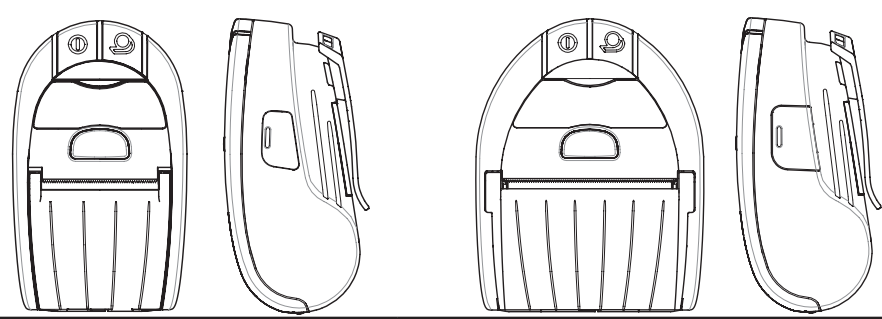




## Introduction

Thank you for choosing one of our Zebra MZ™ Series Mobile Printers. These rugged printers will become productive and efficient additions to your workplace thanks to their innovative design. Because they are made by Zebra Technologies you can be assured of world-class support for all of your bar code printers, software, and supplies.



MZ 220	MZ 320
Media width: 2.0 in. (50.8 mm)	Media width: 3.0 in. (76.2 mm)
L: 5.34 in. [135.6 mm] W: 3.18 in. [80.7 mm] H: 2.47 in. [62.7 mm]* *w/ belt clip	L: 5.34 in. [135.6 mm] W: 4.11 in. [104.4 mm] H: 2.47 in. [62.7 mm]* *w/ belt clip

This document provides an easy reference for operating and maintaining the MZ Series of Mobile Printers.

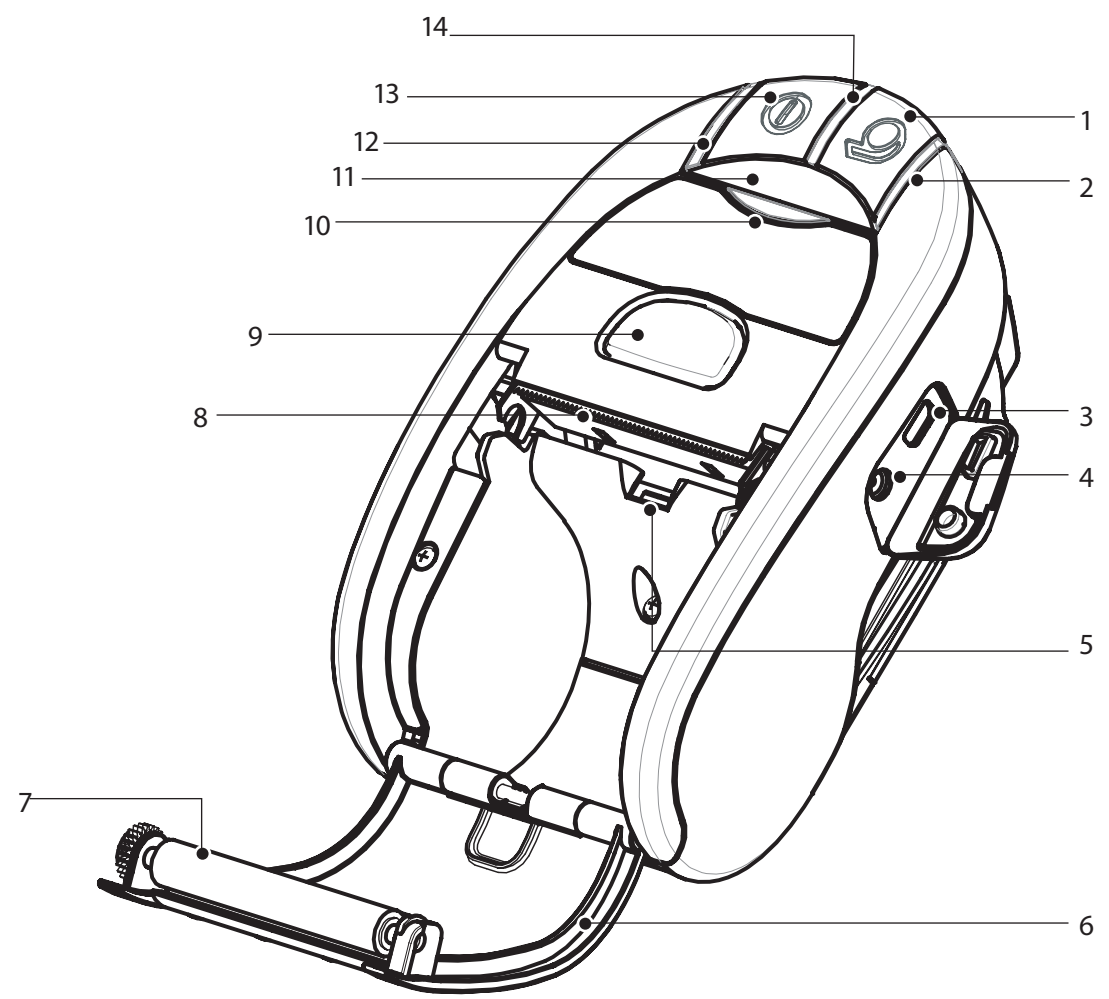
Complete and current documentation for each model printer is provided by the MZ Series User Guide available on the Internet at: [www.zebra.com/manuals](http://www.zebra.com/manuals).



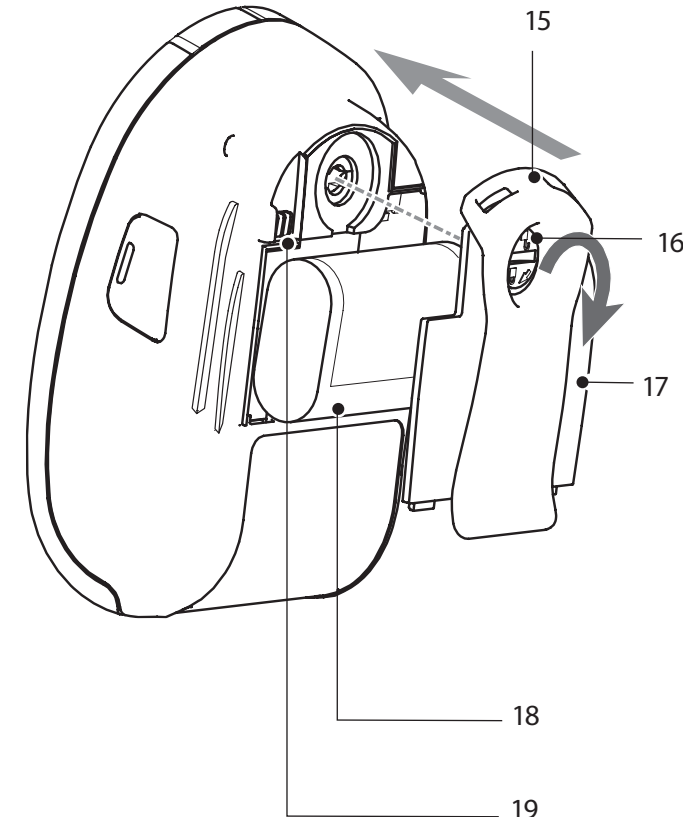
Always refer to the Important Safety Information data sheet shipped with each printer and the Technical Bulletin shipped with each battery pack. These documents detail procedures to ensure maximum reliability and safety while using this printer.

