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TROUBLESHOOTING GUIDE

Zebra ZXP Series 7 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, ZXP Series 7 user manual (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra ZXP Series 7 product page →

In brief. The Zebra ZXP Series 7 is a direct-to-card plastic card printer, single- or dual-sided, which can take a single- or dual-sided laminator as well as magnetic stripe and smart card encoders. It reports its status through messages on its control panel display: ribbon or laminate nearly used up, cleaning due, ALARM when an error stops the printer. This guide covers these messages, loading the ribbon, cards and laminate, print quality settings, cleaning, the network, the firmware and the 5003 broken ribbon error documented by Zebra. Click a question to open its entry.

- **A message appears on the display** (ALARM, RIBBON LOW, CLEAN CARD PATH...): find it in the [lookup table](#) and open the corresponding entry.
- **No message, but the cards are printed poorly:** see the [ribbon and card problems](#) and the [print quality](#) section (colours, text, image position).

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

Which message is my Zebra ZXP Series 7 showing? Lookup by message

The ZXP Series 7 shows three types of message on its control panel display: status messages (normal operation), warnings (the printer keeps working) and errors (the printer stops, with ALARM). The table links each message to its cause and to the entry that resolves it.

Message or state	Lights (Zebra manual)	Likely cause	Entry
ALARM	—	Error: an error must be corrected before normal operation can resume	ALARM
OFFLINE	—	Status: printer offline	OFFLINE
Error 5003 (Ribbon Jam)	—	Error: ribbon broken, wrapped around the print roller or stuck to the card	Ribbon Jam
RIBBON LOW	—	Warning: ribbon roll nearly used up	RIBBON LOW
MANUALLY INSERT CARD	—	Status: the printer is waiting for a card in the manual feed slot	Manual feed

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Message or state	Lights (Zebra manual)	Likely cause	Entry
TOP LAMINATE LOW	—	Warning: top laminate cassette nearly empty	<u>Laminate nearly used up</u>
BOTTOM LAMINATE LOW	—	Warning: bottom laminate cassette nearly empty	<u>Laminate nearly used up</u>
BOTH LAMINATES LOW	—	Warning: both laminate cassettes are nearly empty	<u>Laminate nearly used up</u>
CLEAN CARD PATH	—	Warning: the printer card path needs cleaning	<u>Cleaning the printer</u>
CLEAN FEEDER	—	Warning: the feeder needs cleaning	<u>Cleaning the printer</u>
CLEAN LAM CARD PATH	—	Warning: the laminator card path needs cleaning	<u>Cleaning the laminator</u>
CLEAN LAM ROLLERS	—	Warning: the laminator rollers need cleaning	<u>Cleaning the laminator</u>
CLEAN LAM OVEN	—	Warning: the laminator heated rollers need cleaning	<u>Cleaning the laminator</u>

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Message or state	Lights (Zebra manual)	Likely cause	Entry
WARMING / COOLING	—	Status: the printhead or the laminator is warming up or cooling down	<u>WARMIN G / COOLING</u>
WAITING TO LAMINATE	—	Status: laminator warming up or cooling down, job already accepted	<u>WAITING TO LAMINAT E</u>
STANDBY	—	Status: standby mode	<u>STANDBY</u>

The messages and their type (status, warning, error) come from the “Operator Control Panel” section of the Zebra ZXP Series 7 user manual; error 5003 comes from the Zebra knowledge base. The pages consulted do not describe status lights: the dash indicates that the page consulted does not specify the light status.

Zebra ZXP Series 7 in error or offline: what should I do?

When an error stops the printer, the display shows ALARM; a job can also stay stuck because the printer is offline or because of the error recovery mode. For each case: the short answer, the explanation from the Zebra manual and the steps to follow.

What should I do when my Zebra ZXP Series 7 shows “ALARM” on the display?

Message: **ALARM** (“ALARME” in the French guide), together with the error message.

Short answer: According to the Zebra manual, “ALARM” indicates that an error must be corrected before the printer resumes normal operation. Correct the condition shown or restart the printer; if the error comes back, the printer may need



further troubleshooting or repair.

LIKELY CAUSE

The Zebra manual states that error messages appear when a problem stops the printer. Depending on the cause, restarting the printer or correcting the error shown may be enough to restore normal operation.

WHAT TO DO

1. Read the error message shown on the control panel.
2. Correct the condition reported, or restart the printer.
3. If you administer the printer, open the ZXP Series Toolbox: the Information screen shows the status of the printer and sensors and, on models with a laminator, the laminator warnings and faults.
4. To analyse repeated errors, the Toolbox Save Printer Log Files function saves four XML logs, including the error history (GetLogErrors) and the cleaning history (GetLogCleanHistory).

When to call a technician: if the error comes back after correction and a restart, the Zebra manual states that the printer may need further troubleshooting or repair.

The Zebra manual details the causes and solutions for each error message in its section 7 (Troubleshooting). It reserves the ZXP Series Toolbox for advanced users and administrators.

Sources: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Operator Control Panel and ZXP Series Toolbox sections · [Zebra ZXP Series 7 card printer user guide](#)  – French Zebra ZXP Series 7 user guide (P1036101-022 Rev. A) (official documentation).

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Why has my Zebra ZXP Series 7 stopped printing after an error, or why does it show “OFFLINE”?

Message: **OFFLINE** (“HORS LIGNE” in the French guide) · Symptoms: jobs stuck in the queue.

Short answer: “OFFLINE” means that the printer is offline: put it back online from the control panel (MENU, ADVANCED SETTINGS, PRINTER ONLINE). After an error, what happens to pending jobs depends on the error recovery mode set in the ZXP Series Toolbox; FLUSH PRINT QUEUE deletes all pending jobs.

