

# Zebra *RXiIIIPlus*<sup>™</sup> Printers

User Guide



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**Part Number: 13383L R1**

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333 Corporate Woods Parkway  
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This equipment has been tested and found to comply with the limits for Class B Digital Devices, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the product manuals, may cause harmful interference to radio communications.

In order to ensure compliance, this printer must be used with Shielded Communications Cables.

This device complies with Part 15 rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

**Caution** – The Part 15 radio device operates on a non-interference basis with other devices operating at this frequency when using the Zebra-supplied antenna. Any changes or modifications to the product not expressly approved by Zebra could void the user’s authority to operate this device.

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Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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Zebra Technologies Corporation  
333 Corporate Woods Parkway  
Vernon Hills, IL 60061





## DECLARATION OF CONFORMITY

I have determined that the Zebra printers identified as the

*XiIIIPlus Series*  
*90XiIIIPlus, 96XiIIIPlus, 110XiIIIPlus,*  
*140XiIIIPlus, 170XiIIIPlus, 220XiIIIPlus*

manufactured by:

**Zebra Technologies**  
333 Corporate Woods Parkway  
Vernon Hills, Illinois 60061-3109 U.S.A.

Have been shown to comply with the applicable technical standards of the FCC

For Home, Office, Commercial, and industrial use

If no unauthorized changed is made in the equipment,  
and if the equipment is properly maintained and operated.



---





# Warranty Information

## Effective December 30, 2002

All new Zebra products are warranted by the manufacturer to be free from defect in material and workmanship.

### Printers and Related Hardware Products

Proof of purchase or shipment date is required to validate the warranty period. The warranty becomes void if the equipment is modified, improperly installed or used, damaged by accident or neglect, or if any parts are improperly installed or replaced by the user.

Products returned must be packaged in the original or comparable packing and shipping container. In the event equipment is not so packaged, or if shipping damage is evident, it will not be accepted for service under warranty. Surface transportation charges for return to customers in the continental United States is paid by Zebra. Otherwise, Zebra pays CPT (carriage paid to) nearest airport; customer pays customs, duties, taxes, and freight from airport to destination. If Zebra determines that the product returned for warranty service or replacement is not defective as herein defined, the customer will pay all handling and transportation costs.

### Printers

All printers (excluding printheads) are warranted against defect in material or workmanship for twelve (12) months from the purchase date.

## Printheads

Since printhead wear is part of normal operation, the original printhead is covered by a limited warranty as indicated below. Warranty period begins on purchase date.

<b>Printhead</b>	<b>Warranty Period</b>
Bar code label and receipt printer printheads	6 months
Plastic card printer printheads	12 months

To qualify for this warranty, the printhead must be returned to the factory or to an authorized service center. Customers are not required to purchase Genuine Zebra Supplies (media and/or ribbons) for warranty qualification.

However, if it is determined that the use of inappropriate or inferior supplies has caused any defect in the printhead for which a warranty claim is made, the user is responsible for Zebra's labor and material charges required to repair the defect. The warranty becomes void if the printhead is physically worn or damaged; also if it is determined that failure to follow the preventive maintenance schedule listed in the User Guide has caused defect in the thermal printhead for which a warranty claim is made.

## Related Hardware Items

Products are warranted to be free of defects in material and workmanship from the date of purchase according to this chart:

Product	Warranty Period
Accessories	1 month
Batteries	3 months
Cables	1 month
Chargers/Power Supplies	1 year
Hardware Keys	1 year
Keyboard Display Units	6 months
Parts	3 months
Pocket Eye <sup>®</sup>	1 year
Software	1 month
ZebraNet <sup>®</sup> Print Servers	3 years

Defective product must be returned to Zebra for evaluation. In the event of notification of defect within the warranty period, Zebra will replace the defective item provided there had not been damage resulting from user abuse, modification, improper installation or use, or damage in shipping or by accident or neglect.

## Supplies Products

Supplies are warranted to be free from defect in material and workmanship for a period of six (6) months for media and twelve (12) months for ribbon from the date of shipment by Zebra. This is provided the user has complied with storage guidelines, handling, and usage of the supplies in Zebra printers.

Zebra's sole obligation under these warranties is to furnish parts and labor for the repair or possible replacement of products found to be defective in material or workmanship during the warranty period. Zebra may in its discretion issue a credit for any such defective products in such amount as it deems reasonable.

## Repair Services

Zebra repairs are warranted against defects in material and workmanship for 90 days from the date of repair by Zebra. This excludes printheads, which are warranted separately. This warranty does not cover normal wear and tear. This warranty becomes void if the item is modified, improperly installed or used, or damaged by accident, neglect, or abuse.

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# Preface

This section provides you with contact information, document structure and organization, and additional reference documents.

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## Contacts

You can contact Zebra Corporation at any of the following:

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#### **Zebra Technologies Europe Limited**

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The Valley Centre, Gordon Road  
High Wycombe  
Buckinghamshire HP13 6EQ, UK  
Telephone: +44 (0)1494 472872  
Fax: +44 (0)1494 450103

## Support

You can contact Zebra support at:

**Web Address:** [www.zebra.com/SS/service\\_support.htm](http://www.zebra.com/SS/service_support.htm)



**Important** • The Web address is case-sensitive. The SS **must** be all caps.

**US Phone Number** +1 847.913.2259

**UK/International Phone Number** +44 (0) 1494 768289

## About this Document

The *Zebra XiIIIPlus User Guide* contains the following chapters and appendices:

Chapter Number	Title	Content
	<i>Warranty Information</i>	Warranty information on Zebra printers, related hardware, and supplies.
1	<i>Introduction</i>	Printer overview, printer components, types of labels, and system considerations.
2	<i>Printer Setup</i>	Instructions for setting up your printer.
3	<i>Printer Operation</i>	Instructions for loading media, loading and removing ribbon, calibrating the printer, adjusting sensors, and adjusting the printhead.
4	<i>Print Modes</i>	Descriptions of the available print options.
5	<i>Data Ports</i>	Standard data ports available on the <i>printer</i> .
6	<i>Memory Cards</i>	PCMCIA and CompactFlash card options available.
7	<i>Configuration</i>	<i>How to adjust printer settings to fit your printing needs.</i>
8	<i>Routine Maintenance</i>	Routine cleaning and maintenance procedures.
9	<i>Troubleshooting</i>	Common printing problems and recommended solutions.
A	<i>Specifications</i>	<i>Printer specifications, such as operating temperatures and power requirements.</i>

## Document Conventions

The following conventions are used throughout this document to convey certain information:

**About this Chapter Sections** This section includes a brief overview of and a table of contents for the chapter. These sections primarily serve as hyperlink components for the Adobe Acrobat .pdf version of this guide.

**Alternate Color** (online only) Cross-references contain hot links to other sections in this guide. If you are viewing this guide online in .pdf format, you can click the cross-reference ([blue text](#)) to jump directly to its location.

**Command Line Examples** All command line examples appear in `Courier New` font. For example, you would type the following to get to the Post-Install scripts in the `bin` directory:

```
Ztools
```

**Files and Directories** All file names and directories appear in `Courier New` font. For example, the `Zebra<version number>.tar` file and the `/root` directory.

### Cautions, Important, Note, and Example



---

**Electrostatic Discharge Caution** • Warns you of the potential for electrostatic discharge.

---



---

**Electric Shock Caution** • Warns you of a potential electric shock situation.

---



---

**Caution** • Warns you of a situation where excessive heat could cause a burn.

---



---

**Caution** • Advises you that failure to take or avoid a specific action could result in physical harm to you.

---

---

**Caution** • Advises you that failure to take or avoid a specific action could result in physical harm to the hardware.

---





**Important** • Advises you of information that is essential to complete a task.



**Note** • Indicates neutral or positive information that emphasizes or supplements important points of the main text.

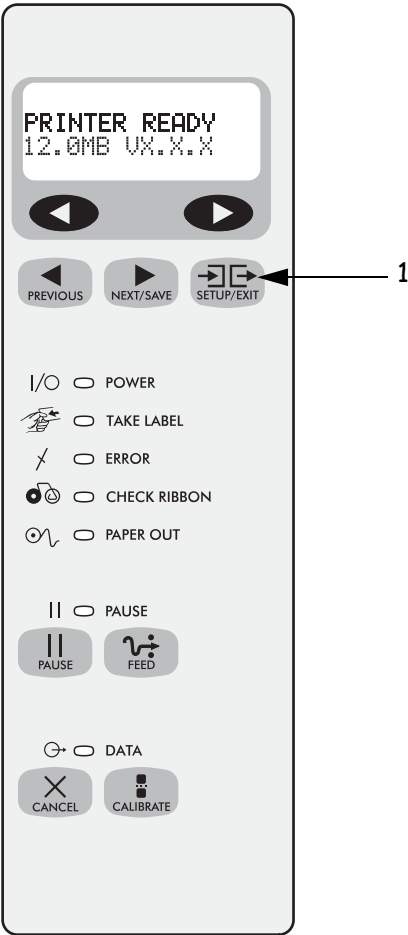


**Example** • Provides an example, often a scenario, to better clarify a section of text.



**Tools** • Tells you what tools you need to complete a given task.

**Illustration Callouts** Callouts are used when an illustration contains information that needs to be labeled and described. A table that contains the labels and descriptions follows the graphic. The following illustration and table provide an example.



## Related Documents

In addition to this user guide, the following documents might be helpful references:

- *ZPL II<sup>®</sup> Programming Guide Volume I* (part number 45541L) and *Volume II* (part number 45542L).
- *PrintServer II<sup>™</sup> Installation and User Guide* (part number 45537L).
- *Maintenance Manual* (part number 13185L for the 110XiIIIPlus, part number 48152L for all other XiIIIPlus printers).

# CHAPTER 1

# Introduction

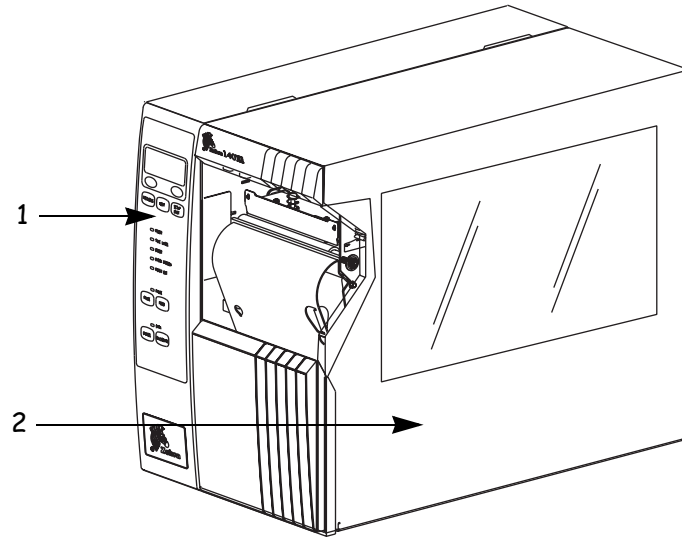
This chapter provides a high-level overview of the printer and its components.

## Contents

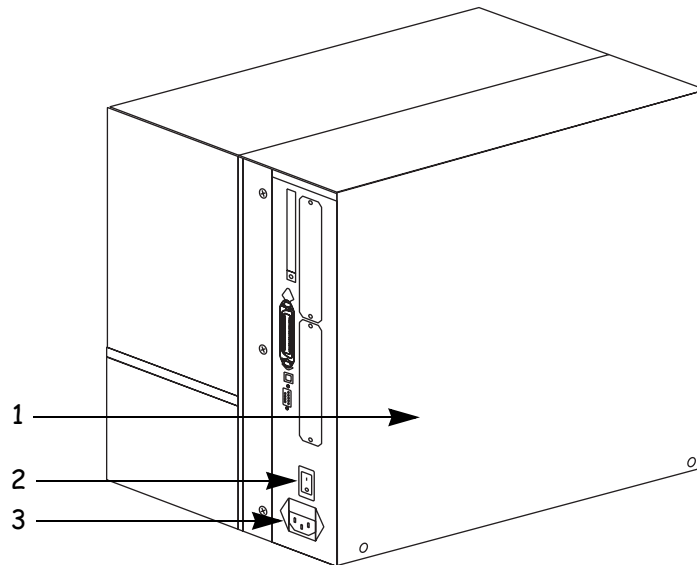
Exterior View . . . . .	2
Front Panel . . . . .	3
Front Panel Buttons . . . . .	4
Front Panel Lights . . . . .	5
Printer Components . . . . .	6

## Exterior View

The following illustrations show the exterior of the printer.



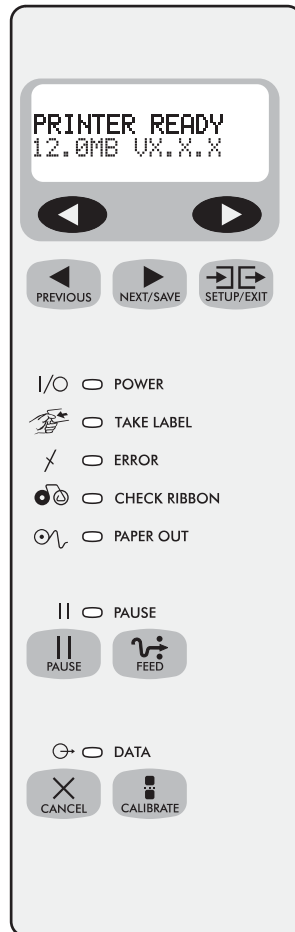
- 
- 1 Front panel
  - 2 Media door
- 



- 
- 1 Electronics cover
  - 2 Power switch
  - 3 AC power cord connection
-










## Front Panel

This illustration shows the buttons and lights on the front panel. For details, see *Front Panel Buttons* on page 4 and *Front Panel Lights* on page 5.










## Front Panel Buttons

This table describes the function of the buttons shown in the illustration on [page 2](#).

Button	Details
LEFT OVAL 	Changes parameter values. Common uses are to increase/decrease a value, answer <b>yes</b> or <b>no</b> , indicate <b>on</b> or <b>off</b> , scroll through several choices, input the password, or set up the printer for a firmware download.
RIGHT OVAL 	Changes parameter values. Common uses are to increase/decrease a value, answer <b>yes</b> or <b>no</b> , indicate <b>on</b> or <b>off</b> , scroll through several choices, input the password, or set up the printer for a firmware download.
PREVIOUS 	Scrolls to the previous parameter. Press and hold this button to scroll back quickly through parameter sets.
NEXT/SAVE 	Scrolls to the next parameter. Press and hold this button to scroll forward quickly through parameter sets.
SETUP/EXIT 	Enters and exits the setup mode.
PAUSE 	Starts and stops the printing process and allows other buttons to be used. If an error messages is on the LCD, pressing this button removes the error.
FEED 	Forces the printer to feed a blank label each time the button is pressed. <ul style="list-style-type: none"> <li>• If the printer is not printing, one blank label immediately feeds.</li> <li>• If the printer is printing, one blank label feeds after the current batch of labels is complete.</li> </ul>
CANCEL 	In the pause mode, this button cancels print jobs. <ul style="list-style-type: none"> <li>• If there are multiple print jobs in the print queue, press CANCEL once for each print job to be deleted.</li> <li>• To delete all print jobs, hold CANCEL for several seconds. The DATA light turns off.</li> </ul>
CALIBRATE 	This button can be used to calibrate the printer for the following: <ul style="list-style-type: none"> <li>• Media length</li> <li>• Media type (continuous or non-continuous)</li> <li>• Print mode (direct thermal or thermal transfer)</li> <li>• Sensor values</li> </ul> For more information on calibration, see <i>Calibrate the Printer</i> on <a href="#">page 31</a> .

## Front Panel Lights

This table details the lights shown in the illustration on [page 2](#).

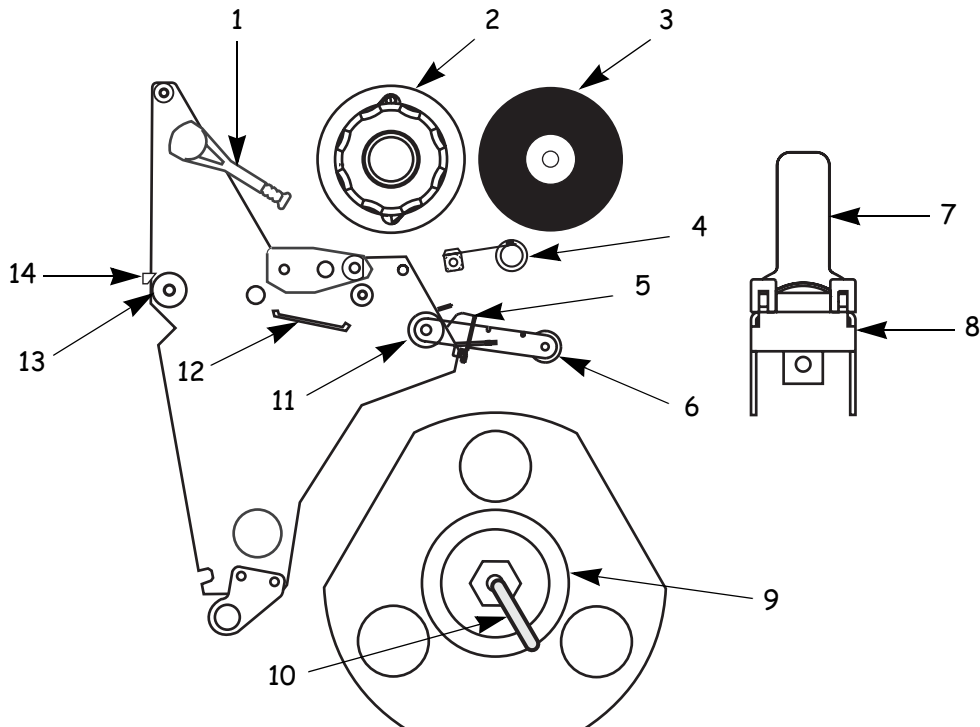
Light	Details
POWER 	Indicates printer power status. <ul style="list-style-type: none"> <li>• <b>Off</b> — printer is off.</li> <li>• <b>On</b> — printer is on.</li> </ul>
TAKE LABEL 	<ul style="list-style-type: none"> <li>• <b>Off</b> — Normal operation.</li> <li>• <b>Flashing</b> — (<i>Peel-Off Mode only.</i>) The label is available. Printing is paused until the label is removed.</li> </ul>
ERROR 	Indicates printer operation. <ul style="list-style-type: none"> <li>• <b>Off</b> — printer is in Normal operation.</li> <li>• <b>Flashing</b> — printer pauses until the label is removed.</li> </ul>
CHECK RIBBON 	<ul style="list-style-type: none"> <li>• <b>Off</b> — Normal operation; ribbon (if used) is properly loaded.</li> <li>• <b>On</b> — No media is under the label sensor. Printing is paused, the LCD shows an error message, and the PAUSE light is on.</li> </ul>
PAPER OUT 	Indicates that labels need to be reloaded.
PAUSE 	<ul style="list-style-type: none"> <li>• <b>Off</b> — normal operation.</li> <li>• <b>On</b> — all printing operations have stopped. Either PAUSE was pressed, a pause command was included in the label format, the on-line verifier detected an error, or a printer error was detected.</li> </ul>
DATA 	<ul style="list-style-type: none"> <li>• <b>Off</b> — Normal operation. No data being received or processed.</li> <li>• <b>On/Blinking</b> — Data processing or printing is taking place. Data is being received.</li> </ul>

## Printer Components

This illustration shows a side view of the printer's internal components.



**Note** • Depending on the printer options that you selected, your printer could look slightly different. For more about printer options, go to [www.zebra.com](http://www.zebra.com).



- 
- |    |  |
|----|--|
| 1  | Printhead lever                                |
| 2  | Ribbon take-up spindle                         |
| 3  | Ribbon supply spindle                          |
| 4  | Ribbon dancer assembly (only on select models) |
| 5  | Media guide                                    |
| 6  | Media dancer roller assembly                   |
| 7  | Media supply guide                             |
| 8  | Media supply hanger                            |
| 9  | Rewind spindle (optional)                      |
| 10 | Spindle hook                                   |
| 11 | Lower roller                                   |
| 12 | Snap plate                                     |
| 13 | Platen roller                                  |
| 14 | Tear-off bar                                   |
-



## CHAPTER 2

# Printer Setup

This chapter provides the tasks that you must complete and the issues that you must consider before you load and configure your printer.

### Contents

Before You Begin .....	8
Unpack and Inspect the Printer .....	9
Report Shipping Damage .....	9
Store or Reship the Printer .....	9
Select a Site for the Printer .....	10
Select a Surface .....	10
Provide Proper Operating Conditions .....	10
Allow Proper Space .....	10
Provide a Data Source .....	10
Connect the Printer to a Power Source .....	11
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Types of Media .....	15
Continuous Media .....	15
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## Before You Begin

Review this checklist, and resolve any issues before you begin setting up your printer. When you are ready, continue with [Printer Operation on page 19](#).

- Unpack and Inspect** Have you unpacked the printer and inspected it for damage? If you have not, see [Unpack and Inspect the Printer on page 9](#).
- Select a Site** Have you selected an appropriate location for the printer? If you have not, see [Select a Site for the Printer on page 10](#).
- Attach Power Cord** Do you have the correct power cord for your printer? If you are unsure, see [Power Cord on page 11](#). To attach the power cord and connect the printer to a power source, see [Connect the Printer to a Power Source on page 11](#).
- Connect to a Data Source** Have you determined how the printer will be connected to a data source (usually a computer)? For more information, see [Communication Interfaces on page 13](#).
- Select Media** Do you have the correct media for your application? If you are unsure, see [Types of Media on page 15](#).
- Select Ribbon** Do you need to use ribbon, and is the appropriate ribbon available, if needed? If you are unsure, see [Ribbon on page 18](#).

## Unpack and Inspect the Printer

When you unpack the printer, save all packing materials. When the printer is out of the box, raise the printer's media door, and remove the power cord.

Inspect the printer for possible damage incurred during shipment. Check all exterior surfaces for damage. Raise the media door, and inspect the media compartment for damage to components.

### Report Shipping Damage

If you discover shipping damage upon inspection:

- Immediately notify the shipping company of the damage, and file a damage report with them. Zebra is not responsible for any damage incurred during shipment of the equipment and does not repair this damage under warranty.
- Keep all packaging material for shipping company inspection.
- Notify your authorized Zebra reseller.

### Store or Reship the Printer

If you are not placing the printer into immediate operation, repackage it using the original packing materials. You may store the printer under the following conditions:

- Temperature:  $-40^{\circ}$  to  $140^{\circ}$ F ( $-40^{\circ}$  to  $60^{\circ}$ C)
- Relative humidity: 5% to 85% non-condensing

If you must ship the printer, remove any ribbon and media from the supply spools to avoid damaging the printer. Carefully pack the printer into the original container or a suitable alternate container to avoid damage during transit.



## Printer Setup

Select a Site for the Printer

# Select a Site for the Printer

Consider the following when selecting an appropriate location for your printer.

## Select a Surface

Select a solid, level surface of sufficient size and strength to accommodate the printer and other equipment (such as a computer), if necessary. The choices include a table, countertop, desk, or cart.

## Provide Proper Operating Conditions

Because the printer was designed and is fabricated as an industrial-type unit, it functions satisfactorily in a location that conforms to specified environmental and electrical conditions, including a warehouse or factory floor. For more information on the required conditions, see [General Specifications on page 131](#).

The following table shows the temperature and relative humidity requirements for the printer when it is operating.

Mode	Temperature	Relative Humidity
Thermal Transfer	41° to 104°F (5° to 40°C)	20 to 85% non-condensing
Direct Thermal	32° to 104°F (0° to 40°C)	20 to 85% non-condensing

## Allow Proper Space

The printer should have enough space around it for you to be able to open the media door. To allow for proper ventilation and cooling, leave open space on all sides of the printer.

**Caution** • Do not place any padding or cushioning material behind or under the printer because this restricts air flow and could cause the printer to overheat.

## Provide a Data Source

If the printer will be located away from the data source, the selected site must provide the appropriate connections to that data source. For more information on the types of communication interfaces, see [Communication Interfaces on page 13](#).

## Connect the Printer to a Power Source



**Caution** • For personnel and equipment safety, always use an approved three-conductor power cord specific to the region or country intended for installation. This cord must use an IEC 320 female connector and the appropriate region-specific three-conductor grounded plug configuration.

### To connect the printer to a power source, complete these steps:

1. Turn the printer power switch (located on the rear of the printer) to the Off (O) position.
2. Plug the power cord into the mating connector on the rear of the printer.
3. Plug the other end of the power cord into the power source.

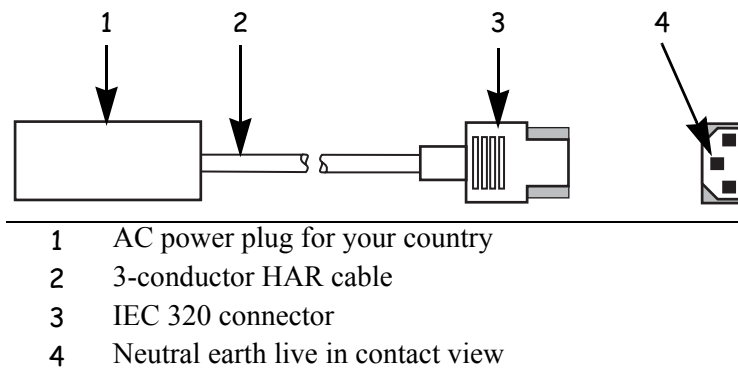
### Power Cord

Depending on how your printer was ordered, a power cord may or may not be included. If one is not included or if the one included is not suitable for your requirements, refer to the following guidelines.

Your power cord must meet these standards:

- The overall length must be less than 9.8 ft (3.0 m).
- It must be rated for at least 5 A, 250 V.
- The chassis ground (earth) **must** be connected to ensure safety and reduce electromagnetic interference.

The ground connection is handled by the third wire (earth) in the power cord as shown in the following illustration.

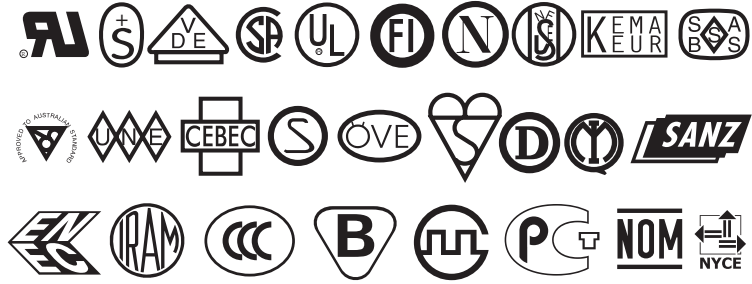


- The AC power plug and the IEC 320 connector must bear the certification mark of at least one of the known international safety organizations shown in this illustration.



