



Troubleshooting your Zebra Z4Mplus™ DT printer

Q. How do I change the LCD display to a language I can read?

R. The language parameter can be changed through the front panel or a ZPL command.

1. Press SETUP/EXIT to enter configuration mode.
2. Press MINUS (-). The printer displays the LANGUAGE parameter in the current language. Even if you cannot recognize the characters displayed, you can still scroll to another language.
3. Press SELECT to select the parameter.
4. Press PLUS (+) or MINUS (-) to scroll through the choices.
5. Press SETUP/EXIT. The LCD displays SAVE CHANGES in the original language.
6. Press SETUP/EXIT again to exit configuration mode and save the changes (if the language does not change, you may need to scroll to a different save option by pressing PLUS (+) or MINUS (-) in the previous step.
7. Repeat this process, if necessary, until you reach the desired language.

Q. Why is the LCD missing characters or parts of characters?

R. The LCD may need replacing. Call 1-888-553-1118 for technical support.

Q. Why did the changes in parameter settings not take effect?

R. Parameters may be set incorrectly.

1. Set parameters and save permanently.
2. Turn the printer power Off (O) and then On (I).

Q. Why has a ZPL command turned off the ability to change the parameter?

R. Refer to the *ZPL Programming Guide* or call 1-888-553-1118 for technical support.

Q. Why did the ZPL command change the parameter back to the previous setting?

R. Refer to the *ZPL Programming Guide*. If the problem continues, there may be a problem with the main logic board. Call 1-888-553-1118 for technical support.

Q. Why is the printer failing to calibrate or detect the top of the label?

R. It may be because the printer was not calibrated for the label being used. Perform the calibration procedure in *Calibrate, Media Sensor Sensitivity* on page 65 of the manual.

Q. How do I change the printer configuration from continuous media?

R. Set the media type to non-continuous media. See *Set Media Type* on page 57 of the manual.



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- Q.** How do I set the driver or software configuration correctly?
R. Driver or software settings produce ZPL commands that can overwrite the printer configuration. Check the driver or software media-related setting.
- Q.** Why are non-continuous labels being treated as continuous labels?
R. The printer is configured for continuous media. Set the media type to non-continuous media. See *Set Media Type* on page 57 of the manual.
- Q.** How do I calibrate the printer for the label being used?
R. Perform the calibration procedure in *Calibrate Media Sensor Sensitivity* on page 65 of the manual.
- Q.** All lights are on, but nothing displays on the LCD, and the printer locks up. Why?
R. There may be an internal electronic or firmware failure. Call 1-888-553-1118 for technical support.
- Q.** Why is the printer locking up while running the Power-On Self Test?
R. It maybe a Main Logic Board failure. Call 1-888-553-1118 for technical support.