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TROUBLESHOOTING GUIDE

Zebra ZD620 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, ZD620 and ZD420 user guide (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the **Zebra ZD620t and ZD620d Series product page** →

In brief. The Zebra ZD620 is a 4-inch desktop label printer, available in thermal transfer with a ribbon roll (ZD620t) or in direct thermal (ZD620d), with an LCD display and five status lights. Zebra documents it in a user guide shared with the ZD420. The causes most often cited by the manufacturer are incorrectly loaded media or a badly positioned sensor, a used-up ribbon, a dirty printhead or platen roller, and incorrectly set darkness or speed. This guide covers the documented alerts, the official calibration and cleaning procedures, connection, firmware and reset. Click a question to open its entry.

- **An alert is displayed** (Media Out, Ribbon Out, Printhead Open...): find it in the [lookup table](#) and open the matching entry.
- **No alert, but the print is poor:** start with [SmartCal calibration](#), [loading labels](#) and the [faded print](#) entry.

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

What alert is my Zebra ZD620 showing? Lookup by message and by light

The ZD620 shows its alerts in the central area of its LCD display, in the selected language, and also signals them through the STATUS, PAUSE, DATA, SUPPLIES (consumables) and NETWORK lights. The table links each alert documented by Zebra to its cause and to the entry that resolves it.

Message or state	Lights (Zebra guide)	Likely cause	Entry
Printhead Open	● STATUS solid red	Cover open or not properly latched, or head-open switch needing repair	Printhead Open
Media Out	● ● STATUS solid red, SUPPLIES solid red	No more labels, missing label, sensor badly positioned or dirty	Media Out
Ribbon Out	● SUPPLIES flashing red	End of ribbon detected (reflective trailer) or ribbon not detected (ZD620t)	Ribbon Out
Cut Error	● STATUS solid red	Cutter blade blocked by media, adhesive or a foreign object	Cut Error
Printhead Over Temp	● STATUS solid yellow	Printhead too hot (long job, room too hot)	Printhead Over Temp

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Message or state	Lights (Zebra guide)	Likely cause	Entry
Printhead Shutdown	● ● STATUS flashing red, PAUSE flashing red	Overheating requiring cooling and a restart	<u>Printhead Shutdown</u>
Head thermistor fault	—	Faulty head thermistor	<u>Head fault</u>
Printhead Under Temp	● STATUS flashing yellow	Printhead too cold, room below the minimum temperature	<u>Printhead Under Temp</u>
Out of Memory	● ● STATUS solid yellow, DATA flashing yellow	Not enough memory for a format, graphic or font	<u>Out of Memory</u>
Unauthorized Printhead Error	● STATUS solid red	Printhead not a genuine Zebra part	<u>Printhead not recognised</u>
Printhead Resolution Error	—	Printhead resolution unreadable: printhead incorrectly installed or not a Zebra printhead	<u>Printhead not recognised</u>
Ethernet (LAN) / Wi-Fi (WLAN) Link Error	● NETWORK solid red	Ethernet or Wi-Fi connection fault	<u>Network</u>
Wi-Fi Connecting to WLAN	● ● NETWORK flashing red then flashing yellow	Wi-Fi association, then authentication in progress	<u>Network</u>

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Message or state	Lights (Zebra guide)	Likely cause	Entry
Wi-Fi (WLAN) 10base Link	● NETWORK flashing green	Wi-Fi connected with a weak signal	Network
Ethernet (LAN) No Link	○ NETWORK off	No Ethernet connection	Network
Battery: internal error	● Battery health solid red	Battery at the end of its life or faulty component	Battery
Battery: charging error	● Battery health flashing red	Battery too hot or too cold, or monitoring error	Battery

The light states come from the “Standard Interface Controls” page of the Zebra ZD620 and ZD420 guide (description of each light, also included in the French user manual), the “Status” pages of the same guide and the “Battery Indicators and Controls” page for the battery base. The guide illustrates the light combinations with diagrams: the table here associates the lights whose description mentions the alert. The labels are the alert names in the Zebra guide; the display may show them in the configured language. The dash indicates that the page consulted does not specify the state of the lights.

Zebra ZD620 error messages: causes and solutions

Eight ZD620 alerts are detailed in the Zebra guide. For each one: the short answer, the cause, the steps to follow and, where the guide provides for it, the point at which you should hand over to a technician.

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Why does my Zebra ZD620 report “Printhead Open” when the cover is closed?

Alert: Printhead Open · Lights: STATUS solid red.

Short answer: The cover is not fully latched, or the head-open switch needs repairing. Press on both front corners of the cover until the latches click into place; if the alert persists with the cover closed, Zebra asks you to call a technician.

LIKELY CAUSE

According to the Zebra guide, the alert appears when the cover is open or not properly closed at the time of a print command or a press on FEED. Zebra cites a second cause: the head-open switch, which needs repairing.

WHAT TO DO

1. Press firmly on both front corners of the cover until the latches click into place.
2. Restart printing: a solid green STATUS light indicates that the printer is ready.
3. If the alert is still displayed while the cover is properly latched, the head-open switch is at fault.

When to call a technician: if the alert persists with the cover latched, Zebra states that the head-open switch must be repaired by a technician.

Sources: [Resolve Alerts and Errors](#) · [Standard Interface Controls](#) · [Status – Typical Operating Conditions](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

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Why does my Zebra ZD620 report “Media Out” when labels are loaded?

Alert: **Media Out** · Lights: STATUS solid red, SUPPLIES solid red.

Short answer: The ZD620 no longer detects labels: empty roll, missing label on the liner, or sensor badly positioned or dirty. Reload the roll, close the cover and press FEED once; if labels are present, check the position of the movable sensor and run a SmartCal calibration again.

LIKELY CAUSE

The Zebra guide lists six causes: no media loaded; a missing label, which marks the end of the roll; a misaligned media sensor; a printer set for non-continuous media when continuous media is loaded; a dirty sensor; faulty detection (corrupted memory data or defective component).

