Thermal Label Printer Guide

Installing and troubleshooting thermal label printers for WorldShip® software

WorldShip®

Shipping Software

UPS

Table of Contents

Supported WorldShip Printers

For a list of supported printers, visit Thermal Printing on ups.com

Installing a Thermal Label Printer
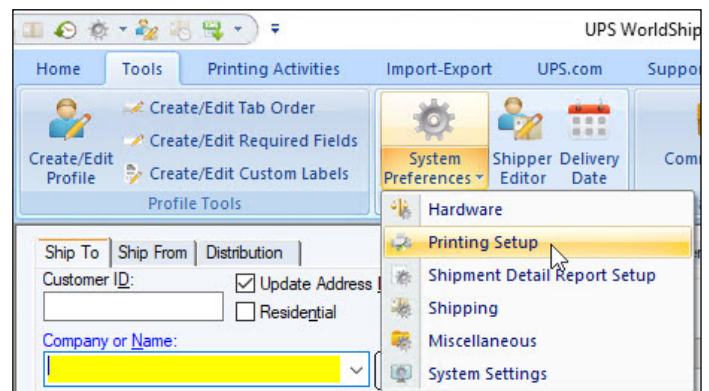## Installing a Printer Driver

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**.
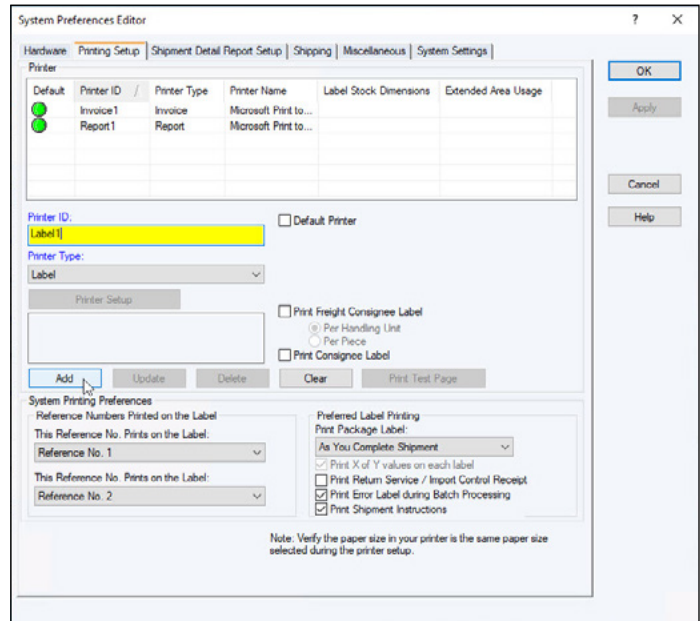
Installing a Thermal Label Printer

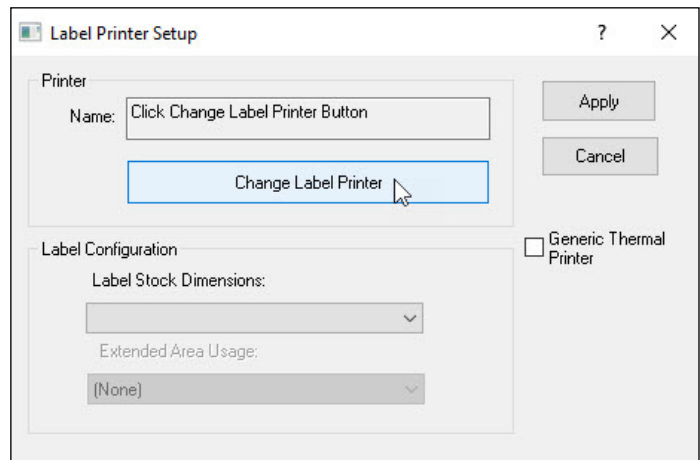## Installing a Printer Driver (Continued)

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**.

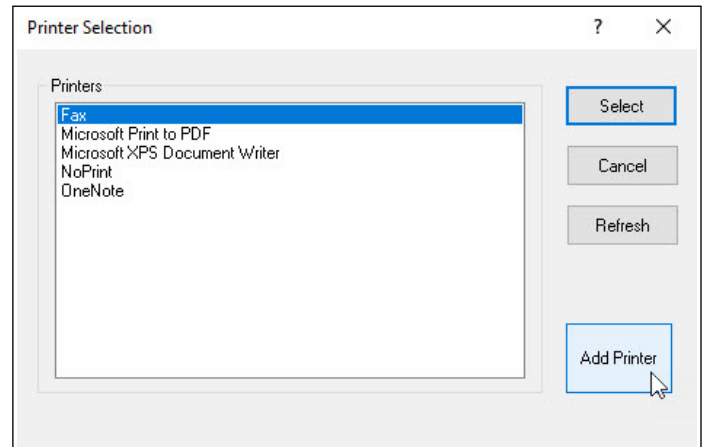**3.** The Label Printer Setup window appears.