LIKELY CAUSE

The Zebra manual describes three error recovery modes (Print Performance Setting). With no recovery (None), the job in error is not restarted and the jobs sent after it are cancelled. With standard recovery (Medium), the job is restarted automatically once the error is corrected and the following jobs wait. With full recovery (High), only one job is processed at a time and any job in error is restarted automatically.

WHAT TO DO

1. If the display shows OFFLINE, press MENU, choose ADVANCED SETTINGS then PRINTER ONLINE to put the printer back online.
2. If an error has occurred, correct it (for example, clear the jammed card and close the printer): in Medium mode, the job is then restarted with no action on the PC.
3. To delete all pending jobs, use MENU, ADVANCED SETTINGS, FLUSH PRINT QUEUE.
4. Check the recovery mode in the ZXP Series Toolbox (Configuration, Printer Settings, Print Performance Setting): according to Zebra, None mode suits applications where the PC handles retries itself, such as uniquely numbered cards.

Sources: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Operator Control Panel and Printer Settings sections · [Zebra ZXP Series 7 card printer user guide](#)  – French Zebra ZXP Series 7 user guide (P1036101-022 Rev. A) (official documentation).

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Ribbon and card feed problems on the Zebra ZXP Series 7

Ribbon nearly used up or broken, cards sticking together, single-card printing through the manual slot and reject bin: the procedures from the manual and the Zebra knowledge base.

How do I change the ribbon on a Zebra ZXP Series 7 when the display shows “RIBBON LOW”?

Message: **RIBBON LOW** (“FIN DE RUBAN” in the French guide) · warning, printing continues.

Short answer: “RIBBON LOW” is a warning: the ribbon roll is nearly used up, but the printer keeps printing. Get a Zebra True Colours ribbon ready, the only type accepted according to the manual, and replace it through the ribbon drawer under the print cover.

LIKELY CAUSE

The Zebra manual classes RIBBON LOW as a warning: it indicates that the ribbon spool is nearly empty.

OFFICIAL RIBBON LOADING PROCEDURE

1. Press the print cover release button and open the cover.
2. Slide the ribbon drawer out as far as it will go; there is no need to remove it.
3. Remove the protective foam from the printhead if it is present.
4. Take the new ribbon out of its box and unroll it carefully.
5. Peel off the transparent (adhesive) leader and wind it onto the take-up spool.
6. Check that the ribbon comes off the underside of the supply spool and arrives at the underside of the take-up spool.
7. Place the purple supply spool on the purple holder and the empty blue take-up spool on the blue holder.

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8. Turn the spools to take up any slack in the ribbon.
9. Close the drawer, then the print cover, pressing until it locks.

The INFO, RIBBON INFO menu and the Media Info button in the driver show the ribbon type, the number of images and the percentage remaining. The driver automatically detects the type of ribbon installed.

Sources: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Loading a Print Ribbon and Operator Control Panel sections · [Zebra ZXP Series 7 card printer user guide](#)  – French Zebra ZXP Series 7 user guide (P1036101-022 Rev. A) (official documentation).

Why does the ribbon on my Zebra ZXP Series 7 break or stick to the card (error 5003 “Ribbon Jam”)?

Message: error 5003 (Ribbon Jam) · Symptoms: ribbon broken, wrapped around the print roller or stuck to the card.

Short answer: According to Zebra, the ribbon breaks when the image is printed too close to the edge of the card (X offset set incorrectly) or when the image is very dark; it sticks when the card already has an overlay or is not compatible. Switch the printer off, carefully remove the ribbon, clean the path, then correct the cause.

LIKELY CAUSE

The Zebra knowledge base cites four causes: an X offset that is too large or too small, causing the printhead to cut the ribbon at the edge of the card; a very dark image or background, which requires more heat from the printhead; a used or pre-printed card covered with an overlay, onto which the ribbon does not transfer and sticks; a card that is incompatible with the printer.

Caution: Switch the printer off before removing a broken ribbon. The Zebra manual warns that an incorrectly set print offset can cause printing beyond the edge of the card and tear the ribbon.

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WHAT TO DO

1. Pause the print queue if jobs are still pending.
2. Switch the printer off, open the cover and carefully remove the ribbon.
3. Keep the broken ribbon: Zebra states that it can be repaired and reused.
4. Remove any remnants of ribbon from the card path and the print mechanism.
5. Reinstall the ribbon, close the cover and switch the printer back on.
6. Ribbon breaking or wrapping: adjust the X offset (ZXP Series Toolbox, Configuration, Printer Settings, Print Adjustment; range -150 to +150).
7. Ribbon breaking on dark prints: reduce the colour optimisation setting (Color Optimization).
8. Ribbon sticking to the card: do not use used or pre-printed cards covered with an overlay, and check card compatibility with their manufacturer.
9. The Zebra manual also states that the black panel intensity setting (Intensity) can correct a ribbon that wrinkles or sticks in hot or humid weather.

When to call a technician: if the ribbon keeps breaking after these adjustments, Zebra advises contacting technical support or your reseller.

The Zebra article covers the ZXP Series 7, 8 and 9; adhesive cards and pre-cut cards are covered in separate guides.

Sources: Ribbon Breaking, Ribbon Jam Errors on the ZXP7, ZXP8, and ZXP9 – Zebra knowledge base (ZXP Series 7, 8 and 9) (link removed on 21 October 2026: the page is no longer available at its former address) · [ZXP Series 7 Card Printer User's Manual \(PDF\) > Troubleshooting \(section 7\)](#)  · Zebra ZXP Series 7 Card Printer User's Manual (P1036101-001 Rev. A) – Zebra ZXP Series 7 user manual, revision P1036101-001, ZXP Series Toolbox section (Print Adjustment) · [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Printing Preferences section (Black Panel Optimization) (official documentation).

