



## Zebra ZD500 – Printing Badges on a Windows PC

### Step 1: On your PC, Download and Install the Printer Driver Package

- To do so, visit this link: <https://www.zebra.com/us/en/support-downloads/printers/desktop/zd500.html>
  - Then select and download the “**Zebra Setup Utilities for Windows**”, which is 46MB in size.
- The installer program will run you through the required steps to install the software.
- IMPORTANT: Do not connect the printer to your computer until the software is installed.

### Step 2: Load the Badge Paper in to the Printer

- Turn on the printer. Before opening the top of the printer, press the Home button on the bottom left corner of the printer screen. Then press the Right arrow once and select Tools. Then, press the Left arrow a few times until you arrive at “Head Close Action”. Change this to “No Motion” and then press the Home button again.
- Open the top of the printer by pulling the yellow tabs on either side of the printer frontwards.
- Utilizing the yellow roller in the middle of the printer base, open up the paper guides so that the 4” wide paper fits snugly between them.
- Feed the paper through the rear slot of the printer as shown below.
  - o **If using badge stock with the black line on the back**, make sure the black line is facing down and the “Feed Direction” arrow on the back of the paper pointing towards the front of the printer. **\*\*If using the UPRINT4X3DRS\* stock, see addendum at the bottom of this document for additional instructions before proceeding.**
  - o **If using badge stock with a notch in the middle of the perforations**, please note that the Direct Thermal coating is only one side of the paper. The coated side will be slightly glossier—make sure this side is facing up.
- Make sure it fits underneath the tabs which are circled in red in the image below. Then position the edge of the paper so it lies over the top of the rubber roller, also shown below.

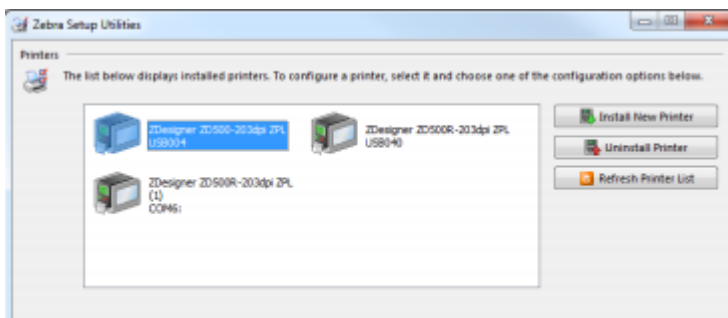
- Close the printer head. The screen on the printer should read “Printer Paused”. If the screen says, “**Head Open**”, try pressing down firmly on the top of the printer until it clicks into place.

- Next, we will adjust the driver settings on your PC.



### Step 3: Configure the Printer Driver Settings

- Plug in the printer to your computer, if it isn't already.
- Open the **Zebra Setup Utilities** program by searching for it in your Start Menu.
- Your printer should show up in the window, as shown below:



- **Double click on the printer icon. Under the “Options” tab:**
  - o Make sure the “**Use Printer Settings**” checkbox at the top is unchecked.
  - o **Speed:** should be changed to “3”
  - o **Darkness:** should be changed to “20”
  - o **Paper Format:** should be set to “Portrait”\*
  - o **Width:** should be 4”\* and **Height** should be the length between the black lines or notches on your badge stock (usually 3”, 6”, or 12”)
- \*If using our 3.5”x2.25” stock (UPRINT35X225\*), see addendum below.