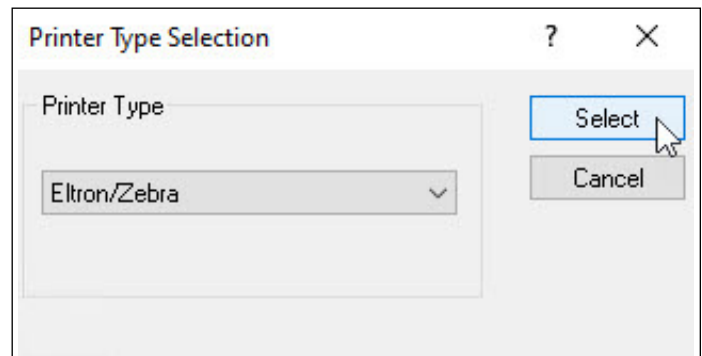- ■ Under Printer, **click Change Label Printer**.

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.

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.
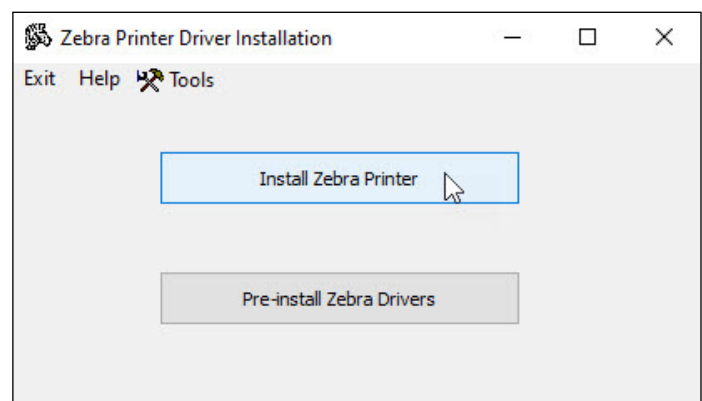
Installing a Thermal Label Printer

Installing a Printer Driver *(Continued)*

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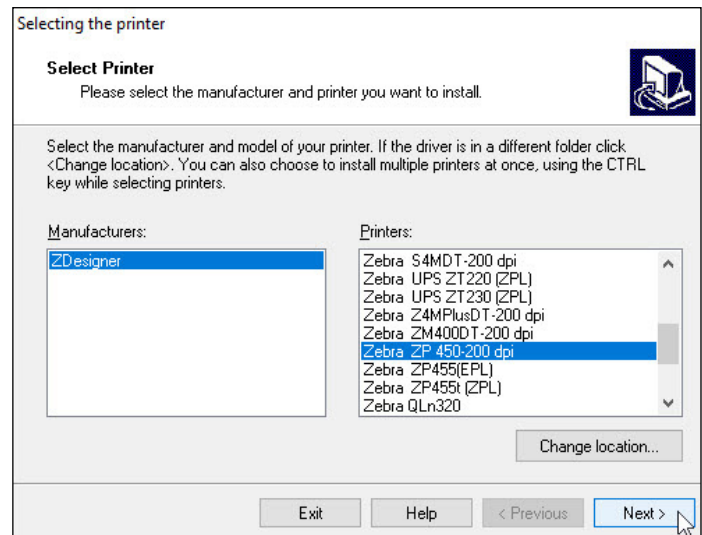
- **Select** the printer manufacturer in the **Manufacturers** box (at left).
- **Select** the desired printer model in the **Printers** box (at right).

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

- **Click Next**.

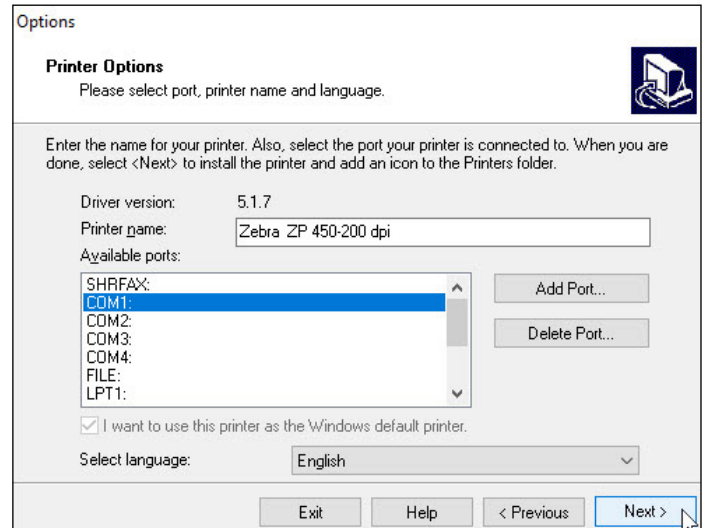**8.** The Print Options window appears.

