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TROUBLESHOOTING GUIDE

Zebra ZD500R troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, ZD500 Series user guide and Zebra RFID programming guide (Link-OS) (list at the end of the page)

TIMCOD CATEGORY (IN FRENCH)

See the desktop thermal printers category →

In brief. The Zebra ZD500R is the UHF RFID version of the ZD500 desktop printer: thermal transfer or direct thermal, 203 or 300 dpi, control display and internal RFID encoder. Zebra has discontinued it: in the EMEA region, sales ended on 30 September 2021 and Zebra service and support ended on 29 November 2024. It reports faults through a single STATUS light and its display; on the RFID side, the Zebra documentation stresses the double calibration (media, then transponder), voided labels (VOID) and radio interference. This guide covers these points based on the ZD500 Series user guide and the Zebra RFID programming guide. Click a question to open its entry.

- **The STATUS light is red or amber:** find its colour in the [lookup table](#) and open the matching entry.
- **RFID labels come out marked VOID:** start with [RFID calibration](#), then go through the [RFID](#) section (transponder position, interference, error codes).

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- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What does the STATUS light on my Zebra ZD500R mean? Lookup by light and by RFID message

The ZD500R has only one light, STATUS, backed up by its display. The table links each light state documented by Zebra, as well as the main RFID messages, to its cause and to the entry that resolves it.

Message or state	Light (Zebra guide)	Likely cause	Entry
Printer ready	● STATUS solid green	Normal operation	STATUS light colours
Media out	● STATUS solid red	No more labels: action required	Media out
Ribbon run out	● STATUS solid red	Thermal transfer ribbon used up or missing	Ribbon run out
Head open	● STATUS solid red	Printhead open	Head open
Cutter fault	● STATUS solid red	Cutter faulty	Cutter
Printer not ready or printhead overheating	● STATUS solid orange	Printer not ready, or printhead too hot (it may be burning hot)	STATUS light colours

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Message or state	Light (Zebra guide)	Likely cause	Entry
Head too cold	● STATUS flashing orange	Printhead below its operating temperature	STATUS light colours
Printhead not identified or severe overheating	● STATUS flashing red	Printhead type not recognised, logic board overheating or printhead extremely overheated	STATUS light colours
Forced download mode	● ● STATUS flashing amber, then alternating amber and green	Firmware loading in forced mode, reserved for trained personnel	Firmware
VOID printed on the label	—	Tag not encoded or no transponder detected: label voided	VOID labels
NO TAG FOUND	—	No tag found under the antenna	RFID codes
COUNTRY CODE ERROR	—	RFID country code missing or invalid	RFID codes
WRITE FAILED / GEN2 MEMORY LOCKED	—	Cannot write to the tag, or tag memory locked	RFID codes
NO READER PRESENT / RDR COMM TIMEOUT	—	RFID reader not detected or not responding	RFID encoder
No Ethernet link	○ RJ45 port lights off	No wired network link	Ethernet

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The STATUS light states come from the STATUS light table (“Control Panel” section) of the ZD500 Series user guide (P1062653-04EN); the RJ45 port lights come from its section on Ethernet connection; the RFID messages come from the “RFID Error Codes and Messages” table of the Zebra RFID programming guide, which does not associate any light state with them (dash). The guide’s amber corresponds to the yellow dot.

Red or amber STATUS light on the Zebra ZD500R: causes and solutions

The ZD500 Series guide associates a solid red STATUS light with four situations that require action: media out, ribbon out, printhead open and cutter fault. The entries below give the cause and what to do; one entry summarises all the light colours.

Why does the STATUS light on my Zebra ZD500R stay solid red when labels are loaded?

Light: STATUS solid red (media out, action required).

Short answer: According to Zebra, a solid red STATUS light indicates, among other things, media that has run out or is not seen by the sensors: the printer is waiting for you to act. Reload the roll with the printable side facing up, move the movable sensor back to the centre position for gap labels, close the cover and then recalibrate (PAUSE + FEED + CANCEL for two seconds).

LIKELY CAUSE

The STATUS light table groups four situations under solid red: media out, ribbon out, printhead open and cutter fault. Media detection relies on the gap (web) sensor and the movable black mark sensor: once moved from its centre position, the latter only detects black marks and notches.

WHAT TO DO

1. Reload the roll following the [loading procedure](#): printable side facing up, media slid under both guides.



2. For labels separated by a gap, check that the movable black mark sensor is in its default centre position.
3. Close the printer by pressing down until the cover clicks into place.
4. If the media is still not recognised, check the [Media Type](#) setting and then run a [calibration](#); for RFID labels, follow up with an [RFID calibration](#).

The ZD500 Series guide provides separate loading procedures for fan-fold media, the cutter and the peeler.

Source: [Control Panel \(STATUS light\)](#); [Printer Features](#); [Loading Roll Media](#) [🔗](#) – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

My Zebra ZD500R stops with a red STATUS light at the end of the ribbon: what should I do?

Light: STATUS solid red (ribbon out, action required).

Short answer: The thermal transfer ribbon is used up or missing. Fit a new roll on the lower spindles, attach its leader to an empty core, tighten it with the knob and then press FEED: the ZD500R feeds at least 10 cm to align the ribbon.

LIKELY CAUSE

Solid red on the STATUS light covers the ribbon-out case. The end of the ribbon is monitored by a dedicated sensor (ribbon trailer sensor) located in the compartment.

Caution: Zebra warns that non-approved ribbons or media can damage the printer or the printhead.

WHAT TO DO

1. Replace the ribbon following the [ribbon loading procedure](#).
2. After closing the cover, press FEED to take up the slack and align the ribbon.

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3. If you print without ribbon on direct thermal paper, set the printer to direct thermal (see [print mode](#)).

Source: [Control Panel \(STATUS light\)](#); [Printer Features](#); [Loading Transfer Ribbon](#); [SETTINGS Menu](#) [↗](#) – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

Why does my Zebra ZD500R report an open printhead (red STATUS light) after the cover is closed?

Light: STATUS solid red (printhead open).

Short answer: The head-up sensor considers that the printhead is not closed. Close the printer by pressing on the cover until it clicks into place; on closing, the printer carries out the action selected in Head-Close Action (feed, calibration...).