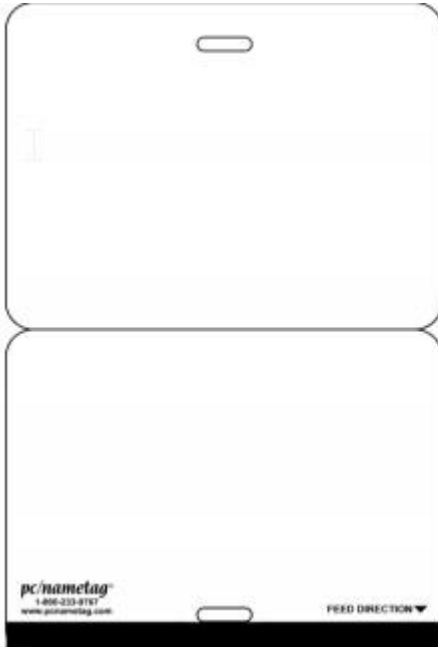
- Under the “**Advanced Setup**” tab:
  - o **Operation Mode**: should be set to “**Tear Off**” (we’ll change this to Cutter later)
  - o **Media Type**: should be “Thermal Direct”
  - o **Tracking Mode**: should be set to:
    - **If using stock with the black line on back**: “**Mark Sensing**”
    - **All other types of badges/labels**: “**Web Sensing**”
  - o All three boxes under **Adjustment** should be set to zero.
  - o Click “Apply”.
  - o Then, click on the “**Calibrate**” button in the bottom right hand corner. The printer will feed out several badges and then stop. At this point, you can reopen the printer and pull the badges back through so that they’re not wasted, and re-close the top.
  - o After closing the top, press the Pause button, and then the Feed button underneath it to feed out one badge.
- Now, if you’d prefer, **you can turn on the auto-cutter**. First, change the “Operation Mode” setting to “Cutter”, rather than “Tear Off” as described above, and press OK.

#### **Step 4: Open Your Word Template and Try Printing a Badge**

- Download the template at the following link:  
<http://www.pcnametag.com/pages/templates>
  - o Select “Badge Printer Stock” on the left-hand side of the page and then click “Download Template” under the “Zebra ZD500” option.
- Open the template for your badge type and enter in some text. Print as you normally would, just be sure the correct printer is selected.
- **Note: if printing through a wireless network is required, please contact pc/nametag for specific instructions.**

## UPRINT4X3DRS\* ADDENDUM

If you are using this type of stock (pictured below), you will need to move the adjustable sensor in the printer slightly, so that the printer doesn't mistake the lanyard slot for a timing notch. Push the yellow sensor (pictured below) about an inch to the right, then proceed with Step 2 above.