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Why does my Zebra ZXP Series 7 have card feed problems?

Symptoms: cards feeding badly or print defects related to the cards.

Short answer: Zebra explains that static electricity and burrs left by cutting can make cards stick together and cause feed and print problems. Separate the cards before loading them, without touching the surfaces to be printed, and check that they are properly seated in the feeder cartridge.

LIKELY CAUSE

According to the Zebra manual, cards can stick together because of static electricity or cutting burrs; bent, handled or dusty cards also degrade print quality.

OFFICIAL CARD LOADING PROCEDURE

1. Remove the wrapping from the stack of cards and hold it by the sides, without touching the surfaces to be printed; if the stack is too thick, work on half at a time.
2. Tilt the stack back and forth by about 45° from vertical to separate the cards, then square it up again.
3. Open the feeder cartridge door (Feeder Cartridge) and slide the card pusher fully to the right until it locks.
4. Place the stack the right way round, check that the cards are properly seated, then close the door.
5. If the feeder cartridge has been removed, refit it on the right-hand side by sliding it down and to the left until it clicks into place; cards can then be added without removing it.

The manual advises not bending the cards, keeping them clean and dust-free in a closed container, and using them soon after unwrapping them.

Source: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Loading Cards and Installing the Feeder Cartridge and Output Hopper sections (official documentation).

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How do I print a single card through the manual slot on a Zebra ZXP Series 7?

Message: **MANUALLY INSERT CARD** (“INSERTION MANUELLE DE LA CARTE” in the French guide).

Short answer: Choose the manual feed slot as the card source in the driver (Printing Preferences, Card Setup). When the display shows “MANUALLY INSERT CARD”, insert the card the right way round and push it in until you feel slight resistance: the printer takes hold of it.

LIKELY CAUSE

The message indicates that the printer is waiting for a card loaded by hand into the manual feed slot, on the right-hand side.

WHAT TO DO

1. In Windows, open Devices and Printers, right-click the ZXP Series 7, choose Printing Preferences then Card Setup.
2. Select the manual feed slot as the card source, then click Apply and OK.
3. Handle the card by its edges, without touching the surface to be printed.
4. Orientation: standard card either way round; magnetic card with the stripe facing down and towards the back; contact smart card with the chip facing up and to the left.
5. Push the card in until you feel slight resistance; it is drawn in when the job is sent.

The driver's Auto feed option lets you insert a card by hand within an adjustable time, then takes the card from the feeder cartridge if none has been inserted.

Sources: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Manual Card Feed and Printing Preferences sections · [Zebra ZXP Series 7 card printer user guide](#)  – French Zebra ZXP Series 7 user guide (P1036101-022 Rev. A) (official documentation).

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How do I reset the reject bin counter on a Zebra ZXP Series 7?

Short answer: The reject bin collects rejected cards. The INFO, REJECT BIN menu shows how many cards it contains; once the bin has been emptied, reset the counter with MENU, ADVANCED SETTINGS, CLEAR REJECT BIN.

WHAT TO DO

1. Press INFO and scroll to REJECT BIN to read the number of cards in the reject bin.
2. Remove the cards from the reject bin.
3. Press MENU, choose ADVANCED SETTINGS then CLEAR REJECT BIN: the counter returns to 0.

In the driver (Card Setup), the card destination can be the output hopper (default), the reject bin or the inside of the printer (Leave in printer).

Source: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Operator Control Panel and Printing Preferences sections (official documentation).

Card print quality on the Zebra ZXP Series 7: colours, text, image position

Quality is checked with a test card and adjusted in the driver (colour and black panels) or in the ZXP Series Toolbox (image position).

How do I print a test card on a Zebra ZXP Series 7?

Short answer: From the control panel: MENU, PRINT TEST CARDS, then choose the number of cards, single- or dual-sided, and the pattern (GRADIENT BOXES, DENSITY SETUP or MONOCHROME ONLY). From the driver: Printing Preferences,

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Card Setup, Test Print button, with cards in the feeder cartridge.

WHAT TO DO

1. Check that the display shows READY and that cards are loaded.
2. Press MENU and select PRINT TEST CARDS.
3. Choose the number of cards (from 1 to 100), one or two sides (SIDES) and the test pattern.
4. With a monochrome ribbon, only the MONOCHROME ONLY pattern is available.
5. From the PC, you can also click Test Print in the driver's Card Setup tab; the card comes out in the output hopper.

The ZXP Series Toolbox also offers a configuration card (Print Configuration Test Card) that prints the printer's configuration data.

Sources: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Printing a Test Card and Operator Control Panel sections · Zebra ZXP Series 7 Card Printer User's Manual (P1036101-001 Rev. A) – Zebra ZXP Series 7 user manual, revision P1036101-001, ZXP Series Toolbox section (Print Test Card) (official documentation).

How do I correct an image that is offset or runs off the card on a Zebra ZXP Series 7?

Symptoms: image off-centre, cut off or printed right up to the edge of the card.

Short answer: The image position is set in the ZXP Series Toolbox (Configuration, Printer Settings, Print Adjustment): X offset from –150 to +150 and Y offset from –16 to +16; the Image Fill option resizes the image to the size of the card. The manual warns that an incorrectly set offset can cause printing beyond the edge and tear the ribbon.



LIKELY CAUSE

By default the driver uses an image of 1006 × 640 pixels; the manual advises keeping this size except for images designed for other Zebra models.

Caution: According to the Zebra manual, changing the print offset can cause printing beyond the edge of the card and tear the ribbon.

WHAT TO DO

1. In the driver (Printing Preferences, Card Setup), check that the image size is set to Default.
2. Open the ZXP Series Toolbox, then Configuration, Printer Settings.
3. In Print Adjustment, correct the X offset (–150 to +150) or Y offset (–16 to +16), or enable Image Fill.
4. Save with Save Settings, then print a test card.

