

Zebra ZT230 Label Printer - Out of Media Errors

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Purpose: Out of Media errors (or printing out blank labels until the printer pauses and then says media out) are often caused by not having the gap sensor correctly positioned. Following the instructions below should fix this issue.

Prerequisite: Zebra ZT230 Thermal label printer

Opening the printer and printhead assembly

1. Open the side of the printer and open the printhead. The print head is located at the front of the printer (the round black bar controls the printhead movement) and is opened by placing your thumb on the curved yellow rubber piece while lifting up and back.
2. Once the printhead is up the open position you will see a red light shining from below the labels. This light is often all the way to the left of the labels. There is a yellow handle under the printhead assembly that is connected to the red light gap sensor. Use this handle to pull out the sensor 2 inches so that it is centered on the label.
3. Before closing the printhead the paper guide should be adjusted so that it is holding the labels against the inside of the printer. This guide is a triangular piece of metal connected to a short yellow handle as shown below.
4. Once the paper is positioned correctly the printhead (the glass portion with green lines on it) should be cleaned with an alcohol wipe. The white roller (thermal transfer roller) should also be clear of any labels or adhesives. The white roller should only be cleaned with an alcohol wipe. If the thermal transfer roller is damaged then the label images will be incomplete and the printer will need to be replaced.
5. Once all sensors and guides are positioned correctly and the printer has been cleaned the printhead needs to be lowered (reverse process of lifting the printhead) until it snaps into place. The printer should then be power cycled (turn off and back on) with the labels loaded so that the end of the labels position can be calibrated.