## MZ Series Overview

(MZ 220 Illustrated)



1. Feed Switch
2. Media Status Light
3. USB Port
4. Battery Charging Receptacle
5. Media/Black Bar Sensor
6. Media Cover
7. Platen
8. Printhead
9. Latch Release Button
10. Communications Status Indicator
11. IR window
12. Charge Status Indicator
13. Power Switch
14. Power Indicator

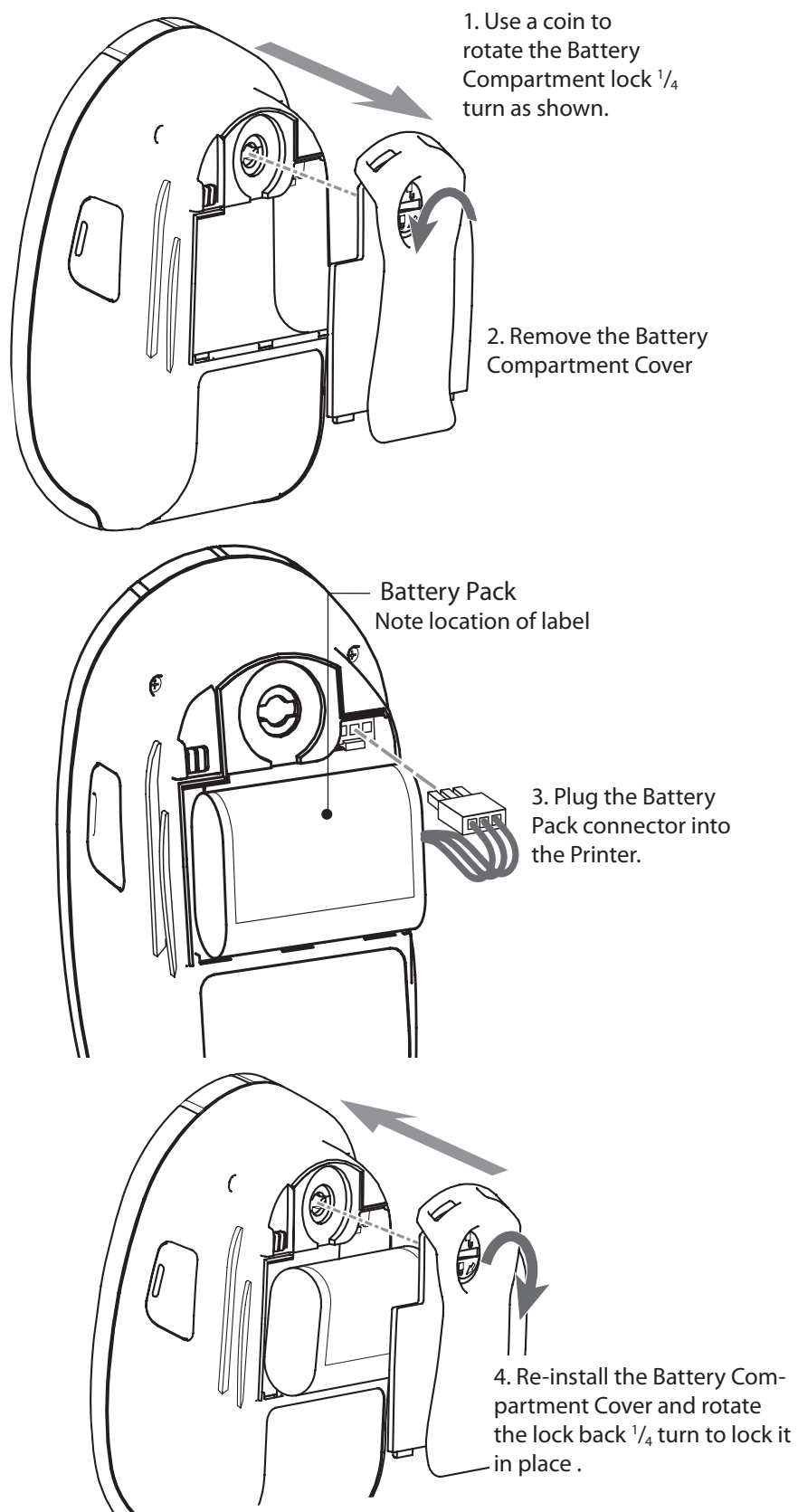


15. Belt Clip
16. Battery Door Latch
17. Battery Compartment Cover
18. Battery Pack
19. External Charge Contacts

## Installing the Battery

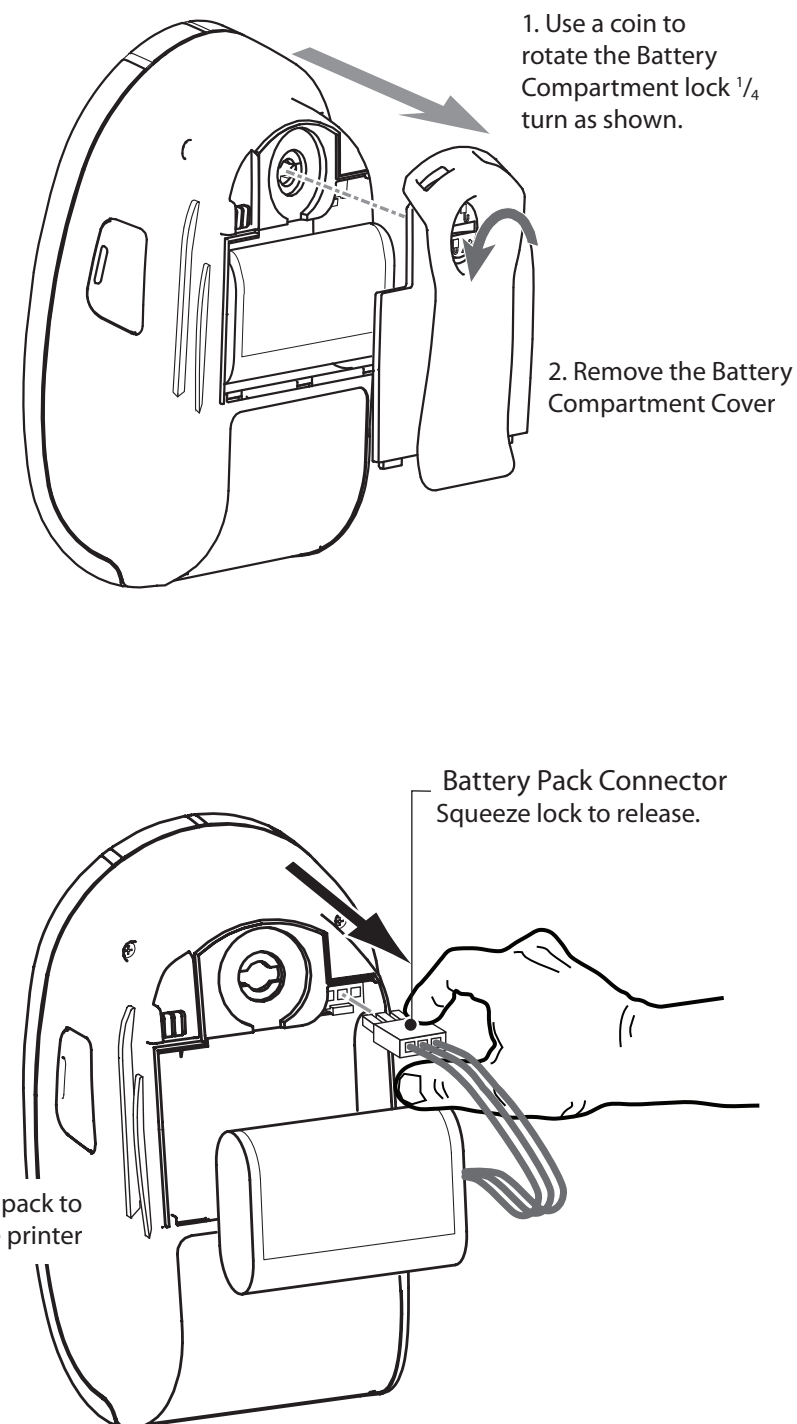


Batteries are shipped uncharged. Remove any protective packaging from a new battery pack, install it in the printer and charge completely prior to initial use.



Ensure battery leads are not pinched prior to replacing battery cover.

## Removing the Battery



Always release the locking barb before unplugging the battery connector. Do not attempt to remove the connector by force, or by using pliers, etc. as this could cause damage to the printer's CPU assembly.

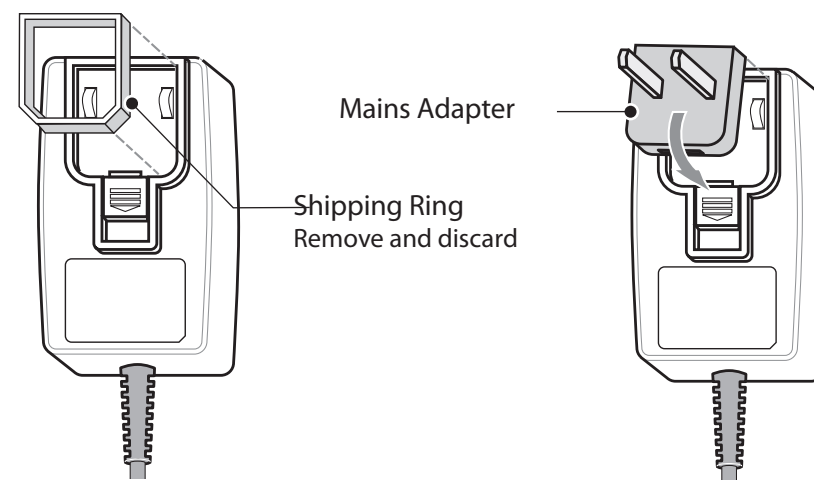
Section Continues

## Charging the Battery



The printer may be used while charging the battery. However, prolonged use of the printer while charging will greatly increase charge times.