Access to the Print Adjustment settings depends on the security roles defined in the Toolbox (Advanced Security, Security Roles).

Sources: Zebra ZXP Series 7 Card Printer User's Manual (P1036101-001 Rev. A) – Zebra ZXP Series 7 user manual, revision P1036101-001, ZXP Series Toolbox section (Printer Settings) · [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Printing Preferences section (Card Setup) (official documentation).

How do I correct washed-out colours or a colour cast on a Zebra ZXP Series 7?

Symptoms: colours too light or too dark, unwanted tint on a white background.

Short answer: The colour settings are in the driver, Color (YMC) Optimization tab: brightness, contrast, sharpness, preheat and intensity of each colour. The Zebra manual points out that too high a preheat on a white or near-white background can produce a slight colour cast.

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LIKELY CAUSE

According to the Zebra manual, excessive preheat creates a light cast on white or near-white backgrounds, and moving the yellow, magenta and cyan intensity sliders separately changes the tones of the image.

WHAT TO DO

1. Open Printing Preferences, then the Color (YMC) Optimization options.
2. Adjust the brightness and contrast (–25 to +25) and the sharpness (None, Low, Normal by default, High).
3. If there is a cast on a white background, reduce the preheat (–50 to +50).
4. For intensity (–10 to +10), tick “Maintain YMC ratio” to move the three colours together.
5. The advanced options adjust the gamma, the saturation and the red, green and blue components.
6. Print a test card after each adjustment ([test card](#) entry).

These settings are not available with monochrome or KrO ribbons. The Toolbox (Firmware and Lookup Tables) lets you reinstall the default colour table (Default LUT) or a custom table.

Source: [Zebra ZXP Series 7 Card Printer User's Manual](#) [\[1\]](#) – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Printing Preferences (Color Optimization) and ZXP Series Toolbox (Firmware and Lookup Tables) sections (official documentation).

How do I make text and barcodes sharper on a Zebra ZXP Series 7?

Symptoms: blurred black text, barcode too light or difficult to read.

Short answer: In the driver, the black panel options (Black Panel Optimization) let you optimise printing for text, barcodes or mixed content. For text, barcodes and line drawings, the manual recommends threshold monochrome conversion (Threshold, default value 128).

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LIKELY CAUSE

The Zebra manual explains that Text optimisation makes fonts sharper and barcodes darker, whereas Barcode optimisation makes thin lines finer but lightens the text. Error diffusion conversion, set by default, is mainly suited to photos.

WHAT TO DO

1. Open Printing Preferences, then the Black Panel (K) Optimization options.
2. In “Optimize for”, choose Text, Barcode or Mixed depending on the content of the card.
3. In monochrome conversion, choose Threshold for text, barcodes and line drawings; keep Dither error diffusion for photos.
4. If necessary, adjust the brightness, contrast, preheat (–50 to +50) and intensity (–10 to +10).
5. To print black with the K panel rather than as a mix of colours, set black extraction; the maximum level treated as black is 25, 25, 25.

Source: [Zebra ZXP Series 7 Card Printer User's Manual](#) – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Printing Preferences section (Black Panel Optimization) (official documentation).

Zebra ZXP Series 7 printhead: which settings after a replacement?

After replacing the printhead, the Zebra manual asks you to enter its serial number and resistance in the ZXP Series Toolbox.

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What should I set after replacing the printhead on a Zebra ZXP Series 7?

Short answer: In the ZXP Series Toolbox (Configuration, Printer Settings, Print Head), enter the serial number of the new printhead and its resistance, shown on the printhead label (for example R = 3000). According to the Zebra manual, the resistance must be between 2,200 and 3,300 ohms and match the installed printhead for the print algorithms to work correctly.

LIKELY CAUSE

The Zebra manual specifies that the values entered must match those of the replacement printhead for the print algorithms to work correctly.

WHAT TO DO

1. Note the serial number and resistance value written on the label of the new printhead.
2. Open the ZXP Series Toolbox (ZXP Toolbox button in the driver's Device Information tab, or Start menu).
3. Go to Configuration, Printer Settings, Print Head section.
4. Enter the serial number, then the resistance (between 2,200 and 3,300 ohms).
5. Click Save Settings.
6. Check the result in the INFO menu on the display: PRINTER INFO shows the printhead serial number, PRINthead USAGE the number of cards and lines printed.

Access to the Print Head section depends on the security roles defined in the Toolbox (Advanced Security, Security Roles).

Sources: Zebra ZXP Series 7 Card Printer User's Manual (P1036101-001 Rev. A) – Zebra ZXP Series 7 user manual, revision P1036101-001, ZXP Series Toolbox section (Printer Settings) · [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Operator Control Panel and ZXP Series Toolbox sections (official documentation).

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Zebra ZXP Series 7 connection: Ethernet, Wi-Fi and USB

IP address, wireless connection wizard and communication with the PC, based on the Zebra user manual.

How do I find or change the IP address of a Zebra ZXP Series 7?

Short answer: Press INFO then NEXT until you reach the NETWORK INFO menu to read the IP address, subnet mask, gateway and MAC address. To change it, go to MENU, NETWORK SETTINGS: enable or disable DHCP, enter the IP address, subnet mask and gateway, then confirm with SAVE SETTINGS.

WHAT TO DO

1. Connect the Ethernet port at the back of the printer to the network (or directly to the PC) and switch the printer on.
2. Read the IPv4 or IPv6 address in INFO, NETWORK INFO.
3. For a static address: MENU, NETWORK SETTINGS, disable DHCP, enter the IP address, subnet mask and gateway, then choose SAVE SETTINGS (RETURN WITHOUT SAVE discards the changes).
4. On the PC, start the driver installation and choose “Install Ethernet printer drivers”, select the IP version and click Refresh.
5. Select the printer, or enter its IP address if it is on another subnet: according to Zebra, the PC only needs to be able to reach it.

