ZC10L™

Card Printer

User Guide

ZEBRA

P1091978-001

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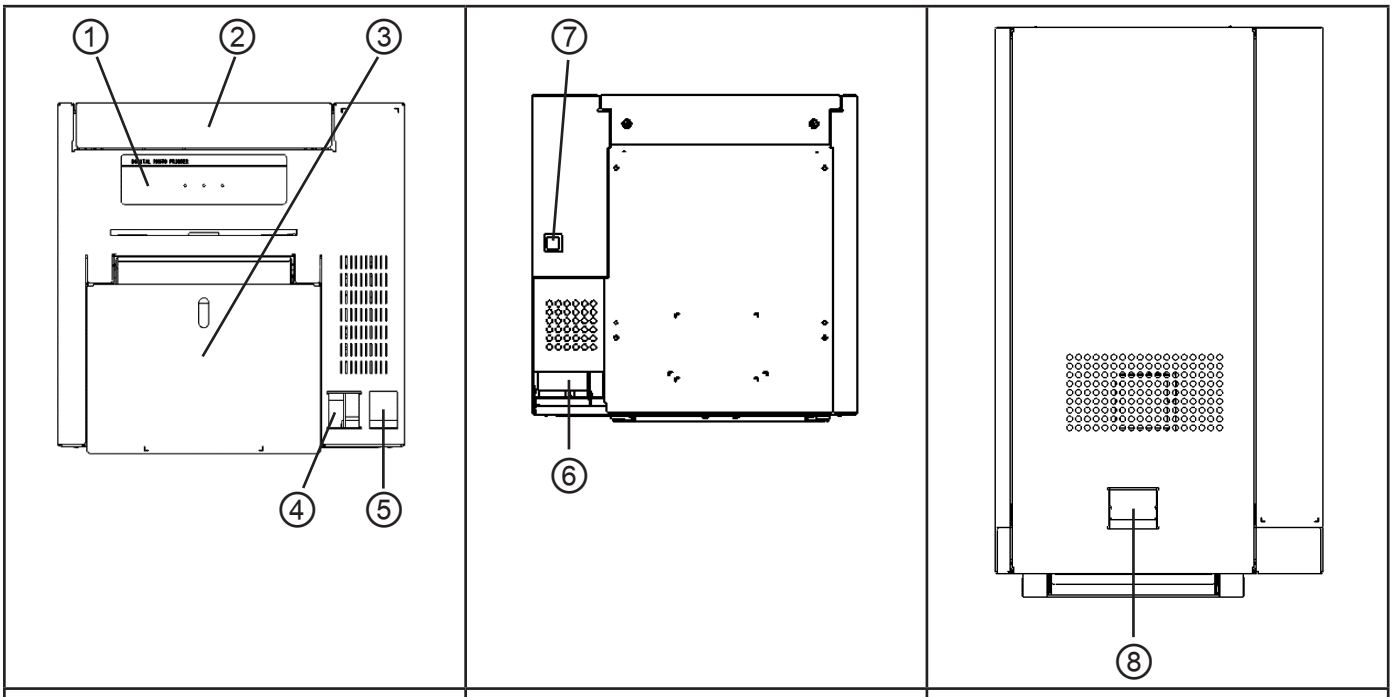
Introduction

This manual contains setup, maintenance, and troubleshooting information for the Zebra ZC10L Card Printer.

Designed especially to meet the needs of the Hospitality market, Zebra's ZC10L™ is the only large-format, direct-to-card printer that can print full, edge-to-edge color cards in one printing process.

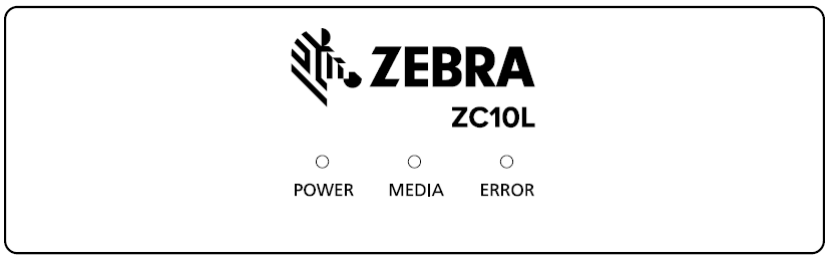
Printer Components



Front View	Rear View	Top View

①	Printer Status Indicators	Printer status display LEDs are located on the panel.
②	Top Cover	Open the top cover when replacing a ribbon or card, or when performing maintenance.
③	Card Drawer	Open the card drawer when inserting cards, or when performing maintenance.
④	Card Drawer Release	Press to open the card drawer.
⑤	Power Switch	Turns on (|) and off (O) power to the printer.
⑥	Power Connection	
⑦	USB Connection	
⑧	Top Cover Release	Grasp and squeeze to open top cover.

Printer Status LEDs



LED Display			Description
Power	Media	Error	
○	○	○	Printer power is off.
☼	○	○	Printer is initializing; printhead is cooling or heating.
●	○	○	Printer is ready.
●	○	☼	Top cover or card drawer is open.
●	○	●	Card jam; mechanical error; main PCBA error.
●	☼	●	Print ribbon is not supported.
●	●	●	Card feed error; out of ribbon, tab waste bin is full
●	☼	☼	Print ribbon is synchronizing.
● On, ○ Off, ☼ Flashing			

Setup

Unpacking the Printer

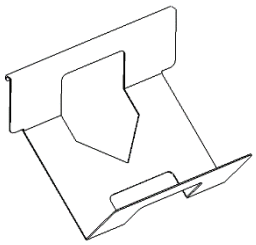
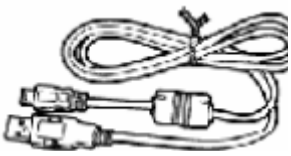
Step 1. Inspect the shipping container to ensure that no damage has occurred during shipment. If any damage is apparent, file a claim with the shipper.

Step 2. Open the shipping container.

Step 3. Remove the packing material and accessories

Important • Save all the packing material and the shipping carton in case the Printer needs to be moved or shipped. If the original material is lost or damaged, a replacement Shipping Kit can be ordered from Zebra.

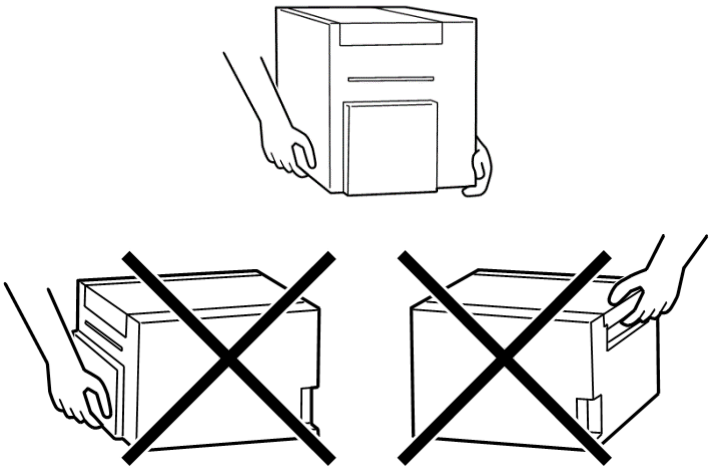
Step 4. Make sure the following items are included with the printer:

	
Card Catcher	Cleaning Roller
	
USB Cable	Power Cable

If any items are missing, please contact your supplier.

