

Thermal Label Printer Guide

Installing and troubleshooting thermal label printers for WorldShip[®] software

WorldShip[®] Shipping Software





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Supported WorldShip Printers

For a list of supported printers, visit <u>Thermal Printing on ups.com</u>

Installing a Thermal Label Printer Installing a Printer Driver

Upon successful installation of WorldShip, Eltron/Zebra printer drivers are pre-installed.

If installing a Bixolon printer, please see the Bixolon Install Guide.

Before installing a printer driver, ensure that you:

- Connect the printer to a power source. The printer turns on automatically, and a green light appears when the printer is ready.
- Ensure that labels are loaded.
- Connect the printer to your PC.

1. On the Tools tab, select System Preferences and then Printing Set-up.





Installing a Printer Driver (Continued)

- 2. The Printing Set-up tab on the System Preferences Editor window appears.
 - Enter the printer ID in the Printer ID box.
 - In Printer Type, click the down arrow and select Label.
 - Click Add.

inter	Printing Setup	Shipment Deta	al Report Setup Shipp	oing Miscellaneous Syst	em Settings	ОК
Default	Printer ID / Invoice1 Report1	Printer Type Invoice Report	Printer Name Microsoft Print to Microsoft Print to	Label Stock Dimensions	Extended Area Usage	Apply
						Cancel
Ado	Printer Setup	date	8	Freight Consignee Label Per Handling Unit Per Piece Consignee Label sar Print Test I	Page	
ystem Pr Referen This Ref	rinting Preference ice Numbers Print erence No. Prints	ted on the Labe		Preferred Label Printing Print Package Label: As You Complete Shipmen	t v	
	erence No. Prints	s on the Label:	~	Print X of Y values on each Print Return Service / In Print Error Label during B Print Shipment Instructio	nport Control Receipt Batch Processing	
Referen				v the paper size in your prin		20 C

- 3. The Label Printer Set-up window appears.
 - Under Printer, click Change Label Printer.

Label Prin	nter Setup	? ×
Printer		
Name:	Click Change Label Printer Button	Apply
		Cancel
	Change Label Printer	
	· · · · · · · · · · · · · · · · · · ·	
Label Confi Lab	guration el Stock Dimensions:	Generic Thermal Printer
Lab		



?

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Installing a Thermal Label Printer

Installing a Printer Driver (Continued)

- 4. The Printer Selection window appears.
 - To add a new printer, click Add Printer.
 - To begin using a previously installed printer, select it in the Printers box, click the Select button and skip to step 12.



Printer Type Selection

- 5. The Printer Type Selection window appears.
 - Click the down arrow and select the Printer Type (that is, Eltron/Zebra or Other).
 - Click Select.
 - If you selected **Other**, skip to step 11.

6. The Zebra Printer Driver Installation window appears.
 Click Install Zebra Printer.

Note: Click the **Pre-install Zebra Drivers** button only if your Zebra Printer model is not listed in the supported printer drivers that come pre-installed with WorldShip.

Printer Type		Selec	ot N
Eltron/Zebra ~		Cano	el
🖗 Zebra Printer Driver Installation	5 - 7		\times
Exit Help 🎇 Tools Install Zebra Printer			
Pre-install Zebra Drivers			



Installing a Printer Driver (Continued)

- 7. The Selecting the Printer window appears and shows the manufacturers and printers that are available.
 - Select the printer manufacturer in the Manufacturer box (on the left).
 - Select the desired printer model in the Printer box (on the right).

Tip: Use the scroll bar as needed to find your printer model.

Click Next.



- 8. The Print Options window appears.
 - Select the Available port for your printer communication port connection.

Tip: A USB cable should be included with your Zebra printer. If using a USB cable, select USB001. Serial ports use COM1 to COM4, and parallel ports use LPT1 to LPT3.

- Click the down arrow in the Select Language box and select a language.
- Click Next.

