Zebra® RW 420
Mobile Printer
Quick Start Guide
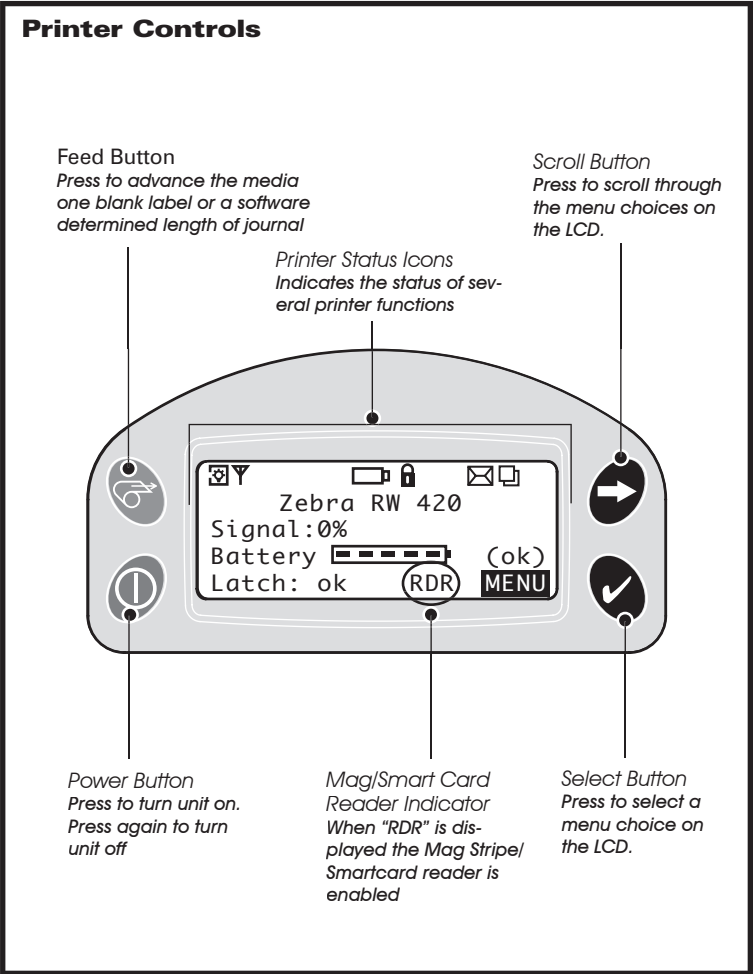