WHAT TO DO

1. Empty roll: remove the rest of the media and the core, fit a new roll, close the printer and press FEED once. Do not switch off the printer to reload, so as not to lose the current job.
2. Label missing in the middle of the roll: pull the media through until the next label is on the platen roller, close the printer and press FEED once to resynchronise.
3. Black mark or notched media: centre the movable sensor arrow on the mark or notch, then run a [SmartCal calibration](#) again if necessary.
4. Continuous media loaded while the printer expects labels: return the sensor to its default centre position, then recalibrate.
5. Dirty sensor: clean the upper gap sensor and the lower movable sensor, reload the media, set the sensor and recalibrate.
6. If detection still does not work, reload the firmware (see [firmware update](#)).

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When to call a technician: if the alert persists after reloading the firmware, Zebra asks you to call a technician.

If you switch to different media (size, supplier or batch), Zebra asks you to calibrate the printer for this new media.

Sources: [Resolve Alerts and Errors](#) · [Recovering from a Media-Out Condition](#) · [Standard Interface Controls](#) · [Adjusting the Movable Sensor for Black Marks or Notches](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Why does my Zebra ZD620t report “Ribbon Out”, and how do I change the ribbon?

Alert: **Ribbon Out** · Lights: SUPPLIES flashing red.

Short answer: In thermal transfer, the ZD620t has detected the end of the ribbon: genuine Zebra ribbons end with a reflective trailer, which is read as the end of the ribbon. Remove the used ribbon, load a new roll, close the cover and press FEED once.

LIKELY CAUSE

According to Zebra, the printer has detected the end of the ribbon roll thanks to the reflective trailer on Zebra ribbons. For ribbon roll models, the guide also cites faulty detection linked to another problem.

WHAT TO DO

1. Open the printer: the reflective section that signals the end of the ribbon is visible.
2. Remove the used ribbon from the take-up spindles and throw it away.
3. Fit a new roll of ribbon following the loading procedure in the Zebra guide.
4. Close the printer and press FEED once; you may need to press PAUSE to resume an interrupted job.

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5. If the alert persists with a new ribbon correctly loaded, reload the firmware (see [firmware update](#)).

When to call a technician: if the alert persists after reloading the firmware, Zebra asks you to call a technician.

This alert applies to the ZD620t, which prints in thermal transfer with a ribbon roll. The Zebra guide does not describe it for the ZD620d (direct thermal).

Sources: [Resolve Alerts and Errors](#) · [Recovering from a Ribbon-Out Condition](#) · [Standard Interface Controls](#) · [Status – Typical Operating Conditions](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

What should I do when my Zebra ZD620 reports “Cut Error” (cutter jammed)?

Alert: **Cut Error** · Lights: STATUS solid red.

Short answer: The cutter blade is jammed by media, adhesive or a foreign object. Switch off the ZD620 by holding POWER for 5 seconds, wait until it has shut down completely, then switch it back on; if it does not recover, call a technician.

LIKELY CAUSE

Zebra states that the cutter blade is blocked and no longer moves correctly, obstructed by media, adhesive or a foreign object.

Caution: The cutter has no operator-serviceable parts. Zebra prohibits removing its cover and inserting objects or fingers into the mechanism. Unapproved tools, cotton buds and solvents (including alcohol) can damage it or cause jams.

WHAT TO DO

1. Hold down the POWER button for 5 seconds to switch off the printer.
2. Wait until it has shut down completely, then switch it back on.

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3. If the printer does not recover, do not try to free the blade yourself: the cutter has no user-serviceable parts.

When to call a technician: if the printer does not recover after a restart, Zebra asks you to call a technician.

Sources: [Resolve Alerts and Errors](#) · [Standard Interface Controls](#) · [Status – Typical Operating Conditions](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Why does my Zebra ZD620 stop with “Printhead Over Temp” during a large batch?

Alert: **Printhead Over Temp** · Lights: STATUS solid yellow.

Short answer: The printhead is too hot, usually during a long job: the ZD620 pauses to let it cool down. Printing resumes by itself once the printhead has cooled; if the room is too hot, move the printer.

LIKELY CAUSE

According to Zebra, the printhead gets too hot during a large batch of labels, or the ambient temperature exceeds the operating range, for example because of direct sunlight.

Caution: Zebra warns that the printhead can be hot enough to cause severe burns: let it cool down before touching it.

WHAT TO DO

1. Leave the printer paused: printing resumes automatically when the printhead has cooled down.
2. If the ambient temperature is the cause, move the printer out of direct sunlight or cool the room.

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Sources: [Resolve Alerts and Errors](#) · [Status – Printhead Operation](#) · [Standard Interface Controls](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

My Zebra ZD620 reports “Printhead Shutdown” or a printhead fault: how do I restart it?

Alert: **Printhead Shutdown** · Lights: STATUS flashing red, PAUSE flashing red.

Short answer: The printhead has overheated or suffered a critical failure: the printer must cool down and then restart. Switch it off by holding POWER for 5 seconds, wait several minutes, then switch it back on; if the error returns, call a technician.

LIKELY CAUSE

Zebra describes three related situations: the printhead has overheated (Printhead Shutdown); the printhead has been subjected to a critical temperature or a power cut; the printhead thermistor is faulty. The guide specifies that STATUS and PAUSE flash red during overheating that requires cooling and a restart.

Caution: Zebra warns that the printhead can be hot enough to cause severe burns: let it cool down before touching it.

WHAT TO DO

1. Hold down POWER for 5 seconds and wait until the printer has shut down completely.
2. Let the printhead cool down completely for several minutes.
3. Switch the printer back on.
4. If the error reappears, do not work on the printhead: Zebra specifies that it cannot be repaired by the operator.

When to call a technician: if the error persists after a restart (overheating, critical temperature, power cut or thermistor), Zebra asks you to call a technician.

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Sources: [Resolve Alerts and Errors](#) · [Status – Printhead Operation](#) · [Standard Interface Controls](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Why does my Zebra ZD620 report “Printhead Under Temp” in a cold room?

Alert: Printhead Under Temp · Lights: STATUS flashing yellow.