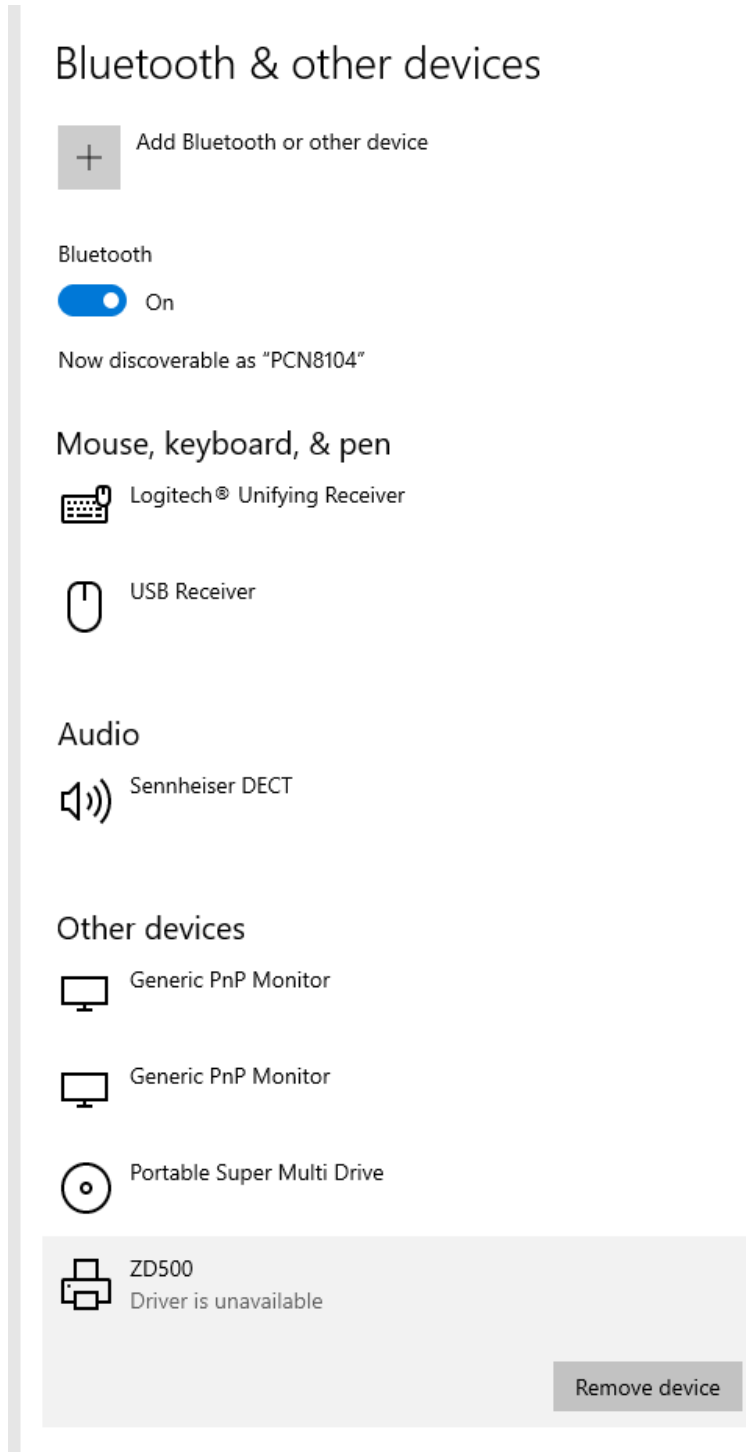
## UPRINT35X225DRS\* ADDENDUM

If you are using the 3.5"x2.25" size stock, the Width should be set to 2.25" and the Height should be 3.5". Then, if you are printing a landscape orientation badge, switch the orientation to "Portrait" in the driver settings.

