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TROUBLESHOOTING GUIDE

Zebra ZT610 and ZT620 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, ZT610/ZT620 colour touch display user guide and ZT600 Series user guide (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra ZT600 Series product page →

In brief. The Zebra ZT610 (4-inch) and ZT620 (6-inch) make up the ZT600 Series of industrial thermal transfer or direct thermal label printers, also available in RFID versions (ZT610R, ZT620R). The causes Zebra cites most often are incorrectly loaded media or ribbon, a calibration that needs redoing, a dirty printhead and incorrectly set printhead pressure. This guide covers the error messages, light states and procedures from the Zebra user guides, with a section dedicated to RFID. Click a question to open its entry.

- **A message is displayed** (Media Out, Ribbon Out, Head Open...): find it in the [lookup table](#) and open the matching entry.
- **No message, but the print quality is poor:** start with [calibration](#), then see the [ribbon](#) and [print quality](#) sections.
- **You use an RFID ZT610 or ZT620:** voided labels, encoding and the RFID reader are covered in the [RFID](#) section.

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

Which error is my Zebra ZT610 or ZT620 showing? Lookup by message and by lights

The ZT610 and ZT620 report their errors through a message on the display and five lights (STATUS, PAUSE, DATA, SUPPLIES, NETWORK). The table links each message or light state documented by Zebra 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 completely closed or faulty head-open sensor	Head Open
Media Out	● ● STATUS and SUPPLIES solid red	Media missing or incorrectly loaded, media sensor misaligned, or continuous media loaded while the printer expects labels	Media Out
Paper Jam	—	Media incorrectly loaded, stuck in the media path or wrapped around the platen roller	Paper Jam
Ribbon Out	● ● STATUS solid red, SUPPLIES flashing red	Ribbon missing, incorrectly loaded or not detected, or direct thermal media used in thermal transfer mode	Ribbon Out

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Message or state	Lights (Zebra guide)	Likely cause	Entry
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	Printhead that is not a genuine Zebra printhead, or printhead problem	Head Identification Failed
—	● STATUS flashing red	The printer cannot read the printhead's resolution (dpi)	Head Identification Failed
Head Element Out	—	A printhead element no longer works	Head Element Out
Replace Printhead	—	Printhead nearing the end of its service life	Replace Printhead
Head Maintenance Needed	—	Printhead needs cleaning	Printhead cleaning
Head Over Temp	● STATUS solid yellow	Printhead overheating	Head Over Temp
Head Under Temp	● STATUS flashing yellow	Printhead too cold, printhead incorrectly connected or faulty thermistor; this light can also indicate overheating of the main board or the power supply	Head Under Temp

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Message or state	Lights (Zebra guide)	Likely cause	Entry
Head Thermistor Fault (alternating with Head Under Temp)	—	Printhead data or power cable incorrectly connected, or faulty thermistor	Head Under Temp
Cutter Error	● STATUS solid red	Cutter blade stuck in the media path	Cutter Error
Out of Memory Storing XXX	—	Not enough memory for the requested function	Out of Memory
—	● NETWORK solid red	Ethernet or WLAN error: the printer is not connected to the network	Network connection
—	○ NETWORK off (Ethernet)	No Ethernet link detected	Network connection

The lights come from the “Indicator Lights” page and the messages from the “Alerts and Error Messages” page of the Zebra ZT610/ZT620 colour touch display guide. The message table does not mention the lights: they are matched by the cause described on both pages. A dash means that the page consulted does not specify the state of the lights.

Zebra ZT610 and ZT620 error messages: causes and solutions

The messages below are those in the “Alerts and Error Messages” table of the Zebra user guide. For each one: the short answer, the cause, the steps to follow and, where the guide provides for it, when to hand over to a technician.

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Why does my Zebra ZT610 or ZT620 show “Head Open” when the printhead is closed?

Message: **Head Open** (“Tête ouverte” in the French version of the Zebra guide) · Lights: STATUS solid red, PAUSE solid yellow.

Short answer: The printhead is not completely closed, or the head-open sensor is not working properly. Close the printhead completely; if the message persists, Zebra asks you to have the sensor replaced by a technician.

LIKELY CAUSE

Zebra cites two causes: the printhead is not completely closed, or the head-open sensor is not working properly. The indicator lights page states that solid red STATUS and solid yellow PAUSE indicate an open printhead, which requires action by the user.

WHAT TO DO

1. Close the printhead completely: turn the printhead release lever down until it locks the printhead in place.
2. Check that the STATUS light returns to solid green, which indicates that the printer is ready.
3. If the message is still displayed even though the printhead is properly closed, the head-open sensor is at fault.

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

Sources: [Alerts and Error Messages](#) · [Indicator Lights](#) · [Cleaning the Printhead and Platen Roller](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

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Why does my Zebra ZT610 or ZT620 show “Media Out” when labels are loaded?

Message: **Media Out** (“Support épuisé” in the French version of the Zebra guide) · Lights: STATUS and SUPPLIES solid red.

Short answer: According to Zebra, the media is missing or incorrectly loaded, the media sensor is misaligned, or the printer expects labels when continuous media is loaded. Reload the media, check the sensor position, set the correct media type, then calibrate the printer.

LIKELY CAUSE

Zebra cites three causes: media missing or incorrectly loaded; media sensor misaligned; printer set for non-continuous media when continuous media is loaded.

WHAT TO DO

1. Reload the media following the “Loading the Media” procedure in the Zebra guide.
2. Check the position of the media sensor.
3. Install the intended media type, or set the printer to the media type actually loaded.
4. Calibrate the printer: see the [calibration](#) entry.

Sources: [Alerts and Error Messages](#) ⓘ – Zebra ZT610/ZT620 colour touch display guide · [Alerts and error messages](#) ⓘ – Zebra ZT610/ZT620 colour touch display guide (French version) · [Indicator Lights](#) ⓘ – Zebra ZT610/ZT620 colour touch display guide (official documentation).

What should I do when my Zebra ZT610 or ZT620 shows “Paper Jam”?

Message: **Paper Jam** (“Bourrage papier” in the French version of the Zebra guide).

