

## Label Printer Zebra TLP 2824 and GMG ProofControl Troubleshooting

Error	Solution
Status LED lights Red after turning on the printer or after the printer started to print and then stopped.	Firmware error—Install the latest firmware on the printer. You can download the Z-Downloader Utility and the latest firmware version from the website of the printer manufacturer Zebra. <a href="http://www.zebra.com">http://www.zebra.com</a>
Wrong position on the label	Label settings might not be configured correctly in the Printing Preferences of the Windows printer. Import the appropriate label settings file (*.dps) included in the main program folder under LabelPrinter > Zebra TLP2824. For further information, please refer to the "GMG ProofControl Quick Start Guide". —OR— The wrong printer driver might be installed on the connected computer.
Printer prints blank labels.	Verify if the thermal ribbon is inserted correctly.
Unprinted spots	The tension of the ribbon might be too strong. There is a Phillips screw on the left side behind the ribbon mount. Loosen the screw about half or a quarter turn in anti-clockwise direction.
Print quality problems; light or faint printing	Adjust the darkness/density—increase the density from 7 to 8, 9, 10, and so on.
Print quality problems even with higher temperature	The print head might be dirty. Clean it with alcohol. —OR— The media being used might be incompatible with the printer or with the used ribbon.
Blank lines on print	The print head might be damaged and might need to be replaced.
Status LED does not light up.	The mainboard power supply might be defective and might need to be replaced.
Solid black bar prints on label.	The mainboard might be damaged and might need to be replaced.
Paper feed does not work and makes a loud noise.	The mainboard might be damaged and might need to be replaced.
Printer prints control characters instead of data.	Line Mode might be set. Change the mode to Page Mode using the Zebra EPL Application Tool.