The same settings (DHCP, SNMP, IPv4 address, gateway, subnet mask) are available in the ZXP Series Toolbox; the MAC address cannot be changed.

Source: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Installing the Windows Printer Driver, Operator Control Panel and Printer Settings sections (official documentation).

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How do I connect a Zebra ZXP Series 7 to Wi-Fi?

Short answer: On a model fitted with the wireless option, use the WIRELESS SETTINGS menu on the control panel: RADIO CONTROL enables the radio and SETUP WIZARD guides you through connecting to an access point. The INFO, WIRELESS INFO menu then shows whether the radio is connected.

WHAT TO DO

1. Press MENU, then WIRELESS SETTINGS.
2. Enable the radio with RADIO CONTROL.
3. Start SETUP WIZARD and follow the steps to connect to the access point.
4. Set DHCP mode or enter the IP address, subnet mask and gateway; SET DEFAULTS restores the default wireless settings.
5. Check the connection in INFO, WIRELESS INFO (DHCP, radio connected or not).
6. If the connection is unstable, INFO, WIRELESS STATISTICS shows the counters of bytes sent and received, discards, errors and retries.

For details of the wireless configuration, the manual refers to the Zebra reference manual “ZXP Series 7 and ZXP Series 8 Card Printer Wireless Reference Manual” (P1035089-003). The Toolbox also shows the wireless status and lets you export the settings as XML.

Source: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Operator Control Panel and ZXP Series Toolbox sections (official documentation).



Why has my Zebra ZXP Series 7 stopped communicating with the computer?

Symptoms: unable to print, Toolbox or printer status inaccessible from the PC.

Short answer: The Zebra manual points out that you must not untick the “Enable bi-directional support” option in the Ports tab of the printer properties: doing so cuts off communication with the printer. Also check that the printer is not offline and, over USB, that the driver was installed following the Zebra procedure.

LIKELY CAUSE

According to the Zebra manual, disabling bidirectional communication loses the link with the printer; the ZXP Series Toolbox also relies on the Windows driver to communicate.

WHAT TO DO

1. In Devices and Printers, open the printer properties, Ports tab: check the port used and that “Enable bi-directional support” is ticked.
2. On the display, check that the printer is not showing OFFLINE ([offline](#) entry).
3. Over USB, reinstall the driver following the Zebra procedure: printer switched off, USB cable connected, choose “Install USB printer drivers” in the installation program, then switch on only when the installer asks you to.
4. If a driver is already present, the installer offers Upgrade, Modify or Remove; removal requires the PC to be restarted.

Under Windows Vista and later versions, the manual says to leave the “Render print jobs on client computers” option in the Sharing tab unticked when the printer is shared.

Source: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Printer Properties and Installing the Windows Printer Driver sections (official documentation).

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Updating the Zebra ZXP Series 7 firmware

The firmware is installed from the ZXP Series Toolbox, the administration utility supplied with the Windows driver.

How do I update the firmware on a Zebra ZXP Series 7?

Short answer: Download the firmware (BIN file) from the Zebra support site, then install it from the ZXP Series Toolbox: Configuration, Firmware, Browse, select the file and confirm. Do not switch the printer off while the new firmware is downloading and configuring.

Caution: Zebra asks you not to switch the printer off while the new firmware is downloading and configuring.

OFFICIAL UPDATE PROCEDURE

1. Download the ZXP Series 7 firmware from the Zebra support site.
2. Open the ZXP Series Toolbox (ZXP Toolbox button in the driver's Device Information tab, or Start menu, Zebra ZXP Series 7 Card Printer, ZXP ToolBox).
3. Go to Configuration, Firmware and Lookup Tables screen.
4. Click Browse, select the BIN file and click Open.
5. Read the warning message, then click OK to start the installation (Cancel to cancel it).
6. Wait for the installation to finish without switching the printer off.
7. Check the versions in INFO, PRINTER INFO (MCB and MAB versions) or in the Toolbox Information screen.

Access to the firmware function depends on the security roles (Advanced Security, Security Roles), and Zebra reserves the Toolbox for advanced users and administrators. The Toolbox Save/Restore function saves the driver and printer settings as XML so that they can be reproduced on other printers.

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Source: [Zebra ZXP Series 7 Card Printer User's Manual](#) – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), ZXP Series Toolbox section (Firmware and Lookup Tables) (official documentation).

Magnetic encoding and smart cards on the Zebra ZXP Series 7

Driver magnetic encoding settings, card orientation and precautions for printing and laminating smart cards.

How do I set up magnetic encoding (HiCo or LoCo) on a Zebra ZXP Series 7?

Message: **MAG OPERATION** while a magnetic stripe card is being encoded.

Short answer: In the driver (Printing Preferences, Encoding tab), choose a high or low coercivity that matches your cards; the default encoding type is ISO, with AAMVA, CUSTOM and BINARY as options. With manual feed, magnetic cards are inserted with the stripe facing down and towards the back.

LIKELY CAUSE

The Zebra manual specifies that the coercivity (High or Low) must match the type of card used.

WHAT TO DO

1. Open Printing Preferences, Encoding tab.
2. Choose the mode: encoding disabled, encoding only or encoding with verification.
3. Set the coercivity (High or Low) to suit your cards.
4. Choose the encoding type: ISO by default, AAMVA, BINARY or CUSTOM (the latter is defined in the Toolbox); the tracks can also be encoded in hexadecimal format.



5. For encoding with the stripe facing up, the driver offers the “Print the front image on the back side” option (Card Setup tab).
6. To avoid covering the stripe, the overlay (Overlay Varnish) can exclude the magnetic stripe area.