LIKELY CAUSE

The STATUS light table lists an open printhead among the causes of solid red. The printhead position is monitored by a head-up sensor located inside the printer.

WHAT TO DO

1. Close the printer and press down until the cover clicks into place.
2. Check that the STATUS light returns to solid green (printer ready).
3. If the printer feeds or calibrates every time it is closed, this is due to the Head-Close Action setting (see [power-up and head-close actions](#)).

The ZD500R display has a “Cover Unlocked” status icon.

Source: [Control Panel \(STATUS light\)](#); [Control Panel Display Menu and Status Icons](#); [Printer Features](#); [Loading Roll Media](#); [TOOLS Menu](#) [↗](#) – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).



What do the STATUS light colours on my Zebra ZD500R mean (green, amber, red, flashing)?

Light: STATUS green, amber or red, solid or flashing.

Short answer: Solid green: printer ready. Solid amber: printer not ready or printhead overheating; flashing amber: printhead too cold. Solid red: media or ribbon out, printhead open or cutter fault; flashing red: printhead not identified, logic board or printhead severely overheating. Red, solid or flashing, always requires action.

LIKELY CAUSE

The ZD500R has only one light, STATUS, next to its display. Zebra specifies that red indicates a condition that prevents the printer from continuing without user intervention.

Caution: When the light indicates overheating, the printhead may be hot.

WHAT TO DO FOR EACH COLOUR

1. Solid red: reload the media or the ribbon, close the printhead or check the cutter.
2. Solid amber due to overheating: the printhead may be hot, do not touch it.
3. Flashing amber, then alternating amber and green: the printer is in forced firmware download mode (see firmware).
4. Flashing red: note the message shown on the display; the ZD500 Series guide details the error messages in its troubleshooting section (Error Messages).

Source: Control Panel (STATUS light table); table of contents [↗](#) – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

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Calibrating the Zebra ZD500R: labels poorly detected or feeding at start-up

The ZD500R is calibrated with a combination of three buttons or through its menus. The media type setting and the automatic actions at power-up and when the printhead is closed complement calibration.

How do I calibrate a Zebra ZD500R (labels and ribbon)?

Symptoms: skipped labels, start of label not found correctly, new media or new ribbon.

Short answer: Load the media (and the ribbon for thermal transfer), close the cover, then press and hold PAUSE, FEED and CANCEL for two seconds: the ZD500R starts calibrating the media and ribbon sensors. For RFID labels, follow up with an RFID calibration.

LIKELY CAUSE

Zebra states that new media may need a calibration to adjust the sensors and the label length, and that RFID media also needs an RFID calibration.

OFFICIAL PROCEDURE (CONTROL PANEL)

1. Load the media and, for thermal transfer, the ribbon; close the cover.
2. Press and hold PAUSE, FEED and CANCEL together for two seconds to start calibration.
3. The same function is available in the display menus, under the Manual Calibration item.
4. With RFID labels, then run an RFID calibration (RFID CALIBRATE).

To diagnose media detection, print a sensor profile: TOOLS menu > Print Information > SENSOR PROFILE, or hold FEED and CANCEL while powering on. The guide states that you should not change the sensor sensitivity settings unless instructed to by Zebra technical support.

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Source: [TOOLS Menu \(Manual Calibration, Print Information\); Loading Roll Media](#) [↗](#) – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

Why can't my Zebra ZD500R find the start of my labels (gap, notch or black mark)?

Symptoms: print straddling two labels, wrong label length.

Short answer: The media type set does not match the roll, or the movable sensor is in the wrong place. Set Media Type (CONTINUOUS, GAP/NOTCH or MARK) in the SETTINGS menu, leave the movable sensor in the centre for gap labels, then recalibrate.

LIKELY CAUSE

According to Zebra, in GAP/NOTCH or MARK the printer measures the label length by feeding the media; in CONTINUOUS, the length must be included in the format (`^LL` command). Once moved out of its centre position, the movable black mark sensor only detects black marks and notches.

WHAT TO DO

1. In the SETTINGS menu, set Media Type: GAP/NOTCH for labels separated by a gap or notch, MARK for black mark media, CONTINUOUS for continuous media.
2. In CONTINUOUS, check that the label format specifies its length (`^LL`).
3. Leave the movable sensor in the centre position for gap labels; only move it for black marks or notches.
4. Run a [calibration](#) again.

Source: [SETTINGS Menu \(Media Type\); Loading Roll Media](#) [↗](#) – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

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Why does my Zebra ZD500R feed labels at power-up or when the cover is closed?

Symptoms: labels ejected or automatic calibration at power-up or when the printhead is closed.

Short answer: This is the behaviour selected in Power-Up Action (power-up) and Head-Close Action (printhead closing), in the TOOLS menu. Select CALIBRATE, SHORT CAL, FEED, LENGTH or NO MOTION depending on the effect you want.

LIKELY CAUSE

Zebra offers five actions for these two moments: CALIBRATE (calibration), SHORT CAL (short calibration), FEED (feed to the first registration point), LENGTH (label length measurement) and NO MOTION (no media movement).

WHAT TO DO

1. Open the TOOLS menu.
2. Set Power-Up Action for the action at power-up.
3. Set Head-Close Action for the action when the printhead is closed.
4. Choose NO MOTION if the media must not move at these times.

Source: [TOOLS Menu \(Power-Up Action, Head-Close Action\)](#)  – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

Loading ribbon and labels on the Zebra ZD500R: official procedures

The ZD500R prints with or without ribbon: how the roll is loaded, how the ribbon is loaded and the print mode selected must match.

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How do I load a roll of labels into a Zebra ZD500R?

Symptoms: roll rubbing, labels feeding askew or poorly detected.

Short answer: Open the printer, place the roll between its holders with the printable side facing up, pull the media out at the front and slide it under both guides. Leave the movable sensor in the centre position for gap labels and close until it clicks.

LIKELY CAUSE

The Zebra procedure covers a roll in tear-off mode with gap detection, the default setting; it also suits most full-width black mark media.

OFFICIAL ROLL LOADING PROCEDURE

1. Open the printer by pulling the release levers towards the front.
2. Pull apart the roll holders and the guides, place the roll and then release them: the printable side must face up as it passes over the platen roller.
3. Check that the movable black mark sensor is in the centre position, the standard detection position.
4. Pull the media so that it comes out at the front; check that the roll turns freely and does not rest on the bottom of the compartment.
5. Slide the media under both guides.
6. Close the printer and press down until the cover clicks into place.