- **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**.

Installing a Thermal Label Printer

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**.
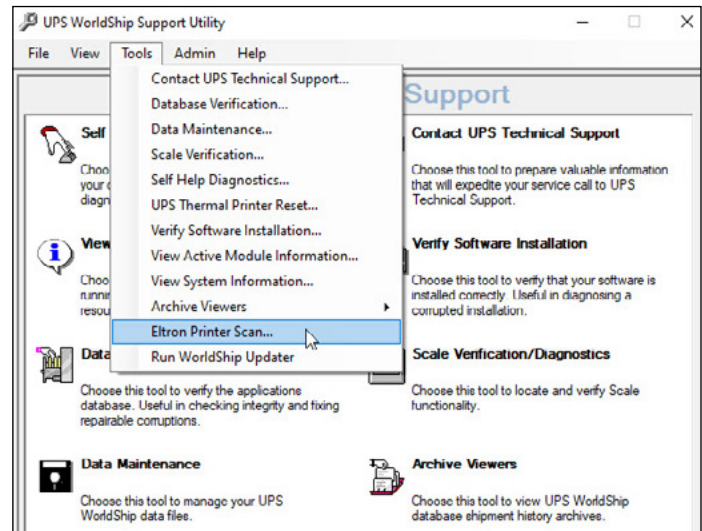
8b. The Eltron Printer Scan window appears.

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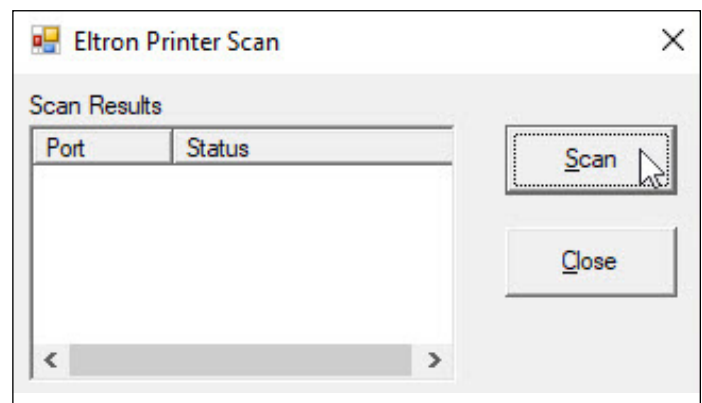
- ■ Note which port shows Printer Found, **click Close** and **restart step 8**.

Installing a Thermal Label Printer

Installing a Printer Driver *(Continued)*

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

- ■ **Monitor the installation progress**.

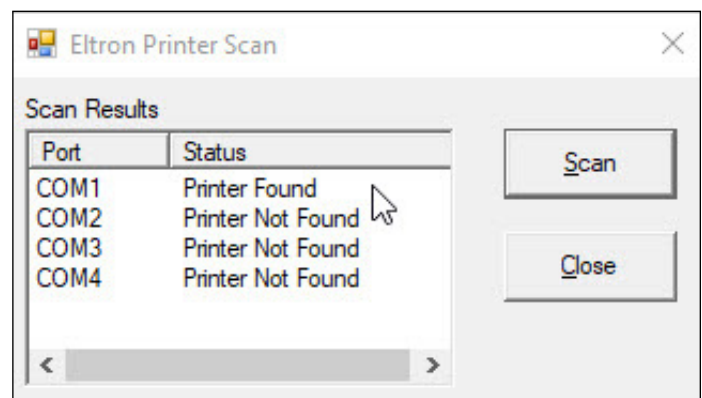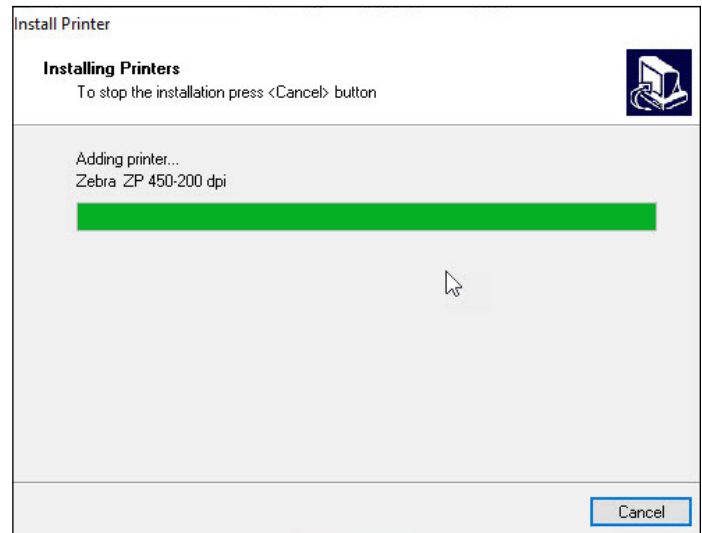**10.** When the installation process is complete, the Printer Selection window appears.

