



ZEBRA® MZ™ SERIES OPERATING ESSENTIALS






Zebra is committed to offering its customers the highest-quality technical assistance in the industry, delivering outstanding customer service and providing a global network of quality support.

To ensure that your Zebra printer continues to work efficiently and effectively, you need to understand the various indicators and testing procedures incorporated into the MZ series printers. This guide explains those indicators and procedures.



INTERPRETING INDICATORS

The printer's indicators display various printer functions and their statuses. Identify the indicator status using the table below, then refer to the relevant troubleshooting topic overleaf.

FUNCTION	INDICATOR COLOUR	INDICATOR STATUS:  STEADY	INDICATOR STATUS:  FLASHING	TROUBLESHOOTING TOPIC 
POWER	● GREEN	Indicates printer is on and battery condition is OK to use	Blinking signifies low battery	3
CHARGER	● AMBER ● GREEN	Off indicates battery is not charging Amber indicates battery is charging Green indicates battery is charged	N/A	1 6 10
ERROR	● AMBER	Off indicates no error condition	No media or media door is open Application may be missing or corrupted	2 4 7 9
COMMUNICATIONS	● BLUE	Cable/IrDA®: N/A Bluetooth®: Printer has paired with another Bluetooth device 802.11b/g: Radio is associated with a WLAN	Data is being received Data is being received Radio is trying to associate with a WLAN	5 8 5 8 5 8



KEY TROUBLESHOOTING TOPICS

TROUBLESHOOTING TOPIC	SOLUTION
1 NO POWER	<ul style="list-style-type: none"> Ensure you press and hold the power switch until the power light comes on Check that the battery is installed properly Recharge or replace the battery as necessary
2 MEDIA DOES NOT FEED	<ul style="list-style-type: none"> Ensure that the media cover is closed and latched Check the media compartment. Ensure media is not binding on the sides of the compartment
3 POOR OR FADED PRINT	<ul style="list-style-type: none"> Clean the printhead Check the battery for possible damage. Recharge or replace it as necessary Check the quality of the media
4 PARTIAL OR MISSING PRINT	<ul style="list-style-type: none"> Check the media alignment Clean the printhead Ensure that the media cover is properly closed and latched
5 NO PRINT	<ul style="list-style-type: none"> Replace the battery Check the cable to the terminal Wireless units only: restore the wireless connection
6 REDUCED BATTERY LIFE	<ul style="list-style-type: none"> Check the battery date code – if the battery is one to two years old, its short life may be due to normal ageing. * Battery date code example: 12704 equals 127th day of 2004 Recharge or replace the battery
7 BLINKING AMBER INDICATOR	<ul style="list-style-type: none"> Check that the media is loaded and that the printhead is closed and securely latched If media is present and the latch is closed, this indicates that no application is present or that the application is corrupted. The program must be re-loaded
8 COMMUNICATION ERROR	<ul style="list-style-type: none"> Wireless units only: check that media is loaded, the printhead is closed and that the blue communication indicator is steady Replace the cable to the terminal
9 LABEL JAM	<ul style="list-style-type: none"> Open the media cover then generously apply isopropyl alcohol to the printer in the area of the jammed label
10 BATTERY PACK IS HARD TO INSTALL	<ul style="list-style-type: none"> Do not force the battery into place. Verify you have not pinched any wires between the battery and the printer Verify you are plugging the battery connector into the printer correctly



RESETTING AN MZ SERIES PRINTER

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

- 1 Open the media compartment and remove any media.
- 2 Press the Feed button and hold it approximately ten seconds until the Power, Communications and Error indicators turn off and stay off.
- 3 After the three indicators turn off, wait ten more seconds and press the Power button.

- 4 Open the media compartment and re-install any media.

The printer will restart and normal operation can resume.

* For printers manufactured after 31st March 2008. Resetting the printer; Press and hold the power button for 5 seconds and then release. The printer will power down and reset.



COMMUNICATIONS DIAGNOSTICS

If there is a problem transferring data between the computer and the printer, try putting the printer into Communications Diagnostics Mode (also referred to as "DUMP" mode). The printer will print the ASCII characters and their text representation (or the period ".", if not a printable character) for any data received from the host computer.

To put the printer into Communications Diagnostics Mode:

- 1 Print a configuration label as described above.
- 2 At the end of the second diagnostics report, the printer will print: "Press FEED key to enter DUMP mode".
- 3 Press the Feed key. The printer will print: "Entering DUMP mode". (If the Feed key is not pressed within three seconds, the printer will print "DUMP mode not entered" and will resume normal operation.)

- 4 At this point, the printer is in DUMP mode and will print the ASCII hex codes of any data sent to it, and their text representation (or ".", if not a printable character).

Additionally, a file with a ".dmp" extension containing the ASCII information will be created and stored in the printer's memory. It can be viewed, "cloned" or deleted using the Label Vista™ application. (Refer to the Label Vista documentation for more information.)

To terminate the Communications Diagnostics Mode and return the printer to normal operation:

- 1 Turn the printer OFF.
- 2 Wait five seconds.
- 3 Turn the printer ON.



FURTHER TECHNICAL SUPPORT OPTIONS

Zebra offers several online technical support resources for both end users and PartnersFirst™ partner programme members. So if your printer query could not be resolved by using this guide, you can take advantage of any of the following resources:

- Visit www.zebra.com/knowledgebase. Here you can access an extensive Knowledge Base of advanced troubleshooting techniques.
- Use Zebra's Technical Support Emailback system, by sending an e-mail to emb@zebra.com with the key printer-issue-related word in the subject line. For a complete list of Emailback topics, send an e-mail with "e-mail list" in the subject line.

- Visit www.zebra.com/techrequest. This is Zebra's Technical Request service. You need to request a login first. Once you have your login, you can create technical-support requests online. Your request is given a case number and passed to Zebra's qualified Technical Support representatives for resolution. You can follow progress of the case by logging in to the Technical Request service.

Visit www.zebra.com for general product information and market applications of Zebra printing solutions.



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