Bravo Printer Installation for the Zebra TLP 2824 PLUS (ZPL)

Prerequisites for printer install

WARNING!! These install steps are only compatible with the Zebra TLP 2824 PLUS (ZPL) Product ID 2829-101510-000 Ver.2014

Before you being installing printers you will need to make that your internal network configuration is also set up correctly. As a brief over view follow the following steps. These steps are designed to be for a small to medium sized stores.

1. Obtain a modem from your Internet Service Provider (ISP)
2. Obtain a Router. Standard Linksys, NetGear, or Cisco small business Routers are preferred.
3. Obtain an 8, 16, or 24 port switch depending on the size of your store. 16 Port switches are best for stores with 3 workstations.
4. Connect the Modem into the router's WAN port. This will be a standalone port.
5. Then Connect the Router to the switch. This can be done by putting an Ethernet cable into port 1 of the router to port 1 of the switch.
6. Connect all Bravo workstations and Bravo printers into the switch via Ethernet cables. This could require the store to request the help of a certified network technician to run Ethernet cables from the switch to the device.
    a. Most Business networks today use switches to connect computers, printers, and servers within their building. A switch serves as a controller, enabling networked devices to talk to each other efficiently. Through information sharing and resource allocation, switches save businesses money and resources and increase employs productivity.
    b. A switch will work right out of the box and does not require additional configuration. Switches create the network, while routers connect you to the internet. The switch is responsible for forwarding necessary data to the correct devices. Managing the network, and routers act like a dispatcher choosing the best path for information to travel so it's received quickly.

Installing the Zebra Printers

1. We must start by acquiring the IP address for the Zebra printers. The following lists the possible ways to obtain the IP addresses from the printer.

a. Power on the printer after you have connected it to the switch and print a status page. To print a status page hold down the FEED button until you see 1 flash and release. If done properly a status page will print and you will find the IP Address on the second label from the top. NOTE: You will only be able to see the IP address on regular labels. The IP Address will not appear if you are using the jewelry tag labels. If you do not see an IP Address, and instead you see 0.0.0.0 then the printer did not obtain an IP address. You will then need to do a network reset on the zebra printer to try and obtain a DHCP IP Address. Please refer to the troubleshooting portion of this document to learn how to do a network reset.

b. You can log into your router and view all the connected network devices and look for the ZDesigner Devices in that list. They will be show you're IP Addresses.

2. Once you have found the IP Addresses for the printers you will then need to create a Port for the printers. You can do this by running the Bravo Zebra Installer.exe file that you can download from the following URL.
https://drive.google.com/file/d/0ByH553oh6bkAeDBCbE9LZk9iYjg/view?usp=sharing

3. Once you run that file an extractor will open and extract all the necessary files you will need to install your printer, followed by the initial printer installation program. A prompt will open asking if you would like the following program to make changes to your computer. Click yes, the printer installation window will then appear.

4. The install window opens, click NEXT to proceed in the install. When the installation options appear click "INSTALL PRINTER". The next screen you will have to select the printer. The ZDesigner TLP 2824(ZPL) should be automatically selected. Click next and if a printer has already been installed a question window will appear. If the window does not appear then this is the first time you are installing a zebra printer; if not then proceed to step 4b.

a. Select "ADD NEW PRINTER" to be taken to the next screen.

b. You will then be prompted to enter the Printer name and to create the communications port for the printer. Type "Labels" for the regular GM label printer and "ATags" for the jewelry label printer; **these names are case sensitive**.

c. Click "ADD PORT" to create a port for the printer. If a window open stating "THE DRIVER IS LOCKED BY ANOTHER PROCESS" click next. The ADVANCED TCP/IP PORT CONFIGURATION window will appear. For the Name enter the name of the printer you are installing (Labels or ATags). Then enter in the printers IP Address. Click OK to continue.

5. Click Next to be directed to the ADDITIONAL INSTALL OPTIONS screen. Deselect the two check boxes that will prompt you to install the font downloader and the zebra status monitor programs.

6. Click FINISH to complete the install. If the install lags or looks like it might not be working, give it a minute and it should continue.

7. After the install completes then navigate to your Devices and Printers options inside your control panel.

8. Find the Labels or ATags printer in the list, then right click on the printer. Click on Printing Preferences. A window will then open.

a. Click on the IMPORT/EXPORT SETTINGS tab.
b. Click on the IMPORT button
c. Navigate to C:\Bravo Printer Settings.
d. Select either the ATags.drs or Labels.drs files depending on the printer you are installing. This will import all the settings that you will need your label printers to be at to work properly with Bravo. Click Open and the settings will be applied to your printer.

9. You can now log into Bravo, navigate to inventory management and begin testing your label printer by printing Bravo labels.

Troubleshooting the Zebra TLP 2824 (ZPL)

1. The Labels don't print exactly on the labels or start to drift down on the labels.
   a. The Printer needs to be calibrated. We can do a soft calibration or a physical calibration.
      i. To perform a soft calibration navigate to your devices and printers inside of your control panel in windows. Right click on the label printer and select PRINTING PREFERENCES. Then select the TOOLS tab, followed by selecting the action called CALIBRATE MEDIA and click the SEND button below. Your printer will then begin printing a few blank labels. Then tap the feel button and one blank label will feed.
      ii. To perform a physical calibration go to the printer and begin holding down the feed button. The printer will then begin to make a series of progressive flashes. The flashes will represent numbers in a sequence. It will go one, then one two, then one two three, then one two three four. Continue until you see the seventh (7th) progressive flash and immediately release. The printer will then start printing media tests to detect the set media type, media length, and adjust the media sensors to for optimal performance. When the printer has finished the test prints, tap the feed button one more time. A blank label will then be feed out.
2. My Printer is not obtaining an IP Address. When I print the status page all I see is 0.0.0.0 or an IP Address that does not match the DHCP settings of my internal network configuration.
   a. The Printer needs a network reset or a factory reset done to release the current IP parameters and obtain a new DHCP IP Address. This can be done 1 of two ways.
      i. Hold down the feed hold down the feed button. The printer will then begin to make a series of progressive flashes. The flashes will represent numbers in a sequence. It will go one, then one two, then one two three, then one two three four. Continue until you see the fourth (4th) progressive flash and immediately release. This will put the printer into the factory default mode. Once the printer has entered the Factory Default mode, the status light will turn amber for three (3) seconds.