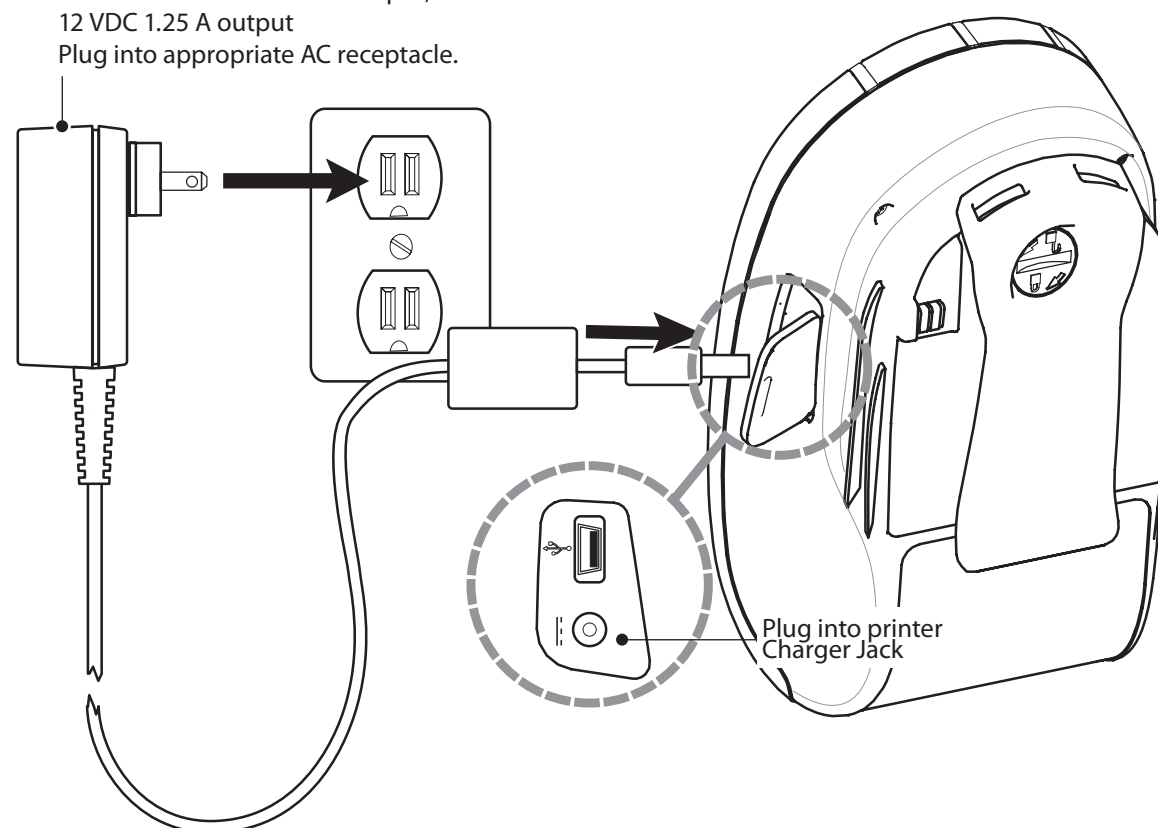
### Preparing the Charger Power Supply



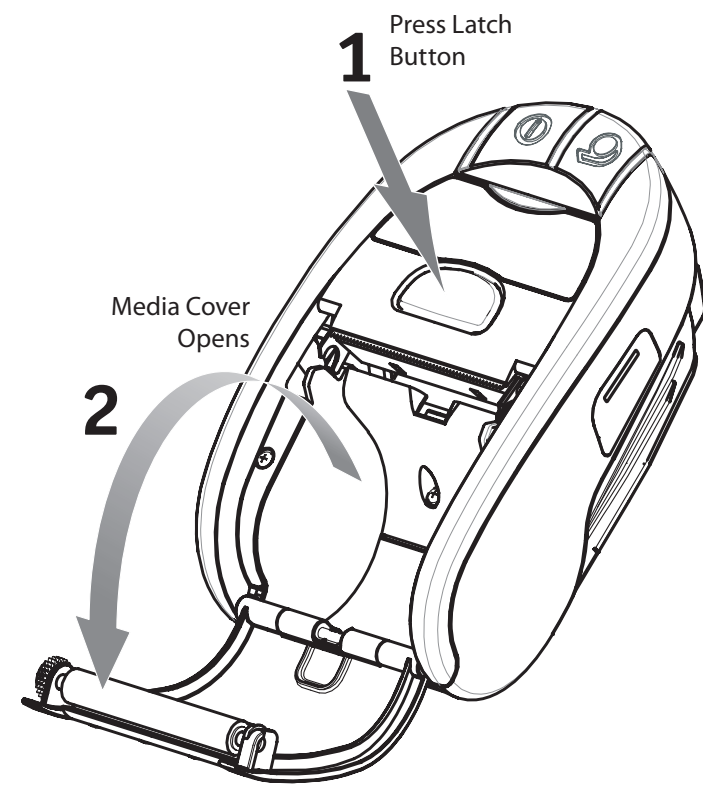
Remove the power supply from its box. Remove and discard the shipping ring from the mains receptacle cavity. Verify that the mains adapter shipped with your Printer is the correct one for your region. Install the mains adapter into the Power Supply by hooking the top edge into the mains receptacle cavity, and rotating it until it snaps into place.

### Using the Charger Power Supply

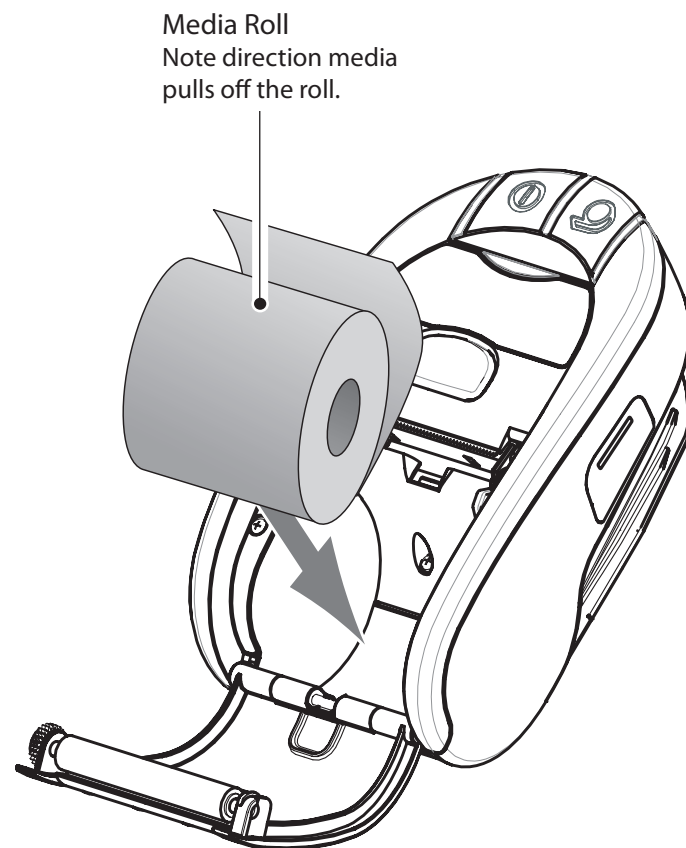
MZ Series Charger Power Supply p/n AT17947-2  
110-240 VAC 50-60 Hz 0.6A Input;  
12 VDC 1.25 A output  
Plug into appropriate AC receptacle.



