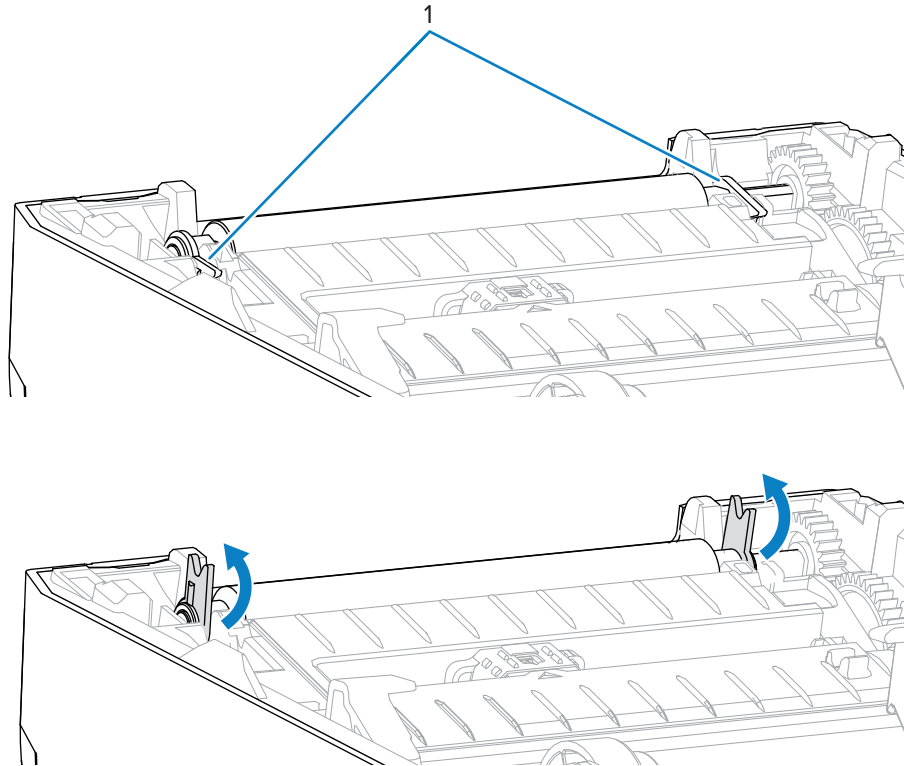


**CAUTION—PRODUCT DAMAGE:** Contaminants on the platen roller can damage the printhead or cause the media to slip or stick when printing. Adhesive, dirt, general dust, oils, and other contaminants should be cleaned off the platen immediately.

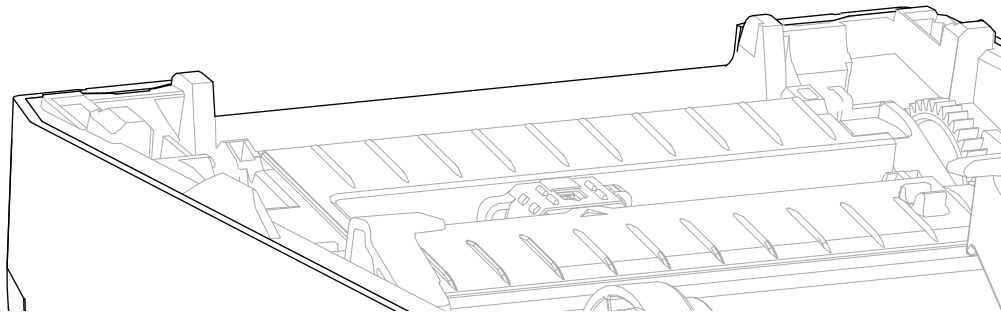
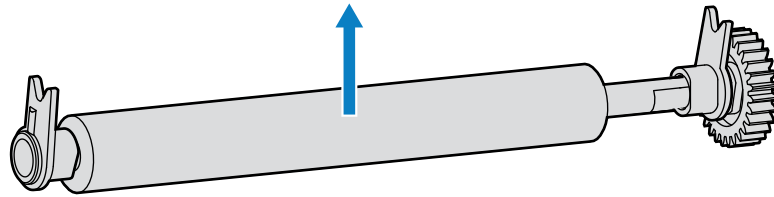
Clean the platen (and the media path) whenever the printer exhibits significantly poorer performance, print quality, or media handling. If sticking or jamming continues even after cleaning, you must replace the platen.

The platen can be cleaned with a fiber-free swab (such as a Texpad swab) or a lint-free, clean, damp cloth very lightly moistened with medical-grade alcohol (90% pure or better) as described in this procedure.

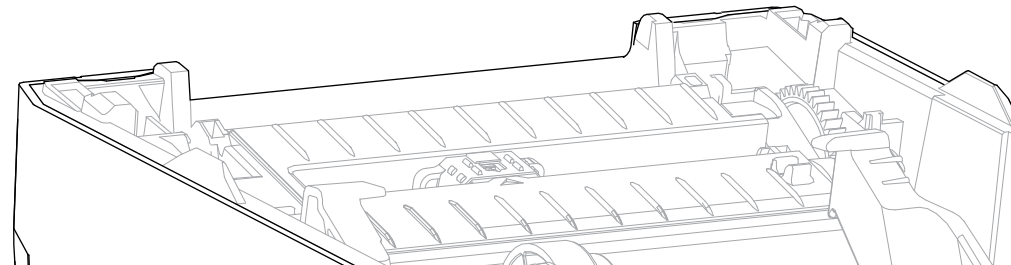
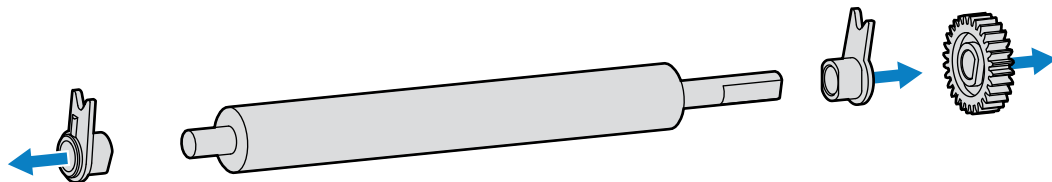
1. To remove the platen roller:
  - a) Open the cover (and dispenser door, if the dispenser is installed).
  - b) Remove media from platen area.
  - c) Pull the platen-bearing latch-release tabs (1) on the right and left sides towards the front of the printer and rotate them up. (The images with the arrows below show the latches in their closed and open positions, respectively.)



2. Lift the platen out of the printer's bottom frame. (The arrows in this image point to the platen bearings.)

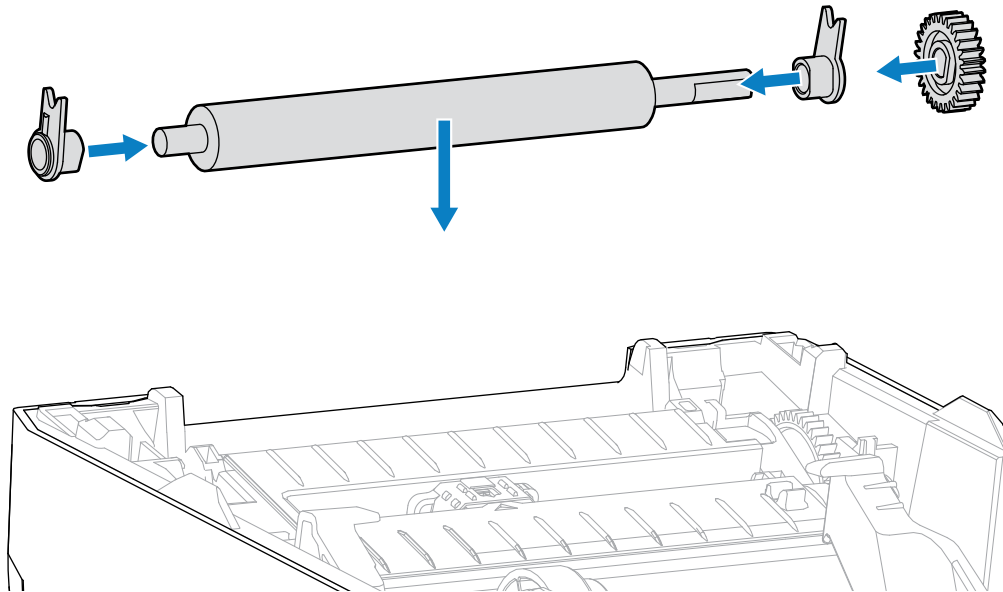


3. Slide the gear and the two bearings off the shaft of the platen roller.





4. Perform this step for cleaning only:
  - a) Clean the platen with the alcohol-moistened swab starting from the center and working outwards.
  - b) Repeat the above step until the entire roller surface is cleaned thoroughly. While adhesives and oils may be thinned by the initial cleaning, they may not be completely removed.
  - c) If there is heavy adhesive build-up or a label jam, use a new swab to remove any residual contaminants.
5. Discard the cleaning swabs after use. Do not reuse them.
6. Ensure the bearings and drive gear are on the shaft of the platen roller.