## Printer Setup

Connect the Printer to a Power Source



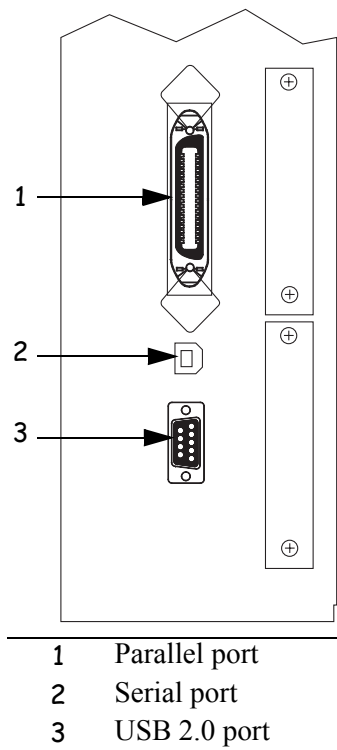
## Communication Interfaces

The way that you connect your printer to a data source depends on the communication options installed in the printer. The standard communication interfaces are an RS-232 serial data port, a bi-directional parallel port, and a USB 2.0 port.



**Note** • RS-422 and RS-485 serial data ports are available through an adapter. A DB-25 cable and a USB 2.0 cable are also available.

The following illustration shows the location of the communication interfaces on the back of the printer. For more information about these interfaces, see [Data Ports on page 53](#).



Other options for connecting your printer to a data source include the following:

- The optional ZebraNet<sup>®</sup> PrintServer II, which enables the printer to be connected to 10Base-T Ethernet networks.
- A wireless card socket option.
- The IBM<sup>®</sup> Twinax or IBM<sup>®</sup> Coax option for those applications that require them.

## Data Cable Requirements

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

To minimize electrical noise pickup in the cable:

- Keep data cables as short as possible.
- Do not bundle the data cables tightly with the power cords.
- Do not tie the data cables to power wire conduits.



**Note** • Zebra printers comply with FCC Rules and Regulations, Part 15 for Class B Equipment using fully shielded, 6.5 ft (2 m) data cables. Use of unshielded cables may increase radiation above the Class B limits.



**Note** • RS-422 and RS-485 applications should use twisted shielded pairs as recommended in the TIA/EIA-485 Specification.



## Types of Media

The printer can use media that is on rolls or in fan-folded stacks. The difference between media types is in whether the media is continuous or non-continuous.

We strongly recommend the use of Zebra-brand supplies for continuous high-quality printing. A wide range of paper, polypropylene, polyester, and vinyl stock has been specifically engineered to enhance the printing capabilities of the printer and to ensure against premature printhead wear.



**Note** • Because print quality is affected by media and ribbon, printing speeds, and printer operating modes, it is very important to run tests for your applications.

### Continuous Media

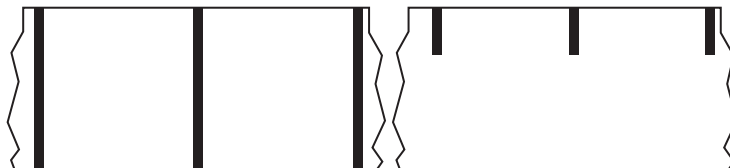
Continuous media is one uninterrupted length of material that allows the image to be printed anywhere on the label. The individual labels can be cut apart or stored in a roll for later use.

This illustration shows a sample of continuous media.



### Non-Continuous Black Mark Media

Non-continuous black mark media has black marks printed on the back, which indicate the start and end of each label. This illustration shows a sample of non-continuous black mark media.



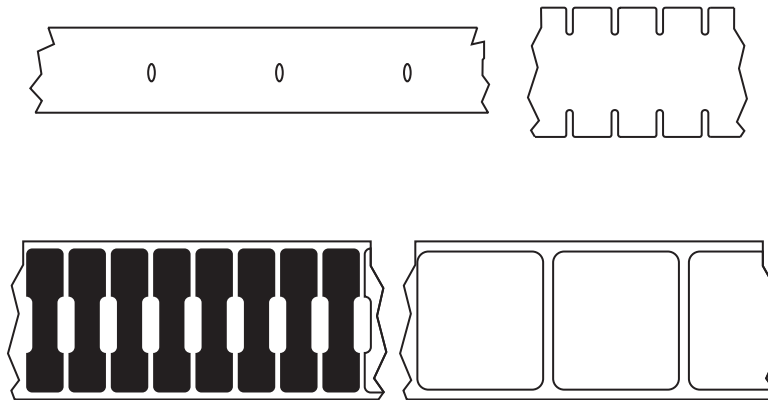
## Non-Continuous Web Media

Non-continuous web media refers to individual labels that are separated by a gap, notch, or hole. When you look at the media, you can tell where one label ends and the next one begins.



**Important** • The life of the printhead may be reduced by abrasion from exposed paper fibers when using perforated media.

This illustration shows samples of non-continuous web media.



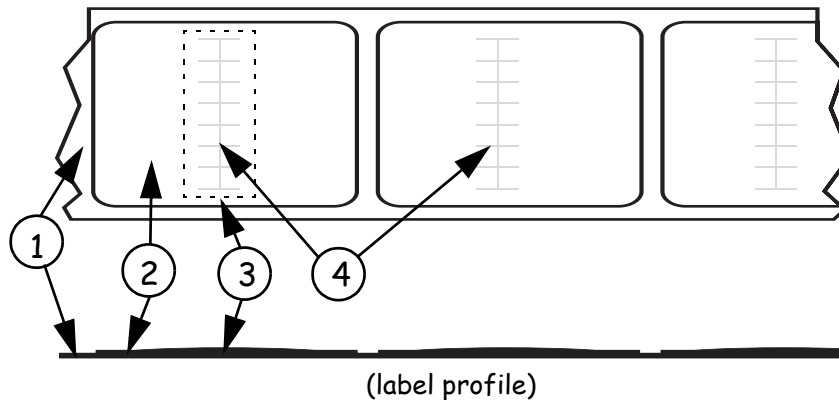
## RFID “Smart” Labels

“Smart” labels are usually made from two components: media and an embedded RFID transponder (Figure 1). For more information about reading and encoding RFID tags, see [RFID Guidelines on page 69](#).

- The media (usually a label with a UHF transponder embedded between the label and liner) is usually comprised of synthetic- or paper-based material that can be printed upon using direct thermal or thermal transfer printing techniques. The media is typically made from the same materials and adhesives that a non-RFID barcode printer would use.
- The UHF transponder, which is sometimes called the RFID tag, is usually comprised of an antenna that is bonded to an integrated circuit (IC) chip. If you hold a “smart” label up to the light, you can see the transponder’s antenna embedded within the label, and you can feel a bump in the label where the IC chip is located.

The IC chip contains the RF circuit, coders, decoders, and memory. At a minimum, “smart” labels have memory that can be read, while the vast majority also have memory that can be encoded by the user as well. For more information about encoding “smart” labels, see [ZPL II Commands for RFID on page 81](#).

Figure 1 • RFID “Smart” Labels



1	Liner
2	Label
3	Location of embedded transponder
4	Outline of transponder antenna (shape varies by manufacturer)

## Ribbon

Ribbon is a thin film carrying wax or wax resin that is transferred to the media during the thermal transfer process. The media determines whether you need to use ribbon and determines the minimum width of the ribbon. Consider the following:

- **Thermal transfer** — ribbon needed.

The ribbon 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.

---

**Caution** • The ribbon must be as wide 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.

---

- **Direct thermal transfer** — no ribbon needed.

When printing in direct thermal mode, ribbon is not used and should not be loaded in the printer.

## CHAPTER 3

# Printer Operation

If you have completed the tasks and resolved the issues in the checklist in *Before You Begin* on page 8, follow the instruction in this chapter to load and calibrate your printer and to print a configuration label.

### Contents

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Load Roll Media . . . . .	20
Load Fanfold Media . . . . .	22
Load Ribbon . . . . .	24
Remove Used Ribbon . . . . .	28
Print a Configuration Label . . . . .	29
Calibrate the Printer . . . . .	31
Adjust Sensors . . . . .	32
Media and Ribbon Sensor Calibration . . . . .	32
Transmissive (Media) Sensors . . . . .	34
Adjust the Printhead . . . . .	37

## Load the Printer

This section gives you a series of instructions to load labels and ribbon (if used). The instructions that follow are for a standard printer in Tear-Off Mode. To choose different printing modes, see *Print Modes* on page 39.



---

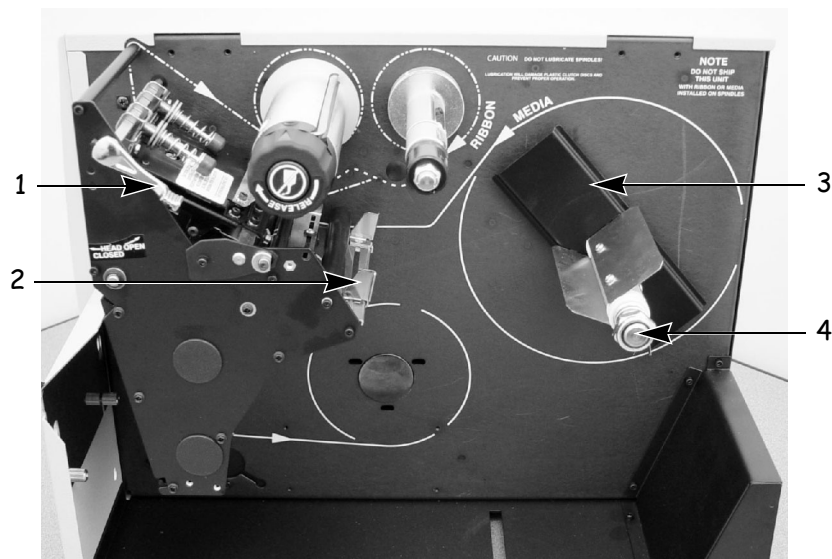
**Caution** • Be sure the printer is Off (O) if you have connected the power cable.

---

## Load Roll Media

Roll media feeds through the printer from the media hanger or media supply spindle.

This illustration identifies the components of the printer that you need to be familiar with to load roll media.



- 
- |   |                        |
|---|------------------------|
| 1 | Printhead lever        |
| 2 | Media guide            |
| 3 | Media back plate       |
| 4 | Optional media spindle |
-

**To load roll media, complete these steps:**

1. Open the printhead.
2. Slide the media guide away from the printer frame. You might need to loosen the media guide screw.
3. Put the roll of media on the media hanger.
4. Push the label core toward the printer frame. The labels must be aligned with the label core.
5. Feed the media under the media guide roller and under the printhead.
6. Do you have the Cutter option?
  - **No** — continue with the next step.
  - **Yes** — feed the media through the cutter.



---

**Caution** • The cutter blade is sharp. Do not rub or touch the blade with your fingers.

---

7. Adjust the media supply guide so it is just touching, but does not restrict, the edge of the media. The labels should lie flat as shown in the illustration.



- 
- |   |                    |
|---|--------------------|
| 1 | Printhead          |
| 2 | Media guide roller |
| 3 | Labels/media       |
- 

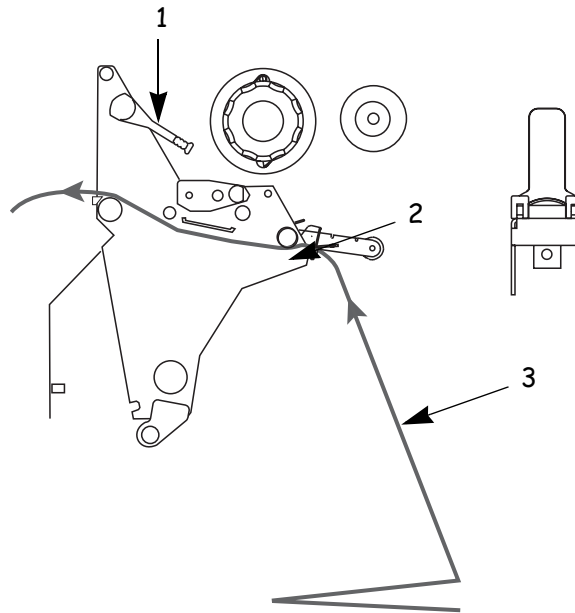
8. Are you using direct thermal labels?
  - **Yes** — close the printhead and go to *Print a Configuration Label* on page 29.
  - **No** — go to *Load Ribbon* on page 24.

## Load Fanfold Media

Fanfold media feeds through either the bottom or rear access slot from outside the printer. The media hanger and media supply spindle are **not** used with fanfold media.

### To load fanfold labels, complete these steps:

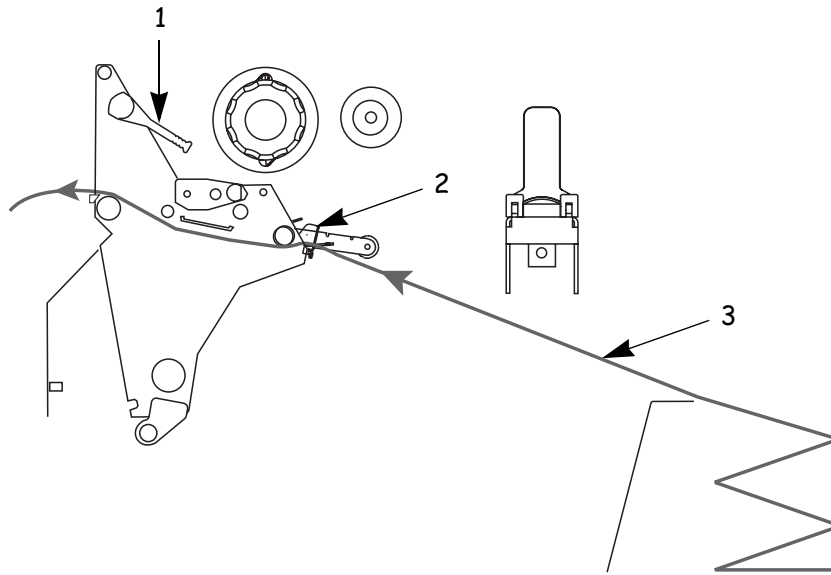
1. Slide the printhead lever to the Open position.
2. Slide the media guide as far from the printer frame as possible.
3. How do you want to feed the fanfold labels?
  - **From the bottom slot in the printer body.**  
This illustration shows the printer with fanfold labels loaded through the bottom slot.



- 
- |   |   |
|---|---|
| 1 | Printhead lever<br>(shown in the Open position) |
| 2 | Media guide                                     |
| 3 | Fanfold labels                                  |
-



- **From the rear slot in the printer body.**  
This illustration shows the printer with fanfold labels loaded through the rear slot.



- 
- |   |  |
|---|--|
| 1 | Printhead lever (shown in the Open position) |
| 2 | Media guide                                  |
| 3 | Fanfold labels                               |
- 

4. Do you have the Cutter option?
- **No** — continue with the next step.
  - **Yes** — feed the fanfold media through the cutter.



---

**Caution** • The cutter blade is sharp. Do not rub or touch the blade with your fingers.

---

5. Adjust the media guide so it just touches, but does not restrict, the edge of the labels. The labels should lie flat.
6. Are you using direct thermal labels?
- **Yes** — close the printhead and go to *Print a Configuration Label* on page 29.
  - **No** — go to *Load Ribbon* on page 24.

## Load Ribbon

Before you load ribbon, make sure that the labels that you are using need ribbon. Only thermal transfer labels require ribbon. Do not load ribbon if the printer is to be used with direct thermal labels.

---

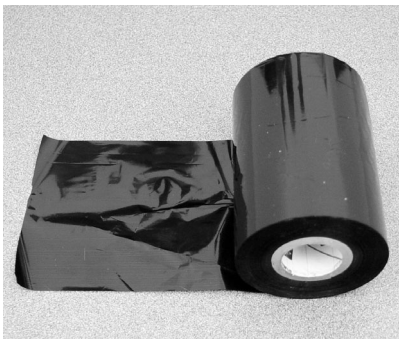
**Caution** • Use ribbon that is wider than the thermal transfer media. If the printhead is not protected by the ribbon, the resulting abrasion from the media may cause premature printhead wear.

---

A ribbon leader makes it easier to load and unload ribbon. Make a leader for your ribbon roll if it does not already have one.

### To make a ribbon leader, complete these steps:

1. Unroll the ribbon about 6 in. (15 cm).

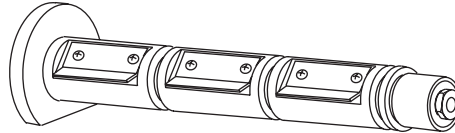


2. Tear off a strip of labels and backing about 6 in. (15 cm) long from the label roll.
3. Peel a label from the backing.
4. Overlap the ribbon and the backing with the ribbon on top, and use the label to tape them together. This serves as a ribbon leader.

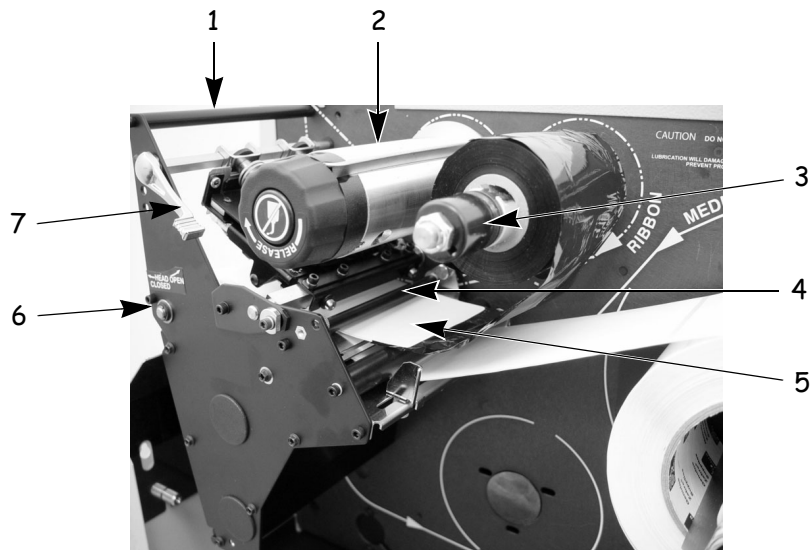


**To load the ribbon, complete these steps:**

1. Align the segments of the ribbon supply spindle as shown in the following illustration.



2. Place the roll of ribbon on the ribbon supply spindle, and push the core as far back as it can go. The following illustration shows the printer components that are mentioned in this procedure.



- 
- |   |   |
|---|---|
| 1 | Top roller                                      |
| 2 | Ribbon take-up spindle                          |
| 3 | Ribbon supply spindle                           |
| 4 | Ribbon guide roller                             |
| 5 | Ribbon leader attached to ribbon                |
| 6 | Platen roller (not shown)                       |
| 7 | Printhead lever<br>(shown in the Open position) |
- 

3. If the printhead is closed, open it using the printhead lever.
4. Thread the ribbon leader and attached ribbon under the ribbon guide roller, through the print mechanism, and past the platen roller.



**Note** • For the R170XiIIIPlus, thread the leader first through the ribbon dancer roller assembly.

## Printer Operation

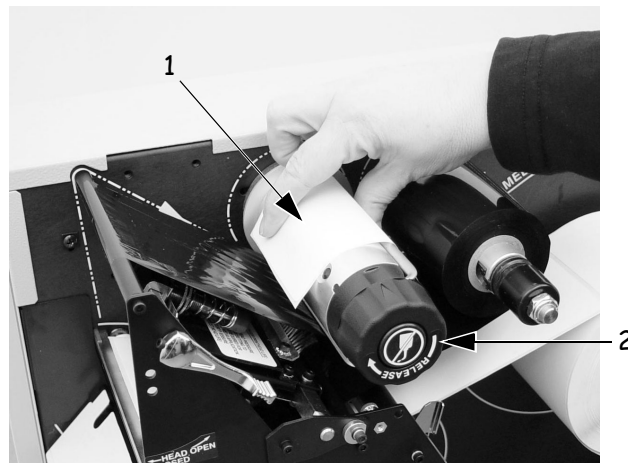
### Load the Printer

5. Pull the ribbon leader over the printhead and above the top roller as shown in the following illustration.



- 
- |   |               |
|---|---------------|
| 1 | Ribbon leader |
| 2 | Printhead     |
- 

6. Bring the ribbon leader and ribbon under the ribbon take-up spindle, and wrap them around the spindle. The following illustration shows the ribbon leader wrapped around the ribbon take-up spindle.



- 
- |   |                        |
|---|------------------------|
| 1 | Ribbon leader          |
| 2 | Ribbon take-up spindle |
- 

7. Turn the spindle counterclockwise until the ribbon stays on the spindle.
8. Close the printhead.

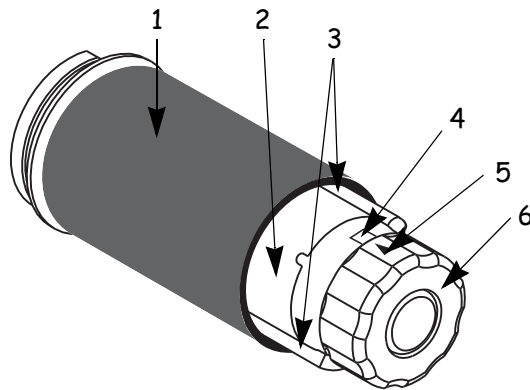
The following illustration shows how your printer should look with the media and ribbon loaded.



9. To remove the ribbon, refer to *Remove Used Ribbon* on [page 28](#).

## Remove Used Ribbon

When the ribbon has run out or must be changed, remove the used ribbon from the take-up spindle. This illustration shows the ribbon take-up spindle.




---

1	Used ribbon
2	Ribbon take-up spindle
3	Ribbon release bars
4	Notch in ribbon take-up spindle
5	Arrow on ribbon take-up spindle
6	Ribbon release knob

---

### To remove used ribbon, complete these steps:

1. Open the printhead.
2. Has the ribbon run out?
  - **Yes** — continue with the next step.
  - **No** — tear or cut the ribbon as close to the ribbon take-up spindle as possible.

---

**Caution** • Do not cut through the ribbon that is on the take-up spindle because you may damage the spindle. Use the release knob to slide the ribbon off of the spindle.

---

3. While holding the ribbon take-up spindle, turn the ribbon release knob clockwise until it stops. This causes the ribbon release bars to pivot down, easing the spindle's grip on the used ribbon.
4. Slide the used ribbon off of the ribbon take-up spindle.
5. Align the arrow on the ribbon take-up spindle knob with the notch in the ribbon take-up spindle.
6. To load new ribbon, see *Load Ribbon* on page 24.

## Print a Configuration Label

When you have loaded the media and ribbon (if necessary), print a configuration label to use as a record of your printer settings. Keep the configuration label for baseline information on your printer when troubleshooting printing problems.



---

**Caution** • For personal and equipment safety, always use an approved three-conductor power cord specific to the region or country intended for installation. This cord must use an IEC 320 female connector and the appropriate region-specific three-conductor grounded plug configuration.

---

### To print a configuration label, complete these steps:

1. Connect the power cord to the power connection on the back of the printer.
2. To confirm the power connection, turn the printer On (**I**).

The printer performs the power-up self test (POST). When the test is complete, **PRINTER READY** displays on the front panel LCD.

3. Does the front panel LCD display **PRINTER READY**?
  - **Yes** — continue with the next step.
  - **No** — go to *Troubleshooting on page 119*.
4. Turn the printer Off (**O**).
5. Press and hold **CANCEL** while turning the printer On (**I**).
6. Release **CANCEL** when the **DATA** light turns off (approximately five seconds).

The configuration label prints. A sample label, which may look different than yours, is shown below.

PRINTER CONFIGURATION	
Zebra Technologies	
ZTC 90XiIII Plus-300dpi	
04.0	DARKNESS
2 IPS	PRINT SPEED
+000	TEAR OFF
TEAR OFF	PRINT MODE
NON-CONTINUOUS	MEDIA TYPE
WEB	SENSOR TYPE
THERMAL-TRANS.	PRINT METHOD
086 08/12 MM	PRINT WIDTH
2022	LABEL LENGTH
39.0IN 989MM	MAXIMUM LENGTH
MEDIA DISABLED	EARLY WARNING
MAINT. OFF	EARLY WARNING
NOT CONNECTED	USB COMM.
PARALLEL	PARALLEL COMM.
RS232	SERIAL COMM.
9600	BAUD
8 BITS	DATA BITS
NONE	PARITY
XON/XOFF	HOST HANDSHAKE
NONE	PROTOCOL
000	NETWORK ID
NORMAL MODE	COMMUNICATIONS
<>	CONTROL PREFIX
<>	FORMAT PREFIX
<>	DELIMITER CHAR
ZPL II	ZPL MODE
CALIBRATION	MEDIA POWER UP
CALIBRATION	HEAD CLOSE
DEFAULT	BACKFEED
+000	LABEL TOP
+0000	LEFT POSITION
0000	HEAD TEST COUNT
0500	HEAD RESISTOR
OFF	VERIFIER PORT
OFF	APPLICATOR PORT
PULSE MODE	START PRINT SIG
FEED MODE	RESYNCH MODE
DISABLED	REPRINT MODE
047	WEB S.
079	MEDIA S.
072	RIBBON S.
050	MARK S.
000	MARK MED S.
003	MEDIA LED
000	RIBBON LED
000	MARK LED
+10	LED ADJUST
DPSWFXM	MODES ENABLED
.....	MODES DISABLED
1024 12/MM FULL	RESOLUTION
V48.X.X <-	FIRMWARE
V12.0.0.21	HARDWARE ID
CUSTOMIZED	CONFIGURATION
12288	RAM
2048	ONBOARD FLASH
NONE	FORMAT CONVERT
007 POWER SUPPLY	P31 INTERFACE
004 DISPLAY	P32 INTERFACE
.....	TWINAX/COAX ID
FW VERSION	IDLE DISPLAY
00/00/00	RTC DATE
18:19	RTC TIME
DYNAMIC	IP RESOLUTION
ALL	IP PROTOCOL
010.003.004.095	IP ADDRESS
255.255.255.000	SUBNET MASK
010.003.004.001	DEFAULT GATEWAY

**7. Did the label print?**

- **Yes**, a configuration label printed. Connect the printer to your data source. Communication can be handled in many different ways. More information about the standard interfaces is available in *Standard Ports* on page 94.
- **No**, a label did not print. Sensors out of position is a common cause of printing problems. Refer to *Adjust Sensors* on page 32. For additional assistance, refer to *Troubleshooting* on page 119.