## Loading Media



Open the Media Cover



Load the Media Roll



Close the Cover

Section Continues

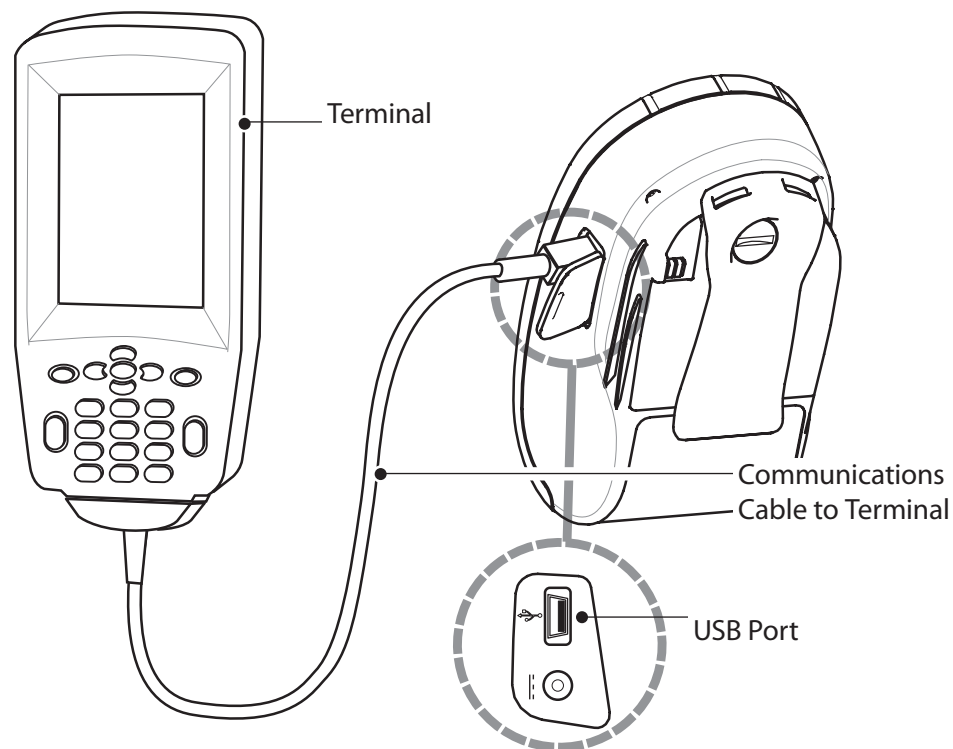


## Connecting the Printer

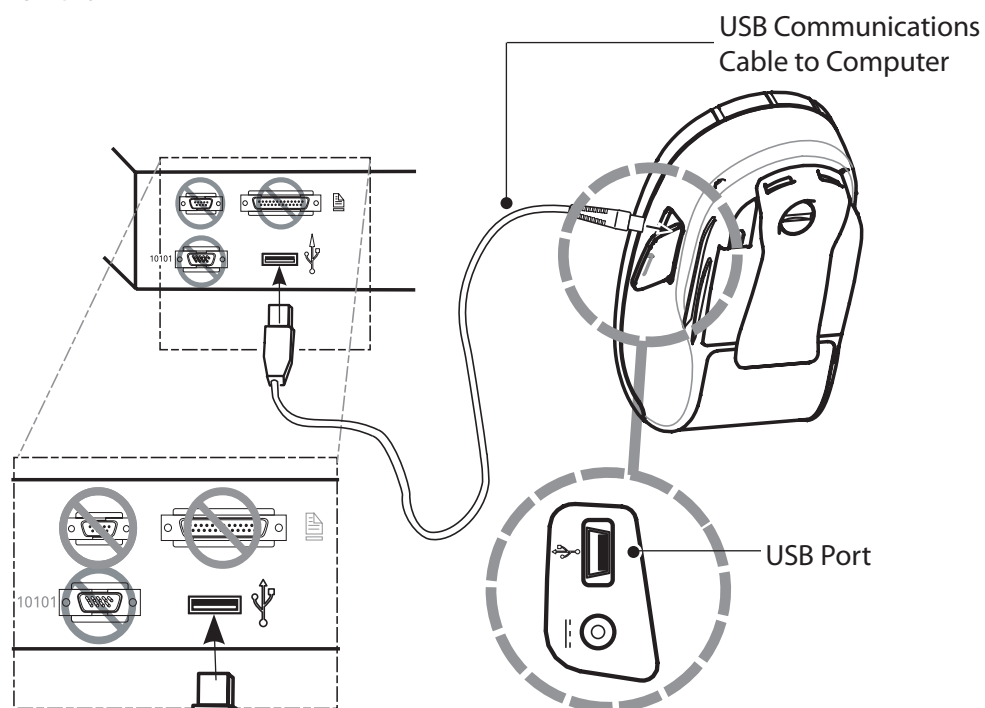
### Connect With a Cable

Refer to the Label Vista™ application on the Internet at [www.zebra.com/software](http://www.zebra.com/software) for help on setting up the Printer.

If you are connecting to a PC you may need to install the Zebra Universal Driver available on the Internet at: [www.zebra.com/drivers](http://www.zebra.com/drivers).