Printer Options			
Please select port,	printer name and language.		G
	printer. Also, select the port you nstall the printer and add an icc		
Driver version:	5.1.7		ala toluci.
Printer name:	Zebra ZP 450-200 dpi		
Available ports:	2ebra 2P 450-200 dpi		
SHRFAX:			
COM1:		<u>^</u>	Add Port
COM2:			Delete Port
COM3: COM4:			D'oloco i olic
FILE:			
LPT1:		~	



Installing a Printer Driver (Continued)

8a. *Note:* If you already know the communication port for your printer connection, proceed to step 9. If not, complete steps 8a and 8b first.

When you are connecting your printer via a serial port and do not know the communication port for your printer connection, the UPS Support Utility provides a feature to scan and indicate the communication port, as follows:

- Click Start on the Windows taskbar, point to All Programs and then to UPS, and click UPS WorldShip Support Utility. The User Diagnostic Support window appears.
- On the Tools menu, click Eltron Printer Scan.



Click Scan. The status of each port appears, and the status of the correct port shows Printer Found.

Tip: The printer must be connected and turned on.



🖳 Eltron	Printer Scan		×
Scan Resu	ılts		
Port	Status		Scan
			Close
۲		>	

Note which port shows Printer Found, click Close and restart step 8.





Installing a Printer Driver (Continued)

- **9.** The Install Printer window appears and shows the installation progress.
 - Monitor the installation progress.



- **10.** When the installation process is complete, the Printer Selection window appears.
 - If not already selected, select the appropriate printer under Printers.

Note: If the new printer is not shown, click Cancel. In the Label Printer Set-up window, click Change Label Printer to redisplay the Printer Selection window.

Click Select.





Installing a Printer Driver (Continued)

- **11.** If you selected Other in the Printer Type Selection window (step 5), the Print window appears and provides a list of the printers that are connected to your computer, including network printers.
 - If the desired printer appears in the Select Printer box, select the printer and click Print.
 - If the desired printer does not appear in the Select Printer box, click Find Printer and navigate to and select the desired printer.

Print P	×
General	
Select Printer	
æ OneNote ₽ Zebra ZP 450-200 dpi	
<	>
Status: Ready Location: Comment:	Preferences Find Printer
Page Range	
All Selection Current Page	Number of copies: 1
O Pages:	Collate
	Print Cancel

- **12.** The Label Printer Set-up window appears.
 - Verify the printer name in the Name box.
 - Under Label Configuration, select the Label Stock Dimensions and Extended Area Usage.
 - Click Apply.

rinter		
Name:	Zebra ZP 450-200 dpi	
	Change Label Printer	Cancel
abel Conf Lab	iguration el Stock Dimensions:	Generic Thermal Printer
The	rmal 4x6 or 4x6 1/4 🗸 🗸 🗸	
	tended Area Usage:	
Ex		



Installing a Printer Driver (Continued)

- **13.** The Printing Set-up tab appears and shows the printer in the Printer grid.
 - Select the Default Printer tick box (as needed and if more than one printer exists).

ardware hinter	Printing Setup	Shipment Detai	Report Setup	Shipping Mi	scellaneous Syst	em Settings	ок
Default	Printer ID / Invoice1 Label1	Printer Type Invoice Label	Printer Name Microsoft Print Zebra ZP 45	t to	itock Dimensions	Extended Area Usage	Apply
ŏ	Report1	Report	Microsoft Print		14X0014X0174	(NUME)	
							Cancel
rinter ID: abel 1				Default Printer			Help
rinter Typ							
abel	e:		~				
	Printer Setup	_	28				
	450-200 dpi x6 or 4x6 1/4			Print Freight C Per Ha Per Pie Print Consigne	ce		
Add	Up	date	Delete	Clear	Print Test	Page	
Reference	nting Preference ce Numbers Print rrence No. Prints	ed on the Label			Label Printing		
Reference		off the Label.	~	As You	Complete Shipmen	t 🗸	
This Defe	rence No. Prints	on the Label:			K of Y values on e	ach label mport Control Receipt	
Reference		orrare caber.	~	Print I	Error Label during I Shipment Instructio	Batch Processing	
				: Verify the pap cted during the		ter is the same paper size	



Printing a Test Label

Note: If you have not already done so, set up the label stock configuration before printing a test label.

