

Zebra® RW Series Mobile Printers Quick Start Guide

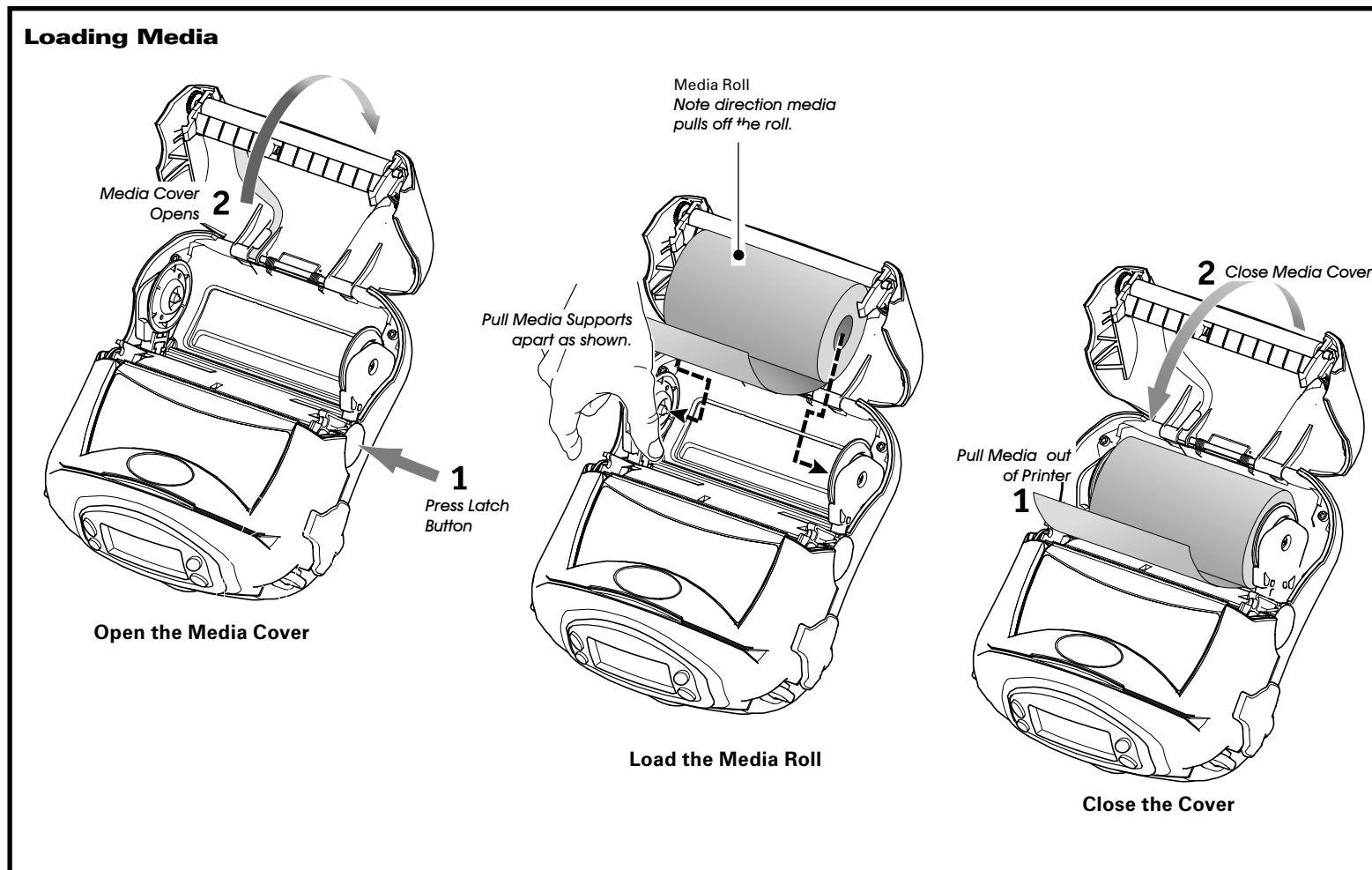
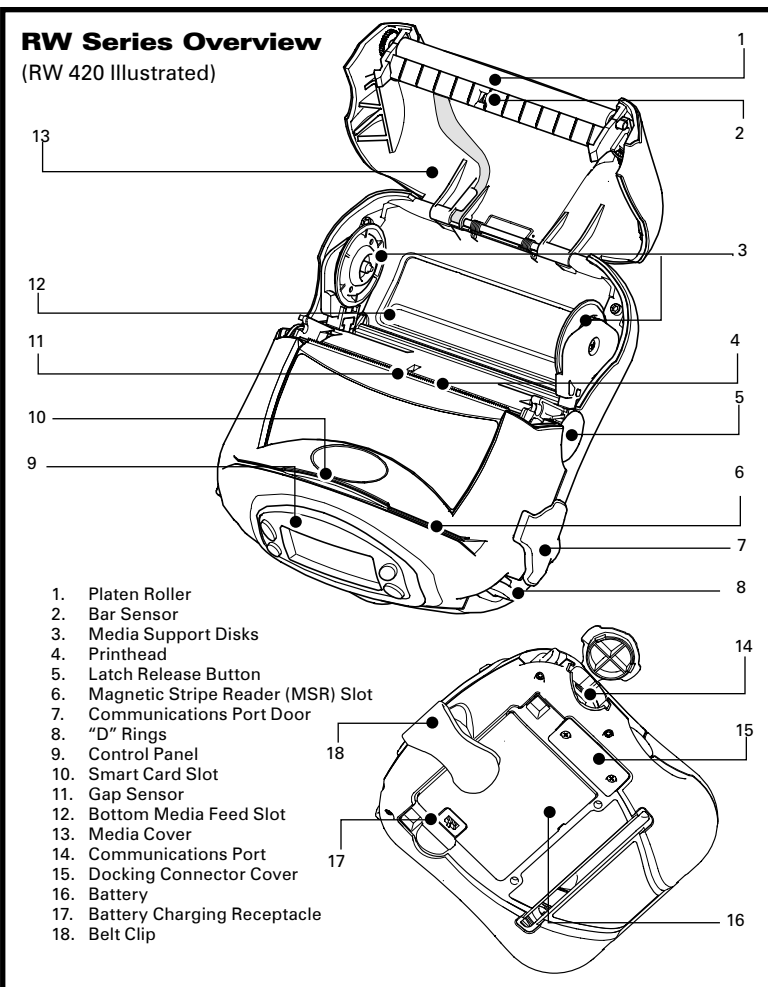
Introduction

