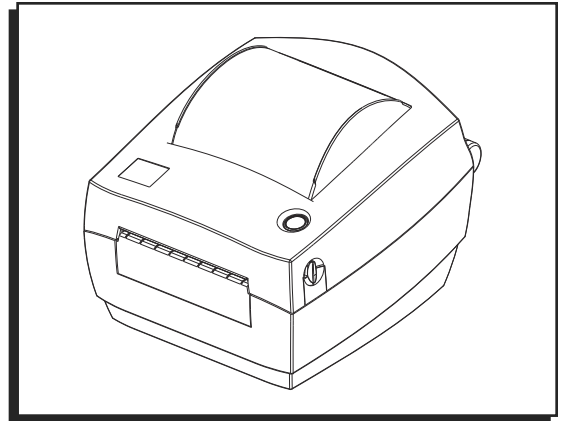


ULINE H-7245
ZEBRA GC420D
DESKTOP PRINTER

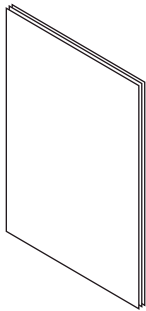
1-800-295-5510
uline.com



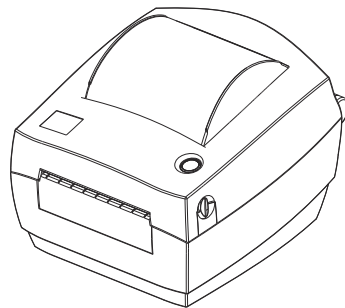
PARTS



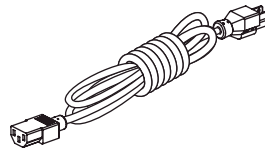
NOTE: Save the carton and all packing materials for storage or in case the printer needs to be returned to the manufacturer.



