

# MOBILE WORKFORCE ZEBRA® PRINTING SOLUTIONS



SEE MORE. DO MORE.

# Mobile printers for field-based industries

## EM 220™ printer

Extremely compact and slimline, the lightweight EM 220 printer fits neatly into a shirt pocket.

Offering cabled and Bluetooth connectivity, with an optional magnetic-stripe card reader, the EM 220 printer is suitable for use in a variety of mobile-workforce applications where size and weight of equipment are of primary concern.

## MZ™ series

The MZ series printers are smart assistants for any mobile receipt-printing application where you need quick, simple output on demand. Use 802.11g, Bluetooth, IrDA® or USB to connect to a handheld or smartphone device and print the output. Maximum media width from 50.8mm (2") to 76.2mm (3").

## RW™ series

The RW series printers are IP54-rated and have been designed to endure extreme temperatures, humid conditions and the inevitable knocks of mobile working, so are perfectly suited to printing receipts, invoices and work reports in the field. Accessories include in-vehicle mounts, chargers and carry-cases/clips, options such as Bluetooth and 802.11b/g wireless technologies and card-reading capability (EMV™ level 1). Maximum media width from 50.8mm (2") to 101.6mm (4").

The RW 420 Print Station integrates Zebra's core mobile printing technology into a single, compact, lightweight and rugged unit capable of supporting a Motorola® handheld terminal.

## QLn series

Compact, convenient, and lightweight, QLn series printers are ideal for printing labels, picking lists, receipts, invoices and inventory reports. Connectivity options such as 802.11b/g, IrDA and Bluetooth ensure quick and easy data transfer.

## P4T™/RP4T™ printer

The P4T/RP4T printer is unique in its ability to offer the advantages of thermal-transfer image durability, optional RFID and advanced wireless connectivity options in a truly mobile capacity.

When paired with genuine Zebra synthetic labels, the thermal-transfer P4T/RP4T printer produces 2- to 4-inch-wide (50.8mm to 101.6mm) labels that withstand harsh conditions and are UL-approved for outdoor use.

With the option to add RFID, this printer is ideally suited to point-of-application UHF EPC Gen 2 smart-labelling for applications for compliance or business improvement.

Zebra mobile printers can connect to a wide range of handheld data-capture terminals.

The company has a broad network of technology partners and software developers to facilitate the integration of printing devices into multiple applications.



**“The Zebra RW 420 mobile printer has exceeded our expectations. We have our sales representatives carrying stock as well as these printers. The mobile printers just keep on going and going.”**

**Greg Abraham  
Commercial Business Analyst  
Cadbury, South Africa**



QLn mobile printer



EM 220 mobile printer



P4T mobile printer

# Mobile printing in the field

## Field service

Automated field-service solutions help improve the management of service and maintenance applications that involve deliveries, invoicing, route tracking and labour management.

Mobile printers enhance the efficiency of operations in multiple field-service applications, from restocking and maintaining vending machines to providing customer-facing service and support.

## Field sales

Zebra mobile printing solutions allow field-sales personnel to print invoices and job quotes as required, eliminating costly and resource-intensive pre-printed forms, and thereby improving customer response times and customer service.

## Direct store delivery (DSD) route accounting

Zebra has solutions to help DSD suppliers and retailers manage operations more efficiently. Mobile printers are essential components of automated DSD applications that help ensure invoice accuracy; prevent delivery, inventory and ordering errors; provide proof of delivery, and support electronic settlement.

## Repair and recovery

Field-based repair engineers use mobile computers and printers to issue receipts, invoices and other documentation at the time of repair. This accelerates the payment process, eliminating the need for manual data entry and billing back in the office.

## Utilities

Service engineers can use mobile printers to generate service and maintenance records, meter readings, statements of work, quotations and invoices on demand.

Mobile label printers allow for improved asset management as high-value assets can be individually tagged on demand.

## Construction

The implementation of a simple bar-code-based track-and-trace system can help locate equipment or materials quicker. Additionally, mobile technology facilitates the accurate management and tracking of maintenance equipment in the field.



## PHILIPS

**“The Zebra RW 420 mobile printer was chosen for its portability, ruggedness, ease of use, print speed, and battery life...The new solution saves 200 hours of project preparation and allocation time, and 800 hours of document collection and delivery time each year...”**

**Alberto Vago**  
Field Support Manager  
Philips Medical Systems  
San Gerardo Hospital  
Monza, Italy

# The benefits of mobility

## Time savings

Productivity is improved by removing time-constraining carbon-copy forms from the field-based application. Capturing job data from the handheld terminal and sending this to a mobile printer takes seconds, rather than the minutes required to complete a carbon-copy form by hand.

## Cost savings

Mobility solutions are proven to save costs and resources in the enterprise.

Eliminating costly pre-printed forms and labels is an immediate cost-saving, while the benefits of a more efficient and flexible mobile workforce save costs as a result of time savings and improved levels of customer service.

## Improved customer service and retention

Faster response times, more information on hand and the ability to produce legible printed output at the touch of a button greatly enhance customer service.

## Improved operational efficiency

An automated mobile workforce is a highly flexible and efficient workforce, generating time and cost savings, while reducing errors and improving customer service and retention.

All this combines to generate substantial improvements in operational efficiency and significant ROI.

Visit [www.zebra.com](http://www.zebra.com) to learn more.

