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TROUBLESHOOTING GUIDE

Zebra ZT411 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, ZT411/ZT421 user guide (ZT411/ZT421 Industrial Printer User Guide, ref. P1106464) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra ZT411 product page →

In brief. The Zebra ZT411 is a 4-inch industrial label printer (104 mm print width), thermal transfer or direct thermal, at 203, 300 or 600 dpi, with a 4.3-inch colour touch display. Zebra documents it in a user guide shared with the ZT421; this guide also covers the ZT411 RFID and the linerless option, available only on the ZT411. The causes most often cited by the manufacturer are incorrectly loaded media or ribbon, a sensor that is incorrectly positioned or not calibrated, and a printhead that is dirty or has its pressure set incorrectly. Here you will find the error messages and lights, the official calibration, cleaning and pressure adjustment procedures, as well as network, cutter, RFID and firmware problems. Click a question to open its entry.

- **A message appears or the display turns yellow or red** (Media Out, Ribbon Out, Head Open...): find it in the [lookup table](#) and open the matching entry.

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- **No message, but labels are misaligned or print quality is poor:** start with [calibration](#), then [printhead cleaning](#) and [pressure adjustment](#); ribbon problems are in the [ribbon](#) section.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

Which error is my Zebra ZT411 showing? Lookup by message and by lights

The ZT411 reports its errors with a message on the colour touch display, whose background turns yellow (alert) or red (error), and with five lights: STATUS, PAUSE, DATA, SUPPLIES and NETWORK. The table links each message or light state to its cause and to the entry that resolves it.

Message or state	Lights (Zebra guide)	Likely cause	Entry
Head Open	● ● STATUS solid red, PAUSE solid yellow	Printhead not fully closed or faulty head-open sensor	Head Open
Media Out	● ● STATUS solid red, SUPPLIES solid red	Media missing or incorrectly loaded, sensor misaligned, or continuous media loaded with the printer set for labels	Media Out
Paper Jam	—	Media stuck in the path or wrapped around the platen roller	Paper Jam

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Message or state	Lights (Zebra guide)	Likely cause	Entry
Ribbon Out	● ● STATUS solid red, SUPPLIES flashing red	Ribbon missing, incorrectly loaded or not detected, or printer set to thermal transfer with direct thermal media	Ribbon Out
Ribbon Out (linerless option)	—	Linerless cutter jam or linerless media wrapped around the roller	PAPER ERROR
Ribbon In	● ● STATUS solid yellow, SUPPLIES flashing yellow	Ribbon loaded while the printer is set to direct thermal	Ribbon In
Head Identification Failed	● ● ● STATUS, PAUSE and DATA solid red (non-Zebra printhead)	Printhead that is not a genuine Zebra printhead, or printhead fault	Head Identification Failed
STATUS flashing red	● STATUS flashing red	The printer cannot read the printhead's resolution (dpi)	Head Identification Failed
Head Element Out	—	A printhead element has stopped working	Head Element Out
Replace Printhead	—	Printhead at end of life, needs replacing	Replace Printhead
Head Maintenance Needed	—	Printhead needs cleaning	Printhead cleaning

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Message or state	Lights (Zebra guide)	Likely cause	Entry
Head Over Temp	● STATUS solid yellow	Printhead overheating: printing resumes after it has cooled	<u>Head Over Temp</u>
Head Under Temp	● STATUS flashing yellow	Printhead too cold, or main logic board or power supply overheating	<u>Head Under Temp</u>
Head Under Temp and Head Thermistor Fault alternating	—	Printhead data cable not properly connected or faulty thermistor	<u>Head Thermistor Fault</u>
Cutter Error	—	Cutter blade in the media path	<u>Cutter Error</u>
CUTTER ERROR (linerless cutter)	—	Linerless cutter open or closure sensor blocked by debris	<u>Cutter Error</u>
PAPER ERROR (linerless option)	—	Linerless media wrapped around the platen roller	<u>PAPER ERROR</u>
Out of Memory Storing XXX	—	Insufficient memory, or data sent to a device that is not present	<u>Out of Memory</u>
Auto Calibrate failed	—	Incorrect loading, dirty or incorrectly positioned sensors, media type set incorrectly	<u>Auto Calibrate failed</u>
NETWORK off (Ethernet)	○ NETWORK off	No Ethernet link: check the cable or network port	<u>Network</u>

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Message or state	Lights (Zebra guide)	Likely cause	Entry
NETWORK solid red	● NETWORK solid red	Ethernet or WLAN error: printer not connected to the network	<u>Network</u>
NETWORK flashing green (Wi-Fi)	● NETWORK flashing green	Wi-Fi connection established, but weak signal	<u>Network</u>
DATA does not flash after a label is sent	○ DATA not flashing	Incorrect communication settings	<u>Data not printed</u>
DATA flashing, nothing prints	DATA flashing (colour not specified)	Different prefix or delimiter, incorrect data or emulation active	<u>Data not printed</u>
DATA flashes indefinitely after an update	DATA flashing (colour not specified)	Printer or RFID reader firmware download failed	<u>Firmware</u>
All lights on, blank display	All on (colours not specified)	Internal electronics or firmware failure	<u>Freezing</u>

The messages are those of the “Alerts and Error Messages” page of the Zebra ZT411/ZT421 guide (English labels). The lights come from the “Indicator Lights” page of the same guide, matched to the messages by the situation described, and from the pages on network and communication. A dash means that the page consulted does not specify the state of the lights.

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Zebra ZT411 error messages: Head Open, Media Out, Ribbon Out, Paper Jam...

Eight alerts from the “Alerts and Error Messages” table in the Zebra ZT411/ZT421 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.

Why does my Zebra ZT411 show “Head Open” when the printhead is closed?

Message: **Head Open** · Lights: STATUS solid red, PAUSE solid yellow.

Short answer: According to Zebra, the printhead is not fully closed, or the head open sensor is not working. Raise and then lower the printhead release lever until the printhead is latched; if the message is still displayed with the printhead latched, the Zebra guide asks you to have the sensor replaced by a technician.

LIKELY CAUSE

The ZT411/ZT421 guide gives two causes: the printhead is not fully closed, or the head open sensor has stopped working. The lights table associates an open printhead with STATUS solid red and PAUSE solid yellow: the printer cannot continue without intervention.

Caution: HOT SURFACE: according to Zebra, the printhead may be hot enough to cause severe burns. Let it cool before touching it.

WHAT TO DO

1. Lift the media cover.
2. Raise and then lower the printhead release lever until the printhead is properly seated and latched.
3. Close the media cover, then press PAUSE to exit pause mode and allow printing.

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4. If “Head Open” is still displayed while the printhead is latched, the head open sensor is at fault according to Zebra.

When to call a technician: if the message persists with the printhead latched, Zebra asks you to have the head open sensor replaced by a service technician.

Sources: [Alerts and Error Messages](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide · [Indicator Lights](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 industrial printer, User's guide](#) [↗](#) – Zebra user guide in French (PDF) P1106464-04FR, “Déchirement” (tear-off) mode, pp. 44-45 (official documentation).

Why does my Zebra ZT411 show “Media Out” when labels are loaded?

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

Short answer: The ZT411 does not detect the media: it is missing or incorrectly loaded, the media sensor is misaligned, or the printer is set for labels while continuous media is loaded. Reload the roll, place the sensor under a gap, notch or hole, then calibrate the printer.

LIKELY CAUSE

Zebra gives three causes: media not loaded or incorrectly loaded; media sensor misaligned; printer set for non-continuous media while continuous media is loaded. The “Adjusting the Sensor Position” page states that an incorrectly positioned sensor prevents the printer from finding the top of the labels, which causes a media out error even though the media is correctly loaded.

Caution: HOT SURFACE: according to Zebra, the printhead may be hot enough to cause severe burns. Let it cool before touching it.

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WHAT TO DO

1. Reload the media: roll pushed fully onto the media supply hanger, media fed through the media sensor and then under the printhead assembly, and pushed in until it touches the inner rear wall of the sensor.
2. Slide the media guide in until it touches the edge of the media.
3. To check the sensor position, remove the ribbon so that you can see the media path clearly, then position the media so that the sensor's green light shines through a gap, notch or hole; if necessary, slide the sensor horizontally using its adjuster.
4. If continuous media is loaded while the printer expects non-continuous labels, install the correct type of media or set the printer for the media in place.
5. Calibrate the printer ([calibration](#) entry), then press PAUSE to resume printing.

When to call a technician: if the error persists after reloading, sensor adjustment and calibration, the Zebra support article refers you to Zebra technical support.