During that time you may do two things: Do nothing and the printer will reset the factory defaults automatically as described above OR press and hold the feed button to enter a factory default reset modes for printers with a network printer option. Releasing the button after the first flash resets the network factory options only. Releasing the button after the second flash sequence (two flashes) will reset the printer defaults only. Releasing the button after the third flash sequence (three flashes) will reset both the printer and network settings.

    ii. You can also use the printer's reset button. This button is located underneath the power switch inside a small divot. You will need to find a paper clip and extend it out so that you can push the reset button. The printer's reset button can restore the printer or network (the internal print server) to factory default configuration. By pressing and holding the reset button for one (1) or more seconds, the printer will enter a reset sequence and the status light will begin blinking every second until released. Releasing the button at the appropriate time tells the printer which reset function to perform. If you hold the reset button for 1-5 seconds printer shall perform a factory default reset. Upon completion of the factory default reset the printer shall automatically print a configuration label and a network label (if present). If you hold the reset button for 6-10 seconds the printer shall drop connection to the network and a network factory default reset shall occur. Upon completion of the network default reset the printer shall automatically print a configuration label and a network label. If no Ethernet is installed in the printer the printer shall perform no action if the button is pressed 5 or more seconds. If you hold the reset button for 10 or more seconds the printer exits the reset factory defaults function without resetting the printer or changing the printer settings to the factory defaults. In order to reset the printer and network using the reset button, you must perform two separate reset actions: a printer reset (press and hold the button 1-5 seconds) and a network reset (press and hold the button 6-10 seconds).

3. The Light on the printer is solid red or flashing red and will not print!
   a. If the light is a solid amber color or red then this means that the printer's status is STOPPED.
      i. Power the printer off for 30 seconds, then power it back on.
      ii. The printer is out of labels, load more of the correct labels into the printer.
      iii. The printer is open, close the printer.
4. The printer is doing a double green flash and will not print!
   a. The printer is paused
      i. Press the Feed button to resume printing.
5. The printer is flashing green and red and will not print!
   a. The printer starts to alternately flash Green and Red or Red, Red, Green.
      i. The printer needs service, contact zebra tech support.
   b. The printer starts to alternately flash Red, Amber, and Green.

i. The printer is defragging the memory. **Do Not Turn The Printer Off!** Wait till it is done. Defragmentation is a normal operation of the printer – necessary to manage the memory space for optimal use. The printer will defragment its memory both after a factory default and when the printer detects that a defragment is required. When the printer is in this condition, allow it to finish defragmenting. If this warning occurs frequently, check the label formats. Formats that frequently and repeatedly write to and erase from memory my cause the printer to defragment often. Using formats that avoid frequent and repeated memory write/erase event will minimize the need for defragmentation.

6. There is nothing appearing on the label when I print a tag!
   a. The media may not be direct thermal media when printing without ribbon (i.e. thermal transfer)
      i. Purchase the correct labels.
7. The label is only printing half of the label correctly. The label only shows up on the left or right sides.
   a. The thermal transfer unit of the printer could be damaged.
      i. Contact Zebra's Technical support.
   b. There could be a label suck inside on the thermal transfer unit.
      i. Open the printer and see if there is a rouge label in the way of the thermal transfer unit. Remove the rouge label and try and print again.

AFTER COMPLETING ALL OF THE ABOVE STEPS YOU STILL NEED ASSISTANCE WITH SETTING UP YOUR PRINTERS PLEASE CONTACT BRAVO STORE SYSTEMS SUPPORT.

1. Network Access
2. Static IP Addresses or a network with DHCP enabled and access to add exceptions.
   a. 1 Static for ATags Printer – see your network administrator for address
   b. 1 Static for Labels printer – see your network administrator for address
   c. 1 Static for Reports printer – see your network administrator for address
   d. 1 Static for PawnTickets printer – see your network administrator for address
3. Zebra Drivers – a link and information has been provided below
   a. NOTE: Do not install the full driver set from the provided disk from Zebra use the drive listed below.
   b. http://www.zebra.com/id/zebra/na/en/index/drivers_downloads.html
      i. On the left side of the page you will see a dropdown that you can use to pick your device. The current device supported for bravo ATags and Labels are as follows
         1. Zebra TLP-2824Plus (ATags & Labels)
      ii. The Drive that is currently certified and support by Bravo Store Systems is the following.