Caution • The Printer weighs approximately 19 kg (41.9 lbs). Use two people to lift it out of the shipping carton.

Step 5. Lift the Printer out of the carton by holding it with both hands



Step 6. Place the printer in a location that meets the following requirements:

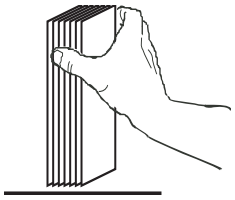
- A reasonably dust- and dirt-free environment.
- Flat surface that can support the weight of the printer; additional space preferred. Allow a 4-inch minimum clearance on all sides.
- AC power accessible.
- Refer to the Product Spec Sheet for additional operating characteristics.

Loading Cards

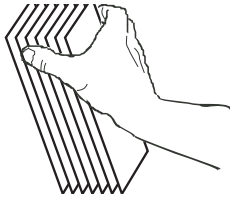
Caution • DO NOT bend cards or touch print surfaces as this can reduce print quality. The surface of the cards must remain clean and dust free. Always store cards in an enclosed container. Ideally, use cards as soon as possible after unwrapping.

Step 1. Remove the wrapping from the card stack.

Step 2. Holding the card stack by the sides (do not touch the print surfaces), hold it vertically against a flat surface such as a desktop. If the stack is too thick for your hand to hold it comfortably, use about half a stack at a time.



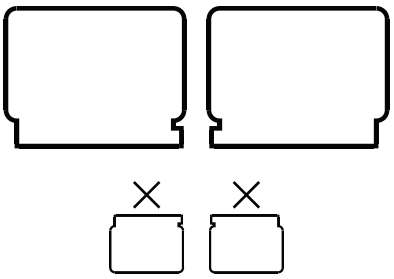
Step 3. Push the stack back and forth to an angle of about 45° from vertical, so as to separate all of the cards.

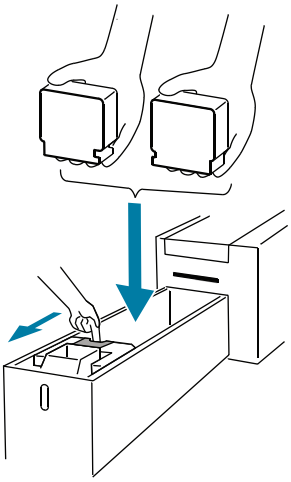


Note • Static charges and edge burrs from the card die-cutting process can render individual cards stuck together with significant adhesion force. These cards must be physically separated from each other before inserting into the feeder; if not separated, feeding or printing problems may occur.

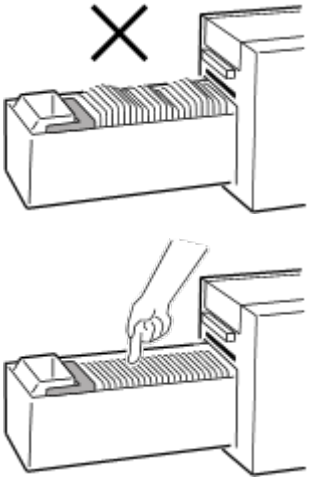
Step 4. Restore the card stack to its original squared-off condition. Open the card drawer.

Step 5. While pulling the pusher plate, place the cards into the card drawer with the tabbed side down.





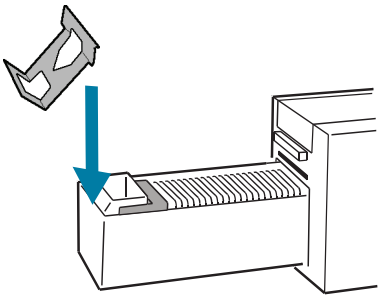
Step 6. Make sure the cards sit flat in the card drawer.



Installing the Card Catcher

Step 1. Open the card drawer.

Step 2. Install the card catcher onto the front edge of the card drawer.



Step 3. Close the card drawer.

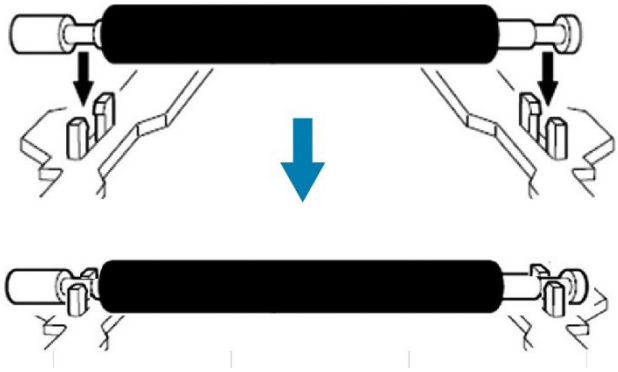
Installing the Cleaning Roller

Step 1. Open the top cover.

Important • The cleaning roller can only be installed in one direction: the longer barreled side of the cleaning roller goes to the left, and the shorter barreled side to the right. Do not force the cleaning roller into an incorrect position.

Step 3. Place the cleaning roller into the printer.

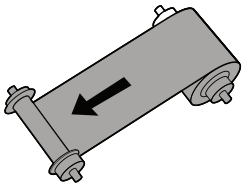
Step 4. Push the cleaning roller into place as shown until you hear an audible click.

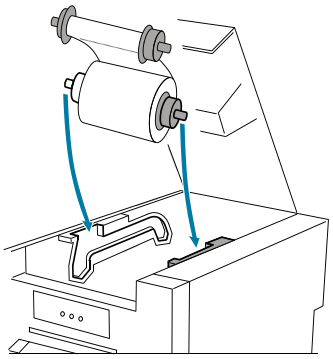


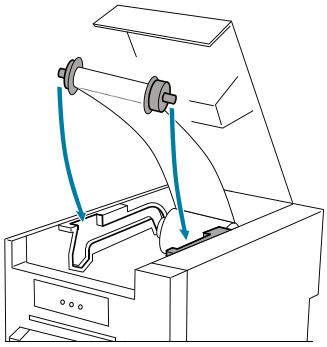
Installing the Print Ribbon

Step 1. Install the ribbon by sliding the supply spool into the guide rails and toward the rear of the printer.

Step 2. Slide the take-up spool into the guide rails and toward the front of the printer.