## Calibrate the Printer

There are five different ways that the printer can be calibrated. You may calibrate the printer as needed.

- **Auto-calibration** occurs when the printer feeds media after the printhead is closed and when the printer is first turned on (see *Media Power Up* on page 69 and *Head Close* on page 69 for options). The printer automatically sets the value it detects for the spaces between labels. This type of calibration also happens as part of both the sensor profile and media and ribbon sensor calibration procedures.
- **Long Calibration**, which you select by pressing PAUSE then CALIBRATE, calibrates the printer for media length, media type (continuous or non-continuous), and print mode (thermal or direct thermal transfer) and updates the sensor values.
- **Short Calibration**, which you select by pressing just CALIBRATE, uses current sensor values rather than detecting the spaces between labels and resetting the sensors. This calibration sequence uses fewer labels than the long calibration sequence, but it is less reliable because the values that are stored in the sensors could be incorrect.



**Note** • If you press CALIBRATE and nothing happens, you may need to upgrade your firmware. Print a configuration label to see which version of firmware that is installed on your printer. To upgrade your firmware or to check if you have the latest version, go to <http://www.zebra.com/SD/firmware.htm>.

- **Sensor Profile Calibration**, which you select through the front panel, auto-calibrates the printer and prints a media sensor profile. See *Sensor Profile* on page 63 for instructions.
- **Media and Ribbon Sensor Sensitivity Calibration**, which you select through the front panel, resets the sensitivity of the sensors to detect correctly the media and ribbon that you are using. See *Media and Ribbon Sensor Calibration* on page 32 for instructions. If you change the type of ribbon and/or media, you might need to reset the sensitivity of the media and ribbon sensors. When the sensors are at their new sensitivity, the printer performs an auto-calibration.

## Adjust Sensors

This section describes how to adjust and calibrate sensors.

### Media and Ribbon Sensor Calibration

Media and ribbon sensor calibration is one of the most common adjustments to the printer settings. This procedure is performed through the front panel.

Indications that the sensitivity may need to be reset are:

- The CHECK RIBBON light is on even though the ribbon is properly installed.
- Non-continuous labels are being treated as continuous labels.



**Note** • Before you begin the calibration procedure, make sure that the maximum length is set to a value 1 in. (25.4 mm) greater than the length of the labels that you are using. If the maximum length is set to a lower value, the calibration process assumes that continuous media is in the printer.



**Important** • This procedure must be followed exactly as presented. All of the steps must be performed even if only one of the sensors requires adjustment. You may press the left oval at any step in this procedure to cancel the procedure.

#### To adjust the sensitivity of media and ribbon sensors, complete these steps:

1. From the front panel, press the right oval to start the calibration procedure.

The LOAD BACKING prompt displays.

2. Open the printhead.
3. Remove approximately 8 in. (203 mm) of labels from the media backing, and pull the media into the printer so that only the backing is between the media sensors.
4. Leave the printhead open.
5. Press the right oval to continue.

The REMOVE RIBBON prompt displays.

6. Remove the ribbon.
7. Close the printhead.
8. Press the right oval to continue.

The message CALIBRATING PLEASE WAIT displays.

The printer adjusts the scale (gain) of the signals that it receives from the media and ribbon sensors. On the sensor profile, this essentially corresponds to moving

the peak of the graph up or down to optimize the readings for your application (for more information, see *Sensor Profile* on page 63).

When calibration is complete, **RELOAD ALL** displays.

9. Open the printhead and pull the media forward until a label is positioned under the media sensor.
10. Reload the ribbon back into to its proper position.
11. Close the printhead.
12. Press the right oval to continue.

The printer does a calibration equivalent to pressing **CALIBRATE**; during this process, the printer determines the label length. To see the new readings on the new scale, print a sensor profile.

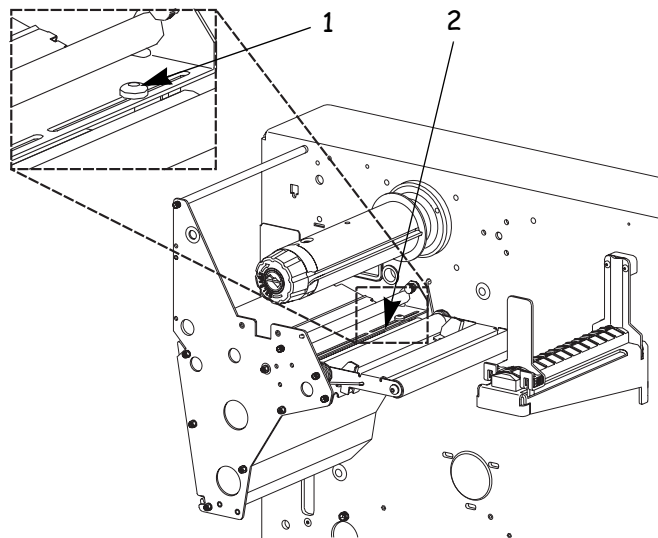
## Transmissive (Media) Sensors

The transmissive sensor consists of two sections: a light source (the lower media sensor) and a light sensor (the upper media sensor). The media passes between the two. The upper media sensor can be positioned along the inside half of the media (the side closest to the back of the printer) or the outside half of the media (the side farthest from the back of the printer).

Adjust these sensors only when the printer cannot detect the top of the label. The front panel LCD displays **ERROR CONDITION PAPER OUT**, even though there are labels loaded in the printer.

### To adjust the upper media sensor for the inside half of the media, complete these steps:

1. Remove the ribbon (if ribbon is used).
2. Locate the upper media sensor as shown in the following illustration. The upper media sensor eye is directly below the adjustment screw head.



- 
- |   |                                     |
|---|-------------------------------------|
| 1 | Upper media sensor adjustment screw |
| 2 | Upper media sensor                  |
- 

3. Slightly loosen the upper media sensor adjustment screw using a Phillips-head screwdriver.
4. Using the tip of the screwdriver, slide the upper sensor along the slot to the desired position (for non-continuous media with a notch or hole in the media, the sensor must be directly above the notch or hole).
5. Tighten the adjustment screw to secure the upper media sensor.

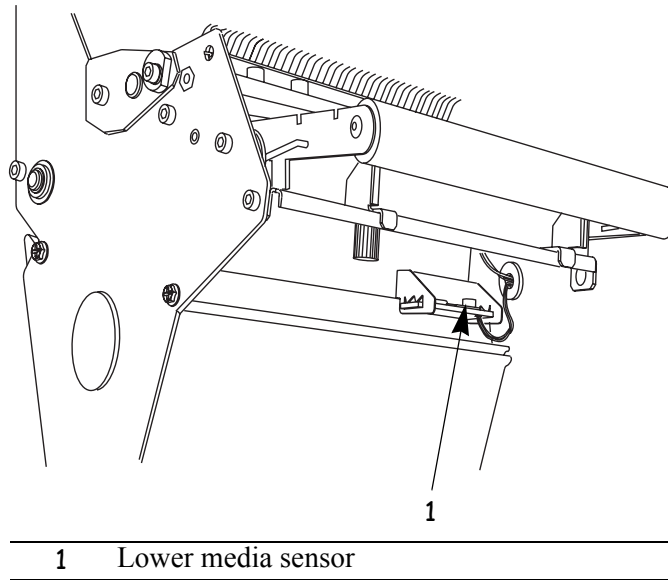


**To adjust the upper media sensor for the outside half of the media:**

1. Remove the ribbon (if ribbon is used).
2. Locate the upper media sensor. The upper media sensor eye is directly below the adjustment screw head.
3. Remove the upper media sensor adjustment screw using a Phillips-head screwdriver.
4. Lift the upper media sensor assembly from the slot, and move it and the wire cover to the outside slot. Carefully pull the wires through the cable tie. You may need to set aside the sensor wire cover if the adjustment is too far to the outside.
5. Replace and slightly tighten the adjustment screw.
6. Slide the upper media sensor along the slot to the desired position (for non-continuous media with a notch or hole in the media, the sensor must be directly above the notch or hole).
7. Tighten the adjustment screw.
8. Make sure that the wires are routed back into the groove of the media sensor bracket.

**To adjust the lower media sensor, complete these steps:**

1. Locate the lower media sensor assembly under the rear roller. (The sensor is a spring clip holding a circuit board.)



2. Slide the sensor until the two brass-colored infrared emitters are under the upper media sensor. Gently pull wires out as needed (wires should have a little slack).
3. If you move the sensor inward and a large loop of wire develops, remove the electronics cover from the side of the printer, and gently pull the wires through. Clamp the wires so that they do not rub any drive belts.

## Adjust the Printhead



**Important** • Print quality depends on the labels and ribbon used as well as the toggle pressure. Make sure your labels and ribbon are right for your application.

- **Direct thermal labels** do not need ribbon.
- **Thermal transfer labels** need thermal transfer ribbon.

Printhead pressure and the darkness setting affect print quality. If the darkness setting is too high for the labels and ribbon being used, it causes premature printhead wear. If the toggle pressure is not even, labels and ribbon may slip.

Toggle adjustment may be needed if printing is too light on one side or if thick labels are used. Make sure that the toggles are positioned properly.

The toggles should be positioned so they provide even pressure on the labels. The toggles are positioned by sliding them to the desired location. If the labels are too narrow to fit both toggles, position one toggle over the center of the labels and decrease the pressure on the unused toggle.

If positioning the toggles properly does not solve the problem, adjust printhead pressure. Printhead life can be maximized by using the lowest pressure that produces the desired print quality.



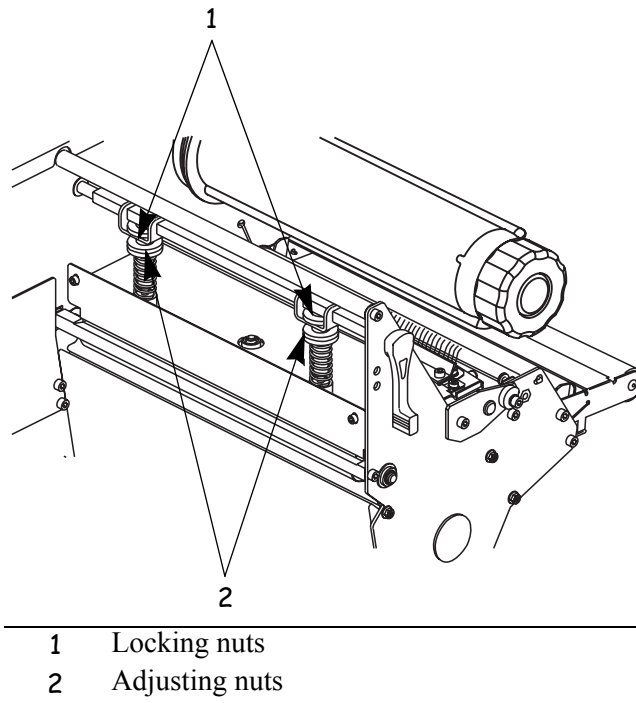
---

**Caution** • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.

---

### To adjust printhead pressure, complete these steps:

1. Print some labels at 2.4 in. (61 mm) per second by running the *PAUSE Self Test* on page 133.
2. While printing labels, use the front panel controls to lower the darkness setting until the labels are printing gray instead of black.
3. Loosen the locking nuts at the top of the toggle assemblies.



4. Some media types require higher pressure to print well. For these media types, increase or decrease pressure using the adjusting nuts until the left and right edges of the printed area are equally dark.
5. Increase the darkness level using the front panel controls until the printing is clear.
6. Tighten the locking nuts.



## CHAPTER 4

# Print Modes

This chapter describes the available print modes.

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## Select a Print Mode

The options on your printer may let you set up additional print modes. Use the front panel controls to set up the printer to the print mode that you wish to use.

The following are the available print mode selections:

- Tear-off
- Peel-off
- Cutter
- Rewind
- Applicator (used only if a machine will apply printed labels to something)

### To select a print mode, complete these steps:

1. From the front panel, press **SETUP/EXIT**.
2. Press **NEXT/SAVE** until the LCD reads **PRINT MODE**.
3. Use the right or left oval to scroll through the choices. Be sure to select a print mode that your hardware supports—some of the selections displayed are for optional printer features.
4. To save your selection, press **SETUP/EXIT**.

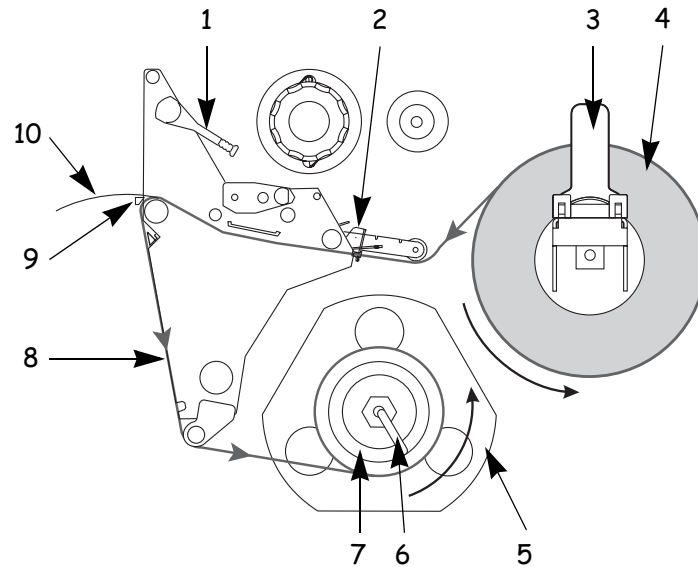
## Tear-Off Mode

See [Load the Printer on page 20](#) to set up labels in Tear-Off Mode.

## Peel-Off Mode

Peel-Off Mode advances one label at a time. The printer does not print another label until the first label is removed. The **TAKE LABEL** light flashes until the label is removed. The backing is wound on the rewind spindle, but the rewind plate is not used.

This illustration shows the printer loaded with labels in Peel-Off Mode.



- 
- |    |                    |
|----|--------------------|
| 1  | Printhead lever    |
| 2  | Media guide        |
| 3  | Media supply guide |
| 4  | Media              |
| 5  | Guide plate        |
| 6  | Spindle hook       |
| 7  | Rewind spindle     |
| 8  | Label backing      |
| 9  | Tear-off bar       |
| 10 | Printed label      |
-

**To set up the printer in Peel-Off Mode, complete these steps:**

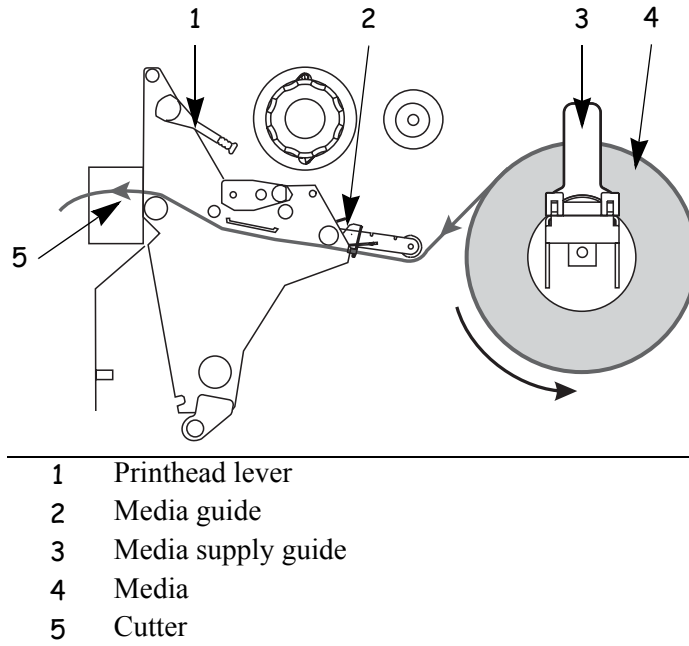
- 1.** Remove the rewind plate (if installed) from the front of the printer. Store it on the two mounting screws on the inside of the front panel.
- 2.** From the front panel, select Peel-Off Mode.
- 3.** Open the printhead.
- 4.** Slide the media guide and media supply guide as far from the printer frame as possible.
- 5.** Flip down the media supply guide.
- 6.** Put the roll of media on the media hanger.
- 7.** Push the label core toward the printer frame. The labels must be aligned with the label core.
- 8.** Feed the media under the media guide roller and under the printhead.
- 9.** Adjust the media supply guide so it is just touching the edge of the media.
- 10.** When loading labels, allow approximately 36 in. (915 mm) of labels to extend past the tear-off/peel-off bar. Remove all labels from this portion to create a leader.
- 11.** Remove the hook from the rewind spindle. If you are using a core, slide it onto the rewind spindle until it is flush against the guide plate.
- 12.** Wind the label backing around either the 3 in. (76 mm) core or the rewind spindle and reinstall the hook.
- 13.** Flip up the media supply guide. Slide in the media guide and media supply guide so they just touch, the edge of the labels. The labels should lie flat.
- 14.** Before closing the printhead, make sure that:
  - The labels are positioned against the inside guides.
  - The labels are taut and parallel with the pathway when wound onto the rewind spindle or core.
- 15.** Close the printhead.

The backing winds on the rewind spindle or core.

## Cutter Mode

A cutter is a rotating knife with a self-sharpening blade that is attached to the front of the printer. The cutter is used to cut individual labels as they are printed. See [www.zebra.com](http://www.zebra.com) for more information about the cutter option.

This illustration shows the printer loaded with labels in Cutter Mode.



### To set up the printer in Cutter Mode, complete these steps:

1. Turn the printer On (I).
2. From the front panel, select Cutter Mode.
3. Open the printhead.
4. Slide the media guide and media supply guide as far from the printer frame as possible.
5. Flip down the media supply guide.
6. Put the roll of media on the media hanger.
7. Push the label core toward the printer frame. The labels must be aligned with the label core.
8. Feed the media under the media guide roller and under the printhead.
9. Feed the labels through the cutter mechanism.



**Caution** • The cutter blade is sharp. Do not rub or touch the blade with your fingers.

10. Flip up the media supply guide.

 **Print Modes**

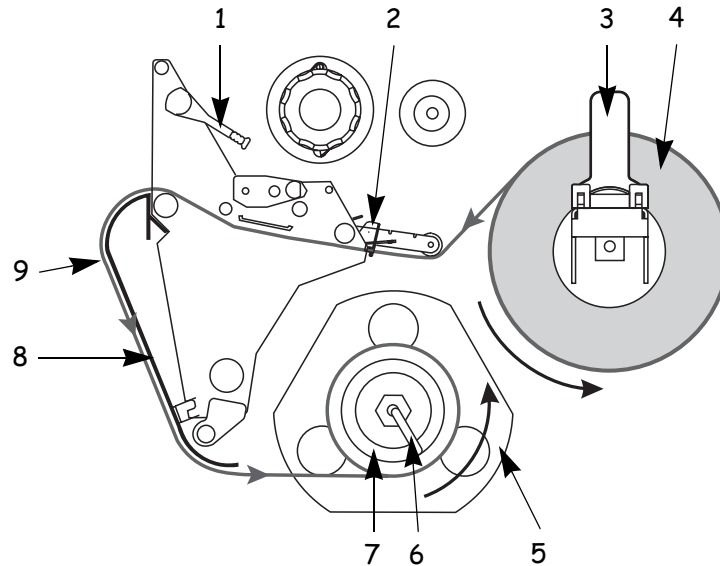
Select a Print Mode

- 11.** Slide in the media guide and media supply guide so they just touch, but do not restrict, the edge of the roll.
- 12.** Before closing the printhead, make sure that:
  - The labels are positioned against the inside guides.
  - The labels are taut and parallel with the pathway when wound onto the rewind spindle or core.
- 13.** Close the printhead.

## Rewind Mode

Rewind Mode allows the media to be wound on a core after printing.

The following illustration shows the printer loaded with labels in Rewind Mode.



- 
- |   |                    |
|---|--------------------|
| 1 | Printhead lever    |
| 2 | Media guide        |
| 3 | Media supply guide |
| 4 | Labels             |
| 5 | Guide plate        |
| 6 | Spindle hook       |
| 7 | Rewind spindle     |
| 8 | Rewind plate       |
| 9 | Printed labels     |
-

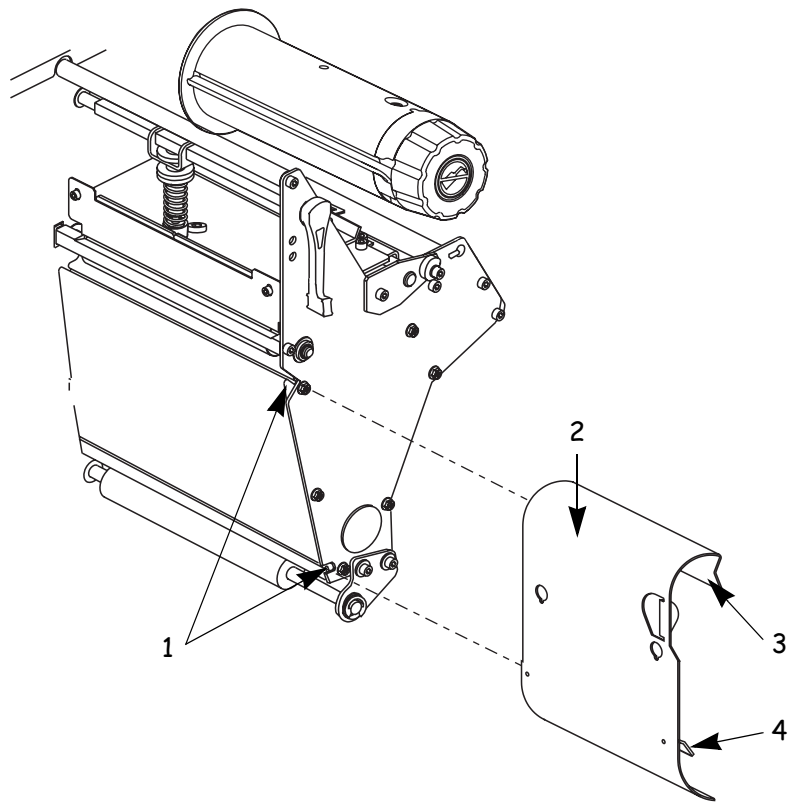
## Print Modes

Select a Print Mode

### To install the rewind plate, complete these steps:

1. Remove the rewind plate from its storage location inside the printer.
2. Position the rewind plate so that the lip on the attached hook plate points down.
3. Insert the hook plate lip 1/2 in. (13 mm) into the lower slot in the side plate.
4. Align the upper end of the rewind plate with the matching slot in the side plate.
5. Slide in the rewind plate until it stops against the printer's main frame.

This illustration shows the rewind plate and where it hooks to the printer.



- 
- |   |                       |
|---|-----------------------|
| 1 | Slots                 |
| 2 | Rewind plate          |
| 3 | Lip                   |
| 4 | Adjustable hook plate |
-





**To set up the printer in Rewind Mode, complete these steps:**

- 1.** If you have not already done so, install the rewind plate.
- 2.** From the front panel, select Rewind Mode.
- 3.** Open the printhead.
- 4.** Slide the media guide and media supply guide as far from the printer frame as possible. Flip down the media supply guide.
- 5.** Put the roll of media on the media hanger.
- 6.** Push the label core toward the printer frame. The labels must be aligned with the label core.
- 7.** Feed the media under the media guide roller and under the printhead.
- 8.** Adjust the media supply guide so it is just touching the edge of the media.
- 9.** When loading labels, allow approximately 36 in. (915 mm) of labels to extend past the printhead. Remove all labels from this portion to create a leader.
- 10.** Remove the hook from the rewind spindle. If you are using a core, slide it onto the rewind spindle until it is flush against the guide plate.
- 11.** Wind the label backing around either the 3 in. (76 mm) core or the rewind spindle. Reinstall the hook.
- 12.** Flip up the media supply guide. Slide in the media guide and media supply guide so they just touch the edge of the labels. The labels should lie flat.
- 13.** Before closing the printhead, make sure that:
  - The labels are positioned against the inside guides.
  - The labels are taut and parallel to the pathway when wound onto the rewind spindle or core.
- 14.** Close the printhead.

The labels wind on the rewind spindle or core.

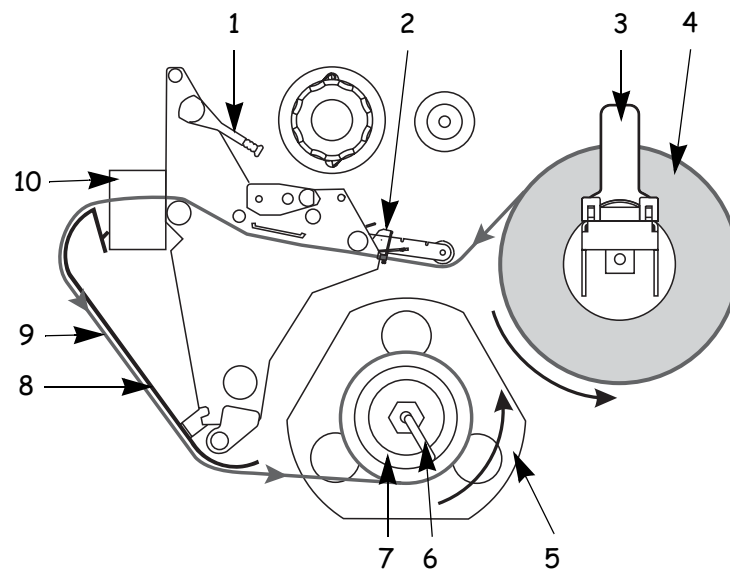
## Rewind Mode with Cutter Option

Printers with the cutter option can use the Rewind Mode to print and save a roll of labels. See [www.zebra.com](http://www.zebra.com) for more information about the cutter option.



**Note** • Rewind Mode cannot be used with the cutter option on R110XiIIIPlus printers.

This illustration shows the printer loaded with labels in Rewind Mode with the cutter option.



- 
- |    |                    |
|----|--------------------|
| 1  | Printhead lever    |
| 2  | Media guide        |
| 3  | Media supply guide |
| 4  | Labels             |
| 5  | Rewind spindle     |
| 6  | Guide plate        |
| 7  | Spindle hook       |
| 8  | Rewind plate       |
| 9  | Printed label      |
| 10 | Cutter             |
-

**To set up the Rewind Mode for printers with the cutter option, complete these steps:**

1. Turn the printer On (I).  
The printer feeds out and cuts one label.
2. From the front panel, select Rewind Mode.
3. Remove the rewind plate from its storage location in front of the print mechanism inside the media compartment.
4. Invert the rewind plate so that the lip on the attached hook plate points down.
5. Insert the hook plate lip 1/2 in. (13 mm) into the lower opening in the side plate. Slide in the rewind plate until it stops against the printer's main frame.
6. Insert the two small tabs on the rewind plate into the corresponding slots in the cutter support bracket. (The rewind plate should spring into the proper position.)
7. Open the printhead.
8. Slide the media guide and media supply guide as far from the printer frame as possible.
9. Flip down the media supply guide.
10. Put the roll of media on the media hanger.
11. Push the label core toward the printer frame. The labels must be aligned with the label core.
12. Feed the media under the media guide roller and under the printhead.
13. Feed the labels through the cutter mechanism.