7. Align the platen with the gear to the left and lower it into the printer's bottom frame.
8. Rotate the platen-bearing latch-release tabs down on the right and left sides towards the rear of the printer and snap them into place.
9. Allow the printer to dry for one minute before closing the dispenser door or media cover and before loading the media.

## Updating Printer Firmware

Updating the printer's firmware periodically allows you to benefit from new features, improvements, and printer upgrades related to media handling and printer communications. Use Zebra Setup Utilities (ZSU) to load new firmware.

1. Open Zebra Setup Utilities.
2. Select your installed printer.
3. Click **Open Printer Tools**.  
The Tools window opens.
4. Click the **Action** tab.
5. Load media in the printer (see [Media Types and Sensing](#) on page 23).

**6. Click **Send file**.**

The lower half of the window shows a filename and path with a **Browse...** button to select the latest firmware file you downloaded from the Zebra website.

**7. Wait and observe the user interface.**

If the firmware version shown is different than the version installed on the printer:

- The firmware download to the printer begins.
- The printer's STATUS indicator flashes green while the firmware is downloading.
- The printer restarts and installs the firmware.
- After a successful firmware update, the printer's STATUS indicator displays solid green, indicating that the firmware was validated and installed.
- The printer prints a configuration report.

The firmware update is complete.

## Other Printer Maintenance

There are no user-level maintenance procedures beyond those detailed in this section.

## Fuses


There are no replaceable fuses in the ZD Series printers or power supplies.

# Troubleshooting

Use the information in this section to troubleshoot printer issues.


## Resolving Alerts and Errors

Alert	Possible Cause	Recommended Solution
Media Path		
Printhead Open		
A print command has been issued, or <b>FEED</b> was pressed, and the printer detected that the printhead (cover) is not closed.	The cover is open or has not been closed properly.	Close the cover/printhead. Push down on the front top corners of the printer's cover. You should hear and feel the cover latches snap in place to lock the cover closed for printing. (See <a href="#">Opening and Closing the Printer</a> on page 7.)  If that does not resolve the issue, contact your Zebra partner or Zebra Tech Support for assistance.
Media Out		
A print command has been issued, <b>FEED</b> was pressed, or the printer is printing and cannot detect media in the print path.	No media (roll) in the printer	Load your chosen media in the printer and close the printer. (See <a href="#">Loading Media</a> on page 24.)  You may need to press <b>FEED</b> one time or <b>PAUSE</b> to get the printer to resume printing.

Alert	Possible Cause	Recommended Solution
	The printer has detected an end-of-media-roll condition either because it is at the end of a roll or there is a label missing between two labels in the middle of the roll. (See <a href="#">Detecting a Media-Out Condition</a> on page 46.)	<p>Open the printer.</p> <p>If the media is at the end of the roll, load new media and continue printing. (See <a href="#">Loading Media</a> on page 24.)</p> <p> <b>NOTE:</b> Do NOT turn printer power OFF if it detects a media-out condition in the middle of a roll. The print job will be lost. (See <a href="#">Replacing Supplies while Using the Printer</a> on page 65.)</p> <p>If a label is missing in the middle of the roll:</p> <ul style="list-style-type: none"> <li>• Close the printer.</li> <li>• Press <b>FEED</b> to advance the roll to the next label.</li> <li>• Then press <b>FEED</b> again once or twice to resync the label calibration.</li> </ul>
	Misaligned movable media sensor	<p>Check the position of the movable media sensor. (See <a href="#">Setting Media Sensing by Media Type</a> on page 24 and <a href="#">Adjusting the Movable Sensor for Black Marks or Notches</a> on page 30.)</p> <p>The printer may need to be recalibrated for the media after adjusting the sensor. (See <a href="#">Running a SmartCal Media Calibration</a> on page 43.)</p>
	The printer is set for non-continuous (labels or black mark) media, but continuous media is loaded.	<p>Make sure that the media sensor is positioned in its default center location. (It may previously have been positioned for black-mark media using <a href="#">Adjusting the Movable Sensor for Black Marks or Notches</a> on page 30. See <a href="#">Setting Media Sensing by Media Type</a> on page 24.)</p> <p>The printer may need to be recalibrated for the media after adjusting the sensor. (See <a href="#">Running a SmartCal Media Calibration</a> on page 43.)</p>

## Troubleshooting


Alert	Possible Cause	Recommended Solution
	Dirty media sensor	<ol style="list-style-type: none"> <li>1. Clean the upper web (gap) Sensor Array and the lower Movable Media sensors. (See <a href="#">Cleaning the Sensor</a> on page 77.)</li> <li>2. Reload media in the printer.</li> <li>3. Adjust the Movable Media sensor's position for your media.</li> <li>4. Close the cover. (See <a href="#">Opening and Closing the Printer</a> on page 7).</li> <li>5. Recalibrate the printer for the media. (See <a href="#">Running a SmartCal Media Calibration</a> on page 43.)</li> </ol>
	The printer is unable to sense the media due either to potential data corruption of memory or to faulty components.	<p>Reload the printer's firmware. (See <a href="#">Updating Printer Firmware</a> on page 81.)</p> <p>If that does not resolve the issue, contact your Zebra partner or Zebra Tech Support for assistance.</p>
Ribbon Out		
<p>The printer is printing and stops while printing</p> <p>OR</p> <p>A print job has been sent to the printer and the printer immediately reports this alert.</p>	<p>The printer has detected the end of the ribbon.</p> <p>The end of the ribbon has a reflective trailer on the end of Zebra-branded transfer ribbon; the printer senses it as an end-of-ribbon state. (See <a href="#">Detecting a Ribbon-Out Condition</a> on page 47.)</p>	<ol style="list-style-type: none"> <li>1. Remove the ribbon and replace the ribbon rolls or the ribbon cartridge in the printer <b>WITHOUT</b> turning the printer off.</li> <li>2. Close the printer.</li> </ol> <p>You may need to press <b>FEED</b> one time to get the printer to resume the current print operation.</p>
Printhead Over Temp		
The printhead is over temperature and paused to allow the printhead to cool.	The printer is printing a large batch job, typically with large amounts of print.	The print operation will resume after the printhead has cooled.
	The ambient temperature at the printers location exceeds the specified operating range. The printer's ambient temperatures can at times be higher if it is in direct sunlight.	Move the printer location or cool the ambient temperature in the printer's current location.
Printhead Shutdown		

Alert	Possible Cause	Recommended Solution
The printhead is below operating temperature for proper printing.	The printhead has had a critical temperature or power failure.	<ol style="list-style-type: none"> <li>1. Turn printer power OFF by holding <b>POWER</b> down for five seconds.</li> <li>2. Wait for the printer to shutdown completely. Turn printer power ON.</li> </ol> <p>If that does not resolve the issue, contact your Zebra partner or Zebra Tech Support for assistance.</p>
Printhead Under Temp		
The printhead is below operating temperature for proper printing.	The ambient temperature where the printer is located is below the specified operating range.	<ol style="list-style-type: none"> <li>1. Turn printer power OFF.</li> <li>2. Move the printer to a different location and wait for it to warm naturally.</li> </ol> <p> <b>NOTE:</b> Moisture may condense in (and on) the printer if the temperature changes too quickly.</p> <p>For optimal printer operating and storage temperature ranges, see <a href="#">Select a Location for the Printer</a> on page 20.</p>
	The printhead thermistor has failed.	<ul style="list-style-type: none"> <li>• Turn printer power OFF by holding <b>POWER</b> down for five seconds.</li> <li>• Wait for the printer to shutdown completely.</li> <li>• Turn printer power ON.</li> </ul> <p>If that does not resolve the issue, contact your Zebra partner or Zebra Tech Support for assistance.</p>

## Resolving Print Issues

This section helps you identify issues with printing or print quality, the possible causes, and the recommended solutions.

Alert	Possible Cause	Recommended Solution
General Print Quality Issues		
The printed image does not look right.	The printer is set at an incorrect darkness level and/or print speed.	Adjust the printers Darkness setting. (See <a href="#">Adjusting Print Quality</a> on page 66.)
	The printhead is dirty.	Clean the printhead. (See <a href="#">Cleaning the Printhead</a> on page 75.)