Step 3. Rotate the supply spool slightly to remove excess slack in the ribbon.

Step 4. Close the top cover.

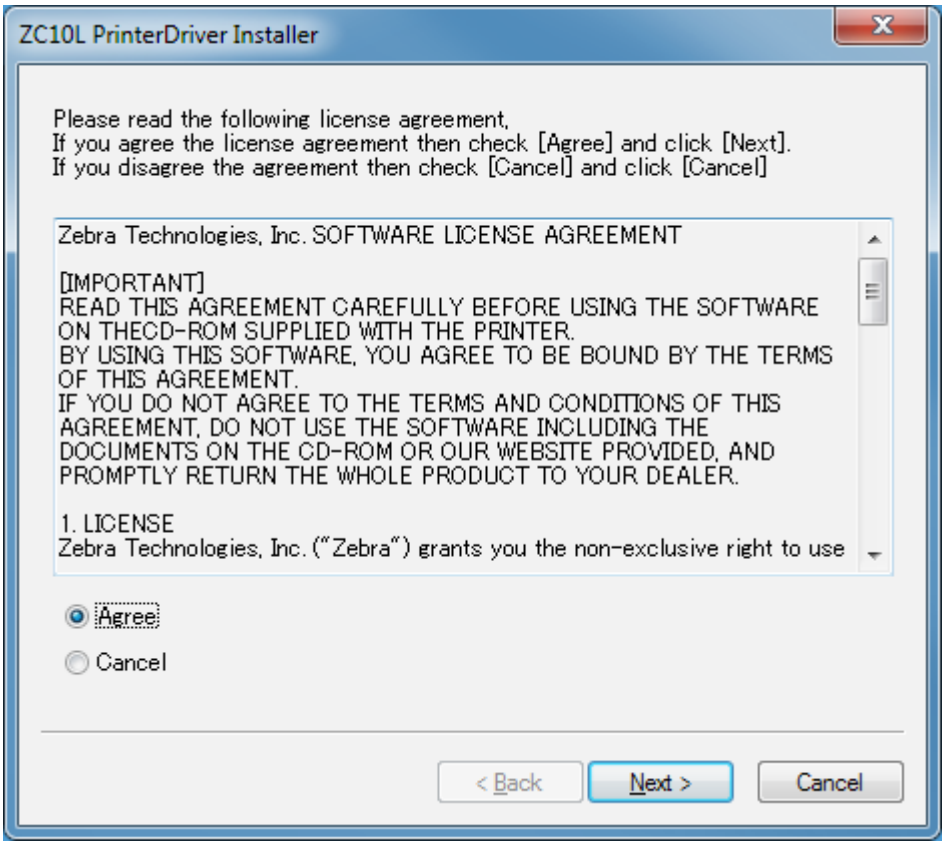
Note • If the ribbon should break, apply a piece of tape to connect the broken ends and advance the ribbon past the break point.

Windows Driver Installation

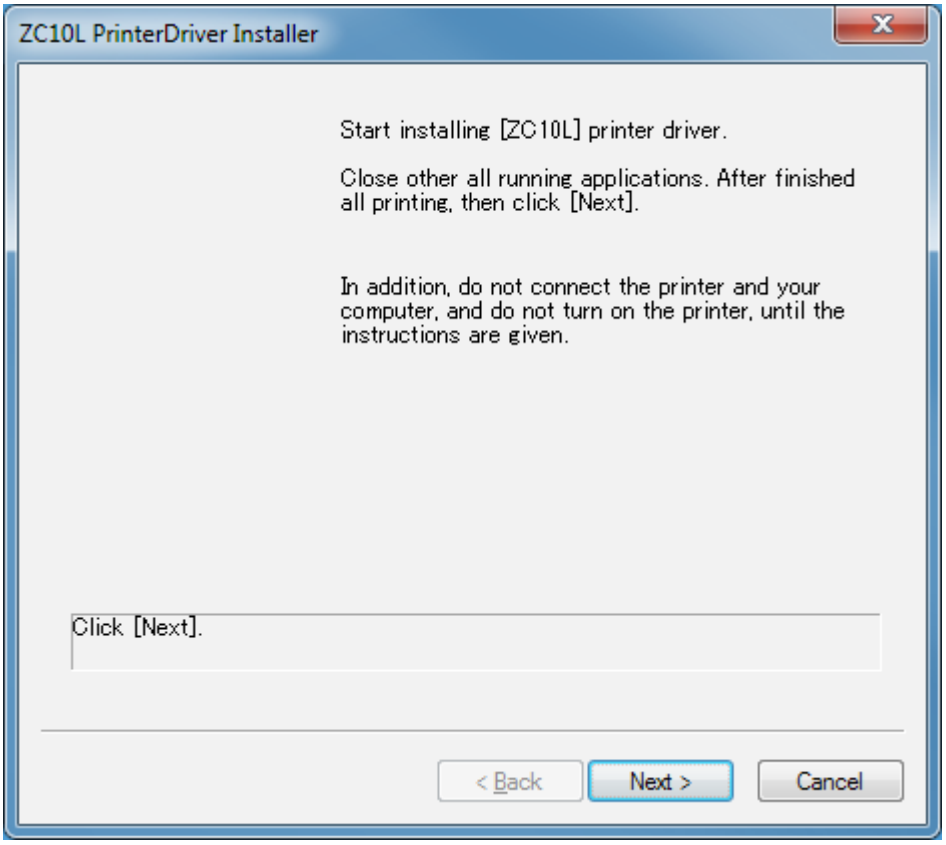
The Zebra ZC10L Microsoft Windows Printer Driver supports Windows 7, Windows 8, Windows 10, Windows Server 2008, and Windows Server 2012.

Step 1. Launch the printer Setup.

