

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 Thermal Printing on ups.com

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 Setup.





Installing a Printer Driver (Continued)

- 2. The Printing Setup 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	il 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
Label	Printer Setup		~			
	rinner stendy		2	Freight Consignee Label Per Handling Unit Per Piece Consignee Label		
Ada		date	2	Per Handling Unit Per Piece Consignee Label	Page	
System Pr Referen	I Up Inting Preference Ice Numbers Print	es ted on the Label	Delete Cle	Per Handling Unit Per Piece Consignee Label	Page	
System Pr Referen This Ref	1 Up	es ted on the Label	Delete Cte	Per Handling Unit Per Piece Consignee Label ear Print Test Preferred Label Printing Print Package Label: As You Complete Shipmen	t v	
System Pr Referen This Ref Referen This Ref	tinting Preference ice Numbers Print ference No. Prints	es ted on the Label s on the Label:	Delete Ct	Per Handling Unit Per Piece Consignee Label ear Print Test Preferred Label Printing Pant Package Label:	t v ach label mont Control Receipt Batch Processing	

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

Label Pri	nter Setup	? ×
Printer		
Name:	Click Change Label Printer Button	Apply
		Cancel
	Change Label Printer	
	k2	
Label Confi Lab	45	Generic Thermal
	guration	
Lab	guration	



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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 Select button and skip to step 12.



- 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 Selection

Printer Type		Selec	4
Eltron/Zebra ~		Cano	el
Zebra Printer Driver Installation	17 - 71		×
it Help 🔆 Tools			
Install Zebra Printer	2		



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 Manufacturers box (at left).
 - Select the desired printer model in the Printers box (at 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 through COM4, and parallel ports use LPT1 through LPT3.

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

Printer Options				1	
Please select port,	printer name ar	nd language	Ni -	Ċ	
nter the name for your done, select <next> to i</next>				nnected to. When you a ers folder.	
Driver version:	5.1.7				
Printer <u>n</u> ame:	Zebra ZP 450-200 dpi				
Available ports:					
SHRFAX:			^	Add Port	
COM1: COM2:					
COM3:				Delete Port	
COM4: FILE:					
LPT1:			~		
I want to use th	is printer as the	Windows d	efault printer		
		1999-1997-1997-1997-1997-1997-1997-1997			
Select language:	t	nglish		~	



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.
Time The preistore state of an element of an

Tip: The printer must be connected and turned on.



🖳 Eltror	Printer Scan		×
Scan Resu	ilts		
Port	Status		<u>S</u> can
			<u>C</u> lose
<		>	

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 Setup 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.

Select Printer	
Zebra ZP 450-200 dpi	
<	>
Status: Ready Location: Comment:	Preferences Find Printer
Page Range	
 All 	Number of copies: 1
O Selection O Current Page	
O Pages:	Collate 11 22 33

- **12.** The Label Printer Setup 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	Apply
	Change Label Printer	Cancel
abel Conf Lab	iguration el Stock Dimensions:	Generic Thermal Printer
Lab		Generic Thermal Printer
Lab The	el Stock Dimensions:	



Installing a Printer Driver (Continued)

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

ardware Printer	Printing Setup	Shipment Deta	Report Setup	Shipping Mi	scellaneous Syst	em Settings	ОК
Default	Printer ID /	Printer Type Invoice	Printer Name Microsoft Print		Rock Dimensions	Extended Area Usage	Apply
ŏ.	Label1	Label	Zebra ZP 45	0-2. Thema	al 4x6 or 4x6 1/4	(None)	
0	Report 1	Report	Microsoft Print	110			
							Cancel
inter ID:			P	Default Printer	2		Help
Label1							
hinter Typ	pe:						
Label							
	Printer Setup						
	P 450-200 dpi 1x6 or 4x6 1/4			Print Freight C Per Ha Per Pie Print Consigned	ce		
Ado	Up	date	Delete	Clear	Print Test	Page	
Referen	inting Preference ce Numbers Print erence No. Prints	ted on the Label			Label Printing		
	ce No. 1	s on the Label.	~	As You	Complete Shipmeni	t ~	
Constants.					K of Y values on ea		
	erence No. Prints ice No. 2	s on the Label:			Return Service / In Error Label during B	nport Control Receipt	
Heferer	ice No. 2		~		Shipment Instructio		
				Venify the part ted 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 Setup 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	al Report Setup Shi	pping Miscellaneous Sys	tem Settings	OK
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		(None)	
0	Report1	Report	Microsoft Print to.			
						Cancel
Printer ID.			. 🗹 De	fault Printer		Help
Label1						
Printer Typ	pe:					
Label			~~			
	Printer Setup					
	P 450-200 dpi ax6 or 4x6 1/4			Freight Consignee Label Per Handling Unit Per Piece Consignee Label		
Add	Up	date		Clear Print Test	Page	
Referen	inting Preference ce Numbers Print	ed on the Labe	-	Preferred Label Printing Print Package Label:	MS.	
	erence No. Prints	on the Label:		As You Complete Shipmen	*	
Referen	ice No. 1		~	Print X of Y values on e		
This Ref	erence No. Prints	on the Label:		Print Return Service / Ir	mport Control Receipt	
Referen	ice No. 2		~	Print Error Label during		
				arfy the paper size in your prin during the printer setup.	nter is the same paper size	



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.