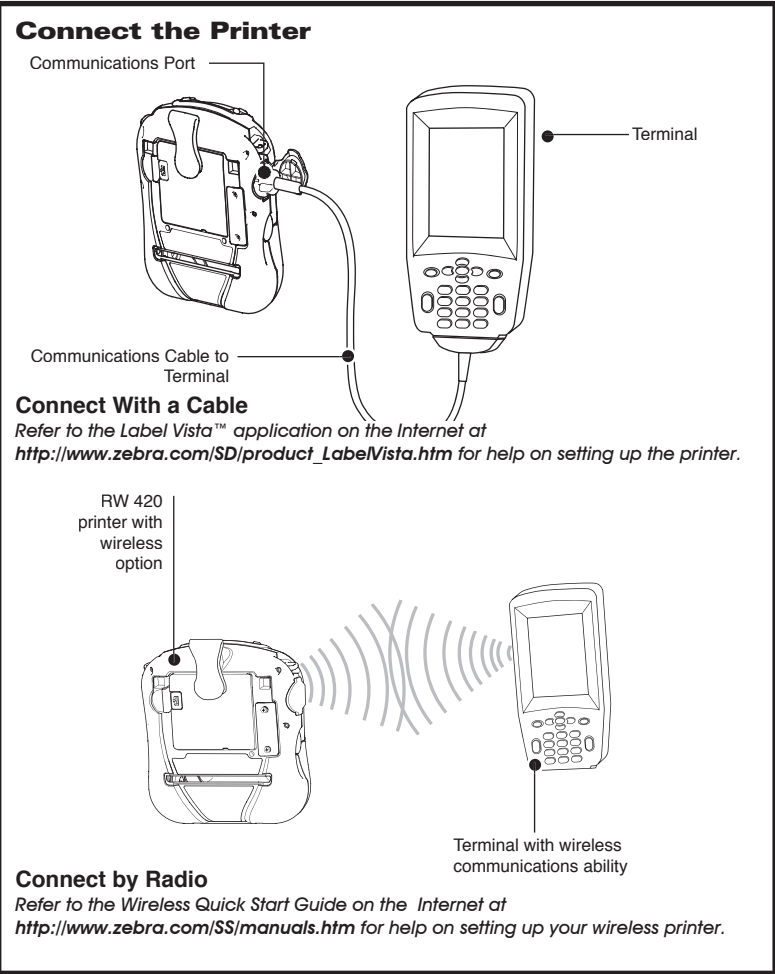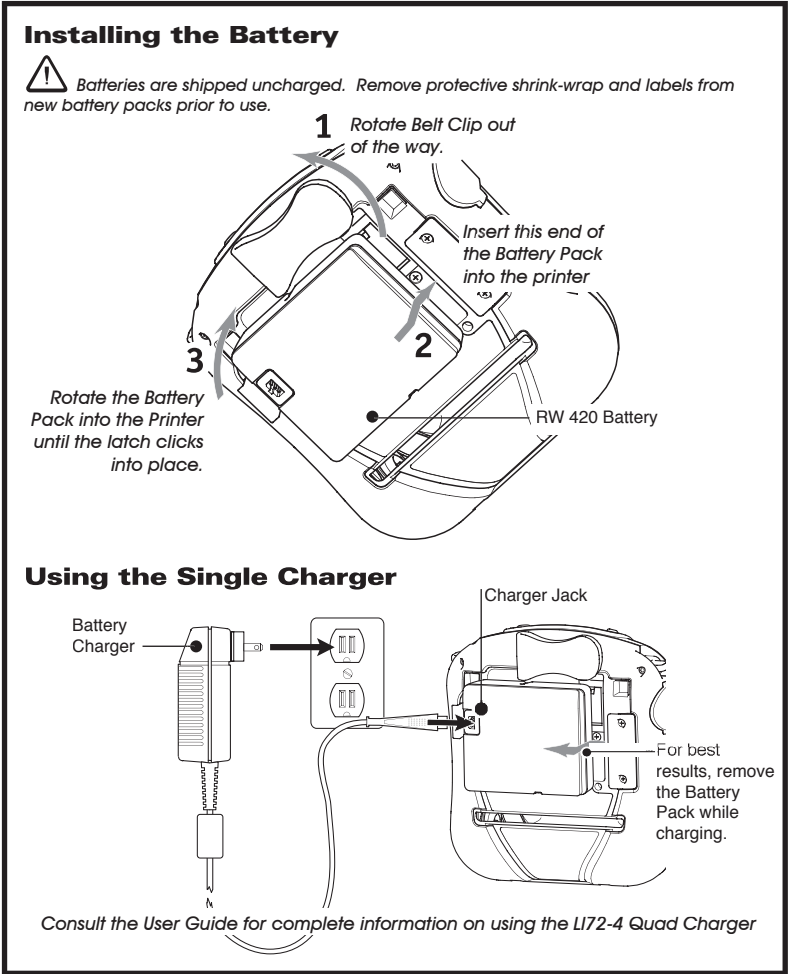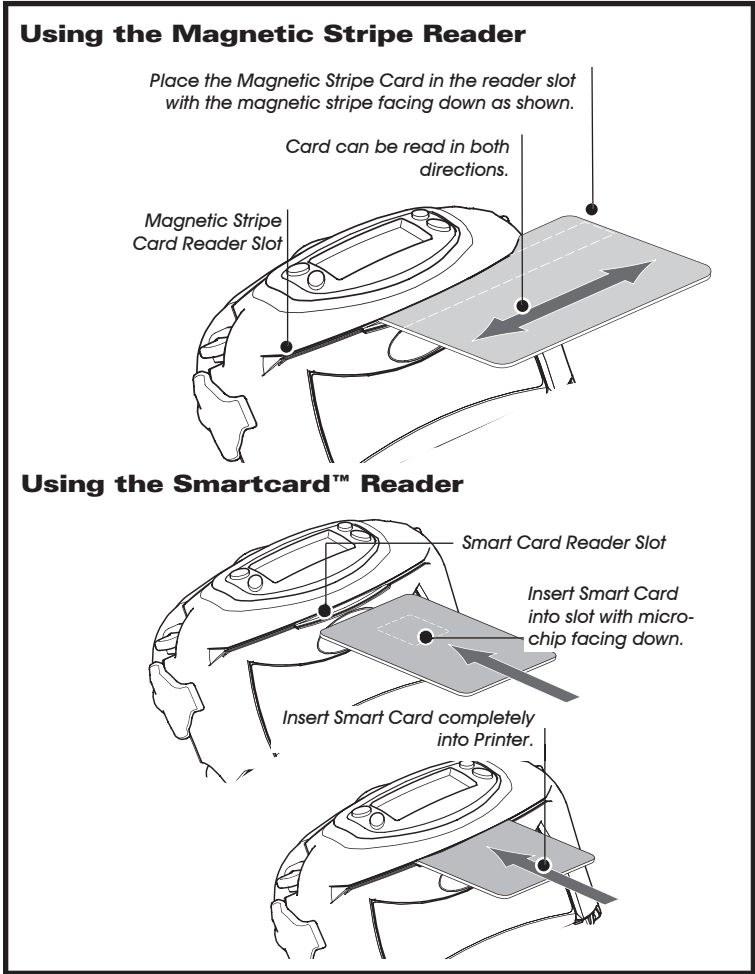