Thank you for choosing one of our Zebra RW Series Mobile Printers. These rugged printers will become productive and efficient additions to your workplace thanks to their innovative design. Because they are made by Zebra Technologies Corporation, you can be assured of world-class support for all of your bar code printers, software, and supplies.

This document provides an easy reference for operating and maintaining RW Series Mobile Printers. Complete documentation for this printer series is provided by the **RW Series User Guide** available via the Internet at: <http://www.zebra.com>.

OSG-RWS-002 rev.A

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Important Safety Information

Static Discharge and Thermal Printing

Caution • Static Discharge
The discharge of electrostatic energy can damage or destroy the printhead or electronic components used in this device. **DO NOT TOUCH** the printhead or any exposed electronic components.

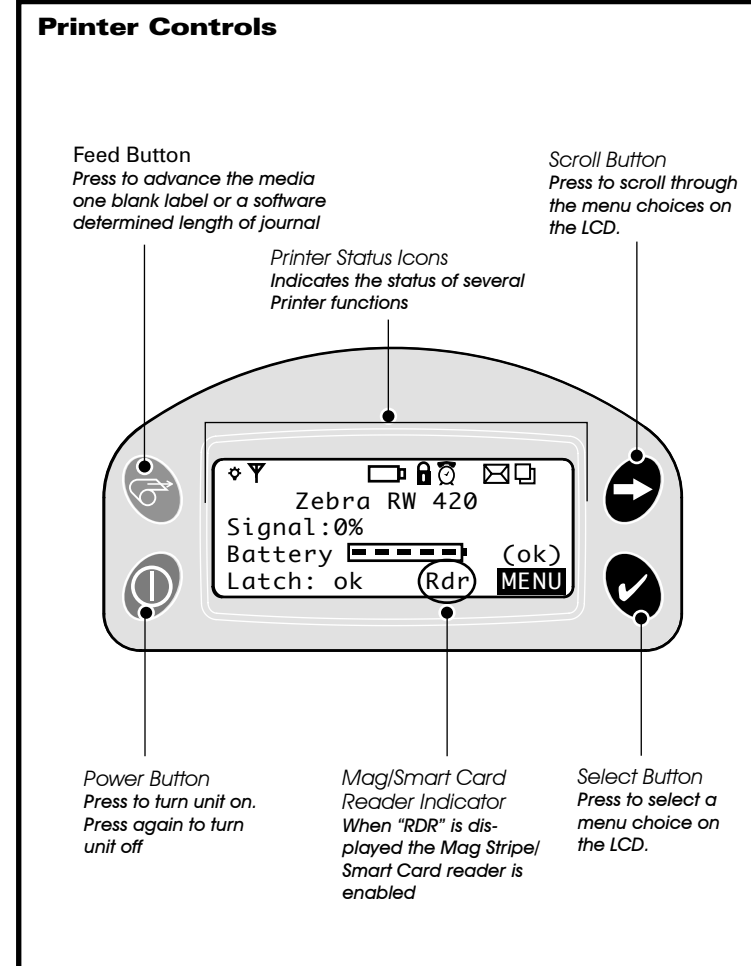
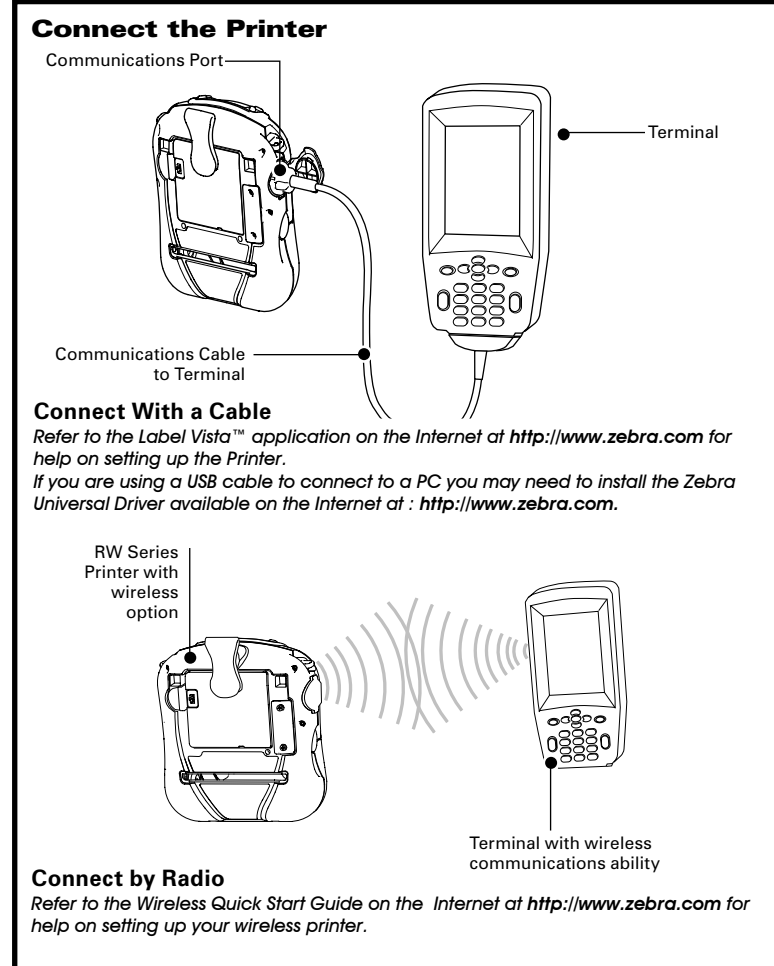
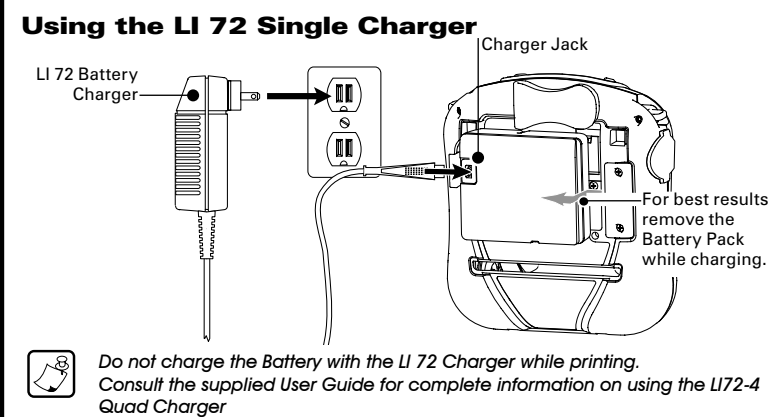
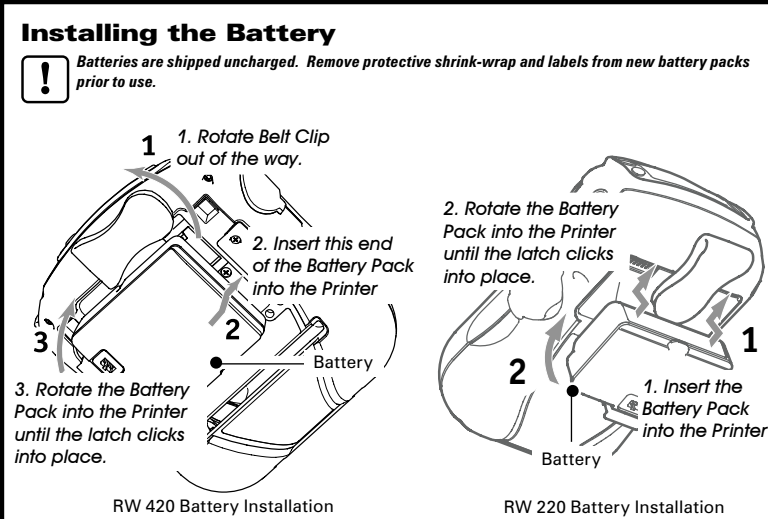
Caution • Printhead
The printhead can become hot after prolonged printing. Use only the supplied cleaning pen to perform maintenance on the printhead.