---

**Caution** • The cutter blade is sharp. Do not rub or touch the blade with your fingers.

---

14. When loading labels, allow approximately 36 in. (915 mm) of labels to extend past the printhead. Remove all labels from this portion to create a leader.
15. Adjust the media supply guide so it is just touching the edge of the media.
16. Remove the hook from the rewind spindle.
17. If you are using a core, slide it onto the rewind spindle until it is flush against the guide plate.
18. Wind the label backing around either the 3 in. (76 mm) core or the rewind spindle.
19. Reinstall the hook.
20. Flip up the media supply guide.
21. Slide in the media guide and media supply guide so they just touch, but do not restrict, the edge of the roll.
22. Before closing the printhead, make sure that:
  - The labels are positioned against the inside guides.

 **Print Modes**

Select a Print Mode

- The labels are taut and parallel with the pathway when wound onto the rewind spindle or core.

**23.** Close the printhead.

The labels wind on the rewind spindle or core.

## Remove Backing from Rewind Spindle

Rewind Mode and Peel-Off Mode use the rewind spindle. The label backing must be removed every time you change labels for the printer to work correctly.



**Important** • It is **not** necessary to turn off the power to remove backing from the rewind spindle. If power is turned off, all label formats and images, as well as any temporarily saved parameter settings stored in the printer's internal memory, are lost. When power is turned back on, these items must be reloaded.

### To remove label backing from the rewind spindle, complete these steps:

1. Have the labels run out?
  - **Yes** — continue with the next step.
  - **No** — unwind approximately 36 in. (915 mm) of backing from the rewind spindle. Cut or tear it off at the spindle.
2. Pull out the spindle hook.
3. Slide the backing off of the rewind spindle and discard.
4. Replace the spindle hook.



## Print Modes

Remove Backing from Rewind Spindle



## CHAPTER 5

# Configuration

This appendix describes the function of the front panel.

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## Overview

After you have installed the labels and ribbon and printed a configuration label, you can change the printer's settings using the front panel controls. For an overview of the front panel, including descriptions of the buttons and lights, see *Front Panel* on page 3. If you need to restore the printer to its factory default settings, see *FEED and PAUSE Self Test* on page 135.

Many printer settings may be controlled by your printer's driver or label preparation software. Please refer to the driver or software documentation for more information.



**Note** • Printers that are operating on an IP network can be quickly configured with the ZebraLink™ WebView (ZebraNet® PrintServer II required). For information, see the *ZebraNet Networking: PrintServer II Installation and User Guide*.

## Enter Setup Mode

**To enter Setup Mode, complete these steps:**

1. Press SETUP/EXIT to enter Setup Mode.
2. Press either NEXT/SAVE or PREVIOUS to scroll to the parameter that you wish to set.


## Exit Setup Mode

**To leave Setup Mode, complete these steps:**

1. Press SETUP/EXIT.  
The LCD displays **SAVE CHANGES**.
2. Press the left or right oval to display the save choices. The choices are described in the following table.

LCD Display	Description
PERMANENT	Permanently saves the changes. Values are stored in the printer even when power is turned off.
TEMPORARY	Saves the changes until you change them again or until power is turned off.
CANCEL	Cancels all changes from the time you pressed SETUP/EXIT except the darkness and tear-off settings (if they were changed).



LCD Display	Description
LOAD DEFAULTS	<p>Loads the factory defaults. To see the factory default values, see <i>Configuration and Calibration LCD Displays</i> on page 57.</p> <div style="display: flex; align-items: center;">  <p><b>Note</b> • Loading factory defaults causes the printer to auto-calibrate.</p> </div>
LOAD LAST SAVE	Loads values from the last permanent save.

3. Press NEXT/SAVE to select the displayed choice.

When the configuration and calibration sequence is done, PRINTER READY displays.

## Password-Protected Parameters

Certain parameters are password-protected by factory default, including the communication parameters.



**Note** • If the parameters are set incorrectly, the printer may function unpredictably.

The first time that you attempt to change a password-protected parameter, the printer displays **ENTER PASSWORD**. Before you can change the parameter, you must enter the four-digit password. After you have entered the password correctly, you do not have to enter it again unless you leave Setup Mode by pressing **SETUP/EXIT** or by turning the printer Off (**O**).

### To Enter a Password for a Password-Protected Parameter, complete these steps:

1. At the password prompt, use the left oval to change the selected digit position.
2. When you have selected the digit that you wish to change, use the right oval to increase the selected digit value. Repeat these two steps for each digit of the password.
3. After entering the password, press **NEXT/SAVE**.

The parameter you selected to change is displayed. If the password was entered correctly, you can change the value.

## Default Password Value

The default password value is **1234**. The password can be changed using the **^KP** (Define Password) ZPL II instruction or through ZebraLink™ WebView (ZebraNet® PrintServer II required).

## Disable the Password Protection Feature

You can disable the password protection feature so that it no longer prompts you for a password by setting the password to **0000** via the **^KPØ** ZPL/ZPL II command. To reenable the password-protection feature, send the ZPL/ZPL II command **^KPx**, where **x** can be any number from 1 to 9999.

## Configuration and Calibration LCD Displays

Use the LCD display on the front panel to adjust printer settings. [Table 1](#) lists parameters in the order in which they are displayed when you press NEXT/SAVE after entering setup mode. [Table 2 on page 76](#) lists parameters that are specific to ZebraNet<sup>®</sup> PrintServer II. Throughout this process, press NEXT/SAVE to continue to the next parameter, or press PREVIOUS to return to the previous parameter in the cycle.

**Table 1• Front Panel LCD Messages (Page 1 of 19)**

LCD	Description
PRINTER READY	This message displays after the Power-On Self Test (POST) is complete.
DARKNESS	<p><b>Adjusting Print Darkness</b></p> <p>Darkness settings depend on a variety of factors, including ribbon type, labels, and the condition of the printhead. You may adjust the darkness for consistent high-quality printing.</p> <p>If printing is too light, or if there are voids in printed areas, you should increase the darkness. If printing is too dark, or if there is spreading or bleeding of printed areas, you should decrease the darkness. Darkness settings also may be changed by the driver or software settings.</p> <p>The FEED Self Test described in the <i>FEED Self Test on page 134</i> can also be used to determine the best darkness setting. Because the darkness setting takes effect immediately, you can see the results on labels that are currently printing.</p> <p><b>Caution</b> • Set the darkness to the lowest setting that provides good print quality. If the darkness is set too high, the ink may smear, or the ribbon may burn through.</p> <ul style="list-style-type: none"> <li>• Press the right oval to increase darkness.</li> <li>• Press the left oval to decrease darkness.</li> </ul> <p><b>Default:</b> +4 <b>Range:</b> 0 to +30.0</p>
PRINT SPEED	<p><b>Adjusting Print Speed</b></p> <p>Slower print speeds typically yield better print quality. Print speed changes take effect upon exiting the menu mode.</p> <ul style="list-style-type: none"> <li>• Press the right oval to increase print speed.</li> <li>• Press the left oval to decrease print speed.</li> </ul> <p><b>Default:</b> 2 ips <b>Range:</b> 2 ips to +12 ips (depends on specific printer)</p>

**Table 1• Front Panel LCD Messages (Page 2 of 19)**

LCD	Description
TEAR OFF	<p><b>Adjusting the Tear-Off Position</b></p> <p>This parameter establishes the position of the labels over the tear-off/peel-off bar after printing.</p> <p>Each press of an oval adjusts the tear-off position by four dot rows.</p> <ul style="list-style-type: none"> <li>• Press the right oval to increase value.</li> <li>• Press the left oval to decrease value.</li> </ul> <p><b>Default:</b> +0</p> <p><b>Range:</b> –120 to +120</p>
PRINT MODE	<p><b>Selecting Print Mode</b></p> <p>Print mode settings tell the printer the method of label delivery that you wish to use. Be sure to select a print mode that your hardware configuration supports because some of the selections displayed are for optional printer features.</p> <ul style="list-style-type: none"> <li>• Press either oval to display choices.</li> </ul> <p><b>Default:</b> Tear-off</p> <p><b>Selections:</b> Tear-off, peel-off, cutter, rewind, applicator</p>
MEDIA TYPE	<p><b>Setting Media Type</b></p> <p>This parameter tells the printer the type of media that you are using. Selecting continuous media requires that you include a label length instruction in your label format (^LLxxxx if you are using ZPL or ZPL II).</p> <p>When non-continuous media is selected, the printer feeds media to calculate label length (the distance between two recognized registration points of the inter-label gap, webbing, or alignment notch or hole).</p> <ul style="list-style-type: none"> <li>• Press either oval to display choices.</li> </ul> <p><b>Default:</b> Continuous</p> <p><b>Selections:</b> Continuous, non-continuous</p>
SENSOR TYPE	<p><b>Setting the Sensor Type</b></p> <p>This parameter tells the printer whether you are using media with a web (gap/space between labels, notch, or hole) to indicate the separations between labels or if you are using media with a black mark printed on the back. If your media does not have black marks for registration on the back, leave your printer at the default (web).</p> <ul style="list-style-type: none"> <li>• Press either oval to display other choices.</li> </ul> <p><b>Default:</b> Web</p> <p><b>Selections:</b> Web, mark</p>

**Table 1• Front Panel LCD Messages (Page 3 of 19)**

LCD	Description
PRINT METHOD	<p><b>Selecting Print Method</b></p> <p>The print method parameter tells the printer the method of printing that you wish to use: direct thermal (no ribbon) or thermal transfer (using thermal transfer media and ribbon).</p> <ul style="list-style-type: none"> <li>• Press either oval to display choices.</li> </ul> <p><b>Default:</b> Thermal transfer</p> <p><b>Selections:</b> Thermal transfer, direct thermal</p> <p><b>Note</b> • Selecting direct thermal when using thermal transfer media and ribbon creates a printer error condition, but printing continues.</p>
PRINT WIDTH	<p><b>Setting Print Width</b></p> <p>Print width determines the printable area across the width of the label.</p> <p>To change value shown:</p> <ol style="list-style-type: none"> <li>1. Press the left oval to move the cursor.</li> <li>2. Press the right oval to increase the value of the digit.</li> </ol> <p><b>Note</b> • The printer does not accept any value larger than the maximum print width listed in <i>General Specifications</i> <a href="#">on page 141</a>.</p> <p>To change the unit of measurement:</p> <ol style="list-style-type: none"> <li>1. Press the left oval until the unit of measurement is active.</li> <li>2. Press the right oval to toggle to a different unit of measure (mm, inches, or dots).</li> </ol> <p><b>Default Range:</b> The default and range of acceptable values vary depending on what printer you have. See <i>General Specifications</i> <a href="#">on page 141</a> for further information about the ranges available for your model.</p>
MAXIMUM LENGTH	<p><b>Setting Maximum Length</b></p> <p>Maximum length is used in conjunction with the calibration procedure. The value of this setting is the maximum label length that is used during the media portion of the calibration process. Only a few labels are required to set media sensors. Always set the value that is at least 1 in. (25.4 mm) longer than the longest label to be used on the printer.</p> <ul style="list-style-type: none"> <li>• To increase the value, press the right oval.</li> <li>• To decrease the value, press the left oval.</li> </ul> <p><b>Default Range:</b> The default and range of acceptable values vary depending on your printer's configuration. Values are adjustable in 1 in. (25.4 mm) increments.</p>

**Table 1• Front Panel LCD Messages (Page 4 of 19)**

LCD	Description
EARLY WARNING	<p><b>Setting Early Warning</b></p> <p>When this parameter is enabled, the printer provides warnings when labels or ribbons are running low or when the printhead needs to be cleaned.</p> <p><b>Note</b> • Labels per roll and ribbon length need to be updated when beginning use of the Early Warning System. Also, the printer does not make any adjustments when power is turned off and on.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> Media disabled, ribbon disabled, maintenance disabled</p> <p><b>Selections:</b> Media disabled, media enabled, ribbon disabled, ribbon enabled, maintenance disabled, maintenance enabled</p> <p>To change the Early Warning settings,</p> <ol style="list-style-type: none"> <li>1. When the LCD displays <b>EARLY WARNING</b>, press the right or left oval until the desired setting is listed on the LCD. (If you are prompted for a password, enter your password using the instructions in <i>Password-Protected Parameters on page 56</i>.)</li> <li>2. Press <b>NEXT/SAVE</b> to access the next early warning option.</li> <li>3. Repeat this process to set the early warning for ribbon or maintenance (printhead cleaning).</li> </ol> <p>When the printer detects that less than 15% of the labels or ribbon remain, <b>WARNING MEDIA LOW</b> or <b>WARNING RIBBON LOW</b> appears on the LCD. If the alert function has been enabled, an alert is also sent. When the printhead is opened then closed after a media or ribbon warning has been received, the LCD prompts with <b>MEDIA REPLACED?</b> or <b>RIBBON REPLACED?</b>. Press the right oval to select <b>YES</b> to clear the warning and reset the label counter.</p> <p><b>Note</b> • When setting the early warning for maintenance, an additional setting appears after the media setting that prompts the LCD to ask <b>HEAD CLEAN?</b></p> <ol style="list-style-type: none"> <li>1. Press the right oval to select <b>YES</b>.</li> <li>2. Press <b>SETUP/EXIT</b> to exit setup mode.</li> <li>3. Press <b>NEXT/SAVE</b> to save changes.</li> </ol>

**Table 1• Front Panel LCD Messages (Page 5 of 19)**

LCD	Description
LABELS PER ROLL	<p><b>Setting Labels Per Roll</b></p> <p>This parameter needs to be updated when setting the Early Warning System so the printer can provide early warnings when labels are running low.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> 900 labels <b>Range:</b> 100 labels to 9999 labels</p>
RIBBON LENGTH	<p><b>Setting Ribbon Length</b></p> <p>This parameter must be updated when setting the Early Warning System so the printer can provide early warnings when ribbon is running low.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> 450 m <b>Range:</b> 100 m to 450 m</p>
LIST FONTS	<p><b>List Fonts</b></p> <ul style="list-style-type: none"> <li>• Press the right oval to print a label that lists the available fonts in the printer, including standard printer fonts plus any optional fonts. Fonts may be stored in RAM, Flash memory, font EPROMs, or font cards.</li> </ul>
LIST BAR CODES	<p><b>List Bar Codes</b></p> <ul style="list-style-type: none"> <li>• Press the right oval to print a label that lists the available bar codes in the printer.</li> </ul>
LIST IMAGES	<p><b>List Images</b></p> <ul style="list-style-type: none"> <li>• Press the right oval to print a label that lists the available images stored in the printer's RAM, Flash memory, optional EPROM, or optional memory card.</li> </ul>
LIST FORMATS	<p><b>List Formats</b></p> <ul style="list-style-type: none"> <li>• Press the right oval to print a label that lists the available formats stored in the printer's RAM, Flash memory, optional EPROM, or optional memory card.</li> </ul>
LIST SETUP	<p><b>List Setup</b></p> <ul style="list-style-type: none"> <li>• Press the right oval to print a label that lists the current printer configuration. (Same as CANCEL Self Test as shown in <i>CANCEL Self Test</i> on <a href="#">page 132.</a>)</li> </ul>
LIST ALL	<p><b>List All</b></p> <ul style="list-style-type: none"> <li>• Press the right oval to print a label that lists the available fonts, bar codes, images, formats, and the current printer configuration.</li> </ul>

**Table 1• Front Panel LCD Messages (Page 6 of 19)**

LCD	Description
<p>INITIALIZE CARD A                    B</p>	<p><b>Initialize Memory Card</b></p> <p><b>Caution</b> • Perform this operation only when it is necessary to erase all previously stored information from the memory card.</p> <ol style="list-style-type: none"> <li>When the LCD displays INITIALIZE CARD, press the left oval to select the A memory (internal CompactFlash) or the right oval to select B memory (PCMCIA card). (If you are prompted for a password, enter your password using the instructions in <i>Password-Protected Parameters</i> on page 56.) The front panel LCD asks ARE YOU SURE?.</li> <li>Do you wish to continue? <ul style="list-style-type: none"> <li>Press the left oval to select NO to cancel the request and return to INITIALIZE CARD prompt.</li> <li>Press the right oval to select YES and begin initialization. FORMATTING CARD displays. When formatting is complete, INITIALIZE CARD displays.</li> </ul> </li> </ol> <p><b>Note</b> • Depending on the amount of memory in the memory card, initialization may take up to three minutes to complete.</p>
<p>INIT FLASH MEM</p>	<p><b>Initialize Flash Memory</b></p> <p><b>Caution</b> • Perform this operation only when it is necessary to erase all previously stored information from Flash memory.</p> <ol style="list-style-type: none"> <li>When the LCD displays INITIALIZE CARD, press the right oval to select YES. (If you are prompted for a password, enter your password using the instructions in <i>Password-Protected Parameters</i> on page 56.) The LCD asks INITIALIZE FLASH.</li> <li>Press the right oval YES. The LCD asks ARE YOU SURE?.</li> <li>Do you wish to continue? <ul style="list-style-type: none"> <li>Press the left oval to select NO to cancel the request and return to the INIT FLASH MEM prompt.</li> <li>Press the right oval to select YES and begin initialization. When formatting is complete, INIT FLASH MEM displays.</li> </ul> </li> </ol>





**Table 1• Front Panel LCD Messages (Page 7 of 19)**

LCD	Description																
SENSOR PROFILE	<p><b>Sensor Profile</b></p> <p>The media sensor profile may be used to troubleshoot registration problems that may be caused when the media sensor detects preprinted areas on the media or experiences difficulty in determining web location.</p> <ul style="list-style-type: none"> <li>• Press the right oval to start this standard calibration procedure and print a media sensor profile.</li> </ul> <p>See the media sensor profile below. If the sensitivity of the media and/or ribbon sensors must be adjusted, use <i>Calibrate Media and Ribbon Sensors</i> on page 64 to adjust the media and ribbon sensor sensitivity.</p> <p><b>Media Sensor Profile</b></p> <table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <caption>Media Sensor Profile Data</caption> <thead> <tr> <th>Sensor Type</th> <th>Reading (Approximate)</th> </tr> </thead> <tbody> <tr> <td>RIBBON (Left)</td> <td>0.85</td> </tr> <tr> <td>RIBBON (Right)</td> <td>0.85</td> </tr> <tr> <td>MEDIA (Left)</td> <td>0.20</td> </tr> <tr> <td>MEDIA (Middle)</td> <td>0.20</td> </tr> <tr> <td>MEDIA (Right)</td> <td>0.20</td> </tr> <tr> <td>WEB (Left)</td> <td>0.55</td> </tr> <tr> <td>WEB (Right)</td> <td>0.55</td> </tr> </tbody> </table>	Sensor Type	Reading (Approximate)	RIBBON (Left)	0.85	RIBBON (Right)	0.85	MEDIA (Left)	0.20	MEDIA (Middle)	0.20	MEDIA (Right)	0.20	WEB (Left)	0.55	WEB (Right)	0.55
Sensor Type	Reading (Approximate)																
RIBBON (Left)	0.85																
RIBBON (Right)	0.85																
MEDIA (Left)	0.20																
MEDIA (Middle)	0.20																
MEDIA (Right)	0.20																
WEB (Left)	0.55																
WEB (Right)	0.55																

**Table 1• Front Panel LCD Messages (Page 8 of 19)**

LCD	Description
<p>MEDIA AND RIBBON CALIBRATE</p>	<p><b>Calibrate Media and Ribbon Sensors</b> Use this procedure to adjust sensitivity of media and ribbon sensors.</p> <p><b>Important</b> • This procedure must be followed exactly as presented. All of the steps must be performed even if only one of the sensors requires adjustment. You may press the left oval at any step in this procedure to cancel the procedure.</p> <ol style="list-style-type: none"> <li>1. Press the right oval to start the calibration procedure. The <b>LOAD BACKING</b> prompt displays.</li> <li>2. Open the printhead.</li> <li>3. Remove approximately 8 in. (203 mm) of labels from the backing, and pull the media into the printer so that only the backing is between the media sensors.</li> <li>4. Leave the printhead open.</li> <li>5. Press the right oval to continue. The <b>REMOVE RIBBON</b> prompt displays.</li> <li>6. Remove the ribbon.</li> <li>7. Close the printhead.</li> <li>8. Press the right oval to continue. The message <b>CALIBRATING PLEASE WAIT</b> displays. The printer adjusts the scale (gain) of the signals that it receives from the media and ribbon sensors. On the sensor profile, this essentially corresponds to moving the peak of the graph up or down to optimize the readings for your application. When calibration is complete, <b>RELOAD ALL</b> displays.</li> <li>9. Open the printhead and pull the media forward until a label is positioned under the media sensor.</li> <li>10. Reload the ribbon.</li> <li>11. Close the printhead.</li> <li>12. Press the right oval to continue. The printer does a calibration equivalent to pressing <b>CALIBRATE</b>; during this process, the printer determines the label length. To see the new readings on the new scale, print a sensor profile.</li> </ol>
<p>PARALLEL COMM</p>	<p><b>Setting Parallel Communications</b> Select the communications port that matches the one being used by the host computer.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> Bidirectional <b>Selections:</b> Bidirectional, unidirectional, or Twinax/coax</p>



**Table 1• Front Panel LCD Messages (Page 9 of 19)**

LCD	Description
SERIAL COMM	<p><b>Setting Serial Communications</b></p> <p>Select the communications port that matches the one being used by the host computer.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> RS-232</p> <p><b>Selections:</b> RS-232, RS-422/485, RS-485 multidrop</p>
BAUD	<p><b>Setting Baud</b></p> <p>The baud setting of the printer must match the baud setting of the host computer for accurate communications to take place. Select the value that matches the one being used by the host computer.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> 9600</p> <p><b>Selections:</b> 110, 300, 600, 1200, 2400, 4800, 9600, 14400, 19200, 28800, 38400, 57600, 115200</p>
DATA BITS	<p><b>Setting Data Bits</b></p> <p>The data bits of the printer must match the data bits of the host computer for accurate communications to take place. Set the data bits to match the setting being used by the host computer.</p> <p><b>Note</b> • Code Page 850 requires the data bits to be set to 8 bits.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> 8 bits</p> <p><b>Selections:</b> 7 bits, 8 bits</p>
PARITY	<p><b>Setting Parity</b></p> <p>The parity of the printer must match the parity of the host computer for accurate communications to take place. Select the parity that matches the one being used by the host computer.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> None</p> <p><b>Selections:</b> None, Even, Odd</p>

**Table 1• Front Panel LCD Messages (Page 10 of 19)**

LCD	Description
HOST HANDSHAKE	<p><b>Setting Host Handshake</b></p> <p>The handshake protocol of the printer must match the handshake protocol of the host computer for proper communications to take place. Select the handshake protocol that matches the one being used by the host computer.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> XON/XOFF</p> <p><b>Selections:</b> XON/XOFF, RTS/CTS, DTR/DSR</p>
PROTOCOL	<p><b>Setting Protocol</b></p> <p>Protocol is a type of error checking system. Depending on the selection, an indicator may be sent from the printer to the host computer signifying that data has been received. Select the protocol that is requested by the host computer. Further details on protocol can be found in the <i>ZPL II Programming Guide</i>.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> None</p> <p><b>Selections:</b> None, Zebra, ACK/NACK</p> <p><b>Note</b> • Zebra is the same as ACK/NACK, except that Zebra response messages are sequenced. If Zebra is selected, the printer must use <b>DTR/DSR</b> host handshake protocol.</p>
NETWORK ID	<p><b>Setting Network ID</b></p> <p>Network ID is used to assign a unique number to a printer used in an RS-422/RS-485 network. This gives the host computer the means to address a specific printer. If the printer is used in an RS-422/RS-485 network, you must select a network ID number. This does not affect TCP/IP or IPX networks.</p> <ol style="list-style-type: none"> <li>1. Press the left oval to move to the next digit position.</li> <li>2. Press the right oval to increase the value of the digit.</li> </ol> <p><b>Default:</b> 000</p> <p><b>Range:</b> 000 to 999</p>

**Table 1• Front Panel LCD Messages (Page 11 of 19)**

LCD	Description
COMMUNICA-TIONS	<p><b>Setting Communications Mode</b></p> <p>The communication diagnostics mode is a troubleshooting tool for checking the interconnection between the printer and the host computer. When <b>DIAGNOSTICS</b> is selected, all data sent from the host computer to the printer is printed as straight ASCII characters, with the hex value below the ASCII text. The printer prints all characters received, including control codes, like CR (carriage return). A sample printout is shown in <i>Communications Diagnostics Test</i> on page 135.</p> <p><b>Notes</b> on diagnostic printouts are:</p> <ul style="list-style-type: none"> <li>• FE indicates a framing error.</li> <li>• OE indicates an overrun error.</li> <li>• PE indicates a parity error.</li> <li>• NE indicates noise.</li> </ul> <ol style="list-style-type: none"> <li>1. Press the right or left oval to toggle between the choices.</li> <li>2. For any errors, check that your communication parameters are correct.</li> <li>3. Set the print width equal to or less than the label width used for the test. See <i>Label Specifications</i> on page 146 for more information.</li> </ol> <p><b>Default:</b> Normal mode  <b>Selections:</b> Normal mode, diagnostics</p>
CONTROL PREFIX	<p><b>Control Prefix Character</b></p> <p>The printer looks for this two-digit hex character to indicate the start of a ZPL/ZPL II control instruction.</p> <p><b>Note</b> • Do not use the same hex value for the control, format, and delimiter character. The printer must see different characters to work properly.</p> <ol style="list-style-type: none"> <li>1. Press the left oval to move to the next digit position.</li> <li>2. Press the right oval to increase the value of the digit.</li> </ol> <p><b>Default:</b> 7E (tilde—displayed as a black square)  <b>Range:</b> 00 to FF</p>