Short answer: The printhead is below its operating temperature, often because the room is colder than the specified minimum. Switch off the ZD620, install it in a warmer place and let it warm up naturally.

LIKELY CAUSE

According to Zebra, the printhead is too cold to print correctly, usually because the environment is below the minimum operating temperature.

Caution: Zebra warns that moving too quickly from cold to warm can cause condensation inside the printer.

WHAT TO DO

1. Switch the printer off.
2. Install it in a warmer place.
3. Let it warm up by itself before switching it back on.

Sources: [Resolve Alerts and Errors](#) · [Status – Printhead Operation](#) · [Standard Interface Controls](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

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What does “Out of Memory” mean on my Zebra ZD620?

Alert: **Out of Memory** · Lights: STATUS solid yellow, DATA flashing yellow.

Short answer: The ZD620 no longer has enough memory to store a format, graphic or font. Simplify the label and delete unused graphics, fonts or formats.

LIKELY CAUSE

Zebra states that the memory (graphics, formats, bitmaps or fonts) is insufficient for the requested function.

WHAT TO DO

1. Reduce the label format or the print area.
2. Delete graphics, fonts and formats that are no longer used from the memory.
3. Check that the data is not being sent to a device that is not installed or is unavailable.

Sources: [Resolve Alerts and Errors](#) · [Standard Interface Controls](#) · [Status – Typical Operating Conditions](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Calibration problems: my Zebra ZD620 skips labels or does not detect them

SmartCal calibration sets media detection in a few seconds; the Zebra guide provides a manual calibration for difficult media.

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How do I calibrate a Zebra ZD620 (SmartCal calibration)?

Symptoms: labels skipped or poorly detected after a media change.

Short answer: Run a SmartCal calibration: with the printer ready, hold PAUSE and CANCEL down for 2 seconds, then release. The ZD620 measures a few labels and sets its detection; the STATUS light returns to solid green at the end.

LIKELY CAUSE

SmartCal calibration measures the media and detects its type: labels separated by gaps, black mark or notched media, or continuous media. Zebra states that there is no need to recalibrate for a new batch of the same type of media: the printer adjusts during printing.

OFFICIAL SMARTCAL CALIBRATION PROCEDURE

1. Check that the media, and the ribbon on a ZD620t, are correctly loaded, then close the cover.
2. Switch on the printer with POWER and wait for the Ready state: STATUS light solid green.
3. Hold PAUSE and CANCEL down together for 2 seconds, then release.
4. The printer measures several labels and adjusts its detection levels, then the STATUS light returns to solid green.

For a new roll from the same batch, Zebra states that pressing FEED once or twice is enough to resynchronise the labels. If SmartCal does not recognise the media, use [manual calibration](#).

Sources: [Running a SmartCal Media Calibration](#) · [Resolve Print Issues](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

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How do I perform a manual calibration on a Zebra ZD620 when SmartCal does not recognise the media?

Short answer: Enter advanced mode (PAUSE held for 2 seconds), start manual calibration with PAUSE, then have the printer measure the liner alone, then a label. Zebra reserves this method for media that automatic calibration does not recognise correctly.

LIKELY CAUSE

Some media are not correctly recognised by automatic calibration; the Zebra guide then provides a manual calibration from advanced mode.

OFFICIAL MANUAL CALIBRATION PROCEDURE

1. With media loaded and the printer switched on, hold PAUSE down for 2 seconds: all lights flash yellow, then STATUS stays solid yellow (manual calibration mode).
2. Press PAUSE: SUPPLIES flashes yellow, then PAUSE flashes.
3. Open the printer and check the movable sensor: centre position (alignment arrow) for labels with gaps, on the mark or notch for black mark media, and at the point where it detects the least print for pre-printed media.
4. Peel about 80 mm of labels off the liner.
5. Lay the section without labels over the platen roller, with the leading edge of the first label under the guides.
6. Close the printer and press PAUSE once: the media light flashes while the liner is measured, then PAUSE starts flashing.
7. Open the printer and advance the media to place a label just above the movable sensor.
8. Close the printer and press PAUSE once: the printer feeds and measures several labels, then returns to the Ready state if it has determined the media type and length.

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Zebra specifies that you may need to repeat the procedure several times, moving the sensor at each attempt, until the printer returns to the Ready state. To exit advanced mode, press CANCEL.

Sources: [Activating Advanced Mode](#) · [Manually Calibrating Media](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Why does my Zebra ZD620 skip labels or print out of position?

Symptoms: variable start position, distorted labels, image straddling two labels.

Short answer: Zebra calls this a registration fault: media loaded incorrectly, movable sensor badly positioned or sensors not calibrated for the media. Check the sensor position, then run a SmartCal calibration; if the skipping continues, perform a manual calibration.

LIKELY CAUSE

The Zebra guide cites four causes: media loaded incorrectly or movable sensor set incorrectly; sensors not calibrated for the length, properties or detection type of the media; platen roller slipping or damaged; communication problem (cables or settings).

WHAT TO DO

1. Check how the roll is loaded and the position of the movable sensor for your media type (see [loading labels](#)).
2. Run a [SmartCal calibration](#).
3. If labels are still being skipped, run a [manual calibration](#).
4. If the platen roller is slipping or damaged, clean or replace it (see [platen roller](#)).
5. If the fault appears after a few correct labels, check communication (see [incomplete or distorted labels](#)).

Sources: [Resolve Print Issues](#) · [Loading Media](#) · [Running a SmartCal Media Calibration](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

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Why does my Zebra ZD620 treat my die-cut labels as continuous media?

Symptoms: printing does not take account of the gaps between labels.

Short answer: The printer has not been calibrated for this media or is set to continuous media. Check the MEDIA TYPE parameter in the Settings menu on the display, then run a SmartCal calibration.

LIKELY CAUSE

According to Zebra, the printer has not been calibrated for the media loaded, or it is configured for continuous media.

WHAT TO DO

1. On the ZD620 display, open the Settings menu and check the MEDIA TYPE parameter (gaps or notches, continuous, marks).
2. Run a [SmartCal calibration](#).
3. For media that is difficult to calibrate, use [manual calibration](#).