		Driver					
oms	Ports	Drivers	Security	Advanced			
N N	20	H2VM1					
		ter driver	'S:	D	+		
Nan				Processor	Туре		
		ext Only		x64	Type 3 - User Mode		
Microsoft enhanced Point				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 I	Printer	x64	Type 4 - User Mode		
Mic	rosoft >	(PS Docu	ment	х64	Type 4 - User Mode		
Zeb	ra ZP 4	50-200 d	pi	x64	Type 3 - User Mode		
	Add	l		Remove	Properties		
	Char	a Drive	Settings		~		
	Cilai	ige Driver	securiys				



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 Setup.



2. The Printing Setup 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.)

ardware rinter	Printing Setup	Shipment Deta	al Report Setup	Shipping	Miscellaneous Syst	em Settings	OK
Default	Printer ID / Invoice1 Report1	Printer Type Invoice Report	Printer Nam Microsoft Pr Microsoft Pr	int to	abel Stock Dimensions	Extended Area Usage	Apply
							Cancel
hinter ID:				Default	Printer		Help
nnter Typ	pe:						
Label	Printer Setup	-	*				
				P	ight Consignee Label er Handling Unit er Piece nsignee Label		
Add	Up Up	date	Delete	Clear	Print Test I	Page	
Referen	rinting Preference ce Numbers Print ierence No. Print:	ted on the Labe		Prir	ferred Label Printing It Package Label:		
Referen	nce No. 1		~	As You Complete Shipment V Print X of Y values on each label			
This Ref	erence No. Prints	s on the Label:			Print Return Service / In	nport Control Receipt	
Referen	nce No. 2		~		Print Error Label during E Print Shipment Instructio		
					he paper size in your prin ng the printer setup.	ter is the same paper size	



2. (Continued from previous page.)

Click the Select button.Continue with step 3.

- The Label Printer Setup window appears. Click the Change Label Printer button.
- The Printer Selection window appears. Under Printers, select the printer to assign to the Printer ID.

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

- **Select the printer** in the Printer grid.
- **Click the Printer Setup** button.

Printer Name:	Click Change Label Printer Button	Apply	
rianic.	Change Label Printer	Cancel	
.abel Confi		Generic Therma Printer	al
Lab	el Stock Dimensions:		
Lab	el Stock Dimensions: ~		
]	
	♥ tended Area Usage:		

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

	ferences Editor								
Hardware Printer	Printing Setup	Shipment Deta	I Report Setup S	hipping Mis	scellaneous Syst	em Setting	25		
								OK	
Default	Printer ID /	Printer Type	Printer Name	Label S	tock Dimensions	Extende	ed Area Usage		
0	Invoice1	Invoice	Microsoft Print to					Apply	
0	Label 1	Label			I 4x6 or 4x6 1/4	(None)			
0	Report 1	Report	Microsoft Print to	0					
								Cancel	
Printer ID:			Øn	efault Printer	• 11			Help	
Label1									
Printer Tvo	e:								
Label			~						
	Printer Setup			int Emiste C	onsignee Label				
	P 450-200 dpi 4x6 or 4x6 1/4			Per Ha Per Pie Per Pie rot Consigne	ndling Unit ce				
Add	e Up	odate	Delete	Clear	Print Test I	Page			
	inting Preference	es ited on the Label		Preferred	Label Printing				
	erence No. Print				kage Label:				
	one No. 1	a orrene cooler.	~	As You	Complete Shipmen	t	~		
, actorer					of Y values on ea				
	erence No. Print	ts on the Label:			Return Service / In				
Referen	nce No. 2		~		Error Label during B Shipment Instructio		cessing		
					per size in your prin printer setup.	ter is the s	same paper size		



3. The Label Printer Setup window appears and shows your current setup for the selected printer.

In the Label Printer Setup 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 Setup tab in the System Preferences Editor window appears again.

On the Printing Setup 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 check boxes as needed: Print Shipment Doc Label, Print Package Doc Label, Print Freight Doc Label, Print Freight Consignee Label and Print Consignee Label.
- Click the Print Test Page button to make sure 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 Package Label box and select when you want to print the package labels and then select the Print X of Y Values on each Label and the Print Return Service/Import Control Receipt check boxes as needed. These options apply to all label printers.