**“We are certain that Zebra is the right product for us. The greatest advantage with the new solution is improved daily efficiency for each parking officer.”**

**Business Manager  
Oslo City Parking, Norway**

## Applications benefiting from mobile technology:

- Breakdown and recovery services
- Cash collection
- Construction
- Direct store delivery
- Equipment hire
- Facilities management
- Field service
- Leisure/gaming
- Mobile repairs
- Parcel delivery and collection
- Rentals
- Security
- Utilities service
- Vending
- Veterinary/agricultural
- Waste management

## Coca-Cola HBC Italia

**“Working with Zebra Technologies has allowed us to find the ideal solution for the company, helping us to improve efficiency in a very short time.”**

**Claudio Ferla  
Mobile Solutions Business System Manager  
Coca-Cola HBC Italy**



RWPS

# Smart ideas for enhancing field-force operations

**Mobile technology brings real business benefits to field-force operations. Advances in mobile software platforms, handheld computers and mobile printers allow the introduction of many new and improved methods for dealing with the delivery of goods or services in the field. Freed from the constraints of fixed computer access and printing, the mobile worker carries a portable printer and handheld terminal to use in the field.**

## **Mobile technology offers the following benefits:**

- Improved employee productivity
- Increased visits per day
- Increased sales margin and profit
- Reduced errors by eliminating office duplication
- Instant and secure data transfer
- Enhanced customer service
- Faster payment processing
- Improved customer satisfaction

Zebra's broad range of portable printers allows mobile workers to print payment receipts, delivery documents, invoices, tickets and tracking labels in the field. This makes them ideal for field-based employees in utilities, construction, direct store delivery (DSD), service/repair and sales environments.

## **Mobile technology supports numerous printing applications across various markets:**

- Proof-of-delivery receipts
- Invoices and sales orders
- Returned goods labels
- Collection receipts
- Service and repair reports
- Inspection labels
- Leisure tickets

## **Advantages of thermal versus impact portable printers:**

- Lighter in weight
- Faster
- More robust: with fewer moving parts than an impact printer, a thermal printer will last longer
- Higher-quality reproduction of graphics, including signatures, logos and images
- Cheaper media: typically by 20%
- Longer duty cycle: typically an eight-hours-plus shift on a single battery charge
- Greater connectivity: Bluetooth® or 802.11b/g connection to the handheld terminal is easy and efficient, but few impact printers support Bluetooth
- Increased flexibility: including scalable TrueType™ fonts and the fast printing of 2-D bar codes



QLn 320 printer



MZ 220™ mobile printer



RW 420™ mobile printer

# Supplies and printer accessories

## Choose genuine Zebra supplies

Quality printing is achieved by matching the right printer and labels (and ribbons where required). Genuine Zebra supplies are tested thoroughly to ensure best performance in Zebra printers and to enhance printhead life.

Thermal printers offer quick and easy printing for short-term labelling and long-term archiving applications. Synthetic labels and receipts offer excellent tear- and water resistance.

## Need a special receipt or label?

Zebra Technologies offers a variety of high-quality off-the-shelf, (ZipShip<sup>SM</sup>) receipt paper and labels for quick and easy delivery for the entire mobile printer range. In addition, our custom product service will design a label or receipt to your specification.

## Receipt range

Description	Product name	Availability*	Printer type	Features**
Economy receipt paper 60-micron	Z-Perform™ 1000D 60 Receipt	ZipShip and Custom	MZ and RW series	Indoor short-term use, printed receipt archivable for up to five years
Economy receipt paper 80-micron	Z-Perform 1000D 80 Receipt	ZipShip and Custom	MZ, P4T, QLn and RW series	Indoor short-term use, printed receipt archivable for up to five years
High-temperature-resistant receipt paper 80-micron	8000D High-Temp Receipt	Custom only	MZ, P4T, QLn and RW series	Resists sunlight and heat for 12 times longer than a standard receipt
Archivable receipt paper 60-micron	8000D 10-Year Receipt	Custom only	MZ and RW series	Receipts remain legible for up to 10 years in archive applications
Premium receipt paper 60-micron	Z-Select™ 2000D 60 Receipt	Custom	MZ and RW series	Indoor use, BPA-free, printed receipt archivable for up to 12 years
Premium receipt paper 80-micron	Z-Select 2000D 80 Receipt	Custom	MZ, P4T, QLn and RW series	Indoor use, BPA-free, printed receipt archivable for up to 12 years

\* ZipShip = Zebra-stocked item  
Custom = made to order

\*\* Printed images on these supplies products can be expected to last as stated, but must be stored according to specific archive conditions. Please refer to [www.accesszebra.com](http://www.accesszebra.com) for further information. Zebra's standard Terms and Conditions of Sale apply for all sales of Zebra products.

## Zebra mobile printer accessories

### Mountings

Printers can be worn on a shoulder strap or clipped to a belt. There are also mountings for fitting them into the cabs of vehicles, or Route Palette solutions to integrate a handheld terminal and printer in a single housing.

### Vehicle chargers

When mobile printers are operated in vehicles, vehicle chargers will maintain the battery charge while en route.

### Battery chargers

To further streamline back-office operations, the quad charges allow for the charging of up to four printers or batteries from a single power supply.

Fast chargers will replenish batteries in two to three hours. On average, a full charge will last for a typical eight-hour shift. For longer shifts and higher usage rates, spare batteries can be charged, ready for a quick change.

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