Sources: [Resolve Miscellaneous Issues](#)  · [Running a SmartCal Media Calibration](#)  – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Loading labels on the Zebra ZD620: roll and movable sensor

A roll facing the wrong way or a badly positioned sensor accounts for a large share of media alerts: here is the loading procedure from the Zebra guide.

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How do I load a roll of labels into a Zebra ZD620 and set the movable sensor?

Short answer: Open the printer, place the roll on its holders with the printable side facing up, pass the media under both guides and position the movable sensor according to the media type. The roll must turn freely without touching the bottom of the compartment.

LIKELY CAUSE

Incorrectly oriented media or a badly positioned sensor is among the causes Zebra gives for the Media Out alert, skipped labels and blank labels.

OFFICIAL LOADING PROCEDURE

1. Open the printer by pulling the release levers towards the front.
2. Pull apart the roll holders and orient the roll so that the printable side faces up as it passes over the platen roller.
3. Pull the guides apart, place the roll on its holders, then release the guides; check that the roll turns freely and does not rest on the bottom of the compartment.
4. Pull the media so that it sticks out at the front of the printer, then slide it under both media guides.
5. Set the movable sensor: default centre position for labels separated by gaps and for continuous media; for media with black marks, notches or holes, centre the sensor arrow on the mark, as far from the edge as possible as long as the mark completely covers the sensor window.
6. For media of a different type or from a different batch, then run a [SmartCal calibration](#).

Zebra points out that the media can shift sideways by about 1 mm during printing: take this into account when positioning the sensor. Keep the off-centre sensor position for black mark media. Models fitted with the cutter have a dedicated loading procedure in the Zebra guide.

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Sources: [Loading Media](#) · [Adjusting the Movable Sensor for Black Marks or Notches](#) · [Setting Media Sensing by Media type](#) · [Recovering from a Media-Out Condition](#) – ZD620 and ZD420 Desktop Printers User Guide (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).

Faded, blurred or blank print on the Zebra ZD620: what should I do?

Darkness, speed, cleanliness of the printhead and platen roller, choice of media and ribbon: the causes of poor print cited by Zebra and their remedies.

Why is the print from my Zebra ZD620 faded or of poor quality?

Symptoms: light or uneven print, barcodes difficult to read.

Short answer: Zebra first cites incorrectly set darkness or speed, then a dirty printhead. Print the print quality report to choose darkness and speed, then clean the printhead with a new cleaning pen.

LIKELY CAUSE

The Zebra guide lists four causes: print darkness and/or speed set incorrectly; dirty printhead; dirty or damaged platen roller; worn or damaged printhead.

Caution: The printhead gets hot during printing: avoid touching it. Zebra asks you to apply anti-static precautions for any work on the printhead or on the components under the cover.

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WHAT TO DO

1. Print the print quality report (FEED self test): the ZD620 prints a series of labels from -3 to +3 around the current darkness, at two speeds; keep the setting whose barcodes are compliant. The Configure Print Quality function in Zebra Setup Utilities is used for the same adjustment.
2. Do not exceed the maximum speed specified by the media manufacturer.
3. Clean the printhead with a new cleaning pen (frequency in the note below).
4. If the fault persists, clean or replace the [platen roller](#).
5. If the printhead is worn or damaged, the Zebra guide provides for its replacement.

Zebra advises cleaning the printhead with each new roll of media for optimum print quality; its recommended cleaning schedule specifies cleaning after every five rolls printed. Do not use a pen that has already been used: it carries contaminants that can damage the printhead.

Sources: [Resolve Print Issues](#) · [Cleaning the Printhead](#) · [Recommended Cleaning Schedule](#) · [Cleaning Supplies](#) · [Printing a Print Quality Report \(FEED Self-Test\)](#) · [Adjusting the Print Quality](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

How do I adjust the print darkness on a Zebra ZD620 using the buttons?

Short answer: Enter advanced mode, select manual darkness adjustment (DATA light yellow) and press PAUSE: the ZD620 prints increasingly dark test patterns. Press FEED as soon as a pattern shows solid, even black lines.

LIKELY CAUSE

According to Zebra, each type of media may require a different darkness: quality depends on the combination of heat (darkness), speed and media.

OFFICIAL MANUAL DARKNESS ADJUSTMENT PROCEDURE

1. With media loaded and the printer switched on, hold PAUSE for 2 seconds to enter advanced mode.

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2. Press FEED to move from one mode to the next until the DATA light is lit yellow (manual darkness adjustment).
3. Press PAUSE: the printer prints a pattern with the current darkness number and several barcodes, pauses, then starts again at the next darkness level.
4. As soon as a pattern shows solid, even black lines, press FEED: the darkness is saved and the printer returns to the Ready state.

Speed is set in the Windows driver or in software such as ZebraDesigner. To exit advanced mode without changing anything, press CANCEL.

Sources: [Activating Advanced Mode](#) · [Manual Print Darkness Adjustment](#) · [Adjusting the Print Quality](#) · [Printing a Print Quality Report \(FEED Self-Test\)](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Why is the print from my Zebra ZD620t blurred, smudged or patchy in thermal transfer?

Symptoms: blurred print, marks, gaps with no regular pattern.

Short answer: The ribbon (wax, wax-resin or resin) may not be suited to the media, or the power supply may be the wrong one. Reduce the speed without exceeding the maximum speed recommended for the ribbon, and check that you are using the power supply delivered with the printer.

LIKELY CAUSE

Zebra cites two causes in thermal transfer: a ribbon incompatible with the media and the use of the wrong power supply.

WHAT TO DO

1. Set the print speed no higher than the maximum speed recommended for your ribbon.
2. Check that the ribbon (wax, wax-resin or resin) suits the media (paper, coated paper or synthetic).

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3. Check that the power supply is the one supplied with the printer.

The Zebra guide gives the speed instruction in relation to the ZD420 ribbon cartridge; it also points out that media manufacturers may recommend speeds lower than the printer's maximum.

Sources: [Resolve Print Issues](#) · [Adjusting the Print Quality](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Why does my Zebra ZD620 produce blank labels with no print?