Short answer: There is a problem with the media in its path: it is incorrectly loaded, stuck to a part or wrapped around the platen roller. Carefully remove the

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labels, then clean the roller if adhesive remains on it.

LIKELY CAUSE

Zebra indicates a media problem in the media path: media incorrectly loaded or stuck to components in the path, or media wrapped around the platen roller.

Caution: According to Zebra, the printhead can be hot enough to cause severe burns: let it cool before working near the printhead.

WHAT TO DO

1. Open the printhead and check that the media is correctly loaded and that no labels are stuck to components in the media path.
2. Check whether media has wrapped around the platen roller and carefully remove the labels.
3. If adhesive remains on the roller, clean it (procedure in the [printhead and roller cleaning](#) entry).
4. Reload the media, close the printhead and resume printing.

Sources: [Alerts and Error Messages](#) · [Cleaning the Printhead and Platen Roller](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

Why does my Zebra ZT610 or ZT620 show “Ribbon Out” when the ribbon is in place?

Message: **Ribbon Out** (“Ruban épuisé” in the French version of the Zebra guide) · Lights: STATUS solid red, SUPPLIES flashing red.

Short answer: In thermal transfer mode, the ribbon is missing, incorrectly loaded or not detected by its sensor, or media is blocking this sensor. Reload the ribbon correctly, then calibrate the printer; if you are using direct thermal media, switch the printer to Direct Thermal mode.

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LIKELY CAUSE

Zebra cites three situations: in thermal transfer mode, ribbon missing, incorrectly loaded, not detected by the ribbon sensor, or sensor blocked by the media; ribbon correctly loaded but not detected, because the printer has not been calibrated for the label and ribbon in use; direct thermal media used while the printer is set to thermal transfer.

WHAT TO DO

1. Reload the ribbon correctly (“Loading the Ribbon” procedure in the Zebra guide).
2. Calibrate the printer: see the [calibration](#) entry.
3. If the ribbon is correctly loaded but still not detected, calibrate again or restore the default settings: **Menu > System > Settings > Restore Defaults > Restore Printer**.
4. If you print on direct thermal media, without ribbon, set the printer to direct thermal: **Menu > Print > Print Quality > Print Type**, then Direct Thermal.

Opposite case: if the printer does not stop at the end of the ribbon, Zebra states that it was probably calibrated without ribbon or with incorrectly loaded ribbon. Reload the ribbon so that the sensor detects it (it must pass back close to the printer's inner wall, under the printhead), then calibrate.

Sources: [Alerts and Error Messages](#) · [Ribbon Issues](#) · [Indicator Lights](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

Why does my Zebra ZT610 or ZT620 show “Ribbon In” in direct thermal mode?

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

Short answer: Ribbon is loaded while the printer is set to direct thermal. With direct thermal media, remove the ribbon: according to Zebra, this message does not affect printing. With thermal transfer media, switch the printer to Thermal Transfer mode.



LIKELY CAUSE

Zebra states that ribbon is loaded while the printer is set to direct thermal mode, which does not need ribbon.

WHAT TO DO

1. With direct thermal media: remove the ribbon. The message does not affect printing.
2. If the message persists with no ribbon installed, calibrate the printer ([calibration entry](#)).
3. With thermal transfer media: set the printer to Thermal Transfer mode (**Menu > Print > Print Quality > Print Type**).

Sources: [Alerts and Error Messages](#)  · [Indicator Lights](#)  – Zebra ZT610/ZT620 colour touch display guide (official documentation).

What does the “Head Identification Failed” message mean on my Zebra ZT610 or ZT620?

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

Short answer: The printer does not recognise the printhead: it is not a genuine Zebra printhead, or the printhead has a problem. Switch the printer off and on again; if the error comes back, Zebra says to replace the printhead with a genuine Zebra printhead.

LIKELY CAUSE

Zebra cites two causes: the installed printhead is not a genuine Zebra printhead, or the printhead has a problem. According to the indicator lights page, solid red STATUS, PAUSE and DATA indicate a non-genuine printhead, and flashing red STATUS indicates that the printer cannot read the printhead's resolution (dpi).



Caution: According to Zebra, the printhead can be hot enough to cause severe burns: let it cool. 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. If a printhead that is not genuine Zebra has been installed, replace it with a genuine Zebra printhead so that you can continue.
2. Otherwise, switch the printer off and then on again.
3. If the error recurs, replace the printhead.

The user guide consulted does not detail the printhead replacement procedure.

Sources: [Alerts and Error Messages](#) · [Indicator Lights](#) · [Cleaning the Printhead and Platen Roller](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

Why does my Zebra ZT610 or ZT620 show “Head Element Out” or print with white bands?

Message: **Head Element Out** · Symptom: long unprinted streaks on several labels.

Short answer: A printhead element no longer works. If its position affects printing, Zebra says to replace the printhead; an unprinted band can also come from wrinkled ribbon.

LIKELY CAUSE

The message indicates that a printhead element has stopped working. For long unprinted streaks on several labels, the “Printing or Print Quality Issues” page cites two causes: a damaged print element, or wrinkled ribbon.

WHAT TO DO

1. Check the ribbon first: if it is wrinkled, follow the [ribbon wrinkling](#) entry.



2. If the faulty element falls in a printed area of your labels (barcode, text), the printhead must be replaced.
3. If the area concerned does not affect printing, Zebra does not require a replacement.

When to call a technician: for a damaged print element that leaves unprinted streaks, Zebra asks you to call a service technician.

Sources: [Alerts and Error Messages](#) · [Printing or Print Quality Issues](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

What should I do when my Zebra ZT610 or ZT620 shows “Replace Printhead”?

Message: **Replace Printhead** (“Remplacez la tête d'impression” in the French version of the Zebra guide).

Short answer: According to Zebra, the printhead is nearing the end of its service life. The solution given is to replace the printhead.

LIKELY CAUSE

Zebra states that the printhead is nearing the end of its service life.

WHAT TO DO

1. Replace the printhead, as Zebra instructs.
2. Use a genuine Zebra printhead: with another printhead, the printer shows [Head Identification Failed](#) and does not resume printing.

The user guide consulted does not detail the printhead replacement procedure.