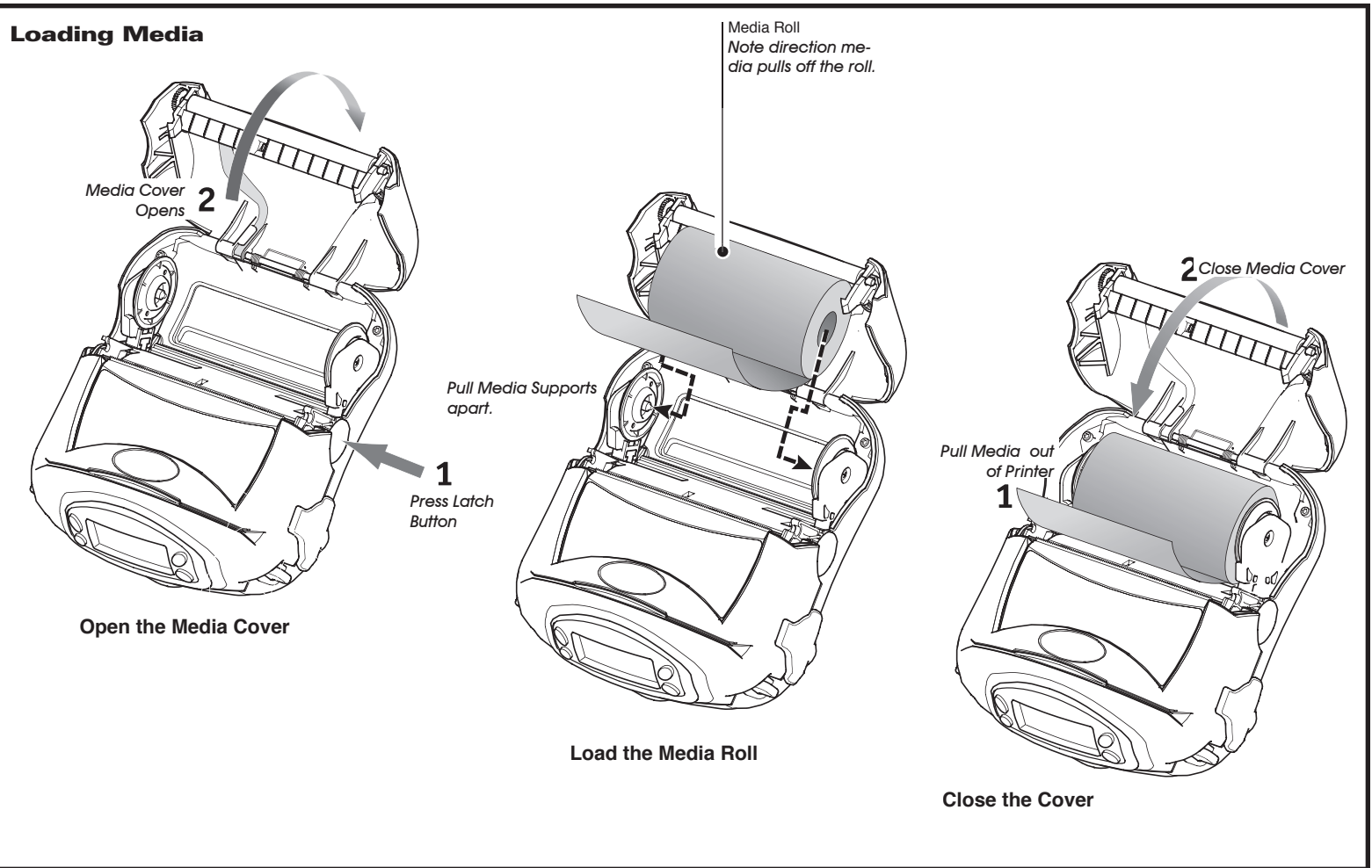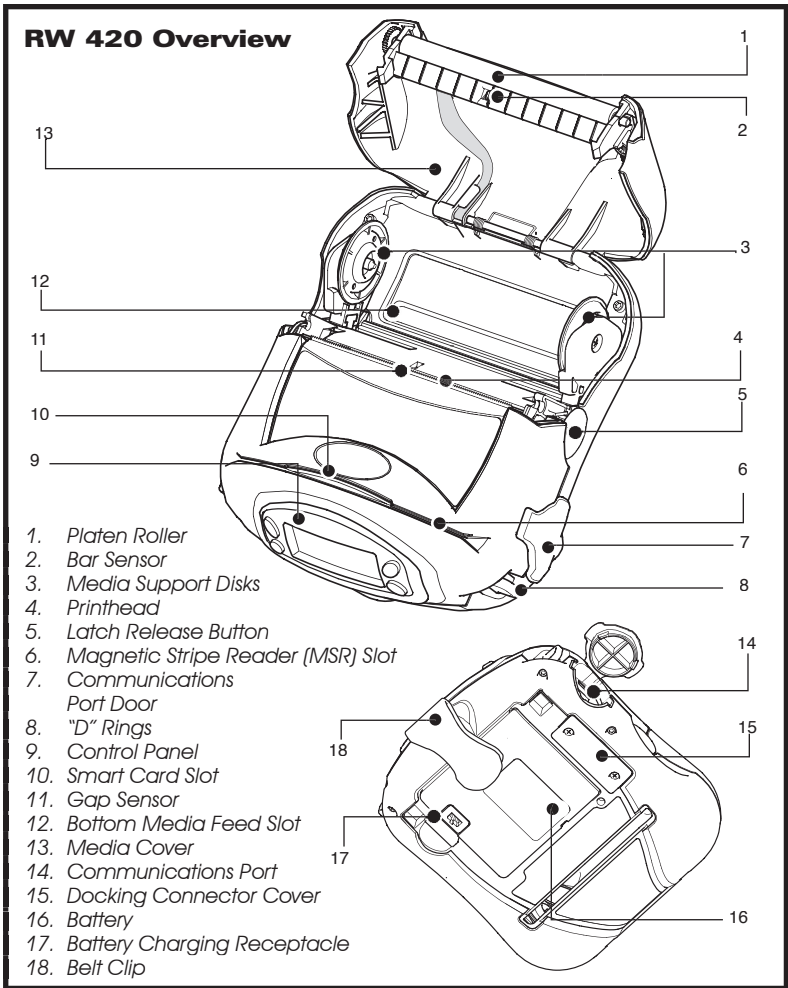
Introduction