New media may need a [calibration](#); RFID media also needs an [RFID calibration](#). Fan-fold paper, the cutter and the peeler have their own procedures in the ZD500 Series guide.

Source: [Loading Roll Media](#)  – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

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How do I install thermal transfer ribbon in a Zebra ZD500R?

Symptoms: ribbon needs replacing, ribbon wrinkled or wound incorrectly.

Short answer: Place the new ribbon on the lower supply spindles and an empty core on the take-up spindles, stick the leader to this core, tighten the ribbon with the left-hand knob, close the cover and press FEED. Then switch the printer to thermal transfer.

LIKELY CAUSE

Zebra specifies that the ribbon must be wider than the media to protect the printhead, and that damaged or older-generation cores cause wrinkling and jams.

Caution: Use a ribbon wider than the media to limit printhead wear. Do not use old desktop cores with notches on one side only (too wide, they block winding) or cores with rounded, frayed or crushed notches (wrinkled ribbon, poor ribbon-out detection, intermittent faults).

OFFICIAL RIBBON LOADING PROCEDURE

1. Unwrap the new ribbon and peel off its adhesive strip.
2. With the printer open, place the new roll on the lower supply spindles and turn it until its notches lock on the left of the hub.
3. Place an empty core on the take-up spindles and lock it in the same way: the first one is supplied in the box; after that, reuse the empty core from the previous roll.
4. Stick the ribbon leader onto the empty core, right in the centre.
5. Turn the knob to the left of the supply spindle towards the back until the ribbon is taut over the printhead.
6. Check that media is loaded, close the cover and press FEED: the printer feeds at least 10 cm to take up the slack and align the ribbon.
7. Switch to thermal transfer (driver, software or `^MT` command) and check on the [configuration report](#) that PRINT METHOD shows THERMAL-TRANS.

Do not load ribbon when printing in direct thermal.

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Source: [Loading Transfer Ribbon](#)  – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

How do I switch my Zebra ZD500R from direct thermal to thermal transfer (ribbon not used)?

Symptoms: ribbon installed but print mode needs checking.

Short answer: The Print Method setting in the SETTINGS menu selects between DIRECT THERMAL (without ribbon) and THERMAL TRANS (with ribbon). After loading a ribbon, switch to thermal transfer through the driver, the software or the ZPL `^MT` command, then check the PRINT METHOD line on the configuration report.

LIKELY CAUSE

According to Zebra, the print mode must match the consumable: no ribbon in direct thermal, and an explicit switch to thermal transfer after loading a ribbon.

WHAT TO DO

1. For direct thermal paper, do not load ribbon and set Print Method to DIRECT THERMAL.
2. To print with ribbon, load it (see [loading the ribbon](#)) and then switch to THERMAL TRANS from the driver, the labelling software or the `^MT` command.
3. Print a [configuration report](#): the PRINT METHOD line must show THERMAL-TRANS.

Source: [SETTINGS Menu \(Print Method\)](#); [Loading Transfer Ribbon](#)  – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

Several of these faults involve the ribbon or labels used. TIMCOD, [Zebra reseller](#), supplies [labels](#), [thermal transfer ribbons and printheads](#) for thermal printers (pages in French).

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Zebra ZD500R print quality: faded, offset or cut-off print

The Zebra guide links print quality to the darkness and speed settings, to the match between ribbon and media, and to the position and width settings.

Why is the print from my Zebra ZD500R faded, bleeding or hard to scan?

Symptoms: faded or bleeding print, barcodes poorly read, ribbon burnt through.

Short answer: Zebra advises the lowest darkness setting that still gives good quality, and a slower speed: too much darkness makes the print fuzzy, hinders barcode reading, burns through the ribbon and wears the printhead faster. Also check that ribbon and media are suited to each other.

LIKELY CAUSE

Darkness (0 to 30) and Print Speed (2 to 6 inches per second) settings in the SETTINGS menu; the guide states that slower speeds generally give better quality. It also recommends pairing a compatible ribbon and media.

Caution: Excessive darkness accelerates printhead wear, as does a ribbon narrower than the media.

WHAT TO DO

1. In the SETTINGS menu, lower Darkness to the lowest value that still gives sharp print.
2. Reduce Print Speed if quality is still insufficient.
3. Check that the ribbon and media are compatible and that the ribbon is wider than the media.

The maximum speed is 6 inches per second at 203 dpi and 4 inches per second at 300 dpi.

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Source: [SETTINGS Menu \(Darkness, Print Speed\); Loading Transfer Ribbon; Introduction](#) [↗](#) – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

Why is the print on my Zebra ZD500R offset or cut off at the edge of the label?

Symptoms: image too high or too low, edge cut off, incorrect tear-off position.

Short answer: Three settings in the SETTINGS menu are involved: Label Top shifts the print vertically, Tear-Off Position sets how far the media comes out after printing, and Print Width sets the printable width. A width that is too small cuts off the format; too large, it can cause printing on the platen roller.

LIKELY CAUSE

Position and width settings unsuited to the label in use, according to the descriptions of the SETTINGS menu in the Zebra guide.

Caution: A print width larger than the label wastes memory and can print directly onto the platen roller.

WHAT TO DO

1. Label Top (–120 to 120): negative value to move the print up towards the top of the label, positive to move it down.
2. Tear-Off Position (–120 to 120, 000 by default): higher value to feed the media out further, lower value to pull it back in.
3. Print Width: set the label width, up to 832 dots at 203 dpi and 1,280 dots at 300 dpi.

Source: [SETTINGS Menu \(Label Top, Tear-Off Position, Print Width\)](#) [↗](#) – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

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Zebra ZD500R connection problems: USB, serial, Ethernet, Wi-Fi and Bluetooth

The ZD500R has USB, serial and parallel ports, a built-in Ethernet print server and, as options, Wi-Fi and Bluetooth. Here are the checks in the Zebra guide for each connection.

How do I connect my Zebra ZD500R to a Windows PC without driver errors?

Symptoms: printer not recognised or wrong driver after connection.