Label Printer Setup	? ×
Printer Name: Zebra ZP 450-200 dpi	Apply
Change Label Printer	Cancel
Label Configuration Label Stock Dimensions:	Generic Thermal Printer
Thermal 4x8 or 4x8 1/4 $\qquad \checkmark$	
Extended Area Usage:	
(None) 🗸	

lardware Printer	Printing Setup	Shipment Det	all Report Setup Ships	ping Miscellaneous Syst	tem Settings	ОК
· · · · · · · · · · · · · · · · · · ·				Print to P 450-2 Thermal 4x8 or 4x8 1/4 (None)		Apply
						Cancel
Printer ID: Label 1			Defa	uit Printer		Help
Printer Typ	e:					
Label		_	~			
1	Printer Setup		- Piet	Freight Consignee Label		
	9 450-200 dpi lx8 or 4x8 1/4		2	Per Handling Unit Per Piece Consignee Label		
Add	Up	date N	Delete Ck	car Print Test	Page	
Referen	inting Preference ce Numbers Print erence No. Prints	ted on the Labe		Preferred Label Printing Print Package Label:		
Referen	ce No. 1		~	As You Complete Shipmen		
This Ref	erence No. Prints	on the Label:		Print Return Service / In		
Referen	ice No. 2			Print Error Label during		
				fy the paper size in your prin Juring the printer setup.	nter 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 customize 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 customize 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 customize 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 customize your labels with reference numbers or a generic barcode.

hinter Default	Printer ID /	Distant Ta	Printer Name	Label Stock Dimensions	Strady Law User	ОК
Default	Invoice1	Printer Type Invoice	Microsoft Print to	Label Stock Dimensions	Extended Area Usage	Apply
8	Label1	Label	Zebra ZP 450-2	Thermal 4x8 or 4x8 1/4	(None)	1999
ŏ	Report1	Report	Microsoft Print to			
						Cancel
hinter ID:			Dela	ult Printer		Help
	Printer Setup		~			
Ads System Pi			V Delete Ck	ear Print Test I	Paya	
System Pr Referen	Up Inting Preference ce Numbers Print	s led on the Label		ear Print Test Preferred Label Printing Print Package Label:	Page	
System Pr Referen This Ref	I Up	s led on the Label		Preferred Label Printing		
System Pr Referen This Ref Referen	Up inting Preference ce Numbers Print erence No. Prints ice No. 1	s an the Label	~	Preferred Label Printing Print Package Label: As You Complete Shipmen	t ~	
System Pr Referen This Ref Referen This Ref	I Up inting Preference ce Numbers Print erence No. Prints	s an the Label	~	Preferred Label Printing Print Package Label: As You Complete Shipmen	t v ach label mont Control Receipt Batch Processing	



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 customized reference number barcode in the lower 2-inch area of the labels.
- Preprinted Label Stock to use your own label stock with a preprinted company logo in the top 2-inch area of the labels.
- **SSCC-18 Barcode** to print in the lower 2-inch area of the labels.
- **Graphical Image** (Company Logo) to use your own graphical image in the top 2-inch area of the labels.
- **Reference Numbers** to print one to five reference numbers in the lower 2-inch 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 2-inch area of the labels.
- Generic Barcode to print a customized reference number barcode in the lower 2-inch 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 2-inch area of the labels.
- Generic Barcode to print a customized reference number barcode in the lower 2-inch 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 Setup. The Printing Setup tab in the System Preferences Editor window appears and shows the current printers and label stock configurations.
- 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.
- Set the appropriate stock size under Label Stock Dimensions.

Note: If using a 4-inch thermal label printer and only $8\frac{1}{2} \times 11$ stock size appears, ensure that the Generic Thermal Printer check 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 the printer case is closed and latched.

ardware Vinter	Printing Setup	Shipment Deta	I Report Setup	Shipping Miscellane	ous System Settin	ngs	ОК
Default	Printer ID /	Printer Type Invoice	Printer Name Microsoft Print	Label Stock Di	mensions Extend	ded Area Usage	Apply
ŏ.	Label1	Label	Zebra ZP 450	2 Thermal 4x6 or	4x6 1/4 (None))	
0	Report 1	Report	Microsoft Print	to			
							Cancel
rinter ID.			. 🗹	Default Printer			Help
Label1							
Printer Typ	pe:						
Label							
	Printer Setup	N					
	P 450-200 dpi 4x6 or 4x6 1/4	43		Print Freight Consigne Per Handling L Per Piece Print Consignee Label	hit		
Add	U p	date	Delete	Clear	Print Test Page		
Referen	nnting Preference ce Numbers Print ference No. Print:	ted on the Label		Preferred Label Print Package Li			
	nce No. 1	s on the Laber.	~	As You Complet	e Shipment	¥	
				Contrast to a	alues on each label		
	erence No. Prints	s on the Label:			Service / Import Cor		
Referen	nce No. 2		~	Print Erfor La	bel during Batch Pro it Instructions	ocessing	
							1



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 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 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.

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 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/HID_HELP_SUPPORTINFO.htm</u>.





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