- ■ 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 Thermal Label Printer

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**.
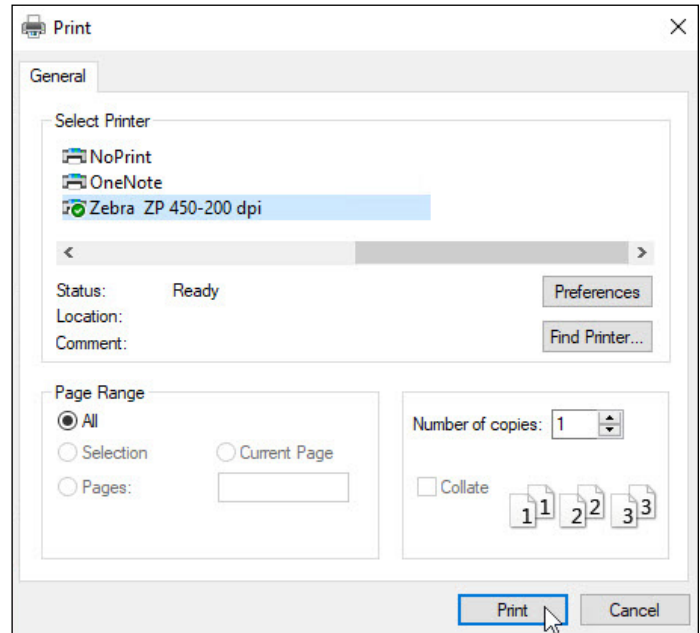
12. The Label Printer Setup window appears.

- ▪ **Verify** the **printer name** in the Name box.
- ▪ Under Label Configuration, **select** the **Label Stock Dimensions** and **Extended Area Usage**.
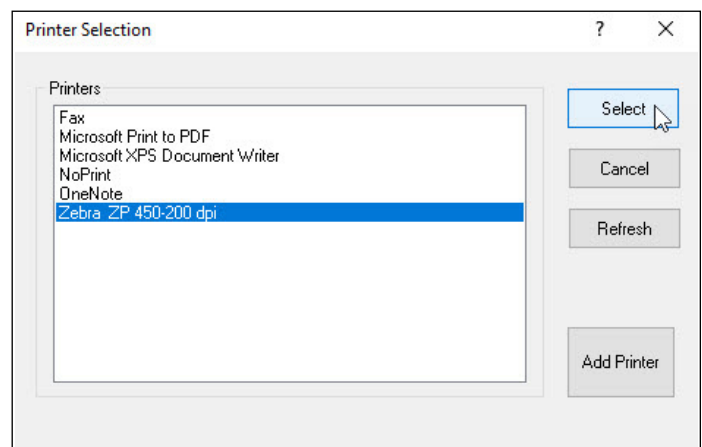- ▪ **Click Apply**.
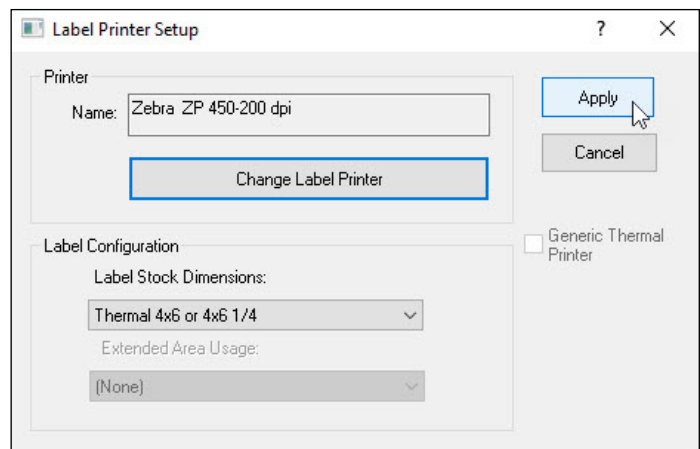
Installing a Thermal Label Printer

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).
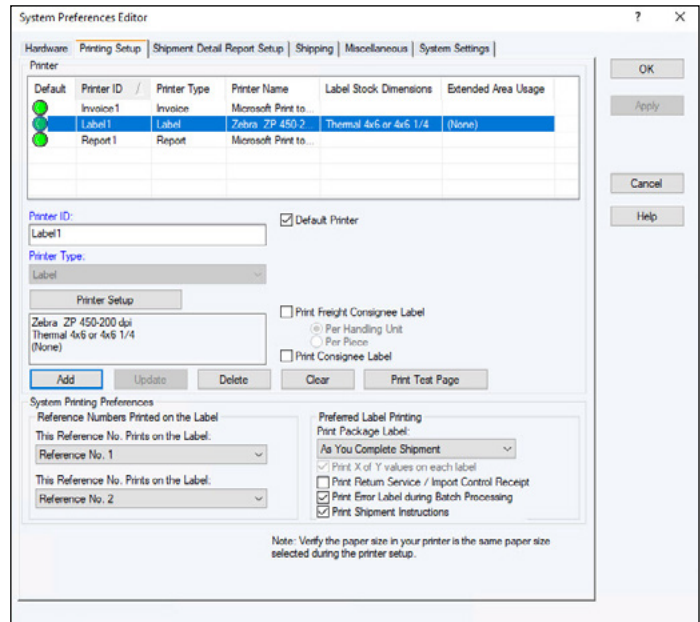
Installing a Thermal Label Printer