On a dual-sided laminator, a 33 mm partial laminate leaves the magnetic stripe exposed on the back. Appendix D of the Zebra manual is devoted to the magnetic encoder.

Source: [Zebra ZXP Series 7 Card Printer User's Manual](#) [\[2\]](#) – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Printing Preferences (Encoding, Card Setup, Overlay Varnish), Loading the Laminate and Manual Card Feed sections (official documentation).

How do I encode and laminate smart cards on a Zebra ZXP Series 7?

Messages: **CONTACT OPERATION** or **CONTACTLESS OPERATION** while a smart card is being encoded.

Short answer: The ENCODER SETTINGS menu on the control panel selects encoding over USB or over Ethernet. To laminate contact smart cards, Zebra requires a registered laminate, with index holes and rectangular cut-outs that leave the chip contacts exposed.

WHAT TO DO

1. Press MENU, then ENCODER SETTINGS, and choose USB ENCODING or ETHERNET ENCODING; the active option is highlighted.
2. With manual feed, insert contact smart cards with the chip facing up and to the left.
3. In the driver's overlay options, exclude the chip area if necessary (Smartcard ISO or Smartcard AFNOR exclusions).
4. To laminate contact cards: remove the top laminate cassette, open it and take out the laminate already fitted.
5. Load the smart card laminate and cut it so that the cut goes through an index hole.

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6. Set the overhang: it is the end of the laminate, not the edge of the index hole, that must protrude just beyond the lip of the cassette; refit the cassette.

Appendix E of the Zebra manual is devoted to the smart card options.

Source: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Loading the Laminate, Operator Control Panel, Manual Card Feed and Printing Preferences sections (official documentation).

Zebra ZXP Series 7 lamination and cleaning: messages and procedures

Reloading the laminate, lamination modes, printer and laminator cleaning cycles, cleaning cartridges and warm-up status messages.

How do I reload the laminate on a Zebra ZXP Series 7 when the display shows “TOP LAMINATE LOW”?

Messages: TOP LAMINATE LOW , BOTTOM LAMINATE LOW , BOTH LAMINATES LOW (“FIN DU FILM SUPÉRIEUR”, “FIN DU FILM INFÉRIEUR”, “FIN DES DEUX FILMS” in the French guide) · warnings.

Short answer: These warnings indicate that a laminate cassette (top, bottom or both) is nearly empty; the printer keeps working. Open the laminator, remove the cassette, open it by hand without tools, load the roll, then set the film overhang to between 0 and 0.5 mm beyond the lip of the cassette.

LIKELY CAUSE

The top cassette is present on all laminators; the bottom cassette is fitted only to the dual-sided laminator.

Caution: Do not use a tool to open the laminate cassettes: the Zebra manual asks you to open them by hand.

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OFFICIAL LAMINATE LOADING PROCEDURE

1. Press the laminator release button and lift the cover to its vertical position; then open the laminator's lower cover.
2. Turn the locking lever, rotate the cassette as far as it will go and pull it straight off its spindle.
3. Open the cassette like a clamshell by separating the two halves with your fingers, then remove the empty core.
4. Place the roll in the cassette in the direction shown in the manual: blue roll in the top cassette, gold roll in the bottom cassette. Let the film extend one or two inches (about 2.5 to 5 cm) beyond the lip.
5. Close the cassette firmly until it clicks. Do not remove the toothed flange from the spool; if it comes off, put it back in place.
6. Cut the laminate perfectly square with scissors, holding it against the white roller.
7. Turn the core so that the end of the film protrudes just beyond the lip of the cassette, by 0 to 0.5 mm.
8. Slide the cassette onto its spindle, press it against the chassis, turn it as far as it will go, then gradually force it until the locking lever clicks.

Check the film overhang each time the locking lever is operated or the cassette is removed. The Media Info button in the driver and the INFO menu (TOP and BOTTOM LAMINATE INFO) show the laminate type and the number of patches remaining.

Sources: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Loading the Laminate and Operator Control Panel sections · [Zebra ZXP Series 7 card printer user guide](#)  – French Zebra ZXP Series 7 user guide (P1036101-022 Rev. A) (official documentation).

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How do I choose the lamination mode (front, back or no lamination) on a Zebra ZXP Series 7?

Message: **LAMINATING** during lamination.

Short answer: The mode is set in the driver, Laminator tab: Any (default), Top, Bottom, Top and bottom or Pass through. The Laminate only option laminates cards that have already been printed without reprinting them, with Top, Bottom or Top and bottom mode and the output hopper as the destination.

LIKELY CAUSE

According to the Zebra manual, the single-sided laminator applies a film to the top of the card, and the dual-sided laminator to both sides.

WHAT TO DO

1. Open Printing Preferences, Laminator tab.
2. Choose the lamination mode: Any, Top, Bottom, Top and bottom, or Pass through for no lamination.
3. To laminate cards that have already been printed, tick Laminate only, with Top, Bottom or Top and bottom mode and the Output hopper destination.
4. On a dual-sided laminator, a partial laminate can be applied to the back: 42 mm to leave a signature area, 33 mm to leave the magnetic stripe exposed (the full-width film measures 51 mm).
5. For a partial laminate, load the spool in the bottom cassette with the collar on the side opposite the toothed flange.

On models with a laminator, the INFO menu on the display shows the laminator information, its temperature and its counter.

Source: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Introduction, Loading the Laminate and Printing Preferences (Laminator) sections (official documentation).



How do I clean a Zebra ZXP Series 7 when the display shows “CLEAN CARD PATH” or “CLEAN FEEDER”?

Messages: CLEAN CARD PATH , CLEAN FEEDER (“NETTOYER LE TRAJET DES CARTES”, “NETTOYER CHARGEUR” in the French guide) · warnings.