Sources: [Alerts and Error Messages](#) · [Indicator Lights](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

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Why does my Zebra ZT610 or ZT620 show “Head Over Temp” and stop printing?

Message: **Head Over Temp** (“Surchauffe de la tête” in the French version of the Zebra guide) ·

Lights: STATUS solid yellow.

Short answer: The printhead is overheating. Let the printer cool down: printing resumes automatically when the printhead returns to an acceptable temperature.

LIKELY CAUSE

Zebra indicates an overheating printhead.

Caution: Hot surface: according to Zebra, the printhead can be hot enough to cause severe burns. Let it cool.

WHAT TO DO

1. Let the printer cool down, without touching the printhead.
2. Printing resumes automatically when the printhead reaches an acceptable operating temperature.
3. If the error persists, move the printer to a different location or reduce the print speed (**Menu > Print > Print Quality**).

Sources: [Alerts and Error Messages](#) · [Indicator Lights](#) · [Printing or Print Quality Issues](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

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What should I do when my Zebra ZT610 or ZT620 shows “Head Under Temp” or “Head Thermistor Fault”?

Messages: **Head Under Temp** , sometimes alternating with **Head Thermistor Fault** · Lights: STATUS flashing yellow.

Short answer: On its own, “Head Under Temp” means that the printhead is approaching its lower operating limit: keep printing while it warms up, or move the printer to a warmer location. If the message alternates with “Head Thermistor Fault”, the printhead is incorrectly connected or its thermistor is faulty.

LIKELY CAUSE

Zebra distinguishes two cases. Message on its own: the printhead temperature is approaching its lower operating limit, or the printhead data or power cable is incorrectly connected, or the printhead thermistor is faulty. Alternating with “Head Thermistor Fault”: printhead data or power cable incorrectly connected, or faulty thermistor. The indicator lights page states that a flashing yellow STATUS light can also indicate overheating of the main board or the power supply, in which case the printhead message may be inaccurate.

Caution: Hot surface: even with this message, Zebra points out that the printhead can be hot enough to cause severe burns. Let it cool before doing any work.

WHAT TO DO

1. Keep printing: the printhead warms up as it operates.
2. If the error remains, move the printer to a warmer location.
3. If the messages alternate with “Head Thermistor Fault”, check that the printhead is correctly connected (data and power cables).
4. If the thermistor is faulty, replace the printhead.

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Sources: [Alerts and Error Messages](#) · [Indicator Lights](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

What does “Out of Memory Storing XXX” mean on my Zebra ZT610 or ZT620?

Message: Out of Memory Storing XXX .

Short answer: There is not enough memory to carry out the requested function. 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.

LIKELY CAUSE

Zebra states that there is not enough memory to carry out the requested function.

WHAT TO DO

1. Adjust the label format or the printer settings to free up memory, for example by setting the print width to the actual width of the label.
2. Check that the data is not being sent to a device that is not installed or is unavailable.
3. If the problem persists, call a technician.

When to call a technician: if the message persists after these adjustments, Zebra asks you to call a service technician.

Source: [Alerts and Error Messages](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

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Calibration problems: my Zebra ZT610 or ZT620 skips labels or does not detect them

Calibration sets the sensitivity of the media and ribbon sensors. Zebra suggests it as a solution in many cases: skipped or misaligned labels, end of media or ribbon not detected correctly, RFID problems.

How do I calibrate my Zebra ZT610 or ZT620?

Symptoms: skipped or misaligned labels, unwarranted “Media Out” or “Ribbon Out”, labels treated as continuous media.

Short answer: Calibration sets the sensitivity of the media and ribbon sensors. On a ZT600 with the standard display, hold PAUSE and CANCEL for 2 seconds; on the colour touch display version, the Zebra guide offers automatic calibration and manual sensor calibration, and Zebra requires manual calibration for several RFID problems.

LIKELY CAUSE

Zebra suggests calibration when the printer does not detect the media or ribbon correctly: “Media Out” with continuous media, “Ribbon Out” with correctly loaded ribbon, “Ribbon In” with no ribbon, skipped or misaligned labels, non-continuous labels treated as continuous, and several RFID problems.

RUNNING A CALIBRATION ACCORDING TO THE ZEBRA GUIDES

1. Load the media correctly and, in thermal transfer mode, the ribbon: according to Zebra, a calibration done without ribbon or with incorrectly loaded ribbon then prevents the end of the ribbon from being detected.
2. Check that the media type is set correctly: gap or notch (gap/notch), continuous, or black mark.
3. If the sensors are dirty or incorrectly positioned, clean and reposition them: Zebra cites these two causes of automatic calibration failure.

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4. ZT600 with standard display: hold **PAUSE** and **CANCEL** for 2 seconds to start media and ribbon calibration (MEDIA/RIBBON CAL function in the TOOLS menu).
5. Colour touch display version: follow “Performing Auto Calibration” or “Performing Manual Sensor Calibration” in the “Calibrating the Ribbon and Media Sensors” section of the Zebra guide. For several RFID problems, Zebra requires manual calibration.
6. Choose what the printer does at power-up and when the printhead is closed (standard display: POWER UP ACTION and HEAD CLOSE ACTION in the TOOLS menu; colour display: **Menu > System > Settings**): CALIBRATE (sets the sensor levels and thresholds and measures the label length), SHORT CAL (sets the thresholds without changing the sensor gain), LENGTH, FEED or NO MOTION.

The step-by-step details of automatic and manual calibration for the colour touch display version are in the “Calibrating the Ribbon and Media Sensors” section of the Zebra ZT610/ZT620 user guide.

Sources: [Industrial Printer ZT600 Series User Guide \(P1088680-04EN\)](#)  – Zebra ZT600 Series guide · [Miscellaneous Issues](#)  – Zebra ZT610/ZT620 colour touch display guide · [Ribbon Issues](#)  – Zebra ZT610/ZT620 colour touch display guide · [RFID problems](#)  – Zebra ZT610/ZT620 colour touch display guide (French version) · [ZT610/ZT620 Industrial Printer with Color Touch Display User Guide](#)  – Zebra ZT610/ZT620 colour touch display guide (table of contents) (official documentation).