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.
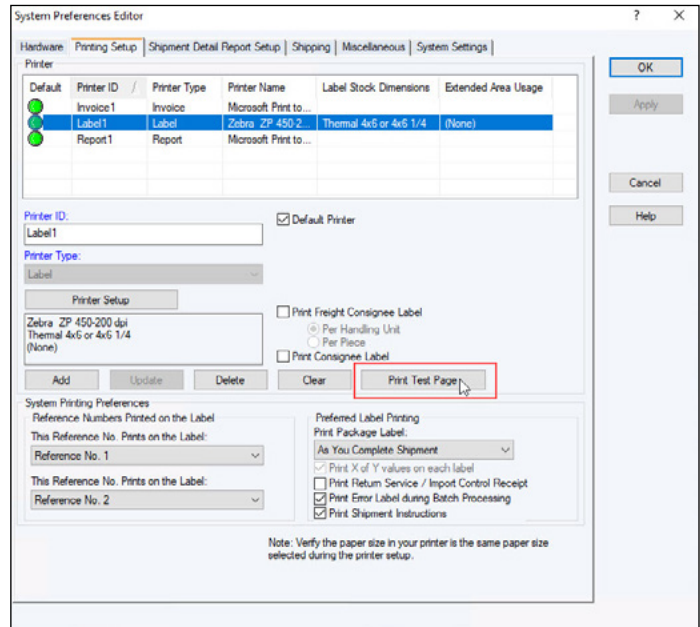
Installing a Thermal Label Printer

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**.
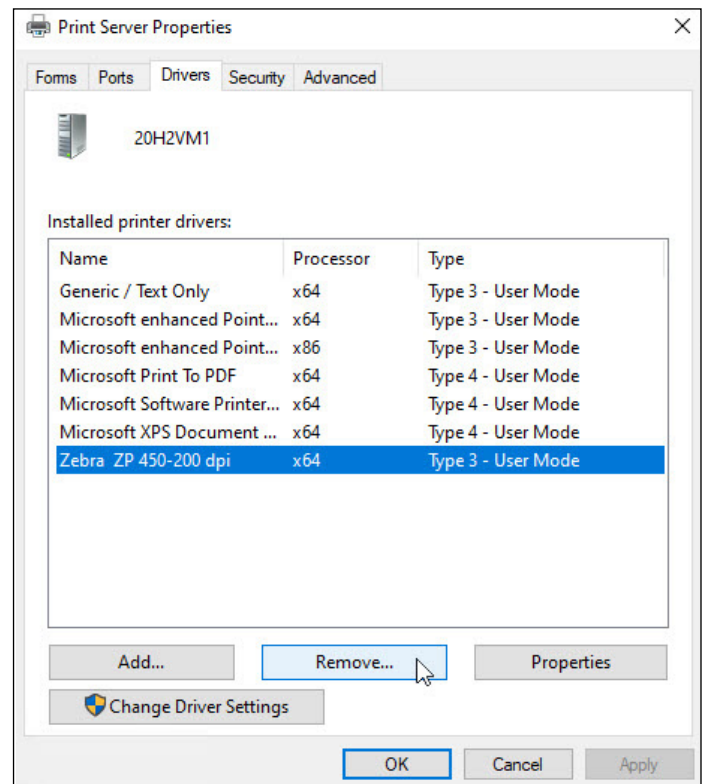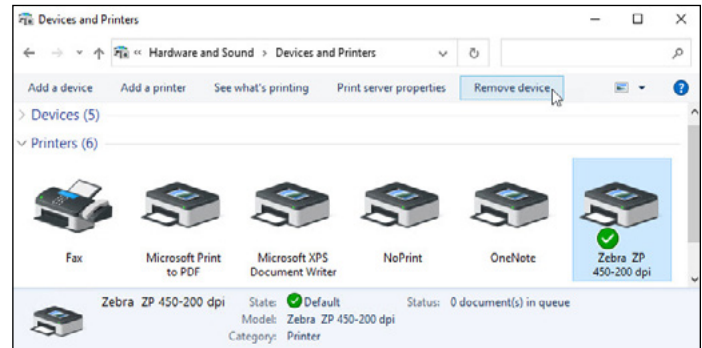
Installing a Thermal Label Printer