Symptoms: the labels feed but remain blank.

Short answer: The media is not suited to the print mode or is loaded upside down. A ZD620d requires direct thermal media; in all cases, the printable side must face the printhead.

LIKELY CAUSE

According to Zebra, the media loaded does not match the print type (media not intended for thermal transfer or for direct thermal), or it is loaded incorrectly.

WHAT TO DO

1. Check that the media matches your model: direct thermal media for the ZD620d, thermal transfer media with ribbon for the ZD620t.
2. Reload the roll with the printable side facing up, towards the printhead (see [loading labels](#)).

Sources: [Resolve Print Issues](#) · [Loading Media](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

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How do I clean the platen roller on a Zebra ZD620?

Symptoms: distorted print, media slipping or no longer feeding.

Short answer: Remove the platen roller by releasing its two latches, clean it from the centre towards the edges with a swab lightly moistened with 99% isopropyl alcohol, then refit it. Leave to dry for one minute before reloading.

LIKELY CAUSE

Zebra states that a slipping platen roller can distort the print or stop the media from feeding; it is cleaned as needed, when print quality drops.

Caution: Never re-moisten a swab or cloth that has already been used. After a jam or if there is a lot of adhesive, repeat with a new swab.

OFFICIAL ROLLER CLEANING PROCEDURE

1. Open the cover (and the label dispenser door if there is one), then remove the media from the roller area.
2. Pull the release tabs on the right and left bearings towards the front, then rotate them upwards.
3. Lift the roller out of the lower frame, then slide the gear and both bearings off the shaft.
4. Clean the roller from the centre outwards with a fibre-free swab or a lint-free cloth very lightly moistened with 99% isopropyl alcohol; change swabs until the entire surface is clean.
5. Put the bearings and gear back on the shaft, position the roller with the gear on the left and lower it into the frame.
6. Fold the tabs back towards the rear until they click into place, then leave to dry for one minute before closing or loading labels.

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Roller for linerless media: do not clean it with a product or by rubbing, or it will be permanently damaged. Zebra asks you to press the adhesive side of a piece of linerless media against it to remove particles, and to replace the roller if the media sticks.

Sources: [Cleaning and Replacing the Platen](#) · [Recommended Cleaning Schedule](#) · [Cleaning Supplies](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Zebra ZD620 printhead not recognised: what should I do?

The ZD620 only accepts genuine Zebra printheads that are correctly installed.

What should I do if my Zebra ZD620 reports “Unauthorized Printhead Error” after a printhead change?

Alerts: **Unauthorized Printhead Error**, **Printhead Resolution Error** · Lights: STATUS solid red (printhead authentication failure).

Short answer: The ZD620 does not recognise the installed printhead: it is not a genuine Zebra printhead, or it is installed incorrectly and the printer cannot read its resolution. Install a genuine Zebra printhead following the replacement procedure in the guide.

LIKELY CAUSE

According to Zebra, “Unauthorized Printhead Error” indicates a printhead that is not a genuine Zebra printhead. “Printhead Resolution Error” indicates that the printer cannot read the resolution (dpi) of the printhead, probably because it is installed incorrectly or is not a Zebra printhead.

Caution: Before any work on the printhead, unplug the printer, let it cool down and work in an anti-static area (grounded conductive mat, anti-static wrist strap), as Zebra requires.

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WHAT TO DO

1. Check that the installed printhead is a genuine Zebra printhead.
2. If the printhead has just been replaced, redo its installation following the printhead replacement procedure in the Zebra guide.
3. Printing can only resume with a genuine Zebra printhead that is correctly installed.

Sources: [Status – Printhead Operation](#) · [Standard Interface Controls](#) · [Replacing the Printhead](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

TIMCOD supplies [printheads for thermal printers](#) (page in French).

My Zebra ZD620 will not print from the computer: USB, serial, Ethernet and Wi-Fi

USB driver, serial settings, NETWORK light and network reset: the checks suggested by Zebra when labels do not come out or come out wrong.

My USB-connected Zebra ZD620 is not recognised by Windows: how do I reinstall the driver?

Symptoms: printer listed under “Unspecified” with a ZTC prefix, Windows test page impossible.

Short answer: The USB cable was probably connected before the Zebra driver was installed, and Windows installed its generic driver. Disconnect the USB cable, remove the Zebra icons from the “Unspecified” section, install the latest Zebra driver and then reconnect the cable.

LIKELY CAUSE

Zebra explains that if the printer is connected via USB before the driver is installed, Windows assigns it its generic driver and the Windows test page does not print.

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WHAT TO DO

1. Disconnect the USB cable from the computer.
2. Open Control Panel > Devices and Printers: incorrectly installed Zebra printers appear under “Unspecified” with a ZTC prefix.
3. Remove these Zebra icons.
4. Install the latest Zebra Windows printer driver.
5. Reconnect the USB cable: the ZD620 should appear in the Printers section.

Source: [Resolve Communication Issues](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Why does my Zebra ZD620 print nothing when the job has been sent (DATA light not changing)?

Symptoms: the label format is not recognised, the DATA light does not flash.

Short answer: The data is not reaching the printer: incorrect communication settings or unsuitable serial cable. Check the driver or software settings and, for a serial connection, match the handshake protocol and port settings to those of the computer.

LIKELY CAUSE

Zebra cites incorrect communication settings, or a serial cable that is not a standard DTE or DCE type, is damaged or is too long for the RS-232 standard. The DATA light flashes green when data is being received.

WHAT TO DO

1. Check the communication settings in the printer driver or software.
2. For a serial connection, check that the handshake protocol and the printer's serial port settings match those of the computer.

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3. Use a standard DTE or DCE cable, replace it if it is damaged and respect the maximum length specified by the RS-232 standard.

Sources: [Resolve Communication Issues](#) · [Standard Interface Controls](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Why does my Zebra ZD620 print incomplete or distorted labels after a few correct ones?

Symptoms: a few correct labels, then image skipped, misplaced, missing or distorted.

Short answer: Zebra blames the serial communication settings, prefix and delimiter characters that differ from those in the format, or incorrect data. Compare these settings with the computer and the label format; the communication diagnostics test shows what the printer receives.