Why does automatic calibration fail on my Zebra ZT610 or ZT620?

Symptoms: automatic calibration failure (“Auto Calibrate Failed” in the Zebra guide), or non-continuous labels treated as continuous media.

Short answer: According to Zebra, the media or ribbon is incorrectly loaded, the sensors do not detect the media or ribbon, the sensors are dirty or incorrectly positioned, or the media type is set incorrectly. Reload, clean the sensors, choose the correct media type, then run the calibration again.

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LIKELY CAUSE

Zebra cites four causes of automatic calibration failure: media or ribbon incorrectly loaded; sensors not detecting the media or ribbon; dirty or incorrectly positioned sensors; media type set incorrectly. If non-continuous labels are treated as continuous, the printer has not been calibrated for this media or it is set to continuous media.

WHAT TO DO

1. Check that the media and ribbon are correctly loaded.
2. Clean the sensors and check that they are correctly positioned.
3. Set the correct media type: gap or notch (gap/notch), continuous, or black mark.
4. Calibrate the printer ([calibration](#) entry).

Sources: [Miscellaneous Issues](#)  – Zebra ZT610/ZT620 colour touch display guide · [Miscellaneous problems](#)  – Zebra ZT610/ZT620 colour touch display guide (French version) (official documentation).

Why does my Zebra ZT610 or ZT620 skip labels or print out of position?

Symptoms: skipped labels, poor registration, vertical print drift.

Short answer: According to Zebra, the printer is not calibrated or the label format is incorrect. Calibrate the printer; if the misalignment persists, clean the platen roller and check the media type, the guides and the printhead pressure.

LIKELY CAUSE

For skipped or misregistered labels, Zebra cites: printer not calibrated, incorrect label format. For vertical drift: non-continuous labels printed in continuous mode, media sensor incorrectly calibrated, dirty platen roller, printhead pressure (toggles) set incorrectly, media or ribbon incorrectly loaded, incompatible media.

WHAT TO DO

1. Calibrate the printer ([calibration](#) entry).
2. Check and correct the label format.

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3. Set the correct media type (gap/notch, continuous or mark), then recalibrate if necessary.
4. Clean the printhead and the platen roller ([cleaning](#) entry).
5. Position the media guides correctly, and reload the media and the ribbon if necessary.
6. Check the printhead pressure and use media that meets the specifications: according to Zebra, the gaps or notches between labels must measure 2 to 4 mm and be evenly spaced.

For poor registration on only one to three labels, Zebra cites a dirty platen roller or media out of specification. For a horizontal shift, Zebra recommends removing labels by pulling down and to the left, so that the tear-off bar helps cut.

Source: [Printing or Print Quality Issues](#) [↗](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

Ribbon problems on the Zebra ZT610 and ZT620: wrinkled, broken or melted ribbon

On the ZT600 Series, Zebra links most ribbon faults to loading, darkness and the printhead pressure setting via the toggles.

How do I stop the ribbon on my Zebra ZT610 or ZT620 from wrinkling?

Symptoms: wrinkled ribbon, fine grey diagonal lines on blank labels.

Short answer: On the ZT600 Series, Zebra links the direction of the wrinkles to the setting of the printhead pressure toggles: depending on the diagonal, increase the pressure on one side or reduce it on the other; if the wrinkles are in the middle, move both toggles closer to the centre of the label. If that is not enough, reload the ribbon and reduce the darkness.



LIKELY CAUSE

Zebra cites: ribbon incorrectly loaded, incorrect burn temperature, incorrect or uneven printhead pressure, media moving sideways, printhead or platen roller incorrectly installed. According to Zebra, fine grey diagonal lines on blank labels are caused by wrinkled ribbon.

WHAT TO DO

1. Wrinkles running from bottom left to top right: increase the pressure of the outer toggle or reduce that of the inner toggle.
2. Wrinkles running from top left to bottom right: increase the pressure of the inner toggle or reduce that of the outer toggle.
3. Wrinkles in the middle: move both toggles towards the centre of the label.
4. If the wrinkles persist, reload the ribbon ("Loading the Ribbon" procedure).
5. Set the darkness to the lowest level that gives good quality, and reduce the speed if necessary: **Menu > Print > Print Quality**.
6. Set the printhead pressure to the minimum needed for good quality.
7. If the media moves sideways, adjust the media guide so that it just touches the edge of the media, then check the printhead pressure.

When to call a technician: if the printhead or the platen roller appear to be incorrectly installed, Zebra asks you to check their installation and, if necessary, call a service technician.

Sources: [Ribbon Issues](#) · [Printing or Print Quality Issues](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

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Why does the ribbon on my Zebra ZT610 or ZT620 break or melt?

Symptoms: broken or melted ribbon.

Short answer: According to Zebra, the darkness is set too high, or the ribbon is coated on the wrong side for this printer. Reduce the darkness to the lowest level that gives good quality, clean the printhead thoroughly and check the ribbon type.

LIKELY CAUSE

Zebra cites two causes: darkness too high; ribbon coated on the wrong side for the printer.

WHAT TO DO

1. Reduce the darkness to the lowest level that gives good quality, and reduce the speed if necessary: **Menu > Print > Print Quality**.
2. Clean the printhead thoroughly ([cleaning](#) entry).
3. Replace the ribbon with one coated on the correct side: the Zebra guide describes an adhesive test and a scratch test to identify it (“Determining the Type of Ribbon to Use”).

The ZT600 Series guide states that the ribbon must be coated on its outer side and be wider than the media, to protect the printhead from wear.

Sources: [Ribbon Issues](#)  – Zebra ZT610/ZT620 colour touch display guide · [Industrial Printer ZT600 Series User Guide \(P1088680-04EN\)](#)  – Zebra ZT600 Series 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).

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Zebra ZT610 and ZT620 print quality: faded or uneven print, or unreadable barcode

These entries follow the “Printing or Print Quality Issues” page and the official procedure for cleaning the printhead and the platen roller.

How do I clean the printhead on my Zebra ZT610 or ZT620 when the print is faded?

Message: **Head Maintenance Needed** (“Maintenance de la tête requise” in the French version of the Zebra guide) · Symptoms: print too light or of poor quality.

