**Important Safety Information**

**Static Discharge and Thermal Printing**
- **Caution**: Static Discharge
  - The discharge of electrostatic energy can damage or destroy the printhead or electronic components used in this device. ***DO NOT TOUCH*** the printhead or any exposed electronic components.
- **Warning**: The printhead can become hot after prolonged printing. Use only the supplied cleaning pen to perform maintenance on the printhead.

**Battery Safety**
- **Caution**: Battery Circuits
  - Avoid accidental short circuiting of any battery. Allowing battery terminals to contact conductive material will create a short circuit which could cause burns and other injuries or could start a fire.
- **Caution**: Lithium-Ion (Li-ion) Battery Disposal
  - Batteries are shipped uncharged. Remove protective shrink-wrap and labels from new battery packs prior to use.
  - For best results, use the supplied LI 72 Single Charger. Use of any charger not approved specifically by Zebra for use with its batteries could cause damage to the Battery Pack or the Printer and void the warranty.

**Loading Media**
- **Open the Media Cover**
  - Pull Media out of Printer
  - Rotate the Battery Pack into the Printer until the latch clicks into place.
  - Insert the end of the Battery Pack into the Printer and rotate into the Battery Charging Receptacle
  - Press Latch Button

**Installing the Battery**
- **Batteries are shipped uncharged**. Remove protection strip and labels from one battery pack prior to use.
- **Using the LI 72 Single Charger**
  - Install the Battery Pack into the Printer until the latch clicks into place.
  - Open the Media Cover
  - Close the Cover

**Printer Controls**
- **Communications Port**
  - Connect by Radio
  - Connect the Printer
  - Follow the Start Guide on the Internet at: [http://www.zebra.com](http://www.zebra.com)

**Product Support**
- Zebra Technologies International, LLC
  - 33 Corporate Woods Parkway
  - Vernon Hills, Illinois 60061 USA
  - Phone: +1.847.730.2500 or +1.800.423.4042
  - Fax: +1.847.912.8765
- Zebra Technologies Europe Limited
  - The Valley Centre, Gordon Road
  - High Wycombe, Buckinghamshire HP13 6EQ, UK
  - Phone: +44.1494.450103
  - Fax: +44.1494.455819
- Zebra Technologies Asia Pacific, LLC
  - 820 Corporate Woods Parkway
  - Vernon Hills, Illinois 60061 USA

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**RW Series Overview**
- **Quick Start Guide**
- **Mobile Printers**
- **Zebra**
- **RW Series**
- **Over 200**
- **Corporations**
- **US$ 500 Million**

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**Detail**
- **Product Support**
- **Quick Start Guide**
- **Software**
- **Hardware**
- **Zebra Technologies Corporation**
Cleaning the Printer

Using the Accessories

Method
Cleaning the Printer
Using the Accessories

Area
Printhead
Platen
Tear bar
Water dampered cloth
Exterior
Interior

Method
Use the supplied cleaning pen (70% isopropyl alcohol on a cotton swab) to clean the print elements from end to end (the print elements are located in the thin gray line on the printhead). After every five rolls of media (or more often, if needed)

Rotate the platen roller and clean thoroughly with the cleaning pen or 70% isopropyl alcohol and a cotton swab.

Clean thoroughly with the cleaning pen or 70% isopropyl alcohol and a cotton swab.

As needed

After every five rolls of media (or more often, if needed)

Using the Magnetic Stripe Reader

Using the Smart Card Reader

Troubleshooting Topics

1. No power:
   - Check that battery is installed properly.
   - Recharge or replace battery as necessary.
   - If wireless unit, ensure wireless connection is established.

2. Media does not feed:
   - Ensure label sensor is not blocked.
   - Ensure correct media is being used.
   - Ensure printhead is properly closed and latched.

3. Poor or faded print or icon flashing:
   - Clean printhead.
   - Check battery for possible damage. Recharge or replace as necessary.
   - Check quality of media.