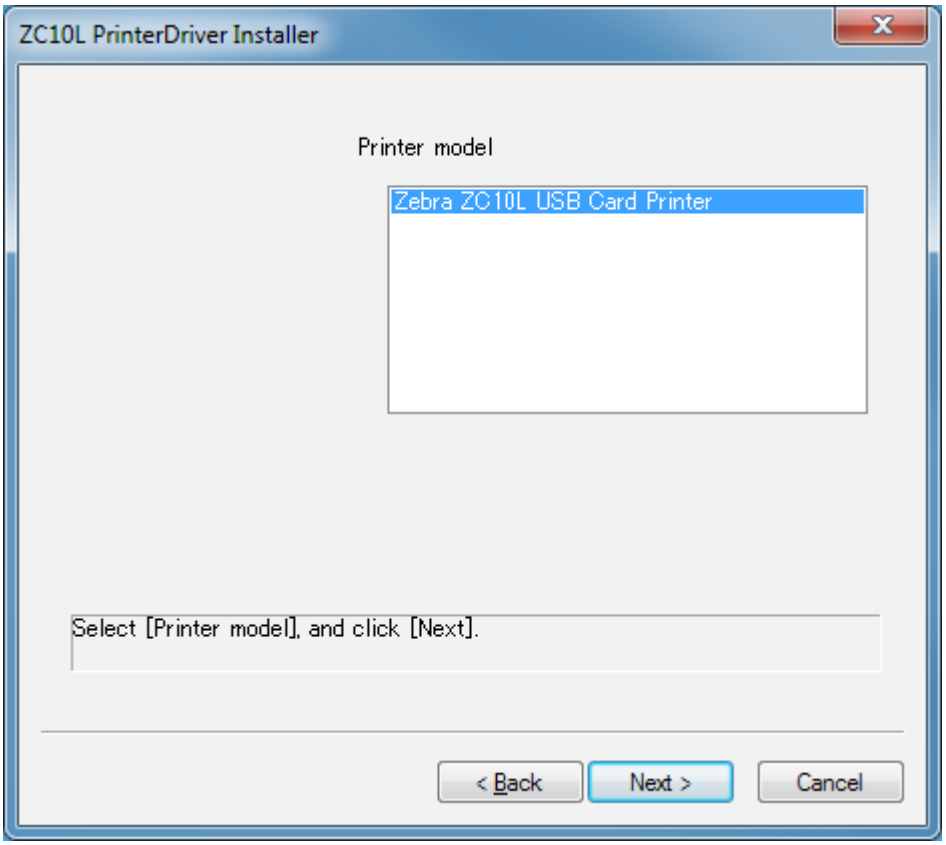
Step 2. At the Software License Agreement window, select the radio button next to **Agree** and click **Next**.



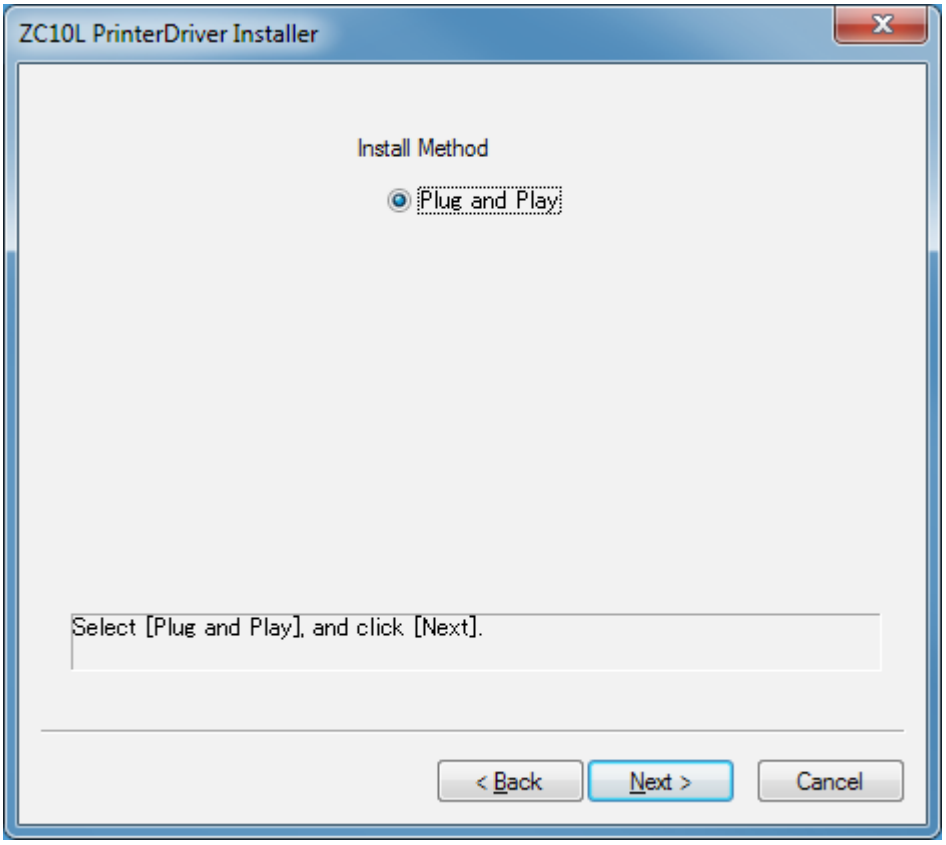
Step 3. Click **Next**.



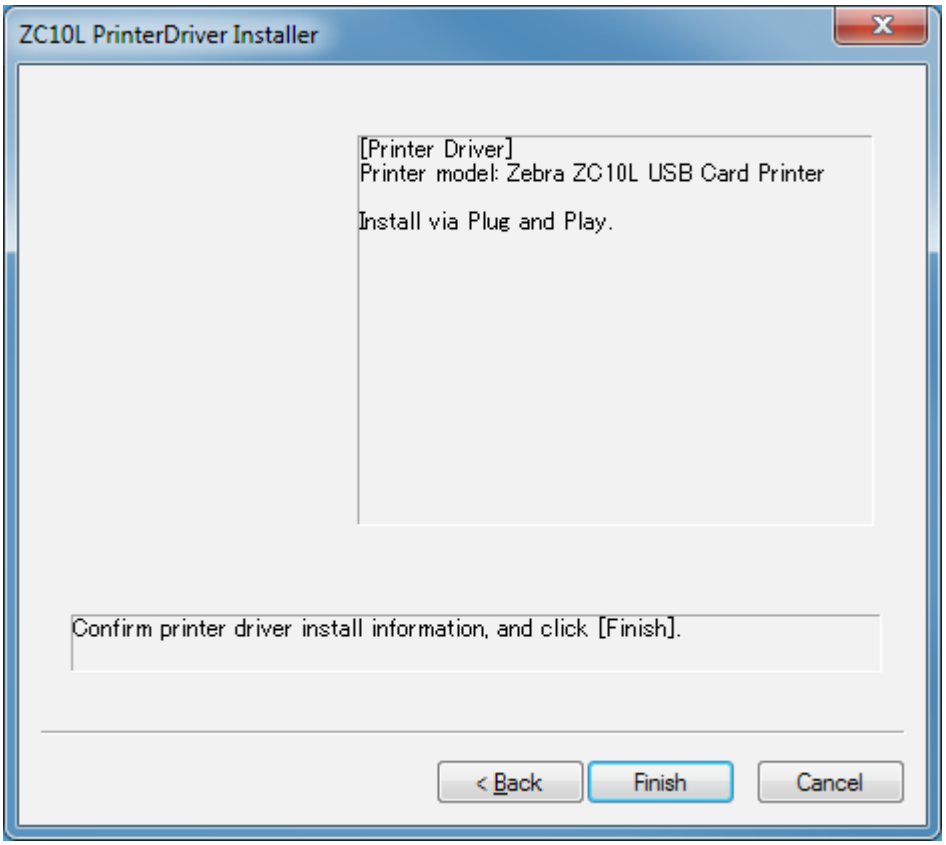
Step 4. Click **Next**.