Uninstalling a Printer Driver *(Continued)*

7. In the Remove Driver and Package window, **select Remove driver and driver package**.
8. **Click OK**.
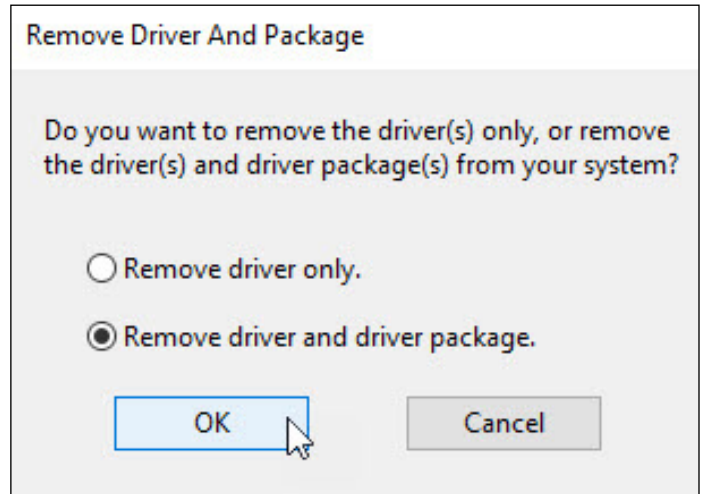
Setting the Label Stock Configuration

1. On the Tools tab, **select System Preferences** and then **Printing Setup**.
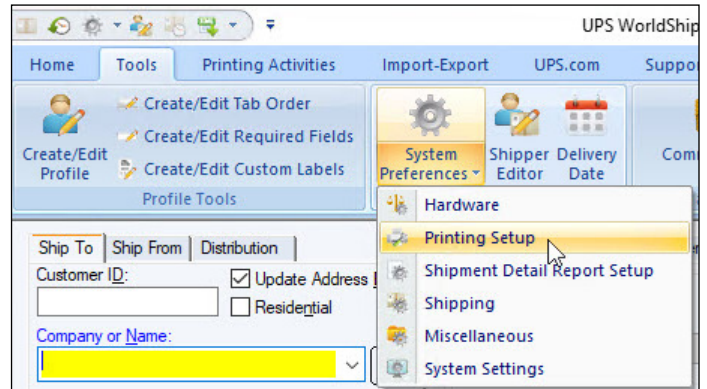
2. The Printing Setup tab appears. The Printer grid shows all current printers.

    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.*)
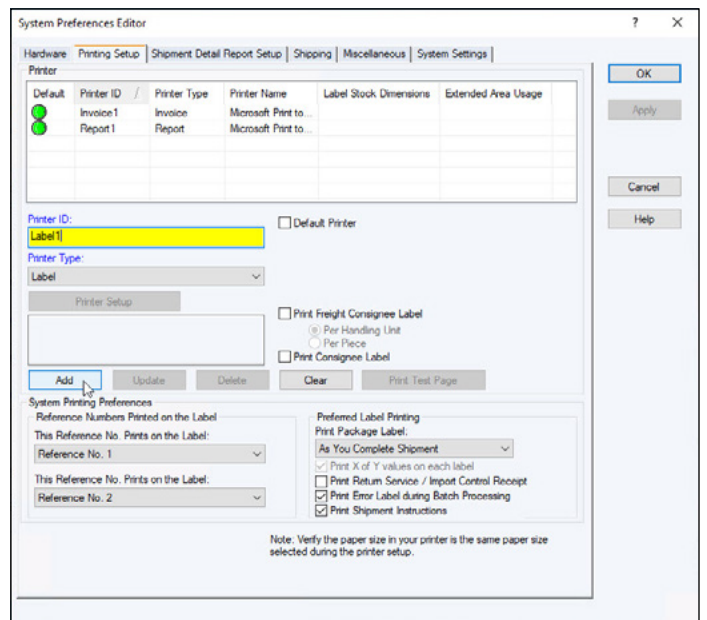
Setting the Label Stock Configuration *(Continued)*

