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› GETPARTS Zebra ZQ220 Mobile Thermal Label Printer User Manual

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Model: ZQ220

INTRODUCTION

This manual provides comprehensive instructions for the safe and efficient operation of your GETPARTS Zebra ZQ220 Mobile Thermal Label Printer. The ZQ220 is a compact and lightweight mobile thermal printer designed for on-the-go printing of labels and receipts. It features both Bluetooth and USB connectivity, a 203 DPI print resolution, and a 72mm print width. Please read this manual thoroughly before using the device to ensure proper setup, operation, and maintenance.

WHAT'S IN THE BOX

Upon unpacking, please verify that all the following items are included:

- 1x Zebra ZQ220 Mobile Thermal Printer (Bluetooth + USB, 72mm Print)
- Printhead (integrated)
- User Manual (this document)
- Power Adapter (typically included, though not explicitly listed as separate item in provided data, assumed for operation)
- USB Cable (typically included, assumed for operation)



Figure 1: The Zebra ZQ220 Mobile Thermal Label Printer as packaged in its retail box.

SETUP

1. Charging the Printer

1. Connect the power adapter to the printer's charging port.
2. Plug the power adapter into a standard electrical outlet.
3. Allow the printer to charge fully before initial use. The charging indicator light will typically change color or turn off when charging is complete.

2. Loading Thermal Paper

1. Ensure the printer is powered off.
2. Locate the cover release latch on the side of the printer and open the top cover.



Figure 2: Top view of the ZQ220 printer with the cover open, showing the internal paper compartment.

3. Insert a roll of thermal paper into the compartment, ensuring the leading edge feeds smoothly towards the print mechanism. The paper should unroll from the bottom of the roll.



Figure 3: The ZQ220 printer with a roll of thermal paper correctly loaded into the compartment.

4. Pull a small amount of paper past the print head and close the top cover firmly until it latches.

3. Connecting to a Device

The ZQ220 supports both Bluetooth and USB connectivity.

USB Connection:

1. Connect one end of the USB cable to the printer's USB port.
2. Connect the other end of the USB cable to your computer or host device.
3. Install the necessary printer drivers on your computer if prompted. Drivers are typically available from the manufacturer's website.

Bluetooth Connection:

1. Ensure Bluetooth is enabled on your host device (e.g., smartphone, tablet, or computer).

2. Power on the ZQ220 printer.
3. On your host device, search for available Bluetooth devices. The printer should appear as "ZQ220" or a similar identifier.
4. Select the printer and pair it. You may be prompted to enter a PIN (default is usually "0000" or "1234").
5. Once paired, the printer is ready for use with compatible applications.

OPERATING INSTRUCTIONS

1. Powering On/Off

- **To Power On:** Press and hold the power button (usually marked with a circle and a vertical line) until the LCD screen illuminates.
- **To Power Off:** Press and hold the power button until the LCD screen turns off.



Figure 4: Front view of the ZQ220 printer, highlighting the control buttons and LCD display.

2. Basic Printing

1. Ensure the printer is powered on and connected to your host device (via USB or Bluetooth).
2. Open the application on your host device from which you wish to print (e.g., a label design software, POS application).
3. Select the print option within the application.
4. Choose the "Zebra ZQ220" as your printer.
5. Adjust any print settings (e.g., label size, quantity) as required by your application.
6. Initiate the print job. The printer will feed the paper and print the content.

3. Using the Control Panel

The ZQ220 features an LCD display and three control buttons for basic operations and status checks:

- **Power Button:** Powers the printer on/off.
- **Feed Button:** Advances the paper by one line or one label.
- **Settings/Menu Button:** Accesses printer settings and status information on the LCD display. Use this button to navigate through menu options.

MAINTENANCE

1. Cleaning the Print Head

Regular cleaning of the print head ensures optimal print quality and extends the life of your printer.

1. Power off the printer and disconnect it from any power source.
2. Open the top cover to expose the print head.



Figure 5: Close-up of the ZQ220 print roller and mechanism, which should be kept clean.

3. Using a cotton swab lightly dampened with isopropyl alcohol (70% or higher), gently wipe across the print head surface. Avoid touching the print head with bare hands.
4. Allow the print head to dry completely (approximately 1-2 minutes) before closing the cover and powering on the printer.

2. Replacing Thermal Paper

When the paper roll is depleted, follow the steps outlined in the "Loading Thermal Paper" section under Setup.

3. Battery Care

- To maximize battery life, avoid fully discharging the battery frequently.
- Store the printer in a cool, dry place when not in use for extended periods.
- If the printer will not be used for a long time, charge the battery to approximately 50% before storage.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Printer not powering on	Low or depleted battery; Power button not pressed correctly	Charge the printer fully. Ensure the power button is pressed and held until the LCD illuminates.
No print output	No paper loaded; Paper loaded incorrectly; Connectivity issue; Printer offline	Load paper correctly (refer to Setup section). Verify USB or Bluetooth connection. Check printer status on host device. Power cycle the printer.
Poor print quality (faint, lines, gaps)	Dirty print head; Low quality thermal paper; Print head damage	Clean the print head (refer to Maintenance section). Use recommended thermal paper. If problem persists, contact support.
Bluetooth connection fails	Printer not in pairing mode; Incorrect PIN; Interference; Bluetooth disabled on host device	Ensure printer is discoverable. Re-enter PIN. Move closer to printer. Enable Bluetooth on host device.
Printer not recognized by computer (USB)	Missing or incorrect drivers; Faulty USB cable; USB port issue	Install or update printer drivers. Try a different USB cable or port. Restart computer and printer.

SPECIFICATIONS

Model Name	ZQ220
Brand	GETPARTS
Printing Technology	Thermal
Printer Output	Monochrome
Maximum Print Resolution	203 DPI (Dots Per Inch)
Maximum Print Width	72 mm (2.83 inches)
Connectivity Technology	Bluetooth, USB
Compatible Devices	PC (and other devices via Bluetooth)
Control Method	Push Button, Touch (via LCD)
Item Weight	8 ounces (0.5 Pounds)
Power Consumption	25 Watts (On-mode)
Included Components	Printhead (integrated)
UPC	755225298908

WARRANTY AND SUPPORT

GETPARTS offers a 30-Day Money Back guarantee for this printer. Customers can return the product for a refund if not satisfied for any reason.

For any product-related issues, technical assistance, or warranty claims, please contact GETPARTS customer support directly. Prompt assistance will be provided to resolve any concerns.

You can visit the [GETPARTS Store on Amazon](#) for more information or to contact support.

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