### Step 5 (optional): Set Up printer to connect with Bluetooth

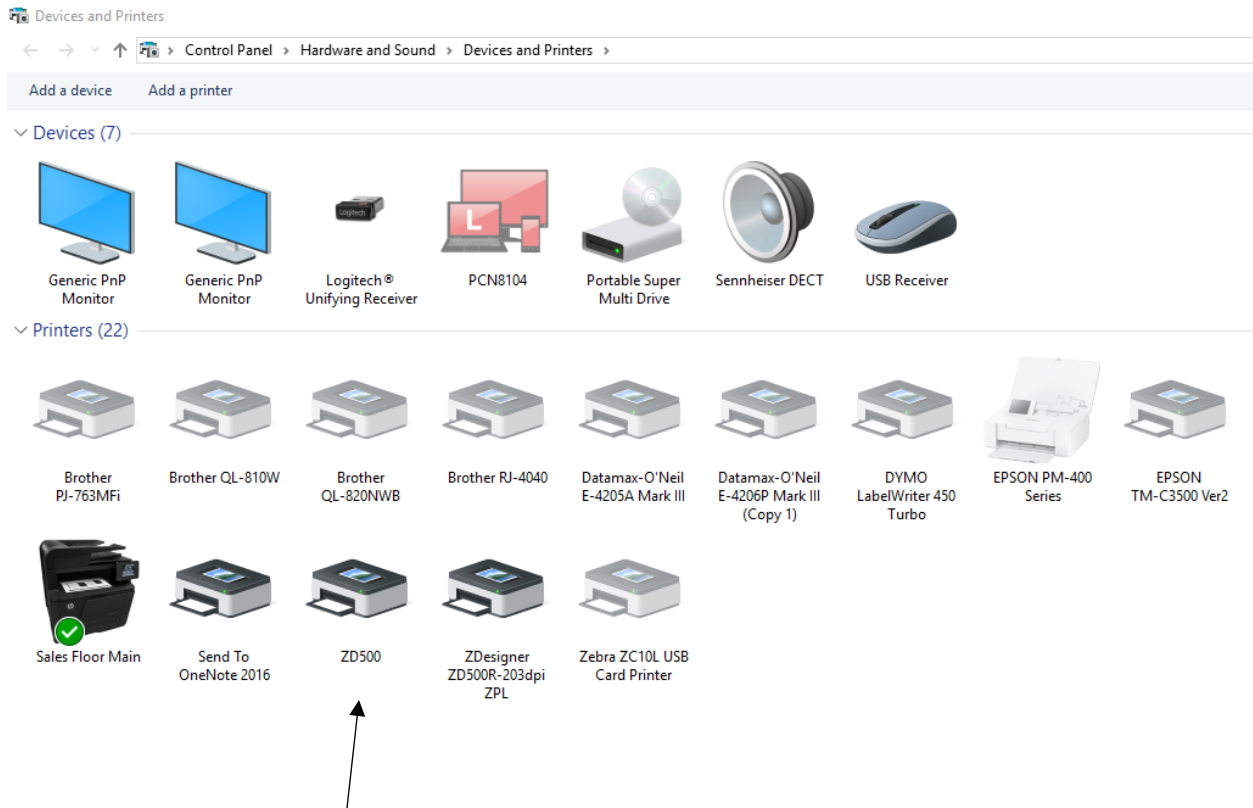
- On the printer, open the menu and select the **Bluetooth** menu.
  - Ensure that **Discovery** is turned on for the printer.
- After ensuring that the ZD500 drivers are set up through wired connection, open the Control Panel on the computer and select "**Bluetooth & other Devices**". The printer will usually not be an option that is readily discoverable when you first open this screen.
  - Click "**Add Bluetooth or other device**" at the top.
  - Choose the Bluetooth Option.
  - After a few seconds, the computer should give you ZD500 as an option to click on.
  - A 6-digit code will appear on both the computer screen and the printer. This will confirm that the correct device is being linked to each device.
    - You will need to confirm that you accept this connection on the printer first. Then, it will wait for you to accept it on the computer as well.

- After confirming the connection in both places, the computer will sync the two locations. It will take a few seconds before it will confirm that the pairing is complete. Once finished, the ZD500 will appear on the list of Bluetooth devices, like below:

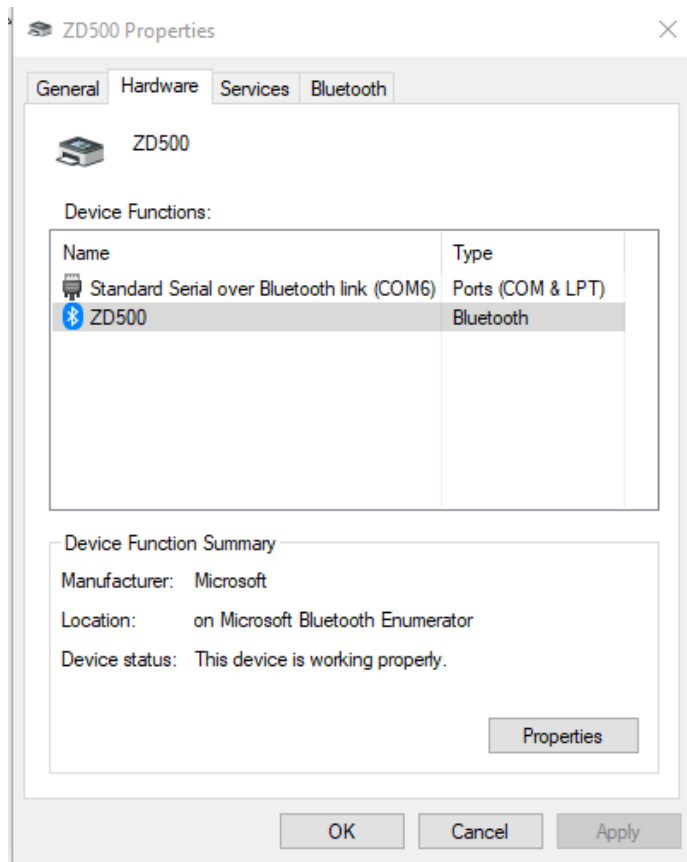


- Currently says that the **“Driver is unavailable”**. To fix this, we’ll need to find the port that the Bluetooth connection is using. **Keep the printer plugged in via ethernet for this part.**

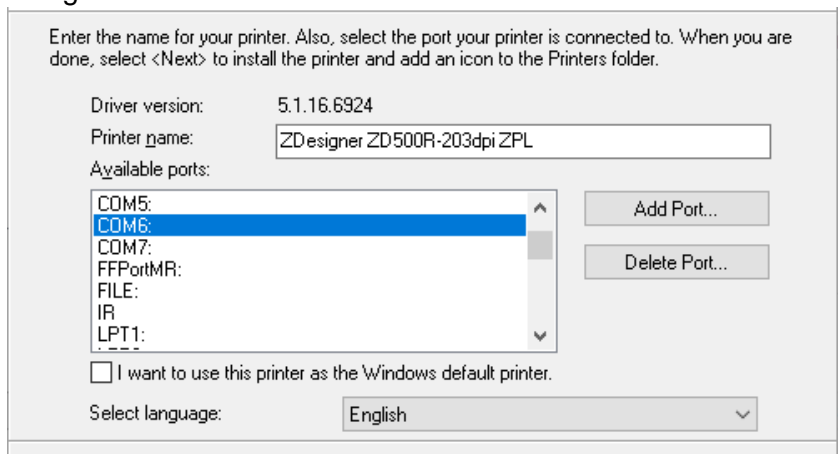
- Open the list of “**Devices and Printers**” and find the printer that we just added, by the same name:



- Right click on this printer and select **Properties**. There will be a tab for **Hardware** that details the **Standard Serial over Bluetooth link** and then will list a COM port number in parenthesis:



- For this example, COM6 is the port number.
- Now, open up **Zebra Setup Utilities**, the same program that allowed the printer to be installed the first time
  - The printer should show up on the screen as an available printer through this utility. Click on the option to the right to **Install New Printer**.
  - An Installation Wizard should appear. Complete the installation through the wizard, selecting **Install Printer**, then finding the current model printer being used on the list, which is still **ZDesigner ZD500R-203dpi ZPL**, and confirming that we want to **Add new printer**. A list of available ports will now show up. Select the same port that is being used for the new Bluetooth connection:



- Finish the installation. It may take a few minutes to complete.

- It may stop and inform you that certain drivers are locked by other processes. If so, you can click **Ignore**. In some cases, it may recommend that you reboot the computer based on the processes that were interrupted.
- Once this process is completed, there should be a second printer that shows up in the Zebra Setup Utilities screen. It should mention the Bluetooth Port that was selected. There should also be a duplicate entry on the list of **Printers and Scanners**:



ZD500  
Driver is unavailable



ZDesigner ZD500R-203dpi ZPL  
Offline



ZDesigner ZD500R-203dpi ZPL  
Driver is unavailable



ZDesigner ZD500R-203dpi ZPL (1)

- In the example above, the Offline printer represents the connection for this printer via ethernet, but the bottom option remains. Try to print from the computer without wired connection using this option. When you select a printer from the available list, the bottom entry should show up as **“Ready”** without having the ethernet connected. You may have to adjust the printer settings in this connection the same way that you did for the first installation.
  - On the Bluetooth menu of the printer, there is an option called **“Connected”** which may still say **No** even after making this connection. Go by whether the computer can find the connection.
- If the printing is successful, feel free to attach another computer to the same printer using the previous process.