**Table 1• Front Panel LCD Messages (Page 12 of 19)**

LCD	Description
FORMAT PREFIX	<p><b>Format Prefix Character</b></p> <p>The format prefix is a two-digit hex value used as a parameter place marker in ZPL/ZPL II format instructions. The printer looks for this 2-digit hex character to indicate the start of a ZPL/ZPL II format instruction. See the <i>ZPL II Programming Guide Volume I</i> for more information.</p> <p><b>Note • Do not</b> use the same hex value for the control, format, and delimiter character. The printer must see different characters to work properly.</p> <ol style="list-style-type: none"> <li>1. Press the left oval to move to the next digit position.</li> <li>2. Press the right oval to increase the value of the digit.</li> </ol> <p><b>Default:</b> 5E (caret)  <b>Range:</b> 00 to FF</p>
DELIMITER CHAR	<p><b>Delimiter Character</b></p> <p>The delimiter character is a 2-digit hex value used as a parameter place marker in ZPL/ZPL II format instructions. See the <i>ZPL II Programming Guide Volume I</i> for more information.</p> <p><b>Note • Do not</b> use the same hex value for the control, format, and delimiter character. The printer must see different characters to work properly.</p> <ol style="list-style-type: none"> <li>1. Press the left oval to move to the next digit position.</li> <li>2. Press the right oval to increase the value of the digit.</li> </ol> <p><b>Default:</b> 2C (comma)  <b>Range:</b> 00 to FF</p>
ZPL MODE	<p><b>Selecting ZPL Mode</b></p> <p>The printer remains in the selected mode until it is changed by this front panel instruction or by using a ZPL/ZPL II command. The printer accepts label formats written in either ZPL or ZPL II. This eliminates the need to rewrite any ZPL formats you already have. See the <i>ZPL II Programming Guide</i> for more information on the differences between ZPL and ZPL II.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> ZPL II  <b>Selections:</b> ZPL II, ZPL</p>

**Table 1• Front Panel LCD Messages (Page 13 of 19)**

LCD	Description
MEDIA POWER UP	<p><b>Media Power Up</b></p> <p>This parameter sets the action of the labels when the printer is turned on.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display the choices.</li> </ul> <p><b>Default:</b> Calibration</p> <p><b>Selections:</b> Feed, Calibration, Length, and No Motion</p> <ul style="list-style-type: none"> <li>• <b>Feed</b>—feeds the labels to the first registration point.</li> <li>• <b>Calibration</b>—determines the length of the label.</li> <li>• <b>Length</b>—used in continuous mode to feed the last stored label length.</li> <li>• <b>No Motion</b>—the media does not move. You must press FEED to cause the printer to resynch to the start of the next label.</li> </ul>
HEAD CLOSE	<p><b>Head Close</b></p> <p>This parameter sets the action of the labels when the printhead is closed.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display the choices.</li> </ul> <p><b>Default:</b> Calibration</p> <p><b>Selections:</b> Feed, Calibration, Length, and No Motion</p> <ul style="list-style-type: none"> <li>• <b>Feed</b>—feeds the labels to the first registration point.</li> <li>• <b>Calibration</b>—determines the length of the label.</li> <li>• <b>Length</b>—used in continuous mode to feed the last stored label length.</li> <li>• <b>No Motion</b>—the media does not move. You must press FEED to cause the printer to resynch to the start of the next label.</li> </ul>

**Table 1• Front Panel LCD Messages (Page 14 of 19)**

LCD	Description
BACKFEED	<p><b>Backfeed Sequence</b></p> <p>This parameter establishes when and how much label backfeed occurs after a label is removed or cut in Peel-Off, Cutter, and Applicator Modes. It has no effect in Rewind or Tear-Off Modes. This parameter setting can be superseded by the <b>~JS</b> instruction when received as part of a label format (see the <i>ZPL II Programming Guide</i>).</p> <p><b>Note</b> • The difference between the value entered and 100% establishes how much backfeed occurs before the next label prints. For example, a value of 40 means that 40% of the backfeed takes place after the label is removed or cut. The remaining 60% takes place before the next label prints. A value of <b>BEFORE</b> means that all backfeed takes place before the next label prints.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> Default (90%)</p> <p><b>Selections:</b> Default, after, before, 10%, 20%, 30%, 40%, 50%, 60%, 70%, 80%, off</p>
LABEL TOP	<p><b>Adjusting Label Top Position</b></p> <p>The label top position adjusts the print position vertically on the label. Positive numbers adjust the label top position further down the label (away from the printhead), negative numbers adjust the position up the label (toward the printhead). The displayed value represents dots.</p> <ul style="list-style-type: none"> <li>• To increase the value, press the right oval.</li> <li>• To decrease the value, press the left oval.</li> </ul> <p><b>Default:</b> +0</p> <p><b>Range:</b> -120 to +120 dot rows</p>
LEFT POSITION	<p><b>Adjusting Left Position</b></p> <p>This parameter establishes how far from the left edge of a label the format begins to print by adjusting horizontal positioning on the label. Positive numbers adjust the printing to the left by the number of dots selected, negative numbers shift printing to the right.</p> <p>The displayed value represents dots.</p> <ol style="list-style-type: none"> <li>1. Press the left oval to move the cursor.</li> <li>2. Press the right oval to change between + and to increase the value of the digit.</li> <li>3. For a negative value, enter the value before changing to the minus sign.</li> </ol> <p><b>Default:</b> 0000</p> <p><b>Range:</b> -9999 to +9999</p>



**Table 1• Front Panel LCD Messages (Page 15 of 19)**

LCD	Description
HEAD TEST COUNT	<p><b>Setting the Head Test Count</b></p> <p>The printer periodically performs a test of the printhead functionality, called a <b>printhead test</b> or <b>head test</b>. This parameter establishes how many labels are printed between these internal tests.</p> <ol style="list-style-type: none"> <li>1. Press the left oval to move to the next digit position.</li> <li>2. Press the right oval to increase the value of the digit.</li> </ol> <p><b>Default:</b> 0000 (disables the test)  <b>Range:</b> 0000 to 9999</p>
HEAD RESISTOR	<p><b>Setting the Head Resistor Value</b></p> <p><b>Caution •</b> This parameter should be changed only by qualified service personnel. Do <b>not</b> set the value higher than that shown on the printhead. Setting a higher value may damage the printhead.</p> <p>This value has been preset at the factory to match the resistance value of the printhead. It does not need to be changed unless the printhead or the main logic board is replaced.</p> <ol style="list-style-type: none"> <li>1. Look on the printhead for the label that shows the resistance value (<math>\Omega</math> value).</li> <li>2. Press the left oval to move to the next digit position.</li> <li>3. Press the right oval to increase the value of the digit.</li> </ol> <p><b>Initial Value:</b> Factory-set to match the printhead shipped with your printer.  <b>Default Value:</b> 0500  <b>Range:</b> 0500 to 2500</p>

**Table 1• Front Panel LCD Messages (Page 16 of 19)**

LCD	Description
<p>VERIFIER PORT</p>	<p><b>Setting the Verifier Port</b></p> <p>The auxiliary port is used to determine how the printer reacts to the online verifier. The three operating conditions for this port are:</p> <ul style="list-style-type: none"> <li>• <b>OFF:</b> The verifier port is off.</li> <li>• <b>VER-RPRNT ERR:</b> Label reprinted if verifier detects an error. If a bar code is near the upper edge of the label, the label is fed out far enough to be verified and then backfed to allow the next label to print and be verified.</li> <li>• <b>VER-THRUPUT:</b> Allows greatest throughput but may not indicate a verification error immediately upon detection. May print from one to three labels before an error is recognized and printing stops.</li> </ul> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> Off</p> <p><b>Selections:</b> Off, VER-RPRNT, VER-THRUPUT</p> <p>For more information on the operation of the optional verifier, see the documentation provided with that option.</p>
<p>APPLICATOR PORT</p>	<p><b>Setting the Applicator Port</b></p> <p>Determines the action of the verifier port.</p> <p><b>Note</b> • Set this value as suggested by the applicator manufacturer.</p> <ul style="list-style-type: none"> <li>• <b>Off:</b> The applicator port is off.</li> <li>• <b>Mode 1:</b> Asserts the <math>\sim</math>END_PRINT signal low while the printer is moving the label forward.</li> <li>• <b>Mode 2:</b> Asserts the <math>\sim</math>END_PRINT signal high while the printer is moving the label forward.</li> <li>• <b>Mode 3:</b> Asserts the <math>\sim</math>END_PRINT signal low for 20 milliseconds when a label has been completed and positioned. Not asserted during continuous printing modes.</li> <li>• <b>Mode 4:</b> Asserts the <math>\sim</math>END_PRINT signal high for 20 milliseconds when a label has been completed and positioned. Not asserted during continuous printing modes.</li> </ul> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> Off</p> <p><b>Selections:</b> Off, mode 1, mode 2, mode 3, mode 4</p>

**Table 1• Front Panel LCD Messages (Page 17 of 19)**

LCD	Description
START PRINT SIG	<p><b>Start Print Signal</b></p> <p>This parameter determines how the printer reacts to the Start Print Signal input on pin 3 of the applicator interface connector at the rear of the printer.</p> <ul style="list-style-type: none"> <li>• In <b>Pulse Mode</b>, labels print when the signal transitions from HIGH to LOW.</li> <li>• In <b>Level Mode</b>, labels print as long as the signal is asserted LOW.</li> </ul> <p><b>Caution</b> • Start Print Signal is set by the applicator manufacturer and should not be changed unless the factory defaults have been reloaded. The printer must be returned to its designated setting for it to work properly.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> Pulse Mode <b>Selections:</b> Pulse Mode, Level Mode</p>
RESYNCH MODE	<p><b>Resynch Mode</b></p> <p>This parameter determines how the printer reacts if the label synchronization is lost and the label top is not where expected.</p> <ul style="list-style-type: none"> <li>• <b>Feed Mode</b>—If the label top is not where expected, the printer feeds a blank label to find the label top position.</li> <li>• <b>Error Mode</b>—If the label top is not where expected, the printer stops, enters Pause Mode, displays the message <b>Error Condition Feed Label</b>, flashes the <b>ERROR</b> light, and asserts the Service Required signal (pin 10 on the Applicator Interface Connector).</li> </ul> <p>To resynch the media to the top of the label in Error Mode, press <b>PAUSE</b> to exit Pause Mode. The <b>ERROR</b> light stops flashing, and the Service Required signal is deactivated. The action of the printer is determined by the <b>Head Close</b> configuration selection (see <i>Head Close</i> on page 69).</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to toggle between choices.</li> </ul> <p><b>Default:</b> Feed Mode <b>Selections:</b> Feed Mode, Error Mode</p>

**Table 1• Front Panel LCD Messages (Page 18 of 19)**

LCD	Description
WEB S. MEDIA S. RIBBON S. MARK S. TAKE LABEL MARK MED S. MEDIA LED RIBBON LED MARK LED	<p>These parameters are automatically set during the calibration procedure. They should be changed only by a qualified service technician. See the <i>Maintenance Manual</i> for more information on these parameters.</p> <ul style="list-style-type: none"> <li>• Press <b>NEXT/SAVE</b> to scroll through these parameters.</li> </ul>
LCD ADJUST	<p><b>LCD Adjustment</b></p> <p>This parameter allows you to adjust the contrast of your LCD if it is difficult to read.</p> <ol style="list-style-type: none"> <li>1. Press the left oval to move the cursor.</li> <li>2. Press the right oval to toggle +/- or to increase the value of the digit.</li> </ol> <p><b>Range:</b> 00 to 19</p>
FORMAT CONVERT	<p><b>Format Convert</b></p> <p>Selects the bitmap scaling factor. The first number is the original dots per inch (dpi) value; the second, the dpi to which you would like to scale.</p> <p><b>Note</b> • Not applicable on all printers.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> None</p> <p><b>Selections:</b> None, 150 → 300, 150 → 600, 200 → 600, 300 → 600</p>

**Table 1• Front Panel LCD Messages (Page 19 of 19)**

LCD	Description
IDLE DISPLAY	<p><b>Idle Display</b></p> <p>This parameter selects the LCD options for the real-time clock.</p> <p><b>Note</b> • If the default value is not selected, pressing either oval briefly displays the firmware version of the printer.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> Firmware version</p> <p><b>Selections:</b> mm/dd/yy (24 hour), mm/dd/yy (12 hour), dd/mm/yy (24 hour), dd/mm/yy (12 hour)</p>
RTC DATE	<p><b>RTC (Real-time clock) Date</b></p> <p>This parameter allows you to set the date following the convention selected in IDLE DISPLAY.</p> <ol style="list-style-type: none"> <li>1. Press the left oval to move to the next digit position.</li> <li>2. Press the right oval to increase the value of the digit.</li> </ol>
RTC TIME	<p><b>RTC (Real-time clock) Time</b></p> <p>This parameter allows you to set the time following the convention selected in IDLE DISPLAY.</p> <ol style="list-style-type: none"> <li>1. Press the left oval to move to the next digit position.</li> <li>2. Press the right oval to increase the value of the digit.</li> </ol>
LANGUAGE	<p><b>Selecting the Display Language</b></p> <p>This parameter allows you to change the language used on the LCD.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> English</p> <p><b>Selections:</b> English, Spanish, French, German, Italian, Norwegian, Portuguese, Swedish, Danish, Spanish 2, Dutch, Finnish, Japanese</p>

## ZebraNet PrintServer II LCD Displays

The following menu options display only if you have a ZebraNet PrintServer II (PSII) installed.

**Table 2• Front Panel LCD Messages for PSII**

LCD	Explanation
IP RESOLUTION	<p><b>IP Resolution</b></p> <p>Depending on the selection, allows either the user (<b>permanent</b>) or the server (<b>dynamic</b>) to select the IP address. For more information, see the <i>PrintServer II™ Installation and User Guide</i>.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> Dynamic  <b>Selections:</b> Dynamic, permanent</p>
IP PROTOCOLS	<p><b>IP Protocols</b></p> <p>If <b>Dynamic</b> was chosen in the previous parameter, this selection determines the method(s) by which the PrintServer II receives the IP address from the server. For more information, see the <i>PrintServer II™ Installation and User Guide</i>.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> All  <b>Selections:</b> All, gleaning only, RARP, BOOTP, DHCP, DHCP/BOOTP</p>
IP ADDRESS	<p><b>IP Address</b></p> <p>This parameter allows you to select the IP address if <b>Permanent</b> was chosen in <b>IP RESOLUTION</b>. (If <b>Dynamic</b> was chosen, the user cannot select the address.) For more information, see the <i>PrintServer II™ Installation and User Guide</i>.</p> <ol style="list-style-type: none"> <li>1. Press the left oval to move to the next digit position.</li> <li>2. Press the right oval to increase the value of the digit.</li> </ol>

**Table 2• Front Panel LCD Messages for PSII**

LCD	Explanation
SUBNET MASK	<p><b>Subnet Mask</b></p> <p>This parameter selects the part of the IP address that is considered to be part of the local network. It can be reached without going through the default gateway.</p> <ul style="list-style-type: none"> <li>• Press the right or left oval to display other choices.</li> </ul> <p><b>Default:</b> Permanent (user must set)</p> <p><b>Selections:</b> Dynamic (user may set, but server can assign), permanent</p>
DEFAULT GATEWAY	<p><b>Default Gateway</b></p> <p>This parameter allows you to select the IP address that the network traffic is routed through if the destination address is not part of the local network.</p> <ol style="list-style-type: none"> <li>1. Press the left oval to move to the next digit position.</li> <li>2. Press the right oval to increase the value of the digit.</li> </ol>



## Configuration

ZebraNet PrintServer II LCD Displays





## CHAPTER 6

# RFID Guidelines

This chapter provides an overview of how RFID works and the ZPL commands used to create RFID labels.

### Contents

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## Overview

The R110 and R170 XiIIIplus “smart” label printer-encoders serve as dynamic tools for both printing and encoding RFID labels, tickets, and tags. The printer encodes information on ultra-thin UHF RFID transponders embedded in “smart” labels. It then immediately verifies proper encoding and prints bar codes, graphics, and/or text on the label’s surface. For more information about RFID media, see *RFID “Smart” Labels* on page 17.

Function of an encoded “smart” label depends on factors such as where the label is placed on an item as well as on the contents of the item (such as metals or liquids). Contact the supplier of your RFID reader for assistance with these types of issues.

## Transponder Placement

Communication between the “smart” label and the printer is established when the transponder lines up with the printer’s antenna. The optimal transponder position varies with the transponder size, its configuration, and the type of RFID IC chip used.

Print quality may be affected by printing directly over the transponder. In particular, there is an area on each label immediately around the location of the IC chip where the printer may print with low quality. Design your printed label around the location of the chip in the type of approved “smart” label that you select. For the list of approved transponders and related placement specifications, go to <http://www.rfid.zebra.com/r4m.htm>.



**Important** • It is important to use transponders that have been specifically approved for use in this RFID printer. Failure to do so may result in the inability to read or write to the embedded RFID tags. As new transponders become commercially available, Zebra will evaluate them for compatibility with this printer. For the list of approved transponders, go to <http://www.rfid.zebra.com/r4m.htm>.

## ZPL II Commands for RFID

Printing and encoding (writing) of “smart” labels is handled through the use of Zebra Programming Language (ZPL). Each transponder has memory that can be read from through ZPL commands, and most transponders have memory that can be written to. The printer divides the ZPL commands that it receives into two categories: RFID and non-RFID (such as the printing commands for bar codes or human-readable text). RFID commands are executed first.

ZPL commands also provide for exception handling, such as setting the number of read/write retries before declaring a transponder defective. For example, if an RFID transponder fails to program correctly or cannot be detected, the printer ejects it and prints the word “void” across the label. This process continues for the number of RFID tags specified by the ^RS command using the same data and format. If the problems persist, after the specified number of tags are ejected, the printer removes the customer format from the print queue and proceeds with the next format (if one exists in the buffer).

The following pages provide the ZPL II commands that can be used for RFID applications.



**Important** • If a parameter is designated as *not applicable*, any value entered for the parameter will be ignored, but the place holder for the field is required.

## **^WT**

### **Write Tag**



**Note** • Check the amount of data memory available for the tag that you will be using. If more is sent than the memory can hold, the data will be truncated.

**Description** The ^WT command allows you to program the current RFID tag.

**Format** ^WT***b, r, m, w, f, v***

The following table identifies the parameters for this format.

<b>Parameters</b>	<b>Details</b>
b = block number*	<i>Accepted values:</i> 0 to <i>n</i> , where <i>n</i> is the maximum number of blocks for the tag. <i>Default value:</i> 0
r = number of retries	<i>Accepted values:</i> 0 to 10 <i>Default value:</i> 0
m = motion	<i>Accepted values:</i> <ul style="list-style-type: none"> <li>• 0 (Feed label after writing.)</li> <li>• 1 (No Feed after writing. Other ZPL may cause a feed.)</li> </ul> <i>Default value:</i> 0
w = write protect	<i>Accepted values:</i> <ul style="list-style-type: none"> <li>• 0 (Not write protected.)</li> <li>• 1 (Write protect.)</li> </ul> <i>Default value:</i> 0
f = data format	<i>Accepted values:</i> <ul style="list-style-type: none"> <li>• 0 (ASCII)</li> <li>• 1 (Hexadecimal)</li> </ul> <i>Default value:</i> 0



Parameters	Details
v = verify valid data	<p><i>Default value:</i> y</p> <p><i>Accepted values:</i></p> <ul style="list-style-type: none"> <li>• n (Do not verify)</li> <li>• y (Verify valid data [Hex A5A5 in the first two bytes] before writing)</li> </ul>

\*Not applicable for R110/R170XiIIIplus



**Example** • This sample encodes data “RFIDRFID” and will try writing up to five times, if necessary.

```

^XA
^WT, 5^FDRFIDRFID^FS
^XZ

```

# ^RT

## Read Tag

**Description** The ^RT command tells the printer to read the current RFID tag data. The data can be sent back to the host via the ^HV command.

**Format** ^RT#,b,n,f,r,m,s

The following table identifies the parameters for this format.

Parameters	Details
# = number to be assigned to the field	<i>Accepted values:</i> 0 to 9999 <i>Default value:</i> 0
b = starting block number*	<i>Accepted values:</i> 0 to <i>n</i> , where <i>n</i> is the maximum number of blocks for the tag. <i>Default value:</i> 0
n = number of blocks to read*	<i>Accepted values:</i> 1 to <i>n</i> , where <i>n</i> is the maximum number of blocks minus the starting block number. For example, if the tag has 8 blocks (starting with block 0) and you start with block 6, <i>n</i> can be 2. This would give you block 6 and block 7 information. <i>Default value:</i> 1
f = format	<i>Accepted values:</i> <ul style="list-style-type: none"> <li>• 0 (ASCII)</li> <li>• 1 (Hexadecimal)</li> </ul> <i>Default value:</i> 0
r = number of retries	<i>Accepted values:</i> 0 to 10 <i>Default value:</i> 0
m = motion	<i>Accepted values:</i> <ul style="list-style-type: none"> <li>• 0 (Feed label after writing.)</li> <li>• 1 (No Feed after writing. Other ZPL may cause a feed.)</li> </ul> <i>Default value:</i> 0

Parameters	Details
s = special mode	For EPC Class 1 (Alien reader) only. Not applicable for EPC class 0. <i>Default value:</i> 0 (Do not read if mismatched checksum.) <i>Accepted values:</i> 1 (Read even if mismatched checksum.)

\*Not applicable for R110/R170XiIIIplus

➔ **Example** • This sample reads a tag, prints the data on a label, and sends the string Tag Data:xxxxxxxx back to the host. The data read will go into the ^FN1 location of the format. The printer will retry the command five times, if necessary.

```

^XA
^FO20,120^A0N,60^FN1^FS
^RT1,,,,,5^FS
^HV1,,Tag Data:^FS
^XZ

```

## ^HV

### Host Verification

**Description** This command is used to return data from specified fields, along with an optional ASCII header, to the host. It can be used with any field that has been assigned a number with the ^RT command.

**Format** ^HV#, n, h

The following table identifies the parameters for this format.

Parameters	Details
# = field number specified with another command	The value assigned to this parameter should be the same as the one used in the ^RT or ^RI command. <i>Accepted values:</i> 0 to 9999 <i>Default value:</i> 0
n = number of bytes to be returned	<i>Accepted values:</i> 1 to 256 <i>Default value:</i> 64
h = header	Header (in uppercase ASCII characters) to be returned with the data. <i>Acceptable values:</i> 0 to 3072 characters <i>Default value:</i> none



# ^RS

## RFID Setup



**Note** • Use care when using this command in combination with ^RT (reading tag data). Problems can occur if the data read from the tag is going to be printed on the label. Any data read from the transponder must be positioned to be printed above the read/write position. Failure to do this will prevent read data from being printed on the label.

**Description** The ^RS command is used to set up for RFID operation. Specifically, it moves the tag into the effective area for reading or writing or for possible error handling if there is an error.

**Format** ^RS $t, p, v, n, e$

The following table identifies the parameters for this format.

Parameters	Details
$t$ = tag type*	<p><i>Accepted values:</i></p> <ul style="list-style-type: none"> <li>• 1 = Auto detect (automatically determine the tag type by querying the tag)</li> <li>• 2 = Tag it (Texas Instruments Tagit tags)</li> <li>• 3 = Icode (Phillips Icode tags)</li> <li>• 4 = Pico tag (Inside Technology's)</li> <li>• 5 = ISO15693 tag</li> <li>• 6 = ePC tag</li> </ul> <p><i>Default value:</i> 1</p>
$p$ = read/write position of the transponder in the vertical (Y axis) in dot rows from the top of the label	<p>Set to 0 (no movement) if the transponder is already in the effective area without moving the media.</p> <p><i>Accepted values:</i> 0 to label length</p> <p><i>Default value:</i> label length minus 8 dot rows</p>
$v$ = length of void printout in vertical (Y axis) dot rows	<p><i>Default value:</i> label length</p> <p><i>Accepted values:</i> 0 to label length</p>
$n$ = number of labels to try in case of read/encode failure	<p><i>Default value:</i> 3</p> <p><i>Accepted values:</i> 1 to 10 (number of labels)</p>

Parameters	Details
e = error handling	<p>Send an error message to the host as an unsolicited message for each failure and set the printer in error mode.</p> <p><i>Accepted values:</i></p> <ul style="list-style-type: none"><li>• N = No action</li><li>• P = Place printer in Pause</li><li>• E = Place printer in Error</li></ul> <p><i>Default value:</i> N</p> <p><b>Note</b> • To enable or disable the unsolicited error message, refer to the ^SX and ^SQ commands. The parameter for the RFID error in these commands is V.</p>

---

\*Not applicable for R110/R170XiIIIplus

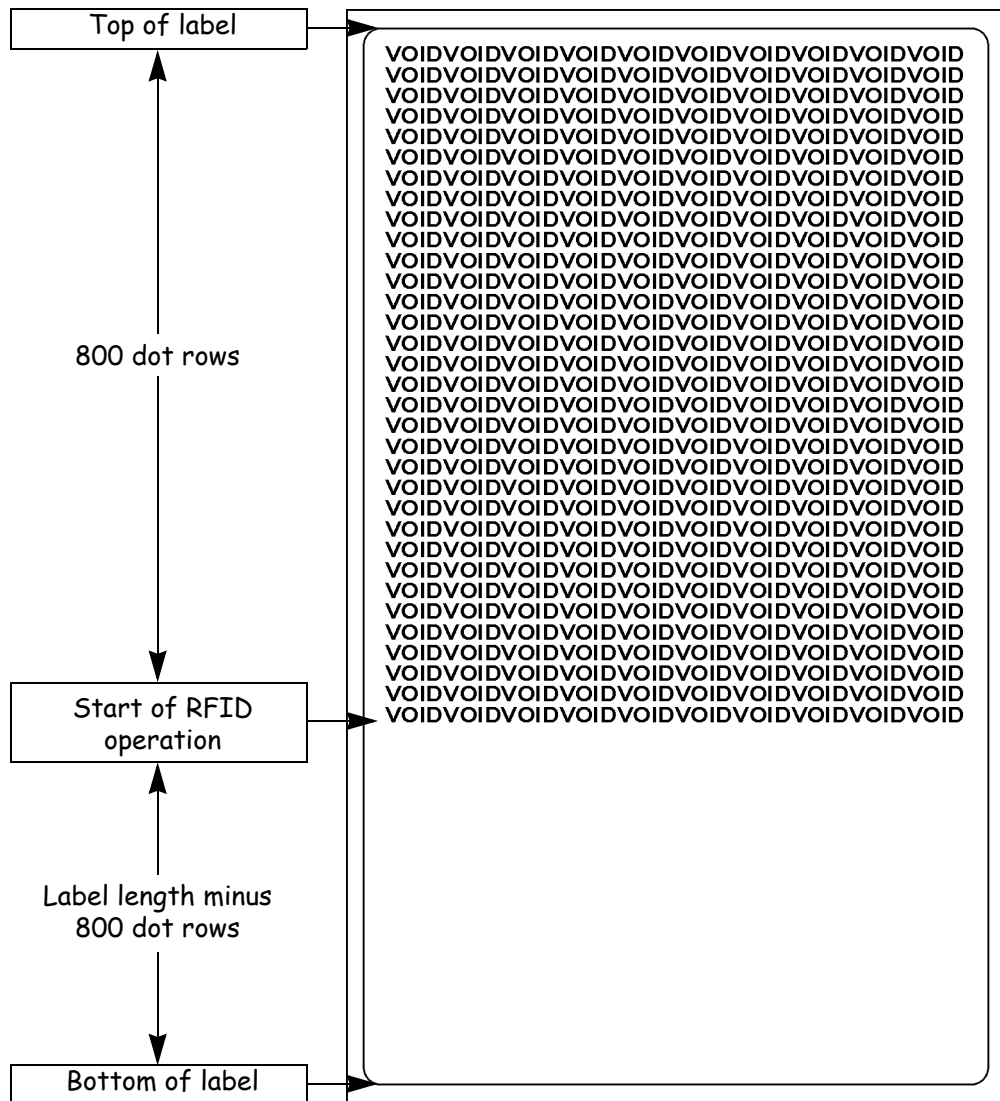


**Example 1** • This example sets the printer to move the media to 800 dots from the top of the media [or label length minus 800 from the bottom (leading edge) of the media] and voids the rest of the media in case of an error. The printer will try to print two labels, then will pause the printer if printing and encoding fail.

```

^XA
^RS,800,,2,P^FS
^XZ
    
```

The following illustration shows the resulting voided label. Note where the void starts. The media has been moved 800 dot rows from the top of the label (label length minus 800 dot rows from the bottom (leading edge) of a label) to bring the transponder into the effective area to read/write a tag. If the printer fails the operation, the rest of the media is voided.



