



## Installation, restart and calibration of a ZEBRA printer

<b>Date</b>	<b>Version</b>	<b>Adjustments</b>	<b>Name</b>
21-08-2014	V1.1		Merel de Roon
15-01-2015	V1.2	Link to Zebra drivers	Roger van Son
08-03-2016	V1.3	Addition of possibility to reset Zebra settings.	Veerle de Ruijter



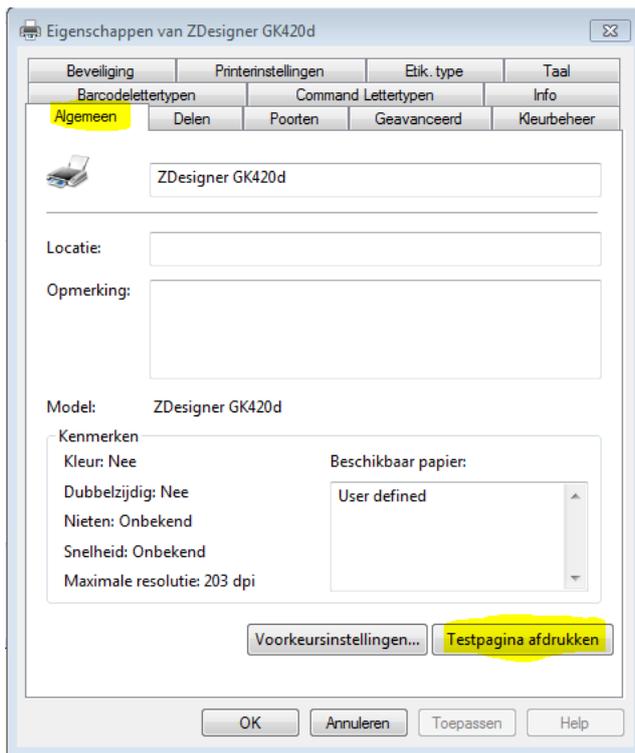
# T

When you make use of a ZEBRA printer it may occur that the settings of this printer are not correct (anymore), where after the label is not or not entirely printed.

You can undertake the following actions:

## STEP1 Printing a Test-page

The printing of a test page confirms if the printer operates properly and contains a reset code which will reinstate the printer. Go to devices and printers from your PC » click with the right mouse button on the Zebra printer » characteristic of the printer » general tab page » click on: print test page (a test page will be printed).



When no test page is printed, there is no communication between the PC and printer. Check if the printer is connected and if the driver is installed. See also FAQ printer installation.

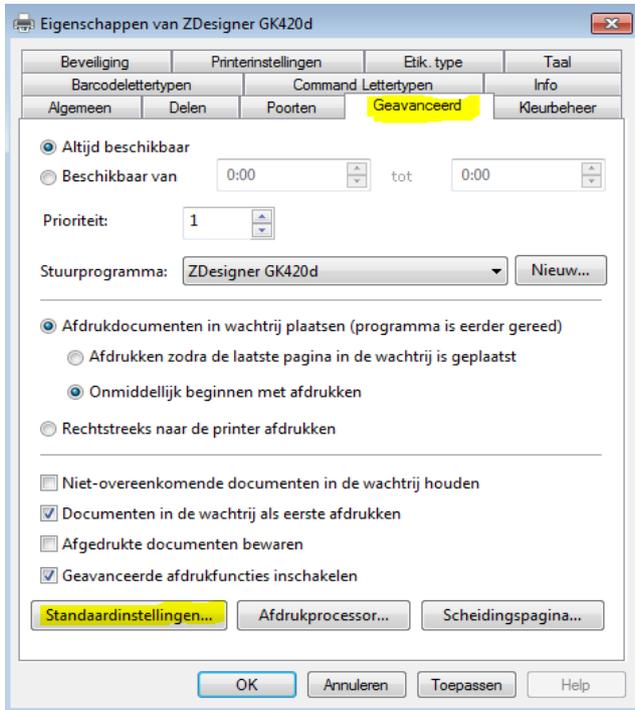
If the printer does print a test page, check the settings in step 2.