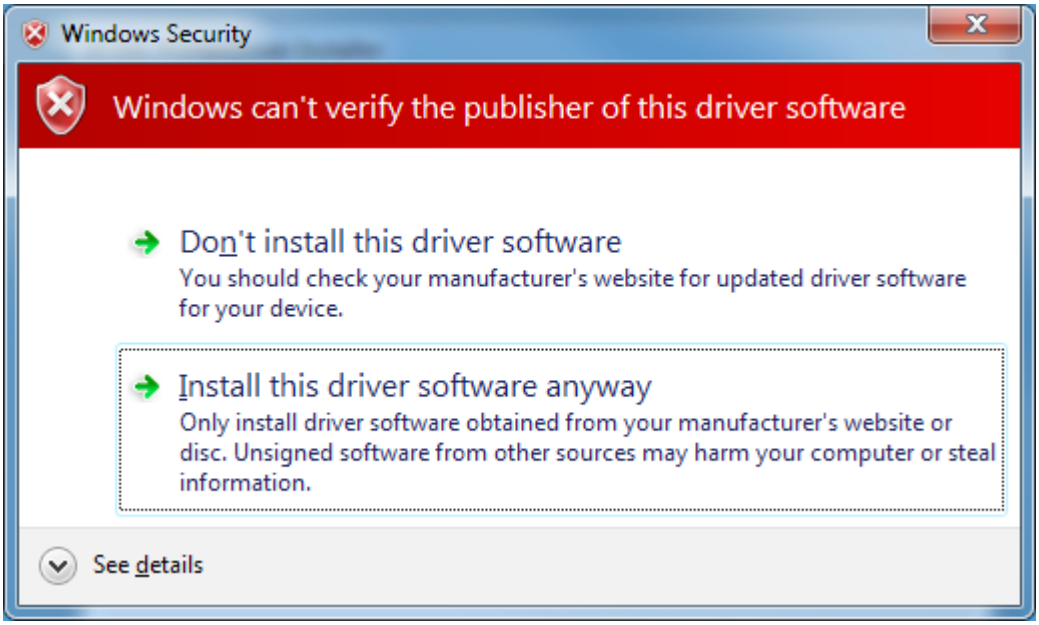
Step 5. Click **Next**.

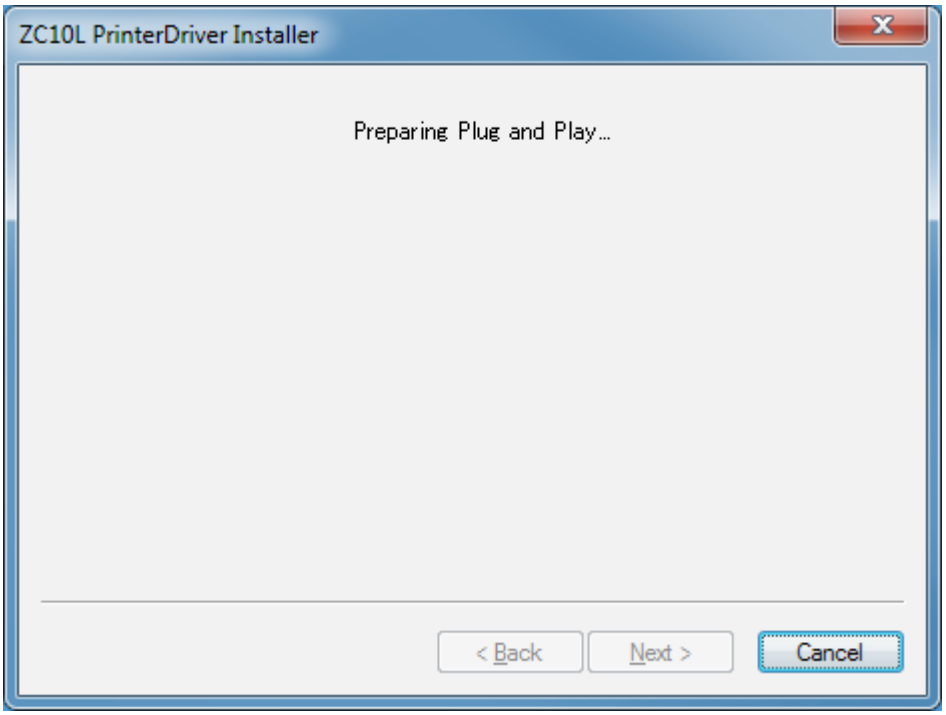


Step 6. Click **Finish**.



Step 7. Click **Install this driver software anyway**.