2. *(Continued from previous page.)*

- 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.
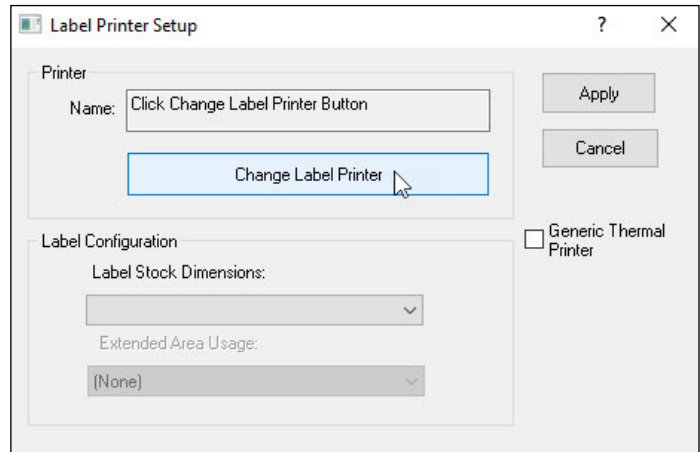
- **Click the Select** button.
- Continue with step 3.
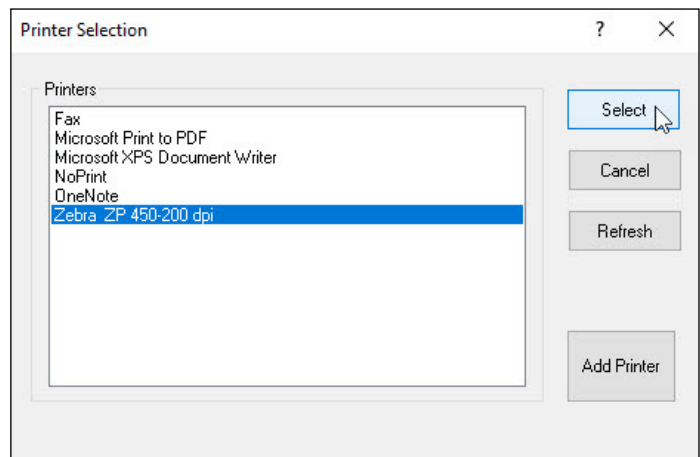
To set the label stock configuration for an **existing** label printer:

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

Setting the Label Stock Configuration *(Continued)*

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).
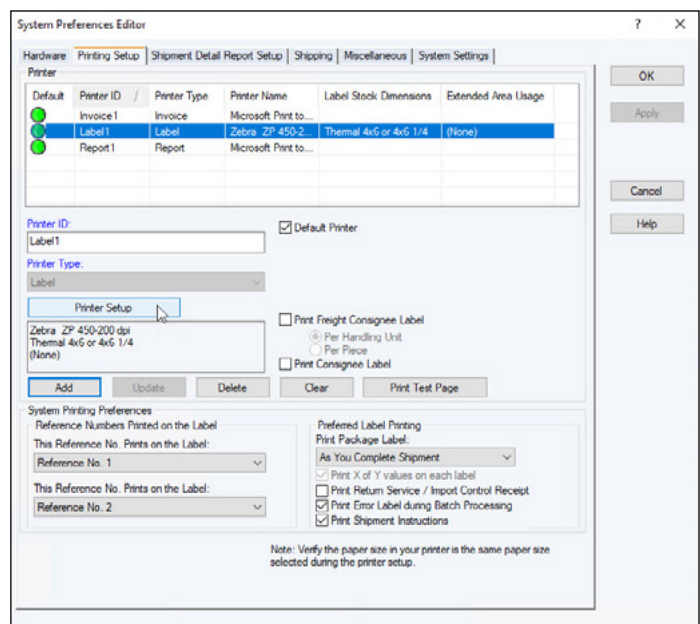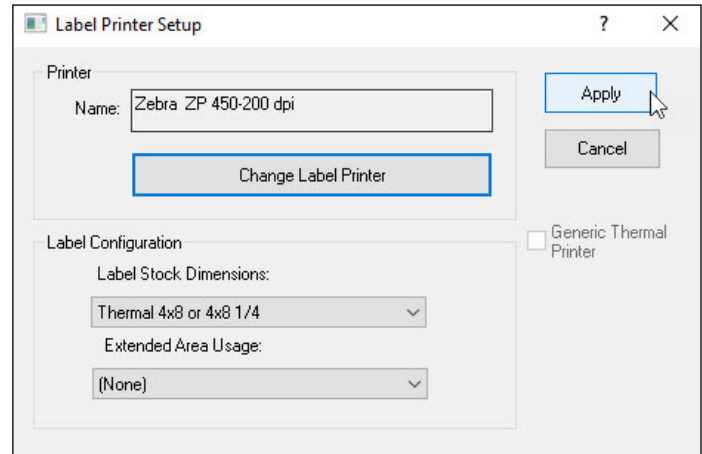
     Tip: The Extended Area Usage box is active only if you select Thermal 4x8 or 4x8¼, Laser 8½ x 11 and Laser 8½ x 11 (2 Labels per Page) in the Label Stock Dimensions box.
   - **Click the Apply button.**