Thank you for choosing one of our Zebra RW 420 Mobile Printers. These rugged printers will become productive and efficient additions to your workplace thanks to their innovative design. Because they're made by Zebra Technologies Corporation, you can be assured of world-class support for all of your bar code printers, software, and supplies.
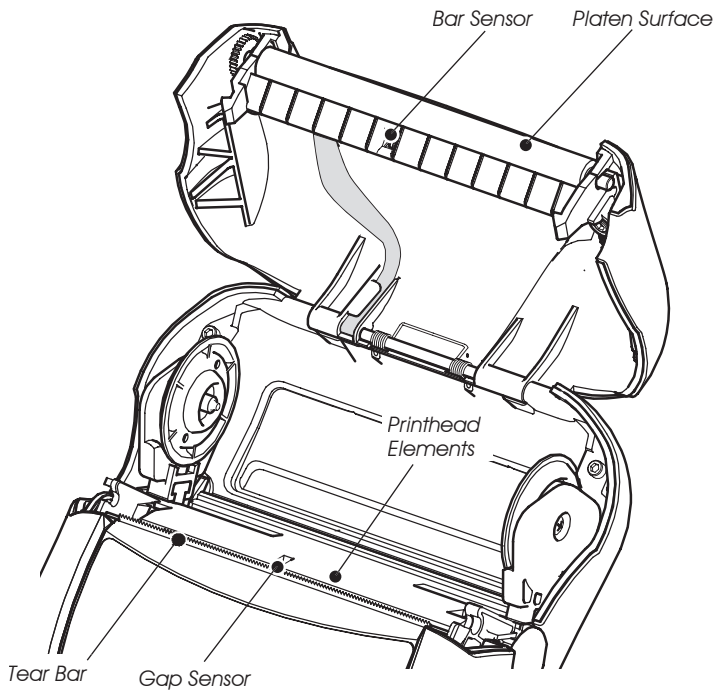
This document provides an easy reference for operating and maintaining the RW 420 Mobile Printer. Complete documentation for this model printer is provided by the **RW 420 User Guide** available via the Internet at: **http://www.zebra.com/manuals**.