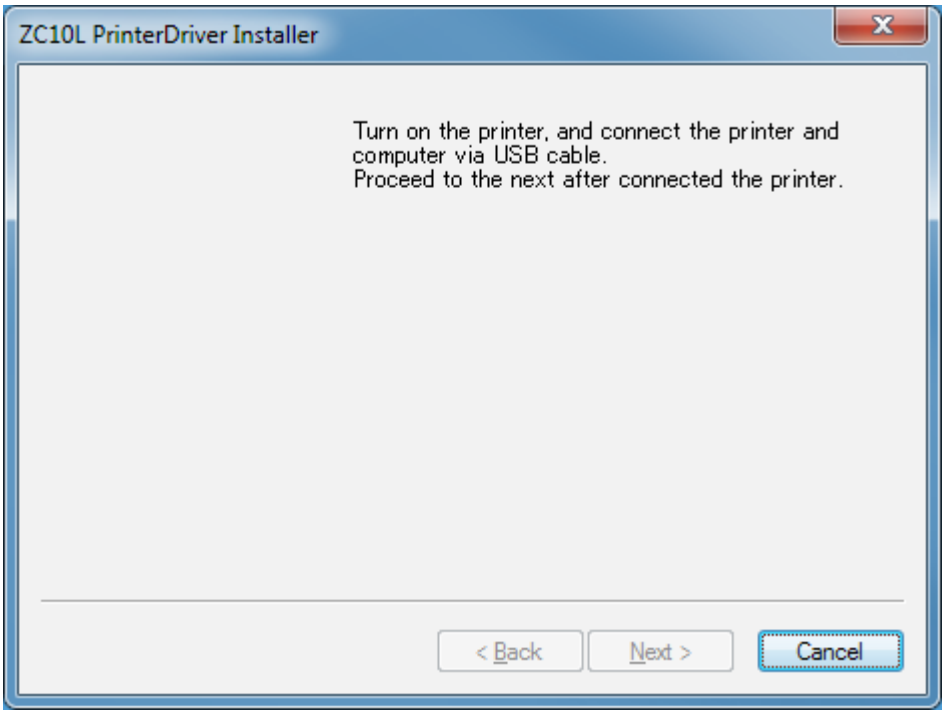




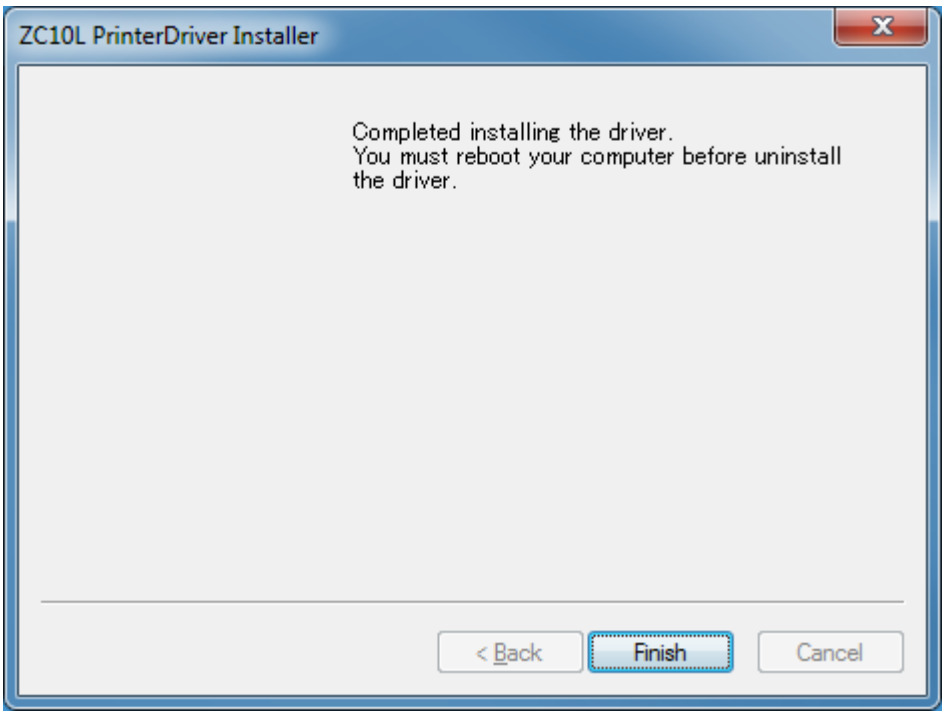
Step 8. Follow the on-screen instructions:

a. Turn on the printer.

b. Connect the USB cable. The driver will automatically detect the printer and continue the installation.



Step 9. Click **Finish**.

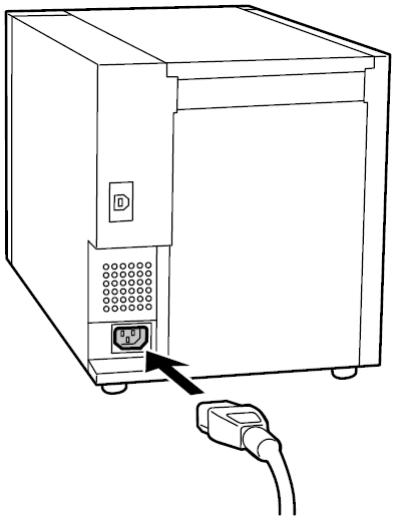


Connecting Power

Electric Shock • Limit AC power supplied to the Printer to 90V~264V, 48–62Hz. Limit excess current draw to 16 amps or less, using an associated circuit breaker or other such device. Never operate the Printer in a location where operator, computer, or printer can get wet. Personal injury could result.
The Printer must be connected to an earthed electrical power source and properly protected against electrical surges and grounding faults; the electrical reliability of the Printer is based on the reliability of the main power source and the earth connection.

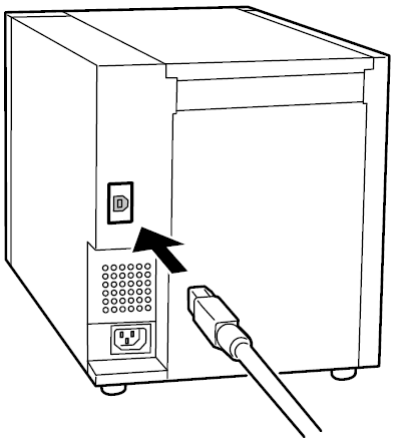
The Printer's power supply is an internal unit that can only be serviced or replaced by trained and authorized personnel

Step 1. Insert the power cable into the receptacle located on the rear of the printer.



Connecting USB

Step 1. Connect the device side of the USB cable into the receptacle located on the rear of the printer.



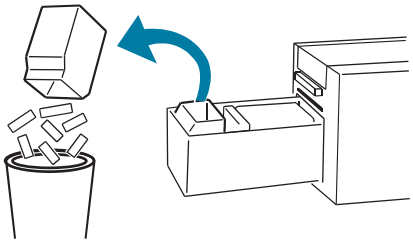
Note • Before turning the printer power on, install the USB Printer Driver (see "Windows Driver Installation" on page 9).

Note • Do not remove the USB cable during data transfer.

Tab Waste Bin

Step 1. Open the card drawer.

Step 2. Remove the waste bin and empty the contents into a trash receptacle.



Step 3. Replace the waste bin.

Step 4. Close the card drawer.

Maintenance

By using thermal transfer technology, daily maintenance is not necessary if the printer is being used properly. However, to maintain the best print quality, it is recommended that the printhead, platen roller, and cleaning roller be cleaned once in a month.