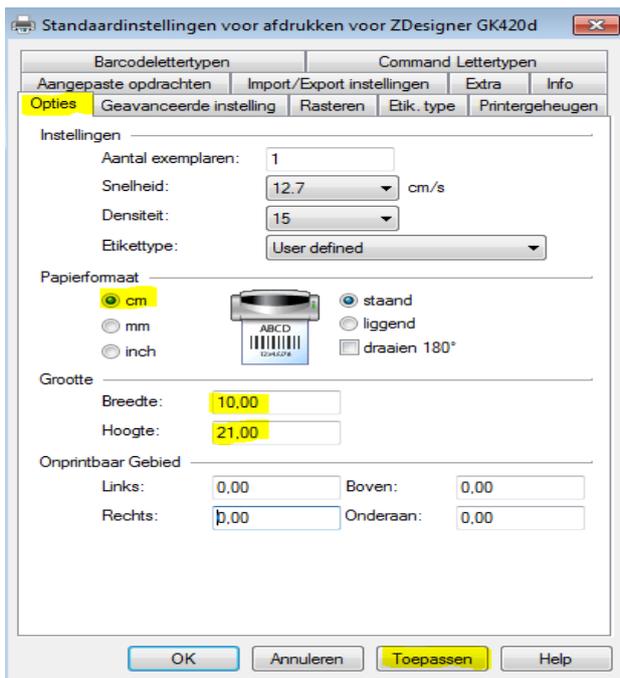
## STEP 2 Installation configuration

The settings of the printer must be configured correctly to print the labels properly. The next steps need to be followed on two places:

Go to the devices and printers » click with the right mouse button on the Zebra printer » characteristics of printer » tab page advanced » click on the standard installations.

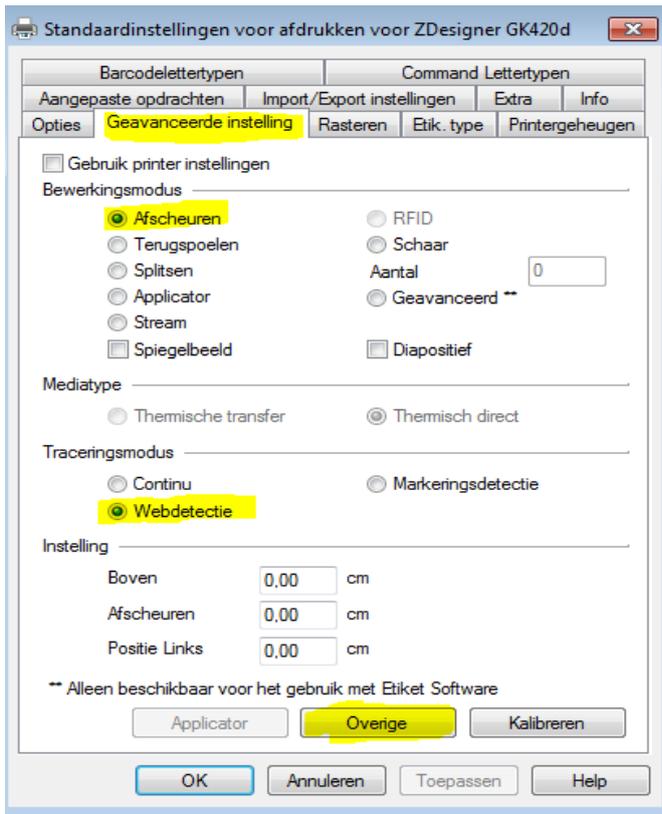


Tab page options » convert the format to cm » insert the correct width and height in the label format, this is 10cm x 21cm standard or 10cm x 15cm for the short labels » press on apply to conserve the settings.