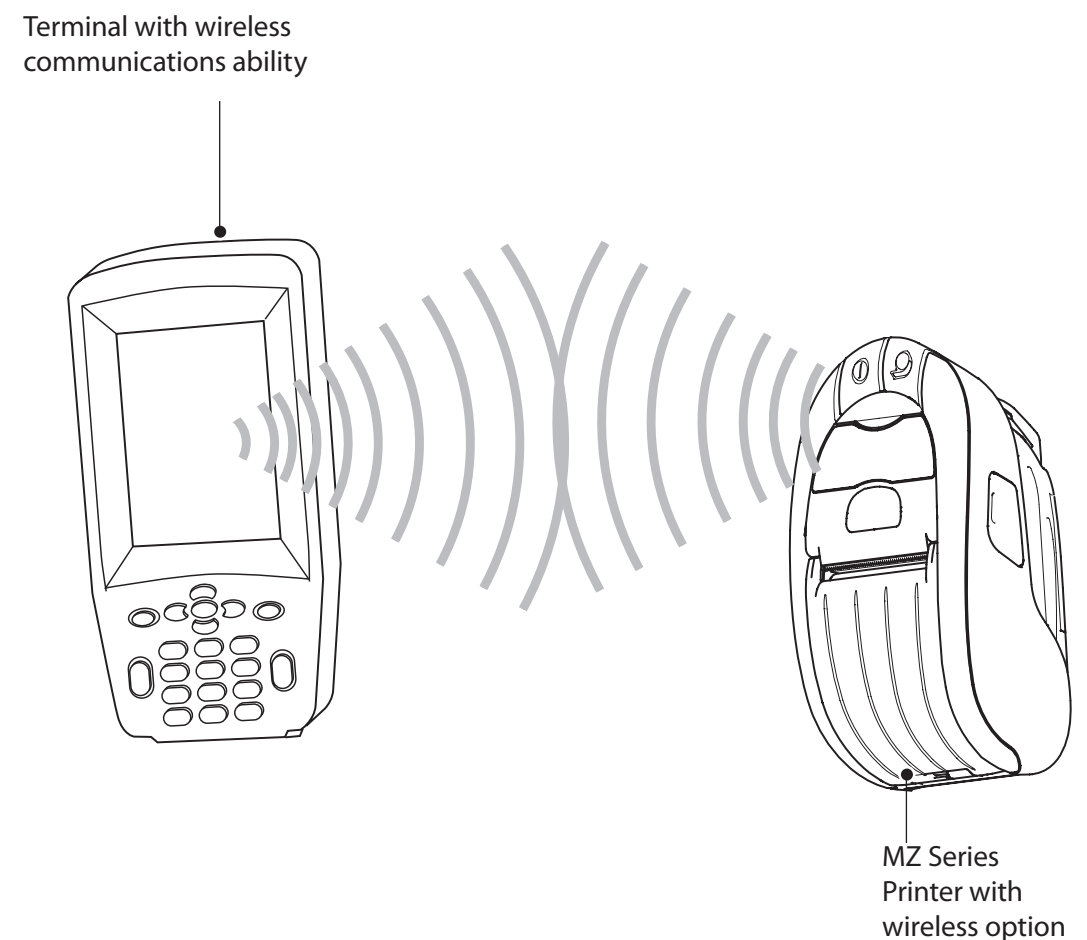
CONNECTING TO A TERMINAL



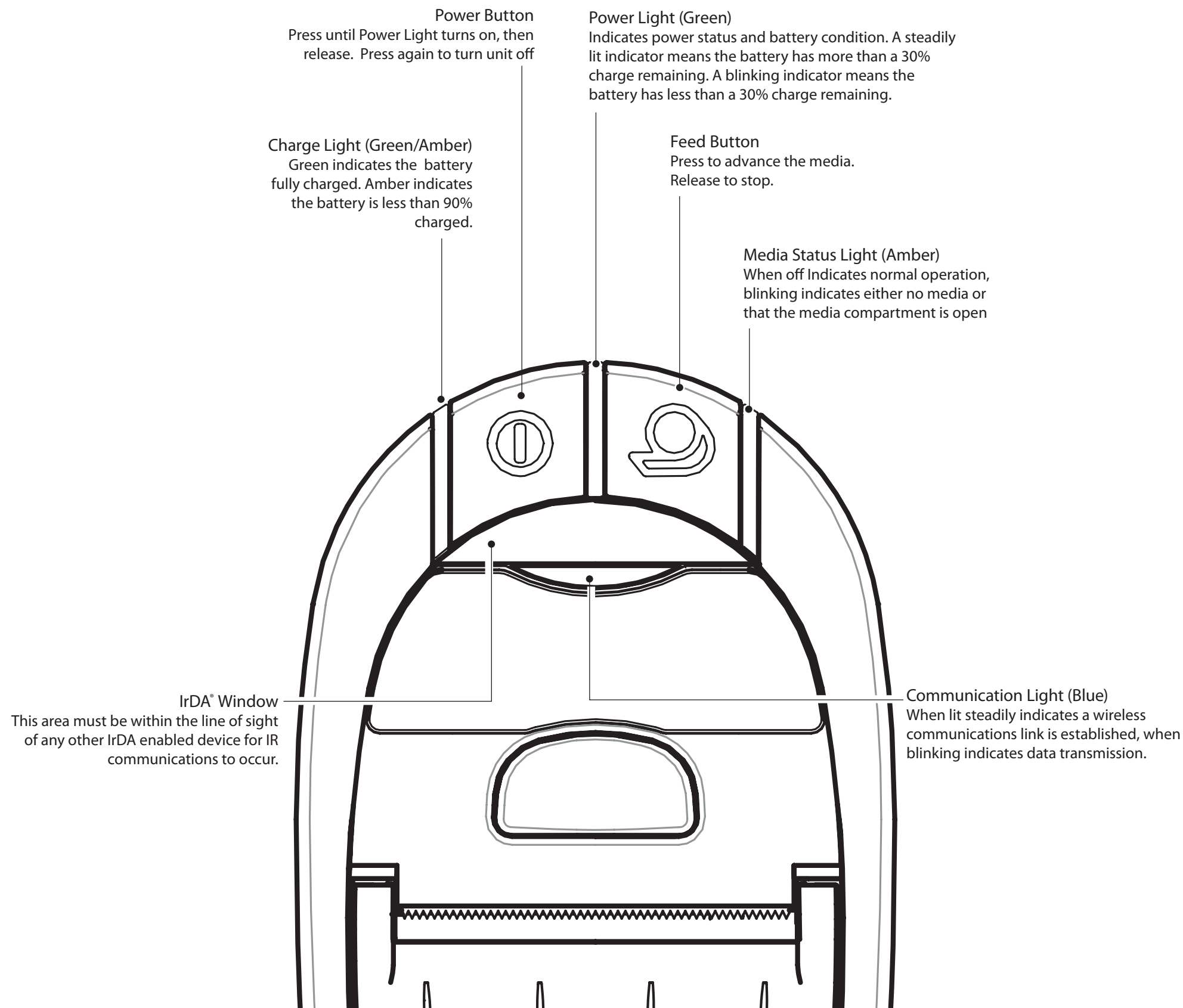
CONNECTING TO A PC

### Connect by Radio

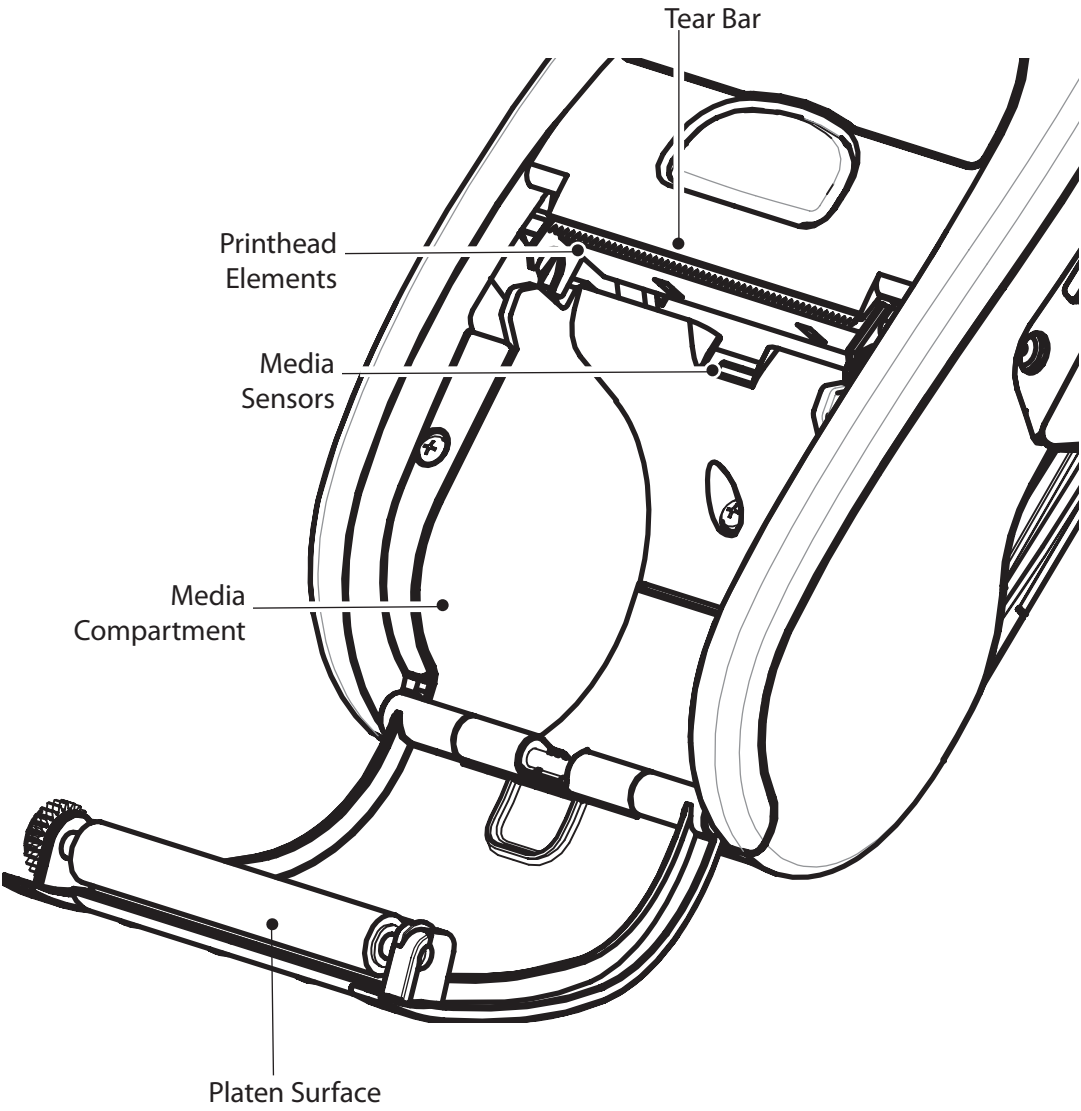
Refer to the Wireless Quick Start Guide on the Internet at [www.zebra.com/manuals](http://www.zebra.com/manuals) for help on setting up your wireless printer.





## Printer Controls



# Cleaning the Printer



 **Caution** • To avoid possible personal injury or damage to the Printer, never insert any pointed or sharp objects into the Printer.

