



Printer Support Guide



Installing Printer Drivers

How do I download and install the Zebra printer drivers?

To download and install the current Zebra printer drivers using the USB, parallel and serial ports for the Microsoft® Windows® Vista™, Microsoft® Windows® 2000 and Microsoft® Windows® XP operating systems, see the Install Zebra Printer Drivers section of this document starting on page 3.

Configuring FedEx Ship Manager with Printers

Now that I have installed the Zebra printer driver, how do I set up the printer driver to work with FedEx Ship Manager Software?

After you have installed the Zebra 500 thermal printer driver, follow the procedure below to complete the setup of your thermal printer driver with FedEx Ship Manager® Software.

Note: If you intend to use FedEx Ship Manager Software but you have not installed the software yet, insert the FedEx Ship Manager Software CD and follow the installation procedure.

If you are using FedEx Ship Manager Software and have already installed the software, follow these steps:

1. Launch FedEx Ship Manager Software.
2. From the tool bar, select **System Settings** from the Customize menu. The System Settings – System/Account screen displays.
3. Select the appropriate system number and click **Modify**. The Systems Settings screen displays.
4. Select the **2 — FedEx Customer Admin** tab.
5. At the bottom of the screen in the section labeled Set Default Printers, click the **Browse** button next to the Label Printer field. Select the printer driver you just installed, such as **Zebra ZP 500 (ZPL)**, and click **OK**.

6. Click **OK** to exit System Settings. To verify that the printer is properly configured, select **Printer Setup** from the click Utilities menu. The label printer you just installed should display in the Label Printer section. If not, select the label printer from the drop-down menu. Click **Test Printer** and then click **OK**.

Labels

How do I load labels into my printer?

Preparing Media

Whether your roll media is inside-wound or outside-wound, you load it into the printer the same way. Remove the outside length of media. During shipment, the roll may become dirty when handled or dusty when stored. Removing the outside length avoids dragging adhesive or dirty media between the print head and platen roller.

Placing the Roll in the Media Compartment

1. Open the printer by pulling the release levers toward the front of the printer.
2. Pull the left media hanger to the side.
3. Orient the media roll so that its printing surface faces up as it passes over the platen.
4. Lower the roll between the hangers and release the left hanger onto the core.
5. Verify the core rests on the hangers and the roll turns freely. The roll must not sit in the bottom of the media compartment.
6. Thread the labels through the Label Guides.
7. Adjust the Label Guides as needed.
8. Close the cover and press the **Feed** button.

Continue on the next page.

Labels, continued

How can I configure the label format in FedEx Ship Manager?

As the label prints, it is either not complete, missing information or printing across two labels. This may be due to the incorrect label format being defined in FedEx Ship Manager®.

Verify the part number from the last label that printed. On the bottom right of the label, there is a corresponding part number in purple (see examples below).

- 153078-077 - Indicates a Format 77 label.
(4" x 5" Thermal Label with FedEx Logo)
- 154254-354 - Indicates a Format 354 label.
(4" x 6 ¾" Thermal Label with Doc Tab)
- 156295-434 - Indicates a Format 354 label.
(4" x 6" Thermal Label without Doc Tab)
- 156297-435 - Indicates a Format 435 label.
(4" x 6" Thermal Label without Doc Tab)

To properly configure FedEx Ship Manager for the correct label format, follow these steps:

1. From the main shipping screen, select **Shipping Profiles** from the Customize menu. The View Shipping Profiles screen displays.
2. Select the appropriate U.S. or international shipping profile and click **View/Edit**. The View/Edit Domestic Shipping Profile screen displays for U.S. shipping profiles. The View/Edit International Shipping Profile screen displays for international shipping profiles.
3. To change the label format for FedEx Express U.S. shipments, click the **2 - FedEx Express Prefs** tab. In the Label Format section, select the appropriate label format for the label part number and click **OK**.
4. To change the label format for FedEx Express international shipments, click the **2 - FedEx Express Prefs** tab. In the Label Format section, select the appropriate label format for the label part number and click **OK**.