For non-continuous media with notches or holes, Zebra asks you to position the sensor directly under the notch or hole.

Sources: [Alerts and Error Messages](#)  – ZT411/ZT421 Industrial Printer User Guide · ZT411 and ZT421: Resolving Media Out Error – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) · [ZT411/ZT421 Industrial Printer User Guide](#) › [Alerts and Error Messages](#) — [Media Out](#)  · [ZT411/ZT421 Industrial Printer User Guide](#) › [Adjusting the Sensor Position](#)  – ZT411/ZT421 Industrial Printer User Guide · [Indicator Lights](#)  – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 industrial printer, User's guide](#)  – Zebra user guide in French (PDF) P1106464-04FR, loading the media, pp. 37-44 (official documentation).

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Why does my Zebra ZT411 show “Paper Jam” and how do I remove labels wrapped around the roller?

Message: Paper Jam .

Short answer: Zebra reports a media problem in the paper path: media incorrectly loaded, stuck to a part or wrapped around the platen roller. Open the printhead, carefully remove the labels, then clean the roller if any adhesive remains on it.

LIKELY CAUSE

Media incorrectly loaded or stuck to components in the media path, or media wrapped around the platen roller.

Caution: HOT SURFACE: according to Zebra, the printhead may be hot enough to cause severe burns. Let it cool before touching it. On a ZT411 fitted with the linerless option, do not cut or scrape against the roller, and do not wash or rub it: see the [PAPER ERROR](#) entry.

WHAT TO DO

1. Lift the media cover and open the printhead by turning the release lever upwards.
2. Look for media that is incorrectly loaded or stuck to parts of the path, and check whether it has wrapped around the platen roller.
3. Carefully remove all the labels.
4. If adhesive remains on the roller, clean it following the procedure in the [printhead and roller cleaning](#) entry.
5. Reload the media, turn the lever down until the printhead locks, close the cover and press PAUSE.

Sources: [Alerts and Error Messages](#) · [ZT411/ZT421 Industrial Printer User Guide > Cleaning the Printhead and Platen Roller](#) – ZT411/ZT421 Industrial Printer User Guide (official documentation).

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Why does my Zebra ZT411 show “Ribbon Out” when the ribbon is loaded?

Message: **Ribbon Out** · Lights: STATUS solid red, SUPPLIES flashing red.

Short answer: In thermal transfer mode, the ribbon is missing, incorrectly loaded, not seen by the sensor or blocked by the media. Reload the ribbon, then calibrate the sensors; if you are printing on direct thermal labels without ribbon, set the printer to Direct Thermal.

LIKELY CAUSE

According to Zebra, in thermal transfer mode: ribbon not loaded, incorrectly loaded, not detected by the ribbon sensor, or sensor blocked by the media. If a correctly loaded ribbon is still not detected, the printer needs calibrating or its settings are at fault. With direct thermal media, a printer left in thermal transfer mode expects a ribbon it does not need.

Caution: HOT SURFACE: according to Zebra, the printhead may be hot enough to cause severe burns. Let it cool before touching it. As a precaution, Zebra also recommends switching the printer off before working near the open printhead; temporary settings, such as label formats, are then lost and must be reloaded.

WHAT TO DO

1. Reload the ribbon: roll pushed fully onto the ribbon supply spindle, ribbon fed under the printhead assembly and then brought up on the left, wound onto the take-up spindle and tensioned by turning the spindle several times.
2. Calibrate the ribbon and media sensors ([calibration](#) entry).
3. If the ribbon is correctly loaded but still not detected, recalibrate or restore the printer settings: Menu > System > Settings > Restore Defaults > Restore Printer.
4. If you are using direct thermal labels, check that the printer settings match those of the driver or software, then set Print > Print Quality > Print Type to Direct Thermal.

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The opposite case: if the ZT411 does not stop when the ribbon runs out, Zebra states that it was calibrated without ribbon or with incorrectly loaded ribbon. Load the ribbon so that the sensor can detect it, then recalibrate.

Sources: [Alerts and Error Messages](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide · ZT411 and ZT421 'Ribbon Out' Error – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) · [ZT411/ZT421 Industrial Printer User Guide > Alerts and Error Messages — Ribbon Out](#) [↗](#) · [ZT411/ZT421 Industrial Printer User Guide > Ribbon Issues](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide · [Indicator Lights](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide · [Loading Defaults or Last Saved Values](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 industrial printer, User's guide](#) [↗](#) – Zebra user guide in French (PDF) P1106464-04FR, loading the ribbon, pp. 76-79 (official documentation).

Why does my Zebra ZT411 show “Ribbon In” in direct thermal mode?

Message: **Ribbon In** · Lights: STATUS solid yellow, SUPPLIES flashing yellow.

Short answer: A ribbon is installed while the printer is set to direct thermal. With direct thermal labels, remove the ribbon: Zebra states that this message does not affect printing. With thermal transfer labels, set the printer to Thermal Transfer.

LIKELY CAUSE

Ribbon loaded while the printer is in direct thermal mode (Direct Thermal), a mode that does not require ribbon.

WHAT TO DO

1. Direct thermal media: remove the ribbon. The message does not affect printing.
2. If the message persists when no ribbon is loaded, calibrate the printer ([calibration entry](#)).
3. Thermal transfer media, which requires a ribbon: set the printer to Thermal Transfer mode (Print > Print Quality > Print Type).

To find out whether your labels are direct thermal, the Zebra guide suggests quickly scratching the print surface with your fingernail: a black mark indicates direct thermal media, which does not need a ribbon.

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Sources: [Alerts and Error Messages](#) – ZT411/ZT421 Industrial Printer User Guide · [Indicator Lights](#) – ZT411/ZT421 Industrial Printer User Guide · ZT411 and ZT421 'Ribbon Out' Error – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) · [ZT411/ZT421 Industrial Printer User Guide > Alerts and Error Messages — Ribbon Out](#) · [ZT411/ZT421 industrial printer, User's guide](#) – Zebra user guide in French (PDF) P1106464-04FR, consumables, p. 11 (official documentation).

Why does my Zebra ZT411 show “Head Over Temp” and stop printing?

Message: **Head Over Temp** · Light: STATUS solid yellow.

Short answer: The printhead is overheating. Let the printer cool down: printing resumes by itself when the printhead elements return to an acceptable temperature. If the error comes back, move the printer or reduce the print speed.

LIKELY CAUSE

Printhead above its operating temperature.

Caution: HOT SURFACE: according to Zebra, the printhead may be hot enough to cause severe burns. Let it cool before touching it.

WHAT TO DO

1. Let the printer cool down, without touching the printhead.
2. Printing resumes automatically when the printhead elements have returned to an acceptable operating temperature.
3. If the error persists, consider moving the printer or using a slower print speed.
4. Check that the location meets the conditions in the guide: 5 to 40 °C in thermal transfer mode, 0 to 40 °C in direct thermal mode, 20 to 85% relative humidity, non-condensing, and no padding placed under or behind the printer.

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Sources: [Alerts and Error Messages](#) – ZT411/ZT421 Industrial Printer User Guide · [Indicator Lights](#) – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 industrial printer, User's guide](#) – Zebra user guide in French (PDF) P1106464-04FR, choosing a location, pp. 9-10 (official documentation).

Why does my Zebra ZT411 show “Head Under Temp” or “Head Thermistor Fault”?

Messages: `Head Under Temp`, `Head Thermistor Fault` (sometimes alternating) · Light: STATUS flashing yellow (printhead too cold).

Short answer: On its own, “Head Under Temp” indicates a printhead approaching its lower operating limit: keep printing while it warms up, or install the printer in a warmer place. If this message alternates with “Head Thermistor Fault”, Zebra blames a printhead data cable that is not properly connected or a faulty thermistor, which means the printhead must be replaced.

LIKELY CAUSE

Zebra gives three causes: printhead temperature close to its lower limit (room too cold), printhead data cable not properly connected, or faulty printhead thermistor. The lights table states that STATUS flashing yellow can also indicate overheating of the main logic board or power supply, in which case the printhead too cold message may be wrong.

Caution: HOT SURFACE: Zebra points out that the printhead too cold message may be wrong and that the printhead may be hot enough to cause severe burns. Let it cool before doing any work on it.

WHAT TO DO

1. Keep printing while the printhead reaches its operating temperature.
2. If the error remains, the room may be too cold: install the printer in a warmer place (the guide gives a minimum of 5 °C in thermal transfer mode and 0 °C in direct thermal mode).