ZebraDesigner-Driver-32_64-bit-Windows-Certified	v2.6.63.12	8 MB	Windows 2000, Windows 2003, Windows XP, Windows Vista, Windows 7, Windows 2008	27 Sep 2011

4. HP Drivers - a link and information has been provided bellow
   The following example is for HP2035n Printer
   a. http://h20000.www2.hp.com/bizsupport/TechSupport/SoftwareIndex.jsp?lang=en&cc=us&prodNameId=3662049&prodTypeId=18972&prodSeriesId=3662025&swLang=8&taskId=135&swEnvOID=4063

   b. Below is the current driver support by Bravo Store Systems for the example printer

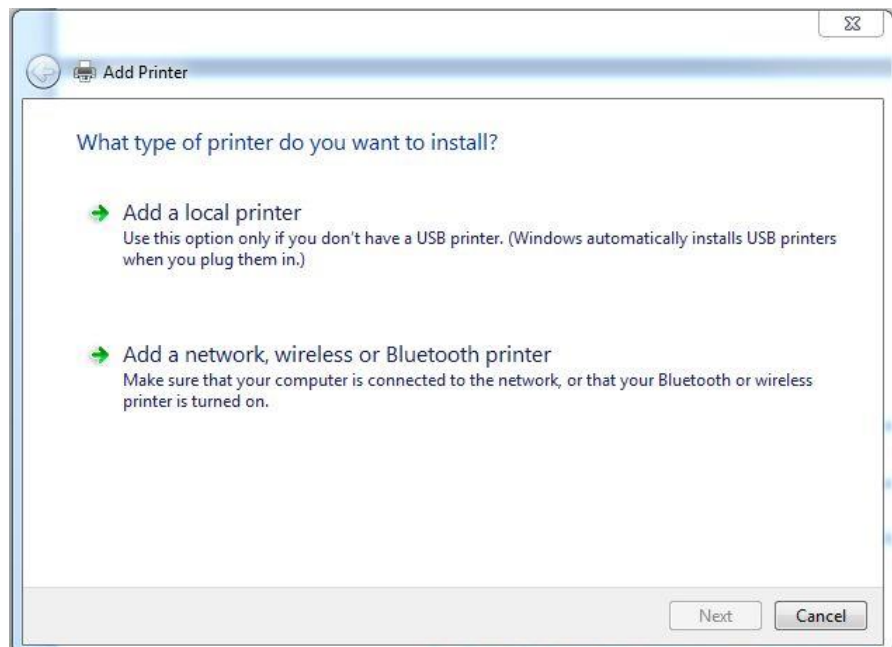| Description	Current version	Size (MB)	Estimated download time	Previous version	
HP LaserJet P2035 and P2035n GDI Plug and Play Package	20080825 25 Aug 2008	5.8	56K: 14m 512K: 1m		

Version Update: 1/1/14

SPECIAL NOTE BEFORE CONTINUING
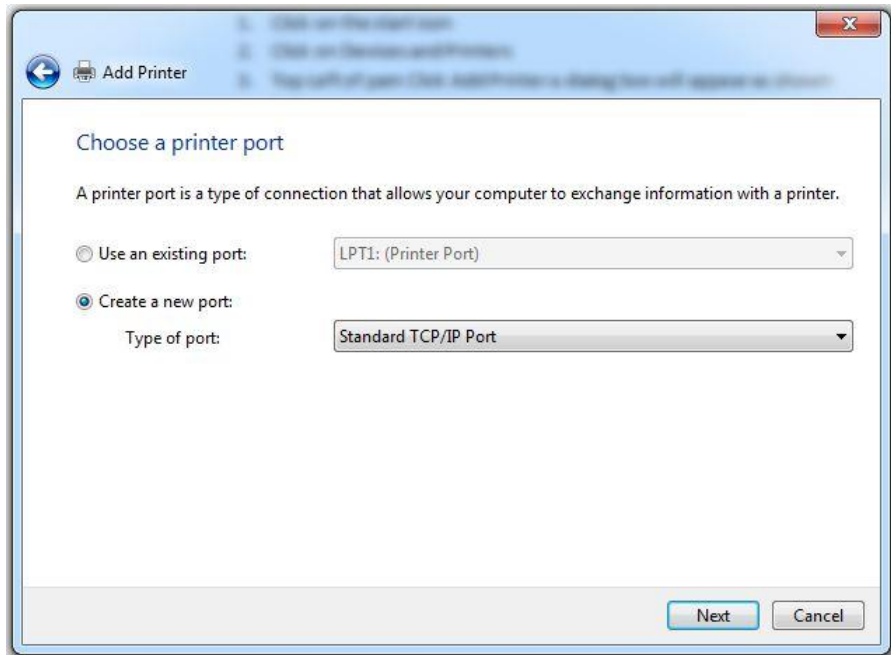Have all drivers downloaded on either a network share/CDROM or USB Thumb Drive before continuing to the next steps.