LIKELY CAUSE

The Zebra guide cites incorrect serial settings (flow control, protocol), prefix and delimiter characters that do not match the label format, and incorrect data sent to the printer.

WHAT TO DO

1. Check in the driver or software that the flow control and other serial settings match those of the computer.
2. Compare the printer's ZPL prefix (COMMAND CHAR) and delimiter (DELIM./CHAR) characters with those in the label format.
3. Check the label format using the Zebra ZPL programming guide.
4. Run the communication diagnostics test: with media loaded and a print width equal to or less than that of the test label, hold PAUSE and FEED for 2 seconds (STATUS alternates green and yellow).

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5. The printer prints each character received in ASCII with its hexadecimal value. The codes FE (framing error), OE (overflow), PE (parity) or NE (noise) indicate communication settings that need correcting. To exit the mode, hold PAUSE and FEED for 2 seconds again, or switch the printer off and on again.

Sources: [Resolve Communication Issues](#) · [Performing a Communication Diagnostics Test](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

The NETWORK light on my Zebra ZD620 is red: how do I restore the Ethernet or Wi-Fi connection?

Lights: NETWORK solid red (fault), flashing red then yellow (Wi-Fi connection in progress), flashing green (weak Wi-Fi signal), off (no Ethernet link).

Short answer: A solid red NETWORK light indicates an Ethernet or Wi-Fi connection fault: the printer is not on the network. If the network settings are the cause, Zebra provides for restoring them to factory values with the RESET button (6 to 10 seconds) or with PAUSE and CANCEL at power-on.

LIKELY CAUSE

According to Zebra, a solid red NETWORK light indicates an Ethernet or Wi-Fi link error: the printer is not connected to the network.

WHAT TO DO

1. Identify the state of the NETWORK light: solid red = Ethernet or Wi-Fi fault; flashing red then flashing yellow = Wi-Fi association then authentication in progress; flashing green = Wi-Fi connected with a weak signal; solid green = 10/100 Ethernet or Wi-Fi with a good signal; solid yellow = 10Base Ethernet; off = no Ethernet connection.
2. If the light flashes red then yellow, let Wi-Fi association and authentication finish.
3. To restore only the network settings to factory values: switch off the printer, hold PAUSE and CANCEL, switch it back on and keep both buttons held down until only the STATUS light stays on.

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4. Another method: press the RESET button under the printer for 6 to 10 seconds (with a paper clip); the printer drops its connection, restores its factory network settings and prints the printer and network configuration reports.

The print server access credentials are not reproduced here: refer to the Zebra guide.

Sources: [Standard Interface Controls](#) · [Status – Wi-Fi \(WLAN\) Option](#) · [Status – Ethernet \(LAN\) Option](#) · [Resetting the Printer's Network Settings to Their Factory Defaults](#) · [RESET Button Functions](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Zebra ZD620 cutter: how do I clean it without damaging it?

The cutter has no user-serviceable parts: Zebra limits its maintenance to cleaning the plastic surfaces.

How do I clean the cutter on a Zebra ZD620 without damaging it?

Short answer: Only clean the plastic surfaces of the media path, at the cutter entry and exit, with a lint-free swab or cloth lightly moistened with 99% isopropyl alcohol. Do not touch the blades or the mechanism.

LIKELY CAUSE

Zebra specifies that the blade has a special coating that resists adhesives and wear: it needs no maintenance cleaning, and cleaning it can damage it.

Caution: Never clean the internal blades or the cutting mechanism. The cutter has no operator-serviceable parts: never remove its cover and never insert objects or fingers into the mechanism. Zebra warns that unapproved tools, cotton buds and solvents (including alcohol) can damage the cutter or cause jams.

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OFFICIAL CUTTER CLEANING PROCEDURE

1. Lightly moisten a clean swab or a lint-free cloth with 99% isopropyl alcohol.
2. Wipe the ribs and plastic surfaces of the media entry (inside the cutter) and of the exit slot (outside).
3. Repeat as often as necessary to remove the adhesive or residue.
4. Let the cutter dry.

When to call a technician: for any cutter maintenance beyond cleaning its surroundings, the Zebra cleaning schedule refers you to a technician.

Sources: [Cleaning the Cutter Option](#) · [Recommended Cleaning Schedule](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

My Zebra ZD620 will not turn on or its battery is faulty

Power supply, power-on and optional battery base: what the Zebra guide lets you check.

My Zebra ZD620 will not turn on: what should I check?

Symptoms: no lights or display when POWER is pressed.

Short answer: First check that the green light on the power supply is on: it indicates that the mains socket is supplying power. Then press POWER until the lights flash; at the end of the self-test, STATUS stays lit green.

LIKELY CAUSE

The Zebra guide describes connecting the power supply, powering on and the self-test that accompanies it. With the optional battery base, a flat battery prevents power-on.

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Caution: Do not use the printer or the power supply where they can get wet: Zebra warns of a risk of serious injury. Use a cord with a three-pin plug and an IEC 60320-C13 connector, and position the printer so that the cord can be unplugged easily.

WHAT TO DO

1. Check the connections: power supply connected to the printer's DC socket, mains cord connected to the power supply and then to a wall socket.
2. Look at the power supply light: it lights green if the mains socket is live.
3. Press POWER until the lights flash: the power-on self-test lasts a few seconds, then only STATUS stays on, solid green.
4. With the optional battery base: press the battery button to wake it (its lights flash three times), then switch on the printer within a minute. If no charge bar lights up, the battery needs recharging and the printer cannot start.

Sources: [Attaching the Printer to Power](#) · [Standard Interface Controls](#) · [Power-On Self Test](#) · [Battery Indicators and Controls](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

The battery light on my Zebra ZD620 is red: is the battery dead?

Battery health light: solid red (internal error) or flashing red (charging error).

Short answer: A solid red health light indicates an internal error: Zebra states that the battery is at the end of its life or faulty and must be replaced. Flashing red indicates a charging error, for example a battery that is too hot or too cold: let it return to room temperature and then recharge it.