RW 420 Overview

1. Platen Roller
2. Bar Sensor
3. Media Support Disks
4. Printhead
5. Latch Release Button
6. Magnetic Stripe Reader (MSR) Slot
7. Communications Port Door
8. "D" Rings
9. Control Panel
10. Smart Card Slot
11. Gap Sensor
12. Bottom Media Feed Slot
13. Media Cover
14. Communications Port
15. Docking Connector Cover
16. Battery
17. Battery Charging Receptacle
18. Belt Clip

Loading Media

Media Roll
Note direction media pulls off the roll.

Media Cover Opens

Press Latch Button

Open the Media Cover

Pull Media Supports apart.

Load the Media Roll

Close Media Cover

Pull Media out of Printer

Close the Cover

Using the Magnetic Stripe Reader

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

Card can be read in both directions.

Magnetic Stripe Card Reader Slot

Using the Smartcard™ Reader

Smart Card Reader Slot

Insert Smart Card into slot with micro-chip facing down.

Insert Smart Card completely into Printer.

Installing the Battery

⚠ *Batteries are shipped uncharged. Remove protective shrink-wrap and labels from new battery packs prior to use.*

1. Rotate Belt Clip out of the way.

Insert this end of the Battery Pack into the printer

3. Rotate the Battery Pack into the Printer until the latch clicks into place.

RW 420 Battery

Using the Single Charger

Charger Jack

Battery Charger

For best results, remove the Battery Pack while charging.