Zebra Printer Install Information

This installation will work for both **ATags and Labels** the only difference is the media setup which is located at the end of the general install information.
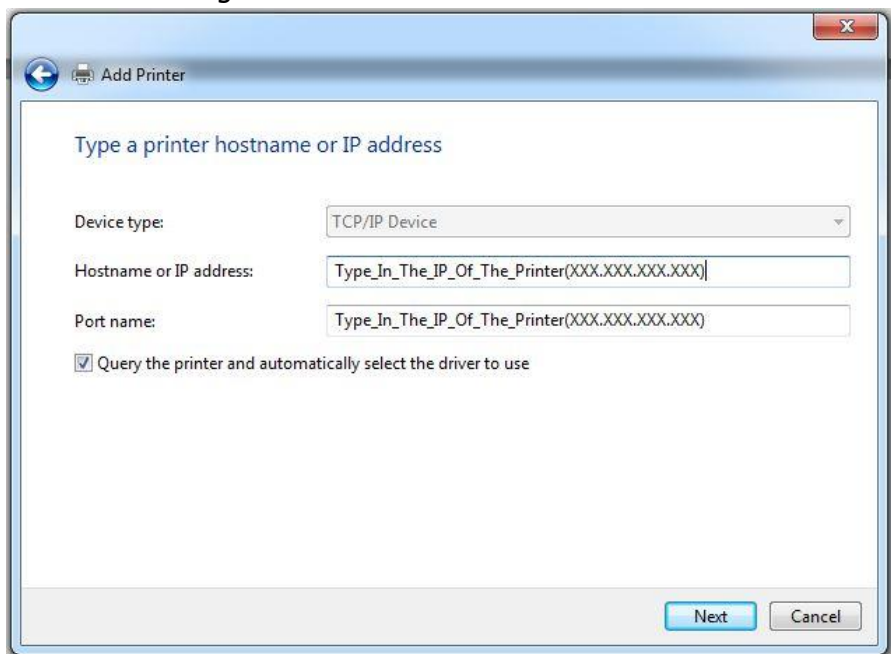
1. Unbox the ATags or Labels printer
2. Power up Printer
   a. Power switch is located on the right hand side of the printer
3. Attach printer to network
   a. If network has DHCP enabled wait for printer to full power up and a green light will mean printer is active and ready.
   b. If you don't have DHCP enabled on your network contact your Network Administrator before continuing.
   c. You can hold down the GREEN BUTTON until the printer produces a test page that will contain the IP address assigned to the printer.
4. Go to the first Bravo workstation that you have installed the driver on and follow the current steps.
   1. Click on the start icon
   2. Click on Devices and Printers
   3. Top Left of pain Click Add Printer a dialog box will appear as shown below

4. Click Add Local Printer and the dialog box will change as seen below

5. After choosing the standard TCP/IP Port you will need to enter in the IP address of the printer this will be the address provided by the printer if you are using DHCP if you are not you will need to contact your network administrator and obtain the correct address before continuing.
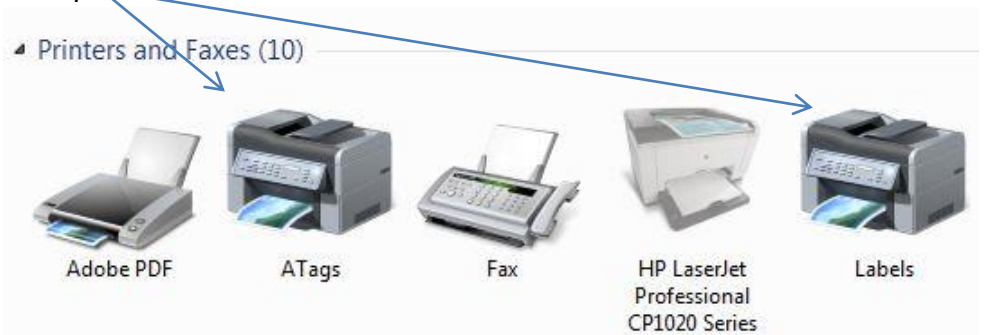

6. After you enter the IP information you will be presented with a windows that informs you that your IP printer port has been added as a Generic Network Card

7. Click next and you will be presented with a window that will allow you to pick the driver for your printer (Zebra TLP-2824 Plus) follow the prompts and click finish when done.

8. Your printer is now installed and will be in the devices and printers panel please go to the devices and printers control panel now you should see a list of printer and the printer you just created example below.
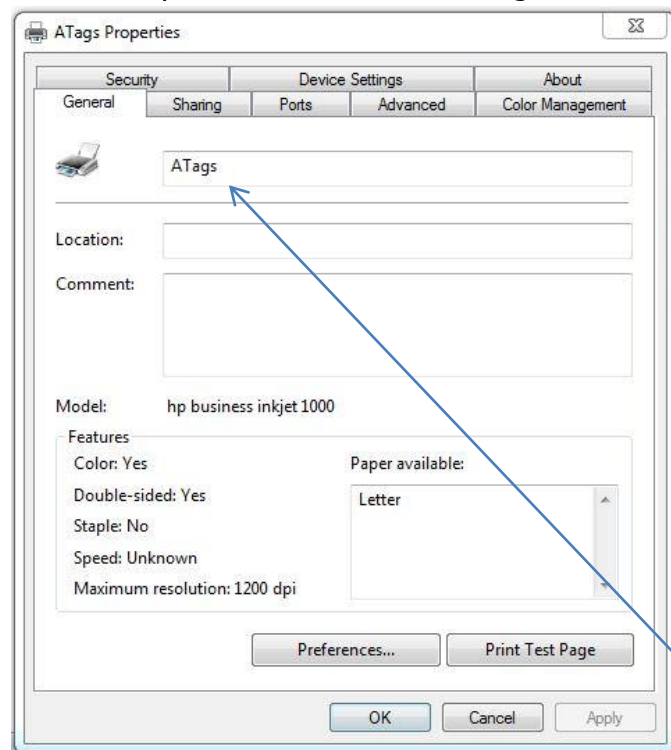

9. Right Click on the printer you just created either the ATags or Labels if you have not named the printer yet you can do so once you right click on the new printer and go to printer properties.
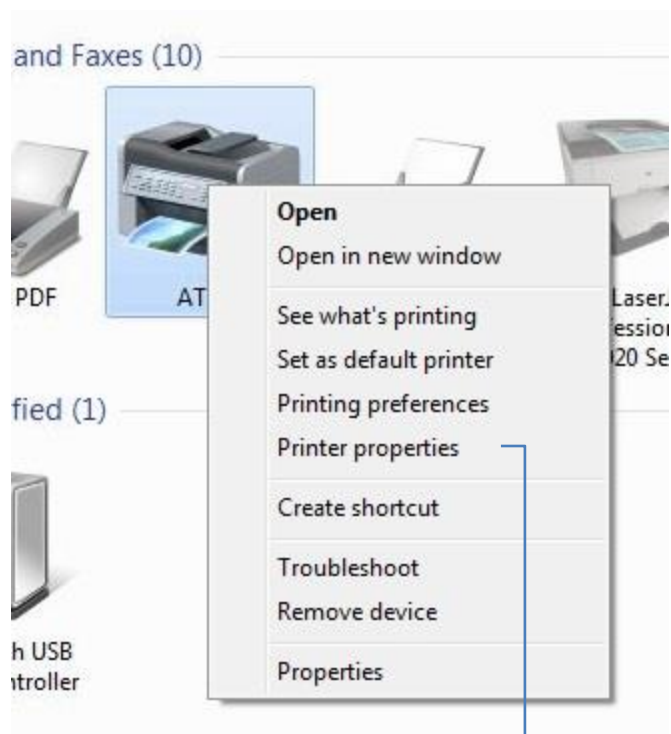
10. Click on the Printer Properties