 **Note** • Twelve packs of approved cleaning pens are available from Zebra as p/n 105950-035.

Area	Method	Interval
Printhead	Use a Zebra cleaning pen or a 70% isopropyl alcohol solution 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)
Platen	Rotate the platen roller and clean it thoroughly with a Zebra cleaning pen or a 70% isopropyl alcohol solution and a cotton swab.	
Tear bar	Clean thoroughly with a Zebra cleaning pen or a 70% isopropyl alcohol solution and a cotton swab.	
Exterior	Water dampened cloth	As needed
Media Compartment Interior&Media Sensors	Brush/air blow.	After every five rolls of media (or more often, if needed)

## Troubleshooting

### Interpreting Indicators

The printer's indicators display various printer functions and their status. Check the indicator status, then refer to the Troubleshooting topic referenced in the chart.

Function	Indicator Color	Indicator Status: Steady	Indicator Status: Blinking	Troubleshooting Topic
Power	Green	Indicates printer is on and battery condition is OK to use.	Blinking signifies Low Battery	3
Charger	Amber/Green	Off indicates battery is not charging. Amber indicates battery is charging. Green indicates battery is charged.	N/A	1,6,10
Error	Amber	Off indicates no error condition	No media or media door is open. Application may be missing or corrupted	2,4,7,9
Communications	Blue	Cable/IrDA: n/a	Data is being received	5,8
		Bluetooth: Printer has paired with another Bluetooth device.	Data is being received	5,8
		802.11g: Radio is associated with a WLAN	Radio is trying to associate with a WLAN.	5,8

## Troubleshooting Topics

### 1. No power:

- Ensure you press and hold the Power switch until the Power light comes on.
- Check that battery is installed properly.
- Recharge or replace battery as necessary.

### 2. Media does not feed:

- Be sure Media Cover is closed and latched.
- Check media compartment. Ensure media is not binding on the sides of the compartment.

### 3. Poor or faded print

- Clean printhead.
- Check battery for possible damage. Recharge or replace as necessary.



Always dispose of batteries properly. Refer to Appendix D of the MZ Series User Guide for more information.

- Check quality of media.

### 4. Partial or missing print:

- Check media alignment.
- Clean printhead.
- Ensure Media Cover is properly closed and latched.



## Troubleshooting Topics

### 5. No print:

- Replace battery.
- Check cable to terminal.
- (Wireless units only) Restore wireless connection.

### 6. Reduced battery life:

- Check battery date code — if battery is one to two years old, short life may be due to normal aging.
- Recharge or replace battery.

### 7. Flashing Amber indicator:

- Check that media is loaded and that printhead is closed and securely latched.
- If media is present and latch is closed, indicates that no application is present or application is corrupted. Program must be re-loaded.

### 8. Communication Error:

- (Wireless units only) Check that media is loaded, head is closed and blue communication link light is on.
- Replace cable to terminal.

### 9. Label Jam:

- Open media cover.
- Generously apply alcohol to Printer in area of jammed label.



Caution- Never use sharp or pointed objects when attempting to remove a label jam.

### 10. Battery Pack Is Hard to Install

- Do not force the battery into place. Verify you have not pinched any wires between the battery and the printer.
- Verify you are plugging the battery connector into the printer correctly.

## Resetting an MZ Series Printer

**!** If the printer has locked up and is not responding to any operator inputs or external commands, either from a connected terminal or from a linked LAN, you can perform a forced reset as follows:

Units built before June 18, 2008 (see sidebar-Using The Serial Number Label To Determine Your Printer Version)

Units with an S/N with a Year and Week Built code earlier than "08-25" are reset using the following procedure:

1. Open the media compartment and remove any media.
2. Press the Feed button and hold it approximately ten seconds until the Power, Communications and Error indicators turn off and stay off.
3. After the three indicators turn off, reload the media and close the media compartment cover.
4. Wait at least ten more seconds and press the Power button. The Printer will restart and normal operation can resume.

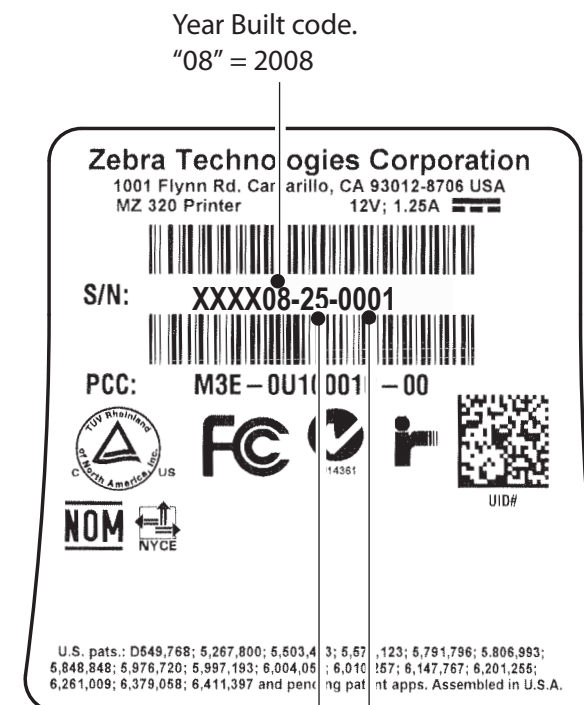
Units built after June 18, 2008 (see sidebar-Using The Serial Number Label To Determine Your Printer Version)

Units with an S/N with a Year and Week Built code of "08-25" or later are reset using the following procedure:

1. Press and hold the power button for 5 seconds and then release. The printer will power down.
2. Re-start the Printer as usual. Any pending data in the printer will have been deleted and must be re-sent.

### Using The Serial Number Label To Determine Your Printer Version

The printer serial number label is located on the bottom of the printer. (MZ 320 serial number label illustrated)