4. Partial or missing print:
   - Check media alignment.
   - Check quality of media.
   - Check that printhead is closed and securely latched.

5. Blank LCD Screen:
   - Ensure LCD is not covered.

6. Reduced battery life:
   - Replace battery.

7. Flashing icon:
   - Check battery for possible damage. Recharge or replace as necessary.

8. Flashing icon:
   - Ensure label sensor is not blocked.

9. Sprocket jams:
   - Ensure correct media is being used.
   - Ensure printhead or gap sensor is not blocked.

10. Communication Error:
    - Replace cable to terminal.

11. Label Jam:
    - Open media cover.
    - Generously apply alcohol to Printer in area of jammed label.

12. Roline LCD Screen:
    - No application loaded or application corrupted: program must be re-loaded.

13. Magnetic Strip Card or Smart Card won’t read:
    - Ensure the “MAG” test in displayed, indicating card reader is enabled.
    - Ensure card is inserted with the magnetic stripe or microchip facing in the correct direction.
    - Check card for excessive wear or damage to either the magnetic strip or the microchip.

14. Battery Pack is hard to remove:
    - Do not force the battery. Verify you have removed the protective shrink-wrap which protects the battery during shipping.

Removing the Printer:

1. Turn the Printer off.
2. Push on the latch on the Cradle and rotate the Printer away from the Cradle.
3. Lift the Printer free of the cradle locating pins and out from the Cradle.

Troubleshooting LCD Control Panel

The top of the display shows several icons which indicate various printer functions. Check the indicator status, then refer to the Troubleshooting topic referenced in the chart.

Using the Accessories

RW 420 Vehicle Cradle

When the RW 420 Printer is “docked” the Cradle allows the Printer to print, receive and transmit data and will charge the Printer’s batteries. Refer to the documentation either in the Users Guide or supplied with the Cradle for more information.

Installing the Printer:

1. Place the bottom of the Printer over the two pins in the Cradle.
2. Rock the top of the Printer into the Cradle and press firmly until it latches in place.
3. Place the Printer into the Cradle to latch in position.

When the RW 220 Printer is “docked” the Cradle allows the Printer to print, receive and transmit data and will charge the Printer’s batteries. Refer to the documentation either in the Users Guide or supplied with the Cradle for more information.

Installing the Printer:

1. Place the bottom of the Printer over the two pins in the Cradle.
2. Rock the top of the Printer into the Cradle and press firmly until it latches in place.
3. Place the Printer into the Cradle to latch in position.

Removing the Printer:

1. Turn the Printer off.
2. Push on the latch on the Cradle and rotate the Printer away from the Cradle.
3. Lift the Printer free of the cradle locating pins and out from the Cradle.

The RW 420 can be used in conjunction with a docking Cradle. When the Printer is “docked” it can be powered by either its own battery or one of the RCLI series of external chargers. Refer to the documentation supplied with the Cradle for more information.

Installing the Cradle:

1. Align the locating pins in the Cradle with the matching holes in the Printer.
2. Lift the Printer into position over the locating pins.
3. Rock the Printer into the Cradle to latch in position.
4. Lift the latch button to release the Printer.
5. Press the Latch button to release the Printer.

Troubleshooting LCD Control Panel

The top of the display shows several icons which indicate various printer functions. Check the indicator status, then refer to the Troubleshooting topic referenced in the chart.

Using the Accessories

RW 420 Vehicle Cradle

When the RW 420 Printer is “docked” the Cradle allows the Printer to print, receive and transmit data and will charge the Printer’s batteries. Refer to the documentation either in the Users Guide or supplied with the Cradle for more information.

Installing the Printer:

1. Place the bottom of the Printer over the two pins in the Cradle.
2. Rock the top of the Printer into the Cradle and press firmly until it latches in place.
3. Place the Printer into the Cradle to latch in position.

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