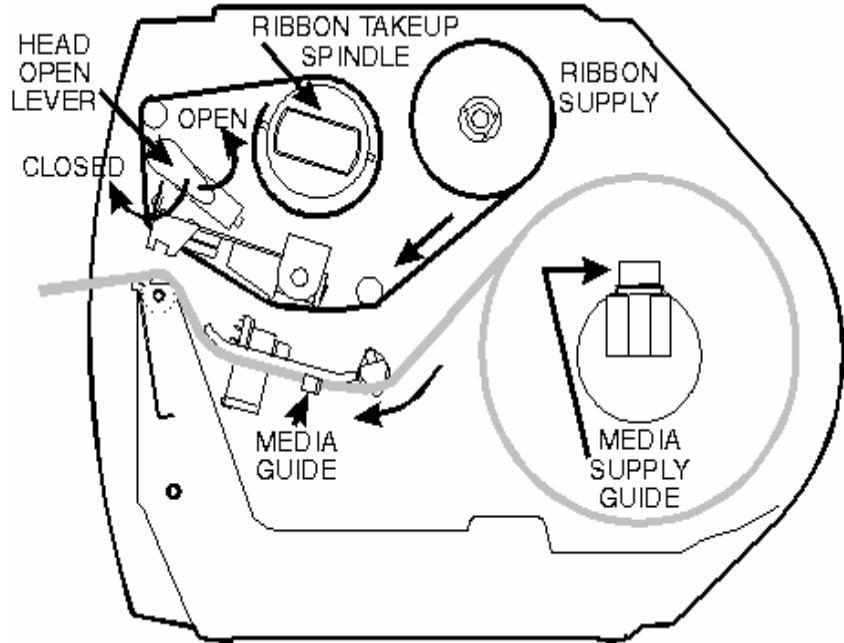


TROUBLE SHOOTING GUIDE - ZEBRA S600/S500/S400

95% of all printer problems are solved by following the below procedures. If after following these procedures you are still having issues then we offer one months free phone assistance after installation and outside that period phone assistance will be charged \$125 per hour.

➤ Ribbon and Media Loading Procedure

- 1) Open the Printhead
- 2) **Only if ribbons are used.** Install the ribbon and unroll a few feet. Thread the ribbon along the path illustrated in black and wind around the Ribbon Takeup Spindle several times
- 3) Position the media along the path illustrated in gray, over the platen roller and out through the front of the printer.
- 4) Position the Media Guide and Media Supply Guide against the outer edge of the media.
- 5) Close the printhead, press the PAUSE button, if nothing happens then press the MODE button three times and then the FEED button once, the printer should now calibrate lining up the label gap or notch on the tear off bar.

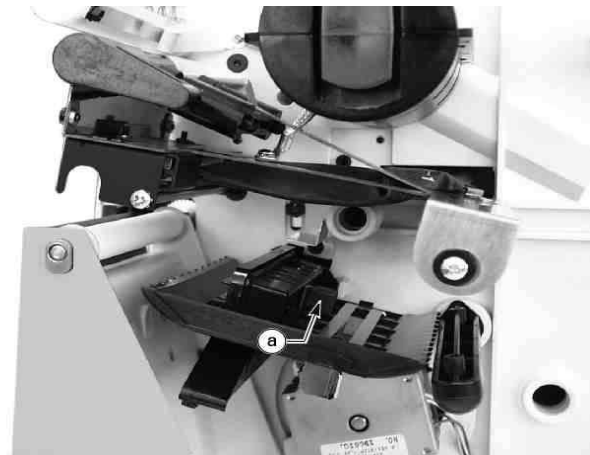


*****IF YOU STILL GET AN ERROR CHECK THE POSITION OF THE MEDIA SENSOR*****

➤ Locating the Media Sensor

With the printhead open, look through the side of the print mechanism and locate the media sensor adjustment lever (a). **Reposition the sensor until the top of the adjustment lever is in line with the notch or over the gap between the labels.** For tags with a side notch this requires the sensor to be pushed as far to the inside as it will go. Repeat steps 5 & 6 from above.

*****IF YOU STILL GET AN ERROR THEN FACTORY RESET YOUR PRINTER*****



➤ Factory Reset Procedure

NOTE: This will clear any specialty setting you may have setup previously.

- 1) Turn OFF the printer
- 2) Press and hold both the Pause Key and Feed Key WHILE turning the printer ON
- 3) Wait until all the LED's turn on and then the Data LED turns OFF and release the Pause and Feed Keys.
- 4) When the printer finishes its Power On Self Tests (POST), you will need to calibrate the Printer by pressing the Mode Key 3 times, and the Feed Key once.
- 5) The printer will save the new setting.