Short answer: The “Head Maintenance Needed” message asks you to clean the printhead, and Zebra cites a dirty printhead among the causes of poor quality. Clean the printhead and the platen roller with a swab moistened with 99.7% isopropyl alcohol, then set the darkness to the lowest level that gives good quality.

LIKELY CAUSE

For print that is too light or too dark over the whole label, Zebra cites: media or ribbon not designed for high-speed printing, darkness set incorrectly, wrong media and ribbon combination, incorrect printhead pressure. For quality problems in general, Zebra adds a dirty printhead and incorrectly set speed or darkness, which the driver or software can change.

Caution: Hot surface: the printhead can cause severe burns, so let it cool. Zebra recommends switching the printer off before working near the open printhead (temporary settings, such as label formats, are then erased and must be reloaded). Before touching the printhead assembly, discharge static electricity by touching the metal frame or by using an antistatic wrist strap and mat.

OFFICIAL PRINTHEAD AND ROLLER CLEANING PROCEDURE

1. Raise the media compartment door.

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2. Let the printhead cool, then turn the printhead release lever upwards to open the printhead assembly.
3. Remove the ribbon (if used) and the media.
4. Wipe the brown strip of the printhead from one end to the other with a swab from the Zebra preventive maintenance kit, or with a clean swab moistened with 99.7% isopropyl alcohol. Let the solvent evaporate.
5. Clean the platen roller thoroughly with the swab, turning it by hand. Let the solvent evaporate.
6. Reload the ribbon (if used) and the media.
7. Turn the release lever down until it locks the printhead, then close the compartment door.
8. Press PAUSE to exit pause mode: depending on the settings, the printer may carry out a calibration or feed a label.
9. If the print is still faded, set the darkness to the lowest level that gives good quality and adjust the speed (**Menu > Print > Print Quality**), then check the media and ribbon combination and the printhead pressure.

If this cleaning does not improve the quality, Zebra suggests a Save-A-Printhead cleaning film. The 600 dpi ZT610 for micro-labels has its own procedure ("Cleaning the Printhead and Rollers").

Sources: [Cleaning the Printhead and Platen Roller](#) · [Alerts and Error Messages](#) · [Printing or Print Quality Issues](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

Why does my Zebra ZT610 or ZT620 print lighter on one side of the label?

Symptoms: print too light or too dark on one side only, poor results on thick labels.

Short answer: According to Zebra, the printhead pressure is uneven. Adjust the printhead pressure with the toggles, to the minimum that gives good quality, then check their position.

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LIKELY CAUSE

Zebra cites uneven printhead pressure for print that differs from one side to the other, and incorrect printhead pressure for poor results on thick labels.

WHAT TO DO

1. Adjust the printhead pressure (“Adjusting the Printhead Pressure” section of the Zebra guide) to the minimum needed for good quality.
2. If the problem persists, check the pressure and position of the toggles.

Source: [Printing or Print Quality Issues](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

Why won't the barcode printed by my Zebra ZT610 or ZT620 scan?

Symptom: barcode cannot be read by the scanner.

Short answer: According to Zebra, the barcode is out of specification because the darkness or printhead pressure is set incorrectly, or because there is not enough blank margin around it. Set the darkness to the lowest correct level and leave at least 3.2 mm around the barcode.

LIKELY CAUSE

Zebra cites two causes: darkness or printhead pressure set incorrectly, making the barcode out of specification; not enough blank space around the barcode.

WHAT TO DO

1. Print test labels using the “Evaluating Barcode Quality” procedure in the Zebra guide.
2. Set the darkness to the lowest level that gives good quality, and reduce the speed if necessary: **Menu > Print > Print Quality**.
3. Set the printhead pressure to the minimum needed; if the problem persists, check the pressure and position of the toggles.

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4. Leave at least 3.2 mm (1/8 inch) between the barcode and other printed areas, and between the barcode and the edge of the label.

Source: [Printing or Print Quality Issues](#)  – Zebra ZT610/ZT620 colour touch display guide (official documentation).

Zebra ZT610 and ZT620 connection: Ethernet network, Wi-Fi and USB

These entries are based on the NETWORK light states and the connection procedures in the Zebra guides.

Why won't my Zebra ZT610 or ZT620 print over the network (NETWORK light red or off)?

NETWORK light: off, solid red or flashing green.

Short answer: On Ethernet, NETWORK off indicates that no link is detected and solid red NETWORK an error: the printer is not connected to the network. Check the cable and the IP address; if the address is 0.0.0.0, the Zebra ZT600 Series guide asks you to enter a fixed IP address and then reset the network.

LIKELY CAUSE

According to the Zebra indicator lights page: on Ethernet, NETWORK off means no link, solid green a 100Base-T link, solid yellow a 10Base-T link, solid red an Ethernet error. On Wi-Fi, at start-up, the light flashes red (association) then yellow (authentication); solid green means associated with a strong signal, flashing green a weak signal, solid red a WLAN error. In both cases, solid red means that the printer is not connected to the network.

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WHAT TO DO

1. Check that the Ethernet cable is connected to the network: when connected, the printer tries to join the network and obtains the gateway, subnet mask and IP address.
2. Note the IP address: on ZT600 printers with the standard display, the idle display alternates between the firmware version and the IP address (also visible in NETWORK > WIRED IP ADDRESS).
3. If the address is 0.0.0.0, connect the printer via USB, serial or parallel, change WIRED IP PROTOCOL from ALL to PERMANENT, enter the gateway, the subnet mask and a unique IP address, then reset the network (RESET NETWORK).
4. On Wi-Fi (optional wireless print server), do the same with WLAN IP PROTOCOL and the WLAN settings provided by your network administrator, then reset the network.
5. To return to the factory network settings: LOAD DEFAULTS > NETWORK, or hold CANCEL and PAUSE during power-up (standard display).

The configuration steps come from the ZT600 Series guide (standard display). Zebra refers to the ZebraNet Wired and Wireless Print Server User Guide for details of the print servers.

Sources: [Indicator Lights](#)  – Zebra ZT610/ZT620 colour touch display guide · [Industrial Printer ZT600 Series User Guide \(P1088680-04EN\)](#)  – Zebra ZT600 Series guide (official documentation).