5. To change the label format for FedEx Ground U.S. shipments, click the **5 - FedEx Ground Prefs** tab. In the Label Format section, select the appropriate label format for the label part number and click **OK**.
6. To change the label format for FedEx Ground international shipments, click the **4 - FedEx Ground Prefs** tab. In the Label Format section, select the appropriate label format for the label part number and click **OK**.
7. After making your changes, click **OK** on the View Shipping Profiles screen.
8. Reboot (exit and relaunch) the software and attempt to ship a package.

Reset Printer

How can I reset my Zebra ZP 500 Plus thermal label printer?

1. With the printer power on and top cover closed, press and hold the **Feed** button for several seconds. A series of flashes occurs.
2. Release the **Feed** button after four consecutive flashes. This resets the printer to the default factory settings and modes. The printer then performs a standard media calibration.

USB Port - Microsoft Windows Vista (Classic View)

To download and install the current Zebra printer driver using the USB port for 32-bit and 64-bit Microsoft® Windows® Vista™ operating systems (Classic view), follow these steps:

1. Install the printer labels and close the printer cover. Connect the power cord to the printer first and then to the power source (e.g., wall outlet). Ensure that the labels are installed correctly.
2. Turn off your computer and the printer before connecting the supplied USB cable to a dedicated USB port on the printer. Be sure to thread the USB cable through the strain relief clip before connecting it to the printer.
3. Turn on your computer.
4. Download the USB Port Zebra Printer Driver (Vista) from the FedEx Printer Support Web site. The WinZip Self-Extractor screen displays and unzips (extracts) the driver files to the C:\FedEx_Zebra_driver folder.
5. Click **Unzip**. The resulting screen confirms that the zip file was unzipped (extracted) successfully.
6. Click **OK** and then click **Close** to close the screens.
7. Connect the USB cable from the printer to a dedicated USB port on the computer. The system automatically installs the printer driver.
8. If the USB driver does not load automatically, follow these steps to load the driver manually:
 - Navigate to the PrnInstZBR file within the C:\FedEx_Zebra_driver folder.
 - Double-click the printer driver file (**PrnInstZBR**). The User Account Control screen displays.
 - Click **Continue**. The Welcome screen for the wizard displays.
 - Click **Next**. The Select Printer screen displays.
- In the Manufacturers section on the left side of the screen, **Zebra Technologies** is selected by default.
- In the Printer section on the right side of the screen, select your printer (e.g., **Zebra 2844**).
- Click **Next**. The Printer Options screen displays.
- In the Available ports section, select **USB001** or **USB002**.
- Click **Finish** to install the printer driver.
- To check the printer driver properties, click **Start > Control Panel > Printers**. The Printers screen displays.
- Right-click the printer icon (e.g., **Zebra 2844**) and click Properties. The designated properties screen displays (e.g., Zebra 2844 Properties).
- Click **Print Test Page**. The resulting printer test page screen displays. Confirm that the test page prints on your printer. If a test label does not print, repeat the above procedure in step (8).
- Click **Close** to close the Test page screen.
- Click **Close** to close the designated properties screen (e.g., Zebra 2844 Properties).
- Close the Printers screen (within the Control Panel) to complete the manual installation.
9. To check the printer driver properties, click **Start > Control Panel > Printers**. The Printers screen displays.
10. Right-click the printer icon (e.g., **Zebra 2844**) and click **Properties**. The designated properties screen displays (e.g., Zebra 2844 Properties).
11. To print a test label, click **Print Test Page**. The resulting printer test page screen displays. Confirm that the test label prints on your printer. If a test label does not print, repeat steps (7) and (9) through (11).
12. Click **Close** to close the Test page screen.
13. Click **Close** to close the designated properties screen (e.g., Zebra 2844 Properties).
14. Close the Printers screen (within the Control Panel) to complete the installation.

