

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.

rinter	Printing Setup	Shipment Deta	il Report Setup Shipp	ning 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
Jabel	Printer Setup		~			
			Print	Freight Consignee Label Per Handling Unit Per Piece Consignee Label		
Ada	1 00	date	Delete Cle	Freight Consignee Label Per Handling Unit Per Piece Consignee Label Print Test	Page	
Add lystem Pr Referen This Ref	I Up Initing Preference ice Numbers Print Gerence No. Print	date 16 ted on the Label s on the Label:	Delete Ok	Freight Consignee Label Per Handling Unit Per Piece Consignee Label Print Test Print Test Print Package Label Print Package Label	Page	
Add System Pr Referen This Ref Referen	tinting Preference ice Numbers Print rerence No. Print roce No. 1	date 16 ted on the Label 5 on the Label:	Delete Ok	Freight Consignee Label Per Handling Unit Per Piece Consignee Label Preferred Label Print Test Preferred Label Printing Print Package Label: As You Complete Shipmen Deve K Gamplete Shipmen	Page t v	
Adc System Pr Referen This Ref Referen This Ref Referen	Up initing Preference ce Numbers Print erence No. Prints reence No. Prints nee No. 2	date is led on the Label s on the Label: s on the Label:	Delote Ok	Freight Consignee Label Per Handling Unit Per Piece Consignee Label Parr Per Marce Pref Piece Consignee Label Part Pref Reced Dirth X of Y values on e Print X of Y values on e Print Return Service / Is Print Return Service / Is	t v ach label soft Gottol Receipt Satch Processing ne	

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

Laber Phi	nter Setup	? ×
Printer		
Name:	Click Change Label Printer Button	Apply
		Cancel
	Change Label Printer 📐	
	k2	
Label Confi Lab	guration el Stock Dimensions:	Generic Thermal
Label Confi Lab	guration el Stock Dimensions:	Generic Thermal Printer
Label Confi Lab Ext	guration el Stock Dimensions:	Generic Thermal



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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	at Jar
Eltron/Zebra	~		Canc	el
ی Zebra Printer Driver Installation vit Help کی Tools		-		×
Zebra Printer Driver Installation xit Help 🎌 Tools Install Zebra I	Printer D			×



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			
Please select nort	printer name and lar	ппиале	
, indee to interport.			
Enter the name for your j	orinter. Also, select (the port your printer is co	onnected to. When you are
done, select <next> to in</next>	nstall the printer and	l add an icon to the Print	ters folder.
Driver version:	5.1.7		
Printer <u>n</u> ame:	Zebra ZP 450		
Available ports:	-	35	
SHRFAX:		~	Add Port
COM2:			
COM3:			Delete Port
FILE:			
LPT1:		¥	
🗹 I want to use th	is printer as the Win	idows default printer.	
Select Isnausae:	Englis		
select language:	Englis	sn	~



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		<u>S</u> can
			Glose
<		>	

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	
🗃 OneNote To 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

- **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.

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



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 Detai	I Report Setup S	Shipping Misc	ellaneous Syst	em Settings	ОК	
Default	Printer ID /	Printer Type Invoice	Printer Name Microsoft Print t	Label Sto	ck Dimensions	Extended Area Usage	Apply	
<u>Q</u>	Label1	Label	Zebra ZP 450	2 Themal	4x6 or 4x6 1/4	(None)		
•	Report 1	Report	Microsoft Print t	0				
							Cancel	
hinter ID:			P	Default Printer			Help	
Label1								
hinter Typ	pe:							
Label								
	Printer Setup							
Zebra Zi Thermal (None)	P 450-200 dpi 1x6 or 4x6 1/4			Per Hand Per Piece Print Consignee	isignee Label ling Unit Label			
Ado	Up	date	Delete	Clear	Print Test I	Page		
Referen	inting Preference ce Numbers Print	ted on the Label		Preferred L Print Packa	abel Printing			
Referer	ce No. 1	o on the Label.	~	As You Co	mplete Shipmeni	t v		
Therefore				Print X	of Y values on ea	ach label		
This Ref	erence No. Print	s on the Label:		Print Re	tum Service / In	nport Control Receipt		
Helerer	ice No. 2		~	Print Sh	ipment Instructio	ins		
			Note: select	Verify the pape ed during the p	r size in your prin inter setup.	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 Sh	ipping Miscellaneous Syst	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	Thermal 4x6 or 4x6 1/4	(None)	
0	Report1	Report	Microsoft Print to			
						Cancel
Printer ID.				fault Printer		Help
Label1						
Printer Typ	pe:					
Label						
	Printer Setup					
Zebra Zi	ish 000,038.9		Pri	nt Freight Consignee Label		
Themal 4 (None)	ax6 or 4x6 1/4		D Pa	Per Handling Unit Per Piece nt Consignee Label		
Add	Up	date	Delete	Clear Print Test	Page	
System Pr	inting Preference	5			10	
Referen	ce Numbers Print	ed on the Labe	4	Preferred Label Printing		
This Ref	erence No. Prints	on the Label:		An You Complete Shinese		
Referen	ice No. 1		~	Print X of Y values on e	ach label	
This Ref	erence No. Prints	on the Label:		Print Return Service / In	mport Control Receipt	
Referen	ice No. 2		~	Print Error Label during	Batch Processing	
				Print Shipment Instruction	2018	
			Note: M	erfy the paper size in your prin	ter 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				
ms	Ports	Drivers	Security	Advanced		
	20	H2VM1				
1						
nstal	led prin	ter driver	'Si			
Nar	ne			Processor	Туре	
Gen	eric / Te	ext Only		х64	Type 3 - User Mode	
Mic	rosoft e	nhanced	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	Jser Mode Jser Mode Jser Mode
Mic	rosoft S	oftware I	Printer	x64	Type 4 - User Mode	
Mic	rosoft >	(PS Docu	ment	x64	Type 4 - User Mode	
Zeb	ra ZP 4	50-200 d	pi	x64	Type 3 - User Mode	
		363		2000/00/00		
	Add	l		Remove	Properties	í
1	Char	ae Drive	Settings			
	×					