Sequential Build number, reset to 0001 each week

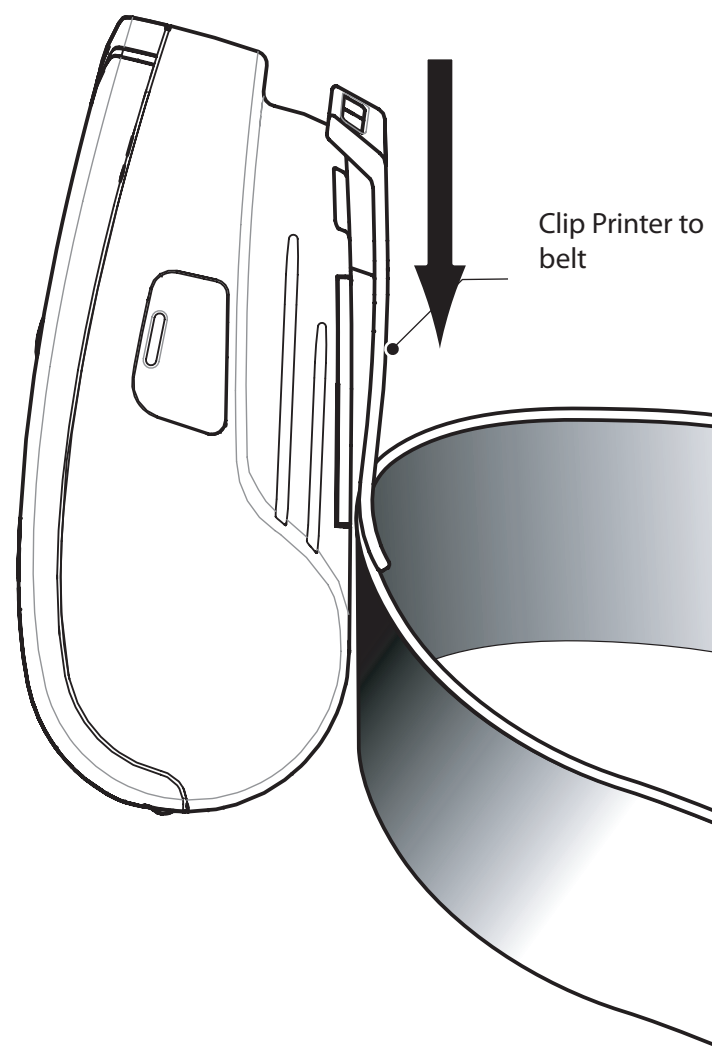
Week Built code. "25" = week beginning June 16

## Accessories

### Belt Clip

(Standard on all printers)

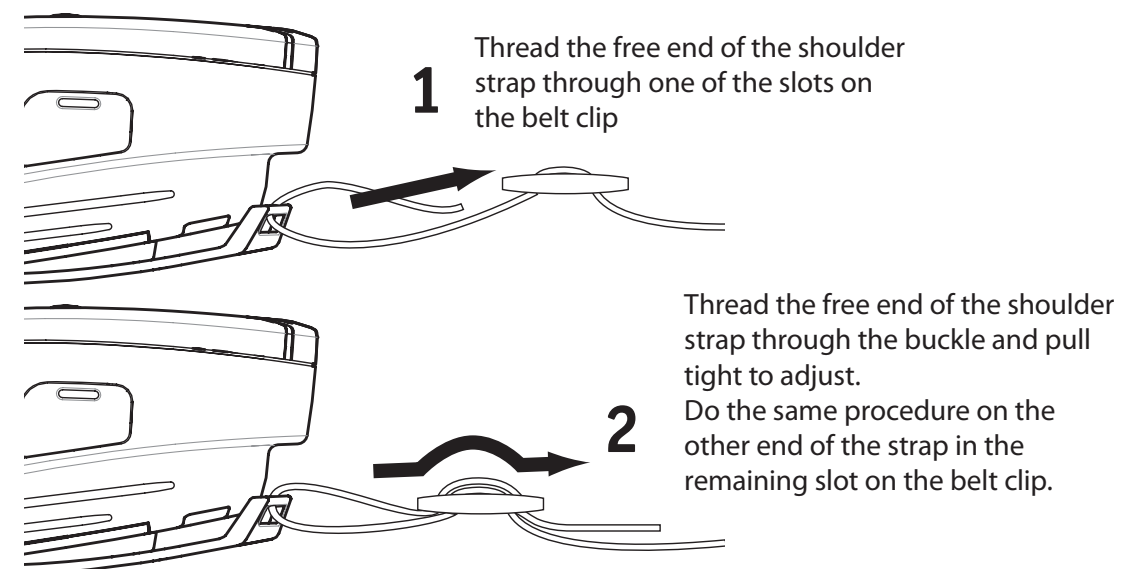
To use: hook the clip over your belt and ensure that the clip is securely attached to the belt. The belt clip will pivot to allow you to move freely while wearing the Printer.



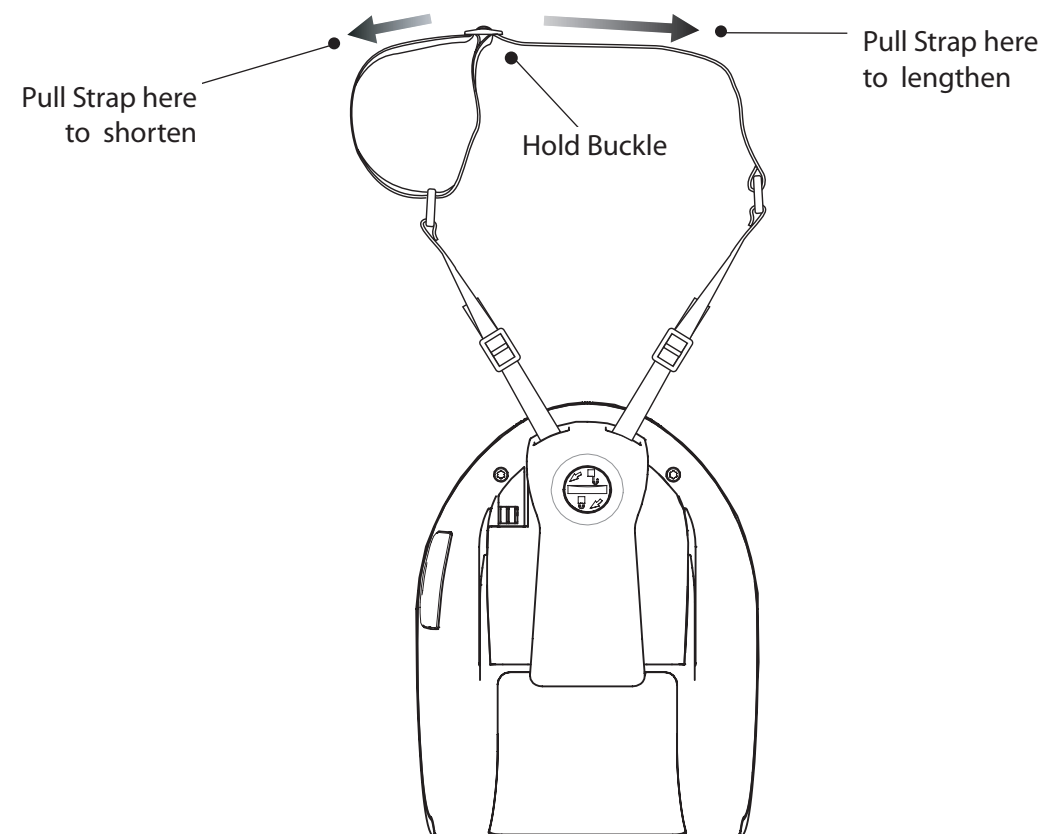
### Adjustable Shoulder Strap

(Available as an Accessory Kit)

Refer to figure below. Secure each end of the shoulder strap by looping through the slots on the belt clip and securing with the buckle.



Once the shoulder strap is secured, hold the buckle and adjust the strap as shown until you achieve the desired length.



## Product Support

For product support, and the latest versions of all customer documentation, contact Zebra Technologies at: [www.zebra.com](http://www.zebra.com)  
Refer to Appendix E in the MZ series User Guide for more detailed contact information

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