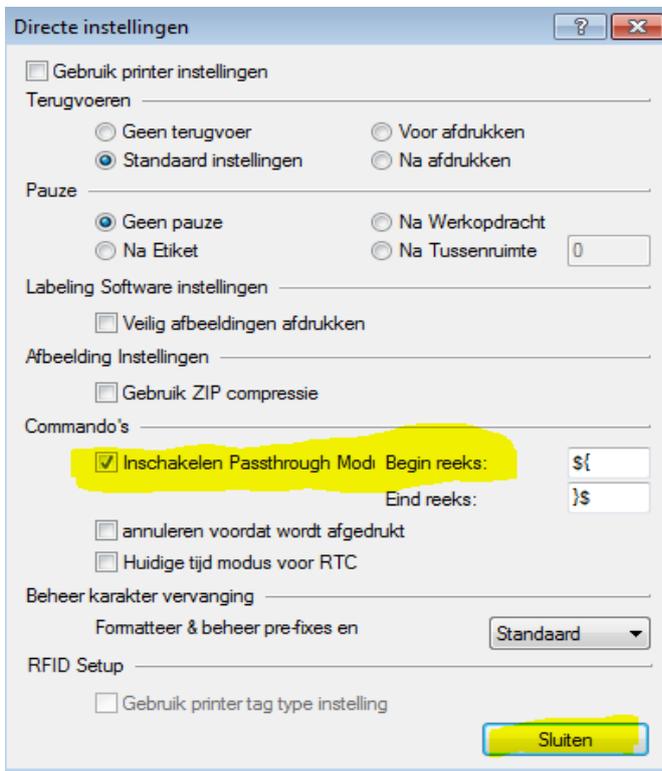




Go to the tab page: advanced settings » mark pull off and web detection » click on remainder

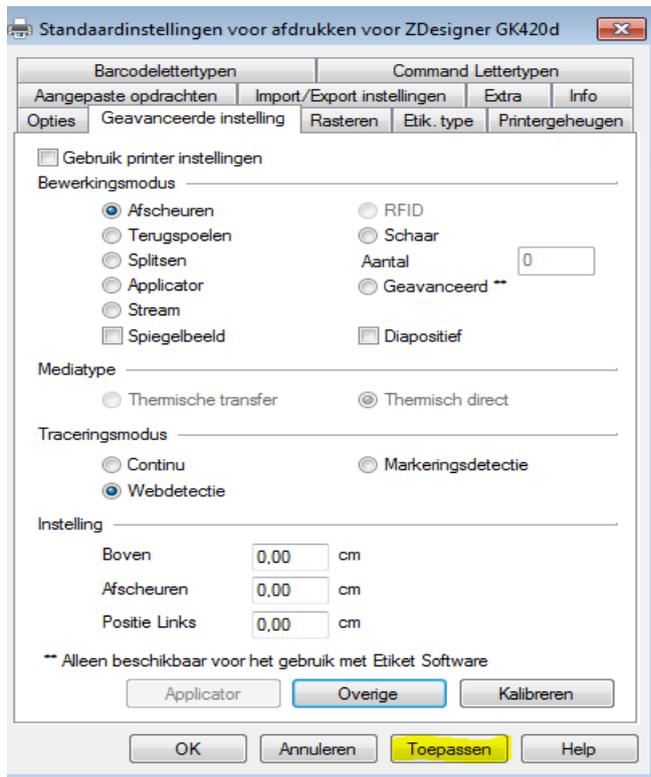


Via remainder, you will come in the display shown below » mark enable passthrough modus » click on close.



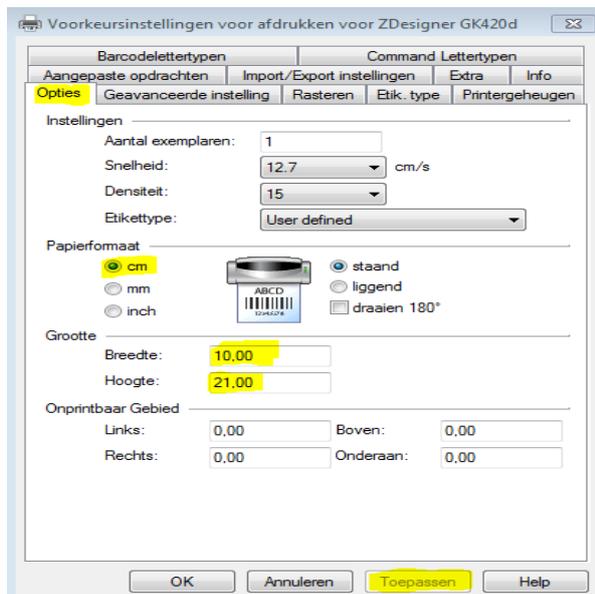


You will come back to the prior display, tab page advanced adjustment » press on apply to save the changes in settings.