Short answer: These warnings indicate that the card path or the feeder needs cleaning. Start cleaning from the control panel (MENU, ADVANCED SETTINGS, CLEAN PRINTER): CLEAN CARD PATH with the print path cleaning card, CLEAN FEEDER with the feeder cleaning card, then follow the instructions shown.

LIKELY CAUSE

The ZXP Series 7 counts the cards printed since the last cleaning and shows a warning when the set interval is reached.

WHAT TO DO

1. Press MENU, choose ADVANCED SETTINGS then CLEAN PRINTER.
2. Select CLEAN CARD PATH and use the print path cleaning card, following the steps shown.
3. Select CLEAN FEEDER and use the feeder cleaning card.
4. The INFO, CLEANING DUE menu shows the number of cards since the last cleaning of the card path, the feeder, the printhead and, where applicable, the laminator.
5. In the ZXP Series Toolbox (Cleaning, Clean Printer), the card path and feeder interval is set to 5,000 cards by default; it can be adapted to the environment, and Restore Defaults restores the factory values.

When to call a technician: printhead polishing (Advanced Clean in the Toolbox) is password-protected and, according to Zebra, reserved for Zebra-authorised maintenance personnel.

Section 6 of the Zebra manual (“Cleaning”) details each cleaning procedure.

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Sources: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Operator Control Panel section (Clean Printer) · [Zebra ZXP Series 7 card printer user guide](#)  – French Zebra ZXP Series 7 user guide (P1036101-022 Rev. A) · Zebra ZXP Series 7 Card Printer User's Manual (P1036101-001 Rev. A) – Zebra ZXP Series 7 user manual, revision P1036101-001, ZXP Series Toolbox section (Cleaning) (official documentation).

How do I clean the laminator on a Zebra ZXP Series 7 (“CLEAN LAM ROLLERS”, “CLEAN LAM OVEN”)?

Messages: `CLEAN LAM CARD PATH` , `CLEAN LAM ROLLERS` , `CLEAN LAM OVEN` (in the French guide: clean the card path in the laminator, the laminator rollers, the heated rollers) · warnings.

Short answer: These warnings ask you to clean the laminator card path, its rollers or its heated rollers (oven). The CLEAN PRINTER menu offers a procedure for each: laminator cleaning card, adhesive card for the hot rollers, and cleaning swab for the heated rollers.

LIKELY CAUSE

On models with a laminator, the ZXP Series 7 separately tracks the cards that have passed since the last cleaning of the laminator path, its rollers and its heated rollers.

Caution: The laminator heated rollers are hot parts: before working on them, follow the “Clean the Laminator Oven” procedure in the Zebra manual and its safety instructions.

WHAT TO DO

1. Press MENU, choose ADVANCED SETTINGS then CLEAN PRINTER.
2. CLEAN LAM CARD PATH: use the laminator cleaning card.
3. CLEAN LAM ROLLERS: use the adhesive hot roller cleaning card (Laminator Hot Roller Cleaning Card).
4. CLEAN LAM OVEN: use a cleaning swab, following the steps shown.
5. In the ZXP Series Toolbox (Cleaning, Clean Laminator), the default intervals are 5,000 cards for the path and rollers, and 20,000 cards for the heated rollers.

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The INFO menu shows the laminator temperature (LAMINATOR TEMPERATURE).

Sources: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Operator Control Panel section (Clean Printer) · [Zebra ZXP Series 7 card printer user guide](#)  – French Zebra ZXP Series 7 user guide (P1036101-022 Rev. A) · Zebra ZXP Series 7 Card Printer User's Manual (P1036101-001 Rev. A) – Zebra ZXP Series 7 user manual, revision P1036101-001, ZXP Series Toolbox section (Clean Laminator) (official documentation).

How do I install or replace the cleaning cartridge on a Zebra ZXP Series 7?

Short answer: The dual cleaning cartridge, with two adhesive rollers, cleans the cards coming from the feeder cartridge; the manual feed cleaning cassette, with one roller, cleans those that go through the manual slot. Both are fitted under the options cover, after removing the wrapping from the rollers without touching their sticky surface.

OFFICIAL INSTALLATION PROCEDURE

1. Dual cartridge: insert the two adhesive rollers into the cartridge frame.
2. Remove the protective wrapping from the rollers without touching the sticky surface.
3. Open the options cover and locate the cartridge slot.
4. Hold the cartridge by its handle, engage its lip in the slot and push it forward until it clicks.
5. Manual feed cassette: insert the adhesive roller into the frame and remove its wrapping without touching the sticky surface.
6. Hold the cassette by its handle, slide it into place by engaging its lip in the slot in the rear panel, then press until it clicks into place.
7. Close the options cover.

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Source: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Installing the Dual Cleaning Cartridge and Installing the Manual Feed Cleaning Cassette sections (official documentation).

Why does my Zebra ZXP Series 7 stay on “WARMING” or “COOLING”?

Messages: **WARMING** , **COOLING** , **WAITING TO LAMINATE** , **STANDBY** (“PRÉCHAUFFAGE EN COURS”, “REFROIDISSEMENT EN COURS”, “PLASTIFICATION EN ATTENTE”, “EN VEILLE” in the French guide).

Short answer: These status messages indicate that the printhead or the laminator is warming up (WARMING) or cooling down (COOLING) to reach its working temperature; on a model with a laminator, “WAITING TO LAMINATE” means that the printer is already accepting a job during this phase. “STANDBY” corresponds to sleep mode, which can be set with SET SLEEP TIMER.

LIKELY CAUSE

The Zebra manual classes these messages as normal operation messages: the display returns to READY when the system is ready and at the required temperature.

