Thermal Labels Troubleshooting

Troubleshooting User Guide

Last Revised: November 20, 2020

Contents

Thermal Printer Calibration

For the thermal printers to properly print prescriptions labels, calibration must be completed. This ensures that the alignment on the labels is correct. Calibration can be completed automatically by the printer using **SmartCal Media Calibration** or manually using **Manual Media Calibration**.

Calibration should be completed after installing or replacing the thermal printer, or when the information on the prescription labels does not align properly.

SmartCal Media Calibration

SmartCal Media Calibration is used to quickly and automatically calibrate the printer to the labels currently loaded.
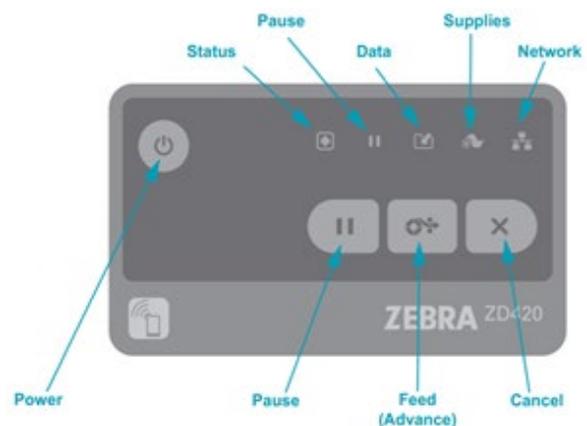
To activate SmartCal Media Calibration:

1. Ensure the thermal label roll is properly loaded, the printer cover is closed, and the printer power is ON.
2. Press and hold the **PAUSE + CANCEL** buttons at the same time for two seconds. See **Figure 1** for the location of these buttons.

The printer will feed and measure several labels. When done, the printer will return to a READY status (the **Status** indicator will be green).

If the printer fails to recognize and correctly calibrate to the labels, follow the directions outlined in the Manual Media Calibration procedure later in this guide.

These steps can also be found in ZD410 User's Guide – Run a SmartCal Media Calibration from Zebra.

Figure 1. Button and status indicator descriptions of the Zebra printers.

PrepWizard. Accessed November 12, 2020. https://prep-wizard.com/articles/how-to-align-labels-on-zebra-zd410-printer/

Manual Media Calibration

Manual Media Calibration is used when SmartCal Calibration cannot be completed. Manual Media Calibration can only be completed when the thermal printer is in Advanced Mode.

Part 1: Activating Advanced Mode

Advanced Mode is used to access the Manual Media Calibration.

To activate Advanced Mode:

1. Ensure the thermal label roll is properly loaded, the printer cover is closed, and the printer power is ON.
2. Press the **PAUSE** button for two seconds. All indicators flash yellow. See **Figure 1** for the location of this button.

When the **Status** indicator shows yellow, the Zebra printer is ready for Manual Media Calibration.

To exit Advanced Mode, press the **CANCEL** button.

Part 2: Manual Media Calibration

Once the printer is in Advanced Mode, Manual Media Calibration can be performed.

1. Press the **PAUSE** button while the Status indicator ◈ is illuminated yellow. The **Supplies** indicator ⚬ will flash yellow and then the **Pause** indicator ❚❚ will flash. See **Figure 1** for the location of the button and indicators.

2. Open the printer and confirm the media sensor is in the center position for label gap sensing. See **Figure 2** for the location of the movable sensor.

   > 💡 **Tip:** If your label uses black mark or notch sensing, ensure the media sensor is in the proper location to see the mark or notch.
   >
   > If you have a pre-printed label, position the sensor so that is it in a position with minimal printing.
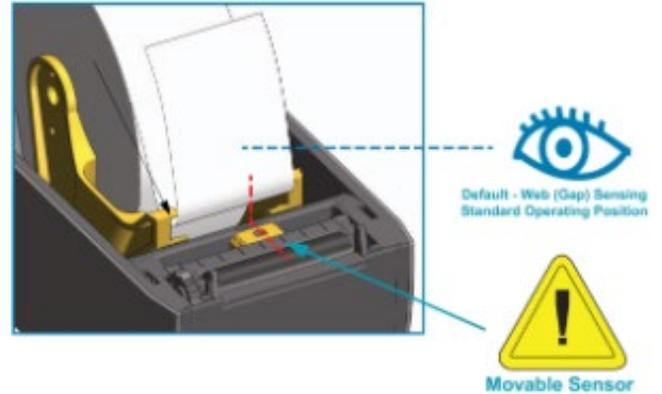
Figure 2. Location of the movable sensor.
PrepWizard. Accessed November 12, 2020. https://prep-wizard.com/articles/how-to-align-labels-on-zebra-zd410-printer/

3. Peel off 3 inches of the label from the label roll.
4. Place the label-less area of the thermal label roll over the platen (drive) roller with the leading edge of the of the first label under the media guide.
5. Closer the printer.
6. Press the **PAUSE** button once. The **Supplies** ⚬ indicator will flash as the thermal label roll is measured. Once completed, the **Pause** indicator ❚❚ will flash.
7. Open the printer.
8. Reposition the thermal label roll so that a label is located directly above the movable sensor.
9. Close the printer.
10. Press the **PAUSE** button once. The printer will feed and measure several labels. If the printer can measure the label length properly, the printer will return to the **READY** state (the **Status** indicator ◈ will be green).