Why doesn't my computer recognise my Zebra ZT610 or ZT620 connected via USB?

Symptoms: printer not recognised over USB, no labels come out.

Short answer: According to the Zebra ZT600 Series guide, you must install Zebra Setup Utilities before connecting the printer to the computer, and connect the data cables with the printer switched off. The computer completes the driver installation while the printer starts up.

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LIKELY CAUSE

Zebra requires Zebra Setup Utilities to be installed before the printer is connected to the computer. For a label printed too small or too large, Zebra blames an incorrect or incorrectly configured driver.

Caution: According to Zebra, connecting a data cable while the printer is switched on can damage it.

WHAT TO DO

1. Install Zebra Setup Utilities on the computer before connecting the printer.
2. Switch off the printer, then connect the USB cable to the printer and the computer.
3. Connect the power cord and switch on the printer: the computer completes the driver installation during start-up.
4. Print a configuration label from Zebra Setup Utilities (Open Printer Tools, then Send).
If nothing comes out, check that the correct driver is selected, check the connections and match the printer settings to those of the computer.
5. If the label comes out too small or too large, check the driver or the software's communication settings, and reinstall the driver if necessary.

The colour touch display guide also covers the case where the printer was connected before the drivers were installed (“What to Do If You Forget to Install Printer Drivers First”).

Sources: [Industrial Printer ZT600 Series User Guide \(P1088680-04EN\)](#)  – Zebra ZT600 Series guide · [Printing or Print Quality Issues](#)  – Zebra ZT610/ZT620 colour touch display guide · [ZT610/ZT620 Industrial Printer with Color Touch Display User Guide](#)  – Zebra ZT610/ZT620 colour touch display guide (table of contents) (official documentation).



Why doesn't my Zebra ZT610 or ZT620 recognise my USB stick?

Symptom: the USB host port does not recognise a USB device.

Short answer: According to Zebra, the stick exceeds the supported capacity, or the USB device needs an external power supply. Use a stick of 1 TB maximum, or connect the device to a power supply.

LIKELY CAUSE

Zebra cites two causes: USB stick larger than the capacity supported by the printer; USB device that requires an external power supply.

WHAT TO DO

1. Use a USB stick of 1 TB or less.
2. If the USB device requires an external power supply, connect it to a working power supply.

Source: [Miscellaneous Issues](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

Zebra ZT610 and ZT620 cutter: what should I do if “Cutter Error” appears?

The cutter is an option on the ZT600 Series. Zebra points out that its blade is sharp and asks you to switch off and unplug the printer before doing any work on it.

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What should I do when my Zebra ZT610 or ZT620 shows “Cutter Error”?

Message: **Cutter Error** (“Erreur du massicot” in the French version of the Zebra guide) · Lights: STATUS solid red.

Short answer: The cutter blade has stayed in the media path. Switch off and unplug the printer, inspect the cutter module, remove any debris and clean it following the Zebra procedure.

LIKELY CAUSE

Zebra states that the cutter blade is in the media path.

Caution: Sharp blade: Zebra asks you not to touch or rub the blade with your fingers. Switch off and unplug the printer before doing any work.

WHAT TO DO

1. Switch the printer off and unplug it.
2. Inspect the cutter module and remove any debris.
3. Clean the cutter module following the “Cleaning and Lubricating the Cutter Module” procedure in the Zebra guide.

Sources: [Alerts and Error Messages](#) · [Indicator Lights](#) – Zebra ZT610/ZT620 colour touch display guide (official documentation).

Zebra ZT610 and ZT620 firmware and settings: reset and update

Restoring factory defaults and failed firmware downloads, according to the Zebra guides.

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How do I restore the factory defaults on my Zebra ZT610 or ZT620?

Symptoms: settings not applied or changed unexpectedly.

Short answer: On the colour touch display version, Zebra gives the path Menu > System > Settings > Restore Defaults > Restore Printer. On ZT600 printers with the standard display, the LOAD DEFAULTS menu offers FACTORY, NETWORK and LAST SAVED; FACTORY can also be started by holding FEED and PAUSE at power-up.

LIKELY CAUSE

If a setting does not stay set, Zebra cites a firmware setting or command that prevents the change, or a command in a label format that restores the previous setting.

WHAT TO DO

1. If a setting does not stay set, check your label formats and your software settings.
2. Colour touch display: **Menu > System > Settings > Restore Defaults > Restore Printer.**
3. Standard display: TOOLS menu > LOAD DEFAULTS, FACTORY option (printer settings other than network), NETWORK (resets the wired or wireless print server) or LAST SAVED (last saved settings).
4. Power-up shortcuts on the standard display: FEED + PAUSE for FACTORY, CANCEL + PAUSE for NETWORK.
5. Then reload the settings you had changed manually.

When to call a technician: if settings still change unexpectedly, Zebra refers you to the Zebra Programming Guide or to a service technician.

Sources: [Alerts and Error Messages](#)  – Zebra ZT610/ZT620 colour touch display guide · [Miscellaneous Issues](#)  – Zebra ZT610/ZT620 colour touch display guide · [Industrial Printer ZT600 Series User Guide \(P1088680-04EN\)](#)  – Zebra ZT600 Series guide (official documentation).

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Why does the DATA light on my Zebra ZT610 or ZT620 keep flashing during a firmware update?

Symptom: DATA light flashing continuously during the firmware download.

Short answer: According to Zebra, the firmware download has failed. Switch off the printer, wait 10 seconds, switch it back on and restart the download.

LIKELY CAUSE

Zebra indicates a failed download and states that restarting the printer before the download gives better results.

WHAT TO DO

1. Switch off the printer and wait 10 seconds.
2. Switch the printer back on and restart the firmware download.
3. For RFID versions, download the printer and reader firmware from zebra.com/firmware.

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

Zebra classifies this case on the “RFID Issues” page of the guide.

Source: [RFID problems](#) – Zebra ZT610/ZT620 colour touch display guide (French version) (official documentation).

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RFID problems on the Zebra ZT610 and ZT620 RFID: voided labels, encoding, reader

The RFID versions of the ZT600 Series encode RFID labels during printing. The causes and solutions below come from the “RFID Issues” page of the Zebra guide, which refers to the RFID Programming Guide 3 for advanced settings.