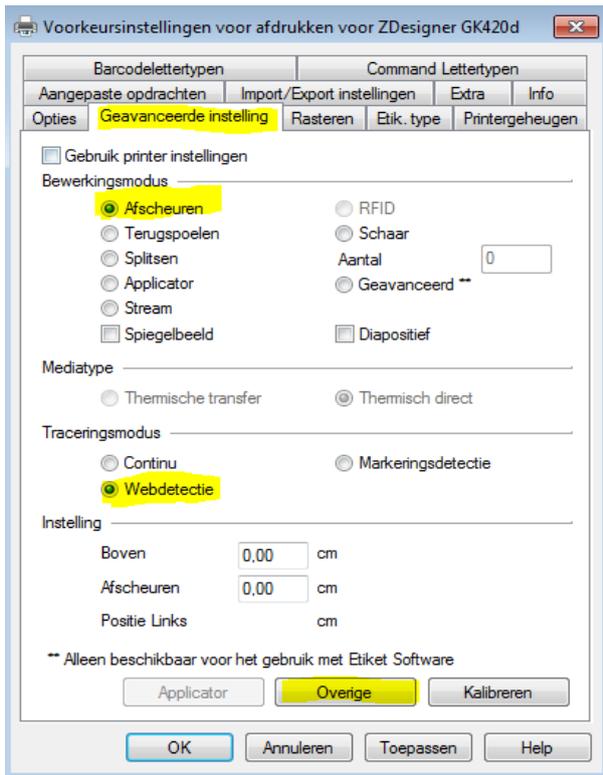
Previous settings must be configured in **preference settings**, follow the steps described below:

Go to the devices and printers » click with the right mouse button on the Zebra printer » preference settings for printing » tab page options » put format in cm » insert the correct width and height in the label format, this is 10cm x 21cm standard or 10cm x 15cm for the short labels » press on apply to conserve the settings.

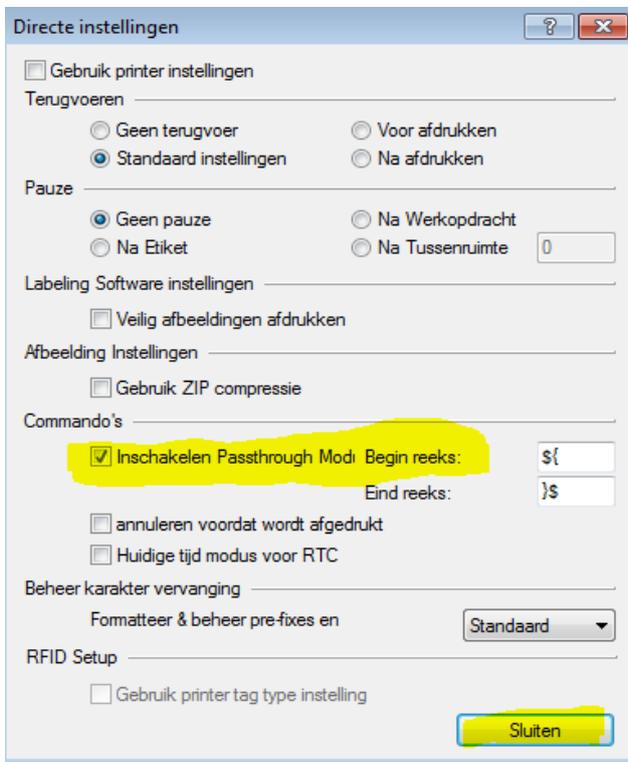




Go to the tab page: advanced settings » mark pull off and web detection » click on remainder