Short answer: Zebra asks you to install Zebra Setup Utilities before switching on a printer connected to the PC: the utility tells you when to power it on. Connect the interface cables with the power switch off, using shielded cables and a certified USB cable.

LIKELY CAUSE

The Zebra Setup Utilities wizards drive the installation and tell you when to switch on the printer.

Caution: Keep the power switch off while connecting the communication cables. Never use the printer or its power supply in a place where they could get wet: risk of serious injury.

WHAT TO DO

1. Install Zebra Setup Utilities on the computer before powering on the connected printer.
2. With the power switch off (O), connect the interface cable; the power cord must already be connected to the power supply and to the printer.
3. For USB, use a cable bearing the “Certified USB” mark (not supplied).
4. Switch on the printer when the wizard asks you to and select the ZD500R model in the ZDesigner list.

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5. Test: Zebra Setup Utility > Open Printer Tools > Print tab > Print configuration label > Send, or a Windows test page from the printer properties.

Zebra recommends fully shielded data cables, as short as possible (about 1.83 m), kept away from power cords.

Source: [Attaching Power; Connecting your Printer to a Computer; After Your Printer is Connected](#) ↗ – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

Why won't my Zebra ZD500R communicate over an RS-232 serial connection?

Symptoms: nothing prints, or garbled characters over a serial connection.

Short answer: The serial settings of the printer and the computer must be identical, especially the speed and flow control. Factory values: 9,600 baud, 8 bits, no parity, 1 stop bit, XON/XOFF; use a DB-9 null modem (crossover) cable.

LIKELY CAUSE

According to Zebra, the speed (baud rate) and flow control are the settings most often changed, and a mismatch between printer and computer prevents communication.

WHAT TO DO

1. Compare the printer's serial settings (configuration report) with those of the computer.
2. Change them in the PORTS menu, with the ZPL `^SC` command or by restoring the default values.
3. Use a null modem (crossover) cable with a male DB-9 connector on the printer side.
4. To see what the printer receives, enable communication diagnostics mode: hold PAUSE and FEED for two seconds while the printer is ready; the printer then prints out all the data received in hexadecimal. Disable it with the `~JE` command.

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Source: [Connecting your Printer to a Computer \(Serial\); TOOLS Menu \(Communication Diagnostics Mode\)](#) 
– ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

Why does my Ethernet-networked Zebra ZD500R stop printing after a restart?

Symptoms: printer unreachable, IP address changed · RJ45 port lights off when there is no link.

Short answer: By default, the ZD500R obtains its IP address via DHCP: it can change every time the printer is powered on, whereas the Windows driver uses a fixed address. Note the address in the NETWORK menu or on the configuration report and update the driver, or have the network administrator assign a fixed address.

LIKELY CAUSE

Zebra points out that DHCP, the default setting, suits home networks but can assign a new address at each start-up. An address made up only of zeros is not valid.

WHAT TO DO

1. Display the IP address: Home > NETWORK > Wired IP Address, or print the [configuration report](#).
2. If the address has changed, update the Windows driver port or ask the network administrator for a fixed IP address.
3. Check the RJ45 port lights: both off, no link; green, 100 Mbit/s; amber, 10 Mbit/s; a second colour flickering indicates network activity.
4. Use a category 5 or higher UTP RJ45 cable.
5. Test: send by FTP (put command) a text file containing only ~WC ; the printer should print a configuration label.

The ZD500R has a built-in ZebraNet 10/100 print server. Zebra recommends changing the print server's default credentials on a networked printer (see the Zebra guide).

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Source: [Connecting your Printer to a Computer \(Wired Ethernet\); After Your Printer is Connected](#) [↗](#) – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

My Zebra ZD500R will not connect to Wi-Fi: what should I check?

Display: wireless link indicator (associated, not associated, authenticated) and signal bars.

Short answer: If the display shows that the printer is not associated, its wireless settings do not match those of the network (ESSID, security). Reconfigure it with the ZebraNet Bridge Enterprise connectivity wizard; if the signal is shown but nothing gets through, move the printer.

LIKELY CAUSE

Zebra mentions Wi-Fi settings that differ from those of the access point, or a printer that is associated but not authenticated. A wireless card must be installed to configure Wi-Fi.

WHAT TO DO

1. Check the link status and the number of signal bars on the display.
2. Compare the printer's ESSID and security mode with those of the access point; the ESSID and passphrase must first be defined on the access point.
3. Reconfigure with the connectivity wizard (ZebraNet Bridge Enterprise 1.2.5 or later, Tools > Connectivity Wizard): port, Wireless, DHCP or fixed address, ESSID, security, then send the ZPL script; then switch the printer off and on again.
4. If the signal is present but the printer does not communicate, move it.
5. After resetting the network settings, resend the script saved by the wizard.

Kerberos is not supported by Internal Wireless Plus print servers. TOOLS > Load Defaults > NETWORK resets the print server and restarts Wi-Fi association.

Source: [ZebraNet Internal Wireless Print Server Option; Configure Using the Connectivity Wizard; TOOLS Menu \(Load Defaults\)](#) [↗](#) – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

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How do I pair my Zebra ZD500R with a Windows PC via Bluetooth?

Symptoms: printer cannot be found or Bluetooth pairing refused.

Short answer: First enable Bluetooth with Zebra Setup Utilities, with the printer connected via USB. When pairing, compare the code shown on the computer and on the printer display before confirming; with an adapter that does not handle SSP pairing well, install the printer via USB or serial and then switch to the Bluetooth virtual COM port.

LIKELY CAUSE

Zebra points out that some Bluetooth adapters, built-in or non-Microsoft, do not handle Secure Simple Pairing (SSP) well.

WHAT TO DO

1. Connect the printer via USB, open Zebra Setup Utilities, select the printer, then Configure Printer Connectivity > Bluetooth, and enable it.
2. Give it a friendly name, choose whether the printer is discoverable and enable authentication; a PIN is only used with Bluetooth 2.0 or earlier devices (security mode 2 or 3).
3. Send the commands and click Finish: the printer restarts and the USB cable can be removed.
4. On Windows 7: Devices and Printers > Add a device, select the printer, then compare the pairing code shown on the computer and on the printer display; if they are identical, confirm on both sides, otherwise reject on the printer.
5. Note the COM port number that appears briefly after pairing.