Battery Safety

Caution • Short Circuits
Avoid accidental short circuiting of any battery. Allowing battery terminals to contact conductive material will create a short circuit which could cause burns and other injuries or could start a fire.

Li-ion Important • Lithium-Ion (Li-ion) Battery Disposal
Always dispose of used printer batteries properly. Disposal regulations may vary by location. Refer to Appendix D of the Users Guide for more battery recycling information.

Caution • Use Zebra Chargers
Use of any charger not approved specifically by Zebra for use with its batteries could cause damage to the Battery Pack or the Printer and will void the warranty.



Product Support

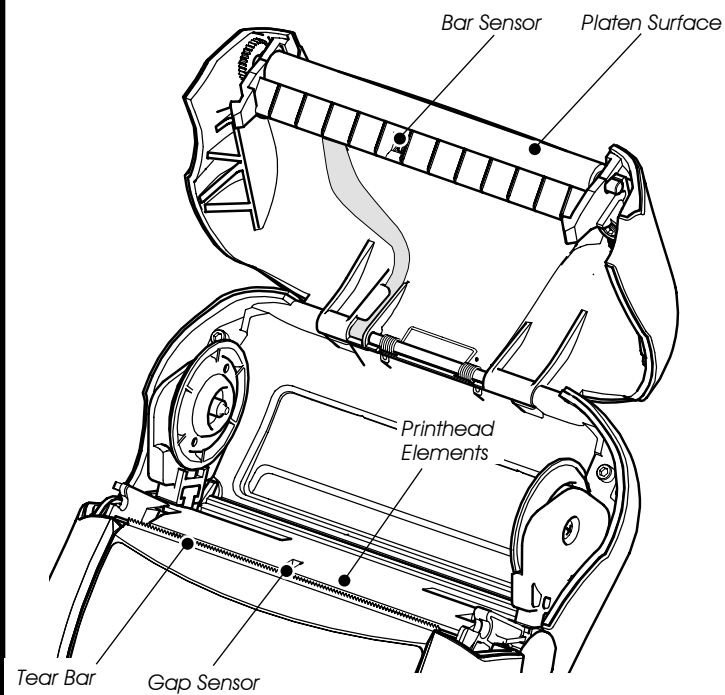
For product support, contact Zebra Technologies at: www.zebra.com

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Cleaning the Printer

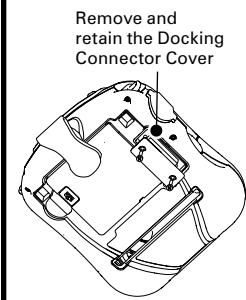


Area	Method	Interval
Printhead	Use the supplied cleaning pen or 70% isopropyl alcohol on a cotton swab to clean the print elements from end to end (the print elements are located in the thin gray line on the printhead).	After every five rolls of media (or more often, if needed)
Platen	Rotate the platen roller and clean it thoroughly with the cleaning pen or 70% isopropyl alcohol and a cotton swab.	
Tear bar	Clean thoroughly with the cleaning pen or 70% isopropyl alcohol and a cotton swab.	As needed
Exterior	Water dampened cloth	
Interior	Brush/air blow. Ensure the Bar Sensor and Gap Sensor windows are free of dust.	After every five rolls of media (or more often, if needed)

Caution • To avoid possible personal injury or damage to the Printer, never insert any pointed or sharp objects into the Printer.