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3. If “Head Under Temp” and “Head Thermistor Fault” are displayed alternately, the guide asks you to reconnect the printhead correctly (data cable).
4. If the printhead thermistor is faulty, the printhead must be replaced.

Sources: [Alerts and Error Messages](#)  – ZT411/ZT421 Industrial Printer User Guide · [Indicator Lights](#)  – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 industrial printer, User's guide](#)  – Zebra user guide in French (PDF) P1106464-04FR, choosing a location, pp. 9-10 (official documentation).

Why does my Zebra ZT411 show “Out of Memory” while printing?

Message: `Out of Memory Storing XXX`.

Short answer: The ZT411 does not have enough memory for the requested task. Free up memory by adjusting the label format or the printer settings, for example by setting the print width to the actual width of the label, and check that the data is not being sent to a device that is not present.

LIKELY CAUSE

Insufficient memory for the requested function, or data directed to a device that is not installed or not available.

WHAT TO DO

1. Adjust the label format or the printer settings to free up memory.
2. Set the print width to the actual width of the label rather than to the default value.
3. Check that the data is not being directed to a device that is not installed or is unavailable.

When to call a technician: if the problem persists, Zebra asks you to call a service technician.

Source: [Alerts and Error Messages](#)  – ZT411/ZT421 Industrial Printer User Guide (official documentation).

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Calibration problems: my Zebra ZT411 skips labels or prints out of position

Manual calibration of the media and ribbon sensors, auto calibration failure and the causes of drift that Zebra describes for the ZT411/ZT421 series.

How do I calibrate my Zebra ZT411 when labels are skipped or the print shifts?

Symptoms: skipped labels, image drifting vertically or sideways, ribbon not detected, non-continuous labels treated as continuous.

Short answer: Touch Menu > Print > Sensors > Manual Calibration, then Start Calibration, and follow the on-screen prompts exactly. At the end, press PAUSE to exit pause mode. Zebra recommends this calibration whenever you change the type or size of ribbon or media.

LIKELY CAUSE

Calibration sets the sensitivity of the media and ribbon sensors. Zebra asks for it when you change the size or type of ribbon or media, and when the printer skips labels, the image drifts (from top to bottom or from side to side), the printer does not detect the ribbon (installed or run out) or it treats non-continuous labels as continuous media.

OFFICIAL MANUAL CALIBRATION PROCEDURE

1. First check the sensor position: remove the ribbon so that you can see the media path clearly, and position the media so that the sensor's green light shines through a gap, notch or hole; move the sensor horizontally if necessary.
2. Touch Menu > Print > Sensors > Manual Calibration.
3. Touch Start Calibration.
4. Follow the prompts, keeping exactly to the procedure displayed; touch Next to move to the next prompt. According to Zebra, the procedure has 14 steps in direct thermal mode and 16 in thermal transfer mode.

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5. To cancel at any step, press and hold the CANCEL button.
6. At the end of calibration, press PAUSE to exit pause mode and allow printing.
7. If the label is still out of position by a few millimetres, adjust Print > Label Position > Tear Line Offset.

The ZT411 can also calibrate automatically at power-up or when the printhead is closed: set System > Settings > Power Up Action or Head Close Action to CALIBRATE (adjusts the sensor levels and thresholds and determines the label length) or SHORT CAL (sets the thresholds without changing the sensor gain). The print wizard on the home screen (Assistants [wizards], Imprimer [print]) also runs an automatic calibration. With the linerless cutter, first remove any media sticking out of the cutter: it would block the label taken sensor and calibration would fail. When the display asks you to place the liner under the sensor, remove the linerless media from the path and close the printhead assembly.

Sources: [Calibrating the Ribbon and Media Sensors](#)  – ZT411/ZT421 Industrial Printer User Guide · [Performing Manual Sensor Calibration](#)  – ZT411/ZT421 Industrial Printer User Guide · ZT411 and ZT421: Ribbon and Media Sensor Manual Calibration – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) · [ZT411/ZT421 Industrial Printer User Guide](#) > [Performing Manual Sensor Calibration](#)  · [ZT411/ZT421 Industrial Printer User Guide](#) > [Adjusting the Sensor Position](#)  – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 Industrial Printer User Guide](#) > [System Menu](#)  – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 industrial printer, User's guide](#)  – Zebra user guide in French (PDF) P1106464-04FR, print wizard pp. 80-81, System menu pp. 95-96 (official documentation).

Why does auto calibration fail on my Zebra ZT411 (“Auto Calibrate failed”)?

Problem: **Auto Calibrate failed** , or non-continuous labels treated as continuous media.

Short answer: Zebra cites incorrectly loaded media or ribbon, sensors that do not detect the media or ribbon, dirty or incorrectly positioned sensors, and an incorrectly set media type. Reload the media and ribbon, clean and reposition the sensors, choose the correct media type, then run a manual calibration.

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LIKELY CAUSE

According to the “Miscellaneous Issues” page: media or ribbon incorrectly loaded; sensors unable to detect the media or ribbon; dirty or incorrectly positioned sensors; media type set incorrectly. Non-continuous labels treated as continuous indicate a printer that has not been calibrated for that media or is set for continuous media.

WHAT TO DO

1. Check how the media and ribbon are loaded ([Media Out](#) and [Ribbon Out](#) entries).
2. Clean the sensors and check their position: the media sensor's green light must shine through a gap, notch or hole.
3. Set the correct media type: gap/notch, continuous or mark.
4. Run a [manual calibration](#) for the media used.

The Zebra maintenance schedule provides for cleaning the media and ribbon sensors by blowing air on them.

Sources: [Miscellaneous Issues](#)  · [ZT411/ZT421 Industrial Printer User Guide > Adjusting the Sensor Position](#)  · [ZT411/ZT421 Industrial Printer User Guide > Cleaning Schedule and Procedures](#)  – ZT411/ZT421 Industrial Printer User Guide (official documentation).

Why does the print on my Zebra ZT411 shift from one label to the next?

Symptoms: loss of registration, vertical drift of the top of the label, one to three labels printed incorrectly, image moving horizontally.

Short answer: According to Zebra, drift most often comes from a dirty platen roller, incorrectly positioned guides, an incorrectly set media type or a printer that has not been calibrated. Clean the printhead and the roller, adjust the guides, set the correct media type, then calibrate.



LIKELY CAUSE

The “Printing or Print Quality Issues” table lists: dirty platen roller, incorrectly positioned media guides, media type set incorrectly, media incorrectly loaded, printer not calibrated, incorrect label format, media outside specifications, non-continuous labels set as continuous, printhead pressure dials set incorrectly and labels not torn off properly.

WHAT TO DO

1. Clean the printhead and the platen roller ([cleaning](#) entry).
2. Reposition the media guides so that they just touch the edge of the media, and reload the media correctly.
3. Set the correct media type: gap/notch, continuous or mark.
4. [Calibrate](#) the printer and correct the label format if necessary.
5. Check the printhead pressure dials ([printhead pressure](#) entry).
6. Use media that meets the specifications: Zebra asks for gaps or notches of 2 to 4 mm between labels, evenly spaced.
7. If the image moves horizontally, tear off the labels by pulling down and to the left, so that the tear-off bar helps to cut the liner.

Sources: [ZT411/ZT421 Industrial Printer User Guide > Printing or Print Quality Issues](#) [↗](#) · [ZT411/ZT421 Industrial Printer User Guide > Ribbon Issues](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide (official documentation).

Zebra ZT411 ribbon: wrinkled, broken or melted ribbon

Loading, settings and choice of ribbon: what the Zebra guide asks you to check when the ribbon wrinkles or breaks.

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Why is the ribbon on my Zebra ZT411 wrinkling?

Symptoms: thin diagonal grey lines on blank labels, long unprinted streaks across several labels.

Short answer: Zebra cites incorrectly loaded ribbon, an unsuitable burn temperature and incorrect or uneven printhead pressure. Reload the ribbon, adjust the darkness and speed, then set the pressure to the minimum that gives good quality.

LIKELY CAUSE

Ribbon incorrectly loaded; incorrect burn temperature (darkness); incorrect or uneven printhead pressure. The print quality table links thin diagonal grey lines on blank labels, and some of the long streaks with no print, to wrinkled ribbon.

Caution: HOT SURFACE: according to Zebra, the printhead may be hot enough to cause severe burns. Let it cool before touching it.