11. You will be presented with the following window

12. Her you can change the name to one of the following (ATags or Labels) you must follow same case as the example for the (ATags or Labels)
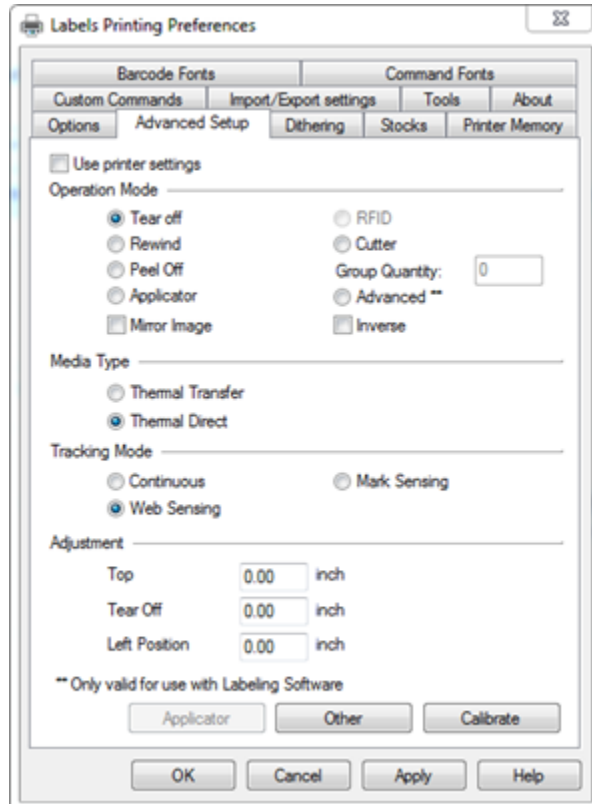
13. Next click on the Preference tab and set the appropriate settings for ATags or Labels and follow the steps below.

      a. General Merchandise Labels (B Tags) (Labels)

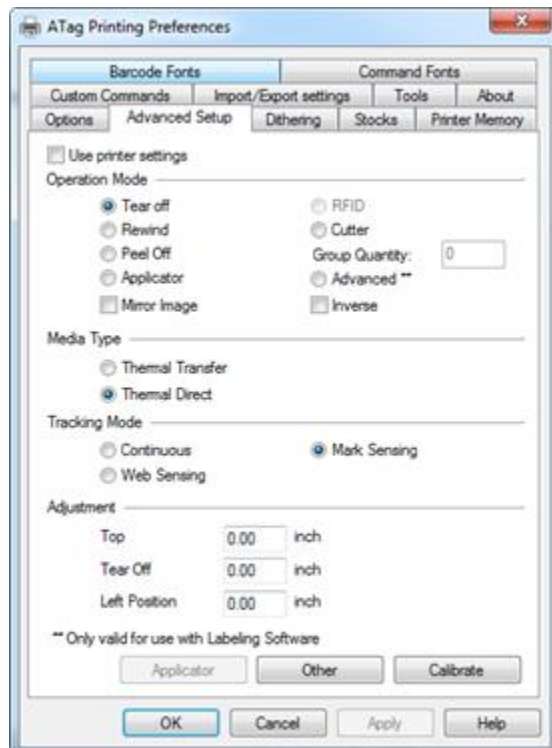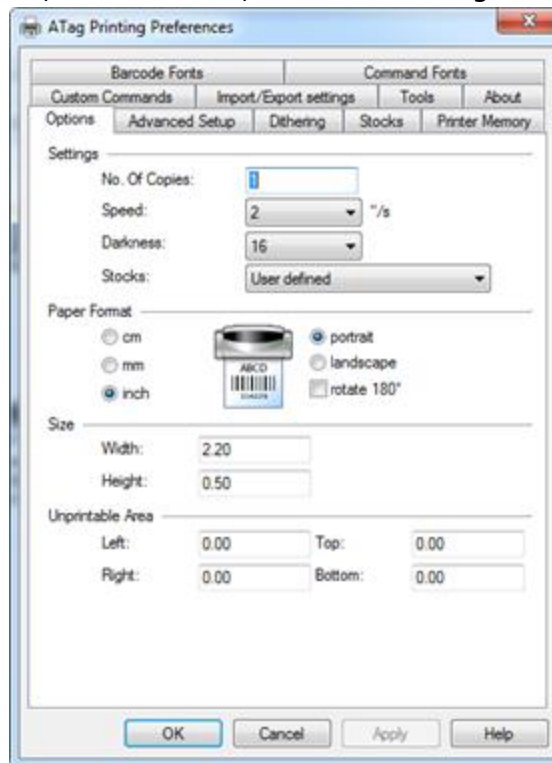b. Set size to 2.20 x 0.75. Set the operation mode to tear off, thermal direct, and web sensing.
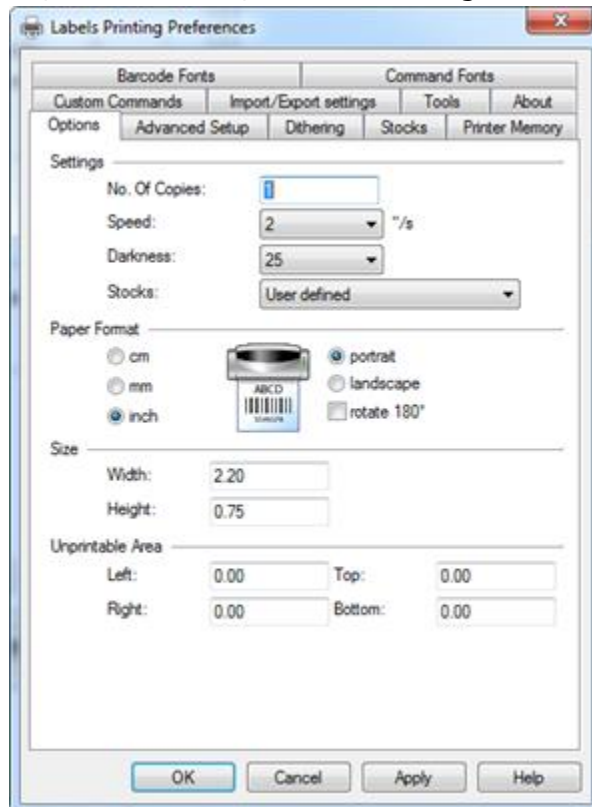
c.