Parallel Port - Microsoft Windows Vista (Classic View)

To download and install the current Zebra printer driver using the parallel port for 32-bit and 64-bit Microsoft® Windows® Vista™ operating systems (Classic view), follow these steps:

1. Install the printer labels and close the printer cover. Connect the power cord to the printer first and then to the power source (e.g., wall outlet). Ensure that the labels are installed correctly.
2. Turn off your computer and the printer before connecting the supplied parallel cable to a dedicated parallel port on the printer. Then connect the parallel cable from the printer to a dedicated parallel port on the computer.
3. After connecting the printer, turn on your computer.
4. Download the Parallel Port Zebra Printer Driver (Vista) from the FedEx Printer Support Web site. The WinZip Self-Extractor screen displays and unzips (extracts) the file to the C:\FedEx_Zebra_driver folder.
5. Click **Unzip**. The resulting screen confirms that the zip file was unzipped (extracted) successfully.
6. Click **OK** and then click **Close** to close the screens.
7. Navigate to the PrnInstZBR file within the C:\FedEx_Zebra_driver folder.
8. Double-click the printer driver file (**PrnInstZBR**). The User Account Control screen displays.
9. Click **Continue**. The Welcome screen for the wizard displays.
10. Click **Next**. The Select Printer screen displays.
11. In the Manufacturers section on the left side of the screen, **Zebra Technologies** is selected by default.
12. In the Printer section on the right side of the screen, select your printer (e.g., **Zebra 2844**).
13. Click **Next**. The Printer Options screen displays.
14. In the Available port section on the left side of the screen, **LPT1** is selected by default.
15. Click **Finish** to install the printer driver.
16. To check the printer driver properties, click **Start > Control Panel > Printers**. The Printers screen displays.
17. Right-click the printer icon (e.g., **Zebra 2844**) and click **Properties**. The designated properties screen displays (e.g., Zebra 2844 Properties).
18. To print a test label, click **Print Test Page**. The resulting printer test page screen displays. Confirm that the test label prints on your printer. If a test label does not print, repeat steps (2) through (18).
19. Click **Close** to close the Test page screen.
20. Click **Close** to close the designated properties screen (e.g., Zebra 2844 Properties).
21. Close the Printers screen (within the Control Panel) to complete the installation.

Serial Port - Microsoft Windows Vista (Classic View)

To download and install the current Zebra printer driver using the serial port for 32-bit and 64-bit Microsoft® Windows® Vista™ operating systems (Classic view), follow these steps:

1. Install the printer labels and close the printer cover. Connect the power cord to the printer first and then to the power source (e.g., wall outlet). Ensure that the labels are installed correctly.
2. Turn off your computer and the printer before connecting the supplied serial cable to a dedicated serial port on the printer. Then connect the serial cable from the printer to a dedicated serial port on the computer.
3. After connecting the printer, turn on your computer.
4. Download the Serial Port Zebra Printer Driver (Vista) from the FedEx Printer Support Web site. The WinZip Self-Extractor screen displays and unzips (extracts) the driver files to the C:\FedEx_Zebra_driver folder.
5. Click **Unzip**. The resulting screen confirms that the zip file was unzipped (extracted) successfully.
6. Click **OK** and then click Close to close the screens.
7. Navigate to the PnlnstZBR file within the C:\FedEx_Zebra_driver folder.
8. Double-click the printer driver file (**PnlnstZBR**). The User Account Control screen displays.
9. Click **Continue**. The Welcome screen for the wizard displays.
10. Click **Next**. The Select Printer screen displays.
11. In the Manufacturers section on the left side of the screen, **Zebra Technologies** is selected by default.
12. In the Printer section on the right side of the screen, select your printer (e.g., **Zebra 2844**).
13. Click **Next**. The Printer Options screen displays.
14. In the Available ports section, select **COM1**.
15. Click **Finish** to install the printer driver.
16. To check the printer driver properties, click **Start > Control Panel > Printers**. The Printers screen displays.
17. Right-click the printer icon (e.g., **Zebra 2844**) and click **Properties**. The designated properties screen displays (e.g., Zebra 2844 Properties).
18. Click the **Ports** tab and then click **Configure Port** on the resulting screen. The COM1 Properties screen displays.
19. Confirm that the port settings are as follows:
 - Bits per second – 9600
 - Data bits – 8
 - Parity – None
 - Stop bits – 1
 - Flow Control – Xon / Xoff
20. Click **Apply** and then click **OK** to return to the Ports screen.
21. To print a test label, click the **General** tab. The General screen displays.
22. Click **Print Test Page**. The resulting printer test page screen displays. Confirm that the test label prints on your printer. If a test label does not print, repeat steps (2) through (22).
23. Click **Close** to close the Test page screen.
24. Click **Close** to close the designated properties screen (e.g., Zebra 2844 Properties).
25. Close the Printers screen (within the Control Panel) to complete the installation.