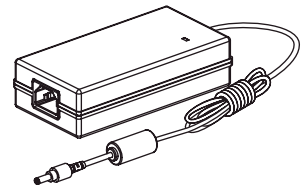
Documentation



Printer

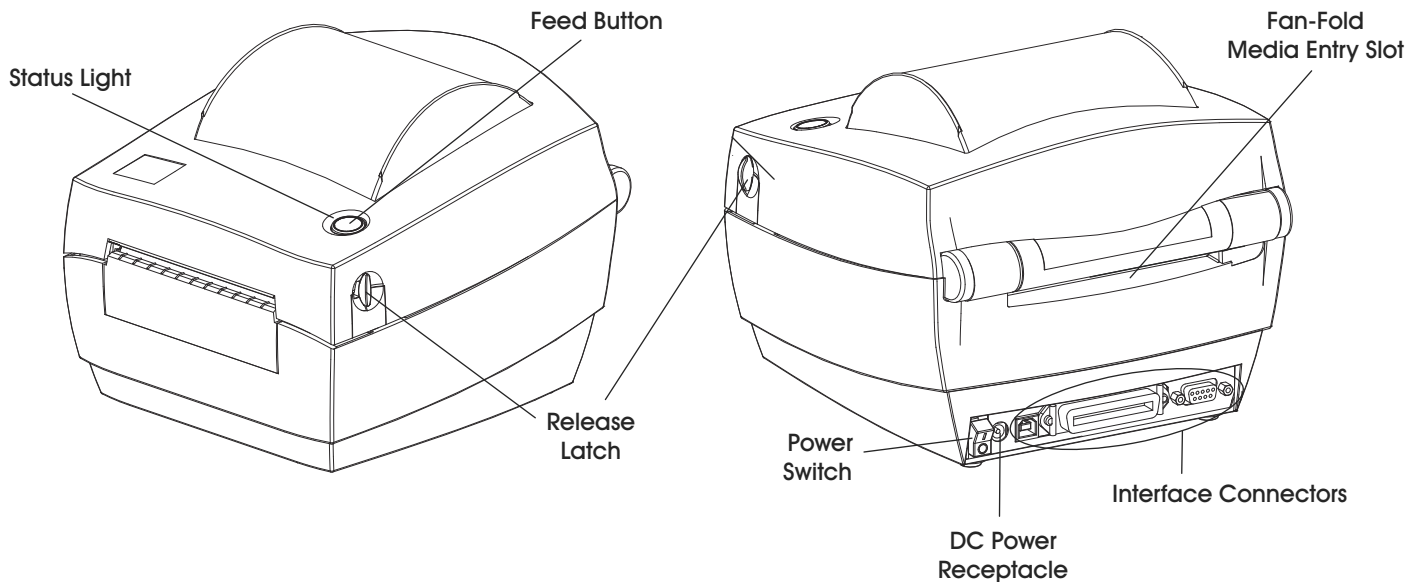


Power Cord



Power Supply

EXTERNAL PARTS DIAGRAM



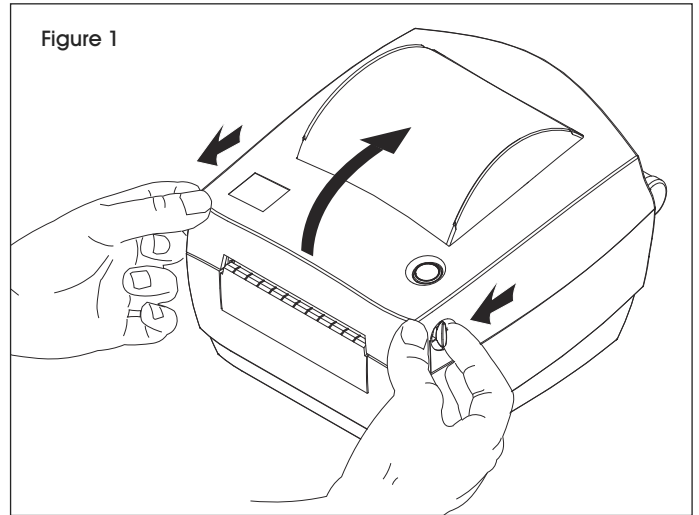
CHECKING THE PRINTER

1. Check all exterior surfaces for damage.



CAUTION! The discharge of the electrostatic energy that accumulates on the surface of the human body or other surfaces can damage or destroy the printhead or electronic components in the printer. Observe static-safe procedures when working with the internal components of the printer.

2. Open the printer by pulling the release latches and lifting the cover. (See Figure 1)
3. Inspect the media compartment for damage to components.



CONNECTING TO POWER

1. Make sure the power switch is in the OFF position (down). (See Figure 2)
2. Insert the AC power cord into the power supply. (See Figure 2)
3. Plug the other end of the cord into an appropriate AC electrical outlet. (See Figure 2)



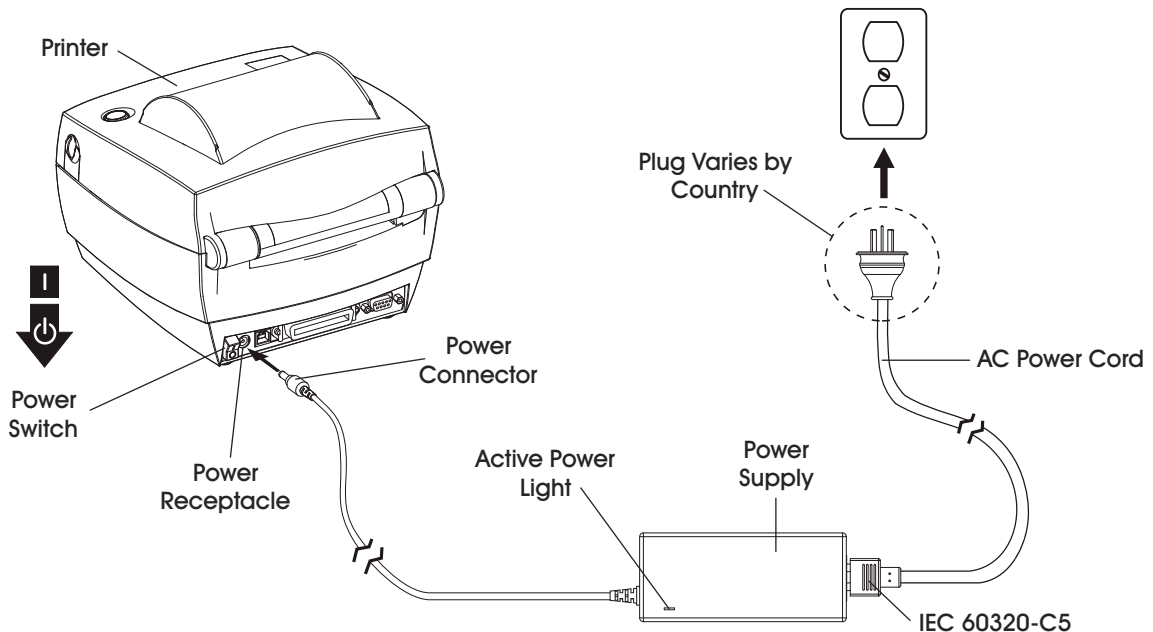
NOTE: The active power light will go on if power is on at the AC outlet.