d. You will then need to make sure to calibrate the printer to align the print head. Click the calibrate button as in the image above.

e. Jewelry Labels (A/C Tags)
f. Set size to 2.20 x 0.50. Set the operation mode to tear off, thermal direct, and mark sensing.

g. You will then need to make sure to calibrate the printer to align the print head. Click the calibrate button as in the image above.

h. Repeat for all Bravo Workstations that need ATags or Label printers.

Reports & Pawn Tickets Printer Install Information

1. Unbox the Reports or PawnTickets printer
2. Power up Printer
    a. For power up instructions please read owner manual before starting.
3. Attach printer to network
    a. If network has DHCP enabled wait for printer to full power up if no DHCP you will need to contact your Network Administrator before continuing
    b. You will need to print the factory configuration page to get IP address information, please read owner manual on how to print this page.

    i. Example on Self-Test Configuration page for a HP LaserJet P2035N is below and you can see the section called Network Information this section contains all of the information for this network device.

HP LaserJet P2035n

Self Test / Device Configuration

Product Information

Product Name	= HP LaserJet P2035n
Formatter Number	= M511VL4
Product Serial Number	= CNB9D00141
Service ID	= 19197
Firmware Datecode	= 20080528
Max Print Quality	= FastRes 1200

Network Information

Status	= Not Connected
Host Name	= NPI948E7E
Hardware Address	= 00215A948E7E
Link Speed/Duplex	= No Link
Total Packets Received	= 0
Bad Packets Received	= 0
Total Packets Transmitted	= 0
IPv4 Address	= 0.0.0.0
IP Subnet Mask	= 0.0.0.0
IP Default Gateway	= 0.0.0.0
Bonjour Name	=
HP LaserJet P2035n	
IP Configured By	= Manual
DHCP/BOOTP Server	= 0.0.0.0
WINS Server	= 0.0.0.0
IPv6 Link Local Address	=
IPv6 Stateless Addresses	=
IPv6 DHCP Addresses	=

Page Counts

Total Pages Printed	= 62491
Input Jams	= 125
Output Jams	= 5
Cartridge Jams	= 6
Narrow Media Page Count	= 839
Total Jobs Printed	= 35904
Average Job Size	= 1
Average Coverage	= 3

Memory Settings

Total Memory	= 16 MBytes
Total PCL Memory	= 5.3 MBytes
Available PCL Memory	= 5.3 MBytes

Installed Personalities and Options

PCL Firmware Datecode	= 20080528

Print Settings

Copies	= 1
Auto Continue	= Off
Orientation	= Portrait
RET	= Off
Economode	= Off
Print Density	= 3
PCL Resolution	= 600 dpi
IO Timeout	= 120 secs
Jam Recovery	= Off
Symbol Set	= PC-8
Default Typeface	= Courier
Paper Type	= Plain
Manual Feed	= Off
Wide A4	= No
Quiet Mode	= Off

