



Zebra[®] LP/TLP 2824 Plus[™] 2-inch Desktop Printer

Frequently Asked Questions
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Zebra LP/TLP 2824 & LP/TLP 2824-Z vs. LP/TLP 2824 Plus

Q. What is the difference between the current LP/TLP 2824 & LP/TLP 2824-Z and the LP/TLP 2824 Plus printers?

A. One of the main differences and advantages of the LP/TLP 2824 Plus is the combined EPL[®] (Eltron Programming Language) and ZPL[®] (Zebra programming language), reducing the two-inch desktop product line from four models to two models. In addition, the line has been enhanced with new features at **no additional cost** including the following:

- Support for EPL and ZPL via a new main logic board
- Increased throughput via 32-bit RISC processor (same as LP/TLP 2824-Z models)
- 10/100 Ethernet option (enhancement from 10Base-T)
- Increased memory standard – 8 MB SDRAM /4 MB Flash/ (same as LP/TLP 2824-Z models)
- Increased memory option – 64 MB Flash with Real Time Clock (for total of 68 MB)
- Auto-sensing serial port
- Reset button allows reset to factory default settings
- Zebra Setup Utilities for easy printer configuration
- Odometer to track length printed
- Unicode support (with extended memory option)

Q. What are the similarities between the current LP/TLP 2824 & LP/TLP 2824-Z and the new LP/TLP 2824 Plus printers?

A. Minor mechanical part changes internally and the outer housing are the same as the current LP/TLP 2824 & LP/TLP 2824-Z, therefore the LP/TLP 2824 Plus maintains the same ultra-compact footprint. Other similarities include:

- 4 ips (102mm) print speed
- 203 dpi (8 dots/mm)
- Serial, USB and Parallel connectivity
- Ethernet option
- Peeler (dispenser) and cutter media options
- Ultra-compact footprint
- Reflective and transmissive media sensor

Q. What is the benefit of having both EPL and ZPL programming languages in one printer?

A. The main benefit is the reduction in inventory, freeing up valuable shelf space since the LP/TLP 2824 Plus with co-resident EPL and ZPL basically combines two printers in one.

An additional benefit for end customers is the built-in migration path from EPL to ZPL.

LP/TLP 2824 Plus Technology

Q. Can I use the same Windows[®] driver I use for LP/TLP 2824 and LP/TLP 2824-Z for the new LP/TLP 2824 Plus?

A. No. A new certified Windows driver has been developed specifically for the LP/TLP 2824 Plus. The Zebra software and documentation for desktop printers will contain the new driver for the LP/TLP 2824 Plus for Windows support.

Q. Where is the reset button located on the LP/TLP 2824 Plus?

A. The reset button is located within a small hole below the power switch and can be used to restore the

printer or network settings default configuration. Please consult the user manual's troubleshooting section for further information.

Q. Does the LP/TLP 2824 Plus support EPL Line Mode?

A. Yes. The direct thermal LP 2824 Plus supports the legacy Line Mode of operation.

Q. Can I upgrade my existing LP/TLP 2824 or LP/TLP 2824-Z to the new LP/TLP 2824 Plus by installing firmware?

A. No. The two products have completely different main logic boards. However, since the new LP/TLP 2824 Plus supports both EPL and ZPL on one board so there's no need to reprogram, simply reload your existing program and the LP/TLP 2824 Plus is ready to print.

Q. Do I have to replace the cables if I migrate from the current LP/TLP 2824 or LP/TLP 2824-Z to a new LP/TLP 2824 Plus printer?

A. No. All the cables can be reused on the new LP/TLP 2824 Plus, while maintaining complete backward compatibility and integrity between the old and new models.

Q. What connectivity options are available?

A. LP/TLP 2824 Plus printers are available in three interface configurations; serial and USB, parallel only, or internal 10/100 Ethernet and USB.

Q. Are the serial ports on the new LP/TLP 2824 Plus the same as on the existing LP/TLP 2824 or LP/TLP 2824-Z printers?

A. Yes, both straight through and null modem cables can be used. The printers will auto-sense which cable is in use and automatically configure accordingly (DTC & DCE auto-detection). There is no longer a need for separate cables for EPL and ZPL since ZPL printers require a null modem adapter.