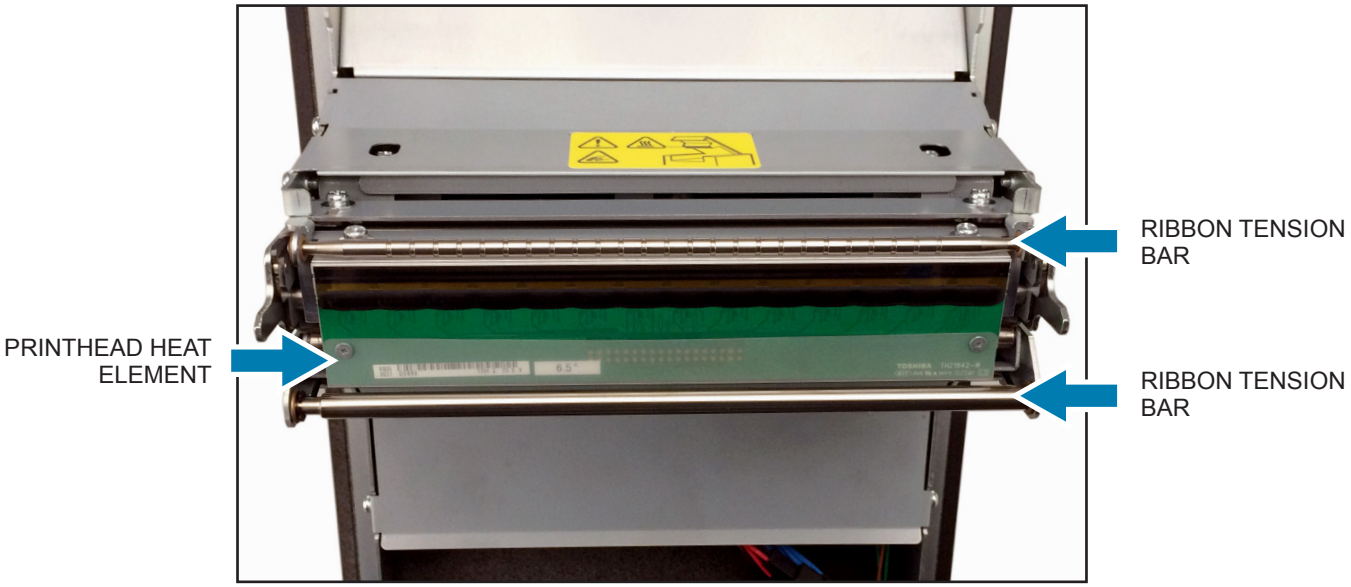
Cleaning the Printhead

Caution • The printhead is very hot just after printing—do not touch. Make sure that the printhead has cooled down before cleaning.

Caution • While performing any tasks near an open printhead, remove all rings, watches, hanging necklaces, identification badges, or other metallic objects that could touch the print head. You are not required to turn off the printer power when working near an open print head, but Zebra recommends it as a precaution.

Step 1. Open the top cover.

Step 2. Use a lint-free cloth and isopropyl or ethyl alcohol to clean the heat element of the printhead, and the ribbon tension bars.

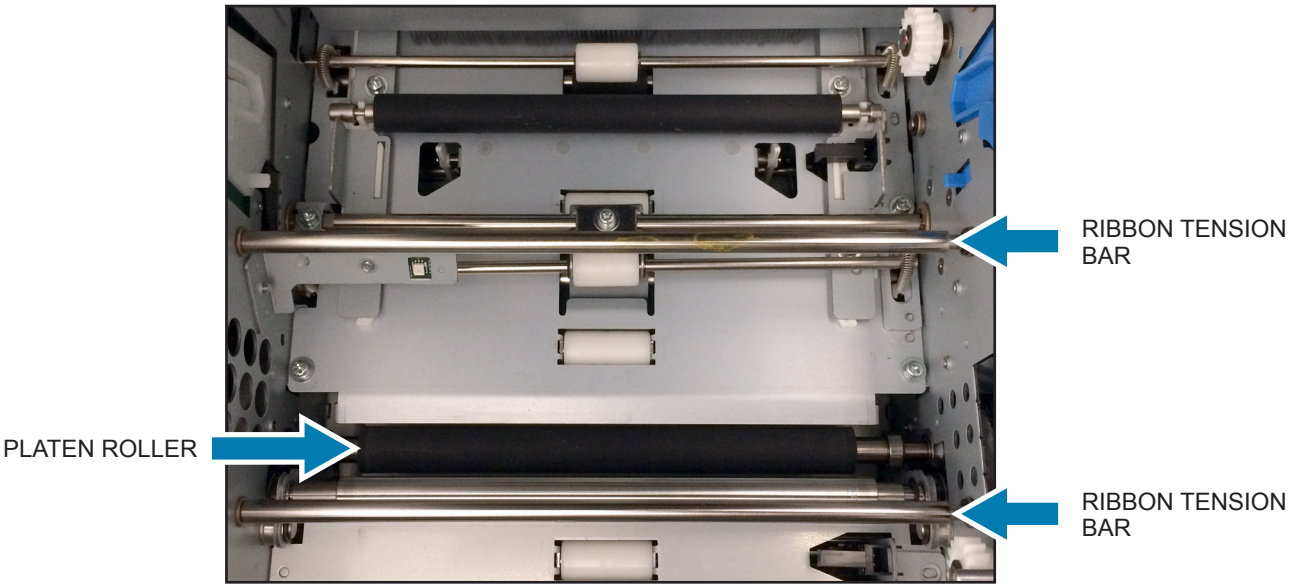


Cleaning the Platen

Step 1. Open the top cover.

Step 2. Remove the ribbon.

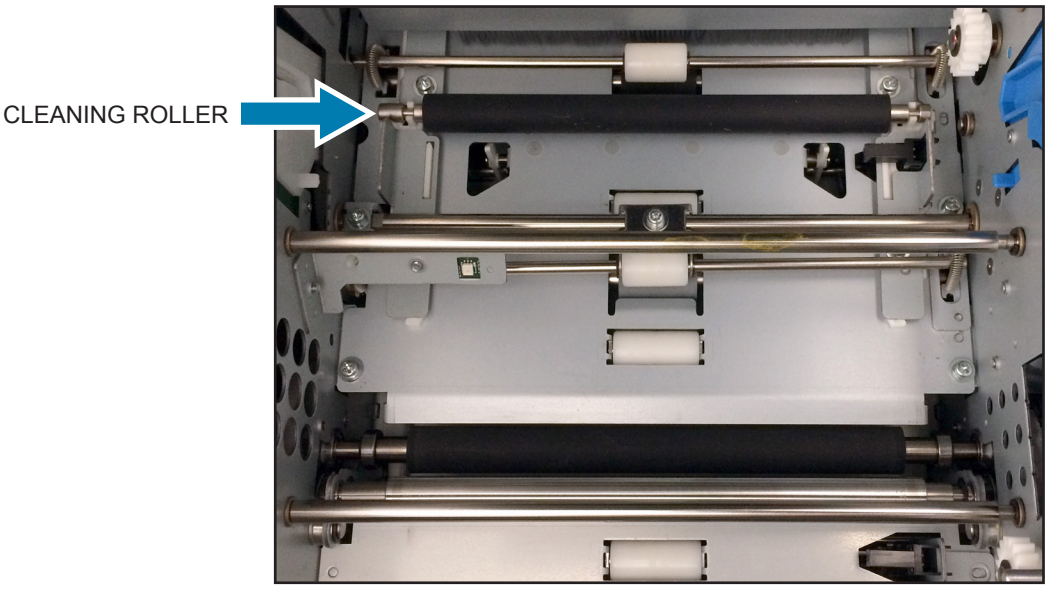
Step 3. Use a lint-free cloth and isopropyl or ethyl alcohol to clean the platen roller and the ribbon tension bars.



Cleaning the Cleaning Roller

Step 1. Remove the cleaning roller.

Step 2. Use a lint-free cloth and isopropyl or ethyl alcohol to clean the cleaning roller.