With Bluetooth 2.1 and later, SSP pairing makes the PIN ineffective.

Source: [Bluetooth Option Configuration; Connecting to a Windows Vista SP2 or Windows 7 Central Device](#)

📄 – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

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Zebra ZD500R cutter: the printer does not cut

The cutter is an option on the ZD500R; a cutter fault turns the STATUS light solid red.

Why doesn't the cutter on my Zebra ZD500R cut (red STATUS light)?

Light: STATUS solid red (cutter fault, action required).

Short answer: A solid red STATUS light can indicate a cutter fault, which requires action. Also check that the Print Mode setting matches the installed option: CUTTER or DELAYED CUT for a printer fitted with the cutter.

LIKELY CAUSE

The STATUS light table lists a cutter fault among the causes of solid red. The Print Mode setting selects the output mode suited to the installed option: TEAR OFF, PEEL OFF, REWIND, CUTTER, DELAYED CUT or the linerless modes (LINERLESS).

WHAT TO DO

1. In the SETTINGS menu, check that Print Mode is set to CUTTER (or DELAYED CUT).
2. Check that the media is loaded following the procedure specific to the cutter option in the ZD500 Series guide.

The ZD500 Series guide has a section on the cutter option and how to load it.

Source: [Control Panel \(STATUS light\)](#); [SETTINGS Menu \(Print Mode\)](#); [Loading Roll Media](#)  – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

Zebra ZD500R firmware and reset

Restoring factory defaults, updating the firmware or a failed firmware download: the procedures provided by Zebra.

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How do I reset a Zebra ZD500R to factory defaults?

Symptoms: inconsistent settings, need to go back to the original configuration.

Short answer: Hold FEED and PAUSE while powering on: all printer settings, except the network settings, return to factory values. For the network, hold CANCEL and PAUSE while powering on. The TOOLS > Load Defaults menu also offers FACTORY, NETWORK and LAST SAVED.

OFFICIAL RESET PROCEDURES

1. Printer settings: hold FEED and PAUSE while switching on the printer (equivalent to Load Defaults > FACTORY; the network settings are not changed).
2. Network settings: hold CANCEL and PAUSE while switching on the printer (equivalent to Load Defaults > NETWORK, which resets the wired or wireless print server and restarts Wi-Fi association).
3. To return to the last saved configuration: TOOLS > Load Defaults > LAST SAVED.
4. After a network reset, resend the connectivity wizard script if needed (see [Wi-Fi](#)).

Source: [TOOLS Menu \(Load Defaults\)](#); [ZebraNet Internal Wireless Print Server Option](#)  – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

How do I update the firmware on a Zebra ZD500R, and what should I do if the download fails?

Light: STATUS flashing amber, then alternating amber and green (forced download mode) · Symptoms: DATA indicator flashing endlessly, RFID settings missing.

Short answer: Download only the firmware intended for your printer from zebra.com/firmware, after printing a configuration report. If the download fails (DATA indicator flashing endlessly), switch off the printer, wait ten seconds, switch it back on and try again.

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LIKELY CAUSE

The Zebra RFID guide warns that unsuitable firmware can disable the printer or some RFID functions; RFID settings missing from the menus and the configuration report generally indicate the wrong firmware version. Forced download mode (STATUS light flashing amber, then alternating amber and green) is reserved for trained personnel.

Caution: Only install firmware designed for your printer: the wrong firmware can make it unusable or disable its RFID functions.

WHAT TO DO

1. Print a [configuration report](#) to check that the new version is suitable for the printer.
2. Download the firmware intended for your model from zebra.com/firmware.
3. If the download fails, switch off the printer, wait ten seconds, switch it back on and send the file again.
4. If the RFID settings appear neither in the menus nor on the configuration report, load the correct firmware version.

When to call a technician: if the download still fails or the RFID settings are still missing, Zebra refers you to its technical support.

Sources: [Performing Firmware Updates; RFID Problems](#)  – RFID Programming Guide for Link-OS RFID printers (P1062165-05EN) · [Control Panel \(STATUS light\)](#)  – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

Zebra ZD500R RFID problems: calibration, VOID labels, tags not encoded

These entries are based on Zebra's RFID programming guide for Link-OS RFID printers, which mentions the ZD500R by name. Zebra distinguishes two calibrations: media calibration (label length, gap) and transponder calibration (programming position, read

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and write power).

How do I run an RFID calibration on a Zebra ZD500R (RFID CALIBRATE)?

Symptoms: new RFID labels, tags not encoded, VOID labels.

Short answer: First calibrate the media, close the printhead and feed at least one label, then run RFID CALIBRATE in the RFID menu (or `^HR` , or `rfid.tag.calibrate` with the value “run”). The printer moves the label millimetre by millimetre and saves the programming position and the read and write power.

LIKELY CAUSE

Zebra distinguishes media calibration (label length, gap) from RFID calibration, which determines the programming position, the antenna element and the read and write power. RFID calibration must be repeated every time the RFID media is changed.

OFFICIAL RFID CALIBRATION PROCEDURE

1. Load the RFID media and first carry out a [media calibration](#).
2. Close the printhead and feed at least one label, so that calibration starts from the correct position.
3. Leave in place the transponders before and after the label being calibrated, and leave some media protruding at the front to allow backfeed.
4. Start calibration: RFID menu > RFID CALIBRATE, ZPL command `^HR` (which returns a table of results to the computer) or SGD command `rfid.tag.calibrate` with the value “run”.
5. Wait: depending on the printer, the inlay type and the label size, the operation can take up to five minutes. The values found are stored in non-volatile memory.
6. If calibration fails (unreadable tag), the printer reverts to its default values: try again with another label.

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On the ZD500R, the default end position of RFID calibration is B20. Zebra also points out that some inlays on the same roll are more sensitive than others: a failed calibration warrants another attempt.

Sources: [Using the Correct RFID Settings](#); [Setting the RFID Values Using Tag Calibration](#); [^HR](#); [RFID Problems](#)
[↗](#) – [RFID Programming Guide for Link-OS RFID printers \(P1062165-05EN\)](#) · [Loading Roll Media](#); [Control Panel Menu Map \(menu RFID\)](#) [↗](#) – [ZD500 Series Thermal Transfer Printer User's Guide \(P1062653-04EN\)](#) (official documentation).