Alert	Possible Cause	Recommended Solution
	The platen roller is dirty or damaged.	Clean or replace the platen. Platens can wear out or get damaged. (See <a href="#">Cleaning and Replacing the Platen (Driver Roller)</a> on page 78.)
	Thermal Transfer printing—Printing looks fuzzy, has smudge marks, or has voids or holes in print with no particular pattern.	The print material (wax, wax resin, or resin) may not match the material (paper, media coating, or synthetics) in use.   <b>NOTE:</b> Avoid setting the print speed higher than the maximum-rated speed for your media (ribbon or label material combination).
	You may be using the wrong power supply.	Verify you are using the power supply that came with your printer.
	The printhead has worn out.	Contact your Zebra partner or Zebra Tech Support for assistance.
No Print on the Label		
The printed image does not look right.	The media may not be direct thermal media and is made for the Thermal Transfer mode of printing.	See <a href="#">Determining Thermal Media Types</a> on page 96, <a href="#">Setting Media Sensing by Media Type</a> on page 24, and <a href="#">Loading Media</a> on page 24 to ensure you are using the right type of media and the right printer settings for the media you are using.
	Media has been loaded incorrectly.	The media printable surface must face up towards the printhead. (See <a href="#">Media Preparation for Printing</a> on page 22 and <a href="#">Loading Media</a> on page 24.)
Labels Are Distorted in Size or Print Area Start Position Varies		
The printed image or a part of it skips between labels (mis-registration).	Media is loaded incorrectly. OR The movable media sensor is not set properly.	Verify that the sensor is positioned correctly for your media type and its sensing location. See the following: <ul style="list-style-type: none"> <li>• <a href="#">Media Types and Sensing</a> on page 23</li> <li>• <a href="#">Setting Media Sensing by Media Type</a> on page 24</li> <li>• <a href="#">Adjusting the Movable Sensor for Black Marks or Notches</a> on page 30</li> </ul>
	The media sensors are not calibrated for your media length, the media's physical properties, or sensing type (gap/notch, continuous, or mark).	See <a href="#">Running a SmartCal Media Calibration</a> on page 43.
	The platen (drive) roller is slipping or damaged.	Clean or replace the platen. Platens can wear out or get damaged. (See <a href="#">Cleaning and Replacing the Platen (Driver Roller)</a> on page 78.

Alert	Possible Cause	Recommended Solution
	The printer has communication issues with cables or communication settings.	See <a href="#">Resolving Communication Issues</a> on page 88.

## Resolving Communication Issues

This section identifies problems with communications, the possible causes, and the recommended solutions.

Alert	Possible Cause	Recommended Solution
Label Job Sent, Data Transfers, But Labels Don't Print		
A label format was sent to the printer but was not recognized.	The prefix and delimiter characters set in the printer do not match the characters in the label format.	Verify the ZPL programming prefix (COMMAND CHAR) and delimiter (DELIM. / CHAR) characters. (See <a href="#">Configuration Setting to Command Cross-Reference</a> .)
Data was transferred to the printer but the printer does not print.	Incorrect data is being sent to the printer.	Check the label format. (See the ZPL Programming Guide for details on printer programming.)

## Resolving Miscellaneous Issues

This section identifies miscellaneous issues with the printer, possible causes and solutions.

Alert	Possible Cause	Recommended Solution
Settings are Lost or Ignored		
Some parameters are set incorrectly.	Printer settings were changed without saving them. (The ZPL ^JT command was not used to save the printer configuration before printer power was turned OFF.)	Cycle printer power OFF and then back ON to verify the settings were saved.
	<p>The label format/form commands or commands sent directly to the printer have syntax errors or have been used incorrectly.</p> <ul style="list-style-type: none"> <li>A firmware command turned off the ability to change the parameter.</li> <li>A firmware command changed the parameter back to its default setting.</li> </ul>	See the ZPL Programming Guide to verify command usage and syntax. (This guide and other online printer support resources are available from <a href="http://zebra.com/support">zebra.com/support</a> .)



Alert	Possible Cause	Recommended Solution
	The prefix and delimiter characters set in the printer do not match the ones in the label format.	Verify the ZPL programming settings of the Control, Command and Delimiter communication character settings are correct for your system software environment. (See <a href="#">ZPL Configuration</a> on page 99.)  Print a Configuration Report (see <a href="#">Test Printing with the Configuration Report</a> on page 44) to ensure these are correct. Compare them to the commands in the label format/form you are trying to print.
	The Main Logic board may not be working properly. Firmware is corrupted or the Main Logic board failed.	<ol style="list-style-type: none"><li>Do one of the following<ol style="list-style-type: none"><li>Reset the printer to its factory defaults (see <a href="#">FEED Button Modes – Power ON</a> on page 17).</li><li>Use the Zebra Setup Utility and open <b>Printer Tools &gt; Action &gt; Load printer defaults</b>.</li></ol></li><li>Reload printer firmware. (See <a href="#">Updating Printer Firmware</a> on page 81.)</li></ol> If the printer does not recover from this error, contact your Zebra partner or Zebra Tech Support for assistance.
Non-continuous Labels Act as Continuous labels		
A non-continuous label format with matching media (loaded in the printer) was sent to the printer, but prints like it is continuous media.	The printer was not calibrated for the media being used.	<ul style="list-style-type: none"><li>Set the printer for the correct media type (gap/notch, continuous, or mark).</li><li>Run a SmartCal Media Calibration. (See <a href="#">Running a SmartCal Media Calibration</a> on page 43.)</li></ul>
	The printer is configured for continuous media.	
Printer Locks Up		
All indicator lights are on and the printer locks up or the printer locks up while restarting.	The printer memory has been corrupted by an unknown event.	Use one of these options to reset the printer to its factory defaults: <ul style="list-style-type: none"><li>Follow the instructions in <a href="#">FEED Button Modes – Power ON</a> on page 17.</li><li>Open the Zebra Setup Utility in your central device, then go to<b>Printer Tools &gt; Action &gt; Load printer defaults</b>.</li><li>Reload printer firmware. (See <a href="#">Updating Printer Firmware</a> on page 81.)</li></ul> If the printer does not recover from this error, contact your Zebra partner or Zebra Tech Support for assistance.

## General Printer Diagnostics

You can diagnose printer issues and get insights into the operating condition of your printer using diagnostic reports, calibration procedures, and other tests.



**IMPORTANT:** Use full-width media when performing self-tests. If your media is not wide enough, the test labels may print on the platen (drive) roller.

Keep these tips in mind when testing:

- During these self tests, do NOT send data to the printer from the host device. (If your media is shorter than the label to be printed, the test label proceeds to the next label.)
- When canceling a self-test prior to completion, always reset the printer by turning printer power OFF and back ON.

Diagnostic self-tests are enabled by pressing a specific user interface button or combination of buttons while turning printer power ON. Keep the button(s) pressed until the first indicator light turns off. The selected self test automatically starts at the end of the printer's power-on self-test.

## Manually Calibrating the Printer

It is recommended that you calibrate the printer manually when using pre-printed media or if the printer will not correctly auto-calibrate when you run a SmartCal procedure.

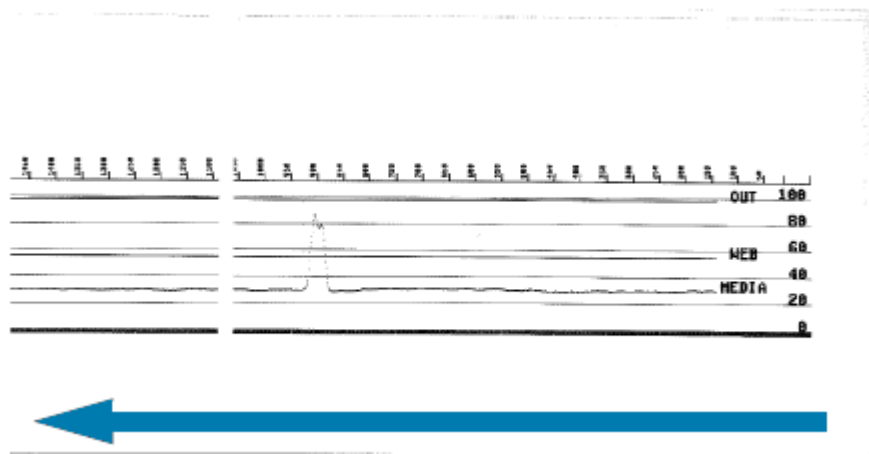
Make sure media is loaded. A good common label size is 4 by 6 inches.

1. Turn printer power ON.
2. Send this command to the printer: `! U1 do "ezpl.manual_calibration" ""`

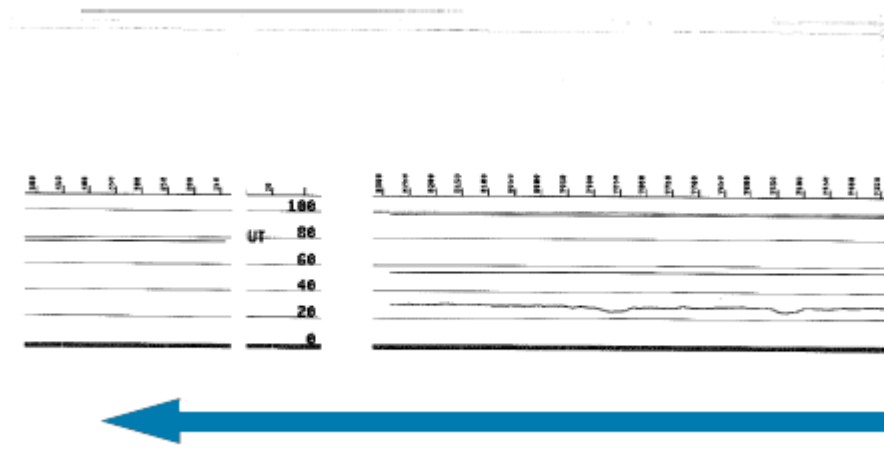
(See [Sending Files to the Printer.](#))

The printer will set the media sensor for the label backing in use. When this adjustment is complete, the printer will auto-feed the media roll until a label is positioned at the printhead. It will then print a profile of the media sensor settings (similar to the one shown here). When done, the printer will save the new settings in memory. It is now ready for normal operation.