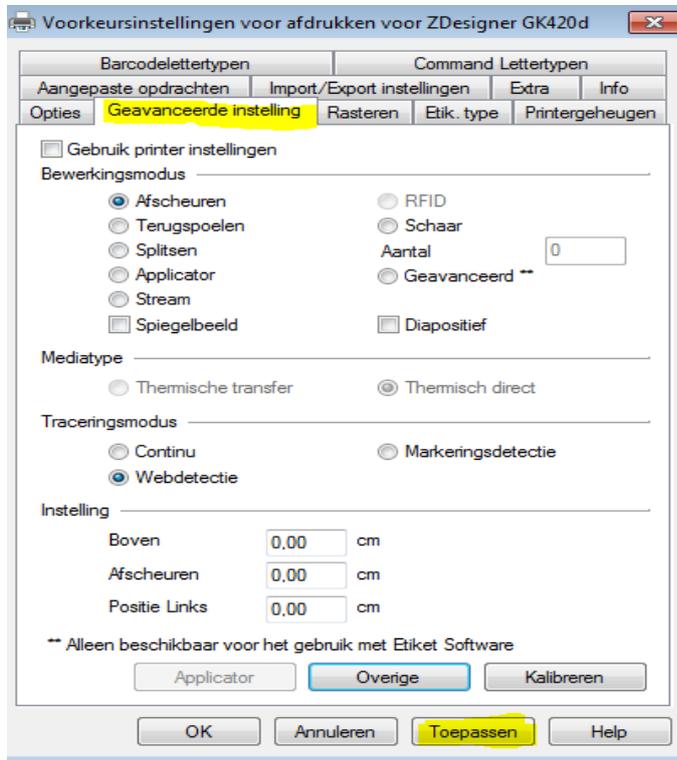


Via remainder, you will come in the display shown below » mark enable passthrough modus » click on close.





You will come back to the prior display, tab page advanced adjustment » press on apply to save the changes in settings.



Whenever the settings on both locations are adjusted, as well as in the standard settings as the preference settings, the printer will be ready to use.

Refresh the page from where you would like to print a try to print the label once again.

In case the label is still not printed, try step 3, calibration.

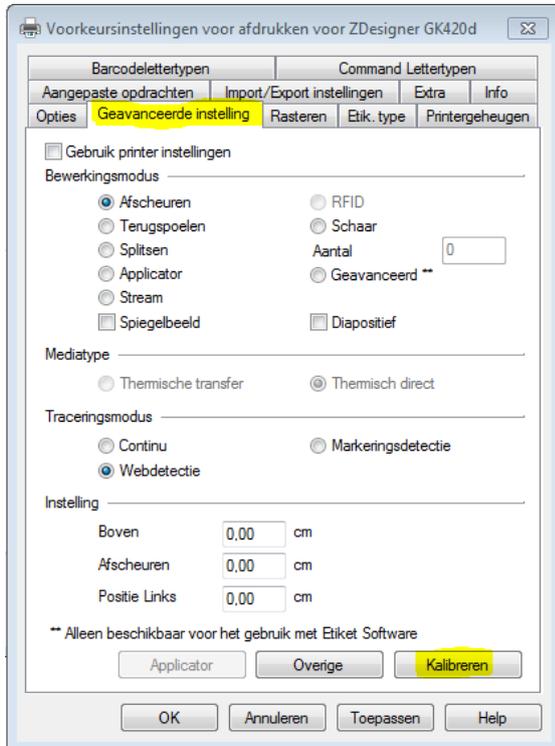




### STEP 3 Calibrating

Go to the devices and printers » click with the right mouse button on the Zebra printer » preference settings for printing » tab page advanced settings » calibration.

The printer gives a few empty labels.



Refresh the page [gui.transwise.eu](http://gui.transwise.eu) and try to print the label once again.