Why is my RFID Zebra ZT610 or ZT620 voiding all the labels?

Symptom: all RFID labels are voided (void).

Short answer: According to Zebra, the printer is not calibrated for the media in use, or the RFID labels are not a supported type: these printers only accept Gen 2 RFID labels. Calibrate the printer manually and check the label type.

LIKELY CAUSE

Zebra cites two causes: printer not calibrated for the media in use; unsupported RFID label type, as these printers only support Gen 2 RFID labels.

WHAT TO DO

1. Calibrate the printer manually (“Performing Manual Sensor Calibration” procedure; see the [calibration](#) entry).
2. Check that your labels are Gen 2 RFID labels, the only ones supported.
3. For choosing labels, Zebra refers you to the RFID Programming Guide 3 or to an authorised Zebra RFID reseller.

Source: [RFID problems](#)  – Zebra ZT610/ZT620 colour touch display guide (French version) (official documentation).



Why does my RFID Zebra ZT610 or ZT620 stop on the RFID inlay instead of the start of the label?

Symptom: the printer stops at the RFID inlay.

Short answer: According to Zebra, the printer measured the label length on the RFID inlay instead of the gap between labels. Set the power-up and head-close actions to FEED, then calibrate the printer manually.

LIKELY CAUSE

Zebra states that the printer calibrated the label length only on the RFID inlay, and not on the gap between labels.

WHAT TO DO

1. Open **Menu > System > Settings** and set the power-up and head-close actions to **FEED**.
2. Calibrate the printer manually ([calibration](#) entry).

Source: [RFID problems](#)  – Zebra ZT610/ZT620 colour touch display guide (French version) (official documentation).

What should I do if my RFID Zebra ZT610 or ZT620 no longer communicates with its RFID reader?

Symptoms: communication failure with the RFID reader, RFID settings missing in setup mode, incorrectly programmed labels not voided.

Short answer: Switch off the printer, wait at least 10 seconds, then switch it back on: according to Zebra, a printer switched back on too quickly does not give the RFID reader time to initialise. If the problem persists, the reader may be faulty or poorly connected.

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LIKELY CAUSE

Zebra cites: a communication problem between the printer and the RFID reader; a printer switched back on too quickly for the RFID reader to initialise; the wrong printer firmware version; a faulty or poorly connected reader.

WHAT TO DO

1. Switch off the printer, wait at least 10 seconds, then switch it back on.
2. Then check the RFID settings in setup mode or on a new configuration label.
3. Check that the firmware version loaded is the correct one (the RFID Programming Guide 3 specifies it) and download the correct version if necessary.
4. If the problem persists, contact technical support or an authorised Zebra RFID service technician.

When to call a technician: if the RFID reader still does not respond after a restart, Zebra states that it may be faulty or poorly connected and asks you to contact technical support or an authorised Zebra RFID service technician.

Source: [RFID problems](#) – Zebra ZT610/ZT620 colour touch display guide (French version) (official documentation).

Why is my RFID Zebra ZT610 or ZT620 voiding too many labels per roll?

Symptoms: low yield, too many RFID labels voided, incorrect encoding.

Short answer: According to Zebra, the labels do not meet the printer's specifications, the programming position or the read and write power levels are set incorrectly, radio interference is disrupting encoding, or the firmware is old. Check these settings, move other RF sources away and keep the media cover closed during encoding.

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LIKELY CAUSE

Zebra cites: labels out of specification, with a transponder outside the programmable area; incorrect read and write power levels; radio frequency interference (fixed RFID readers, other RF sources); outdated printer and reader firmware; unsuitable programming position; label software settings overriding the printer's; incorrect ZPL or SGD RFID commands.

WHAT TO DO

1. Check that the labels meet the printer's specifications (transponder placement: zebra.com/transponders).
2. Check the RFID programming position, or the position setting in the software; correct it or restore the default value.
3. Adjust the read and write power levels (RFID Programming Guide 3).
4. Move the printer away from fixed RFID readers and other RF sources, and keep the media cover closed during RFID programming.
5. Check that the label software settings match those of the printer, and check the ZPL or SGD RFID commands in your formats.
6. Update the printer and reader firmware (zebra.com/firmware).

Source: [RFID problems](#)  – Zebra ZT610/ZT620 colour touch display guide (French version) (official documentation).

Other Zebra ZT610 and ZT620 problems: display, language, freezing

Display problems and freezes described on the “Miscellaneous Issues” page of the Zebra guide.

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What should I do if the display on my Zebra ZT610 or ZT620 is in an unknown language, asks for a code or stays blank?

Symptoms: unreadable language, password or PIN prompt, missing characters, blank display and printer frozen.

Short answer: For an unreadable language, touch Menu on the home screen, choose the top option, then a language you understand. If the printer freezes with all the lights on and the display blank, switch it off and on again; if the freeze persists, Zebra calls for a technician.

LIKELY CAUSE

Zebra cites: language changed from the control panel or by a firmware command; front panel password or PIN prompt when none has been set; display needs replacing (missing characters); internal electronics or firmware fault (all lights on, blank display); main board fault (freezing at start-up).

WHAT TO DO

1. Language: on the home screen, touch Menu (bottom left corner), select the top option, choose a language you can read, then touch Home.
2. Front panel password or PIN prompt when none has been set: set it following the Zebra Link-OS PrintSecure Printer Administration Guide.
3. Printer frozen, all lights on and display blank: switch the printer off and on again.

When to call a technician: if characters are missing on the display, or if the printer stays frozen after a restart, Zebra asks you to call a technician; freezing at start-up is attributed to a main board fault.

Sources: [Miscellaneous Issues](#) – Zebra ZT610/ZT620 colour touch display guide · [Miscellaneous problems](#) – Zebra ZT610/ZT620 colour touch display guide (French version) (official documentation).

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When should you call a technician for a Zebra ZT610 or ZT620?