Status Log

Code	Page
13.0002	59055
13.0002	57511
13.0002	56310
10.1000	55899
13.0002	55899

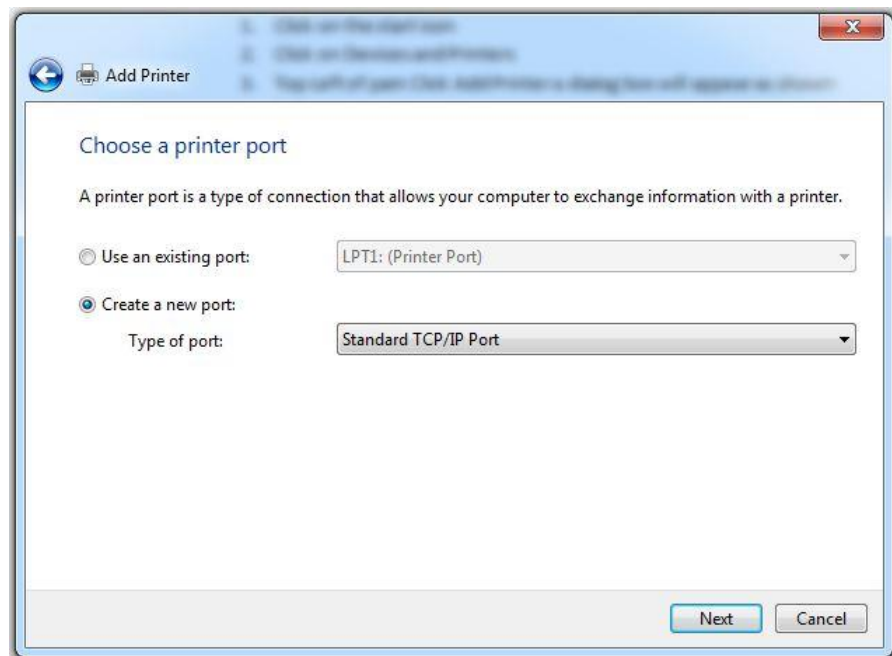### Paper Size/Tray

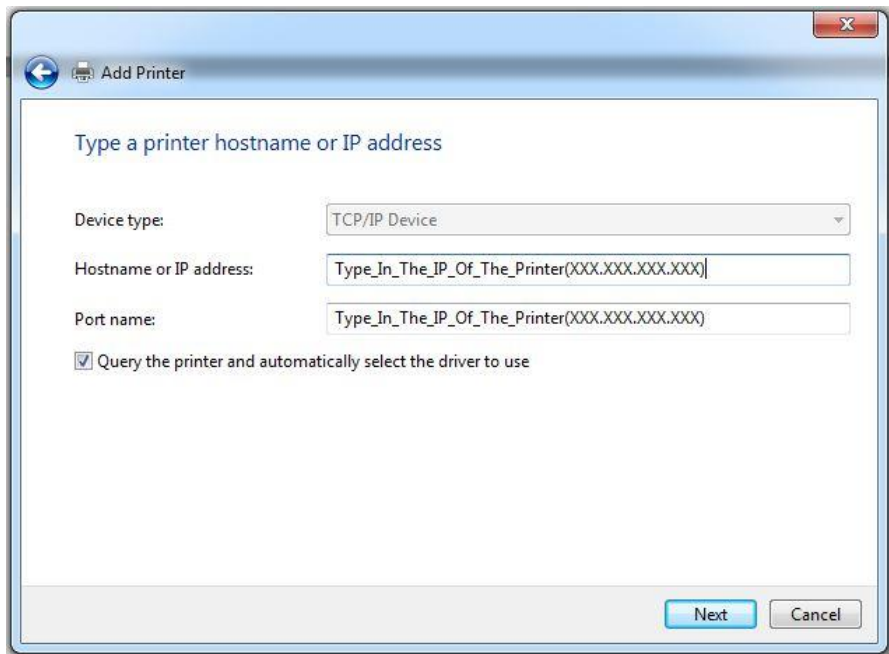|	
Default Paper Size	= Letter
Manual Feed Tray Size	= Any
Tray 1 Size	= Any
Tray 2 Size	= Any

1.

c. You can hold down the Page feed button **(This Button on the P2035N is located on the top next to were the page exists the printer and has a green arrow)** until the printer produces a test page that will contain the IP address assigned to the printer. After you have the IP Address you can continue to the next step if no IP address is shown contact your Network Administrator for support on obtaining an IP Address for the printer.

4. Go to the first Bravo workstation that you want install printer on and follow the current steps.

1. Click on the start icon
2. Click on Devices and Printers
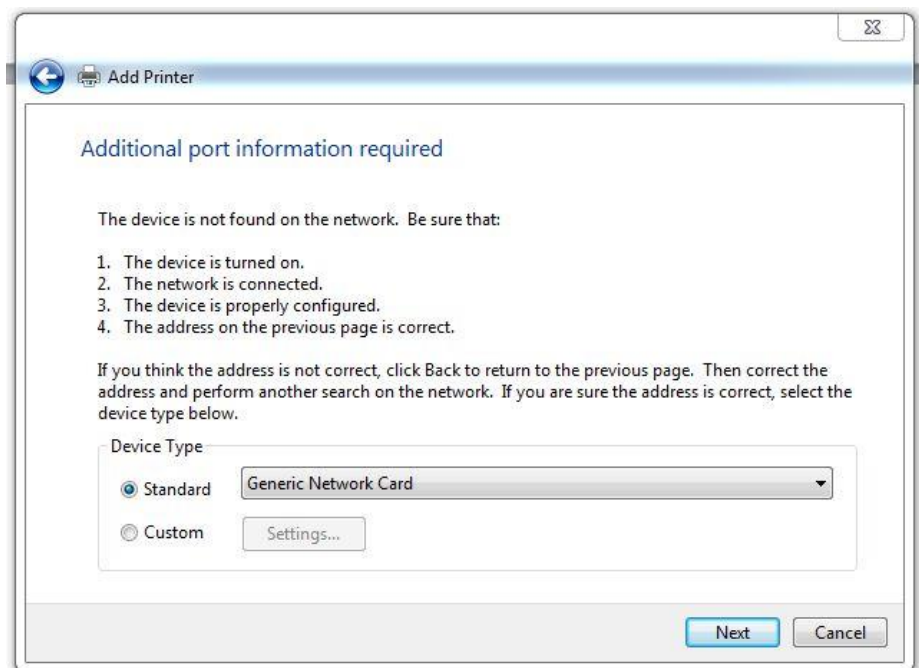3. Top Left of pain Click Add Printer a dialog box will appear as shown below