Why does my Zebra ZD500R print “VOID” on all my RFID labels?

Symptoms: labels ejected and struck through with the word **VOID**.

Short answer: When a tag cannot be encoded or no transponder is detected, the printer ejects the label, prints VOID on it and tries again. If all labels are voided, Zebra blames a missing calibration, a wrong programming position, incorrect RFID commands or labelling software that overrides the printer settings.

LIKELY CAUSE

According to the description of the ZPL [^RS](#) command, the printer retries encoding a set number of times (1 to 10, 3 by default); if the problem persists, it abandons the format and moves on to the next one (default setting), or pauses or goes into error depending on the parameter chosen. Causes of systematic voiding cited by Zebra: printer not calibrated, incorrect programming position or other RFID setting, incorrect ZPL or SGD RFID commands, labelling software settings that override those of the printer, radio interference.

WHAT TO DO

1. Redo the [media calibration](#) and then the [RFID calibration](#).
2. Check the RFID commands in the format (ZPL or SGD) using the examples in the Zebra RFID programming guide.
3. Make sure the labelling software and the printer use the same RFID settings.
4. Move the printer away from radio sources (see [interference](#)).

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The number of attempts, and the length and print speed of the VOID mark, are set with the `^RS` command. The voided label counter (RFID VOID COUNT) is reset to zero with `~R04`.

Source: [RFID Problems; ^RS; RFID Printer Configuration](#) – RFID Programming Guide for Link-OS RFID printers (P1062165-05EN) (official documentation).

Why does my Zebra ZD500R void too many RFID labels (low encoding yield)?

Symptoms: some labels come out marked VOID, high void count.

Short answer: Some inlays are more sensitive than others or require specific settings. Run RFID calibration again, adjust the position and power manually if needed, and move the printer away from fixed RFID readers, keeping the cover closed during encoding.

LIKELY CAUSE

Zebra cites sensitive inlays, radio interference and the choice of tag type. Metal reflects radio waves, water and some adhesives or label materials absorb them, and other radio equipment on the same band (antennas, readers, wireless networks, other RFID encoders) can disrupt encoding.

Caution: RFID labels are sensitive to static electricity: in a dry atmosphere, use anti-static mats, wrist straps or clothing, and store the labels in stable conditions.

WHAT TO DO

1. Run [RFID calibration](#) again.
2. If the result is still insufficient, set the programming position and power manually (see [transponder position](#)).
3. Move the printer away from fixed RFID readers and other radio equipment, and keep the cover closed during programming.
4. Only use metallised media with tags designed for metal.

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5. Test a small batch of labels before any bulk purchase; if necessary, change the tag type with the help of a Zebra RFID reseller.

Source: [RFID Problems; Avoiding Radio Frequency Interference; Storing or Handling RFID Labels Correctly; Testing RFID Labels](#) [↗](#) – RFID Programming Guide for Link-OS RFID printers (P1062165-05EN) (official documentation).

Where should the RFID transponder be placed on the label for a Zebra ZD500R, and how do I set the programming position?

Symptoms: tags not read on some labels, poor print quality over the chip.

Short answer: Encoding starts when the transponder is aligned with the internal RFID antenna. The best position depends on the size, configuration and chip of the inlay: let RFID calibration find it, or set it manually (F0 to Fxxx forwards, B0 to B30 backwards) with `^RS` or `rfid.position.program`.

LIKELY CAUSE

Zebra gives the inlay placement dimensions in its RFID guide; on a centre-aligned printer, the inlay must be centred horizontally. Printing directly over the transponder, especially the chip, can degrade print quality.

WHAT TO DO

1. Choose labels with a horizontally centred inlay and avoid printing over the chip.
2. Run [RFID calibration](#) to determine the programming position.
3. If it is not suitable, set it manually: RFID menu (RFID Program Position), ZPL command `^RS`, SGD command `rfid.position.program` or the printer's web page (PROGRAM POSITION).
4. To return to the default position, send `rfid.tag.calibrate` with the value "restore".

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5. The ZD500R has only one antenna: only the read and write power (0 to 30) can be adjusted, via the RFID menu, the `^RW` command or the `rfid.reader_1.power.read` and `rfid.reader_1.power.write` commands.

According to Zebra, on a ZD500R running firmware V74.19.6Z, the programming position returns to its default value every time a new label length is measured (a calibration that measures length, or a label pitch defined by `^SS`).

Sources: [Accounting for Transponder Inlay Position; Using the Correct RFID Settings; Restoring the Printer's Default Programming Position; RFID Printer Configuration; ^HR](#) [↗](#) – RFID Programming Guide for Link-OS RFID printers (P1062165-05EN) · [Printer Features \(RFID antenna\); Control Panel Menu Map \(menu RFID\)](#) [↗](#) – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

Why does the data encoded by my Zebra ZD500R not match the printed label?

Symptoms: neighbouring tag encoded, printed data different from the tag data.

Short answer: According to Zebra, the printer is not calibrated or its RFID settings are unsuitable. Carry out a media calibration, then an RFID calibration, and adjust the settings manually if necessary.

LIKELY CAUSE

Printer not calibrated or incorrect RFID settings, according to the Zebra RFID troubleshooting table.

WHAT TO DO

1. Carry out a [media calibration](#).
2. Run an [RFID calibration](#).
3. Adjust the position and power manually if needed (see [programming position](#)).
4. Check the tag with READ RFID DATA (RFID menu): the printer reads the tag under the antenna without moving the media.



Source: [RFID Problems; RFID Printer Configuration \(Read RFID Data\)](#) [↗](#) – RFID Programming Guide for Link-OS RFID printers (P1062165-05EN) (official documentation).

Why does my Zebra ZD500R stop on the RFID inlay instead of the gap between labels?

Symptoms: media stops at the inlay, labels offset.

Short answer: During calibration, the printer may have measured the label length on the inlay rather than on the gap between labels. Update the firmware, redo the media calibration and then the RFID calibration.

LIKELY CAUSE

Zebra cites old firmware, or a label length calibrated on the inlay instead of the gap between labels.

WHAT TO DO

1. Install up-to-date firmware (see [firmware](#)).
2. Redo the [media calibration](#).
3. Redo the [RFID calibration](#).