WHAT TO DO

1. Reload the ribbon: roll pushed fully onto the supply spindle, ribbon fed under the printhead assembly as far back as possible, then take-up spindle turned several times to tension and align the ribbon.
2. Adjust the darkness or speed (Menu > Print > Print Quality): darkness at the lowest level that gives good quality, slower speed if necessary.
3. Set the printhead pressure to the minimum needed for good quality (printhead pressure entry).

Zebra recommends a ribbon wider than the media, to protect the printhead from wear.

Sources: [ZT411/ZT421 Industrial Printer User Guide > Ribbon Issues](#)  – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 Industrial Printer User Guide > Printing or Print Quality Issues](#)  – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 industrial printer, User's guide](#)  – Zebra user guide in French (PDF) P1106464-04FR, loading the ribbon, pp. 76-79 (official documentation).

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Why does the ribbon on my Zebra ZT411 break or melt during printing?

Symptoms: broken or melted ribbon.

Short answer: The darkness is set too high, or the ribbon is coated on the wrong side. Lower the darkness to the lowest level that gives good quality, slow down printing, clean the printhead, and check that the ribbon is coated on its outer side.

LIKELY CAUSE

Zebra gives two causes: darkness (burn temperature) too high, or ribbon coated on the wrong side. In the standard configuration, the ZT411 uses ribbon coated on the outer side; ribbon coated on the inner side requires an optional spindle.

WHAT TO DO

1. Lower the darkness to the lowest level that gives good quality (Menu > Print > Print Quality) and reduce the print speed.
2. Clean the printhead thoroughly ([cleaning entry](#)).
3. Adhesive test: peel off a label, press a corner of its adhesive side onto the outer surface of the ribbon roll, then remove it. If ink remains on the label, the outer side is coated and the ribbon is suitable.
4. If you have no label to hand, do the scratch test: unwind a little ribbon, place it with the outer side against a sheet of paper, scratch the inner side with your fingernail, then lift the ribbon. A mark on the paper indicates a ribbon coated on the outside.
5. If the ribbon is coated on the inner side, replace it: according to Zebra, it cannot be used in the standard printer.

Zebra advises repeating the test on the other side of the roll to confirm the result.

Sources: [ZT411/ZT421 Industrial Printer User Guide > Ribbon Issues](#)  – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 industrial printer, User's guide](#)  – Zebra user guide in French (PDF) P1106464-04FR, ribbon type, pp. 75-76 (official documentation).

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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).

Zebra ZT411 print quality: faded, too dark or uneven print

Printhead and roller cleaning, contrast, speed, consumables and printhead pressure: the procedures in the Zebra guide for getting sharp print again.

How do I clean the printhead on my Zebra ZT411 when the print becomes faded or uneven?

Message: **Head Maintenance Needed** · Symptoms: voids in barcodes or graphics, uneven quality.

Short answer: Zebra links uneven quality (voids in barcodes or graphics) to a dirty printhead, and the “Head Maintenance Needed” message calls for this cleaning. Open the printhead, wipe the brown strip from one end to the other with a swab from the Zebra maintenance kit or one moistened with 99.7% isopropyl alcohol, clean the platen roller, let it dry, then reload.

LIKELY CAUSE

Dirty printhead. The Zebra maintenance schedule provides for cleaning the printhead after every roll of media in direct thermal mode (or every 500 feet, about 150 m, of fanfold media) and after every roll of ribbon in thermal transfer mode; these intervals are a guide and your application may require more frequent cleaning.

Caution: Before touching the printhead assembly, discharge static electricity by touching the printer's metal frame or by using an antistatic wrist strap and mat. **HOT SURFACE:** according to Zebra, the printhead may be hot enough to cause severe burns. Let it cool before touching it. As a precaution, Zebra also recommends switching the printer off before working near the open printhead; temporary settings, such as label formats, are then lost and must be reloaded. Do not wash or rub a linerless roller: this can damage it.

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OFFICIAL CLEANING PROCEDURE

1. Lift the media cover and let the printhead cool if it is hot.
2. Turn the printhead release lever upwards to open the printhead assembly.
3. Remove the ribbon (if there is one) and the media.
4. Wipe the brown strip on the printhead from one end to the other with a swab from the Zebra preventive maintenance kit, or a clean swab moistened with 99.7% isopropyl alcohol. Let the solvent evaporate.
5. Standard (white) platen roller: turn it by hand and clean its whole surface with the swab, then let the solvent evaporate.
6. Linerless (dark brown) roller: do not use a swab or solvent; dab the exposed area of the roller and the media path with the sticky side of a linerless label, turning the roller to reach its whole surface.
7. Reload the ribbon (if used) and the media.
8. Turn the release lever down until it locks the printhead, then close the media cover.
9. Press PAUSE to exit pause mode: depending on your settings, the printer may run a calibration or feed a label.

If cleaning does not improve the quality, Zebra suggests Save-A-Printhead cleaning film, which removes build-up without damaging the printhead (the maintenance schedule mentions it for 600 dpi printers). To limit wear, Zebra advises cleaning the printhead often, keeping the pressure and darkness at the minimum that gives good quality, and, in thermal transfer mode, using a ribbon at least as wide as the media. Zebra accepts no liability for damage caused by cleaning fluids.

Sources: [ZT411/ZT421 Industrial Printer User Guide > Cleaning the Printhead and Platen Roller](#) · [ZT411/ZT421 Industrial Printer User Guide > Cleaning Schedule and Procedures](#) · [Alerts and Error Messages](#) – ZT411/ZT421 Industrial Printer User Guide (official documentation).

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Why does my Zebra ZT411 print too light or too dark, with unreadable barcodes?

Symptoms: print too light or too dark over the whole label, barcode that will not scan, smudge marks.

Short answer: Zebra blames incorrectly set darkness or speed, unsuitable or incompatible media or ribbon, and incorrect printhead pressure. Set the darkness to the lowest acceptable level, try another combination of media and ribbon and check the pressure; the print quality assistance wizard also lets you choose the best test label.

LIKELY CAUSE

Print too light or too dark over the whole label: media or ribbon not designed for high-speed printing, incorrect darkness, incompatible media and ribbon combination, incorrect printhead pressure. Unreadable barcode: darkness too high or too low, incorrect pressure, or not enough blank space around the code. Smudges: media or ribbon not designed for high speed.

WHAT TO DO

1. Set the darkness to the lowest level that gives good quality, and adjust the speed (Menu > Print > Print Quality); according to Zebra, a slower speed generally improves quality.
2. Leave at least 3.2 mm (1/8 inch) of blank space around the barcode.
3. Try another combination of media and ribbon, and use consumables recommended for high-speed printing.
4. Check the printhead pressure ([printhead pressure](#) entry) and clean the printhead and roller ([cleaning](#) entry).
5. To find the right setting, on the home screen touch Assistants (wizards), Imprimer (print), then Démarrer l'impression (start printing); at the last step, touch Assistance à la qualité d'impression (print quality assistance). The printer prints test labels, you choose the best one, and it adjusts the darkness and speed accordingly.

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The wizard labels are those of the French interface, as quoted in the Zebra guide in French. During the wizards, Zebra asks you not to send data from the computer.

Sources: [ZT411/ZT421 Industrial Printer User Guide > Printing or Print Quality Issues](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 industrial printer, User's guide](#) [↗](#) – Zebra user guide in French (PDF) P1106464-04FR, print and print quality wizards, pp. 80-82 and 87 (official documentation).

How do I adjust the printhead pressure on my Zebra ZT411 when the print is faded on one side?

Symptoms: print lighter on the left or right, thick media printed poorly, media drifting sideways.

Short answer: Zebra links print that is lighter on one side to uneven printhead pressure. Set the two pressure dials according to the width of the media, then turn the inner dial up one notch if the left side is faded, or the outer dial if the right side is faded.

LIKELY CAUSE

Printhead pressure uneven or unsuited to the media (width, thickness). The guide also calls for this adjustment when the media drifts from side to side during printing.

OFFICIAL PRESSURE ADJUSTMENT PROCEDURE

1. Set the starting dial positions according to the width of the media (graduations from 1 to 4, inner dial then outer dial): 25 mm, 4 and 1; 51 mm, 3 and 1; 76 mm, 2.5 and 1.5; 89 mm or more, 2 and 2.
2. Print and check the result.
3. If the media needs more pressure to print properly, turn both dials up one notch.
4. Print too light on the left: turn the inner dial up one notch. Too light on the right: turn the outer dial up one notch.
5. Media drifting to the left: turn the outer dial up or the inner dial down one notch. To the right: turn the inner dial up or the outer dial down one notch.