LIKELY CAUSE

According to Zebra, a red health light corresponds to a battery at the end of its useful life or to a component failure; flashing red corresponds to a charging error (temperature too high or too low, or internal monitoring error).

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WHAT TO DO

1. Solid red health light: remove the battery and replace it.
2. Battery too hot or too cold: remove it from the printer and check its condition by recharging it.
3. Let it cool down or warm up to room temperature, then check the charge again.
4. If neither the charge nor the temperature is the cause, replace the battery.

A green health light indicates a battery in good condition and charged; yellow, charging in progress. According to Zebra, a fully discharged battery recharges in about two hours and does not charge during printing.

Sources: [Resolve Miscellaneous Issues](#) · [Battery Indicators and Controls](#) · [Printing with the Attached Battery Base and Battery Option](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Firmware, reset and lost settings on the Zebra ZD620

Firmware update, restoring factory defaults and settings that do not stick: the procedures in the Zebra guide.

How do I update the firmware on a Zebra ZD620?

Short answer: Download the firmware from the Zebra support page for your model, then send it with Zebra Setup Utilities (Open Printer Tools > Action > Send file). The DATA light flashes green during the transfer; a configuration report prints at the end of the update.

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LIKELY CAUSE

Zebra recommends updating the firmware regularly. The guide also asks you to reload it when media or ribbon detection remains faulty, when settings are lost or when the printer locks up.

OFFICIAL UPDATE PROCEDURE

1. Download the firmware from the Zebra support page for your model (zebra.com/zd620t-info or zebra.com/zd620d-info).
2. Open Zebra Setup Utilities and select your printer.
3. Click Open Printer Tools, then the Action tab.
4. Load media into the printer.
5. Click Send file, then the browse button (...) and choose the downloaded firmware file.
6. Wait: DATA flashes green during the download, the printer restarts with all lights flashing, STATUS stays solid green during validation and installation, then a configuration report prints.

The firmware is only transferred if its version differs from the one already installed.

Sources: [Updating Printer Firmware](#)  – ZD620 and ZD420 Desktop Printers User Guide · [ZD620 and ZD420, Link-OS 4-inch desktop printers, user guide \(P1131665-01FR\)](#)  – Zebra ZD620 and ZD420 user guide (French PDF) · [Resolve Alerts and Errors](#)  – ZD620 and ZD420 Desktop Printers User Guide · [Resolve Miscellaneous Issues](#)  – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

How do I reset a Zebra ZD620 to factory defaults?

Short answer: Press the RESET button under the printer for 1 to 5 seconds with a paper clip: the ZD620 returns to factory defaults and prints its configuration report. Zebra Setup Utilities can also reload the default values (Open Printer Tools > Action > Load printer defaults).

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LIKELY CAUSE

The Zebra guide suggests restoring factory defaults when settings are lost or ignored, or when the printer locks up.

OFFICIAL RESET METHODS

1. RESET button, under the printer (press it with a paper clip): pressing for 1 to 5 seconds resets the printer to factory defaults, then it prints a configuration report (and a network report if it is connected to a network).
2. Pressing for 6 to 10 seconds (networked printers): only the network settings return to factory values; the printer prints the printer and network configuration reports.
3. Beyond 10 seconds, the printer exits reset mode without changing anything; a press of one second or less has no effect.
4. From a computer: in Zebra Setup Utilities, open Open Printer Tools, Action tab, then Load printer defaults.
5. For the network settings only, without the RESET button: with the printer switched off, hold PAUSE and CANCEL, switch it back on and keep the buttons held down until only STATUS is lit.

Sources: [RESET Button Functions](#) · [Resolve Miscellaneous Issues](#) · [Resetting the Printer's Network Settings to Their Factory Defaults](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Why does my Zebra ZD620 lose its settings after being switched off?

Symptoms: settings lost or ignored.

Short answer: The changes may not have been saved (^JU command not sent before switching off) or a command in the format cancels them. Switch off and on again to check that they were saved, check the commands sent, then reload the default values or the firmware if needed.

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LIKELY CAUSE

Zebra cites: settings configured incorrectly; changes not saved (^JU command not used before switching off); syntax errors or commands in the format that disable or reset a setting; prefix and delimiter characters that differ from those in the format; a faulty main logic board (MLB), due to corrupted firmware or a hardware failure.

WHAT TO DO

1. Switch the printer off and on again to check that the settings were saved.
2. Check the syntax and use of the commands in the ZPL programming guide.
3. Compare the printer's control, command and delimiter characters (configuration report, or Language menu on the display) with those in the label format.
4. Reload the default values with Zebra Setup Utilities (Open Printer Tools > Action > Load printer defaults).
5. Reload the firmware (see [firmware update](#)).

When to call a technician: if the problem persists, Zebra asks you to call a technician: the main logic board cannot be repaired by the user.

Source: [Resolve Miscellaneous Issues](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

Other Zebra ZD620 problems: printer locked up

When the ZD620 freezes with all its lights on, Zebra suggests corrupted memory.

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My Zebra ZD620 locks up with all lights on: what should I do?

Symptoms: all lights on, printer frozen, including during restart.

Short answer: Zebra suggests corrupted printer memory. Reload the default values with Zebra Setup Utilities, then reload the firmware; if the printer does not recover, call a technician.

LIKELY CAUSE

According to the Zebra guide, the printer's memory may be corrupted.

WHAT TO DO

1. Reload the default values with Zebra Setup Utilities: Open Printer Tools > Action > Load printer defaults.
2. Reload the firmware (see [firmware update](#)).

When to call a technician: if the printer does not recover, Zebra asks you to call a technician: the memory cannot be repaired by the user.

Source: [Resolve Miscellaneous Issues](#) – ZD620 and ZD420 Desktop Printers User Guide (official documentation).

When should you call a technician for a Zebra ZD620?

The entries above first suggest reloading, cleaning, calibrating or restarting. In the following cases, the Zebra guide refers you to a technician:

- **“Printhead Open” persisting with the cover latched:** head-open switch to be repaired.
- **“Media Out” persists after reloading the firmware:** media detection fault (memory or component).