Source: [RFID Problems](#) [↗](#) – RFID Programming Guide for Link-OS RFID printers (P1062165-05EN) (official documentation).



My Zebra ZD500R no longer communicates with its RFID encoder (“NO READER PRESENT”): what should I do?

Possible messages: `NO READER PRESENT` , `RDR COMM TIMEOUT` · Symptoms: incorrectly programmed labels not marked VOID.

Short answer: Switch off the printer, wait ten seconds and switch it back on. If incorrectly programmed labels are still not voided, check that RFID is enabled (`rfid.enable` set to “on”, then restart); if the fault persists, the encoder or its connection is at fault.

LIKELY CAUSE

According to Zebra, the printer is not communicating with its RFID subsystem (reader/encoder), or RFID is disabled. The codes `NO READER PRESENT` (no reader detected) and `RDR COMM TIMEOUT` (reader communication timed out) fall under this type of fault.

WHAT TO DO

1. Switch off the printer, wait ten seconds, then switch it back on.
2. Check that RFID is enabled: SGD command `rfid.enable` set to “on”, then restart the printer.
3. Check the RFID status: RFID menu > RFID STATUS, or read `rfid.error.response` (see [RFID codes](#)).

When to call a technician: if communication with the encoder is still impossible after a restart, Zebra suggests a faulty encoding module or connection and refers you to its technical support or a Zebra RFID technician.

Source: [RFID Problems; RFID Error Codes and Messages; rfid.error.response](#) [↗](#) – RFID Programming Guide for Link-OS RFID printers (P1062165-05EN) (official documentation).

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What do the RFID messages “NO TAG FOUND”, “WRITE FAILED” or “COUNTRY CODE ERROR” mean on my Zebra ZD500R?

Messages: RFID OK , NO TAG FOUND , WRITE FAILED , COUNTRY CODE ERROR , BAD RFID DATA ...

Short answer: These are status codes from the RFID subsystem, which can be read in RFID STATUS (RFID menu) or with the `rfid.error.response` command. NO TAG FOUND: no tag found; WRITE FAILED: unable to write; COUNTRY CODE ERROR: RFID country code missing or invalid; BAD RFID DATA: data incompatible with the tag.

LIKELY CAUSE

The Zebra RFID programming guide lists the codes returned by the reader, for example: RFID OK (operation successful), NO TAG FOUND, BAD RFID DATA, COUNTRY CODE ERROR, GEN2 MEMORY LOCKED (tag memory locked), DATA TOO LARGE (more data than the tag can hold), RFID TOO HOT (reader overheating), NO ANTENNA FOUND (no antenna connected), RFID PWR TOO HIGH or RFID PWR TOO LOW (requested power out of range).

WHAT TO DO

1. Read the RFID status: RFID menu > RFID STATUS, ZPL command `^HL` or `~HL` , or SGD command `rfid.error.response` .
2. NO TAG FOUND: no tag was found; redo the [RFID calibration](#), which determines the programming position.
3. COUNTRY CODE ERROR: set the RFID country code (SGD command `rfid.country_code` or the RFID Setup web page).
4. BAD RFID DATA or DATA TOO LARGE: correct the data in the format so that it suits the tag.
5. Test reading and writing without moving the media with RFID TEST and READ RFID DATA (RFID menu).

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6. If a reader error code persists, Zebra advises contacting its support.

The RFID VALID COUNT and RFID VOID COUNT counters in the RFID menu are reset to zero with `~R03` and `~R04`.

Sources: [RFID Error Codes and Messages](#); [RFID Printer Configuration](#); [rfid.error.response](#) – RFID Programming Guide for Link-OS RFID printers (P1062165-05EN) · [Control Panel Menu Map \(menu RFID\)](#) – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

Other questions about the Zebra ZD500R: configuration report, display language

Two common operations described in the ZD500 Series guide.

How do I print the configuration report on a Zebra ZD500R?

Need: check the settings, the IP address or the print mode.

Short answer: Hold CANCEL while switching on the printer until the STATUS light first turns green, then release it: the Printer and Network Configuration reports print a few seconds after PRINTER READY is displayed. When the printer is ready, holding FEED and CANCEL for two seconds gives the same result.

OFFICIAL PROCEDURE

1. Check that media is loaded and the cover is closed.
2. Hold CANCEL and switch the power switch on (I).
3. Release CANCEL when the STATUS light turns green for the first time.
4. The reports print a few seconds after PRINTER READY is displayed.
5. Other methods: FEED and CANCEL for two seconds when the printer is ready, TOOLS menu > Print Information, or Zebra Setup Utility > Open Printer Tools > Print configuration label.

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If the reports do not print, Zebra advises rechecking the installation and then consulting the troubleshooting section of the guide.

Source: [Test Printing with Configuration Report Printouts; TOOLS Menu \(Print Information\); After Your Printer is Connected](#)  – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

How do I change the display language on my Zebra ZD500R?

Need: menus and reports in another language.

Short answer: From the home screen (Home), open the LANGUAGE menu with SELECT, then scroll through the languages with the up and down arrows. The language displayed becomes the language of the menus and reports.

OFFICIAL PROCEDURE

1. Return to the home screen (Home).
2. Go to the LANGUAGE menu and press SELECT.
3. Scroll through the languages with the up and down arrows.
4. Stop on the language you want: it becomes the printer's operating language.

Source: [Setting the Printer Menu and Report Display Language](#)  – ZD500 Series Thermal Transfer Printer User's Guide (P1062653-04EN) (official documentation).

When should you call a technician for a Zebra ZD500R?

The entries first suggest reloading, calibrating, adjusting a setting or restarting. In the following cases, Zebra refers you to its technical support or a technician. For the ZD500R, Zebra service and support ended on 29 November 2024 in the EMEA region: Zebra

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directs customers to an authorised service provider.

- **Firmware that will not install or RFID settings missing:** repeated download failures or wrong version persisting.
- **RFID encoder unreachable (“NO READER PRESENT”):** faulty encoding module or connection after a restart.

Avoiding recurring faults on the Zebra ZD500R: preventive maintenance

Several entries in this guide point to sensors that are badly positioned or dirty, a printhead or platen roller that needs cleaning, or unsuitable settings or consumables. These are exactly the points a preventive maintenance visit checks before they cause a breakdown.