- 1. On the Printing Set-up tab in the System Preferences Editor window:
 - **Select the printer** in the Printer grid.
 - Click the Print Test Page button.

lardware Printer	Printing Setup	Shipment Deta	il Report Setup Ship	ping Miscellaneous Syst	em Settings	ОК
Default	Printer ID /	Printer Type Invoice	Printer Name Microsoft Print to	Label Stock Dimensions	Extended Area Usage	Apply
ŏ	Label1	Label	Zebra ZP 450-2	Thermal 4x6 or 4x6 1/4	(None)	
0	Report1	Report	Microsoft Print to			
						Cancel
Printer ID:			Defa	ult Printer		Help
Label1						
Printer Ty	pe:					
Label						
	Printer Setup					
			Print	Freight Consignee Label		
	P 450-200 dpi 4x6 or 4x6 1/4		0	Per Handling Unit Per Piece Consignee Label		
Add	J Up	date	Delete Cl	ear Print Test I	Page	
System P	rinting Preference	s			45	
Referen	ce Numbers Prin	ted on the Labe		Preferred Label Printing		
This Ref	erence No. Print	s on the Label:		Print Package Label:	-	
Referen	nce No. 1		~	As You Complete Shipment		
This Ref	erence No. Print	s on the Label:		Print A or Y values on ea		
	nce No. 2			Print Error Label during E		
				Print Shipment Instructio	ins	



Uninstalling a Printer Driver

Note: Before uninstalling a printer driver, be sure that you purge any pending print jobs to the existing thermal label printer.

Take the following steps to uninstall a previously installed printer driver.

Using Microsoft[®] Windows[®]:

- 1. Click Start on the Windows taskbar.
- 2. Select Devices and Printers.
- 3. In the Printers and Faxes section, **select a printer** then **Remove device** on the file menu for each printer you want to uninstall.
- **4.** Select a printer and then Print server properties on the file menu.
- 5. In the Print server properties window, **click the Drivers** tab.
- 6. Select each printer driver you want to uninstall and click Remove.



oms	Ports	Drivers	Security	Advanced		
	20	H2VM1				
		ter driver	S:		1_0.00	
Nar	ne			Processor	Туре	
		ext Only		x64	Type 3 - User Mode	
		nhanced		x64	Type 3 - User Mode	
Mic	rosoft e	nhanced	Point	x86	Type 3 - User Mode	
Mic	rosoft P	rint To Pl	DF	x64	Type 4 - User Mode	
Mic	rosoft S	oftware l	rinter	x64	Type 4 - User Mode	
Mic	rosoft X	PS Docu	ment	x64	Type 4 - User Mode	
Zeb	ra ZP 4	50-200 d	pi	x64	Type 3 - User Mode	
	Add			Remove	Properties	
0		i Ige Drivei	Settings		Properties	



Uninstalling a Printer Driver (Continued)

- 7. In the Remove Driver and Package window, select Remove driver and driver package.
- 8. Click OK.





Setting the Label Stock Configuration

1. On the Tools tab, select System Preferences and then Printing Set-up.



2. The Printing Set-up tab appears. The Printer grid shows all current printers.

To set the label stock configuration for a **new** Printer ID: (See page 14 to set the label stock configuration for an **existing** Printer ID.)