Q. Does the LP/TLP 2824 Plus printer take full advantage of the features and benefits associated with ZebraLink™ Solutions?

A. Yes. Unlike the LP/TLP 2824 (EPL version) which offers limited status reporting using the ZebraNet™ Utilities, the LP/TLP 2824 Plus offers the full suite of features and benefits available with ZebraLink Solutions. However, Ethernet connectivity may be required depending on application to enable the full functionality of some ZebraLink features.

Q. How much memory is standard on the LP/TLP 2824 Plus printer?

A. The LP/TLP 2824 Plus printers come with 8 MB SDRAM and 4 MB Flash memory as standard. There is an optional 64 MB Flash – for a total of 68 MB SDRAM which includes a Real Time Clock.

Q. Is the 10/100 Ethernet option field upgradeable?

A. No. The internal ZebraNet 10/100 Print Server is not a field upgradeable option. This configuration must be selected at the time of purchase.

Q. Can I use my older external ZebraNet 10Base-T Print Server on the LP/TLP 2824 Plus?

A. Yes. The parallel port enabled LP/TLP 2824 Plus printers will support the external PrintServer II.

Q. Does the LP/TLP 2824 Plus printer support Asian fonts?

A. Yes. The LP/TLP 2824 Plus printer with the extended memory option supports various font packs, such as Japanese, Chinese, and Korean. Please refer to the desktop price list for a complete list of fonts supported.

Q. What is Zebra Setup Utilities?

A. Zebra Setup Utilities is a Windows utility that enables you to quickly and easily setup and configure your Zebra printer. Packaged with the latest Microsoft Certified Zebra Windows drivers, the utility offers the following features:

- **Printer Settings Wizard**
Step through this wizard and configure basic and advanced printer settings, including label size, media type, hardware options and more.
- **Print Quality Wizard**
Step through this wizard to select a print speed and darkness setting that best suits your media. Make the selection from a range of printed labels. Alternatively, manually select a print speed and darkness setting.
- **Connectivity Wizard**
Step through this wizard to configure wired and wireless Ethernet or Bluetooth settings.
- **Fonts and Graphics Downloader**
Convert fonts and graphics and download them to the printer.
- **Printer Tools**
A window containing many common functions to control the printer, such as loading factory defaults, list stored objects, download files and many more.
- **Direct Communication Window**
Open and edit multiple files and send them to the printer, or view data returned by the printer.

Q. Where can I get a copy of the Zebra Setup Utilities?

A. Zebra Setup Utilities is available on the accessories CD packaged with the LP/TLP 2824 Plus printer and can also be downloaded from the drivers section on Zebra's Web site at http://www.zebra.com/id/zebra/na/en/index/drivers_downloads/drivers.html.

LP/TLP 2824 Plus Media, Accessories and Software

Q. What options and accessories are available on the LP/TLP 2824 Plus?

A. For a complete list of available options and accessories, please consult your latest Zebra desktop price list. All accessories available for the LP/TLP 2824 and LP/TLP 2824-Z are equally compatible with the LP/TLP 2824 Plus printer.

Q. Will the Zebra Keyboard Display Unit (KDU) and KDU Plus work with the LP/TLP 2824 Plus?

A. Yes. The dynamic sensing of the serial port will ensure support without modification or adapter.

Q. Are there any known media issues between the LP/TLP 2824 or LP/TLP 2824-Z and LP/TLP 2824 Plus?

A. Although the LP/TLP 2824 Plus is fully backwards compatible with the LP/TLP 2824 and LP/TLP 2824-Z, there will be slight differences which may require minor file and/or program adjustments to align your media accordingly.

Q. What is included with the LP/TLP 2824 Plus printer?

A. Every LP/TLP 2824 Plus printer ships with a cleaning pen, printer quick-start guide and CD that contains the following:

- Electronic user manual
- Electronic ZPL II programmers manual
- Electronic ZebraNet Utilities operators manual
- Certified Windows printer drivers
- LP/TLP 2824 Plus spare parts list
- LP/TLP 2824 Plus media guide
- Zebra Setup Utilities software
- ZebraDesigner™ label design software
- ZebraNet Bridge Enterprise printer management software – unlicensed version