NOTE: Ensure the appropriate power cord with a three (3) prong plug and an IEC 60320-C5 connector are used at all times. These power cords must bear the relevant certification mark of the country in which the product is being used.

4. Insert the power supply's power connector into the printer's power receptacle. (See Figure 2)

Figure 2



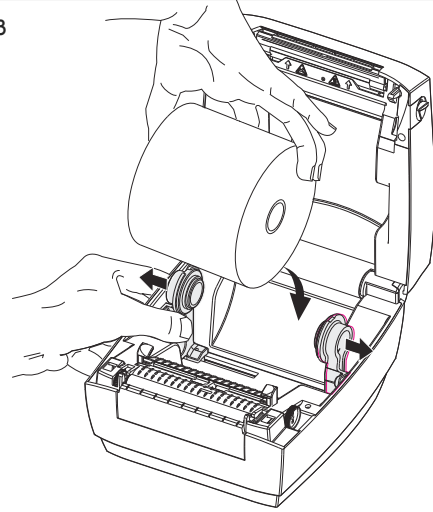
LOADING MEDIA ROLL

1. Open the printer and pull the media guides away from each other. (See Figure 3)

 **NOTE:** Open the media guides by turning the media guide adjustment knob toward the rear of the printer.

2. Place the media roll on the roll holders and release the media guides.
3. Position the media roll so print side faces up as it passes over the platen roller. (See Figure 3)

Figure 3

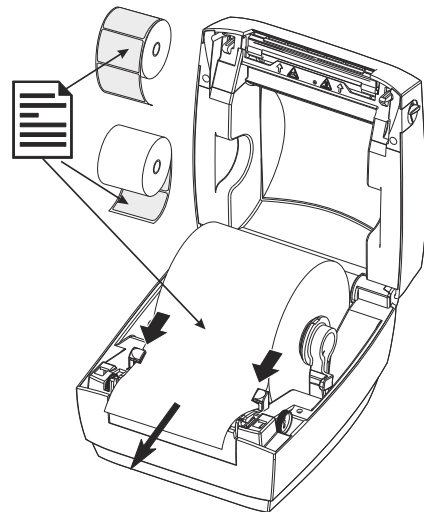


4. Pull the end of the media roll so it extends out of the front of the printer. Ensure the roll turns freely. (See Figure 4)

 **NOTE:** The media roll should be supported by the media guides and should not sit in the bottom of the media compartment.

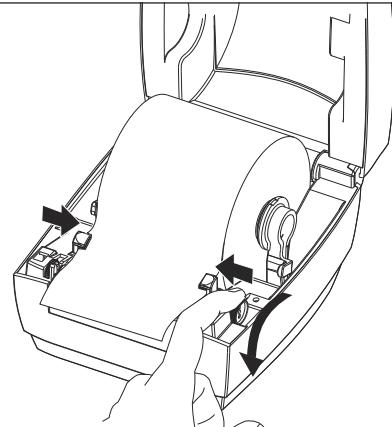
5. Push the media roll under the media guides. (See Figure 4)

Figure 4



6. Close the media guides by turning the guide adjuster knob to the front. They should just touch, but not restrict the edges of the media.
7. Close the printer. Press down until the cover snaps closed.

Figure 5



CLEANING PRINTER



NOTE: Adhesives and media material over time can transfer onto the printer components, including the platen and printhead. This build-up can accumulate dust and debris. Failure to clean the printhead, media path and platen roller could result in inadvertent loss of labels, label jams and damage.



NOTE: Using too much alcohol can result in contamination of the electronic components requiring a longer drying time before the printer will function properly.

