

GENERAL FAQS

WHAT IS THE ZD420?

A new offering in Zebra's desktop printer line, the ZD420 is the industry's first thermal printer to offer an easy-to-load transfer ribbon cartridge. The ZD420 does not replace an existing Zebra product, but provides a more convenient solution to address the common pain point that traditional thermal transfer ribbons can be tricky and time-consuming to load. ZD420 customers appreciate the convenience of a mistake-proof cartridge, coupled with the printer's high print quality and a "better" feature set.

WHAT ARE THE KEY CUSTOMER BENEFIT MESSAGES OF THE ZD420?

- Easiest thermal transfer printer to load, period. The simplicity of the ZD420's ribbon cartridge takes the time and trouble out of replacing the printer ribbon. Regardless of experience level, end users can replace the ribbon and get back to work in seconds — with significantly fewer support calls to IT.
- Easier for workers to use and IT to manage — users can instantly identify and rectify printer issues, such as a lost network connection or out of media, while IT can manage all printers remotely through an easy to use web-based interface.
- Easier deployment, offering all the wired and wireless connection options you could ever need.
- Faster and higher resolution printing for improved workforce productivity, increased application flexibility and a faster return on investment.
- Field-installable connectivity and media handling options allow you to customize the printer to meet your needs today and tomorrow, eliminating the need to send the printer to a service depot — maximizing printer availability and uptime.

WHAT ARE THE TARGET MARKETS AND APPLICATIONS FOR THE ZD420?

MARKET	APPLICATIONS
Light Manufacturing	Agency labels/nameplates
	Product labels
	Apparel tags
Transportation & Logistics	Asset labels
Healthcare	Lab and specimen labels
	Asset labels
	Blood and IV bag labels
	Sterile services

Other typical applications include asset and record labels for retail and government and service reminder labels.

ARE THERE MODELS OF THE ZD420 DESIGNED FOR SPECIFIC MARKETS?

Yes, there are two models to meet the needs of two different markets: the standard model and healthcare version. The healthcare model includes an IEC 60601-1 certified medical grade power supply and a plastic shell that can be wiped down with disinfectants to destroy germs and bacteria. The high resolution 300 dpi printing option (available in both models) opens new sales opportunities in healthcare, where many small labels are required for prescriptions and specimen vials.

## FREQUENTLY ASKED QUESTIONS

**HOW DOES THE ZD420 RIBBON HANDLING COMPARE TO A COMPETITIVE DESKTOP PRINTER?**

Competitive thermal transfer printers require complex loading over several stages with secondary spools or roll holders, which leads to an increased downtime and errors.

**HOW DOES THE ZD420 PRINTER COMPARE TO THE GK420T PRINTER?**

FEATURE	GK420T	ZD420
Maximum Print Speed	5 ips	6 ips
Print Resolution	203 dpi	203 or 300 dpi (field-changeable)
Standard Connectivity	RS-232 auto-sensing serial, USB 1.1, Centronics parallel	USB 2.0, Bluetooth Low Energy (BLE), USB Host
Field Installable Connectivity	None	Auto-sensing serial, Ethernet
Factory Installed Connectivity	Ethernet (replaces serial and parallel)	Dual Wireless; 802.11ac and Bluetooth 4.1, Ethernet
Media Handling Options	Factory installed peeler	Field installable peeler or cutter
Media Sensors	Fixed transmissive and reflective	Full width reflective and multi-position transmissive for greater media flexibility

**WHAT PRODUCTS DOES THE ZD420 DESKTOP PRINTER REPLACE?**

The ZD420 does not replace any printers. The ZD420 extends the better class of Desktop printers by offering a ribbon cartridge. Its Link-OS Virtual Device feature emulates many competitor print languages which facilitate replacement of competitive models including the Intermec PC43t, Sato GC408, Datamax E-class and TSC TA-210. Visit [Zebra.com](https://www.zebra.com) for more information.

**WHEN SHOULD I DIRECT MY CUSTOMER TO BUY A ZD420 IN PLACE OF A GK420T OR GT800?**

The primary reason is for easy ribbon handling to support quick installation or swapping depending on the media being used for a particular print job. This is especially relevant for:

- Seasonal employees that have no training on how to load the ribbon or rarely replace the ribbon
- Highly-skilled workers that need to stay focused on critical tasks
- Applications that require frequent ribbon changing, such as a lab that may switch back and forth between paper and more rugged polyester labels throughout the day

In addition, the ZD420 is the right choice if your customer needs:

- A Link-OS printer
- Support for 802.11ac Wi-Fi and/or Bluetooth 4.1 (including support for Apple devices)
- A full width reflective sensor and a multi-position transmissive sensor for greater media support
- A 300 dpi resolution option.

**HOW DOES THE ZD420 DIFFER FROM MY CURRENT THERMAL TRANSFER GC, GK, GT, GX OR ZD MODEL PRINTER?**

The Link-OS enabled ZD420 is a significantly more functional thermal transfer printer with greater connectivity and integration flexibility, but with the added bonus that ribbon loading is a simple, error free operation with loading times in a fraction of a second.