USB Port - Microsoft Windows 2000 or Microsoft Windows XP

To download and install the current Zebra printer driver using the USB port for Microsoft® Windows® 2000 or Microsoft® Windows® XP operating systems, follow these steps:

1. Install the printer labels and close the printer cover. Connect the power cord to the printer first and then to the power source (e.g., wall outlet). Ensure that the labels are installed correctly.
2. Turn off your computer and the printer before connecting the supplied USB cable to a dedicated USB port on the printer. Be sure to thread the USB cable through the strain relief clip before connecting it to the printer. Then connect the USB cable from the printer to a dedicated USB port on the computer.
3. After connecting the printer, turn on your computer.
4. Download the USB Port Zebra Printer Driver from the FedEx Printer Support Web site. When the File Download screen displays, click **Save** and save the driver file to your desktop (or another directory of your choice).
5. Double-click the printer driver file. The FedEx ZUD OEM Driver popup displays.
6. Click **Yes**. The Welcome to the InstallShield Wizard for the FedEx ZUD OEM Driver screen displays.
7. Click **Next**. The End User License Agreement screen displays.
8. Click the **I accept the terms in the license agreement** radio button.
9. Click **Next**. The Location to Save Files screen displays.
10. Click **Next** to save the printer driver files to the designated directory (e.g., C:\ZUD4233) or click **Change** to save the printer driver files to another directory. After the printer driver files have been saved to the selected directory, the Language Selection popup displays showing UK–English (United States) as the default entry in the Language field.
11. Click **Cancel**.
12. Turn on the printer. The Welcome to the Found New Hardware Wizard screen displays.
13. Click the **Install from a list of specific location (Advanced)** radio button.
14. Click **Next**. The Please Choose Your Search and Installation Options screen displays.
15. Click the **Search for the best driver in these locations** radio button. Also select the **Include this location in the search** checkbox. The folder (C:\ZUD4233) containing the needed file should display in the field.
*Note: If the designated folder does not display, click **Browse** to navigate to the designated directory where you saved the printer driver files. Click **OK**.*
16. Click **Next**. After your system installs the printer drivers, the Completing the Found New Hardware Wizard screen displays.
17. Click **Finish**.
18. To print a test label, click **Start > Settings > Printers** (Microsoft Windows 2000) or click **Start > Settings > Printers and Faxes** (Microsoft Windows XP). The Printers and Faxes screen displays.
19. Right-click the designated printer and select **Properties**. The designated printer's Properties screen displays.
20. Click **Print Test Page** to print a test label. After the test label prints, a print test confirmation screen displays.
21. Click **OK**. Close the Properties screen and then the Printers and Faxes screen.
Note: If the test label does not print, repeat the printer driver installation procedure.
22. When you have completed the installation, reboot your computer.

Parallel Port - Microsoft Windows 2000 or Microsoft Windows XP

To download and install the current Zebra printer driver using the parallel port for Microsoft® Windows® 2000 or Microsoft® Windows® XP operating systems, follow these steps:

1. Install the printer labels and close the printer cover. Connect the power cord to the printer first and then to the power source (e.g., wall outlet). Ensure that the labels are installed correctly.
2. Turn off your computer and the printer before connecting the supplied parallel cable to a dedicated parallel port on the printer. Then connect the parallel cable from the printer to a dedicated parallel port on the computer.
3. After connecting the printer, turn on your computer.
4. Download the Parallel Port Zebra Printer Driver from the FedEx Printer Support Web site. When the File Download screen displays, click **Save** and save the driver file to your desktop (or another directory of your choice).
5. Double-click the printer driver file. The FedEx ZUD OEM Driver popup displays.
6. Click **Yes**. The Welcome to the InstallShield Wizard for the FedEx ZUD OEM Driver screen displays.
7. Click **Next**. The End User License Agreement screen displays.
8. Click the **I accept the terms in the license agreement** radio button.
9. Click **Next**. The Location to Save Files screen displays.
10. Click **Next** to save the printer driver files to the designated directory (e.g., C:\ZUD4233) or click **Change** to save the printer driver files to another directory. After the printer driver files have been saved to the selected directory, the Language Selection popup displays showing UK–English (United States) as the default entry in the Language field.
11. Click **Cancel** and turn on the printer.