- **Type an ID** in the Printer ID box.
- Click the Add button. (Step 2 continued on next page.)

hinter	Printing Setup	Shipment Det	ail Report Setup	Shipping Mi	iscellaneous Syst	em Settings	1	OK	
Default	Printer ID /	Printer Type	Printer Name	Label S	Stock Dimensions	Extended Area Usage			
0	Invoice1	Invoice	Microsoft Prin	t to				Apply	
0	Report 1	Report	Microsoft Prin	t to					
								Cance	ł
printer ID	1			Default Printer	r			Help	
Label 1									
ninter Ty	pe:								
abel									
	Printer Setup		~	Print Freight C	Consignee Label				
	Printer Setup				andling Unit ace				
Ado		date		Per Ha Per Pie	andling Unit ace	Page			
öystem P Referen	Up inting Preference ice Numbers Print	s ed on the Labe	Delete	Per Ha Per Pie Print Consigne Clear Preferred	andling Unit ace ee Label	Page			
System P Referen This Ref	t Up rinting Preference	s ed on the Labe	Delete	Per Ha Per Pie Print Consigne Clear Preferred Print Pac	andling Unit ece ee Label Print Test d Label Printing				
System P Referen This Ref Referer	inting Preference ice Numbers Print erence No. Print	s on the Labe	Delete	Per Ha Per Pie Print Consigne Clear Preference Print Pac As You Print 2	Inding Unit see Label Print Test d Label Printing skage Label: Complete Shipmen X of Y values on e-	t v ach label			
System P Referen This Ref Referen This Ref	Up initing Preference ice Numbers Print ierence No. Print ice No. 1	s on the Labe	Delete	Per Ha Per Pie Print Consigne Clear Prefereec Print Pac As You Print 1 Print 1 Print 1	Inding Unit see Label Print Test d Label Printing skage Label: Complete Shipmen X of Y values on e-	t v ach label aport Control Receipt Batch Processing			



- 2. (Continued from the previous page.)
 - The Label Printer Set-up window appears.
 Click the Change Label Printer button.
 - The Printer Selection window appears. Under Printers, select the printer to assign to the Printer ID.

Label Pri	nter Setup	? ×
Printer		
Name:	Click Change Label Printer Button	Apply
		Cancel
	Change Label Printer	
Label Confi	guration	Generic Thermal
		- Finter
Lab	el Stock Dimensions:	- Finter
Lab	el Stock Dimensions:	- Finter
	el Stock Dimensions: v iended Area Usage:	

Continue with step 3.

To set the label stock configuration for an **existing** label printer:

- **Select the printer** in the Printer grid.
- Click the Printer Set-up button.

inter Selection	? >
Printers	Select
Microsoft Print to PDF Microsoft XPS Document Writer NoPrint OneNote	Cancel
Zebra ZP 450-200 dpi	Refresh
	Add Printer

ardware Printer	Printing Setup	Shipment Deta	Report Setup Shi	pping Miscellaneous S	ystem Settings	
Default	Printer ID / Invoice1 Label1	Printer Type Invoice	Printer Name Microsoft Print to Zebra ZP 450-2.			OK Apply
ŏ	Report1	Report	Microsoft Print to		+ (None)	
						Cancel
Label 1 Printer Typ Label Zebra Zf Thermal 4 (None)	Printer Setup ² 450-200 dpi tx6 or 4x6 1/4	6	Prir	ault Printer tt Freight Consignee Label ⊚ Per Handling Unit ○ Per Piece		
(None) Add	Up	date		t Consignee Label Clear Print Te	st Page	
Referen This Ref Referen	inting Preference ce Numbers Print erence No. Prints ice No. 1 erence No. Prints	ted on the Label s on the Label:	~	Preferred Label Printing Print Package Label: As You Complete Shipm Print X of Y values or Print Return Service.	n each label	
Referen	ice No. 2		~	Print Error Label durin	ig Batch Processing	
				rify the paper size in your p during the printer setup.	printer is the same paper size	



3. The Label Printer Set-up window appears and shows your current set-up for the selected printer.

In the Label Printer Set-up window:

- Under Printer, verify that the correct printer appears in the Name box.
- Under Label Configuration, click the down arrow in the Label Stock Dimensions box and select the desired label stock dimension (see definitions under Notes).
- Click the down arrow in the Extended Area Usage box and select the desired extended area usage (see definitions under Notes).

