

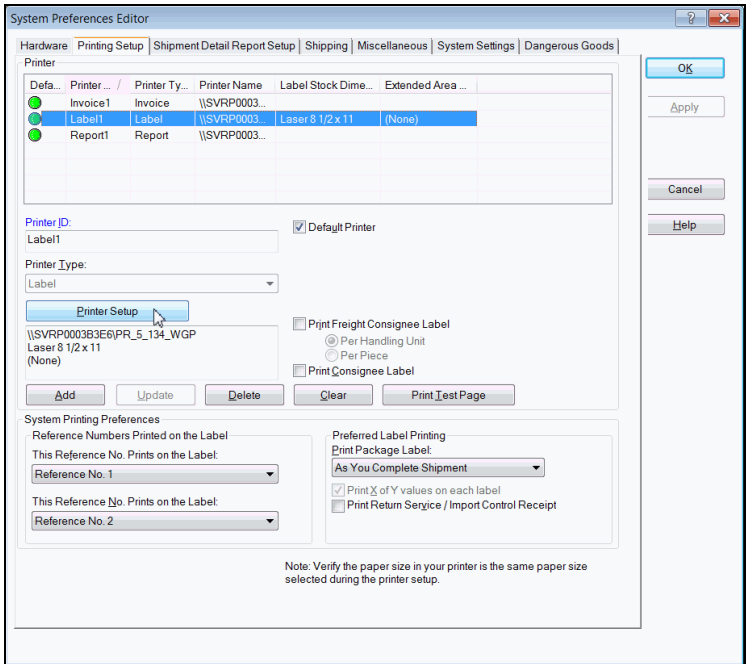


**Note:** Use this document to troubleshoot a thermal label printer (such as UPS Thermal 2442, UPS Thermal 2543, UPS Thermal 2844, and Zebra ZP 450). For other thermal label printer models, use the instructions below as a guide, and refer to the documentation that came with your printer for additional, specific information.

You may need to troubleshoot if one of the following problems occurs:

- Printing stops and the status indicator lights red.
- The status indicator remains red.
- Unexpected or unusual printing prints on the thermal labels.

**To troubleshoot a problem with the thermal label printer:**

| Step   | Window (if available)   |
|--|---|
| <p>1. Make sure that you chose the correct label stock dimension.</p> <p>To review your choice of label stock dimension:</p> <ul style="list-style-type: none"> <li>• On the Tools tab, select System Preferences and then Printing Setup. The Printing Setup tab in the System Preferences Editor window appears and shows the current printers and label stock configurations.</li> <li>• If you need to change your setup for a printer, select the printer in the Printer grid and click the Printer Setup button. The Label Printer Setup window appears for you to make the necessary updates.</li> <li>• Set the appropriate stock size under Label Stock Dimensions.</li> </ul> <p><b>Note:</b> If using a 4-inch thermal label printer and only 8½ x 11 stock size appears, ensure that the Generic Thermal Printer check box is selected. This option offers other stock sizes, such as 4 x 6, 4 x 8, etc.</p> <p>For more information, see Set the Label Stock Configuration.</p> |  |
| <p>2. Make sure the printer case is closed and latched.</p>  | <p>None</p>   |



|  |             |
|--|-------------|
| <p>3. Make sure that labels are loaded in the printer properly and not damaged.</p>  | <p>None</p> |
| <p>4. Make sure that labels are not jammed in the label path.</p> <p><b>Note:</b> Refer to the documentation that came with the thermal label printer for proper label loading and operation instructions.</p>   | <p>None</p> |
| <p>5. Make sure that the “gap” sensor is not dirty.</p> <p><b>Note:</b> Refer to the documentation that came with the thermal label printer for location of this sensor.</p>   | <p>None</p> |
| <p>6. Ensure the print head is clean.</p> <p><b>Note:</b> Refer to the documentation that came with the thermal label printer for specific cleaning instructions and additional troubleshooting of printing issues.</p> <p>To clean the print head:</p> <ul style="list-style-type: none"> <li>• Open the printer case to locate the print head.</li> <li>• Rub the cleaning pen (supplied with the printer) across the dark area of the print head.</li> <li>• Wait one minute, and then close the printer case.</li> </ul> <p><b>Tips:</b></p> <ul style="list-style-type: none"> <li>• UPS recommends that you clean the print head on your thermal label printer each time you load a new roll of labels in the printer.</li> <li>• For further cleaning assistance, refer to the documentation that came with the thermal label printer.</li> </ul> |             |



Run the printer through Dump (Reset) Mode, as follows:

**For Eltron UPS 2442, 2543, and 2844 models only:**

- Turn the printer off using the power switch on the back of the printer.
- Press and hold the Feed button while turning the printer back on. The light around the Feed button flashes red, and the printer prints “Now in Dump” on the label as confirmation that it is in dump mode.
- While the light flashes red, release the Feed button. The light turns green, three or four labels dispense approximately three seconds later, and then the Dump Mode printout starts printing.

**Tip:** You must release the Feed button while the light flashes red. If you hold the Feed button too long, the red light stops flashing, and you will not get a response from the printer. This is not necessarily an indication that the printer is malfunctioning (see Solid Red Light Tip below).

- Press the Feed button once to exit Dump Mode. The light turns green, and the printer prints “Out of DUMP” on the label as confirmation that it is out of dump mode.

**Solid Red Light Tip:** If a solid red light occurs, turn the printer off for 10 seconds and then back on. The light should return to green. If it does not return to green, repeat this step. If the light still does not return to green, call the UPS Technical Support. On the Support tab, select Support Numbers and UPS Technical Support Telephone Numbers and then scroll to find your number.

None

**For Zebra ZP450 models only:**

To enter/exit Dump Mode:

- Turn the printer off using the power switch on the back of the printer.
- Press and hold the Feed button while turning the printer back on. Release the Feed button immediately after the printer status light turns green (approx. 10 seconds).
- The printer prints “Now in Dump” at the top of the label and then advances to the next label.
- Press the Feed button once. The printer prints “Out of Dump” at the top of the label.

To reset printer to factory default settings:

- With the printer on and the top cover closed, press and hold the Feed button for several seconds. The green status light flashes in sequence while holding down the Feed button (for example, the light blinks once, pauses, blinks twice, pauses, etc.).
- After four blinks, release the Feed button.
- The status light turns red, flashes green/red, performs standard calibration, and returns to a steady green light.
- Press the Feed button to advance to next label.

**For all other thermal label printers:**

Refer to the documentation that came with the thermal label printer to perform a “reset” of the printer.

None