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 frinter	Printing Setup	Shipment Deta	I Report Setu	p Shipp	ing Miscellaneous Sy	stem Settings	ОК
Default	Printer ID / Invoice1 Report1	Printer Type Invoice Report	Printer Na Microsoft Microsoft	me Print to Print to	Label Stock Dimensions	Extended Area Usage	Apply
							Cancel
Vinter ID: Label 1	-			🗌 Defau	ılt Printer		Help
Label	Printer Setup		~	Print I	Freight Consignee Label) Per Handling Unit) Per Piece Consignee Label		
Add	Up Up	date	Delete	Cle	ar Print Tes	t Page	
lystem Pr Referen This Ref Referen This Ref Referen	inting Preference ce Numbers Prin ierence No. Print ice No. 1 ierence No. Prints ice No. 2	a ted on the Label a on the Label: a on the Label:	~		Preferred Label Printing Print Package Label: As You Complete Shipme Print X of Y values on Print Return Service / Print Error Label during	nt each label Import Control Receipt Batch Processing	
Referen	ice No. 2		~	lote: Verify	Print Error Label during Print Shipment Instruct y the paper size in your pr uring the printer setup.	ions inter 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.

Name:	Click Change Label Printer Button	Apply
	Change Label Printer	Cancel
Label Confi Lab	guration el Stock Dimensions:	Generic Thermal Printer
	tended Area Usage:	
EX		
(No	ne) 🗸 🗸	

inters	Select
-ax Microsoft Print to PDF	
Microsoft XPS Document Writer	Cancel
DneNote	
Zebra ZP 450-200 dpi	Bafrash
	Thereart
	Add Printe

Printer	rinting Setup	Shipment Detai	PROOF SPELID 1 SVIE	STOP OF 1 DOUBLE AND ADD TO THE T				
110.000				spirig [miscelidirecos]	System Seturigs		04	
Default	Printer ID / Printer Type		Printer Name	Label Stock Dimensi	ons Extended	Area Usage	- OK	_
	Invoice I	Invoice	Zebra, ZP 450-2	Thermal Av6 or Av6.1	/4 (None)		(1994)	
ŏ	Report 1	Report	Microsoft Print to		() (itsite)			
							Cancel	
Printer ID:			Def	ault Printer			Help	
Label1								
Printer Type								
Label			~					
P	hinter Setup	N						
Zebra ZP 4 Thermal 4xt (None)	450-200 dpi 6 or 4x6 1/4	- KQ.		Per Handling Unit Per Handling Unit Per Piece t Consignee Label	5			
Add	Up	date	Delete C	lear Print 1	est Page			
System Print Reference	ting Preference Numbers Print	is ted on the Label		Preferred Label Printin	,			
This Refer	ence No. Prints	s on the Label:		Print Package Label:				
Reference	e No. 1		~	As Tou Complete Ship	ment	*		
This Refer	ence No. Prints	on the Label:		Print Return Service	/ Import Control	Receipt		
Reference	e No. 2		v	Print Error Label du	ing Batch Proces uctions	ising		
			Note: Ve selected	nfy the paper size in you during the printer setup.	printer is the sam	ne 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 $4x8^{1/4}$, Laser $8^{1/2} \times 11$ and Laser $8^{1/2} \times 11$ (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.