Note: If your system is configured for plug-n-play, the Welcome to the Found New Hardware

Wizard screen displays. To complete this procedure, follow steps (12) through (22) in the Download/Install Zebra Printer Driver (USB Port) procedure.

12. For Microsoft Windows 2000, click **Start > Settings > Printers**. For Microsoft Windows XP, click **Start > Settings > Printers and Faxes**. The Printers and Faxes screen displays.
13. Double-click **Add Printer**. The Welcome to the Add Printer Wizard screen displays.
14. Click **Next**. The Local or Network Printer screen displays.
15. For Microsoft Windows 2000, select **Local printer** and click **Next**. For Microsoft Windows XP, select **Local printer attached to this computer** and click **Next**.
*Note: Do not select **Automatically detect and install my Plug and Play printer**.*
16. Select **Use the following port** and then select **LPT1** from the drop-down menu.
17. Click **Next**. The Install Printer Software screen displays.
18. Click **Have Disk**. The Install from Disk screen displays.
19. Click **Browse** and navigate to the folder (e.g., ZUD4233) where you loaded the printer driver.
20. Select **ZSD.INF** and click **Open**. The Install from Disk screen displays.
21. Click **OK**. The Install Printer Software screen displays.
22. Select your printer and click **Next**. The Name Your Printer screen displays.
23. On the Name Your Printer screen, use the default printer name or change the printer name. Click **Next**. The Print Test Page screen displays.
24. Select **Yes** or **No** depending on whether you want to print a test page. Click **Next**. The Completing the Add Printer Wizard screen displays.
Note: If you choose to print a test page and the test label does not print, repeat the printer driver installation procedure.
25. Click **Finish** to complete the installation.
*Note: A Hardware Installation screen may appear that indicates the driver has not passed Windows® Logo testing. If so, click **Continue Anyway**. The printer driver installation has completed.*
26. When you have completed the installation, reboot your computer.

Serial Port - Microsoft Windows 2000 or Microsoft Windows XP

To download and install the current Zebra printer driver using the serial port for Microsoft® Windows® 2000 or Microsoft® Windows® XP operating systems, follow these steps:

1. Install the printer labels and close the printer cover. Connect the power cord to the printer first and then to the power source (e.g., wall outlet). Ensure that the labels are installed correctly.
2. Turn off your computer and the printer before connecting the supplied serial cable to a dedicated serial port on the printer. Then connect the serial cable from the printer to a dedicated serial port on the computer.
3. After connecting the printer, turn on your computer.
4. Download the Serial Port Zebra Printer Driver from the FedEx Printer Support Web site. When the File Download screen displays, click **Save** and save the driver file to your desktop (or another directory of your choice).
5. Double-click the printer driver file. The FedEx ZUD OEM Driver popup displays.
6. Click **Yes**. The Welcome to the InstallShield Wizard for the FedEx ZUD OEM Driver screen displays.
7. Click **Next**. The End User License Agreement screen displays.
8. Click the **I accept the terms in the license agreement** radio button.
9. Click **Next**. The Location to Save Files screen displays.
10. Click **Next** to save the printer driver files to the designated directory (e.g., C:\ZUD4233) or click **Change** to save the printer driver files to another directory. After the printer driver files have been saved to the selected directory, the Language Selection popup displays showing UK–English (United States) as the default entry in the Language field.
11. Click **Cancel** and turn on the printer.
12. For Microsoft Windows 2000, click **Start > Settings > Printers**. For Microsoft Windows XP, click **Start > Settings > Printers and Faxes**. The Printers and Faxes screen displays.
13. Double-click **Add Printer**. The Welcome to the Add Printer Wizard screen displays.
14. Click **Next**. The Local or Network Printer screen displays.
15. For Microsoft Windows 2000, select **Local printer** and click **Next**. For Microsoft Windows XP, select **Local printer attached to this computer** and click **Next**.
*Note: Do **not** select **Automatically detect and install my Plug and Play printer**.*
16. Select **Use the following port**. Select the Com port being used (e.g., Com1) from the drop-down menu.
17. Click **Next**. The Install Printer Software screen displays.
18. Click **Have Disk**. The Install from Disk screen displays.
19. Click **Browse** and navigate to the folder (e.g., ZUD4233) where you loaded the printer driver.
20. Select **ZSD.INF** and click **Open**. The Install from Disk screen displays.
21. Click **OK**. The Install Printer Software screen displays.
22. Select your printer and click **Next**. The Name Your Printer screen displays.
23. On the Name Your Printer screen, use the default printer name or change the printer name. Click **Next**. The Print Test Page screen displays.
24. Select **No** and then click **Next**. The Completing the Add Printer Wizard screen displays.
25. Click **Finish** to complete the installation.
*Note: A Hardware Installation screen may appear that indicates the driver has not passed Windows® Logo testing. If so, click **Continue Anyway**. The printer driver installation has completed.*