## FREQUENTLY ASKED QUESTIONS

### **ARE THE ZD420 PRINTERS COMPATIBLE WITH OTHER ZEBRA PRINTERS?**

The printer has dual resident command language. The coexistent EPL2 and ZPL allows for seamless integration into legacy and current installations. You can swap your older EPL2 or ZPL based desktop printers or add to existing applications.

### **CAN I PRINT IN DIRECT THERMAL MODE WITH A ZD420?**

Yes, the ZD420 can be configured to print in direct thermal mode.

### **CAN I ADD A PEELER OR CUTTER TO A ZD420 DESKTOP PRINTER?**

Yes. The printer can be upgraded in the field by a partner or end-user to suit the application. This is now a simple, in-field task that only takes a matter of minutes. All upgrade kits come with the necessary Torx tool so upgrades are fast and easy. The cutter can be used with tag stock or to cut through liner material. It is not intended to cut through adhesive and should not be used with linerless labels.

### **WHAT CONNECTIVITY IS AVAILABLE?**

The ZD420 printer comes standard with Bluetooth Low Energy, USB Host and USB 2.0. Optional user-installed Serial or 10/100 Ethernet (IPv4) modules can easily be added in the field. In addition, we offer a factory-installed dual wireless option which includes both Wi-Fi certified 802.11ac and MFi approved (compatible with Apple iOS devices) Bluetooth 4.1.

### **WHAT OPTIONS AND ACCESSORIES ARE AVAILABLE FOR THE ZD420?**

Media handling, connectivity and a mounting bracket are some of the items available. However, for a complete list of available ZD420 options and accessories, please consult the price catalog.

### **DOES THE ZD420 OFFER A 300 DPI PRINT RESOLUTION OPTION?**

Yes, this is a factory installed option. In addition, there are accessory kits available to turn a ZD420 from 203 dpi to 300 dpi, or from 300 dpi to 203 dpi in the field.

### **MY 28-SERIES/G-SERIES ONLY HAD A SINGLE LED BUTTON. WHAT ARE THESE THREE NEW BUTTONS?**

The control panel combines three function buttons: Pause, Feed and Cancel, which can be used to initiate various setup, calibration and diagnostic routines at start-up or during printer power-on. Further details on the operator controls can be found in the user guide. This new user interface closely matches the design of Zebra mobile and industrial printers, providing a consistent experience across our various printer product lines.

### **WHAT ARE THE ICONS ON THE CONTROL PANEL?**

The five status icons relate to the printer's operating behavior in respect of its general print condition, data handling, supplies usage and network connection(s). Further details on the operator controls can be found in the user guide.

### **WHAT IS THE MOVEABLE SENSOR?**

ZD420 printers have a moveable sensor as standard. This full-width reflective sensor can be moved across the whole print width for use in detecting black line registration marks. The multi-position transmissive sensor detects registration gaps, notches or die-cut holes in the center of the media.

### **WHAT IS THE DIP SWITCH ON THE REAR OF THE PRINTER?**

This is the Darkness Control Switch which allows for the operator to modify the darkness setting (adding up to 6 ZPL darkness levels) without changing software or driver settings. This allows the user to adjust the printer for minor variations in the supplies being used. It also ensures backwards compatibility with previous Zebra printers and eliminates the need to modify label formats or other software settings.

## FREQUENTLY ASKED QUESTIONS

**HOW MUCH MEMORY IS STANDARD ON THE ZD420 PRINTERS?**

TOTAL MEMORY	USER AVAILABLE
512 MB Flash	64 MB Flash
256 MB SDRAM	8 MB SDRAM

**CAN I GET AN RFID ENABLED ZD420?**

No. The only desktop printer offered by Zebra with UHF RFID is the ZD500R.

**DOES THE ZD420 HAVE THE SAME SERIAL PORT CONFIGURATION AS THE CURRENT DESKTOPS?**

The adaptive auto-sensing of the printer's serial module will ensure support of either straight through or null modem configurations. The serial interface is common to other Zebra desktop models. Serial connectivity is added to the base printer model via a field-installable module.

**DOES THE ZD420 HAVE THE SAME PARALLEL PORT CONFIGURATION AS THE CURRENT G-SERIES MODELS?**

The ZD420 printer does not have a parallel port option. It is advised to find a suitable third-party adapter to connect to one of the ZD420 wired connectivity options.

**CAN I USE MY EXTERNAL ZEBRANET PRINT SERVER ON THE ZD420?**

No. The external print servers are not supported; however, these can still be used on parallel port enabled G-series printers.

**WHAT IS PRINT TOUCH?**

The Near Field Communication (NFC) Print Touch feature of the Link-OS enabled ZD420 allows quick access to helpful information. Print Touch supports:

- Application launching on NFC-enabled mobile devices
- Printer support web page launching to provide easy access to Zebra's how-to videos and product support
- Simple tap-to-pair with NFC-enabled devices

**WHAT IS THE DIFFERENCE BETWEEN BLUETOOTH 4.1 AND BLUETOOTH LOW ENERGY?**

Bluetooth low energy is a low power wireless communication means to easily configure the printer using a setup application on a mobile device. Bluetooth 4.1 can be used to configure the printer but can also be used to transmit a much greater amount of data and can be used to download fonts, firmware, graphics and label formats to the printer. Bluetooth Low Energy is standard on all ZD420 printers, and Bluetooth 4.1 is available via a factory-installed option.