Consult the User Guide for complete information on using the LI72-4 Quad Charger

Connect the Printer

Communications Port

Terminal

Communications Cable to Terminal

Connect With a Cable

Refer to the Label Vista™ application on the Internet at **http://www.zebra.com/SD/product_LabelVista.htm** *for help on setting up the printer.*

RW 420 printer with wireless option

Terminal with wireless communications ability

Connect by Radio

Refer to the Wireless Quick Start Guide on the Internet at **http://www.zebra.com/SS/manuals.htm** *for help on setting up your wireless printer.*

Printer Controls

Feed Button
Press to advance the media one blank label or a software determined length of journal

Scroll Button
Press to scroll through the menu choices on the LCD.

Printer Status Icons
Indicates the status of several printer functions

```
        Zebra RW 420
Signal:0%
Battery ▭▭▭▭      (ok)
Latch: ok     (RDR) MENU
```

Power Button
Press to turn unit on. Press again to turn unit off

Mag/Smart Card Reader Indicator
When "RDR" is displayed the Mag Stripe/Smartcard reader is enabled

Select Button
Press to select a menu choice on the LCD.

Cleaning the Printer

Bar Sensor Platen Surface

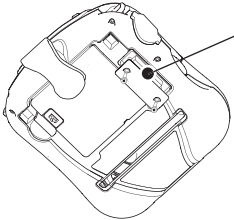Printhead Elements

Tear Bar Gap Sensor

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)
Tear bar	Clean thoroughly with the cleaning pen or 70% isopropyl alcohol and a cotton swab.	
Platen	Rotate the platen roller and clean it thoroughly with the cleaning pen or 70% isopropyl alcohol and a cotton swab.	
Exterior	Water-dampened cloth	As needed
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)

Using the Accessories

Cradle

The RW 420 can be used in conjunction with a Cradle. When the printer is "docked" the Cradle allows the printer to print, receive and transmit data and charge batteries. Refer to the documentation either in the Users Guide or supplied with the Cradle for more information.

Installing the Printer

Remove and retain the Docking Connector Cover

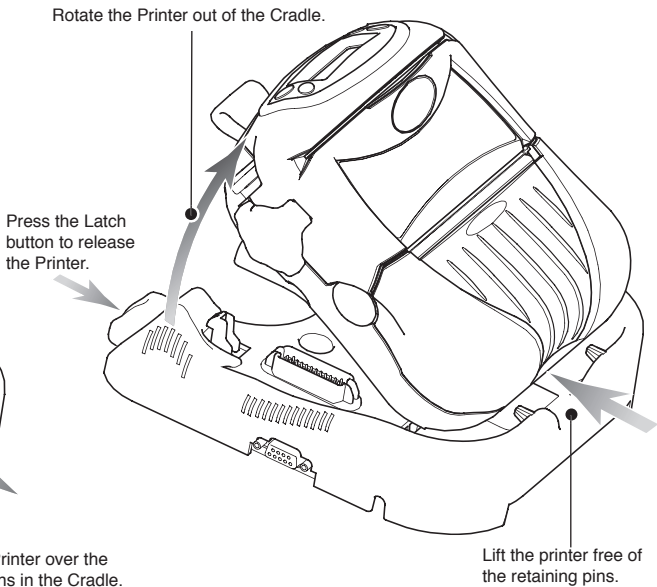Rock the Printer into the Cradle to latch it in position.

• As a safety precaution, re-move 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.
• Ensure that the power indicator on the Cradle is lit and turn the printer on.