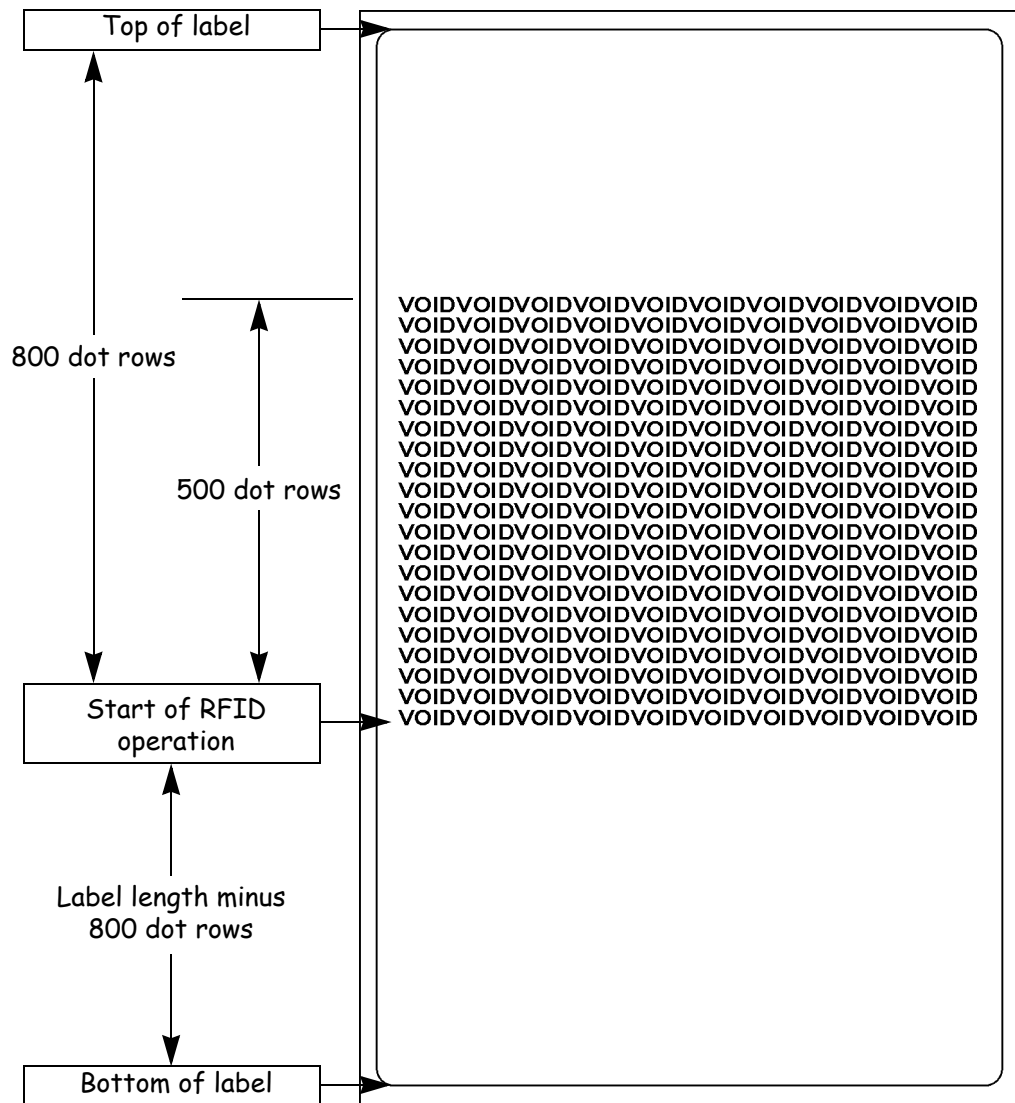
➔ **Example 2** • This example sets the printer to move the media to 800 dots from the top of the media [or label length - 500 from the bottom (leading edge) of the media] and prints “void” 500 dots in vertical length (Y axis) in case of an error.

```

^XA
^RS,800,500,2,P^FS
^XZ

```

The following illustration shows the resulting voided label. Note where the void starts. The media has been moved 800 dot rows from the top of the label [label length minus 800 dot rows from the bottom (leading edge) of a label] to bring the transponder into the effective area to read/write a tag. If the printer fails the operation, an area that is 500 dot rows of the media is voided instead of the entire rest of the media.



## Sample of RFID Programming

ZPL II is Zebra's label design language. ZPL II lets you create a wide variety of labels from the simple to the very complex, including text, bar codes, and graphics.

This section is not intended as an introduction to ZPL II. If you are a new ZPL II user, order the *ZPL II Programming Guide* (part number 46530L) or go to <http://support.zebra.com> to download the guide.

For your programming, do the following:

1. Set up the printer and turn the power On (I).
2. Use any word processor or text editor capable of creating ASCII-only files (for example, use Microsoft® Word and save as a .txt file) and type in the label format exactly as shown in the sample label format that follows.
3. Save the file in a directory for future use. Use the “.zpl” extension.
4. Copy the file to the printer.

From the DOS command window, use the “COPY” command to send a file to the Zebra printer. For example, if your file name is **format1.zpl** then type, `COPY FORMAT 1.ZPL XXXX`, where XXXX is the port to which your Zebra printer is connected (such as LPT1).

5. Compare your results with those shown. If your printout does not look like the one shown, confirm that the file you created is identical to the format shown, then repeat the printing procedure. If nothing prints, refer to
  - *Printer Setup on page 7*
  - *Printer Operation on page 19*
  - *Configuration on page 53*
  - *Troubleshooting on page 119*

to make sure that your system is set up correctly.

Line Number	Type This Label Format	Resulting Printout
1	^XA	ZEBRA
2	^RS,0^FS	5A65627261000000
3	^WT^FDZebra^FS	
4	^FO100,100^A0n,60^FN0^FS	
5	^FO100,200^A0n,40^FN1^FS	
6	^RT0^FS	
7	^RT1,,,1^FS	
8	^XZ	

Line 1 Indicates start of label format.

Line 2 Indicates no movement for media.

Line 3 Writes the data “Zebra” to the tag.

Line 4 Print field number ‘0’ at location 100,100.^FN0 is replaced by what we read on line 6.

Line 5 Print field number ‘1’ at location 100,200. ^FN1 is replaced by what we read on line 7.

Line 6 Read Tag into field number 0 in ASCII format (default).

Line 7 Read Tag into field number 1 in hexadecimal format.

Line 8 End of label format.

## CHAPTER 7

# Data Ports

This chapter describes the standard communication ports on the printer.

Standard Ports . . . . .	94
Parallel Port . . . . .	94
Serial Port . . . . .	96
USB 2.0 Port . . . . .	102

## Standard Ports

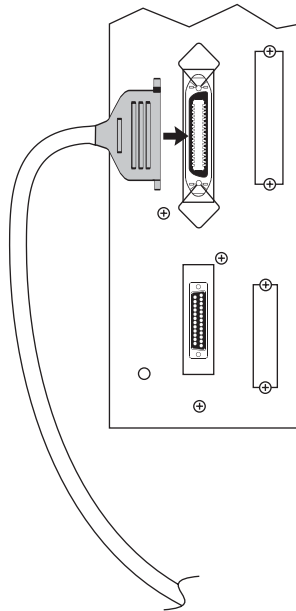
The different ports available to connect the printer to your computer or network include:

- Parallel
- Serial RS-232
- USB

### Parallel Port

When communicating via the parallel port, the values selected must be the same as those used by the host equipment connected to the printer. Port selection for status information is determined by the channel sending the request. The parallel port can be set for bidirectional or unidirectional communication. The default setting is bidirectional.

A standard 36-pin parallel connector (as shown below) is available on the back of the printer for connection to the data source.







The following table shows the pin configuration and function of a standard computer-to-printer parallel cable.

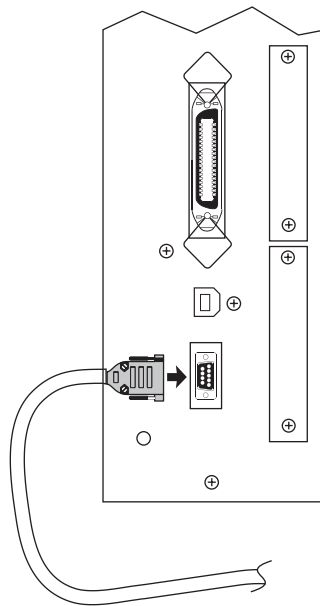
36-Pin Connectors	Description
1	nStrobe/HostClk
2–9	Data Bits 1–8
10	nACK/PtrClk
11	Busy/PtrBusy
12	PError/ACKDataReq
13	Select/Xflag
14	nAutoFd/HostBusy
15	Not used
16, 17	Ground
18	+5 V at 750 mA The maximum current draw may be limited by option configuration.
19–30	Ground
31	ninit
32	nFault/NDataAvail
33, 34	Not used
35	+5 V through a 1.8 K $\Omega$ Resistor
36	NSelectin/1284 active

## Serial Port

To communicate using the serial data port of the printer, you must choose the number of data and stop bits, parity, and handshaking. Parity applies only to data transmitted by the printer because the parity of received data is ignored.

The values selected must be the same as those used by the host equipment connected to the printer. Default settings are 9600 baud, 8 data bits, 1 stop bit, no parity, and XON/XOFF.

Connect the serial data cable to the female DB-9 connector (shown below) on the back panel of the printer.



Use a DB-9 to DB-25 interface module for all RS-232 connections through a DB-25 cable. An interface module is required for RS-422/RS-485 interface support (see *RS-422/RS-485 Interconnections* on page 101).



**Note** • For all RS-232 input and output signals, the printer follows the specifications of the Electronics Industries Association (EIA) RS-232 and the Consultative Committee for International Telegraph and Telephone (CCITT) V.24.



## Serial Pin Configuration

The table below shows the pin configuration and function of the rear panel serial data connector on the printer.

Pin No.	Name	Description
1	—	Not connected
2	RXD	Receive data—data input to printer
3	TXD	Transmit data—data output from printer
4	DTR	Data terminal ready—output from printer
5	SG	Signal ground
6	DSR	Data set ready—input to printer
7	RTS	Request to send—output from printer
8	CTS	Clear to send—input to printer
9	+5 VDC	+5 VDC signal output



**Note** • This pin is also available as a +5 VDC power source at 750 mA. The maximum current draw may be limited by option configuration. To enable this capability, a jumper on the printer's main logic board needs to be installed on JP1, pins 2 and 3.

## RS-232 Interface Connections

Adapters are available from Zebra Technologies LLC.

- RS-422/RS-485 adapter, Zebra part number 33114M
- RS-232 DB-9 to DB-25 adapter, Zebra part number 33109M

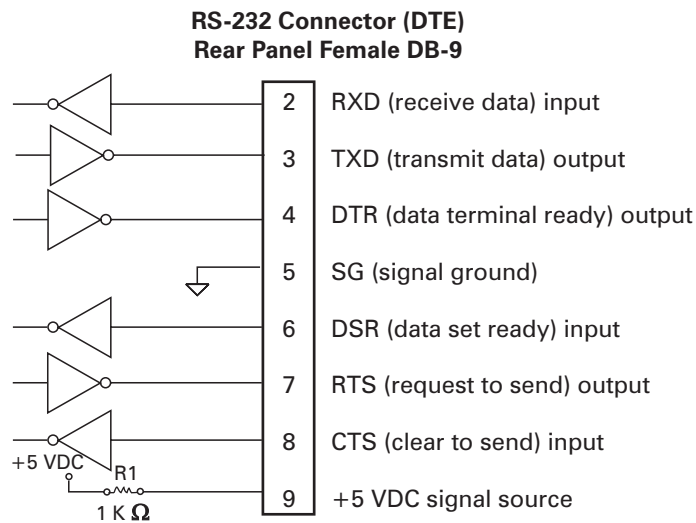
### Direct Connection to a Computer

The printer is configured as Data Terminal Equipment (DTE).



**Note** • The cable used to connect the printer to a computer must be a **null modem** (crossover) cable. To connect the printer to any other DTE devices, use a null modem cable.

This illustration shows the internal connections of the printer's RS-232 connector.



**NOTE:** Pin 1 is unused and unterminated.

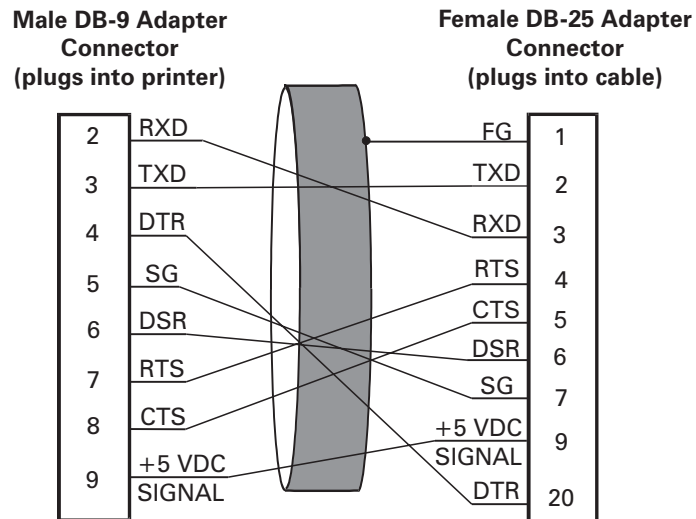


**Note** • Pin 9 is also available as a +5 VDC power source at 750 mA. The maximum current draw may be limited by option configuration. To enable this capability, a jumper on the printer's main logic board needs to be installed on JP1, pins 2 and 3.

## DB-9 to DB-25 Connections

An interface adapter is required (Zebra part number 33109M) to connect the printer's DB-9 interface to a DB-25 connector. A generic DB-25 adapter CAN be used, although the +5 VDC signal source would not be passed through the adapter.

This illustration shows the connections required for the DB-9 to DB-25 interface.

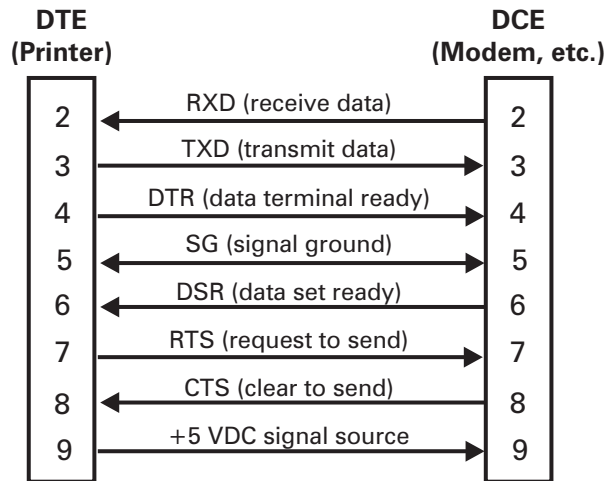


**NOTE:** Pin 1 of DB-9 connector is unused and unterminated.

## Modem Connection

When the printer is connected via its RS-232 interface to Data Communication Equipment (DCE) such as a modem, use a standard RS-232 (straight-through) interface cable.

This illustration shows the connections required for this cable.



**NOTE:** Pin 1 is unused and unterminated at the printer.

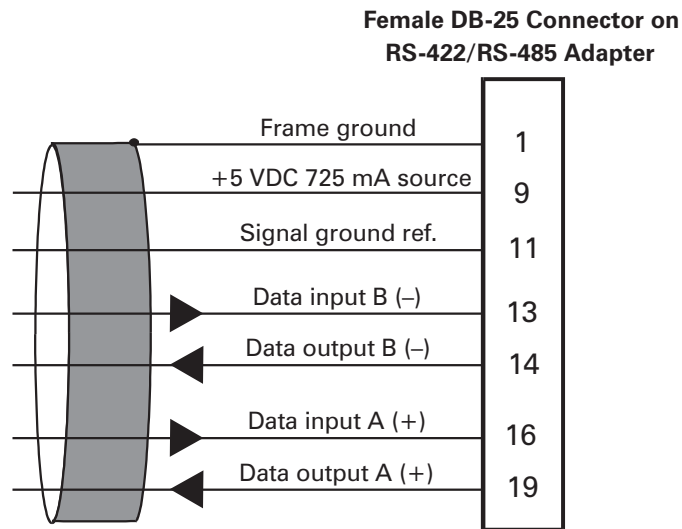
## RS-422/RS-485 Interconnections



**Caution** • A qualified service technician must install a jumper on the printer's main logic board at JP1, pins 2 and 3, for the RS-422/RS-485 interface adapter to function properly.

An interface adapter (Zebra part number 33114M) is required to connect the printer's RS-232 DB-9 interface to a host computer through an RS-422 or RS-485 interface. A generic DB-25 adapter can be used.

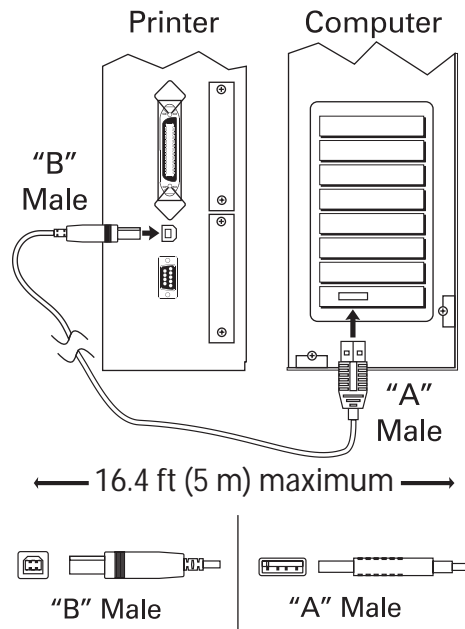
This illustration shows the cable wiring for interconnecting the DB-9 to the interface adapter's DB-25 female connector.



**NOTE:** Pins 2–8, 10, 12, 15, 17, 18, and 20–25 are unused and unterminated.

## USB 2.0 Port

A USB 2.0 port (which is USB 1.1 and 1.0 compatible) is available to connect your printer to the host equipment. The industry-standard USB cable has an A-male connector on one end and a B-male connector on the other end as shown in the following illustration.



**Note** • Use a USB 2.0-certified compliant cable no longer than 16.4 ft (5 m) long. A cable that meets these requirements is available from Zebra (part number 33011).



## CHAPTER 8

# Memory Cards

This chapter describes the optional cards that can be used with the printer and gives instructions for installation.

### Contents

PCMCIA Card .....	104
CompactFlash Card .....	106

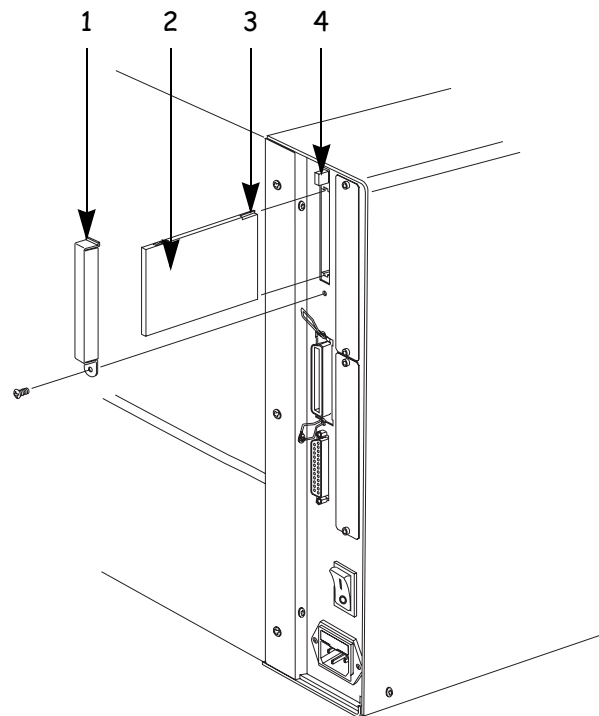
## PCMCIA Card

A Type 1- or Type II-compliant PCMCIA card holds extra memory or font options for the printer. The card is hot-swappable (it can be installed while the printer is on).



**Caution** • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.

This illustration identifies the components used in this procedure.



- 
- |   |                    |
|---|--------------------|
| 1 | PCMCIA card shield |
| 2 | Notch              |
| 3 | PCMCIA card        |
| 4 | Card-eject button  |
-



**To install the PCMCIA card, complete these steps:**

1. Remove the PCMCIA card shield from the rear of the printer as shown.
2. Insert the PCMCIA card, with the notch **up**, into the card slot as shown. Insert it far enough to make the eject button pop out.
3. Reinstall the PCMCIA card shield over the PCMCIA card and card slot.

The printer is ready to operate with the additional memory or font option. To be sure that the card has successfully initialized, print a configuration label as instructed in *Print a Configuration Label* on page 29 and review it to see whether the new memory card information is listed.

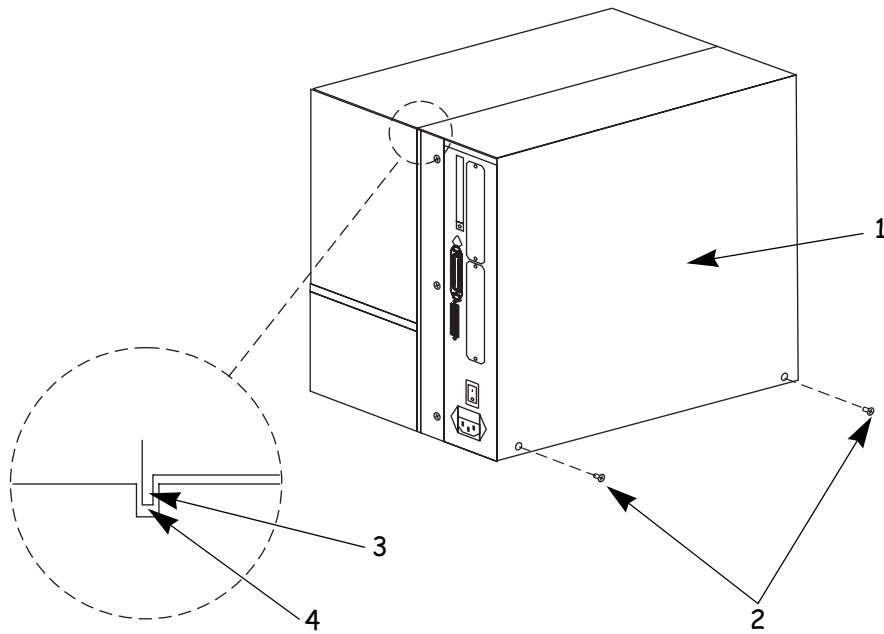


**Note** • The PCMCIA card may take a few minutes to initialize. The **PAUSE** light flashes while the card initializes. If the card is already initialized, the **PAUSE** light flashes only once or twice after the card is installed.

## CompactFlash Card

A CompactFlash card is a nonvolatile memory card that stores data even when the power to the printer is turned off. A Type I-compliant CompactFlash card holds extra memory or optional fonts for your printer.

This illustration shows the parts of the printer used in this procedure.



- 
- |   |                   |
|---|-------------------|
| 1 | Electronics cover |
| 2 | Screws            |
| 3 | Channel           |
| 4 | Lip of cover      |
-



---

**Caution** • This procedure should only be performed by qualified service technicians.

---



---

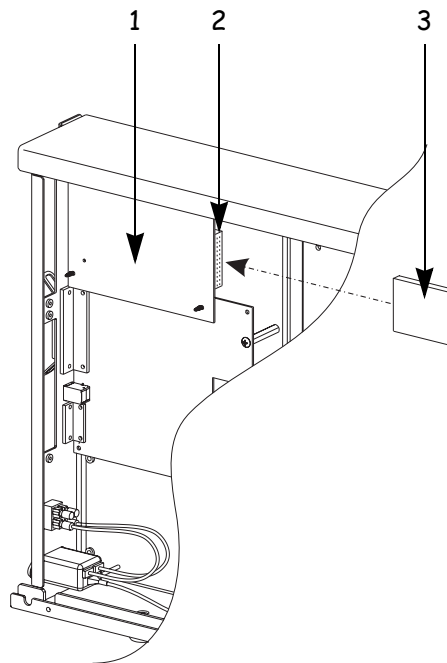
**Caution** • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.

---

**To install a CompactFlash card, complete these steps:**

1. Turn the AC power Off (O).
2. Disconnect the AC power cord from the printer.
3. Remove the two screws near the bottom of the electronics cover.
4. Lift the electronics cover at the rear top corner. Pull the corner forward and up, then lift the cover up and away from the printer.
5. Insert the CompactFlash card into the card slot on the upper portion of the option board. Insert the card with the back (unlabeled) side of the card facing out. The card can be inserted only one way and should snap into place.