This image shows the start of several labels (at the right).



This image shows the end of several labels (at the left).

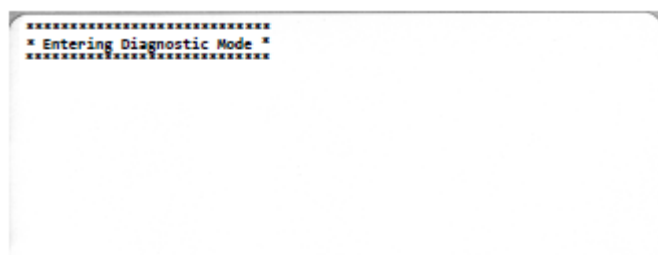


## Diagnosing Communication Issues

If there is a problem transferring data between the computer and the printer, try placing the printer in Communications Diagnostics mode. The printer will print the ASCII characters and their respective hexadecimal values for any data received from the host computer:

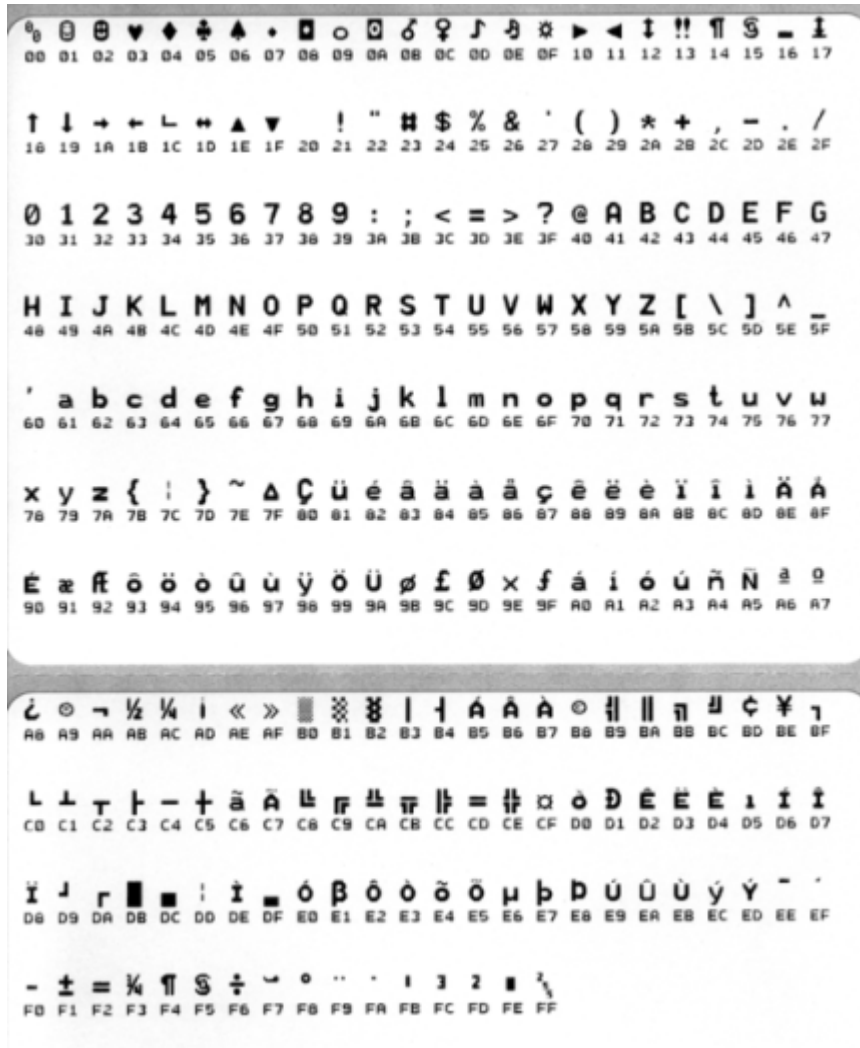
1. To enter diagnostic mode, do one of the following:
  - Send the ZPL `~JD` command- to the printer. (See the ZPL Programming Guide.)
  - Send the EPL `dump` command to the printer. (See the EPL Programming Guide.)
  - Use the **FEED** button after turning printer power ON. (For details, see [FEED Button Modes – Power ON](#) on page 17.)

The printer prints the following:

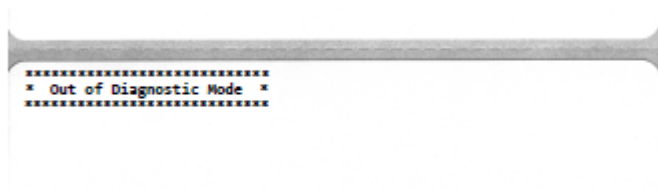


2. Retrieve the printout and use the information below to understand the report.

The Communications Diagnostic printout displays hexadecimal data (00h–FFh which is 0-255 decimal) with a specific character for each hexadecimal value displayed above the hexadecimal data.



To exit diagnostic mode and resume printing, turn printer power OFF and then back ON. Alternately, press the **FEED** button as many times as it takes to clear the printer's command buffer and print Out of Diagnostic mode on the label.



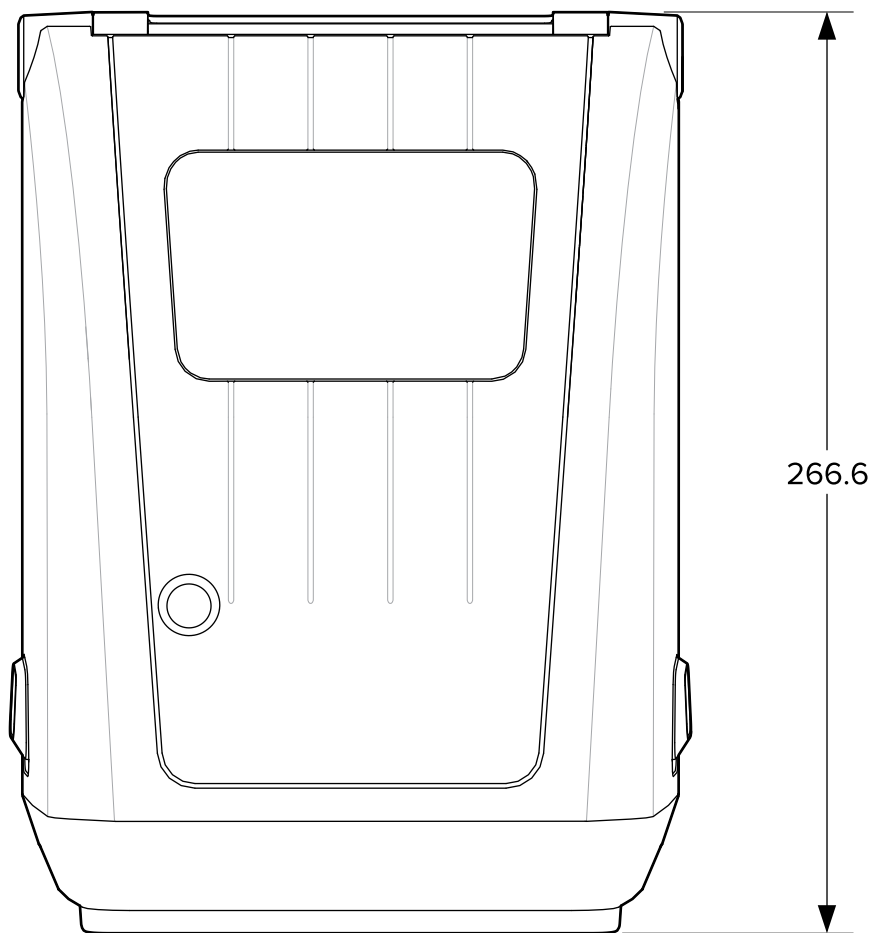
# Dimensions

This section lists external printer dimensions.