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

- **Persistent “Head Open”, printhead closed:** head-open sensor needs replacing.
- **Unprinted streaks (damaged printhead element):** damaged print element, technician call-out.
- **Persistent “Out of Memory Storing XXX”:** message that persists after adjusting the format and settings.
- **Ribbon wrinkling despite adjustments:** printhead or platen roller possibly incorrectly installed, to be checked.
- **RFID reader no longer responding:** faulty or poorly connected reader: technical support or an authorised Zebra RFID technician.
- **Settings that change unexpectedly:** after checking the formats, Zebra refers you to the Zebra Programming Guide or to a technician.
- **Repeated firmware download failure:** contact technical support.
- **Faulty display or frozen printer:** missing characters on the display, persistent freezing or freezing at start-up (main board).

Avoiding recurring faults on the Zebra ZT610 or ZT620: 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.

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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 ZT610 or ZT620 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.

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).

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Zebra ZT610 or ZT620 troubleshooting: frequently asked questions

How do I calibrate a Zebra ZT610 or ZT620?

Calibration sets the sensitivity of the media and ribbon sensors. On a ZT600 with the standard display, hold PAUSE and CANCEL for 2 seconds. On the colour touch display version, the Zebra guide offers automatic calibration and manual sensor calibration, and Zebra requires manual calibration for several RFID problems. [See the detailed entry.](#)

Why does my Zebra ZT610 show Media Out?

According to Zebra, the media is missing or incorrectly loaded, the media sensor is misaligned, or the printer expects labels when continuous media is loaded. Reload the media, check the sensor position, set the correct media type, then calibrate the printer. [See the detailed entry.](#)

How do I clean the printhead on a Zebra ZT620?

Let the printhead cool, open it and remove the ribbon and the media. Wipe the brown strip of the printhead from one end to the other with a swab from the Zebra preventive maintenance kit or a swab moistened with 99.7% isopropyl alcohol, then clean the platen roller while turning it. Let it dry, reload, close the printhead and press PAUSE. [See the detailed entry.](#)

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What does Head Open mean on a Zebra ZT600?

The printhead is not completely closed, or the head-open sensor is not working properly. The STATUS solid red and PAUSE solid yellow lights accompany this case. If the message persists with the printhead closed, Zebra asks you to have the sensor replaced by a technician. [See the detailed entry.](#)

Why is the ribbon on my Zebra ZT610 wrinkling?

On the ZT600 Series, Zebra links the direction of the wrinkles to the setting of the printhead pressure toggles: depending on the diagonal, increase the pressure on one side or reduce it on the other; if the wrinkles are in the middle, move both toggles closer to the centre of the label. If that is not enough, reload the ribbon and reduce the darkness. [See the detailed entry.](#)

Which RFID labels should I use with an RFID Zebra ZT610?

According to Zebra, these printers only support Gen 2 RFID labels. With another type of label, or if the printer is not calibrated for the media in use, it voids the labels. For choosing labels, Zebra refers you to the RFID Programming Guide 3 or to an authorised Zebra RFID reseller. [See the detailed entry.](#)

How do I reset a Zebra ZT610 to factory defaults?

On the colour touch display version, Zebra gives the path Menu > System > Settings > Restore Defaults > Restore Printer. On ZT600 printers with the standard display, the LOAD DEFAULTS menu offers FACTORY, NETWORK and LAST SAVED; FACTORY can also be started by holding FEED and PAUSE at power-up. Then reload the settings you had

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changed. [See the detailed entry.](#)

What does a yellow STATUS light mean on a Zebra ZT620?

According to Zebra, a solid yellow STATUS light indicates an overheating printhead: let the printer cool down, and printing resumes automatically. A flashing yellow STATUS light indicates a printhead that is too cold, or overheating of the main board or the power supply. In both cases, the printhead may be hot. [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, consulted on 20 October 2026.

- [Alerts and Error Messages](#)  – ZT610/ZT620 Industrial Printer with Color Touch Display User Guide **official**
- [Alerts and error messages](#)  – ZT610/ZT620 Industrial Printer with Color Touch Display User Guide (French version) **official**
- [Indicator Lights](#)  – ZT610/ZT620 Industrial Printer with Color Touch Display User Guide **official**
- [Printing or Print Quality Issues](#)  – ZT610/ZT620 Industrial Printer with Color Touch Display User Guide **official**
- [Ribbon Issues](#)  – ZT610/ZT620 Industrial Printer with Color Touch Display User Guide **official**
- [Miscellaneous Issues](#)  – ZT610/ZT620 Industrial Printer with Color Touch Display User Guide **official**
- [Miscellaneous problems](#)  – ZT610/ZT620 Industrial Printer with Color Touch Display User Guide (French version) **official**
- [RFID problems](#)  – ZT610/ZT620 Industrial Printer with Color Touch Display User Guide (French version) **official**
- [Cleaning the Printhead and Platen Roller](#)  – ZT610/ZT620 Industrial Printer with Color Touch Display User Guide **official**

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- [ZT610/ZT620 Industrial Printer with Color Touch Display User Guide](#) [↗](#) – ZT610/ZT620 Industrial Printer with Color Touch Display User Guide (table of contents) **official**
- [Industrial Printer ZT600 Series User Guide \(P1088680-04EN\)](#) [↗](#) – ZT600 Series Industrial Printer User Guide (PDF) **official**

The following official pages, listed in the table of contents of the ZT610/ZT620 colour touch display guide, were not consulted for this guide: “Calibrating the Ribbon and Media Sensors” (Performing Auto Calibration, Performing Manual Sensor Calibration), “Communication Issues”, “Printer Connectivity Issues”, “Using Communication Diagnostics Mode”, “Cleaning and Lubricating the Cutter Module”, “Adjusting the Printhead Pressure, Toggle Position, and Balance” and “Load Defaults or Last-Saved Values”. The pages of the ZT600 Series User Guide PDF (P1088680-04EN) beyond about page 118 (including Indicator Lights, Troubleshooting, the calibration procedure on p. 181 and cutter cleaning) and the supportcommunity.zebra.com articles were not consulted either. These pages and articles 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 ZT600 Series](#), [Zebra RFID ZT600](#)
- 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, ZD620, ZD621, ZQ310 Plus, ZQ320 Plus, ZQ620 Plus, ZT231, ZT510, 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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