Using the Accessories

RW 420 Vehicle Cradle



When the RW 420 Printer is "docked" the Cradle allows the Printer to print, receive and transmit data and will charge the Printer's batteries. Refer to the documentation either in the Users Guide or supplied with the Cradle for more information.

Installing the Printer

- As a safety precaution, remove the shoulder strap prior to docking the Printer.
- Remove the Docking Connector Cover from the bottom of the Printer, and retain it for future use.
- Place the bottom of the Printer over the two pins in the Cradle.
- Rock the top of the Printer into the Cradle and press firmly until it latches in place.
- When the power indicator on the Cradle is lit turn the Printer on.

Removing the Printer

- Turn the Printer off.
 - Push on the latch on the Cradle and rock the top of the Printer away from the Cradle.
 - Lift the Printer out from the Cradle.
- Replace the Docking Connector Cover if you will be using the Printer for an extended period of time away from the Cradle.

RW 220 Vehicle Cradle

The RW 220 can be used in conjunction with a docking Cradle. When the Printer is "docked" it can be powered by either its own battery or one of the RCL series of external chargers. Refer to the documentation supplied with the Cradle for more information.

Installing the Printer

- Place the bottom of the Printer over the two pins in the Cradle.
- Rock the top of the Printer into the Cradle and press firmly until it latches in place.

Removing the Printer

- Turn the Printer off.
- Push on the latch on the Cradle and rotate the Printer away from the Cradle.
- Lift the Printer free of the cradle locating pins and out from the Cradle.

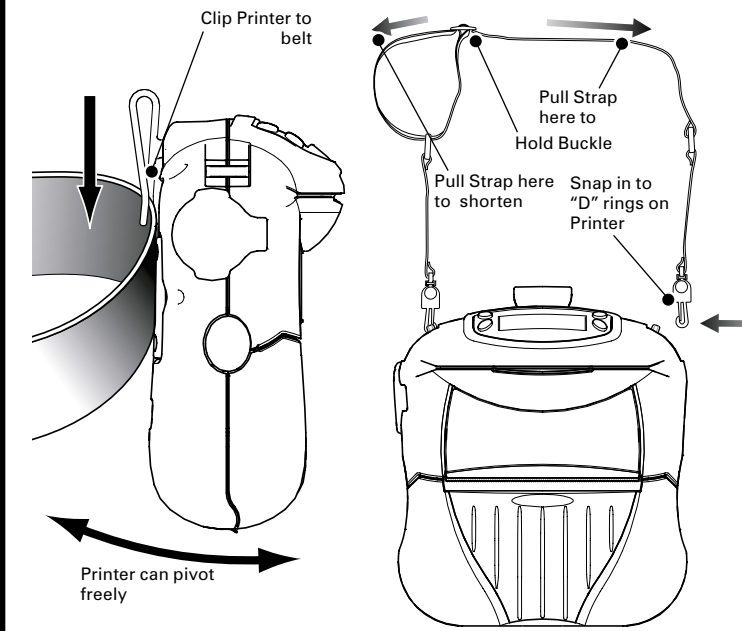
Using the Accessories

Belt Clip (standard on all printers)

To use: hook the clip over your belt and ensure that the clip is securely attached to the belt. The belt clip will pivot to allow you to move freely while wearing the Printer.

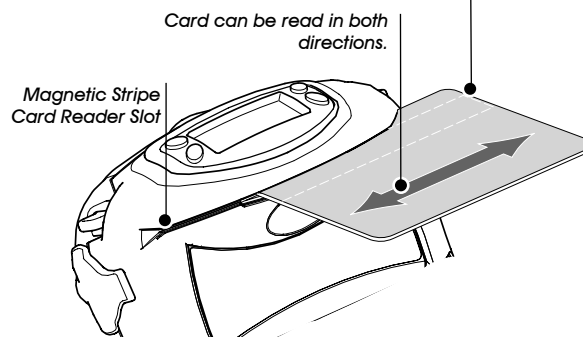
Adjustable Shoulder Strap (optional)

Refer to figure below. Snap each end of the shoulder strap into the "D" rings in the top of the Printer. Slide the buckle away from or towards the Printer until you achieve the desired length.