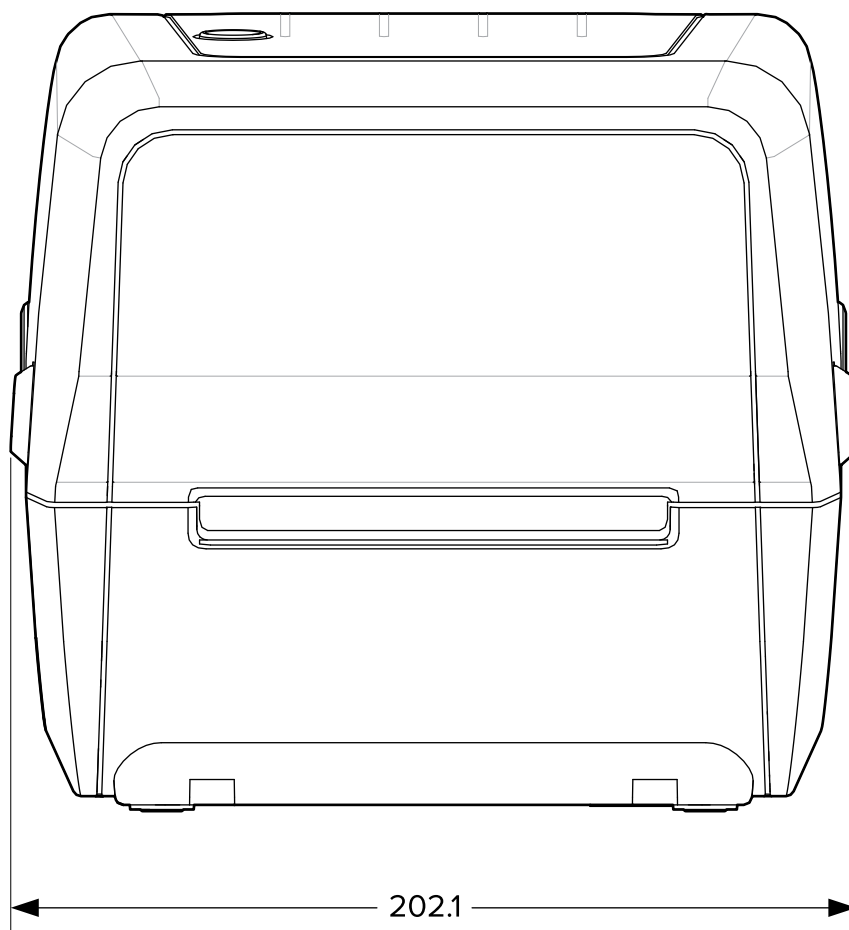
## Dimensions – Standard Printer

### Standard Printer Dimensions

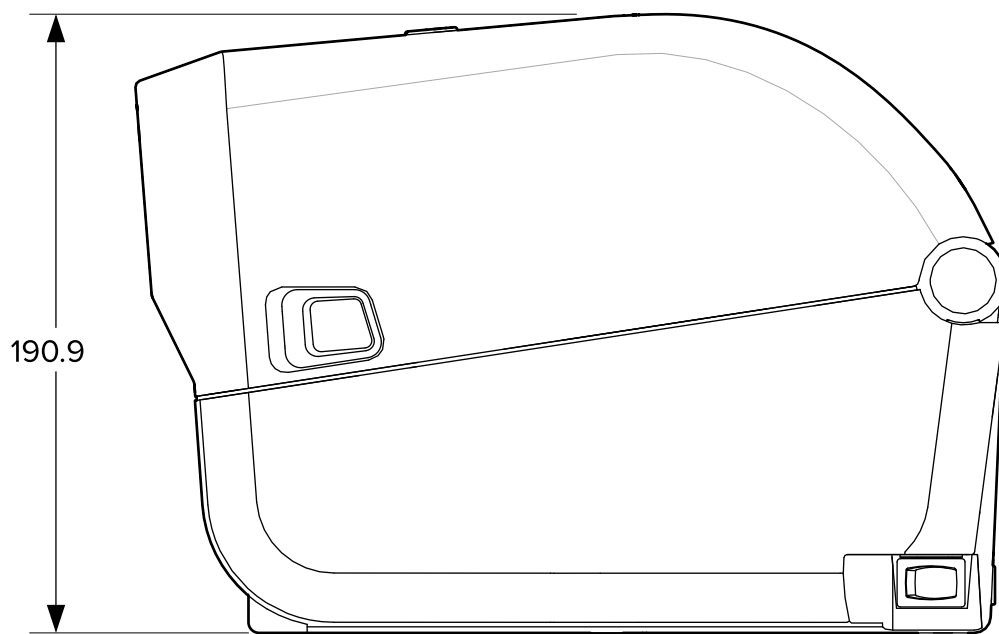
All dimensions are in millimeters.



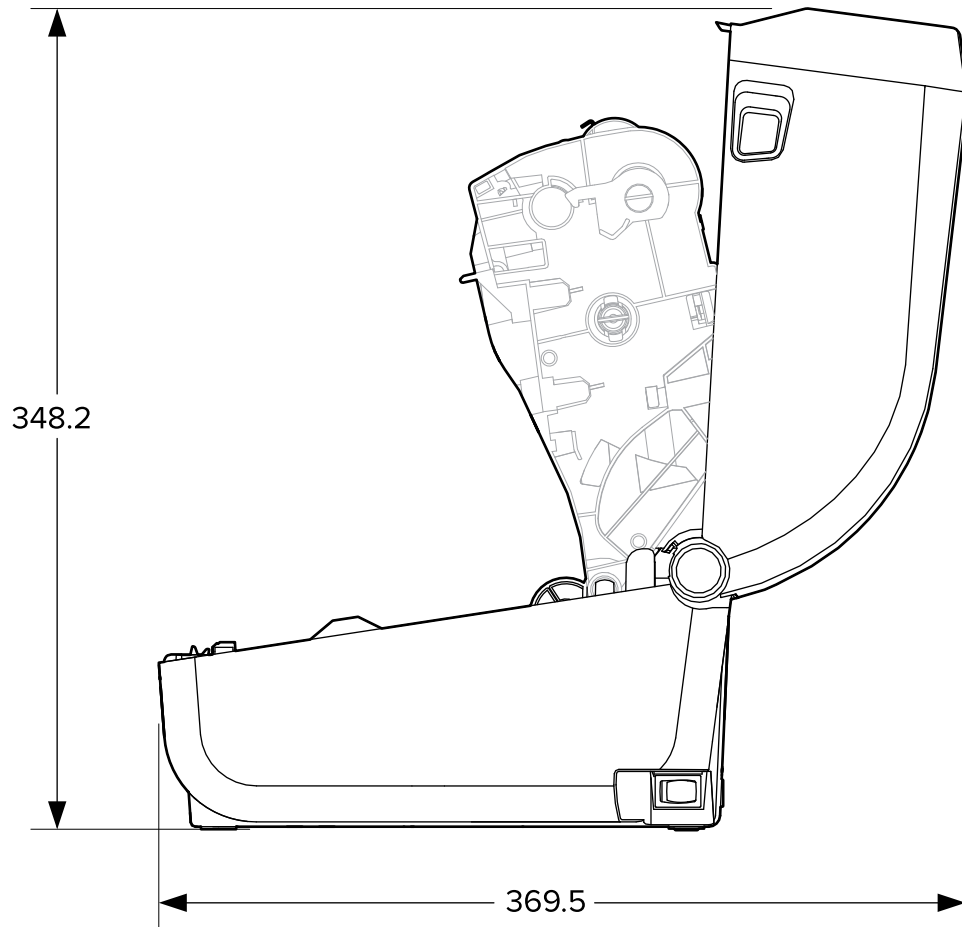
## Dimensions



All dimensions are in millimeters.



## Dimensions



All dimensions are in millimeters.

# Media

This section provides a simple media overview for your printer.

## Thermal Media Types and Procurement

Zebra strongly recommends the use of Zebra-brand supplies in order to ensure consistent high-quality printing.



**IMPORTANT:** A wide range of Zebra paper, polypropylene, polyester, and vinyl stock has been specifically engineered for Zebra-brand printers to enhance the printing capabilities of your device and prevent premature printhead wear.

To purchase supplies, go to [zebra.com/supplies](https://zebra.com/supplies).

Your printer can use the following types of media:

Standard (noncontinuous) media	Most standard (noncontinuous) media uses an adhesive backing that has individual labels or a continuous length of labels affixed onto a liner.
Continuous roll media	Most continuous roll media is direct thermal media (similar to fax paper) and is used for receipt or ticket-style printing.
Tag stock	Tags are usually made from a heavy paper (up to 0.19 mm or 0.0075 in. thick). Tag stock does not have adhesive or a liner, and it is typically perforated between tags.

Types of media rolls and fanfold media include standard or [noncontinuous roll media](#), [noncontinuous fanfold media](#), and [continuous roll media](#).

Your printer typically uses roll media, but also supports fanfold or other continuous media.

## Determining Thermal Media Types

Thermal transfer media requires ribbon for printing while direct thermal media does not. To determine if ribbon must be used with a particular media, perform a media scratch test.

To perform a media scratch test, scratch the print surface of the media with a fingernail or pen cap. Press firmly and quickly while dragging it across the media surface.





**NOTE:** Direct thermal media is chemically treated to print (expose) when heat is applied. This method of testing the media uses friction heat to help identify the media.

Did a black mark appear on the media?



If a black mark...	The media print mode is...
appears...	Direct Thermal. Your printer supports this media. You do NOT have to load ribbon.
does not appear...	Thermal Transfer. A ribbon is required. You will need to load ribbon.