WHAT TO DO

1. Wait until the display shows READY before assessing any possible problem.
2. At start-up, WAIT INITIALIZING indicates that the printer is running its self-test.
3. To set sleep mode: MENU, ADVANCED SETTINGS, SET SLEEP TIMER (never, 30, 60, 120 or 480 minutes).
4. On a model with a laminator, the INFO, LAMINATOR TEMPERATURE menu shows the laminator temperature.

Sources: [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A), Operator Control Panel section · [Zebra ZXP Series 7 card printer user guide](#)  – French Zebra ZXP Series 7 user guide (P1036101-022 Rev. A) (official documentation).

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When should you call a technician for a Zebra ZXP Series 7?

The entries above first suggest reloading, cleaning or an adjustment. In the following cases, the Zebra documentation refers you to further troubleshooting, technical support or authorised personnel:

- **“ALARM” that comes back after a restart:** according to the Zebra manual, the printer may need further troubleshooting or repair.
- **Ribbon breaking despite the adjustments (error 5003):** Zebra advises contacting technical support or your reseller.
- **Printhead polishing:** the Toolbox Advanced Clean function is reserved for Zebra-
authorised maintenance personnel.

Avoiding recurring faults on the Zebra ZXP Series 7: preventive maintenance

Several entries in this guide point to a printhead or rollers that need cleaning, a ribbon or cards loaded incorrectly, or unsuitable settings. 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 ZXP Series 7 fleet:

Fewer breakdowns, less downtime

Fewer interruptions caused by card printers.

Worn parts detected in time

Printhead, rollers and sensors: spotted before they cause a breakdown.

Regular cleaning and checks

Longer service life

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Printhead, rollers and card path cleaned and checked at every visit.

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

Sharp, legible cards, with settings suited to your ribbons and cards.

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).

Zebra ZXP Series 7 troubleshooting: frequently asked questions

How do I change the ribbon on a Zebra ZXP Series 7?

Open the print cover, slide the ribbon drawer out as far as it will go and wind the adhesive leader of the new ribbon onto the take-up spool. Place the purple supply spool on the purple holder and the blue take-up spool on the blue holder, tension the ribbon, then close the drawer and the cover. According to the manual, the printer only accepts Zebra True Colours ribbons. [See the detailed entry.](#)

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Why does the ribbon on my Zebra ZXP Series 7 break?

According to Zebra, the ribbon breaks when the image is printed too close to the edge of the card, because of an incorrectly set X offset, or when the image is very dark. It sticks to the card when the card already has an overlay or is not compatible. Adjust the X offset, reduce the colour optimisation and check your cards. [See the detailed entry.](#)

How do I clean a Zebra ZXP Series 7?

Go to MENU, ADVANCED SETTINGS, CLEAN PRINTER on the control panel. CLEAN CARD PATH is used with the print path cleaning card and CLEAN FEEDER with the feeder cleaning card; models with a laminator have three additional procedures. By default, the Toolbox schedules cleaning every 5,000 cards. [See the detailed entry.](#)

How do I reload the laminate on a Zebra ZXP Series 7?

Open the laminator, remove the cassette concerned and open it by hand, without tools. Load the roll (blue at the top, gold at the bottom), cut the film square and set its overhang to between 0 and 0.5 mm beyond the lip of the cassette, then refit the cassette until the lever clicks. [See the detailed entry.](#)

What does ALARM mean on a Zebra ZXP Series 7?

According to the Zebra manual, ALARM indicates that an error must be corrected before the printer resumes normal operation. Correct the condition shown or restart the printer. If the error comes back, the printer may need further troubleshooting or repair. [See the detailed entry.](#)

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How do I find the IP address of a Zebra ZXP Series 7?

Press INFO then NEXT until you reach the NETWORK INFO menu: the display shows the IP address, subnet mask, gateway and MAC address. To change it, use MENU, NETWORK SETTINGS, then save with SAVE SETTINGS. [See the detailed entry.](#)

How do I update the firmware on a Zebra ZXP Series 7?

Download the BIN file from the Zebra support site, then install it from the ZXP Series Toolbox, in Configuration, Firmware and Lookup Tables screen. Do not switch the printer off while the new firmware is downloading and configuring. [See the detailed entry.](#)

How do I print a test card on a Zebra ZXP Series 7?

On the control panel, press MENU then PRINT TEST CARDS, and choose the number of cards, one or two sides and the pattern. From the PC, the Test Print button in the driver's Card Setup tab also prints a test card. [See the detailed entry.](#)

Sources consulted

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

- [Zebra ZXP Series 7 Card Printer User's Manual](#)  – Zebra ZXP Series 7 user manual (P1036101-002 Rev. A) **official**
- [Zebra ZXP Series 7 card printer user guide](#)  – French Zebra ZXP Series 7 user guide (P1036101-022 Rev. A) **official**
- Zebra ZXP Series 7 Card Printer User's Manual (P1036101-001 Rev. A) – Zebra ZXP Series 7 user manual, previous revision (ZXP Series Toolbox section) **official**

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- Ribbon Breaking, Ribbon Jam Errors on the ZXP7, ZXP8, and ZXP9 – Zebra knowledge base (ZXP Series 7, 8 and 9) (link removed on 21 October 2026: the page is no longer available at its former address)
official
- [ZXP Series 7 Card Printer User's Manual \(PDF\) > Troubleshooting \(section 7\)](#) [↗](#) **official**

Sections 6 (Cleaning) and 7 (Troubleshooting, error message table) and the appendices (network, Wi-Fi, magnetic encoder, smart cards) of the ZXP Series 7 user manual were not consulted for this guide; no information was taken from them. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Zebra ZXP Series 7](#)
- [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](#), [ZT610](#) and [ZT620](#))
- [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)
- [Plastic card and badge printers](#) (in French)
- [Printer cleaning kits](#) (in French)

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PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/zebra/zxp7>, updated on 21 October 2026.

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