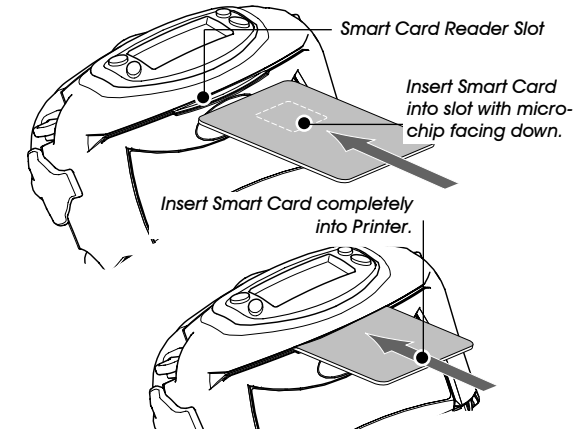


Using the Magnetic Stripe Reader

Place the Magnetic Stripe Card in the reader slot with the magnetic stripe facing down as shown.



Using the Smart Card Reader



Troubleshooting

LCD Control Panel

The top of the display shows several icons which indicate various printer functions. Check the indicator status, then refer to the Troubleshooting topic referenced in the chart.

Status Icon	Condition	Indication	Topic
📶	Steady	802.11b RF Link established	n/a
	Flashing	Transmitting/Receiving via 802.11b	n/a
	Off	No 802.11b RF Link	5
📶	Steady	Bluetooth Link established	n/a
	Flashing	Transmitting/Receiving via Bluetooth	n/a
	Off	No Bluetooth Link	5
🔋	Flashing	Low Battery	3,5,6
🔒	Flashing	Head latch not closed	8,10
📧	Flashing	Printer is receiving a file	7
📄	Flashing	Out of media	8,10
Blank Screen	n/a	No application	1,12

Troubleshooting Topics

- No power:**
 - Check that battery is installed properly.
 - Recharge or replace battery as necessary.
- Media does not feed:**
 - Be sure printhead is closed and latched.
 - Check spindle holding media for any binding.
 - Ensure label sensor is not blocked.
- Poor or faded print or [icon] flashing:**
 - Clean printhead.
 - Check battery for possible damage. Recharge or replace as necessary.
 - Check quality of media.
- Partial or missing print:**
 - Check media alignment.
- Clean printhead.
- Ensure printhead is properly closed and latched.
- 5. No print:**
 - Replace battery.
 - Check cable to terminal.
 - (Wireless units only) Restore wireless connection.
- 6. Reduced battery life:**
 - Check battery date code — if battery is one to two years old, short life may be due to normal aging.
 - Replace battery.
- 7. Flashing [icon] icon:**
 - No application or application corrupted; program must be re-loaded.
 - (Wireless units only): flashing error light indicates data transmission.
- 8. Flashing [icon] or [icon] icons:**
 - Check that media is loaded and that printhead is closed and securely latched.
- 9. Skips labels:**
 - Ensure correct media is being used.
 - Ensure bar/ or gap sensor is not blocked.
- 10. Communication Error:**
 - Check media is loaded, head is closed and error light is off.
 - Replace cable to terminal.
- 11. Label Jam:**
 - Open media cover.
 - Generously apply alcohol to Printer in area of jammed label.
- 12. Blank LCD Screen:**
 - No application loaded or application corrupted; program must be re-loaded.
- 13. Magnetic Strip Card or Smart Card Won't Read**
 - Ensure the "RDR" text is displayed, indicating card reader is enabled.
 - Ensure card is inserted with the magnetic stripe or microchip facing in the correct direction.
 - Check card for excessive wear or damage to either the magnetic strip or the microchip.
- 14. Battery Pack Is Hard to Insert**
 - Do not force the battery. Verify you have removed the protective shrink-wrap which protects the battery during shipping.
 - The battery packs for the RW and QL series model printers are similar in size and shape, but not identical. Verify you are using the correct battery pack: The RW 420 battery pack replacement part number is AK17463-005. The RW 220 battery pack replacement part number is AK18026-002.