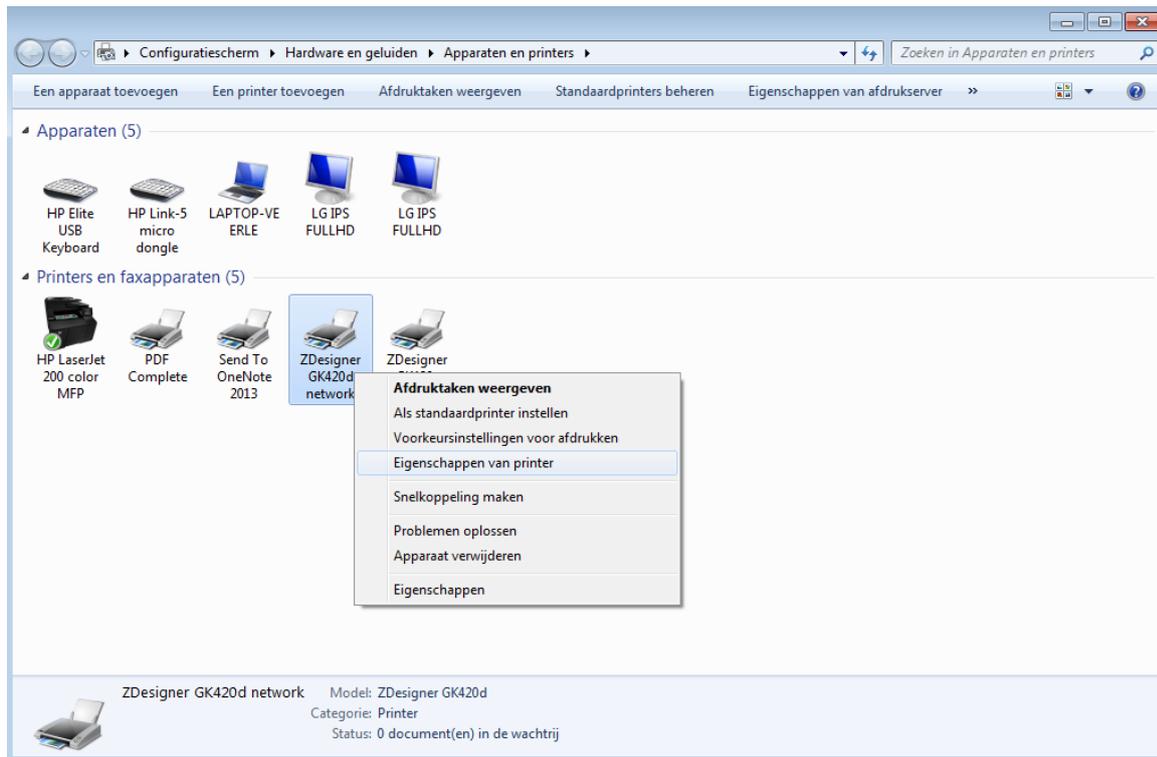
In case the label is still not printed, try step 4, restart.