Tip: The Extended Area Usage box is active only if you select Thermal 4x8 or $4x8\frac{1}{4}$, Laser $8\frac{1}{2} \times 11$ and Laser $8\frac{1}{2} \times 11$ (2 Labels per Page) in the Label Stock Dimensions box.

- Click the Apply button.
- **4.** The Printing Set-up tab in the System Preferences Editor window appears again.

On the Printing Set-up tab:

- Verify that Label Stock Dimensions shows the desired dimension and Extended Area Usage shows the correct usage for the selected printer.
- Select the following tick boxes as needed: Print Shipment Doc Label, Print Parcel Doc Label, Print Freight Doc Label, Print Freight Consignee Label and Print Consignee Label.
- Click the Print Test Page button to make sure that your printer is correctly set up. If the label does not print correctly, recheck your configuration.
- Click the Update button.
- Under Reference Numbers Printed on the Label, click the down arrow in each This Reference No.
 Prints on the Label box and select a reference number to appear on the label. These options apply to all label printers.
- Under Preferred Label Printing, click the down arrow in the Print Parcel Label box and select when you want to print the parcel labels and then select the Print X of Y Values on each Label and the Print Return Service/Import Control Receipt tick boxes as needed. These options apply to all label printers.

	inter Setup	? ×
Printer		
Name:	Zebra ZP 450-200 dpi	Apply
	Change Label Printer	Cancel
Label Con	figuration bel Stock Dimensions:	Generic Thermal Printer
	Jer Stock Dimensions.	
	ermal 4x8 or 4x8 1/4	
The		

				2	194 - Contra 194 -	
	Printing Setup	Shipment Deta	I Report Setup Ship	oing Miscellaneous Syst	em Settings	
Printer						OK
Default	Printer ID /	Printer Type	Printer Name	Label Stock Dimensions	Extended Area Usage	
0	Invoice1	Invoice	Microsoft Print to			Apply
0	Label1	Label		Thermal 4x8 or 4x8 1/4	(None)	
\odot	Report 1	Report	Microsoft Print to			
						Cancel
Printer ID			Defa	ult Printer		Help
Label1						
Printer Ty	pe:/					
Label			\sim			
		_				
	Printer Setup		Print	Freight Consignee Label		
Zebra Z	P 450-200 dpi			Per Handling Unit		
(None)	4x8 or 4x8 1/4		0	Per Piece		
(none)			Print	Consignee Label		
Add	l Up	date N	Delete Cl	ear Print Test I	Page	
System P	inting Preference	13				
	ce Numbers Print			Preferred Label Printing		
This Ref	erence No. Prints	s on the Label		Print Package Label:		
	nce No. 1		~	As You Complete Shipmen	t v	
Referer	erence No. Prints	s on the Label:		Print X of Y values on ea Print Return Service / In		
Therefore			~	Print Error Label during 8		
This Ref				Print Shipment Instructio		
Therefore	ICE NO. 2					
This Ref	ice No. 2				ter is the same paper size	
This Ref	ICE NO. 2			fy the paper size in your prin luring the printer setup.	ter is the same paper size	



5. Once you are satisfied with your label printing configuration, **click the OK** button.

The following label stock dimensions are available:

- Thermal 4x6 or 4x6¹/₄ Use this size to print standard labels.
- Thermal 4x8 (Perforated) Use this size to print document labels.
- Thermal 4x8¼ (Perforated) Use this size to print document labels with Warsaw text, which will appear on the address label portion.
- Thermal 4x8 or 4x8¼ Use this size if you want to use an extended area to customise your labels (see choices below).
- Thermal 4x11 Use this size to print World Ease[®] labels.
- Laser 8½ x 11 Use this size to print one label on each laser sheet. This stock size also permits you to use an extended area to customise your labels (see choices below).
- Laser 8½ x 11 (2 Labels per Page) Use this size to print the two labels on each laser sheet. For this dimension, you must select As You Complete Shipment for your preferred label printing option. This stock size also permits you to use the extended area to customise your labels (see choices below).
- Laser 8¹/₂ x 11 (4 Labels per Page) Use this size to print four labels on each laser sheet. For this dimension, you must select As You Complete Shipment for your preferred label printing option.
- Laser A4 210 x 297 Use this size if you want to use an extended area to customise your labels with reference numbers or a generic barcode.