Place the Printer over the retaining pins in the Cradle.
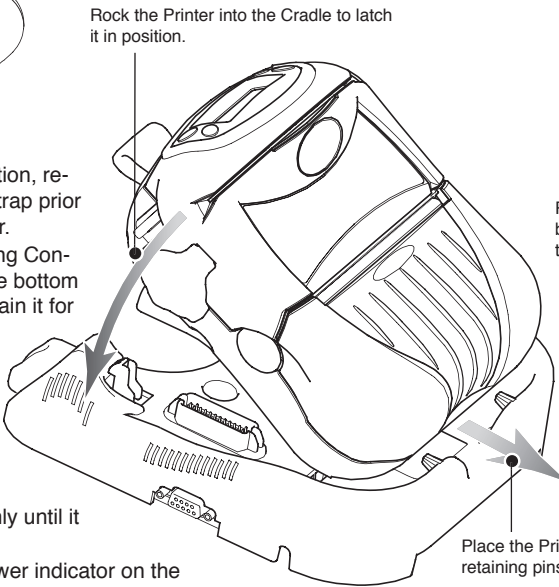
Removing the Printer

• 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.
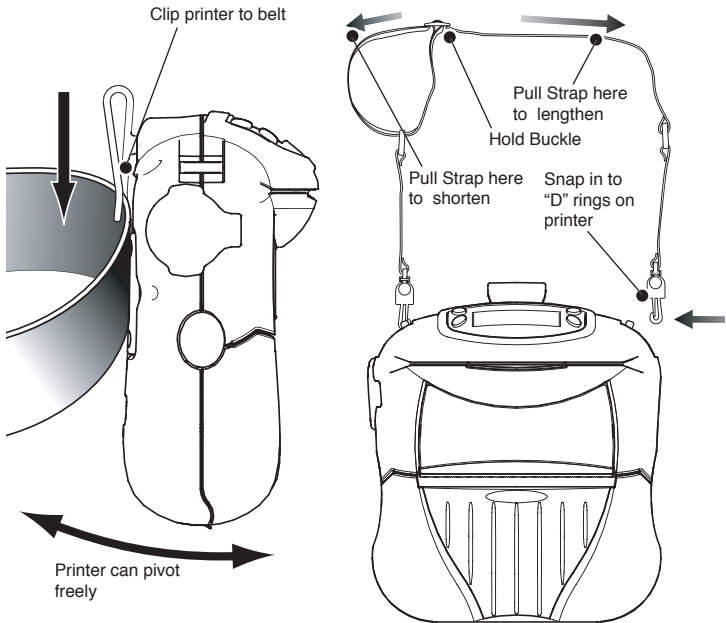
Rotate the Printer out of the Cradle.

Press the Latch button to release the Printer.

Lift the printer free of the retaining pins.

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 (optonal)

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.

Clip printer to belt

Printer can pivot freely

Pull Strap here to lengthen
Hold Buckle

Pull Strap here to shorten

Snap in to "D" rings on printer

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	Ref. to 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

1. *No power:*
   • Check that battery is installed properly.
   • Recharge or replace battery as necessary.
2. *Media does not feed:*
   • Be sure printhead is closed and latched.
   • Check spindle holding media for any binding.
   • Ensure label sensor is not blocked.
3. *Poor or faded print or* ❑ *icon flashing:*
   • Clean printhead.
   • Check battery and recharge or replace as necessary.
   • Check quality of media.
4. *Partial/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:*
   • No application or application corrupted; program must be re-loaded.
   • (Wireless units only): flashing error light indicates data transmission.
8. *Flashing* ❑ *or* 🔒 *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*
   • The battery packs for the RW 420 and QL 420 model printers are similar in size and shape. Verify you are using the correct battery pack.
   • Battery pack part numbers for RW 420 are CT17102-1 (standard capacity) or CT17102-2 (double capacity).

Regulatory Information for the RW 420 Printer

FC CE ⊙ ⊛ N2557 18275

Canadian Compliance Statement
This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme á la norme NMB-003 du Canada.

NOM 🔊 NYCE

Warning - Static Discharge and Thermal Printing

⚠ *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.

⚠ *Thermal Printing:*
The printhead becomes hot while printing. Use only the cleaning pen to perform maintenance on the printhead.

Product Support

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

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