**DO YOU HAVE A SETUP UTILITY FOR USE WITH MY MOBILE DEVICE?**

Yes, the Zebra Mobile Setup Utility application is available for Android devices. This utility will allow the user to view and configure printer settings. An iOS version of the Mobile Setup Utility is not available at launch but is planned for later release. Visit [Zebra.com](http://Zebra.com) for more information.

**DO YOU HAVE A MOBILE PRINT UTILITY?**

Yes, additional Link-OS applications including Print Connect, Test Connect, and Print Station are available from the Zebra App Gallery at [appgallery.zebra.com](http://appgallery.zebra.com)

## FREQUENTLY ASKED QUESTIONS

### **WHAT IS THE USB HOST USED FOR?**

The USB host currently supports the USB Mirror functionality to provide an easy way to upgrade printer firmware or execute command files using a USB flash drive. Further details can be found in the ZD420 user manual.

### **CAN I CONNECT MY SCANNER OR KEYBOARD TO THE USB HOST?**

No. The USB host currently supports a USB drive only at this time.

### **WILL THE ZEBRA KEYBOARD DISPLAY UNIT (ZKDU) WORK WITH THE ZD420?**

Yes if installed, the serial port interface on the ZD420 will support both the ZKDU and legacy KDU Plus keyboard devices.

### **WHAT RIBBONS CAN I USE IN THE ZD420?**

The ZD420 requires the use of Zebra ribbon cartridges. The ribbon cartridge contains a crypto chip to verify the authenticity of the cartridge.

### **WHAT ADDITIONAL INFORMATION DOES THE PRINTER CARTRIDGE SEND TO THE PRINTER?**

The authentication chip communicates with the printer to update ribbon usage data as printing occurs. Low ribbon alerts can be set accordingly (default is 10 m remaining). ZPL commands are available to determine ribbon part number, width, formulation and remaining ribbon. And ribbon information can be obtained remotely for any printers that are connected to the network.

### **CAN I REUSE A RIBBON CARTRIDGE?**

The ribbon cartridge is not refillable, simply replace when ribbon is used. The cartridge can be recycled and the used ribbon core can be removed.

### **CAN I USE A ROLL RIBBON IN THE ZD420?**

No, you can only use a ribbon cartridge in the ZD420. Ribbon breaks are unlikely, but can be easily repaired using tape.

### **CAN I USE MY EXISTING MEDIA IN THE ZD420?**

Yes. Common media handling means that your Zebra desktop media can be used in the new ZD420 model printer.

### **CAN I USE FAN-FOLD MEDIA IN THE ZD420?**

The printer supports the use of externally fed media via way of the letterbox aperture at the back of the printer.

### **MY MEDIA ROLL HAS A 50MM CORE. CAN I USE IT IN THE ZD4X0?**

Yes. In addition to the standard media roll holders supporting 0.5 in. and 1 in. cores, we have accessory items to support 1.5 in., 2 in. and 3 in. core sizes.

### **CAN THE ZD420 PRINTER SUPPORT ASIAN FONTS?**

The printer's Unicode capabilities can be utilized for true global character printing. If however, a specific font pack such as Japanese, Chinese, and Korean is required, then please refer to the printer price list for details of the available font packs. Chinese printer configurations include the Simplified Chinese SimSun font pre-installed.

### **CAN I USE MY 28-SERIES OR G-SERIES POWER SUPPLY WITH THE ZD420 PRINTER?**

No. The ZD420 printer ships with its own 75W/24V power supply and this should be used in all cases.

### DOES THE PRINTER HAVE ENERGY STAR APPROVAL?

Yes. The printer and power supply are Energy Star Certified and meet Energy Efficiency Level VI.

### DO YOU HAVE ANY TUTORIAL VIDEOS?

Yes, the ZD420 printer “how to” support videos can be viewed online at [www.zebra.com/zd420c-info](http://www.zebra.com/zd420c-info)

### WHICH OPERATING SYSTEMS ARE SUPPORTED?

The printer’s associated software is compatible with 32 bit and 64 bit Windows 2000, Windows XP, Windows 2003, Windows Vista, Windows 2008, Windows 7 and Windows 10. Printing from Mac, Unix and Linux systems is supported via the CUPS driver. For more information, visit the Zebra knowledge base. (<https://km.zebra.com/kb/index?page=content&id=SO7680>)

### HOW DO I ACCESS NEW OR UPDATED DRIVERS?

Drivers are included on the user CD that came with the printer and can be downloaded from the Zebra website at [Zebra.com](http://Zebra.com)

### WHAT IS INCLUDED IN THE BOX?

Printer, power supply, power cord, USB cable, Quick Start Guide, printer manual on CD, safety guide and warranty card.