Continue on the next page.

Serial Port - Microsoft Windows 2000 or Microsoft Windows XP, continued

26. On the Printers and Faxes screen, right-click the printer icon (e.g., **Zebra 2844**) and click **Properties**. The designated properties screen displays (e.g., Zebra 2844 Properties).
27. Click the **Ports** tab and then click **Configure Port** on the resulting screen. The COM1 Properties screen displays.
28. Confirm that the port settings are as follows:
 - Bits per second – 9600
 - Data bits – 8
 - Parity – None
 - Stop bits – 1
 - Flow Control – Xon / Xoff
29. If you make any changes, click **Apply** and then click **OK** to return to the Ports screen. If you did not make any changes, click **OK**.
30. To print a test page, click the **General** tab. The General screen displays.
31. Click **Print Test Page**. The resulting printer test page screen displays. Confirm that the test label prints on your printer. If a test label does not print, repeat the printer driver installation procedure.
32. Click **OK** to close the Test page screen.
33. Click **Close** to close the designated properties screen (e.g., Zebra 2844 Properties).
34. Close the Printers and Faxes screen (within the Control Panel) to complete the installation.
35. When you have completed the installation, reboot your computer.

If you have any questions about downloading, installing, or removing a Zebra printer driver, please call the FedEx Ship Manager Technical Support Center at 1.877.339.2774.

Microsoft Windows 2000 or Microsoft Windows XP

If you have previously installed a printer and are upgrading to one of the new ZPL printers, you first need to remove the legacy printer driver. To determine if you have a legacy printer driver on your system and install the correct printer driver, follow these steps:

1. For Microsoft® Windows® 2000, click **Start > Settings > Printers**.
For Microsoft® Windows® XP, click **Start > Settings > Printers and Faxes**.
The Printers and Faxes screen displays.

*Note: If you have your Customize Classic Start Menu set to **Expand Printers**, deselect **Expand Printers**. This allows you to access the Server Properties screen from the File drop-down menu.*

2. Choose **Server Properties** from the File drop-down menu at the top of the screen. The Print Server Properties screen displays.
3. Click the **Drivers** tab on the Print Server Properties screen.
4. If the resulting screen displays any Eltron or Zebra printers for the Microsoft® Windows® NT 4.0 or 2000 version, click **Cancel** and continue with the following steps to remove the legacy printer driver(s).

Note: If the window does not display any Eltron or Zebra printers for the Microsoft Windows NT 4.0 or 2000 version, go to the FedEx Printer Support Web site to download/install the appropriate printer driver.

5. Click **Remove Legacy Zebra Printer Driver** on the FedEx Printer Support Web site. The File Download screen displays.
6. Click **Run**. The Driver Uninstaller screen displays.
7. Follow the instructions/prompts to uninstall your legacy Zebra printer driver.
8. If a legacy printer is connected to your system, remove the printer, printer cable, and power cord.
9. Download and install the current Zebra printer driver from the FedEx Printer Support Web site and follow the instructions provided in the previous pages for the type of port you are using.