



ZEBRA® RW™ 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 RW 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.

STATUS ICON	CONDITION	INDICATION	TROUBLESHOOTING TOPIC
📶	STEADY	802.11b RF link established	n/a
	FLASHING	Transmitting/Receiving via 802.11b	n/a
	OFF	No 802.11b RF link	5
⚙️	STEADY	Bluetooth® link established	n/a
	FLASHING	Transmitting/Receiving via Bluetooth	n/a
	OFF	No Bluetooth link	5
🔋	FLASHING	Low battery	3 5 6
🔒	FLASHING	Head latch not closed	8 10
✉️	FLASHING	Printer is receiving a file or application is lost	7
📄	FLASHING	Out of media	8 10
BLANK SCREEN	n/a	No application	1 12



KEY TROUBLESHOOTING TOPICS

TROUBLESHOOTING TOPIC	SOLUTION
1 NO POWER	<ul style="list-style-type: none"> • Check that battery is installed properly • Recharge or replace battery as necessary
2 MEDIA DOES NOT FEED	<ul style="list-style-type: none"> • Ensure printhead is closed and latched • Check spindle-holding media for any binding • Ensure label sensor is not blocked
3 POOR OR FADED PRINT OR  FLASHING	<ul style="list-style-type: none"> • Clean printhead • Check battery for possible damage. Recharge or replace as necessary • Check quality of media
4 PARTIAL OR MISSING PRINT	<ul style="list-style-type: none"> • Check media alignment • Clean printhead • Ensure printhead is properly closed and latched
5 NO PRINT	<ul style="list-style-type: none"> • Replace battery • Check cable to terminal • Wireless units only: restore wireless connection • Ensure valid programming file is sent to printer
6 REDUCED BATTERY LIFE	<ul style="list-style-type: none"> • Check battery date code (dddy) – if battery is one to two years old, short life may be due to normal ageing • Replace battery
7 FLASHING  ICON	<ul style="list-style-type: none"> • No application or application corrupted; program must be re-loaded • Wireless units only: flashing error light indicates data transmission
8 FLASHING  OR  ICONS	<ul style="list-style-type: none"> • Check that media is loaded and that printhead is closed and securely latched
9 SKIPS LABELS	<ul style="list-style-type: none"> • Ensure correct media is being used • Ensure bar/ or gap sensor is not blocked
10 COMMUNICATION ERROR	<ul style="list-style-type: none"> • Check media is loaded, head is closed and error light is off • Replace cable to terminal
11 LABEL JAM	<ul style="list-style-type: none"> • Open media cover • Generously apply isopropyl alcohol to printer in area of jammed label
12 BLANK LCD SCREEN	<ul style="list-style-type: none"> • No application loaded or application corrupted: program must be re-loaded
13 MAGNETIC STRIP CARD OR SMART CARD WON'T READ	<ul style="list-style-type: none"> • Ensure the "RDR" text is displayed, indicating card reader is enabled • Ensure card is inserted with the magnetic stripe or microchip facing in the correct direction • Check card for excessive wear or damage to either the magnetic strip or the microchip
14 BATTERY PACK IS HARD TO INSERT	<ul style="list-style-type: none"> • Do not force the battery. Verify you have removed the protective shrink-wrap that protects the battery during shipping • The battery packs for the RW and QL series printers are similar in size and shape, but not identical. Verify you are using the correct battery pack: the RW 420 battery pack replacement part number is AK17463-005. The RW 220 battery pack replacement part number is AK18026-002



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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