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- **“Ribbon Out” persisting after reloading the firmware:** ribbon detection fault.
- **“Cut Error” after restarting:** the cutter has no user-serviceable parts.
- **“Printhead Shutdown” or persistent printhead fault:** printhead cannot be repaired by the operator (overheating, critical temperature, thermistor).
- **Cutter maintenance:** anything beyond cleaning the area around it.
- **Settings still being lost:** main logic board (MLB) to be checked.
- **Printer locked up, all lights on:** memory not user-serviceable.

Avoiding recurring faults on the Zebra ZD620: 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 ZD620 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

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

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

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 ZD620 troubleshooting: frequently asked questions

How do I calibrate a Zebra ZD620?

With the printer ready (STATUS light solid green), media loaded and the cover closed, hold PAUSE and CANCEL down for 2 seconds, then release. The ZD620 measures a few labels and sets its detection; the STATUS light returns to solid green at the end. If SmartCal does not recognise the media, Zebra provides a manual calibration in advanced mode. [See the detailed entry.](#)

Why does my Zebra ZD620 show Media Out when there are labels?

The ZD620 no longer detects labels: empty roll, missing label on the liner, or sensor badly positioned or dirty. Reload the roll, close the cover and press FEED once. If labels are present, check the position of the movable sensor and run a SmartCal calibration again. [See the detailed entry.](#)

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How do I clean the printhead on a Zebra ZD620?

Zebra recommends a new cleaning pen, with each new roll of media for optimum print quality; its cleaning schedule specifies cleaning after every five rolls. The printhead gets hot during printing: avoid touching it and apply anti-static precautions. [See the detailed entry.](#)

Why are the STATUS and PAUSE lights on my Zebra ZD620 flashing red?

According to Zebra, this flashing indicates printhead overheating that requires cooling and a restart. Switch off the printer by holding POWER for 5 seconds, wait several minutes, then switch it back on. If the error returns, call a technician. [See the detailed entry.](#)

How do I reset a Zebra ZD620 to factory defaults?

Press the RESET button under the printer for 1 to 5 seconds with a paper clip: the ZD620 returns to factory defaults and prints its configuration report. Zebra Setup Utilities can also reload the default values (Open Printer Tools, Action tab, Load printer defaults). [See the detailed entry.](#)

How do I update the firmware on a Zebra ZD620?

Download the firmware from the Zebra support page for your model, then send it with Zebra Setup Utilities (Open Printer Tools, Action tab, Send file). The DATA light flashes green during the transfer; a configuration report prints at the end of the update. [See the detailed entry.](#)

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Why does my Zebra ZD620 print blank labels?

The media is not suited to the print mode or is loaded upside down. A ZD620d requires direct thermal media; in all cases, the printable side must face the printhead. [See the detailed entry.](#)

My Zebra ZD620 is not recognised over USB: what should I do?

The USB cable was probably connected before the Zebra driver was installed, and Windows installed its generic driver. Disconnect the USB cable, remove the Zebra icons from the Unspecified section, install the latest Zebra driver and then reconnect the cable. [See the detailed entry.](#)

Sources consulted

All the causes, procedures, alerts and light states in this guide come from the pages below of the official Zebra documentation (shared ZD620 and ZD420 user guide), consulted on 20 October 2026.

- [Resolve Alerts and Errors](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Status – Typical Operating Conditions](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Status – Printhead Operation](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Standard Interface Controls](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Meaning of the Indicator Light Patterns](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [LCD User Interface](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Display Controls and Menus](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Status – Wi-Fi \(WLAN\) Option](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Status – Ethernet \(LAN\) Option](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Battery Indicators and Controls](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**

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- [Resolve Print Issues](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Resolve Communication Issues](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Resolve Miscellaneous Issues](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Running a SmartCal Media Calibration](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Activating Advanced Mode](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Manually Calibrating Media](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Manual Print Darkness Adjustment](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Loading Media](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Setting Media Sensing by Media type](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Adjusting the Movable Sensor for Black Marks or Notches](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Recovering from a Media-Out Condition](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Recovering from a Ribbon-Out Condition](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Recommended Cleaning Schedule](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Cleaning Supplies](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Cleaning the Printhead](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Cleaning and Replacing the Platen](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Cleaning the Cutter Option](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Replacing the Printhead](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Updating Printer Firmware](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [RESET Button Functions](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Resetting the Printer's Network Settings to Their Factory Defaults](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Power-On Self Test](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Performing a Communication Diagnostics Test](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Printing a Print Quality Report \(FEED Self-Test\)](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Adjusting the Print Quality](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [Attaching the Printer to Power](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**

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- [Printing with the Attached Battery Base and Battery Option](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [About this Guide](#)  – ZD620 and ZD420 Desktop Printers User Guide **official**
- [ZD620 and ZD420, Link-OS 4-inch desktop printers, user guide \(P1131665-01FR\)](#)  – ZD620 and ZD420 4-inch Link-OS desktop printers user guide, French edition (P1131665-01FR) **official**

The following official pages were not consulted for this guide: the sub-pages of “Cleaning the Printhead” (direct thermal, thermal transfer, ZD420 cartridge), “Resetting Non-Network Printer Configuration Settings to their Factory Defaults”, “Home Menu” and the sub-pages of “Cleaning the Sensor”; “Cleaning the Sensor”, “Loading Thermal Transfer Roll Ribbon”, “Loading Zebra Transfer Roll Ribbon”, “Printer Configuration Menus”, “Status – Bluetooth Low Energy (BTLE) Option” and “Detecting a Media-Out Condition”; the English PDF of the guide (zd620-zd420-ug-en.pdf) and pages 62 onwards of the French PDF. They are not cited. No supportcommunity.zebra.com article was consulted. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Zebra ZD620t and ZD620d Series](#)
- [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, ZD500R, ZD510-HC, ZD611, 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)
- [Printer cleaning kits](#) (in French)

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PDF version of the page <https://www.timcod.fr/repairation/en/printer-troubleshooting/zebra/zd620>, updated on 21 October 2026.

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