The following illustration shows where to insert the CompactFlash card.



- 
- |   |                    |
|---|--------------------|
| 1 | Option board       |
| 2 | Card slot          |
| 3 | Compact flash card |
-

## Memory Cards

### CompactFlash Card

6. Reinstall the electronics cover by lowering the cover so the lip of the cover goes into the channel on the top of the printer.
7. Secure the cover by reinstalling the two screws near the bottom of the cover.
8. Reconnect the printer AC power cord.
9. Press and hold **CANCEL** while turning the printer On (**I**).

The printer prints a configuration label.

10. Check for the presence of additional memory or optional fonts by looking at the information on the configuration label.



**Note** • The CompactFlash card may take a few minutes to initialize. If the process is not successfully completed within 10 minutes, contact Technical Support at [http://www.zebra.com/SS/service\\_support.htm](http://www.zebra.com/SS/service_support.htm) for assistance.

## CHAPTER 9

# Routine Maintenance

Cleaning your printer regularly maintains print quality and may extend the life of the printer. This appendix provides routine cleaning and maintenance procedures.

### Contents

Cleaning Schedule .....	110
Clean Exterior .....	111
Clean Interior .....	111
Printhead and Platen Roller .....	111
Sensors .....	113
Snap Plate .....	115
Cutter .....	116
Replace Fuse .....	117

## Cleaning Schedule

The recommended cleaning schedule is shown in the table below. See the following pages for specific procedures.

**Caution** • Use only the cleaning agents indicated. Zebra is not responsible for damage caused by any other fluids being used on this printer.

Area	Method	Interval
Printhead	Solvent*†	Perform these procedures at the following times: <ul style="list-style-type: none"> <li>• When <b>CLEAN HEAD NOW</b> appears.</li> <li>• <b>Direct Thermal Print Mode:</b> After every roll of labels or 500 ft (150 m) of fanfold labels.</li> <li>• <b>Thermal Transfer Print Mode:</b> After every roll (1500 ft or 450 m) of ribbon.</li> </ul>
Platen roller	Solvent*	
Transmissive (media) sensor	Air blow	
Black mark sensor	Air blow	
Media path	Solvent*	
Ribbon sensor	Air blow	
Label-available sensors	Air blow	Monthly
Tear-off/peel-off bar	Solvent*	
Snap plate	Solvent*	As needed
Cutter	Solvent*	

\* Use Zebra’s Preventative Maintenance kit, part number 47362, or a solution of 90% isopropyl alcohol and 10% deionized water.

† For 600 dpi printers, use Zebra’s *Save-a-Printhead* cleaning film. This specially coated material removes contamination buildup without damaging the printhead. Call your authorized Zebra reseller or distributor for more information.



## Clean Exterior

Clean the outside surfaces of the printer with a lint-free cloth. Use a mild detergent solution or desktop cleaner sparingly, as needed.

**Caution** • Do not use harsh or abrasive cleaning agents or solvents.

## Clean Interior

After every four rolls of labels, inspect the inside of the printer. Use a soft bristle brush or a vacuum cleaner to remove any dirt and lint from the interior of the printer.

## Printhead and Platen Roller

After every roll of ribbon, clean the printhead. Clean the printhead more often if you see inconsistent print quality, such as voids in the bar code or graphics.

**For 200 and 300 dpi printers** Clean after every roll (1500 feet or 450 m) of thermal transfer ribbon or after every roll (500 feet or 150 m) of direct thermal labels or when **CLEAN HEAD NOW** appears on the LCD.

**For 600 dpi printers** Clean after each roll (500 feet or 150 m) of labels or when **CLEAN HEAD NOW** appears on the LCD.



**Notes** • You do **not** need to turn off the printer before cleaning the printhead.

If power is turned off, all label formats and images, as well as any temporarily saved parameter settings stored in the printer's internal memory, are lost. When power is turned back on, these items must be reloaded.

If power is removed from a 600 dpi printer when cleaning the printhead, the **CLEAN HEAD NOW** warning shown on the LCD will **not** disappear.

## Routine Maintenance

### Clean Interior



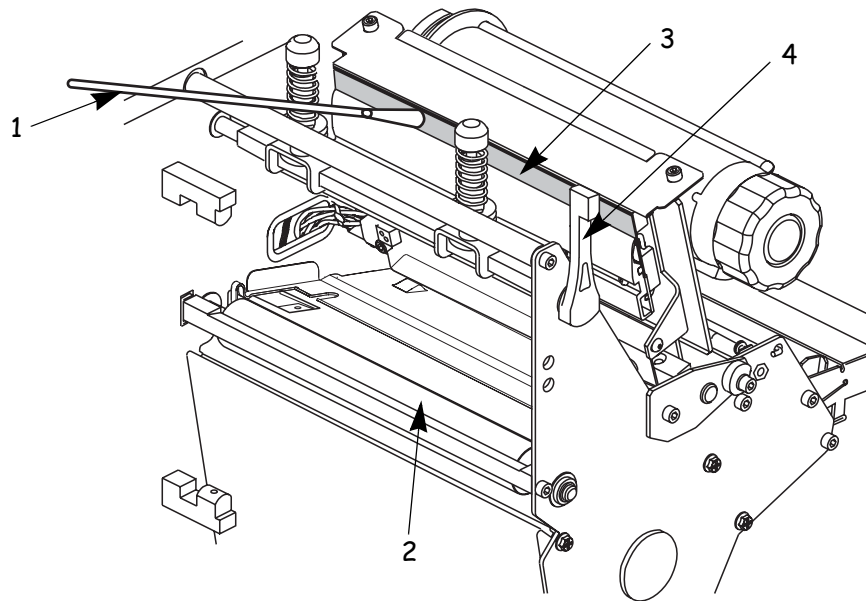
**Caution** • The printhead is hot and can cause severe burns. Allow the printhead to cool.



**Electrostatic Discharge Caution** • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.

### To clean the printhead and platen roller, complete these steps:

1. Open the printhead.
2. Remove the labels and ribbon (if loaded).
3. Use Zebra's Preventative Maintenance kit, part number 47362, or a solution of 90% isopropyl alcohol and 10% deionized water on an applicator to wipe along the print elements from end to end, as shown in the following illustration. (The print elements are on the brown strip on the printhead.) Allow a few seconds for the solvent to evaporate.



- |   |                          |
|---|--------------------------|
| 1 | Applicator               |
| 2 | Platen roller            |
| 3 | Printhead print elements |
| 4 | Printhead lever          |

4. Rotate the platen roller and clean thoroughly with solvent and an applicator.
5. Brush or vacuum any accumulated paper lint and dust away from the rollers.
6. Reload ribbon (if required).
7. Close the printhead.



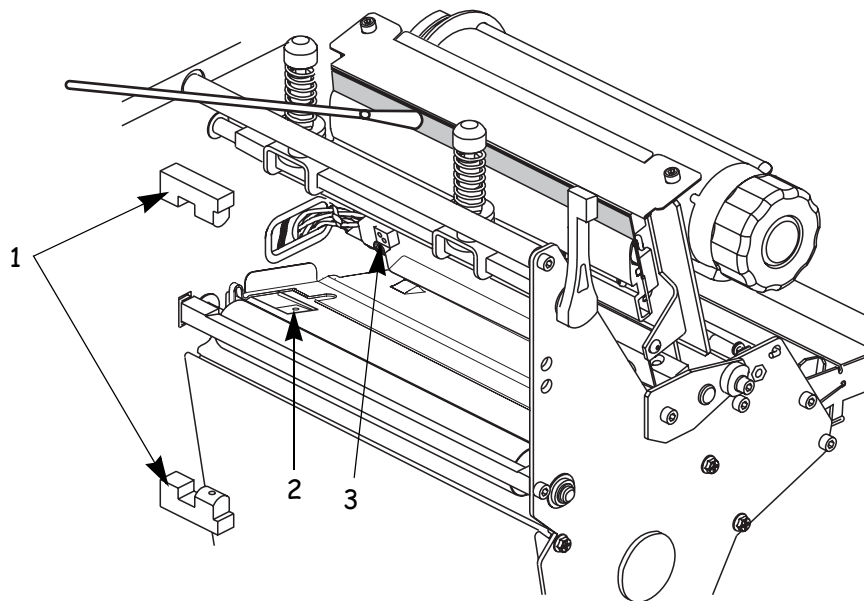
**Note** • If print quality does not improve when you perform this procedure, clean the printhead with *Save-a-Printhead* cleaning film. This specially coated material removes contamination buildup without damaging the printhead. Call your authorized Zebra reseller or distributor for more information.

## Sensors

Brush or vacuum any accumulated paper lint and dust off the sensors whenever the sensors are blocked. At minimum, clean the sensors according to the recommendations in *Cleaning Schedule* on page 110.

## Ribbon and Label-Available Sensor Locations

The ribbon sensor and optional label-available sensor are shown in the following illustration.

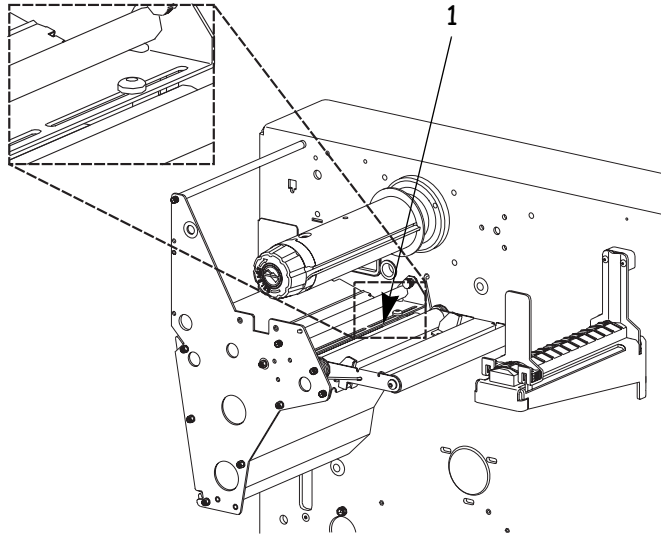


- 
- |   |                         |
|---|-------------------------|
| 1 | Label-available sensors |
| 2 | Black mark sensor       |
| 3 | Ribbon sensor           |
- 

## Transmissive (Media) Sensor Locations

Upper and lower transmissive (media) sensors are shown in the following illustrations.

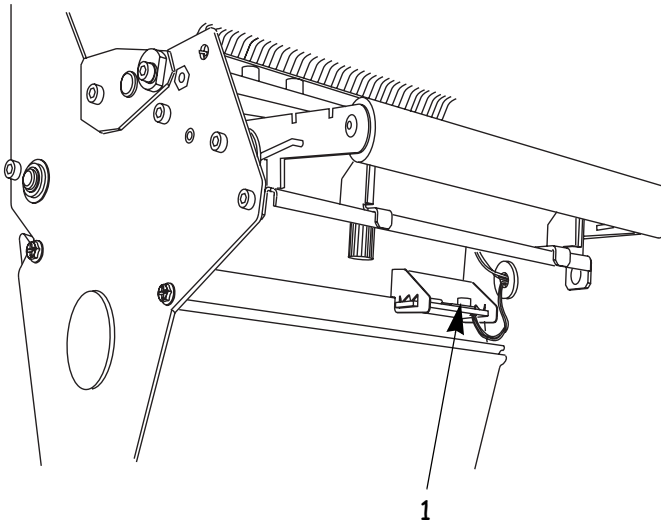
**Routine Maintenance**  
Clean Interior



---

1 Upper media sensor

---



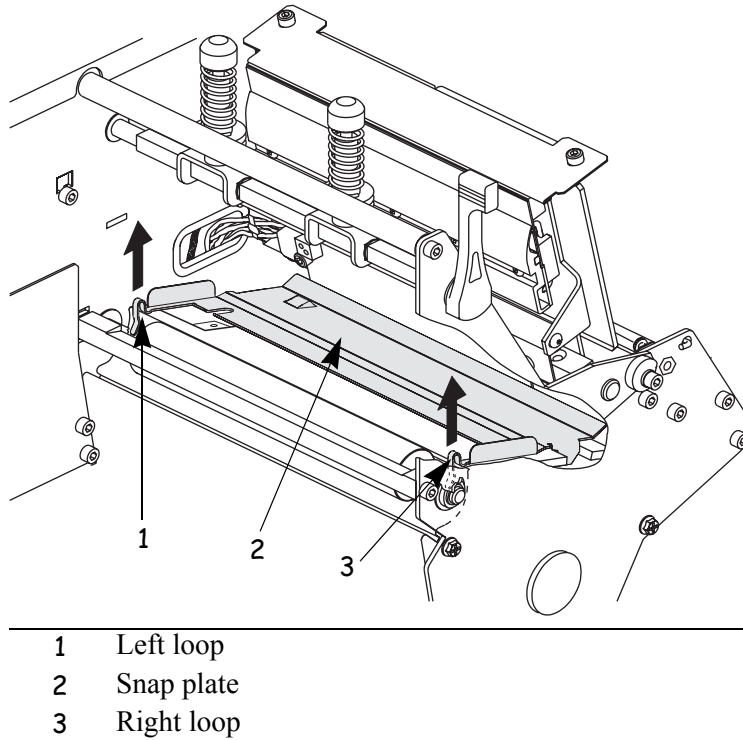
---

1 Lower media sensor

---

## Snap Plate

Clean the snap plate when label adhesive or a label is stuck to the underside of the snap plate. This illustration shows snap plate and the loops on either side.



### To clean the snap plate, complete these steps:

1. Insert a small-blade screwdriver or similar tool into the loop on the left side of the snap plate.



**Important** • Take care not to bend, twist, or otherwise deform the loops. If the snap plate is damaged in any way, you may need a new plate for proper ribbon sensing.

2. Gently lift the left side of the snap plate.
3. Insert a small-blade screwdriver or similar tool into the loop on the right side of the snap plate.
4. Gently lift the right side of the snap plate.
5. Remove the snap plate from the printer.
6. Clean the snap plate with cleaning solvent and a soft cloth.
7. To reinstall the snap plate, insert the two tabs on the bottom of the snap plate into the two slots of the media path.
8. Slide the snap plate toward you.

## **Routine Maintenance**

### Clean Interior

9. Press down on the loops to lock the snap plate into place.

## **Cutter**

If the cutter is not cutting the labels cleanly or if it jams with labels, clean the cutter.

---



**Caution** • The cutter blade is sharp. Do not touch or rub the blade with your fingers.

---

### **To clean the cutter, complete these steps:**

1. Turn Off (O) the printer.
2. Unplug the power cord.
3. Clean the stationary cutter blade with solvent.

If this does not remove label fragments and adhesive, contact an authorized service technician.

## Replace Fuse

The fuse is user-replaceable in the R170XiIIIPlus printer. The R110XiIIIPlus fuse must be replaced only by an authorized service technician.



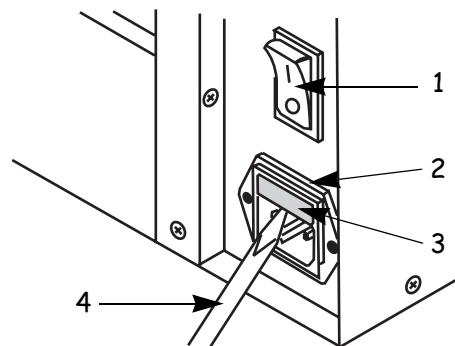
**Caution** • Turn the AC power switch Off (O) and remove the power cord before performing this procedure.

The printer uses a metric-style fuse (5 × 20 mm IEC) rated at F5A, 250 V. The AC power entry module comes with two approved fuses in the fuse holder: one is in-circuit, and the second is provided as a spare. The end caps of the fuse must bear the certification mark of a known international safety organization.

### To replace a faulty fuse, complete these steps:

1. Use a small-blade screwdriver or similar tool to remove the fuse holder.

The fuse holder is part of the AC power entry module at the rear of the printer. This illustration identifies the parts of the AC power entry module.



1	Power switch
2	Fuse holder
3	AC power entry module
4	Small-blade screwdriver

2. Remove the faulty fuse and install a new fuse in the in-circuit position as shown.

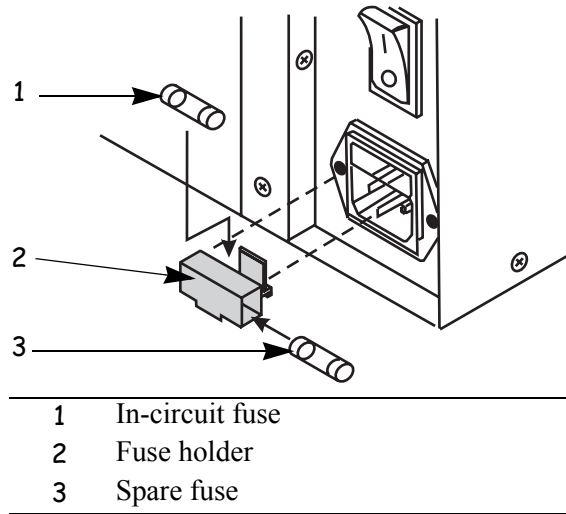


**Important** • If you use the spare fuse, be sure to order a replacement fuse from your authorized Zebra distributor. The spare fuse should be the exact type and rating as the original in-circuit fuse.

This illustration identifies the parts of the fuse holder.

## Routine Maintenance

### Replace Fuse



3. Snap the fuse holder back into the AC power entry module.
4. Reconnect the power cord, and turn the printer On (I).



**Note** • If the printer does not power on, an internal component failure may have occurred, and the printer requires servicing by an authorized service technician.



## CHAPTER 10

# Troubleshooting

This chapter provides you with information about LCD, print quality, communications, and other errors that you might need to troubleshoot.

### Contents

Troubleshooting. . . . .	120
LCD Error Messages. . . . .	121
Print Quality Problems. . . . .	126
Communications Problems . . . . .	129
Printer Diagnostics . . . . .	131
Power-On Self Test . . . . .	131
Additional Printer Self Tests . . . . .	131
Communications Diagnostics Test . . . . .	135
Additional Printer Diagnostics . . . . .	135

## Troubleshooting

**If an error condition exists with the printer, review this checklist:**

- Is there an error message on the LCD? If yes, see *LCD Error Messages on page 121* for more information.
- Is the CHECK RIBBON light on when ribbon is loaded properly or are non-continuous labels are being treated as continuous labels? If yes, see *Media and Ribbon Sensor Calibration on page 32*.
- Are you experiencing problems with print quality? If yes, see *Print Quality Problems on page 126*.
- Are you experiencing communications problems? If yes, see *Communications Problems on page 129*.

**If the labels are not printing or advancing correctly, review this checklist:**

- Are you using the correct type of labels? Review the types of label in *Types of Media on page 15*.
- Review the label- and ribbon-loading illustrations, starting with *Load the Printer on page 20*.
- Check the position of the media sensor and move if necessary, as shown in *Adjust Sensors on page 32*.
- Does the printhead need to be adjusted? See *Adjust the Printhead on page 37* for more information.
- Do the sensors need to be calibrated? See *Media and Ribbon Sensor Calibration on page 32* for more information.

**If none of the above suggestions correct the problem, review this checklist:**

- Perform one or more of the self-tests given in *Printer Diagnostics on page 131*. Use the results to help identify the problem.
- If you are still having problems, see *Support on page xx* for customer support information.

## LCD Error Messages

The LCD displays messages when there is an error. This table identifies LCD errors, the possible causes, and the recommended solutions.

LCD	Possible Cause	Recommended Solution
RIBBON OUT	Thermal Transfer Mode— Ribbon is not loaded or is loaded incorrectly.	Load the ribbon correctly, following directions in <i>Load Ribbon on page 24</i> .
	Thermal Transfer Mode— Ribbon is loaded but the ribbon sensor is not sensing the ribbon.	Adjust the media and ribbon sensors. See <i>Media and Ribbon Sensor Calibration on page 32</i> .
	Direct Thermal Mode— Ribbon is loaded.	Make sure that ribbon is not loaded and that the printer is in Direct Thermal Print Mode. See <i>Selecting Print Method on page 59</i> .
	Direct Thermal Mode— Settings are incorrect.	Make sure the printer driver and software settings are compatible with Direct Thermal Print Mode.
PAPER OUT	Labels are not loaded or are loaded incorrectly.	Load the labels correctly. See <i>Load the Printer on page 20</i> .
	Media Sensor is not adjusted correctly.	Check the position of the media sensors, and adjust if necessary. See <i>Media and Ribbon Sensor Calibration on page 32</i> .
	Printer is set for non-continuous labels but continuous labels are loaded.	<ul style="list-style-type: none"> <li>• Make sure the labels and the Media Type settings match. See <i>Setting Media Type on page 58</i>.</li> <li>• Make sure the printer driver or software settings match the label and Media Type settings.</li> <li>• Calibrate the printer. For more information, see <i>Calibrate the Printer on page 31</i>.</li> </ul>
HEAD OPEN	The printhead is not fully closed.	Close the printhead.





LCD	Possible Cause	Recommended Solution
HEAD ELEMENT BAD	One or more of the printhead elements failed the printhead element test.	<ul style="list-style-type: none"> <li>If the failed elements affect your printing application, replace the printhead.</li> <li>To override this error, disable the head test count feature on the front panel by defaulting the value to <b>0000</b>.</li> </ul>






**Note** • This message does not apply to 200 dpi and 300 dpi R110XiIIIPlus printers. For 600 dpi R110XiIIIPlus printers, this message would only be possible if the Head Test Count option is installed.

PRINTER CONFIGURATION	
Zebra Technologies ZTC 90XiIII Plus-300dpi	
04.0	DARKNESS
2 IPS	PRINT SPEED
+000	TEAR OFF
TEAR OFF	PRINT MODE
NON-CONTINUOUS	MEDIA TYPE
WEB	SENSOR TYPE
THERMAL-TRANS	PRINT METHOD
086 08/12 MM	PRINT WIDTH
2022	LABEL LENGTH
39.0IN 988MM	MAXIMUM LENGTH
MEDIA DISABLED	EARLY WARNING
MAINT. OFF	EARLY WARNING
NOT CONNECTED	USB COMM
PARALLEL	PARALLEL COMM.
RS232	SERIAL COMM.
9600	BAUD
8 BITS	DATA BITS
NONE	PARITY
XON/XOFF	HOST HANDSHAKE
NONE	PROTOCOL
000	NETWORK ID
NORMAL MODE	COMMUNICATIONS
<~> 7EH	CONTROL PREFIX
<^> 5EH	FORMAT PREFIX
<~> 2CH	DELIMITER CHAR
ZPL II	ZPL MODE
CALIBRATION	MEDIA POWER UP
CALIBRATION	HEAD CLOSE
DEFAULT	BACKFEED
+000	LABEL TOP
+0000	LEFT POSITION
0000	HEAD TEST COUNT
0500	HEAD RESISTOR
OFF	VERIFIER PORT
OFF	APPLICATOR PORT
PULSE MODE	START PRINT SIG
FEED MODE	RESYNCH MODE
DISABLED	REPRINT MODE
047	WEB S.
079	MEDIA S.
072	RIBBON S.
050	MARK S.
000	MARK MED S.
003	MEDIA LED
000	RIBBON LED
000	MARK LED
+10	LCD ADJUST
DPSAFXM	MODES ENABLED
	MODES DISABLED
1024 12/MM FULL	RESOLUTION
V48.X.X <-	FIRMWARE
V12.0.0.21	HARDWARE ID
CUSTOMIZED	CONFIGURATION
12298	RAM
2048	ONBOARD FLASH
NONE	FORMAT CONVERT
007 POWER SUPPLY	P31 INTERFACE
004 DISPLAY	P32 INTERFACE
FW VERSION	TWINAX/COAX ID
	IDLE DISPLAY
00/00/00	RTC DATE
18:19	RTC TIME
DYNAMIC	IP RESOLUTION
ALL	IP PROTOCOL
010.003.004.085	IP ADDRESS
255.255.255.000	SUBNET MASK
010.003.004.001	DEFAULT GATEWAY

If the Head Test Option is installed, HEAD TEST COUNT will be listed on the configuration label.




LCD	Possible Cause	Recommended Solution
RIBBON IN	Ribbon is loaded, but the printer is set for Direct Thermal mode.	<ul style="list-style-type: none"> <li>To operate in Direct Thermal mode, remove the ribbon.</li> <li>To operate in Thermal Transfer mode, leave the ribbon loaded and change the print method to Thermal Transfer. See <i>Selecting Print Method</i> on page 59.</li> <li>Ensure that the printer driver and/or software settings are correctly set (if applicable).</li> </ul>
HEAD TOO HOT	The printhead is over temperature.	<p>Printing automatically resumes when the printhead elements cool to an acceptable operating temperature.</p> <p> <b>Caution</b> • The printhead is hot and can cause severe burns. Allow the printhead to cool.</p> <p> <b>Caution</b> • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.</p>
CLEAN HEAD NOW	The printhead requires cleaning.	<p>Clean the printhead according to the instructions in <i>Printhead and Platen Roller</i> on page 111.</p> <p> <b>Caution</b> • The printhead is hot and can cause severe burns. Allow the printhead to cool.</p> <p> <b>Caution</b> • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.</p> <p>If the message does not go away after the printhead is cleaned, open the printhead and then close it.</p>

LCD	Possible Cause	Recommended Solution
HEAD COLD	 <p><b>Caution</b> • An improperly connected printhead data or power cable can cause this error message. The printhead can still be hot enough to cause severe burns. Allow the printhead to cool.</p>	<p>The printhead is under temperature.</p> <p>Continue printing while the printhead reaches the correct operating temperature. If the error remains, the environment may be too cold for proper printing. Relocate the printer to a warmer area.</p> <hr/> <p>Printhead data cable is not properly connected.</p> <p>Disconnect and reconnect the data cable to the printhead. Ensure that the cable connector is fully inserted into the printhead connector.</p>
CUTTER JAMMED	<p>Cutter blade is in the media path.</p>	<p>Turn off the printer power and unplug the printer. Inspect the cutter module for debris and clean as needed following the cleaning instructions in <a href="#">Cutter on page 116</a>.</p>  <p><b>Caution</b> • The cutter blade is sharp. Do not touch or rub the blade with your fingers.</p>






LCD	Possible Cause	Recommended Solution
OUT OF MEMORY	There is not enough memory to perform the function shown on the second line of the error message.	<p>Turn the printer off then back on to clear memory, and try to print again. If the error recurs, there is insufficient memory for the label length, downloaded fonts or graphics, and images.</p> <hr/> <p>Ensure that the device, such as Flash memory or PCMCIA card, is installed and not write-protected or full. See <i>Memory Cards</i> on page 103.</p> <div style="display: flex; align-items: center;">  <p><b>Caution</b> • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.</p> </div> <hr/> <p>Ensure that the data is not directed to a device that is not installed or available.</p>

## Print Quality Problems

This table identifies problems with print quality, the possible causes, and the recommended solutions.