	Printing Setup	Shipment Detai	il Report Setup Ship	ping Miscellaneous Syst	tem Settings	
Printer	Printer ID /	Printer Type	Printer Name	Label Stock Dimensions	Extended Area Usage	ОК
Derault					Extended Area Usage	Apply
<u>-</u>	Invoice1	Invoice	Microsoft Print to	Thermal 4x8 or 4x8 1/4	a	Abbiy
8	Label1 Report1	Label Report	Zebra ZP 450-2 Microsoft Print to		(None)	
0	Report	Report	MICrosoft Print to			
						Cancel
vinter ID:			Defa	ult Printer		Help
			Ť.			
Add	Printer Setup	date	Delete	ear Print Test	Page	
System Pr		5		ear Print Test	Page	
System Pr Referen	Up	es ted on the Label		Preferred Label Printing Print Package Label:		
System Pr Referen This Ref	Up Inting Preference ce Numbers Print	es ted on the Label		Preferred Label Printing		
System Pr Referen This Ref Referen	I Up inting Preference ce Numbers Print erence No. Prints ice No. 1	es ted on the Label s on the Label:		Preferred Label Printing Print Package Label: As You Complete Shipmen Print X of Y values on ei	t v ach label	
System Pr Referen This Ref Referen This Ref	Up Inting Preference ce Numbers Print erence No. Prints ice No. 1 erence No. Prints	es ted on the Label s on the Label:	~	Preferred Label Printing Print Package Label: As You Complete Shipmen Print X of Y values on er print Return Service / In	t v ach label mport Control Receipt	ć.
System Pr Referen This Ref Referen This Ref	I Up inting Preference ce Numbers Print erence No. Prints ice No. 1	es ted on the Label s on the Label:	~	Preferred Label Printing Print Package Label: As You Complete Shipmen Print X of Y values on ei	t v ach label mport Control Receipt Batch Processing	4



The following extended area usages are available for 4x8 and 4x8¹/₄ Thermal Labels:

- (None) to print nothing in the extended area of the label.
- Generic Barcode to print a customised reference number barcode in the lower 5-cm area of the labels.
- **Preprinted Label Stock** to use your own label stock with a preprinted company logo in the top 5-cm area of the labels.
- **SSCC-18 Barcode** to print in the lower 5-cm area of the labels.
- Graphical Image (Company Logo) to use your own graphical image in the top 5-cm area of the labels.
- **Reference Numbers** to print one to five reference numbers in the lower 5-cm area of the labels.

The following extended area usages are available for Laser 8¹/₂ x 11 and Laser 8¹/₂ x 11 (2 labels per page):

- (None) to print nothing in the extended area of the labels.
- **Reference Numbers** to print one to five reference numbers in the lower 5-cm area of the labels.
- Generic Barcode to print a customised reference number barcode in the lower 5-cm area of the labels.

The following extended area usages are available for Laser A4 210 x 297:

- (None) to print nothing in the extended area of the labels.
- **Reference Numbers** to print one to five reference numbers in the lower 5-cm area of the labels.
- **Generic Barcode** to print a customised reference number barcode in the lower 5-cm area of the labels.



Troubleshooting the Thermal Label Printer

Use the guidelines in 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.
- 1. Make sure that you chose the correct label stock dimensions.

To review your choice of label stock dimensions:

- On the Tools tab, select System Preferences and then Printing Set-up. The Printing Set-up tab in the System Preferences Editor window appears and shows the current printers and label stock configurations.
- If you need to change your set-up for a printer, select the printer in the Printer grid and click the Printer Set-up button. The Label Printer Set-up window appears for you to make the necessary updates.
- Set the appropriate stock size under Label Stock Dimensions.

