

Zebra Printer Field Services Guide

For IT Field Services Team – Rush Hospital



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Introduction

This guide helps IT field technicians install, set up, and troubleshoot Zebra printers at Rush Hospital. It also explains how to report problems and escalate tickets for repairs.

Pre-Installation Planning & Site Preparation

Checklist Before Hardware Setup

- Site & Power:
 - Confirm adequate space, sturdy surface, and nearby power outlet.

- Follow safety protocols (do not block doors/medical equipment).
- Network:
 - Locate and test the network port (jack) with a device.
 - Document building, floor, room, and jack number.



- Gather printer MAC address and planned IP address (if known).
- Naming Convention:
 - Use format: PRT (e.g., PRTTB01A01064LB).
 - Obtain correct printer name label for network configuration (not asset tag).
- Tools & Accessories:
 - Screwdriver, cable ties, and labels.
 - Make sure you have all printer parts: printer, battery (if needed), power adapter, USB cable, and media roll.
- Stakeholder Coordination:
 - Schedule installation and notify department of downtime.
 - Inform Epic support team/EUT if integrating with Epic.

Configuring Zebra Printers

Basic Configuration:

- Place the printer in its assigned location.
- Connect the printer to power and, if needed, to the network (wired or wireless).
- For network printers, make sure the printer has a reserved hostname or IP address programmed in.
- Power on the printer.
- Load the media roll (labels or paper) and make sure it's aligned correctly.
- Close the media cover securely.

- For network printers, check that the printer is connected to the correct vlan network. Or the correct wireless network (e.g., RUSH-Med wireless).
- Print a configuration label to confirm settings.
 - Typically pressing the feed and cancel buttons at the same time for 2 sec will print the configuration page



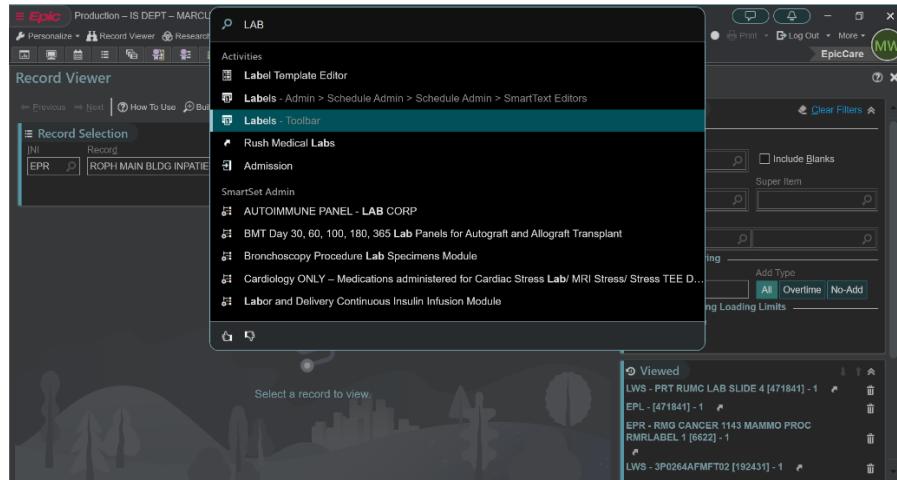
- For instructions to print configuration page, search Zebra support website: <https://support-new.zebra.com/> for the model number.

Network Setup:

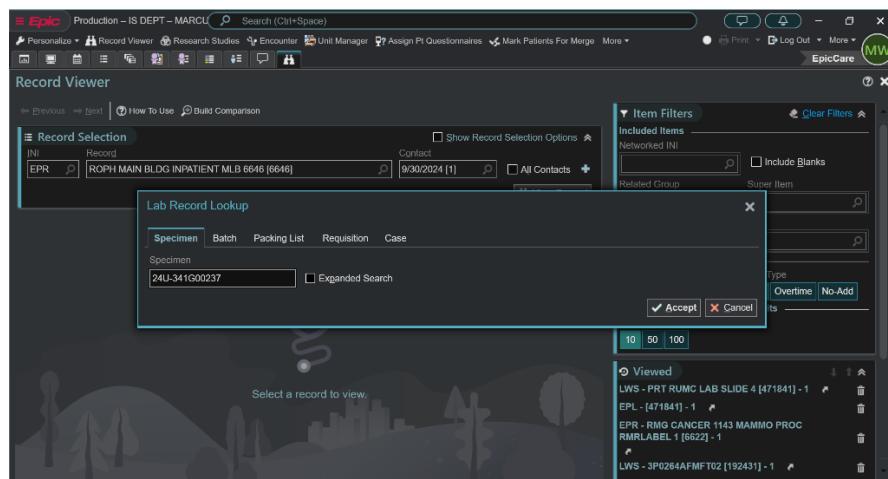
- Use Command Prompt to ping the printer's IP address and confirm network connection.
- If the printer does not respond, check cables and network settings.