## Media and Print Specifications

Media widths	<ul style="list-style-type: none"> <li>• Direct Thermal mode maximum: 108 mm (4.25 in.)</li> <li>• Thermal Transfer mode maximum: 112 mm (4.41 in.)</li> <li>• Minimum for all printers: 25.4mm (1 in.)</li> </ul>
Media length	<ul style="list-style-type: none"> <li>• Maximum: 990 mm (39 in.)</li> <li>• Minimum: 25.4 mm (1.0 in.)</li> </ul>
Media thickness	<ul style="list-style-type: none"> <li>• Maximum: 0.1905 mm (0.0075 in.)</li> <li>• Minimum: 0.06 mm (0.0024 in.)</li> </ul>
Media Roll Outer Diameter (O.D.)	127 mm (5.0 in.)
Media Roll Core Inner Diameter (I.D.)	<ul style="list-style-type: none"> <li>• Standard roll configuration: <ul style="list-style-type: none"> <li>• 12.7 mm (0.5 in.) I.D.</li> <li>• 25.4 mm (1 in.) I.D.</li> </ul> </li> <li>• With optional media roll adapter: 38.1 mm (1.5 in.) I.D.</li> </ul>
Ribbon rolls (74-meter)	<ul style="list-style-type: none"> <li>• Ribbon length: 74 m (243 ft.)</li> <li>• Ribbon width maximum: 110 mm (4.33 in.)</li> <li>• Ribbon width minimum: 33 mm (1.3 in.)</li> </ul> <p> <b>IMPORTANT:</b> Transfer ribbon should always cover the entire width of the media and liner to prevent damaging the printhead.</p> <ul style="list-style-type: none"> <li>• Ribbon core I.D: 12.7 mm (0.5 in.)</li> <li>• Wax, wax/resin, and resin transfer materials</li> </ul>
Ribbon rolls (300-meter)	<ul style="list-style-type: none"> <li>• Ribbon length: 300 m (984 ft.)</li> <li>• Ribbon width maximum: 110 mm (4.33 in.)</li> <li>• Ribbon width minimum: 33 mm (1.3 in.)</li> </ul> <p> <b>IMPORTANT:</b> Transfer ribbon should always cover the entire width of the media and liner to prevent damaging the printhead.</p> <ul style="list-style-type: none"> <li>• Wax, wax/resin, and resin transfer materials</li> </ul>
Dot pitch	203 dpi: 0.125 mm (0.0049 in.)

Barcode modulus x-dim	203 dpi: 0.005-0.050 in.
--------------------------	--------------------------



**NOTE:** A minimal amount of labels will be misprinted at the end of the ribbon roll, such as one 4x6in label.

# ZPL Configuration

This section provides an overview of managing printer configuration, the Configuration Status report, and printer and memory printouts.

## Managing the ZPL Printer Configuration

Printers that support ZPL allow you to change printer settings dynamically for fast first-label-out printing. Printer parameters that are persistent will be retained for future formats to use.

These settings will remain in effect until:

- they are changed by subsequent commands,
- the printer is reset,
- printer power is cycled (turned on and off), or
- you restore a parameter that has a factory default by resetting the printer to its defaults.

You can save and restore printer configurations using the ZPL Configuration Update command (^JUS). This command initializes (or re-initializes) the printer with pre-configured settings.

- To retain the current settings after the printer is reset or the power is cycled, send the ^JUS ZPL command to the printer to save all current persistent settings.
- To restore the last-saved values to the printer, use the ^JUR command.

ZPL stores all parameters when you issue the ^JUS command. The legacy EPL programming language (supported by your ZD Series printer) changes and saves individual commands immediately.

Most printer settings are shared between ZPL and EPL. For example, changing the speed setting with EPL will also change the speed set for ZPL operations. The changed EPL setting will persist even after a power cycle or reset issued using either printer language.

To help manage your printer, you can instruct the printer to print a Configuration Report. The report lists operating parameters, sensor settings, and printer status among other details (see [Test Printing with the Configuration Report](#) on page 44). You can also print this and other reports using the Zebra Setup Utility and the ZebraDesigner Windows driver.

## ZPL Printer Configuration Format

You can manage more than one printer easily by creating a printer configuration programming file to send to all of them. Alternatively, you can use ZebraNet Bridge to clone a printer's setup.

The basic structure of a ZPL programming configuration file is as follows:

^XA	Start Format Command
	Format commands are case sensitive. (a) General print and command settings (b) Media handling and behaviors Media print size ^JUS command to save
^XZ	End Format Command

See the ZPL Programming Guide and the Configuration Setting to Command Cross-reference to create a programming file using the appropriate commands you need for the task at hand.

Zebra Setup Utilities (ZSU) can be used to send programming files to the printer. Windows Notepad (text editor) can be used to create programming files.

## Configuration Setting to Command Cross-Reference


The Printer Configuration Report lists a majority of the configurations settings that can be set by sending ZPL commands to the printer. For information on these commands, see the ZPL Programming Guide available from [zebra.com](http://zebra.com).

PRINTER CONFIGURATION	
Zebra Technologies ZTC ZD100-203dpi ZPL DOJ243202841	
+10.0.....	DARKNESS
6 IPS.....	PRINT SPEED
+000.....	TEAR OFF ADJUST
TEAR OFF.....	PRINT MODE
GAP/NOTCH.....	MEDIA TYPE
TRANSMISSIVE.....	SENSOR SELECT
DIRECT-THERMAL.....	PRINT METHOD
832.....	PRINT WIDTH
1238.....	LABEL LENGTH
15.0IN 380MM.....	MAXIMUM LENGTH
MAINT. OFF.....	EARLY WARNING
CONNECTED.....	USB COMM.
NORMAL MODE.....	COMMUNICATIONS
<~> 7EH.....	CONTROL PREFIX
<^> 5EH.....	FORMAT PREFIX
<, > 2CH.....	DELIMITER CHAR
ZPL II.....	ZPL MODE
INACTIVE.....	COMMAND OVERRIDE
NO MOTION.....	MEDIA POWER UP
FEED.....	HEAD CLOSE
DEFAULT.....	BACKFEED
+000.....	LABEL TOP
+0000.....	LEFT POSITION
DISABLED.....	REPRINT MODE
052.....	WEB SENSOR
096.....	MEDIA SENSOR
059.....	MARK SENSOR
012.....	MARK MED SENSOR
051.....	TRANS GAIN
040.....	TRANS LED
054.....	MARK GAIN
050.....	MARK LED
DPCSWFXM.....	MODES ENABLED
.....	MODES DISABLED
832 8/MM FULL.....	RESOLUTION
V102.01.05ZP2549<-.	FIRMWARE
1.3.....	XML SCHEMA
1.0.1.....	HARDWARE ID
2048k.....R:	RAM
4864k.....E:	ONBOARD FLASH
NONE.....	FORMAT CONVERT
FW VERSION.....	IDLE DISPLAY
12/02/24.....	RTC DATE
18:27.....	RTC TIME
154 LABELS.....	NONRESET CNTR
154 LABELS.....	RESET CNTR1
154 LABELS.....	RESET CNTR2
1,085 IN.....	NONRESET CNTR
1,085 IN.....	RESET CNTR1
1,085 IN.....	RESET CNTR2
2,756 CM.....	NONRESET CNTR
2,756 CM.....	RESET CNTR1
2,756 CM.....	RESET CNTR2
FIRMWARE IN THIS PRINTER IS COPYRIGHTED	

## ZPL Configuration

The sensor settings shown in this image, for example, are used to by service personnel to troubleshoot issues.

Use the information that follows to understand and interpret the Configuration Report.

Command	Listing Name	Default (or description)
^SD	DARKNESS	10.0
^PR	PRINT SPEED	<ul style="list-style-type: none"> <li>102 mm/s / 4 ips</li> <li>152.4 mm/s / 6 ips (max.)</li> </ul>
^TA	TEAR OFF	+000
^MN	MEDIA TYPE	GAP/NOTCH
	SENSOR SELECT	AUTO (^MNA - Auto-Detect)
^MT	PRINT METHOD	THERMAL-TRANS or DIRECT-THERMAL
^PW	PRINT WIDTH	832 (dots for 203 dpi)
^LL	LABEL LENGTH	1230 (dots) (dynamically updated while printing)
^ML	MAXIMUM LENGTH	989 mm (39.0 in.)
—	USB COMM.	(Connection Status: Connected / Not Connected)
— SGD —**	COMMUNICATIONS	NORMAL MODE
^CT / ~CT	CONTROL CHAR	<~> 7EH
^CC / ~CC	COMMAND CHAR	<^> 5EH
^CD / ~CD	DELIM./CHAR	<, > 2CH
^SZ	ZPL MODE	ZPL II
— SGD —	COMMAND OVERRIDE   <b>NOTE:</b> Not supported with a ZPL command. Uses the Set-Get-Do command listed in the ZPL manual. (See <code>device.command_override.xxxxxx</code> in the ZPL Programming Guide.)	INACTIVE
^MFa	MEDIA POWER UP	NO MOTION
^MF ,b	HEAD CLOSE	FEED
~JS	BACKFEED	DEFAULT
^LT	LABEL TOP	+000
^^LS	LEFT POSITION	+0000
	REPRINT MODE	DISABLED

From this point in the Configuration Receipt listing, the printout lists sensor settings and values which can be used to troubleshoot sensor and media operations. These are typically used by Zebra Tech Support to diagnose printer problems.

The configuration settings listed here resume after the TAKE LABEL sensor value. This listing includes commands that are:

- used to generate status information, or
- relate to printer features whose settings are seldom changed from their defaults.

The ZPL Commands and Configuration Receipt Callout cross-reference is listed below..