Zebra ZP 450-200 dpi	
Change Label Printer	Cancel
uration I Stock Dimensions:	Generic Thermal Printer
mal 4x8 or 4x8 1/4 🗸 🗸 🗸	
nded Area Usage:	
e) 🗸	
	Change Label Printer uration I Stock Dimensions: mal 4x8 or 4x8 1/4 v ended Area Usage: e) v

lardware Printer	Printing Setup	Shipment Det	all Report Setup Ship	ping Miscellaneous Syst	tem Settings	ОК
Default	Printer ID / Invoice1 Label1 Report1	Printer Type Invoice Label Report	Printer Name Microsoft Print to Zebra ZP 450-2 Microsoft Print to	Label Stock Dimensions Thermal 4x8 or 4x8 1/4	Extended Area Usage (None)	Apply
						Cancel
Printer ID: Label 1			Defa	uit Printer		Help
hinter Typ	e:		_			
Label		_	~			
3	Printer Setup			Freight Consignee Label		
Zebra Zi Thermal 4 (None)	2 450-200 dpi lx8 or 4x8 1/4		Print) Per Handling Unit) Per Piece Consignee Label		
Add	Up	date N	Delete C	car Print Test	Page	
System Pr Referen This Ref	inting Preference ce Numbers Print erence No. Prints	ted on the Label:	8	Preferred Label Printing Print Package Label:		
Referen	ce No. 1		~	As You Complete Shipmen	* V	
This Ref	erence No. Prints	on the Label:		Print Return Service / In	mport Control Receipt	
Referen	ce No. 2		~	Print Error Label during	Batch Processing	
			Note: Ver	fy the paper size in your prin	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.

Default	Printer ID /	Printer Type	Printer Name	Label Stock Dimensions	Extended Area Usage	ОК
0	Invoice1	Invoice	Microsoft Print to			Apply
ŏ	Label1	Label	Zebra ZP 450-2	Thermal 4x8 or 4x8 1/4	(None)	
0	Report1	Report	Microsoft Print to			
						Cancel
hinter ID:			Defa	ult Printer		Help
	Printer Setup		~			
Ada	Printer Setup	date	V Deleter Ch	ear Print Test	Page	
Ada System Pr Beferen	Printer Setup	date 15	V Delete Ck	ear Print Test I	Paje	
Ada System Pi Referen This Ref	Printer Selup	date es ted on the Label s on the Label:	V Delete Ck	ear Pint Test I Preferred Label Pinting Pint Package Label.	Page	
Ads System Pr Referen This Ref Referer	Printer Setup i Up inting Preference co Numbers Print ierence No. Prints noe No. 1	date es ted on the Label:	V Delete Ch	ear Pint Test 1 Profered Label Parting As You Complete Shipmen	Page t V	
Ada System P Referen This Ref Referen This Ref	Printer Setup	date es ted on the Label s on the Label:	V Delete Cr	ear Pirst Test I Preferred Label Parting Print Package Label. Jar You Complete Shopmen Pirst X of Y values on or Pirst X of Y values on or Pirst X of Y values on or	Page t v ach label such Control Brancist	
Ads System Pi Referen This Ref Referer This Ref	Printer Setup inting Preference co Numbers Print inten No. 1 ierence No. Prints ice No. 2	date es ted on the Label a on the Label: a on the Label:	V Delete Ch	ex Pirt Test Prefered Label Pirting Pirt Fackage Label. Al You Conglete Singmen □ Pirt X of Y values on ex- □ Pirt Return Service / In ♡ Pirt Error Label during J Pirt Singment Instruction	Page t ach label nport Control Receipt Satch Processing ns	



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 ninter	Printing Setup	Shipment Deta	I Report Setup Si	nipping Miscellaneous Sy	stem Settings	1	OK
Default	Printer ID /	Printer Type Invoice	Printer Name Microsoft Print to	Label Stock Dimensions	s Extended	Area Usage	Apply
Õ.	Label1	Label	Zebra ZP 450-2	Thermal 4x6 or 4x6 1/4	(None)		
	Report 1	Report	Microsoft Print to	h			
							Cancel
rinter ID.			ØD	efault Printer			Help
abel1			_				
Innter Typ	e:						
Label			~				
	Distar Cature						
	rinter setup	13	DP	Int Freight Consignee Label			
Zebra Zh Themal 4	2 450-200 dpi bx6 or 4x6 1/4			Per Handling Unit			
(None)				Per Piece International Label			
		1					
Add	Up	date	Delete	Clear Print Tes	t Page		
System Pr	inting Preference						
Heteren	ce Numbers Print	ted on the Label		Preferred Label Printing			
This Het	erence No. Print:	s on the Label:		As You Complete Shipme	nt.	~	
Referen	ce No. 1		~	Print X of Y values on	each label		
This Ref	erence No. Prints	s on the Label:		Print Return Service /	Import Control	Receipt	
Referen	ce No. 2		~	Print Error Label during	Batch Proces	ssing	
				Print Shipment Instruct	tions		
			Note: V selecte	ferify the paper size in your pr d during the printer setup.	inter is the sar	me paper size	



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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