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.
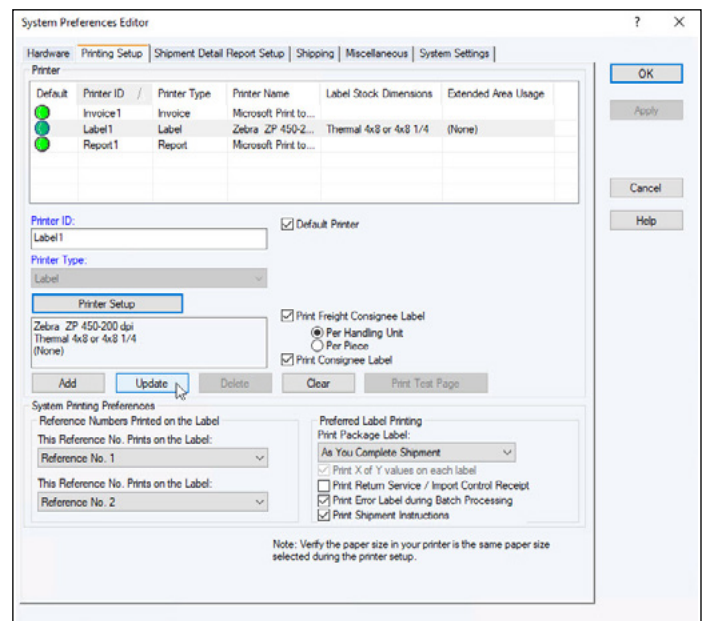
Setting the Label Stock Configuration *(Continued)*

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

The following label stock dimensions are available:

- **Thermal 4x6 or 4x6¼** – 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 8½ 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.
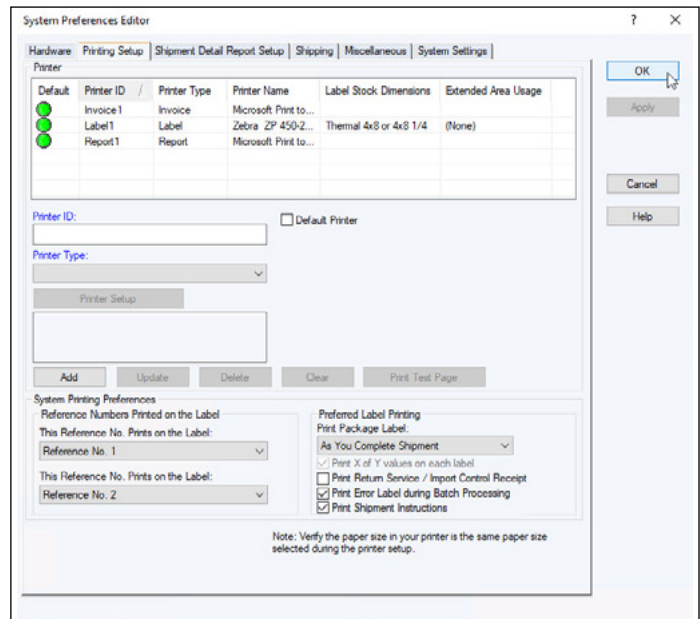
Setting the Label Stock Configuration *(Continued)*

The following extended area usages are available for 4x8 and 4x8¼ 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 8½ x 11 and Laser 8½ 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 8½ x 11 stock size appears, ensure that the Generic Thermal Printer check box is selected. This option offers other stock sizes, such as 4 x 6, 4 x 8, etc.

     For more information, see Set the Label Stock Configuration.
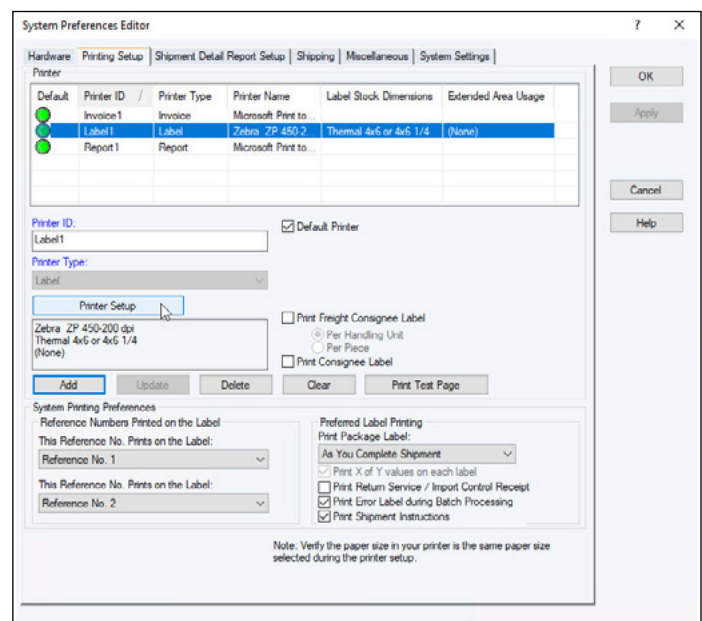
2. Make sure the printer case is closed and latched.

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 ups.com/us/en/business-solutions/business-shipping-tools/worldship.page.

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

ups.com