Command	Listing Name	Description
^MP	MODES ENABLED	Default: DPCSWFXM (See ^MP Command)
	MODES DISABLED	(No default set)
^JM	RESOLUTION	Default: 832 8/mm (203 dpi)
—	FIRMWARE	Lists ZPL Firmware Version
—	XML SCHEMA	1.3
—	HARDWARE ID	Lists Firmware Boot-block Version
—	CONFIGURATION	CUSTOMIZED (after first use)
—	RAM	8176k..... R:
—	ONBOARD FLASH	51200k.....E:
^MU	FORMAT CONVERT	NONE
	RTC DATE	Date Displayed
	RTC TIME	Time Displayed
	NONRESET CNTR0 (1, 2)	X,XXX IN
	RESET CNTR1	X,XXX IN
	RESET CNTR2	X,XXX IN

The printer can set a command or a group of commands at one time for all receipts or labels that follow. Those settings remain in effect until:

- they are changed by subsequent commands
- the printer is reset, or
- you restore the printer to its factory defaults.

## Printer Memory Management and Related Status Reports

To help you manage printer resources, your printer supports a variety of format commands.

Use these commands to:

- manage memory.
- transfer objects (between memory areas, import and export).
- name objects.
- output various printer operating status reports.

These commands are very similar to the old DOS commands such as DIR (directory listing) and DEL (delete file). The most common reports are also part of the Zebra Setup Utility and ZebraDesigner Windows driver.



It is recommended you issue a single command within this type of format (form) for ease of reuse as a maintenance and development tool.

^XA	Start Format command
	A single format command for ease of reuse.
^XZ	End Format command

Many of the commands that transfer objects, and manage/report on memory are control commands (~). They need not be within a format (form). They will be processed immediately after they are received by the printer, whether in a format (form) or not.

## ZPL Programming for Memory Management

The ZPL programming language has various printer memory locations that are used to run the printer, assemble the print image, and store formats (forms), graphics, fonts, and configuration settings.

- ZPL treats formats (forms), fonts, and graphics similar to the way it treats files. It treats memory locations like disk drives in the DOS operating system environment.
  - Memory Object Naming supports up to 16 alphanumeric characters followed by a three alphanumeric-character file extension (for example: 123456789ABCDEF.TTF).



**NOTE:** Legacy ZPL printers with V60.13 firmware and earlier can use only an 8.3 filename format instead of today's 16.3 filename format.

- Allows moving objects between memory locations and deleting objects.
- Supports DOS directory style file-list reports as printouts or status to the central device or host computer.
- Allows use of wildcards (\*) for file access.

ZPL object management and status report commands are listed below.

Command	Name	Description
^WD	Print Directory Label	Prints a list of objects and resident barcodes and fonts in all addressable memory locations.
~WC	Print Configuration Label	Prints a configuration Status Receipt (Label) Same as <b>FEED</b> button mode one-flash routine.
^ID	Object Delete	Deletes objects from printer memory.
^TO	Transfer Object	Used to copy an object or group of objects from one memory area to another.
^CM	Change Memory Letter Designation	Reassigns a letter designation to a printer memory area.
^JB	Initialize Flash memory	Similar effect as formatting a computer hard disk—erases all objects from the specified memory locations B: or E:.
~JB	Reset Optional Memory	Similar effect formatting a computer hard disk—erases all objects from the B: memory (factory option).
~DY	Download Objects	Downloads and installs wide variety of printer usable programming objects: fonts (OpenType and TrueType), graphics, and other object data types. Use ZebraNet Bridge for downloading graphics and fonts in the printer.

Command	Name	Description
~DG	Download Graphic	Downloads an ASCII Hex representation of a graphic image. This is used by ZebraDesigner (label-creation application) for graphics handling.
^FL	Font Linking	Appends secondary TrueType font or fonts to the primary TrueType font to add glyphs (characters).
^LF	List Font Links	Prints a list of the linked fonts.
^CW	Font Identifier	Assigns a single alphanumeric character as an alias to a font stored in memory.



**IMPORTANT:** Some factory-installed ZPL fonts in your printer cannot be copied, cloned or restored to your printer by reloading or updating firmware.

If these license-restricted ZPL fonts are removed by an explicit ZPL object delete command, they must be repurchased and reinstalled using a font activation and installation utility. EPL fonts do not have this restriction.

# Glossary

A list of terms used in this guide are defined here.

## alphanumeric

Indicating letters, numerals, and characters such as punctuation marks.

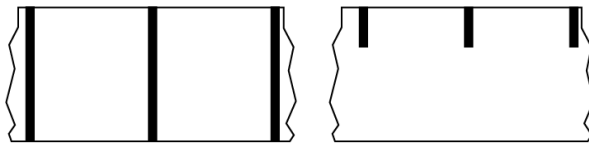
## backfeed

When the printer pulls the media and ribbon (if used) backward into the printer so that the beginning of the label to be printed is properly positioned behind the printhead. Backfeed occurs when operating the printer in Tear-Off and Applicator modes.

## barcode

A code by which alphanumeric characters can be represented by a series of adjacent stripes of different widths. Many different code schemes exist, such as the universal product code (UPC) or Code 39.

## black mark media



Media with registration marks found on the underside of the print media that act as start-of-label indications for the printer. The reflective media sensor is the generally-selected option for use with black mark media.

Contrast this with [continuous media](#) on page 108 or [gap/notch media](#) on page 110.

## calibration (of a printer)

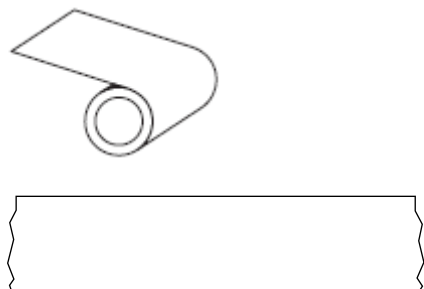
## collection method

Select a media collection method that is compatible with your printer options. Selections include tear-off, peel-off, cutter, and rewind. The basic media and ribbon loading instructions are the same for all collection methods with some additional steps necessary for using any media collection options.

## configuration

The printer configuration is a group of operating parameters specific to the printer application. Some parameters are user selectable, while others are dependent on the installed options and mode of operation. Parameters may be switch selectable, control panel programmable, or downloaded as ZPL II commands. A configuration label listing all the current printer parameters may be printed for reference.

## continuous media



A transmissive (gap) sensor is typically used for the printer to detect when the media runs out.

Contrast this with [black mark media](#) on page 107 or [gap/notch media](#) on page 110.

## core diameter

The inside diameter of the cardboard core at the center of a roll of media or ribbon.

## diagnostics

Information about which printer functions are not working that is used for troubleshooting printer problems.

## die-cut media

A type of label stock that has individual labels stuck to a media liner. The labels may be lined up against each other or separated by a small distance. Typically the material surrounding the labels has been removed. (See [non-continuous media](#) on page 112.)

## direct thermal

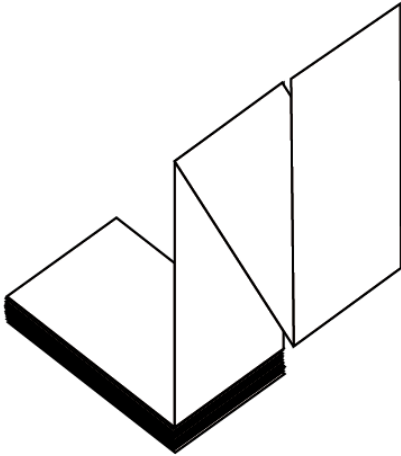
A printing method in which the printhead presses directly against the media. Heating the printhead elements causes a discoloration of the heat-sensitive coating on the media. By selectively heating the printhead elements as the media moves past, an image is printed onto the media. No ribbon is used with this printing method.

Contrast this with [thermal transfer](#) on page 115.

### direct thermal media

Media that is coated with a substance that reacts to the application of direct heat from the printhead to produce an image.

### fanfold media



Non-continuous media that comes folded in a rectangular stack and folded in a zigzag pattern. Fanfold media is either [gap-notch media](#) or [black mark media](#), meaning it uses black marks or notches to track media format positioning.

Fanfold media can have the same label separations as non-continuous roll media. The separations fall either on or near the folds.

Contrast this with [roll media](#) on page 114.

### firmware

This is the term used to specify the printer's operating program. This program is downloaded to the printer from a host computer and stored in [flash memory](#). Each time the printer power is turned on, this operating program starts. This program controls when to feed the media forward or backward and when to print a dot on the label stock.

### FLASH memory

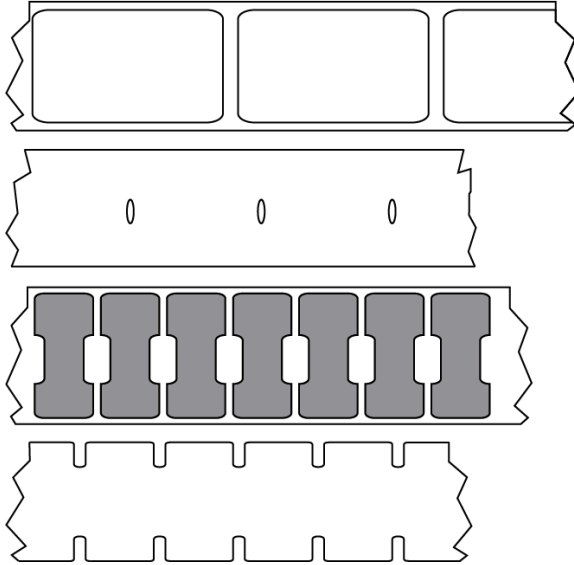
[Non-volatile memory](#) that maintains the stored information intact when power is off. This memory area is used to store the printer's operating program. Can also be used to store optional printer fonts, graphic formats, and complete label formats.