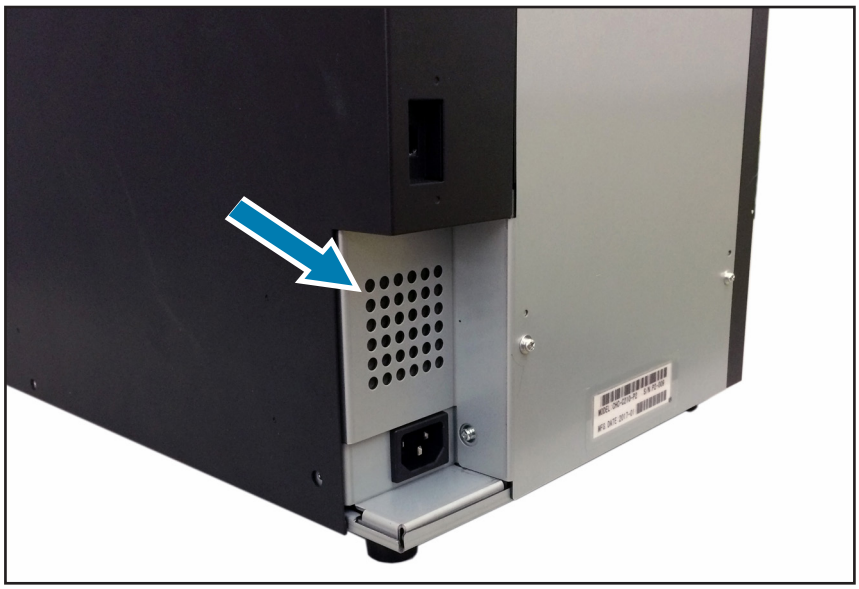
Step 3. Replace the cleaning roller (see “Installing the Cleaning Roller” on page 8).

Cleaning the Outer Cover

Wipe the outer surface of the printer with a soft cloth; a diluted neutral detergent can be used for stubborn areas.

Cleaning the Filters

If the dust collects on the openings, clean it with vacuum cleaner.



Transporting the Printer

Remove the print ribbon, cards, and cleaning roller from the printer before transporting. If any of these cannot be removed due to a fault, contact your Zebra representative.

Use the original packaging for transport. If the original packaging is unavailable, contact your Zebra representative.

Troubleshooting

Failure Symptoms

When detecting a failure symptom, check the printer using the following table.

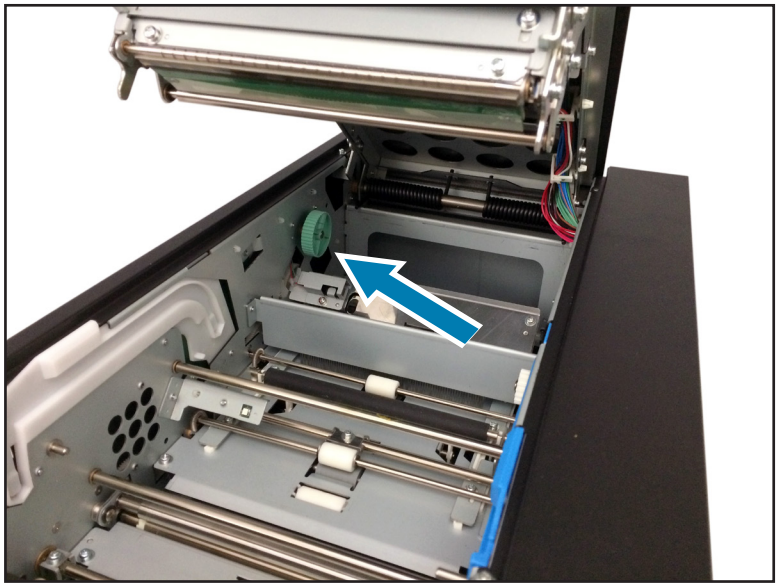
Symptom	Action
No power.	Check if the power cable is connected to the printer and the power source properly.
The computer does not recognize the printer.	Check if the USB cable is connected to the computer and the printer properly.
The printer does reach the ready state.	Make sure the card drawer and the top cover are closed. Check for card jam. Check printer status LEDs. If the printer is showing a card feed error, re-seat the cards.
The card drawer does not open or is jammed.	Make sure the printer is installed in a flat location. Make sure there are no obstructions to the card drawer.
White lines appear on the card print area.	The printhead may be dirty; clean the printhead. If the condition remains after cleaning, contact your Zebra representative.
Unprinted “spots” appear on the card print area.	The cleaning roller may be dirty; clean the cleaning roller. The printhead may be dirty; clean the printhead. If the condition remains after cleaning; contact your Zebra representative.

Card Jam

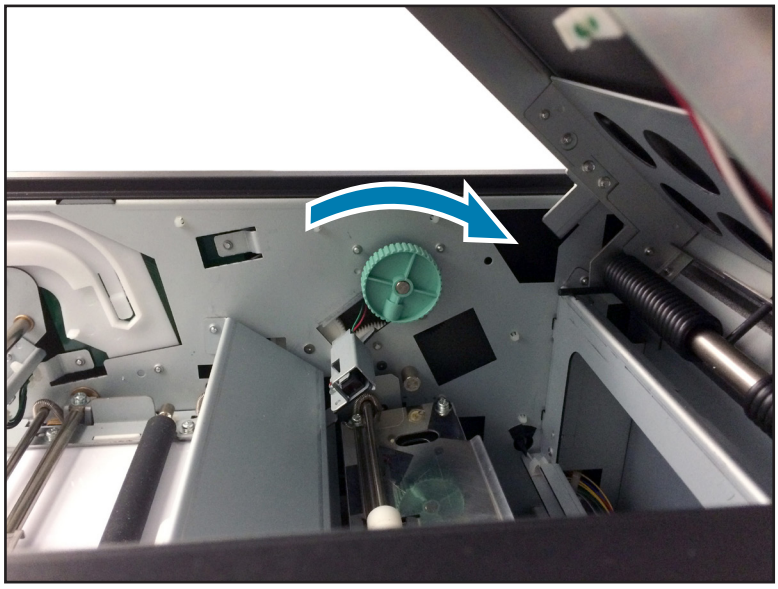
Step 1. Open the top cover, and remove the ribbon.

Step 2. A card can become jammed in one of several positions: at the rear of the printer in the card flipper; along the print path toward the rear, middle, or front; or protruding slightly from the exit slot. In any case the procedure is the same.

Step 3. Locate the green manual (arrow below) advance wheel on the inside of the printer; it is located toward the rear on the left side.



Step 4. Turn the manual advance wheel clockwise until the card stops.



Step 5. Carefully remove the card.

Power Supply Interrupted during Printing

Step 1. Set the printer power switch to the off position.

Step 2. Wait for the power to be restored.

Step 3. Wait a few seconds and turn the printer on.

If a batch print was in progress before the power interruption, some cards may need to be reprinted.