4. Click Add Local Printer and the dialog box will change as seen below

5. After choosing the standard TCP/IP Port you will need to enter in the IP address of the printer this will be the address provided by the printer if you are using DHCP if you are not you will need to contact your network administrator and obtain the correct address before continuing.
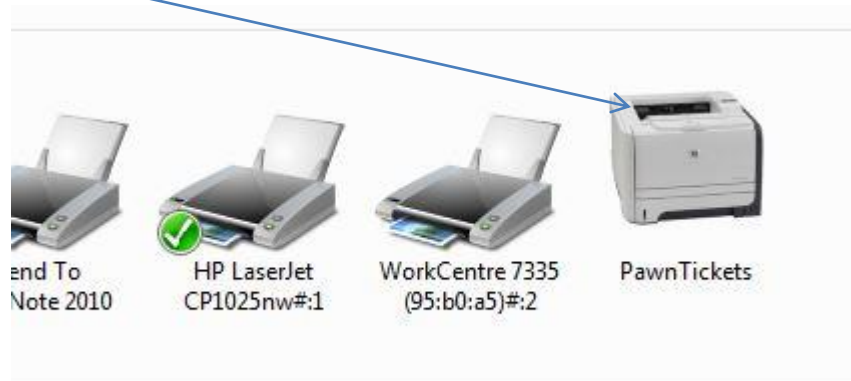
6. After you enter the IP information you will be presented with a windows that informs you that your IP printer port has been added as a Generic Network Card
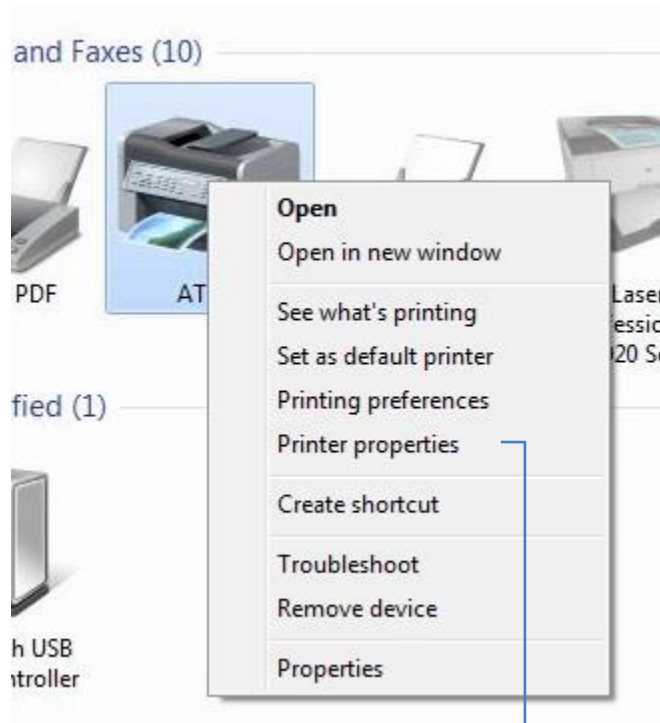

7. Click next and you will be presented with a window that will allow you to pick the driver for your printer (Zebra TLP-2824 Plus) follow the prompts and click finish when done.

8. Your printer is now installed and will be in the devices and printers panel please go to the devices and printers control panel now you should see a list of printer and the printer you just created example below.

9. Right Click on the printer you just created either the Reports or PawnTicktes. **If you have not named the printer yet you can do so once you right click on the new printer and go to printer properties**.

10. Click on the Printer Properties
11. You will be presented with the following window
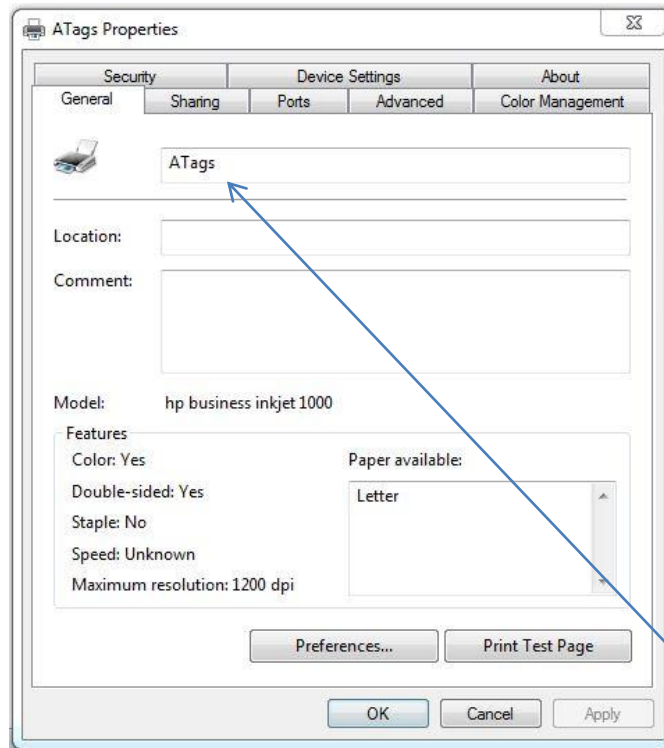
12. Her you can change the name to one of the following (Reports Or PawnTickets) you must follow same case as the example for the (Reports or PawnTickets)

13. Next click on the Preference tab and set the appropriate settings for Reports or PawnTickets and follow the steps below.

   a. All Standard settings for 8.5" X 11" will work for Bravo but if you are using a Color Printer the speed will be increased if set to print in Black and White for Bravo PawnTickets.

   b. Repeat for all Bravo Workstations that need ATags or Label printers.

AFTER COMPLETING ALL OF THE ABOVE STEPS YOU STILL NEED ASSISTANCE WITH SETTING UP YOUR PRINTERS PLEASE CONTACT BRAVO STORE SYSTEMS SUPPORT.