### font

A complete set of [alphanumeric](#) characters in one style of type. Examples include CG Times™, CG Triumvirate Bold Condensed™.

## gap/notch media

Media that contains a separation, notch, or hole, indicating where one label/printed format ends and the next begins.



Contrast this with [black mark media](#) on page 107 or [continuous media](#) on page 108.

## ips (inches-per-second)

The speed at which the label or tag is printed. Many Zebra printers can print from 1 ips to 14 ips.

## label

An adhesive-backed piece of paper, plastic, or other material on which information is printed. A non-continuous label has a defined length, as opposed to a continuous label or a receipt which can have a varying length.

## label backing (liner)

The material on which labels are affixed during manufacture and which is discarded or recycled.

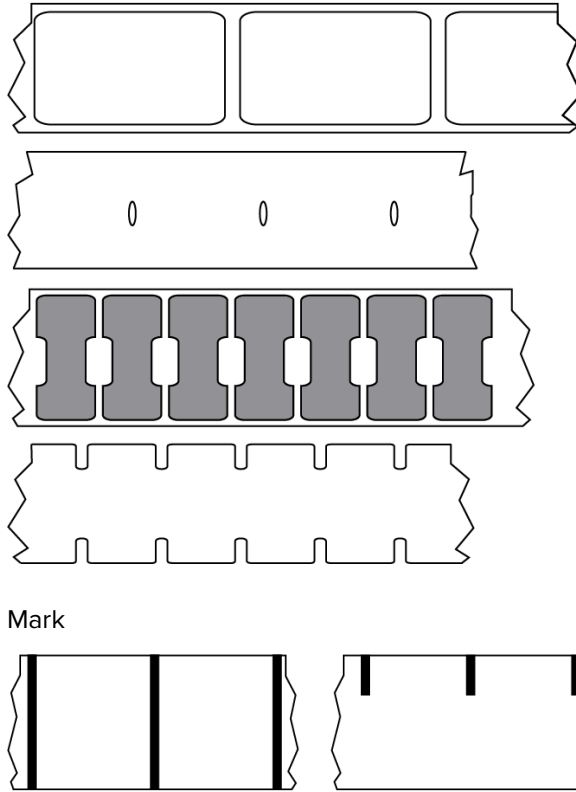
## label type

The printer recognizes the following label types.

Continuous



Gap/Notch



Mark

## LCD (liquid crystal display)

A backlit display that provides the user with either operating status during normal operation or option menus when configuring the printer to a specific application.

## LED (light emitting diode)

Indicators of specific printer status conditions. Each LED is either off, on, or blinking depending on the feature being monitored.

## linerless media

Linerless media does not use backing to keep the layers of labels on a roll from sticking to one another. It is wound like a roll of tape, with the sticky side of one layer in contact with the non-sticky surface of the one below it.

Depending on the printer, individual labels may be separated by perforations, or they can be cut apart with a linerless cutter. Because there is no liner, more labels can potentially fit on a roll, cutting down the need to change media as often.

Linerless media is considered an environmentally friendly option because no backing is wasted, and the cost per label can be less than that of standard labels.

Zebra recommends using Zebra ZeroLiner direct thermal linerless media.

## mark media

See [black mark media](#) on page 107.

## media

Material onto which data is printed by the printer. Types of media include: tag stock, die-cut labels, continuous labels (with and without media liner), non-continuous media, fanfold media, and roll media.

## media sensor

This sensor is located behind the printhead to detect the presence of media and, for [non-continuous media](#), the position of the web, hole, or notch used to indicate the start of each label.

## media supply hangar

The stationary arm that supports the media roll.

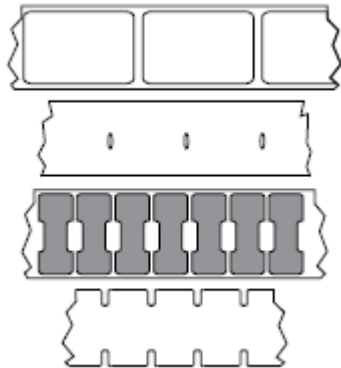
## non-continuous media

Media that contains an indication of where one label/printed format ends and the next one begins. Types of non-continuous media include [gap-notch media](#) and [black mark media](#). (Contrast this with [continuous media](#).)

Non-continuous roll media usually comes in the form of labels with an adhesive backing on a liner. Tags (or tickets) are separated by perforations.

Individual labels or tags are tracked and position-controlled using one of these methods:

- Web media separates labels by gaps, holes, or notches.

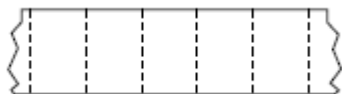


- Black mark media uses pre-printed black marks on the back side of the media to indicate label separations.





- Perforated media has holes—to allow the labels or tags to be separated from each other easily—along with position-control marks, notches, or label gaps.



### non-volatile memory

Electronic memory that retains data even when the power to the printer is turned off.

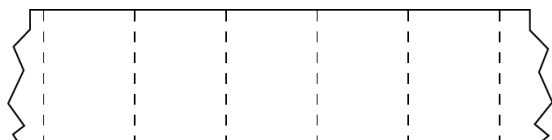
### notched media

A type of tag stock containing a cutout area that can be sensed as a start-of-label indicator by the printer. This is typically a heavier, cardboard-like material that is either cut or torn away from the next tag. See [gap/notch media](#) on page 110.

### peel-off mode

A mode of operation in which the printer peels a printed label away from the backing and allows the user to remove it before another label is printed. Printing pauses until the label is removed.

### perforated media



Media with perforations that allow the labels or tags to be separated from each other easily. The media may also have black marks or other separations between labels or tags.

### print speed

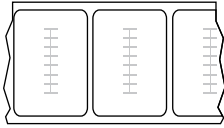
The speed at which printing occurs. For thermal transfer printers, this speed is expressed in terms of [inches per second \(ips\)](#).

### print type

The print type specifies whether the type of media being used requires ribbon to print. Thermal transfer media requires ribbon while direct thermal media does not.

### printhead wear

## Radio frequency identification (RFID) "smart" media



Each RFID label has an RFID transponder (sometimes called an "inlay"), made of a chip and an antenna, embedded between the label and the liner. The shape of the transponder varies by manufacturer and is visible through the label. All "smart" labels have memory that can be read, and many have memory that can be encoded.

RFID media can be used in a printer that is equipped with an RFID reader/encoder. RFID labels are made from the same materials and adhesives as non-RFID labels.

## receipt

A receipt is a variable length printout. One example of a receipt is in retail stores, where each purchased item occupies a separate line on the printout. Therefore, the more items purchased, the longer the receipt.

## registration

Alignment of printing with respect to the top (vertical) or sides (horizontal) of a label or tag.

## ribbon

Ribbon is a thin film that is coated on one side with wax, resin, or wax resin (usually called ink), which is transferred to the media during the [thermal transfer](#) process. Ink is transferred onto the media when heated by the small elements within the printhead.

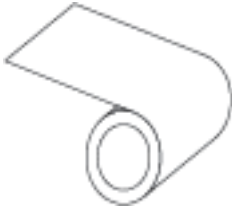
Ribbon is only used with the thermal transfer print method. [Direct thermal media](#) does not use ribbon. When ribbon is used, it must be as wide as or wider than the media being used. If the ribbon is narrower than the media, areas of the printhead are unprotected and subject to premature wear. Zebra ribbons have a coating on the back that protects the printhead from wear.

## ribbon wrinkle

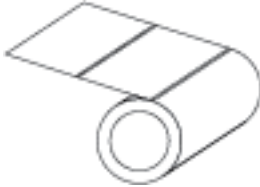
A wrinkling of the ribbon caused by improper alignment or improper printhead pressure. This wrinkle can cause voids in the print and/or the used ribbon to rewind unevenly. This condition should be corrected by performing adjustment procedures.

## roll media

Media that comes supplied rolled onto a core (usually cardboard). It can be continuous (no separations between labels)



or non-continuous (some type of separation between labels).



Contrast this with [fanfold media](#) on page 109.

### supplies

A general term for media and ribbon.

### sympology

The term generally used when referring to a barcode.

### tag stock

A type of media having no adhesive backing but featuring a hole or notch by which the tag can be hung on something. Tags are usually made of cardboard or other durable material and are typically perforated between tags. Tag stock can come on rolls or in a fanfold stack. (See [gap/notch media](#) on page 110.)

### tear-off mode

A mode of operation in which the user tears the label or tag stock away from the remaining media by hand.

### thermal transfer

A printing method in which the printhead presses an ink or resin coated ribbon against the media. Heating the printhead elements causes the ink or resin to transfer onto the media. By selectively heating the printhead elements as the media and ribbon move past, an image is printed onto the media.

Contrast this with [direct thermal](#) on page 108.

### void

A space on which printing should have occurred, but did not due to an error condition such as wrinkled ribbon or faulty print elements. A void can cause a printed barcode symbol to be read incorrectly or not at all.