When cleaning the printer, use one of the following supplies:

CLEANING SUPPLIES	QUANTITY	PURPOSE
Cleaning Pens (105950-035)	12	Clean Printhead
Cleaning Swabs (105909-057)	25	Clean media path, guides and sensors

To clean the printhead:

- Let the printhead cool for a minute, then use a new cleaning pen to swab the dark line on the printhead. Clean from the center to the outside edges of the printhead.

- Repeat after every roll of media.

To clean the platen roller:

- Remove the platen roller, then clean the roller thoroughly with 90% medical-grade alcohol and a cleaning swab or lint-free cloth.
- Repeat as needed.

To clean the peel bar:

- Clean thoroughly with 90% medical-grade alcohol and a cleaning swab or lint-free cloth.
- Repeat as needed.

To clean the media path:

- Clean thoroughly with 90% medical-grade alcohol and a fiber-free cleaning swab.
- Repeat as needed.

To clean the exterior:

- Wipe with a water-dampened cloth.
- Repeat as needed.

To clean the interior:

- Gently brush out printer.
- Repeat as needed.

TROUBLESHOOTING

LED STATUS AND COLOR	PRINTER STATUS	RESOLUTION
OFF	OFF	The printer is not receiving power: <ul style="list-style-type: none"> Turn off the power. Check power connection from the outlet to the power supply, and from the power supply to the printer. Disconnect the printer from the outlet for 30 seconds and then reconnect.
Solid Green	On	The printer is on and in an idle state: <ul style="list-style-type: none"> No action necessary.
Solid Amber	Stopped	The printer has failed its power on self test (POST): <ul style="list-style-type: none"> If this error occurs right after power is turned on, contact an authorized reseller for assistance. When the printer is operating normally, the printer status light will be amber for about 10 seconds before turning green (solid or blinking). There is a memory error: <ul style="list-style-type: none"> Turn power off and on, and then resume printing.
Flashing Green	Normal Operation	The printer is receiving data: <ul style="list-style-type: none"> As soon as all data has been received, the status LED will turn green and the printer will automatically resume operation.
Flashing Red	Stopped	The media is out: <ul style="list-style-type: none"> Follow the instruction for loading the media roll (page 3) and then press the feed button to resume printing. The printhead is open: <ul style="list-style-type: none"> Close the top cover and press the feed button to resume printing.

TROUBLESHOOTING CONTINUED

LED STATUS AND COLOR	PRINTER STATUS	RESOLUTION
Double Flashing Green	Paused	The printer is paused: <ul style="list-style-type: none"> • Press the feed button to resume printing.
Flashing Amber	Paused	The printhead is over temperature: <ul style="list-style-type: none"> • Printing will stop until the printhead cools to an acceptable temperature. • The printer will automatically resume operation.
Alternately Flashing Green and Red	Needs Service	FLASH memory is not programmed: <ul style="list-style-type: none"> • Return the printer to an authorized reseller.
Flashing Red, Red and Green	Needs Service	Printhead or motor has had a critical failure: <ul style="list-style-type: none"> • Return the printer to an authorized reseller.

PRINT QUALITY PROBLEMS	RESOLUTION
No print on the label	<p>The media may not be direct thermal media:</p> <ul style="list-style-type: none"> • Check that the correct media is loaded. <p>The media is loaded incorrectly:</p> <ul style="list-style-type: none"> • Reload the media, see page 3.
The printed image does not look right	<p>The printhead is dirty:</p> <ul style="list-style-type: none"> • Clean printhead, see page 5. <p>The printhead is under temperature:</p> <ul style="list-style-type: none"> • Wait for printhead to come up to temperature before using. <p>The print quality or print speed needs adjusting:</p> <ul style="list-style-type: none"> • Adjust print darkness or speed, see page 4. <p>The media is incompatible with the printer:</p> <ul style="list-style-type: none"> • Direct thermal should be used. <p>The printhead is worn out:</p> <ul style="list-style-type: none"> • Replace the printhead. <p>The platen roller may need cleaning or replacement:</p> <ul style="list-style-type: none"> • Check the platen roller for debris. • Clean the platen roller if necessary, see page 5. <p>The platen roller may be losing traction:</p> <ul style="list-style-type: none"> • Check platen roller for foreign objects attached to its surface. • Check the surface of the platen roller; if polished or slippery, replace the platen roller. • Check the surface of the platen roller; if there is damage such as box knife cuts, replace the platen roller.