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6. If the media drifts, also adjust the media guide so that it just touches the edge of the media.
7. Print a test again after each adjustment.

When to call a technician: if the media keeps drifting after adjusting the guide and the pressure, or if the printhead or platen roller appears to be incorrectly installed, Zebra asks you to call a service technician.

Zebra asks you to set the pressure to the lowest level that gives good print quality.

Sources: [ZT411/ZT421 Industrial Printer User Guide > Adjusting the Printhead Pressure](#) [↗](#) · [ZT411/ZT421 Industrial Printer User Guide > Printing or Print Quality Issues](#) [↗](#) · [ZT411/ZT421 Industrial Printer User Guide > Ribbon Issues](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide (official documentation).

Zebra ZT411 printhead: printhead not recognised, faulty element, end of life

The messages the ZT411 displays when the printhead is not recognised, when an element no longer heats or when the printhead reaches the end of its life.

Why does my Zebra ZT411 show “Head Identification Failed” after a printhead change?

Message: **Head Identification Failed** · Lights: STATUS, PAUSE and DATA solid red (non-Zebra printhead), or STATUS flashing red (printhead resolution unreadable).

Short answer: The installed printhead is not a genuine Zebra printhead, or it is faulty. Install a genuine Zebra printhead; if the printhead is genuine, switch the printer off and on again and replace the printhead if the error comes back.

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LIKELY CAUSE

Zebra gives two causes: printhead replaced with one that is not a genuine Zebra printhead, or a problem with the printhead. The lights table adds the case where the printer cannot read the printhead resolution (dpi): STATUS flashing red.

Caution: Before touching the printhead assembly, discharge static electricity by touching the printer's metal frame or by using an antistatic wrist strap and mat. HOT SURFACE: according to Zebra, the printhead may be hot enough to cause severe burns. Let it cool before touching it.

WHAT TO DO

1. If the printhead has just been replaced, check that it is a genuine Zebra printhead: with any other printhead, STATUS, PAUSE and DATA stay solid red and the printer does not continue.
2. Switch the printer off and then on again to see whether the error recurs.
3. If it recurs, replace the printhead.

Sources: [Alerts and Error Messages](#) · [Indicator Lights](#) · [ZT411/ZT421 Industrial Printer User Guide](#) › [Cleaning the Printhead and Platen Roller](#) – ZT411/ZT421 Industrial Printer User Guide (official documentation).

Why does my Zebra ZT411 show “Head Element Out” or “Replace Printhead” and print white lines?

Messages: **Head Element Out**, **Replace Printhead** · Symptom: long streaks with no print across several labels.

Short answer: “Head Element Out” indicates that a printhead element has stopped working, “Replace Printhead” that the printhead is nearing the end of its life. In both cases, Zebra calls for the printhead to be replaced, for “Head Element Out” only if the faulty element affects printing.

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LIKELY CAUSE

Printhead heating element out of service, or printhead at end of life. The print quality table also links long streaks with no print across several labels to a damaged print element or to wrinkled ribbon.

Caution: Before touching the printhead assembly, discharge static electricity by touching the printer's metal frame or by using an antistatic wrist strap and mat.

WHAT TO DO

1. First check that the streaks are not caused by wrinkled ribbon ([wrinkled ribbon](#) entry).
2. “Head Element Out”: if the location of the faulty element affects printing, replace the printhead.
3. “Replace Printhead”: replace the printhead.

When to call a technician: for a damaged print element (long streaks with no print), the Zebra print quality table asks you to call a technician.

To spare the printhead, Zebra advises cleaning it often, using the lowest pressure and darkness that give good quality, and a ribbon at least as wide as the media.

Sources: [Alerts and Error Messages](#) · [ZT411/ZT421 Industrial Printer User Guide > Printing or Print Quality Issues](#) · [ZT411/ZT421 Industrial Printer User Guide > Cleaning Schedule and Procedures](#) – ZT411/ZT421 Industrial Printer User Guide (official documentation).

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

Zebra ZT411 connection problems: Ethernet, Wi-Fi, data not printed

IP address 0.0.0.0, NETWORK light, options disabled on printers bought in Europe and data received but not printed: the causes Zebra gives.

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Why does my Zebra ZT411 show the IP address “0.0.0.0” and why can't it be reached on the network?

IP address: 0.0.0.0 · Light: NETWORK off or solid red (Ethernet), solid red or flashing green (Wi-Fi).

Short answer: On Ethernet, check the cable and the network port at the back of the printer; on Wi-Fi, check the ESSID and the WLAN settings. If necessary, assign a fixed IP address provided by your network administrator (IP protocol set to PERMANENT), then reset the network to apply the changes.

LIKELY CAUSE

The Zebra guide describes the 0.0.0.0 address when the Ethernet connection is not active: connector with no light on or flashing, cable not properly connected or network port inactive. NETWORK light on a wired connection: off, no link; solid red, Ethernet error. On Wi-Fi: solid red, WLAN error; flashing green, connection established but weak signal. On Wi-Fi, settings that do not match the network (ESSID, gateway, subnet mask) also prevent connection.

WHAT TO DO

1. On the home screen, open the printer information tab and check the IP address assigned.
2. Ethernet: if the address is 0.0.0.0, check the connector at the back; if no light is on or flashing, check that both ends of the cable are properly connected and that the network port is active. The printer then connects automatically.
3. Ethernet, fixed address: with the values from your network administrator, set Connection > Wired > Wired IP Protocol to PERMANENT, then Wired IP Address, Wired Subnet and Wired Gateway.
4. Wi-Fi: if necessary, set the ESSID (Connection > WLAN > ESSID) to match your wireless router, as well as WLAN Gateway, WLAN Subnet and the security type (WLAN Security). If the connection still fails, set WLAN IP Protocol to PERMANENT and enter the WLAN IP address.

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5. After each change, reset the network (Connection > Networks > Reset Network): the changes only take effect after this reset.
6. Once connected, the ZT411 lights NETWORK solid green (Ethernet 100 Base-T or Wi-Fi with a good signal) or solid yellow (Ethernet 10 Base-T).
7. To check the settings, print a network label: Connection > Networks > Print: Network Info.

Wi-Fi is an option on the ZT411. On a printer in Protected Mode, several network settings cannot be changed from the display; for a printer bought in Europe, see also the [connection options disabled](#) entry.

Sources: [ZT411/ZT421 Industrial Printer User Guide > Connection Menu](#)  – ZT411/ZT421 Industrial Printer User Guide · [Indicator Lights](#)  – ZT411/ZT421 Industrial Printer User Guide · [ZT400 Series Industrial Printers](#)  – Zebra data sheet · [ZT411/ZT421 industrial printer, User's guide](#)  – Zebra user guide in French (PDF) P1106464-04FR, Ethernet and wireless connection, pp. 23-29 (official documentation).

Why are some connection options disabled on my Zebra ZT411 bought in Europe?

Symptoms: connectivity option disabled, setting cannot be changed from the display, request for a password that nobody has set.

Short answer: According to Zebra, on printers bought in the EMEA region after 1 August 2025, some connectivity options are disabled by default, and a control panel password must be set before certain settings can be changed. The procedure is given in the Zebra Link-OS PrintSecure Printer Administration Guide.

LIKELY CAUSE

Connectivity options disabled by default (printers bought in EMEA after 1 August 2025); Protected Mode preventing many settings from being changed from the panel; display locked by a password whose value is undefined until it has been set.

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WHAT TO DO

1. Check the region and date of purchase: the restriction applies to printers bought in EMEA after 1 August 2025.
2. To enable the disabled options or manage Protected Mode, follow the Zebra Link-OS PrintSecure Printer Administration Guide.
3. If the printer asks for a password that nobody has set, refer to the same guide: Zebra states that the display may be locked and that the password value is undefined until it has been set.
4. The four-digit panel password is set in System > Settings > Set Password; Password Level chooses which items are protected (Selected, All or None).
5. Bluetooth: Connection > Bluetooth > Bluetooth Enabling turns the radio on or off; Zebra advises leaving Bluetooth Discovery set to OFF when Bluetooth is not in use.

Sources: [ZT411/ZT421 Industrial Printer User Guide > Connection Menu](#) [↗](#) · [ZT411/ZT421 Industrial Printer User Guide > System Menu](#) [↗](#) · [Miscellaneous Issues](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide (official documentation).

Why does my Zebra ZT411 receive data without printing the label?

Light: DATA not flashing, or flashing with no print.

Short answer: If DATA does not flash, the communication parameters are incorrect: check those of the driver or software, or even reinstall the driver. If DATA flashes with no print, check the prefix and delimiter characters, the computer's communication settings and the active emulation.