These steps can also be found in ZD42- User's Guide – Advanced Mode from Zebra.

Thermal Label Header Spacing

When initially converting to paperless workflow, the header on your thermal labels may not print correctly as PharmaClik Rx may be accounting for a pre-printed logo that was present on your regular labels.

Many regular label sets come pre-printed with a logo of the banner your pharmacy is associated to or the logo of your pharmacy. When converting to paperless workflow, your thermal labels may be blank rather than having a pre-printed logo.
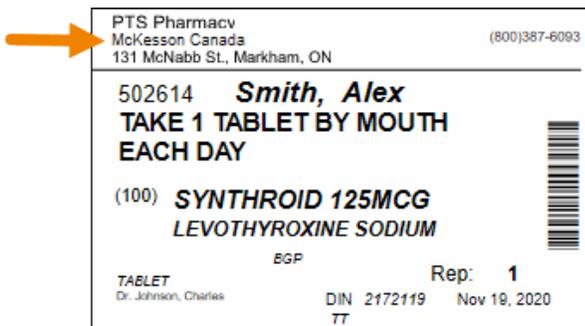
PharmaClik Rx has two preferences that can be modified to adjust the header spacing on labels:

- **DT Banner Label Set**
- **Pre-Printed Logo**

**Table:** Recommended preferences based on thermal labels used.

| Blank Thermal Labels	Pre-Printed Logo Thermal Labels
The preferences should be turned **OFF (not selected)**. This aligns the pharmacy information to the left of the label and does not reserve space for a logo.	The preferences should be turned **ON (selected)**. This aligns the pharmacy information such that space for the pre-printed logo is given.
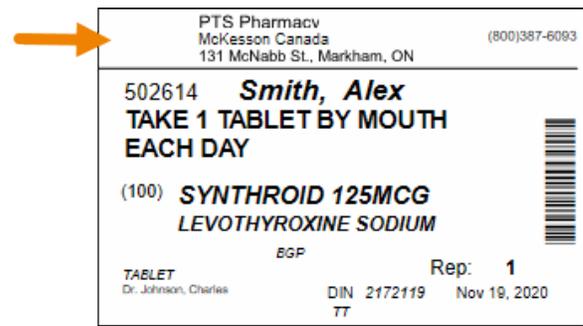
To modify these preferences:

1. Select **More > Pharmacy**.
2. Select **Preferences**. The **Label Preferences** window appears.
3. Select the **DT Banner Label Set** and **Pre-printed Logo** preferences.
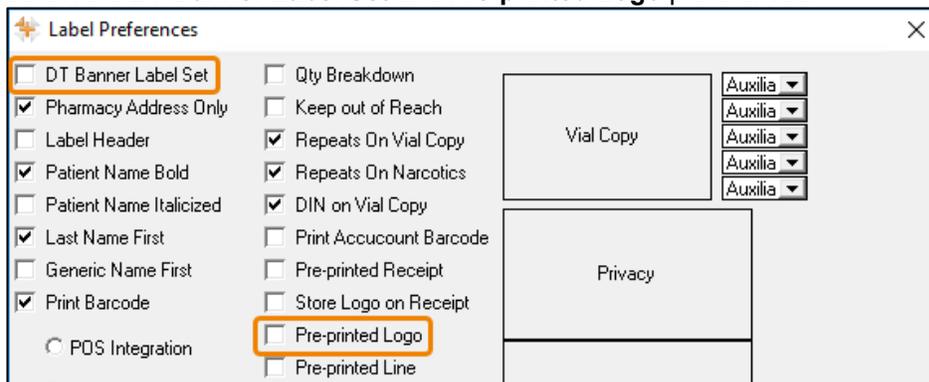
4. Select **OK**. The Label Preferences window closes to the Pharmacy Preferences.
5. Select **Save**.

PharmaClik Rx and Hardware Support

If you detect an issue with PharmaClik Rx or the thermal printers, contact our Pharmacy Technology Solutions (PTS) Customer Care team. You must provide the following details:

- PID #
- Contact Name
- Contact Phone Number
- Description of the problem

Once a ticket is opened, the PTS Customer Care representative will provide you with a Remedy incident number. Record this incident number in order to quickly reference your issue.

Hardware Support	**PharmaClik Rx Software Support**	**PharmaClik POS Support**
Hardware questions, printer jams, non-responsive systems, IVR problems, etc	Dispensary questions, adjudication problems, drug file issues, suggestions, etc	POS questions, Debit/Credit problems, till issues, promotion downloads, etc
1.800.387.6093 Select Option 1 **Email: Non-Critical Issues** ptscustomercare@mckesson.ca	**1.800.387.6093** Select Option 2 **Email: Non-Critical Issues** ptscustomercare@mckesson.ca	**1.800.387.6093** Select Option 3 **Email: Non-Critical Issues** ptscustomercare@mckesson.ca

1st Level Escalation

If you have followed step 1 but the problem has not been resolved to your satisfaction, contact Customer Care and ask to speak with a Customer Care Supervisor.

Email Customer Care Supervisors
ptsccsupervisor@mckesson.ca
Call **1.800.387.6093**

2nd Level Escalation

If you have contacted a Customer Care Supervisor but feel that the problem has not been addressed to your satisfaction, contact Customer Care and ask to speak with a Customer Care Manager.

Email Customer Care Manager
ptsccmanager@mckesson.ca
Call **1.800.387.6093**