TIMCOD preventive maintenance is part of the through-life maintenance (MCO) TIMCOD provides for your fleet (page in French): scheduled preventive visits by certified technicians, with a detailed report. What it brings to a ZD500R fleet:

Fewer breakdowns, less downtime

Fewer production interruptions caused by label printers.

Worn parts detected in time

Printhead, platen roller, sensors: spotted before they cause a breakdown.

Regular cleaning and checks

Printhead, rollers and sensors cleaned and checked at every visit.

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

Fewer emergency call-outs

Incidents are handled during scheduled visits rather than as emergency repairs.

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Legible barcodes, with darkness and printhead pressure suited to your consumables.

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Zebra technicians

Support from teams who know your equipment.

In addition, TIMCOD corrective maintenance includes phone support (hotline), repair to working order, express exchange and, as an option, SWAP. Maintenance contracts come in three levels (Essentiel, Confort, Premium).

Zebra ZD500R troubleshooting: frequently asked questions

How do I calibrate a Zebra ZD500R?

Load the media (and the ribbon for thermal transfer), close the cover, then press and hold PAUSE, FEED and CANCEL for two seconds: the ZD500R starts calibrating the media and ribbon sensors. For RFID labels, follow up with an RFID calibration. [See the detailed entry.](#)

How do I run an RFID calibration on a Zebra ZD500R?

First calibrate the media, close the printhead and feed at least one label, then run RFID CALIBRATE in the RFID menu. The printer moves the label millimetre by millimetre and saves the programming position and the read and write power. If calibration fails, try again with another label. [See the detailed entry.](#)

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Why does my Zebra ZD500R print VOID on the labels?

When a tag cannot be encoded or no transponder is detected, the printer ejects the label, prints VOID on it and tries again. If all labels are voided, Zebra blames a missing calibration, a wrong programming position, incorrect RFID commands or labelling software that overrides the printer settings. [See the detailed entry.](#)

Why is the light on my Zebra ZD500R red?

A solid red STATUS light indicates media or ribbon out, an open printhead or a cutter fault. Flashing red indicates an unidentified printhead, or a logic board or printhead that is severely overheating. In both cases, Zebra specifies that user intervention is required. [See the detailed entry.](#)

How do I reset a Zebra ZD500R?

Hold FEED and PAUSE while powering on: all printer settings, except the network settings, return to factory values. For the network, hold CANCEL and PAUSE while powering on. [See the detailed entry.](#)

How do I print a configuration page on a Zebra ZD500R?

Hold CANCEL while switching on the printer until the STATUS light first turns green, then release it: the Printer and Network Configuration reports print a few seconds after PRINTER READY is displayed. When the printer is ready, holding FEED and CANCEL for two seconds gives the same result. [See the detailed entry.](#)

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How do I change the ribbon on a Zebra ZD500R?

Place the new ribbon on the lower supply spindles and an empty core on the take-up spindles, stick the leader to this core, tighten the ribbon with the left-hand knob, close the cover and press FEED. Then switch the printer to thermal transfer. Zebra requires a ribbon wider than the media. [See the detailed entry.](#)

Is the Zebra ZD500R still supported by Zebra?

No: according to the Zebra support page, the ZD500R has been discontinued. In the EMEA region, sales ended on 30 September 2021 and Zebra service and support ended on 29 November 2024; Zebra directs customers to an authorised service provider.

Sources consulted

All the causes, procedures and messages in this guide come from the documents below in the official Zebra documentation, consulted on 20 October 2026.

- [ZD500 Series Thermal Transfer Printer User's Guide \(P1062653-04EN, rev. A, 2023\): Introduction, Printer Features, Control Panel, Attaching Power, Loading Roll Media, Loading Transfer Ribbon, Test Printing with Configuration Report Printouts, Connecting your Printer to a Computer, Wireless Print Server, Bluetooth, SETTINGS and TOOLS Menu](#) [↗](#) – ZD500 Series user guide (PDF) **official**
- [RFID Programming Guide for Link-OS RFID printers \(P1062165-05EN, June 2020\): Using RFID Features, RFID Printer Configuration, Troubleshooting, RFID Error Codes and Messages, ^HR, ^RS, rfid.error.response](#) [↗](#) – Zebra RFID programming guide (PDF) **official**
- ZD500R Passive RFID Printer Support – Zebra ZD500R support page (link removed on 21 October 2026: the page is no longer available at its former address) **official**

The following official pages were not consulted for this guide: pages 64 onwards of the ZD500 Series guide (RFID and SENSOR menus, Manual Calibration - Media, RFID Calibration, Maintenance including printhead cleaning, Troubleshooting including Error Messages, Printing Issues, Ribbon Problems and RFID

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Troubleshooting); the Zebra article “ZD500 and ZD500R Media Calibration Procedure (and RFID Calibration)” (support.zebra.com); the ZD500 Quick Reference Guide, the French version of the guide and the ZD500R data sheet. They are not cited. If the fault falls under these documents, refer to the manufacturer’s documentation or ask the TIMCOD technicians.

See also

- Category on timcod.fr (in French): [Desktop thermal printers](#)
- All Zebra printer troubleshooting guides ([ZT230](#), [ZT410](#), [ZT421](#), [ZT420](#), [ZT411](#), [S4M](#), [GK420](#), [ZD421](#), [GX420](#), [QLn420](#), [ZQ630](#), [ZQ511](#), [ZQ610 Plus](#), [ZQ510](#), [ZC100](#) and [ZC300](#), [ZD410](#), [ZD411](#), [ZD420](#), [ZD510-HC](#), [ZD611](#), [ZD620](#), [ZD621](#), [ZQ310 Plus](#), [ZQ320 Plus](#), [ZQ620 Plus](#), [ZT231](#), [ZT510](#), [ZT610](#) and [ZT620](#), [ZXP Series 7](#))
- [Maintenance and repair of Zebra printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [TIMCOD, Zebra reseller](#) (in French)
- [Zebra labels and consumables for thermal printers](#) (in French)
- [RFID labels and RFID printers](#) (in French)
- [Printer cleaning kits](#) (in French)

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PDF version of the page <https://www.timcod.fr/reparation/en/prINTER-troubleshooting/zebra/zd500r>, updated on 21 October 2026.

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