LIKELY CAUSE

Label format not recognised. DATA not flashing: incorrect communication parameters. DATA flashing with no print: prefix and delimiter differ between the printer and the format, incorrect data sent, or emulation active. On a serial link, incorrect

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communication settings cause the image to be skipped, shifted, missing or distorted after a few labels.

WHAT TO DO

1. DATA not flashing: check the communication parameters of the driver or software for your connection; if necessary, reinstall the driver.
2. DATA flashing with no print: check that the printer's prefix and delimiter match those of the format, using the SGD commands `! U1 getvar "zpl.format_prefix"` and `! U1 getvar "zpl.delimiter"`, and change them if necessary.
3. Check that the computer's communication parameters match those of the printer, then check the label format.
4. If an emulation is active, check that the label format matches the printer settings.
5. Serial link: if a few labels print and then the image is skipped, misplaced or distorted, check that flow control is identical on both sides and that the cable length is within specifications.
6. To see what the printer is receiving, enable communication diagnostics mode: hold down PAUSE and FEED for 2 seconds in the ready state, or set System > Program Language > Diagnostic Mode to PRINT. Each character received is printed in ASCII with its hexadecimal value; look for framing, overrun, parity or noise errors, then switch the printer off and on again to return to normal operation.

Before running diagnostics, set the label width to a value equal to or less than that of the media used; the diagnostic label prints upside down.

Sources: [Communications Issues](#) · [ZT411/ZT421 Industrial Printer User Guide > Using Communication Diagnostics Mode](#) · [ZT411/ZT421 Industrial Printer User Guide > System Menu](#) – ZT411/ZT421 Industrial Printer User Guide (official documentation).



Zebra ZT411 cutter: Cutter Error and linerless jams

The standard cutter and the linerless cutter on the ZT411: cutting errors, jams and maintenance according to Zebra.

Why does my Zebra ZT411 show “Cutter Error” with the cutter?

Message: **Cutter Error** .

Short answer: With the standard cutter, the blade has stayed in the media path. Switch off and unplug the printer, inspect the cutter, remove any debris and clean it following the Zebra procedure. If it still cuts badly after cleaning and lubrication, call in an authorised technician.

LIKELY CAUSE

Cutter blade left in the media path. Zebra also recommends cleaning and lubricating the blades when the cutter cuts badly or jams. On the ZT411 linerless cutter, “CUTTER ERROR” can also indicate an open cutter assembly, or debris and media offcuts that have fallen behind the cutter and are blocking the closure sensor.

Caution: The cutter blade is sharp: do not touch it or rub it with your fingers. Switch off and unplug the printer before working on it, and refit the shield for operator safety.

OFFICIAL PROCEDURE (STANDARD CUTTER)

1. Switch the printer off (O) and unplug the power cord, then lift the media cover.
2. Remove the media fed through the cutter, keeping your fingers away from the blade.
3. Unscrew the thumbscrew and lock washer, then remove the cutter shield.
4. If necessary, turn the motor thumbscrew, at the back of the cutter, until the V-shaped blade is fully exposed.
5. Wipe the upper cutting surface and the blade with a swab from the Zebra preventive maintenance kit (part 47362), or a swab moistened with 99.7% isopropyl alcohol, then let the solvent evaporate completely.

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6. With a clean swab, apply an even coat of general-purpose, high-viscosity silicone or PTFE oil to all exposed surfaces of both blades; wipe off any excess so that it does not reach the printhead or the platen roller.
7. Refit the shield with its screw and washer, reload the media and close the cover.
8. Plug the printer back in and switch it on: the blade returns to its operating position.

When to call a technician: if the cutter still gives poor results after cleaning and lubrication, Zebra asks you to contact an authorised service technician.

Linerless cutter open: press the gold square at the front of the cutter to latch the top, open and close the printhead to clear the error, then press PAUSE. Debris in front of the sensor: press the release lever, tilt the cutter forward and remove the debris with a plastic spatula only, never a metal one; put the cutter back in place, lock it, then open and close the printhead. Zebra calls for cleaning the cutter after every roll (or more often) with continuous adhesive media, and every two or three rolls with card (tag) or liner.

Sources: [Alerts and Error Messages](#) · [ZT411/ZT421 Industrial Printer User Guide > Cleaning and Lubricating the Standard Cutter Module](#) · [ZT411/ZT421 Industrial Printer User Guide > Cleaning Schedule and Procedures](#) · [ZT411/ZT421 Industrial Printer User Guide > Linerless Printing Issues](#) – ZT411/ZT421 Industrial Printer User Guide (official documentation).

Why does my Zebra ZT411 linerless show “PAPER ERROR” with the media wrapped around the roller?

Message: **PAPER ERROR** (linerless option, no liner).

Short answer: The linerless media has wrapped around the platen roller. Open the printhead, turn the roller backwards with a flat-blade screwdriver to free the media, without cutting or scraping against the roller, then cut a new straight edge and reload the media through the cutter.

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LIKELY CAUSE

Media wrapped around the platen roller. Zebra also points out that zero or low values of the media.linerless_offset parameter increase jams, and that media crumpled like an accordion can get caught between the roller and the cutter if the printer is not in Linerless Cut mode.

Caution: Do not use solvent or detergent on the linerless roller, and do not wash or rub it: this can damage it.

WHAT TO DO

1. Do not cut or scrape against the roller.
2. Open the printhead.
3. Using a flat-blade screwdriver, turn the roller backwards to free the media.
4. If the media is stuck to itself, remove the roller and carefully take off the media, without solvent or detergent, then refit the roller.
5. Cut a straight edge on the undamaged part of the media, load it through the cutter, then close the printhead.
6. If the problem persists, check how the media is loaded, that there is no debris on the roller, and that the printer is set to Linerless Cut mode with Continuous media.
7. If the errors keep coming back, return media.linerless_offset to the default value for your resolution: 61 at 203 dpi, 90 at 300 dpi, 180 at 600 dpi.

When to call a technician: if the linerless cutter still gives poor results, Zebra asks you to contact an authorised service technician.

If the media drifts to the right, the label taken sensor no longer sees it: open the printhead, check that the roll is properly seated on its holder, bring the media back inwards along the whole path and adjust the guides so that they just touch the edge. If the first label is longer than the following ones, set Power Up Action and Head Close Action to NO MOTION. The Zebra alerts table also links a linerless cutter jam to a display headed “Ribbon Out” and refers to these recommendations.

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Sources: [ZT411/ZT421 Industrial Printer User Guide > Linerless Printing Issues](#) [↗](#) – [ZT411/ZT421 Industrial Printer User Guide > Alerts and Error Messages](#) [↗](#) – [ZT411/ZT421 Industrial Printer User Guide > Cleaning the Printhead and Platen Roller](#) [↗](#) – [ZT411/ZT421 Industrial Printer User Guide > ZT400 Series Industrial Printers](#) [↗](#) – Zebra data sheet (official documentation).

Zebra ZT411 firmware and settings: updating and restoring factory settings

Updating the Link-OS system, dealing with a failed download and restoring the factory settings.

How do I update the firmware on my Zebra ZT411, and what should I do if the download fails?

Symptom: DATA light flashing indefinitely after a firmware download.

Short answer: Download Printer OS v92 from the Zebra support page for the model, unzip it and send the file to the printer with a utility such as ZDownloader; the printer installs the firmware and then restarts. If DATA flashes indefinitely, the download has failed: switch off, wait 10 seconds, switch back on and try again.

LIKELY CAUSE

A DATA light flashing indefinitely after the printer or reader firmware download indicates a download that did not complete.

OFFICIAL UPDATE PROCEDURE

1. Check the current version in the printer information, on the home screen.
2. On the Zebra support page for the printer, Downloads tab, choose Printer OS v92, download the .zip file and accept the licence agreement.
3. Unzip the file on your computer.

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4. Send the extracted file to the printer with a utility, for example ZDownloader (available in the same tab). The printer downloads and installs the firmware, then restarts.
5. If the DATA light flashes indefinitely, switch the printer off (O), wait 10 seconds, switch it back on (I) and start the download again. Zebra also advises restarting the printer before any firmware download.

When to call a technician: if the firmware download still fails, Zebra asks you to contact its technical support.

Zebra states that Printer OS v92 gives access to the latest features. The case of the flashing DATA light appears in the RFID problems table of the guide (printer or reader firmware).

