



# EM 220™ FREQUENTLY ASKED QUESTIONS

## Printer Questions

### When will the EM 220 printer be available?

In North America, all combinations will be available in late October and will begin to ship at the beginning of November.

### Will the EM 220 printer be available globally?

YES. In addition to North America, the printer will be available in EMEA and AP.

### What's in the box? What ships with the printer?

The following items are shipped in one box: printer, battery, belt strap, battery charger with power cord, cleaning pen, roll of media, user's manual, and CD-ROM. The CD contains the following information:

- Printer Documentation and manuals
- Software and drivers
- Accessory documentation

### What types of applications would use the EM 220 printer?

The EM 220 printer is ideal for applications in retail, hospitality, and other service/sales-oriented credit card transaction processing and receipt/ticket printing applications. It's lightweight, ergonomic, and attractive design makes it perfect for customer-facing environments or when users will be wearing the printer for long periods. For example: mobile point of sale, queue busting, tableside service, onboard ticketing, events, concessions, gas stations, and parking lots. The EM 220 printer also can serve government receipt printing applications such as citations, fines, and transit agencies. Finally, it may also fulfill some mobile workforce route accounting, field service, and delivery applications requiring on-site printing of receipts and other documents.

### How does this compare to the MZ series?

The EM 220 printer features a 3-track mag card reader (MCR), ultra small size, lighter weight, and Bluetooth wireless connectivity. The MZ series has not only Bluetooth but also 802.11b/g wireless connectivity with the latest in Wi-Fi security and CPCL programming language. The MZ comes in 2" and 3" print widths, has a larger media capacity, and an IP42 rating, which makes more resistant to water and small particles.

### How does this compare to the RW series?

The EM 220 printers features a MCR, ultra small size, lighter weight, and Bluetooth wireless connectivity compared with the rugged RW series, which was built to perform in harshest environments and has MCR, SCR, 802.11b/g, and Bluetooth wireless connectivity. The RW series supports CPCL and ZPL programming languages, 2" and 4" print widths, a larger media OD, wider media thickness range, limited label printing, an IP54 rating, and a host accessories designed to make the end user's jobs more convenient and productivity particularly in the MWF markets.

**What type of security does the EM printer have?**

It supports the security offered by the Bluetooth standard, which is authentication and encryption.

**Is the EM 220 PCI compliant?**

While the PCI Data Security Standard does not specifically mention Bluetooth technology as an open, public network, it is a technology that can present security risk if not implemented properly. Appropriate measures in the implementation of the Bluetooth technology should be taken such as having the security features enabled and using long PIN codes or pairing the devices only in private.

**What does EM mean?**

EM is the abbreviation for Economy Mobile.

**What is the drop spec?**

The EM 220 printer has a tolerance of multiple drops up to 4' to concrete.

**What is the IP rating?**

The EM 220 printer does not have an IP rating.

**What is the warranty?**

The EM 220 printer includes the standard one year warranty. Extended ZebraCare Depot agreements are available. Please consult the configurator for additional information.

**What connectivity options are available?**

Serial and USB 2.0 are standard. Bluetooth v2.0 is available, but the option must be selected with the MCR option.

**Can Bluetooth functionality be added to the EM 220 printer with MCR by returning it to the depot?**

NO. If the customer needs Bluetooth, they must select the option when they configure their printers.

**What programming languages does the EM 220 printer support?**

The EM 220 has its own programming command language. A command language manual is available. The EM 220 does not support CPCL or ZPL languages.

**What emulations are available?**

It supports ESC/POS only.

**What fonts and bar code symbologies are supported?**

The EM 220 printer supports a variety of fonts and both one and two dimensional bar codes. See the tech product spec sheet for a detailed list.

## Supplies Questions

### **What supplies are offered?**

Z-Select 40000D 3.2 mil receipt paper is the recommended media, and it is a white receipt paper specially coated for maximum image protection and durability. It's ideal for thermal paper applications where print quality and archival life are important. The media will be stocked and added to ZipShip.

### **What thickness of media will be supported?**

The range is 2.8 mil – 4.0 mil paper.

## Accessories Questions

### **What accessories are available for the EM 220 printer ?**

There are a variety of accessories including a leather case, single charger, quad charger, spare battery, and replacement battery charger. At this time, a cigarette lighter adapter is **not** available. For a complete list of accessories, please consult the mobile price list.

### **Does the EM 220 printer ship with a battery charger?**

YES. The battery charger ships in the box with the EM 220 printer.