Note: If using a 10-cm thermal label printer and only $8\frac{1}{2} \times 11$ stock size appears, ensure that the Generic Thermal Printer tick box is selected. This option offers other stock sizes, such as 4×6 , 4×8 , etc.

For more information, see Set the Label Stock Configuration.

2. Make sure that the printer case is closed and latched.

rdware inter	Printing Setup	Shipment Detai	il Report Setup Shipp	oing Miscellaneous Syst	em Settings	ОК
Default	Printer ID /	Printer Type Invoice	Printer Name Microsoft Print to	Label Stock Dimensions	Extended Area Usage	Apply
9	Label 1	Label	Zebra ZP 450-2	Thermal 4x6 or 4x6 1/4	(None)	
)	Report 1	Report	Microsoft Print to			
						Cancel
inter ID:			🗸 Defa	ult Printer		Help
abel1						
	P 450-200 dpi			Freight Consignee Label Per Handling Unit		
None) Add	4x6 or 4x6 1/4	s	Delete Cla		Page	
None) Add ystem Pr Referen	4x6 or 4x6 1/4	es ted on the Label	Delete Ck	Per Handling Unit Per Piece Consignee Label ear Print Test Preferred Label Printing Print Package Label:		
Thermal 4 (None) Add System Pr Referen This Ref	4x6 or 4x6 1/4 d Up rinting Preference ice Numbers Print	es ted on the Label	Delete Ck	Per Handling Unit Per Plece Consignee Label ear Print Test Preferred Label Printing Print Package Label: As You Complete Shipmen	t v	
Thermal 4 (None) Add Bystem Pr Referen This Ref Referer This Ref	4x6 or 4x6 1/4 d Up rinting Preference ice Numbers Print ference No. Prints	es ted on the Label s on the Label:		Per Handling Unit Per Piece Consignee Label ear Print Test Preferred Label Printing Print Package Label:	t v ach label nport Control Receipt Batch Processing	



Troubleshooting the Thermal Label Printer (Continued)

- **3.** Make sure that the labels are loaded in the printer properly and not damaged.
- 4. Make sure that the labels are not jammed in the label path.

Note: Refer to the documentation that came with the thermal label printer for proper label loading and operation instructions.

- 5. Make sure that the 'gap' sensor is not dirty. Note: Refer to the documentation that came with the thermal label printer for location of this sensor.
- 6. Ensure that the print head is clean.

Note: Refer to the documentation that came with the thermal label printer for specific cleaning instructions and additional troubleshooting of printing issues.

To clean the print head:

- Open the printer case to locate the print head.
- Rub the cleaning pen (supplied with the printer) across the dark area of the print head.
- Wait one minute and then close the printer case.

Tips:

- 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.
- For further cleaning assistance, refer to the documentation that came with the thermal label printer.



Troubleshooting the Thermal Label Printer (Continued)

Run the printer through Dump (Reset) Mode, as recommended below.

For Eltron UPS 2442, 2543 and 2844 models only:

- Turn off the printer 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 for 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 UPS Technical Support. On the Support tab, select Support Numbers and UPS Technical Support Telephone Numbers and then scroll to find your number.

For Zebra ZP450 models only:

To enter/exit Dump Mode:

- Turn off the printer 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 (approximately 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 the next label.

For all other thermal label printers:

Refer to the documentation supplied with the thermal label printer to perform a 'reset' of the printer.



Technical Support

For additional WorldShip Support, please visit <u>ups.com/us/en/business-solutions/business-shipping-tools/worldship.page</u>.

For any questions about WorldShip not answered by this guide or WorldShip Help, please call your local WorldShip technical support telephone number <u>ups.com/worldshiphelp/WSA/ENU/AppHelp/mergedProjects/CORE/GETSTART/</u><u>HID_HELP_SUPPORTINFO.htm</u>.





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