Print Epic (Beaker) Specimen Label:

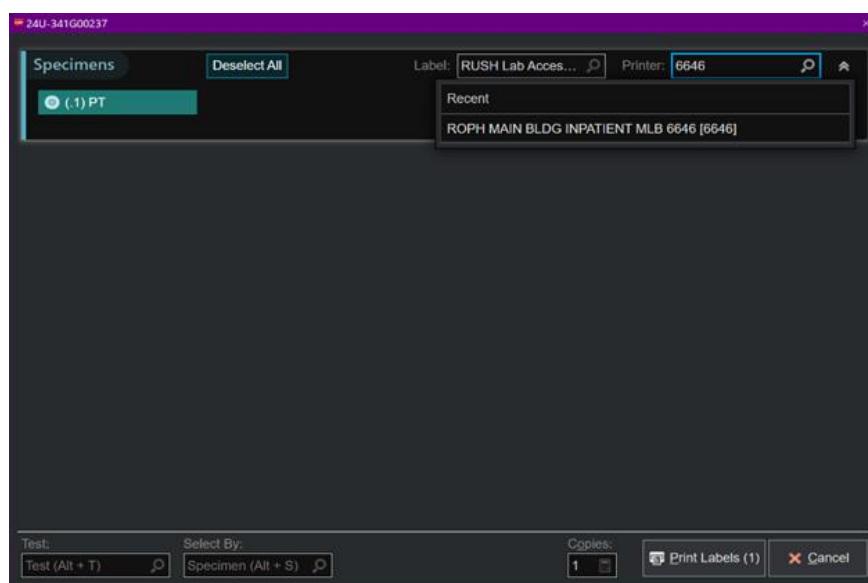
1. Log into “EPIC” search for the “Labels” activity in the search bar and select it.



2. Enter the specimen label “24U-341g00237” press accept.



3. Enter the “EPR”, “EPIC”, Or the “PRT” name in the printer field you want to test. Then select Print



4. If the label prints. But when the user prints a real label and the wrong information is being displayed, create/Assign Task to **Epic Beaker Labs team** if the correct information is not displaying on the label

Troubleshooting Zebra Printers

Common Issues and Solutions:

- **Media Cover Open Error:**
 - Make sure the cover is closed and latched.
 - Check for obstructions or misaligned media.
- **Battery Not Recognized (Mobile Printers):**
 - Remove and reinsert the battery.
 - Clean battery contacts.
- **Connectivity Issues:**
 - Confirm wireless connection and IP address.
 - Restart the printer and connected device.
- **Print Quality Problems:**
 - Use the correct media type (Direct Thermal).
 - Clean the printhead with a lint-free cloth and isopropyl alcohol.
- **Printer Will Not Power On:**
 - Try a different power cable and outlet.
 - If new, contact the seller for replacement.
 - If discontinued, contact Printer Management (RHS) for repair
- **Label Misalignment:**
 - Calibrate the printer for label width and length.
 - If necessary find an identical working printer and Set label width to match other printer.
- **Other Physical Issues:**

- Check for jams, doors that won't close, broken parts, or strange noises.
- If there's smoke, burning smell, or leaks, unplug printer
- Escalate immediately to Printer Management (RHS)

Ticketing and Escalation Procedures

When to Create a Ticket:

- Printer jams, doors won't close, broken parts, or other physical problems.
- Printer needs repair or service.
- Network or connectivity issues that cannot be resolved.

Required Information for Tickets:

- Location (building, floor, nearest office number)
- Printer name (from sticker)
- MAC Address (from printer)
- Make, model, and serial number
- Description of the issue
- Point of contact with phone number

Ticketing Steps:

1. If there is no ticket created for this problem, create an Interaction and Incident ticket.
2. Make sure all required information is included.
3. If information is missing, contact the person reporting the issue.
4. Assign the Incident to the field services tech who will own the Incident
5. Create additional sub tasks (ex INCTASKS, SCTASKS, etc) to other departments using the Service Now assignment group.
 1. End User Technologies
 2. Networking
 3. Telecoms

Escalation:

- Route directly to RHS if there is noise, streaks, physical damage, burning smell, or leaks.
- Field Tech assesses the printer and decides if vendor repair is needed.

. Additional Resources

- Zebra support website: <https://support-new.zebra.com/>
- Rush Hospital Service Now Knowledge Base articles (KB0010167, KB0010165, KB0013228)

Model Specifics

Model & Description	Features	Usage/Notes	Image
Zebra ZT411 ZPL 203dpi Rush standard for Pharmacy, Quest, and Visitor Management	Black & White, 203/300/600 dpi, Single label rolls, Direct Thermal or Thermal Transfer (Requires Ribbon), Max 4-inch label width, USB/Ethernet	Shared B&W printer for Pharmacy and Quest labels. Should be networked for multiple users.	
Zebra ZT230 ZPL 203dpi Rush standard for SCC Soft	Black & White, 203/300 dpi, Single label rolls, Direct Thermal, Max 4.5-inch label width, USB/Ethernet	Shared B&W printer for SCC Soft Lab labels. Should be networked for multiple users.	
Zebra ZD621 ZPL 203dpi Rush standard for operating room specimens	Black & White, 203/300 dpi, Single label rolls, Direct Thermal, Max 4.5-inch label width, USB/Ethernet	Shared B&W printer for Operating Room labels. Should be networked for multiple users.	
Zebra GK420t ZPL 203dpi Rush standard for very low volume for just a few labels per day	Black & White, 203/300 dpi, Single label rolls, Direct Thermal, Max 4.5-inch label width, USB/Ethernet	Shared B&W Desktop printer for low volume printing. Should be networked for multiple users. Default label width: 400-420	
Zebra ZQ610 Plus Mobile Printer	Black & White, 203 dpi, Single label rolls, Direct Thermal, Max 2-inch label width, Wi-Fi/Bluetooth/USB, Battery powered	On-the-go label printing for mobile use. Should be connected to RUSH-Med wireless .	