Sources: [Uploading the Latest Firmware](#)  – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 Industrial Printer User Guide > RFID Issues](#)  – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 industrial printer, User's guide](#)  – Zebra user guide in French (PDF) P1106464-04FR, firmware upgrade, p. 33 (official documentation).

How do I restore my Zebra ZT411 to factory settings?

Symptoms: inconsistent settings, parameters that do not stay as set.

Short answer: Touch Menu > System > Settings > Restore Defaults and choose RESTORE PRINTER (printer settings except network), RESTORE NETWORK (print server) or RESTORE LAST SAVED. Without using the display, hold down FEED and PAUSE during power-up for the printer, or CANCEL and PAUSE for the network.

LIKELY CAUSE

When parameters do not stay as set, Zebra cites a firmware setting or command preventing the change, or a command in a label format resetting the parameter to its previous value.

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Caution: Zebra asks you to load the defaults with care: all manually changed settings must then be reloaded. With Protected Mode enabled, this setting cannot be changed from the display.

WHAT TO DO

1. If a setting reverts to its previous value by itself, first check the label formats and the settings of the software sending the formats: a command may be overwriting the setting.
2. To restore: Menu > System > Settings > Restore Defaults.
3. RESTORE PRINTER resets all printer settings except network to factory defaults; equivalent without the display: hold down FEED and PAUSE during power-up.
4. RESTORE NETWORK resets the wired or wireless print server, and reconnects a wireless printer to its network; equivalent: CANCEL and PAUSE during power-up.
5. RESTORE LAST SAVED reloads the settings from the last permanent save (no button combination).

When to call a technician: if the parameters still do not stay as intended, Zebra refers you to the programming guide (ZPL, ZBI, Set-Get-Do, Mirror, WML) or to a service technician.

Sources: [Loading Defaults or Last Saved Values](#)  – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 Industrial Printer User Guide > System Menu](#)  – ZT411/ZT421 Industrial Printer User Guide · [Miscellaneous Issues](#)  – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 industrial printer, User's guide](#)  – Zebra user guide in French (PDF) P1106464-04FR, System menu, pp. 97-98 (official documentation).

Zebra ZT411 RFID: voided labels, stopping at the inlay, reader unreachable

The ZT411 is available in a UHF RFID version; here are the encoding problems described in the Zebra ZT411/ZT421 guide.

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Why does my Zebra ZT411 RFID void all labels, or too many labels per roll?

Symptoms: all RFID labels voided (void), low yield, too many labels voided per roll.

Short answer: Zebra first cites a printer that has not been calibrated for the media used and labels of an unsupported type: only Gen 2 RFID labels are accepted. Run a manual sensor calibration, then, if too many labels are still voided, check the transponder placement, the read and write power and any sources of interference.

LIKELY CAUSE

Printer not calibrated for the media; unsupported RFID label type (Gen 2 only); labels outside specifications, transponder outside the programmable zone; incorrect read and write power; radio interference from another source; outdated printer and reader firmware; incorrect programming position.

WHAT TO DO

1. Calibrate the printer manually for the RFID media ([calibration](#) entry).
2. Check that your labels are Gen 2 RFID labels and that the transponder placement meets the printer's specifications (zebra.com/transponders).
3. Run RFID > RFID Calibrate: load the RFID media, calibrate the printer, close the printhead and feed at least one label; leave transponders before and after the calibrated label, and a little media sticking out at the front for backfeed. The printer determines the programming position, the antenna element and the read and write power.
4. If the result is not satisfactory, adjust Read Power and Write Power (0 to 30), RFID Antenna (A1 to E4) and RFID Program Position manually in the RFID menu, or restore the default value of the programming position.
5. Move the printer away from fixed RFID readers and other radio sources, and keep the media cover closed during RFID programming.

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6. Update the printer and reader firmware (zebra.com/firmware).

The settings of the label design software take precedence over those of the printer: check that they match, as well as the RFID ZPL or SGD commands sent (see the Zebra RFID Programming Guide 3).

Sources: [ZT411/ZT421 Industrial Printer User Guide > RFID Issues](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 Industrial Printer User Guide > RFID Menu](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide · [ZT400 Series RFID Industrial Printers Specification Sheet](#) [↗](#) – Zebra data sheet (official documentation).

Why does my Zebra ZT411 RFID stop on the RFID chip instead of the gap between labels?

Symptom: the printer stops on the RFID inlay.

Short answer: The ZT411 calibrated the label length up to the RFID inlay instead of the gap between labels. Set Power Up Action and Head Close Action to FEED, then run a manual sensor calibration.

LIKELY CAUSE

Label length calibrated only up to the RFID inlay, and not up to the gap between the labels.

WHAT TO DO

1. Touch Menu > System > Settings, then set Power Up Action and Head Close Action to FEED.
2. Run a manual calibration: Menu > Print > Sensors > Manual Calibration ([calibration](#) entry).

Sources: [ZT411/ZT421 Industrial Printer User Guide > RFID Issues](#) [↗](#) · [ZT411/ZT421 Industrial Printer User Guide > System Menu](#) [↗](#) · [Performing Manual Sensor Calibration](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide (official documentation).

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Why has my Zebra ZT411 RFID stopped communicating with the RFID reader?

Symptoms: RFID reader or subsystem unreachable, RFID parameters missing from the menus and the configuration label.

Short answer: The printer has often been switched off and back on too quickly for the RFID reader to initialise. Switch it off, wait at least 10 seconds, then switch it back on; if the problem persists, the reader may be faulty or incorrectly connected and Zebra refers you to its technical support.

LIKELY CAUSE

Power switched off and on too quickly; faulty or incorrectly connected reader; radio interference from another source; incorrect firmware version.

WHAT TO DO

1. Switch the printer off (O), wait at least 10 seconds, then switch it back on (I).
2. Then check that the RFID parameters appear in the menus, or print a new configuration label (System > Settings > Print: System Settings) to find the RFID information on it.
3. Move the printer away from fixed RFID readers or other radio sources, and keep the media cover closed during programming.
4. Check the expected firmware version (RFID Programming Guide 3) and load the correct firmware if necessary.
5. RFID > RFID Status shows the state of the RFID subsystem; RFID > RFID Test checks reading and writing of a transponder placed over the antenna, without feeding the media.

When to call a technician: if the problem persists after a restart with a 10-second wait, the RFID reader may be faulty or incorrectly connected: Zebra asks you to contact its technical support or a Zebra-authorised RFID technician.

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Sources: [ZT411/ZT421 Industrial Printer User Guide > RFID Issues](#) [↗](#) · [ZT411/ZT421 Industrial Printer User Guide > RFID Menu](#) [↗](#) · [ZT411/ZT421 Industrial Printer User Guide > System Menu](#) [↗](#) – ZT411/ZT421 Industrial Printer User Guide (official documentation).

Other Zebra ZT411 problems: display language, touch display, freezing

The colour touch display and printer freezes, according to the “Miscellaneous Issues” page of the Zebra guide.

How do I set the display on my Zebra ZT411 back to French or recalibrate the touch screen?

Symptoms: display in a language you cannot read, touch screen responding poorly, missing characters on the display.

Short answer: For the language: on the home screen, touch Menu (icon at the bottom left), then the first entry, and choose your language from the list, where each language is written in its own script. For the touch screen: System > Settings > Screen Calibration, then touch each crosshair.

LIKELY CAUSE

The language was changed from the control panel or by a firmware command. If characters or parts of characters are missing, the display may need replacing.

WHAT TO DO

1. On the home screen, touch Menu (icon at the bottom left).
2. Touch the first entry in the list (language).
3. Scroll through the languages, each written in its own alphabet, and touch Français (French).

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4. Touch the Home icon to return to the home screen.
5. If the display responds poorly to touch, open System > Settings > Screen Calibration and touch each crosshair displayed.

When to call a technician: if characters or parts of characters are missing from the display, the display may need replacing: Zebra asks you to call a service technician.

Sources: [Miscellaneous Issues](#) – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 Industrial Printer User Guide > System Menu](#) – ZT411/ZT421 Industrial Printer User Guide · [ZT411/ZT421 industrial printer, User's guide](#) – Zebra user guide in French (PDF) P1106464-04FR, System menu, pp. 90 and 97 (official documentation).

Why does my Zebra ZT411 stay frozen with all lights on and a blank display?

Symptoms: all lights on, blank display, printer frozen, or freezing during start-up.

Short answer: According to Zebra, this freeze indicates an internal electronics or firmware failure. Switch the printer off and on again; if the problem persists, call a technician. Freezing during start-up indicates a main logic board failure.