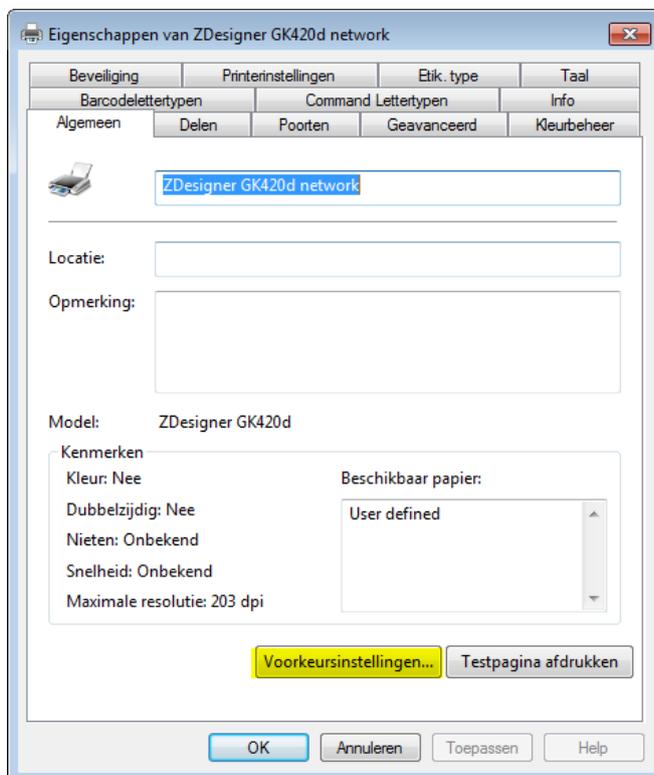


## STEP 4 Factory settings and restart

Go to devices and printers » characteristics of the printer

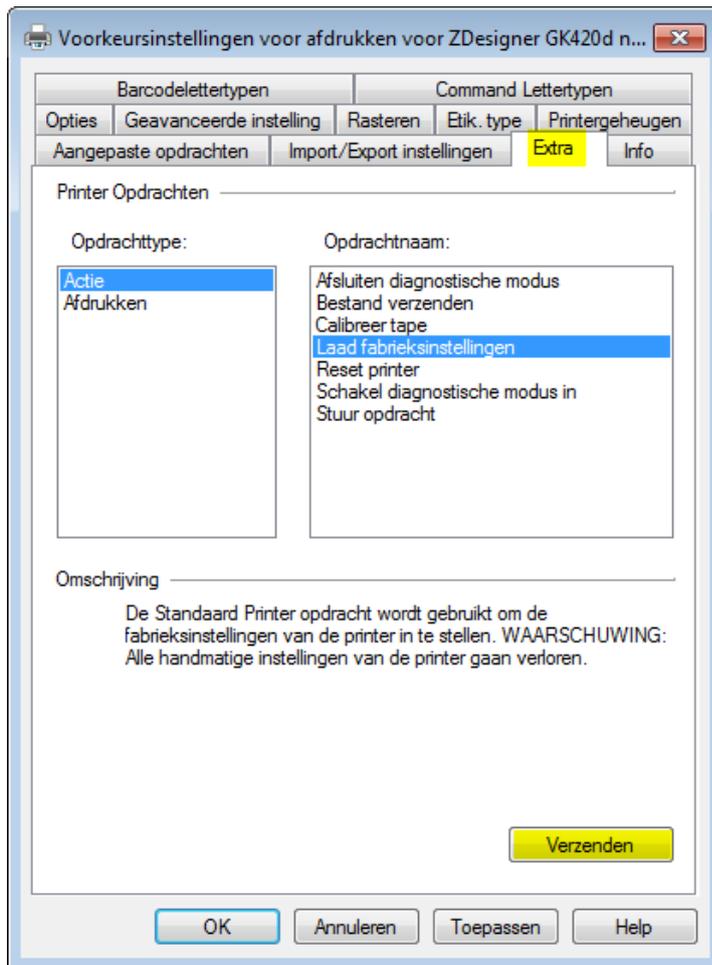


Go to preference setting:



# T

Hereafter, go to Extra and select 'load factory settings'. Thereafter, press on send and try to make a new print of a label.



In case the label is still not printed, try reset step 1 and 2.

## Reset 1

Go to the devices and printers » click with the right mouse button on the Zebra printer » preference settings for printing » tab page extra » action reset printer » click on send (the printer will restart).

## Reset 2

Force restart of the printer (only use when previous steps described above have no effect). Switch the printer of with the on/off button the backside of the printer. Afterwards, turn the printer on again with the button on the topside (with the anfractuosity pile) impressed till the light, blink seven times. The printer gives an array of labels, possibly empty or with codes. Wait till the light is green again before you start with printing labels.

## Lastly: a link to the Zebra drivers:

[http://www.zebra.com/gb/en/support-downloads/desktop/gk420d.html#mainpartabscontainer\\_ce8a=drivers](http://www.zebra.com/gb/en/support-downloads/desktop/gk420d.html#mainpartabscontainer_ce8a=drivers)