Problem	Possible Cause	Recommended Solution
<b>General print quality issues</b>	You are using an incorrect combination of labels and ribbon for your application.	Consult your authorized Zebra reseller or distributor for information and advice.
	The printer is set at the incorrect print speed.	For optimal print quality, set the print speed to the lowest possible setting for your application via ZPL II, the driver, or the software. See <i>Adjusting Print Speed</i> on page 57.
	The printer is set at an incorrect darkness level.	For optimal print quality, set the darkness to the lowest possible setting for your application via the front panel, the driver, or the software. See <i>Adjusting Print Darkness</i> on page 57.
	The printhead is dirty.	Clean the printhead according to the instructions in <i>Printhead and Platen Roller</i> on page 111.
		 <p><b>Caution</b> • The printhead is hot and can cause severe burns. Allow the printhead to cool.</p>
		 <p><b>Caution</b> • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.</p>
<b>There is light printing (or no printing) on the left or right side of the label or the printed image is not sharp.</b>	The toggle pressure needs to be adjusted.	Follow the instructions in <i>Adjust the Printhead</i> on page 37.
		 <p><b>Caution</b> • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.</p>



Problem	Possible Cause	Recommended Solution
<p><b>Gray lines on blank labels with no consistent pattern</b></p>	<p>The printhead is dirty.</p>	<p>Clean the printhead according to the instructions in <i>Printhead and Platen Roller</i> on page 111.</p> <p> <b>Caution</b> • The printhead is hot and can cause severe burns. Allow the printhead to cool.</p> <p> <b>Caution</b> • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.</p>
<p><b>Light, consistent vertical lines running through the labels</b></p>	<p>The printhead or platen roller is dirty.</p>	<p>Clean the printhead and platen roller as instructed in <i>Printhead and Platen Roller</i> on page 111.</p> <p> <b>Caution</b> • The printhead is hot and can cause severe burns. Allow the printhead to cool.</p> <p> <b>Caution</b> • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.</p>
<p><b>Intermittent creases on the left and right edges of the labels</b></p>	<p>There is too much toggle pressure on the printhead.</p>	<p>Reduce the toggle pressure. See <i>Adjust the Printhead</i> on page 37.</p> <p> <b>Caution</b> • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.</p>

Problem	Possible Cause	Recommended Solution
<b>Wrinkled Ribbon</b>	The ribbon is not loaded correctly.	Load the ribbon correctly. See <i>Load Ribbon</i> on page 24.
	The darkness setting is incorrect.	Set the darkness to the lowest possible setting for good print quality. See <i>Adjusting Print Darkness</i> on page 57.
	Incorrect printhead pressure or balance.	Set the pressure to the minimum required for good print quality. See <i>Adjust the Printhead</i> on page 37.
	The labels are not feeding correctly. They are shifting from side to side.	<div data-bbox="889 730 997 827" data-label="Image"> </div> <p><b>Caution</b> • Observe proper electrostatic safety precautions when handling any static-sensitive components such as circuit boards and printheads.</p>
		<p>Make sure that the media guide and media supply guide touch the edge of the media.</p> <hr/> <p>Adjust the ribbon strip plate.</p>

## Communications Problems

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

Problem	Possible Cause	Recommended Solution
<b>A label format was sent to the printer but was not recognized. The DATA light does not flash.</b>	The communication parameters are incorrect.	Check the printer driver or software communications settings (if applicable).
		If you are using serial communication, check the serial port setting in the front panel menu. See <i>Setting Serial Communications on page 65</i> .
		Make sure you are using the correct communication cable. See <i>Data Cable Requirements on page 14</i> for the requirements.
		Using the front panel controls, check the protocol setting. It should be set to <b>NONE</b> . See <i>Setting Protocol on page 66</i> .
		If a driver is used, check the driver communication settings for your connection.
<b>A label format was sent to the printer. Several labels print, then the printer skips, misplaces, misses, or distorts the image on the label.</b>	The host is set to EPP parallel communications.	Change the settings on the computer host to standard parallel communications. See <i>Setting Parallel Communications on page 64</i> .
	The serial communication settings are incorrect.	Ensure that the flow control settings match.
		Check the communication cable length. See <i>Data Cable Requirements on page 14</i> for requirements.
		Check the printer driver or software communications settings (if applicable).

Problem	Possible Cause	Recommended Solution
<p><b>A label format was sent to the printer but was not recognized. The DATA light flashes but no printing occurs.</b></p>	<p>The prefix and delimiter characters set in the printer do not match the ones in the label format.</p>	<p>Verify the prefix and delimiter characters. See <i>Format Prefix Character</i> on page 68 and <i>Delimiter Character</i> on page 68 for the requirements.</p>
	<p>Incorrect data is being sent to the printer.</p>	<p>Ensure that ZPL is being used.</p> <p>Check the communication settings on the computer. Ensure that they match the printer settings.</p>
<p><b>The printer fails to calibrate or detect the top of the label.</b></p>	<p>The printer was not calibrated for the label being used.</p>	<p>Perform the calibration procedure in <i>CANCEL Self Test</i> on page 132.</p>
	<p>The printer is configured for continuous media.</p>	<p>Set the media type to non-continuous media. See <i>Setting Media Type</i> on page 58.</p>
	<p>The driver or software configuration is not set correctly.</p>	<p>Driver or software settings produce ZPL commands that can overwrite the printer configuration. Check the driver or software media-related setting.</p>

## Printer Diagnostics

Self tests give information about the condition of the printer. The most commonly used are the Power-On and the CANCEL self test.

**Caution** • Be sure that the print width is set to match the label width you are using before running any self tests. If the labels are not wide enough, the test may print on the platen roller and damage it.

### Power-On Self Test

The Power-On Self Test (POST) is performed automatically each time the printer is turned on. During either test sequence, the front panel LEDs light up and the LCD monitors the progress of the POST. If the printer fails any of these tests, **FAILED** shows on the LCD. If this occurs, notify an authorized Zebra reseller.

### Additional Printer Self Tests

These self tests produce sample printouts and provide specific information that help determine the operating conditions for the printer.

Each self test is enabled by pressing a specific front panel key or combination of keys while turning the power On (I). Keep the key(s) depressed until the **DATA** light turns off. When the POST is complete, the selected self test starts automatically.



**Note** • When performing a self test, do not send a label format to the printer. For remote hosts, disconnect all data interface cables from the printer. For printers in Peel-Off Mode, remove the labels as they come out of the printer.

## CANCEL Self Test

The CANCEL self test prints a configuration label, which tells you the current settings for the printer.

### To perform the CANCEL Self Test, complete these steps:

1. Turn Off (O) the printer.
2. Press and hold CANCEL while turning the power On (I). Hold CANCEL until the DATA light turns off.

A configuration label prints.

PRINTER CONFIGURATION	
Zebra Technologies	
ZTC 90XiIII Plus-300dpi	
04.0	DARKNESS
2 IPS	PRINT SPEED
+000	TEAR OFF
TEAR OFF	PRINT MODE
NON-CONTINUOUS	MEDIA TYPE
WEB	SENSOR TYPE
THERMAL-TRANS	PRINT METHOD
086 08/12 MM	PRINT WIDTH
2022	LABEL LENGTH
39.0IN 988MM	MAXIMUM LENGTH
MEDIA DISABLED	EARLY WARNING
MAINT. OFF	EARLY WARNING
NOT CONNECTED	USB COMM.
PARALLEL	PARALLEL COMM.
RS232	SERIAL COMM.
9600	BAUD
8 BITS	DATA BITS
NONE	PARITY
XON/XOFF	HOST HANDSHAKE
NONE	PROTOCOL
000	NETWORK ID
NORMAL MODE	COMMUNICATIONS
< >	CONTROL PREFIX
< ^ >	SEH
< >	FORMAT PREFIX
< . >	DELIMITER CHAR
ZPL II	ZPL MODE
CALIBRATION	MEDIA POWER UP
CALIBRATION	HEAD CLOSE
DEFAULT	BACKLED
+000	LABEL TOP
+0000	LEFT POSITION
0000	HEAD TEST COUNT
0500	HEAD RESISTOR
OFF	VERIFIER PORT
OFF	APPLICATOR PORT
PULSE MODE	START PRINT SIG
FEED MODE	RESYNCH MODE
DISABLED	REPRINT MODE
047	WEB S.
079	MEDIA S.
072	RIBBON S.
050	MARK S.
000	MARK MED S.
003	MEDIA LED
000	RIBBON LED
000	MARK LED
+10	LCD ADJUST
DPSWFXM	MODES ENABLED
	MODES DISABLED
1024 12/MM FULL	RESOLUTION
V48.X.X <	FIRMWARE
V12.0.0.21	HARDWARE ID
CUSTOMIZED	CONFIGURATION
12288	RAM
2048	ONBOARD FLASH
NONE	FORMAT CONVERT
007 POWER SUPPLY	P31 INTERFACE
004 DISPLAY	P32 INTERFACE
	TWINAX/COAX ID
Fw VERSION	IDLE DISPLAY
00/00/00	RTC DATE
18:19	RTC TIME
DYNAMIC	IP RESOLUTION
ALL	IP PROTOCOL
010.003.004.095	IP ADDRESS
255.255.255.000	SUBNET MASK
010.003.004.001	DEFAULT GATEWAY

The printer configuration can be changed by performing a calibration procedure. See [Print a Configuration Label on page 29](#) for more information.







## FEED and PAUSE Self Test

Performing this self test temporarily resets the printer configuration to the factory default values. These values are active only until power is turned off unless you save them permanently in memory.

### To perform a FEED and PAUSE self test, complete these steps:

1. Turn Off (O) the printer.
2. Press and hold FEED and PAUSE while turning the power On (I). Hold FEED and PAUSE until the DATA light turns off.

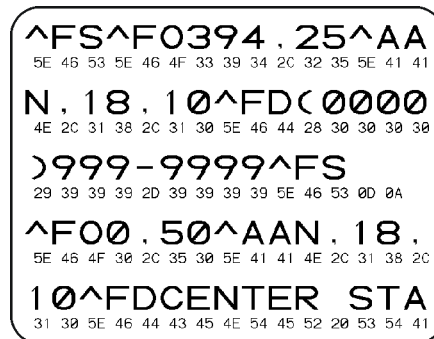
No labels print at the end of this test.

## Communications Diagnostics Test

This test is controlled from the front panel display. See *Setting Communications Mode on page 67*. The following illustration shows a typical printout from this test. Turn off the power to exit this self test and return to normal operation.



**Note** • The communications test label prints upside-down.



## Additional Printer Diagnostics

Additional diagnostic tests are available for this printer. See the *Maintenance Manual* for information about these additional tests.



# APPENDIX A

# Specifications

This appendix provides the features of and specifications for the *RXiIIIPlus* printers.

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## Features

This section lists the standard and optional features for the printer.

### Standard Features



**Note** • Printer specifications are subject to change without notice.

- Thermal transfer and direct thermal printing
- DRAM 16 MB
- USB 2.0 Port
- Real-time Clock
- Advanced Counter

### Print Modes

Four different print modes can be used, depending on the printer options purchased.

- **Tear-Off Mode:** Labels are produced in strips.
- **Peel-Off Mode:** Labels are dispensed and peeled from the backing as needed.
- **Cutter Mode:** Labels are printed and individually cut.
- **Rewind Mode:** Labels are rewound internally.

### Zebra Programming Language (ZPL II®)

ZPL features include:

- Downloadable graphics, scalable and bitmap fonts, and label formats
- Object copying between memory areas
- (RAM, memory card, and internal Flash)
- Code page 850 character set
- Adjustable print cache
- Data compression
- Automatic virtual input buffer management
- Format inversion
- Mirror image printing
- Four-position field rotation (0°, 90°, 180°, 270°)
- Slew command
- Controlled via mainframe, mini-computer, PC, portable data terminal

- Programmable quantity with print, pause, and cut control
- Communicates in printable ASCII characters
- Error-checking protocol
- Status message to host upon request
- Serialized fields
- In-spec OCR-A and OCR-B
- UPC/EAN
- User-programmable password

## Bar Codes

Types of bar codes include:

- Bar code ratios—2:1, 7:3, 5:2, 3:1
- Codabar (supports ratios of 2:1 up to 3:1)
- CODABLOCK
- Code 11
- Code 39 (supports ratios of 2:1 up to 3:1)
- Code 49 (two-dimensional bar code)
- Code 93
- Code 128 (with subsets A, B, and C and UCC case codes)
- Check digit calculation where applicable
- Data Matrix
- EAN-8, EAN-13, EAN extensions
- ISBT-128
- Industrial 2 of 5
- Interleaved 2 of 5 (supports ratios of 2:1 up to 3:1, Modulus 10 Check Digit)
- LOGMARS
- MaxiCode
- Micro PDF
- MSI
- PDF-417 (2-dimensional bar code)
- PLANET code
- Plessey
- POSTNET
- QR-Code
- RSS code
- Standard 2 of 5

- TLC 39
- UPC-A, UPC-E, UPC extensions

## **Agency Approvals for All Printers**

Approvals include:

- Binational UL 60950 3rd edition/CSA CAN/CSA-C22.2 No. 60950-00 3rd edition
- IEC 950/EN60950
- EN55022:1998 Class B
- EN55024: 1998
- EN61000-3-2,3
- Canadian ICES-003, Class B
- FCC class B
- Argentina 92/98 Phase 3
- Australia AS/NZS 3548
- R.O.C. CNS 13438

## **Compliance for All Printers**

- Complies with FCC class B and Canadian Doc. class A rules
- Carries the CE mark of compliance

## General Specifications

The following table gives the general specifications for the printer by model number.

Dimensions	R110Xi IIIPlus	R170Xi IIIPlus
Height	15.5 in (393.7 mm)	15.5 in. (393.7 mm)
Width	10.37 in. (263.5 mm)	13.15 in. (334.4 mm)
Depth	19.5 in. (495.3 mm)	19.5 in. (495.3 mm)
Weight without options	51 lb. (25 kg)	67 lb. (30.5 kg)

## Electrical Specifications

The following table gives electrical specifications for the printers by model number.

Power	R110Xi IIIPlus	R170Xi IIIPlus
General	90 to 264 VAC; 48 to 62 Hz	90 to 264 VAC; 48 to 62 Hz
Power consumption printing PAUSE test at slowest speed	180 W	220 W
Printer idle	20 W	19 W

## Environmental Conditions for Operation and Storage

Environment	Mode	Temperature	Relative Humidity
Operation	Thermal Transfer	41° to 104°F (5° to 40° C)	20 to 85% non-condensing
	Direct Thermal	32° to 104°F (0° to 40° C)	
Storage	Thermal Transfer or Direct Thermal	-40° to 140°F (-40° to 60° C)	5 to 85% non-condensing

## Print Specifications by Model

Refer to the key and the tables that follow for printer specifications.

### Model Specifications Key

This table contains the key for print specifications for the tables that follow.

■	Non-Continuous printing (gap, notch, or hole between labels).
▣	Continuous printing (no gap, notch or hole).
◆	Ladder (rotated) orientation.
◇	Picket fence (nonrotated) orientation.

### R110XiIIIPlus

Specification	R110XiIIIPlus 200 dpi	R110XiIIIPlus 300 dpi	R110XiIIIPlus 600 dpi
Printhead resolution	203 dots/inch (8 dots/mm)	300 dots/inch (12 dots/mm)	600 dots/inch (24 dots/mm)
Dot size (width×length)	0.0049×0.0049 in. (0.125×0.125 mm)	0.0033×0.0039 in. (0.84×0.100 mm)	0.0016×0.0016 in. (0.042×0.042 mm)
First dot location (measured from inside media edge)	0.10 ± 0.035 in. (2.5 ± 0.89 mm)	0.023 ± 0.035 in. (0.6 ± 0.9 mm)	0.023 ± 0.035 in. (0.6 ± 0.9 mm)
Maximum print width	4.09 in. (104 mm)	4.09 in. (104 mm)	3.2 in. (81 mm)
Selectable print speeds (inches per second)	2.4, 3 through 10	2.4, 3 through 8	1.5, 2 through 4
Maximum Print length	39 in. (991 mm)▣ 150 in. (3810 mm)▣	39 in. (991 mm)▣ 100 in. (3810 mm)▣	39 in. (991 mm)▣ 39 in. (991 mm)▣
Bar code modulus (X) dimension	4.9 mil to 49 mil◆ 4.9 mil to 49 mil◇	3.9 mil to 39 mil◆ 3.33 mil to 33 mil◇	1.6 mil to 16 mil◆ 1.6 mil to 16 mil◇
Thin film printhead with Element Energy Equalizer (E <sup>3</sup> ) <sup>®</sup>	Yes	Yes	Yes





## R170XIIIPlus

Specification	170XIIIPlus
Printhead resolution	300 dots/inch (12 dots/mm)
Dot size (width×length)	0.0033×0.0039 in. (0.84×0.100 mm)
First dot location (measured from inside media edge)	0.10 ± 0.035 in. (2.5 ± 0.89 mm)
Maximum print width	6.6 in. (168 mm)
Selectable print speeds (in. per second)	2.4, 3, 4, 5, 6, 7, 8
Maximum print length	39 in. (991 mm) <sup>■</sup> 100 in. (3810 mm) <sup>■</sup>
Bar code modulus (X) dimension	3.9 mil to 39 mil <sup>◆</sup> 3.33 mil to 33 mil <sup>◇</sup>
Thin film printhead with Element Energy Equalizer (E3)	Yes

## Ribbon Specifications by Model

Refer to the tables that follow for ribbon specifications for your type of printer.



**Note** • Match the ribbon to the label width and printhead width that you are using.

- Ribbon must be wound with the coated side out.
- Ribbon should be at least as wide as the labels to protect the printhead from excessive wear.

### **R110XiIIIPlus**

<b>Specifications</b>	<b>R110XiIIIPlus 200 dpi</b>	<b>R110XiIIIPlus 300 dpi</b>	<b>R110XiIIIPlus 600 dpi</b>
Printhead resolution	203 dots/inch (8 dots/mm)	300 dots/inch (12 dots/mm)	600 dots/inch (24 dots/mm)
Ribbon width Minimum	0.79 in. (20 mm)	0.79 in. (20 mm)	0.79 in. (20 mm)
Ribbon width Maximum	4.33 in. (110 mm)	4.33 in. (110 mm)	3.40 in. (87 mm)
Standard length with 2:1 label to ribbon ratio	984 ft (300 m)	984 ft (300 m)	984 ft (300 m)
Standard length with 3:1 label to ribbon ratio	1476 ft (450 m)	1476 ft (450 m)	1476 ft (450 m)
Ribbon core inside diameter	1.0 in. (25.4 mm)	1.0 in. (25.4 mm)	1.0 in. (25.4 mm)
Maximum ribbon roll outside diameter	3.2 in. (81.3 mm)	3.2 in. (81.3 mm)	3.2 in. (81.3 mm)



## **R170XiIIIPlus**

<b>Specifications</b>	<b>170XiIIIPlus</b>
Printhead resolution	300 dots/inch(12 dots/mm)
Ribbon width Minimum	2.0 in. (51 mm)
Ribbon width Maximum	6.7 in. (170 mm)
Standard length with 2:1 label to ribbon ratio	984 ft (300 m)
Standard length with 3:1 label to ribbon ratio	1476 ft (450 m)
Ribbon core inside diameter	1.0 in. (25.4 mm)
Maximum ribbon roll outside diameter	3.2 in. (81.3 mm)

## Label Specifications

*RXiIIIPlus* printers need the correct size and type of labels for best performance. The tables that follow give you the specifications you need.

### R110XiIIIPlus Printers



**Important** • Media registration and minimum label length are affected by label type and width, ribbon type, print speed, and printer mode of operation. Performance improves as these factors are optimized. Zebra recommends qualifying any application with thorough testing.

#### Label Specification Key

This table contains the key for the label modes, dimensions, and directions:

<b>T</b>	Tear-Off
<b>P</b>	Peel-Off
<b>C</b>	Cutter
<b>R</b>	Rewind
□	Minimum
■	Maximum
●	Preferred

Specifications	R110XiIIIPlus 200 dpi	R110XiIIIPlus 300 dpi	R110XiIIIPlus 600 dpi
Minimum label length	0.7 in. (18 mm) <b>T</b>	0.7 in. (18 mm) <b>T</b>	0.7 in. (18 mm) <b>T</b>
	0.5 in. (13 mm) <b>P</b>	0.5 in. (13 mm) <b>P</b>	0.5 in. (13 mm) <b>P</b>
	1.5 in. (38 mm) <b>C</b>	1.5 in. (38 mm) <b>C</b>	1.5 in. (38 mm) <b>C</b>
	0.25 in. (6 mm) <b>R</b>	0.25 in. (6 mm) <b>R</b>	0.25 in. (6 mm) <b>R</b>
Total media width (label + backing, if any)	0.79 in. (20 mm) □	0.79 in. (20 mm) □	0.79 in. (20 mm) □
	4.5 in. (114 mm) ■	4.5 in. (114 mm) ■	4.5 in. (114 mm) ■
Total thickness (includes backing, if any)	0.003 in. (0.076 mm) □	0.003 in. (0.076 mm) □	0.003 in. (0.076 mm) □
	0.012 in. (0.305 mm) ■	0.012 in. (0.305 mm) ■	0.012 in. (0.305 mm) ■

Specifications	R110XiIIIPlus 200 dpi	R110XiIIIPlus 300 dpi	R110XiIIIPlus 600 dpi
Cutter maximum full-width media thickness	0.009 in. (0.23 mm)	0.009 in. (0.23 mm)	Does not apply
Roll media core inside diameter	3 in. (76 mm)	3 in. (76 mm)	3 in. (76 mm)
Maximum roll diameter on 3 in. (76 mm) core	8.0 in. (203 mm)	8.0 in. (203 mm)	8.0 in. (203 mm)
Interlabel gap	0.079 in. (2 mm) □ 0.157 in. (4 mm) ■ 0.118 in. (3 mm) ●	0.079 in. (2 mm) □ 0.157 in. (4 mm) ■ 0.118 in. (3 mm) ●	0.079 in. (2 mm) □ 0.157 in. (4 mm) ■ 0.118 in. (3 mm) ●
Maximum internal fanfold media pack size (label + backing) L × W × H	8.0×4.5×4.5 in. (20×114×114 mm)	8.0×5.5×4.5 in. (203×40×114 mm)	8.0×7.1×4.5 in. (203×180×114 mm)
Ticket/tag sensing notch L × W	0.12×0.25 in. (3×6 mm)	0.12×0.25 in. (3×6 mm)	0.12×0.25 in. (3×6 mm)
Ticket/tag sensing hole diameter	0.125 in. (3 mm)	0.125 in. (3 mm)	0.125 in. (3 mm)
Label registration tolerance (vertical)	± 0.06 in. (± 1.5 mm)	± 0.06 in. (± 1.5 mm)	± 0.06 in. (± 1.5 mm)
Label registration tolerance (horizontal)	± 0.06 in. (± 1.5 mm)	± 0.06 in. (± 1.5 mm)	± 0.06 in. (± 1.5 mm)

**Specifications**

## Label Specifications

**Black Mark Sensing Only**

<b>Specifications</b>	<b>R110XiIIIPlus 200 dpi</b>	<b>R110XiIIIPlus 300 dpi</b>	<b>R110XiIIIPlus 600 dpi</b>
Mark length (measuring parallel to label/tag edge)	0.12 in. (3 mm) □ 0.43 in. (11 mm) ■	0.12 in. (3 mm) □ 0.43 in. (11 mm) ■	0.12 in. (3 mm) □ 0.43 in. (11 mm) ■
Mark width (measuring to perpendicular label/tag edge)	0.43 in. (11 mm) □ Full media width ■	0.43 in. (11 mm) □ Full media width ■	0.43 in. (11 mm) □ Full media width ■
Mark location	within 0.040 in. (1 mm) of the inside media edge	within 0.040 in. (1 mm) of the inside media edge	within 0.040 in. (1 mm) of the inside media edge
Mark density in Optical Density Unit (ODU)	>1.0	>1.0	>1.0

## R170XiIIIPlus Printers



**Important** • Media registration and minimum label length are affected by label type and width, ribbon type, print speed, and printer mode of operation. Performance improves as these factors are optimized. Zebra recommends qualifying any application with thorough testing.

### Label Specification Key

This table contains the key for the label modes, dimensions, and directions:

T	Tear-Off
P	Peel-Off
C	Cutter
R	Rewind
□	Minimum
■	Maximum
●	Preferred

Specifications	R170XiIIIPlus
Minimum label length	0.7 in. (18 mm) <b>T</b>
	0.5 in. (13 mm) <b>P</b>
	1.5 in. (38 mm) <b>C</b>
	0.25 in. (6 mm) <b>R</b>
Total media width (label + backing, if any)	2.00 in. (51 mm) □
	7.1 in. (180 mm) ■
Total thickness (includes backing, if any)	0.003 in. (0.076 mm) □
	0.012 in. (0.305 mm) ■
Cutter maximum full-width media thickness	0.007 in. (0.18 mm)
Roll media core inside diameter	3 in. (76 mm)
Maximum roll diameter	8.0 in. (203 mm)
Inter-label gap	0.079 in. (2 mm) □
	0.118 in. (3 mm) ■

**Specifications**  
Label Specifications

Specifications	R170XIIIPlus
Preferred inter-label gap	Maximum inter-label gap = 2 × (label length for which you have calibrated the printer) + 1 in. (25.4 mm)
Maximum internal fanfold media pack size (label + backing) L×W×H	8.0×7.1×4.5 in. (203×114×114 mm)
Ticket/tag sensing notch L×W	0.12×0.25 in.(3×6 mm)
Ticket/tag sensing hole diameter	0.125 in.(3 mm)
Effective leading edge registration accuracy (vertical)	± 0.060 in. (± 1.5 mm)
Effective leading edge registration accuracy (horizontal)	± 0.060 in. (± 1.5 mm)

**R170XIIIPlus Black Mark Sensing Only**

Specifications	R170XIIIPlus
Mark length (measuring parallel to label or tag edge)	0.12 in. (3 mm) □ 0.43 in. (11 mm) ■
Mark width (measuring to perpendicular label or tag edge)	0.43 in. (11 mm) □ Full media width ■
Mark location	Marks must be located within 0.040 in. (1 mm) of the inside media edge.
Mark density in Optical Density Unit (ODU)	>1.0



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