LIKELY CAUSE

All lights on, blank display and printer frozen: internal electronics or firmware failure.
Freezing during start-up: main logic board failure.

WHAT TO DO

1. Switch the printer off (O), then back on (I).
2. If the printer stays frozen, or if it freezes during start-up, call in a service technician.

When to call a technician: if the printer is still frozen after a restart, Zebra asks you to call a technician; freezing at start-up points to the main logic board.

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Source: [Miscellaneous Issues](#) – ZT411/ZT421 Industrial Printer User Guide (official documentation).

When should you call a technician for a Zebra ZT411?

The entries above first suggest reloading, cleaning, adjusting or calibrating. In the following cases, the Zebra documentation refers you to a technician or to Zebra technical support:

- **“Head Open” persisting with the printhead latched:** head open sensor to be replaced.
- **Persistent “Media Out”:** despite reloading, sensor adjustment and calibration: Zebra technical support.
- **Persistent “Out of Memory”:** after reducing the format and checking where the data is being sent.
- **Media drifting despite adjustments:** or printhead and platen roller that appear to be incorrectly installed.
- **Damaged print element:** long streaks with no print across several labels.
- **Cutter still cutting badly after maintenance:** after cleaning and lubricating the blades: authorised technician.
- **Linerless cutter still faulty:** after clearing the roller and reloading: authorised technician.
- **RFID reader cannot be reached:** after a restart with a 10-second wait: faulty or incorrectly connected reader.
- **Firmware download still failing:** DATA light still flashing after a restart: Zebra technical support.
- **Settings never kept:** despite checking the formats and returning to factory defaults.
- **Missing characters on the display:** display probably needs replacing.
- **Printer still frozen:** after a restart, or freezing at start-up (main logic board).

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Avoiding recurring faults on the Zebra ZT411: 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 ZT411 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

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

Fewer emergency call-outs

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.

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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 ZT411 troubleshooting: frequently asked questions

How do I calibrate a Zebra ZT411?

Touch Menu, Print, Sensors, Manual Calibration, then Start Calibration, and follow the on-screen prompts exactly; hold down CANCEL to cancel. At the end, press PAUSE to exit pause mode. Zebra recommends this calibration whenever you change the type or size of ribbon or media, and when the printer skips labels. [See the detailed entry.](#)

Why does my Zebra ZT411 show Media Out when labels are loaded?

The ZT411 does not detect the media: it is incorrectly loaded, the media sensor is misaligned, or the printer is set for labels while continuous media is loaded. Reload the roll, position the sensor so that its green light shines through a gap, notch or hole, then calibrate the printer. [See the detailed entry.](#)

How do I clean the printhead on a Zebra ZT411?

Open the printhead after letting it cool, remove the ribbon and media, then wipe the brown strip on the printhead from one end to the other with a swab from the Zebra maintenance kit or one moistened with 99.7% isopropyl alcohol. Clean the platen roller while turning it, let the solvent evaporate, reload and press PAUSE. Zebra recommends this cleaning after every roll of ribbon in thermal transfer mode. [See the detailed entry.](#)

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What does Ribbon In mean on a Zebra ZT411?

A ribbon is installed while the printer is set to direct thermal; STATUS is solid yellow and SUPPLIES flashing yellow. With direct thermal labels, remove the ribbon: according to Zebra, this message does not affect printing. With thermal transfer labels, set Print Type to Thermal Transfer. [See the detailed entry.](#)

What should I do when a Zebra ZT411 shows Head Over Temp?

The printhead is overheating. Let the printer cool down without touching the printhead: printing resumes by itself. If the error comes back, move the printer or reduce the print speed. [See the detailed entry.](#)

How do I reset a Zebra ZT411 to factory settings?

Touch Menu, System, Settings, Restore Defaults, then RESTORE PRINTER for the printer settings except network, or RESTORE NETWORK for the print server. Without using the display, hold down FEED and PAUSE during power-up, or CANCEL and PAUSE for the network. Manually changed settings will need to be reloaded. [See the detailed entry.](#)

How do I set the display on a Zebra ZT411 back to French?

On the home screen, touch Menu, the icon at the bottom left, then the first entry in the list. Scroll through the languages, each written in its own alphabet, touch Français (French), then the Home icon. [See the detailed entry.](#)

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What is the difference between the Zebra ZT411 and the ZT421 for troubleshooting?

Zebra documents them in the same user guide: messages, lights, calibration and cleaning are identical. The ZT411 prints 104 mm wide at 203, 300 or 600 dpi and can take the linerless option, the ZT421 prints 168 mm wide at 203 or 300 dpi. The starting values for the printhead pressure dials differ by model. [See the detailed entry](#).

Sources consulted

All the causes, procedures and messages in this guide come from the pages of the official Zebra documentation listed below (ZT411/ZT421 user guide online and as a French PDF, Zebra knowledge base, data sheets), consulted on 20 October 2026.

- [ZT411/ZT421 Industrial Printer User Guide](#)  – ZT411/ZT421 Industrial Printer User Guide (table of contents) **official**
- [Alerts and Error Messages](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [Indicator Lights](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [ZT411/ZT421 Industrial Printer User Guide > Printing or Print Quality Issues](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [ZT411/ZT421 Industrial Printer User Guide > Ribbon Issues](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [Miscellaneous Issues](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [Communications Issues](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [ZT411/ZT421 Industrial Printer User Guide > RFID Issues](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [ZT411/ZT421 Industrial Printer User Guide > Linerless Printing Issues](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [Calibrating the Ribbon and Media Sensors](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [Performing Manual Sensor Calibration](#)  – ZT411/ZT421 Industrial Printer User Guide **official**

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- [ZT411/ZT421 Industrial Printer User Guide › Adjusting the Printhead Pressure](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [ZT411/ZT421 Industrial Printer User Guide › Adjusting the Sensor Position](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [ZT411/ZT421 Industrial Printer User Guide › Cleaning Schedule and Procedures](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [ZT411/ZT421 Industrial Printer User Guide › Cleaning the Printhead and Platen Roller](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [ZT411/ZT421 Industrial Printer User Guide › Cleaning and Lubricating the Standard Cutter Module](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [ZT411/ZT421 Industrial Printer User Guide › Using Communication Diagnostics Mode](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [Loading Defaults or Last Saved Values](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [Uploading the Latest Firmware](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [ZT411/ZT421 Industrial Printer User Guide › System Menu](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [ZT411/ZT421 Industrial Printer User Guide › Connection Menu](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- [ZT411/ZT421 Industrial Printer User Guide › RFID Menu](#)  – ZT411/ZT421 Industrial Printer User Guide **official**
- ZT411 and ZT421: Resolving Media Out Error – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) **official**
- [ZT411/ZT421 Industrial Printer User Guide › Alerts and Error Messages — Media Out](#)  **official**
- ZT411 and ZT421 'Ribbon Out' Error – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) **official**
- [ZT411/ZT421 Industrial Printer User Guide › Alerts and Error Messages — Ribbon Out](#)  **official**
- ZT411 and ZT421: Ribbon and Media Sensor Manual Calibration – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) **official**
- [ZT411/ZT421 Industrial Printer User Guide › Performing Manual Sensor Calibration](#)  **official**
- [ZT411/ZT421 industrial printer, User's guide](#)  – Zebra user guide in French (PDF) P1106464-04FR (pp. 9 to 99 read) **official**
- [ZT400 Series Industrial Printers](#)  – Zebra data sheet **official**

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- [ZT400 Series RFID Industrial Printers Specification Sheet](#) [↗](#) – Zebra data sheet **official**

The following official pages were not consulted for this guide: “Performing Auto Calibration” (two versions of the online guide), “Print Menu” (two versions), “Cleaning the Media Compartment and Sensors”, “Determine the Type of Ribbon to Use” and “Loading the Ribbon” in HTML (content read in the French PDF guide), the French online version of “Alerts and Error Messages”, and the part of the French PDF guide beyond about page 99 (including pages 175 to 183 on alerts and lights). They are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product pages on timcod.fr (in French): [Zebra ZT411](#), [Zebra ZT400 Series](#), [Zebra RFID ZT400 Series](#)
- [All Zebra printer troubleshooting guides](#) (ZT230, ZT410, ZT421, ZT420, S4M, GK420, ZD421, GX420, QLn420, ZQ630, ZQ511, ZQ610 Plus, ZQ510, ZC100 and ZC300, ZD410, ZD411, ZD420, ZD500R, 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/repairation/en/printer-troubleshooting/zebra/zt411>, updated on 21 October 2026.

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