Quick Installation Guide

ZP 500 Thermal Printer

Step 1: Confirm Printer Kit Contents

Your printer kit contains:

1. Thermal Printer

2. Thermal Labels

3. Zebra® ZP 500™ and Z4Mplus DT™
   FedEx Shipping System Printers Mini-CD

4. USB Cable

5. Power Cord

6. The Clean Penn™

   With the Clean Penn you can preserve print quality
   and extend print head life. You should use it to clean residue
   on the thermal print head whenever you are replacing
   a roll of labels.

Step 2: Install Printer Labels

Install the printer labels as indicated in the steps below. The instructions can also be found in the inside of the top of the printer cover.

1. Open the printer by applying pressure to the release levers located on the sides of the printer, toward the front. Remove any test bar code labels if present.

2. Move the left media hanger to the side.

3. Position the media roll so that the printing surface faces up as it exits the printer. Place the roll between the hangers and release the left media hanger to hold the core. Remove the first 2 to 3 labels from the roll.

4. Make sure that the core is resting on the hangers and that the roll turns freely. The roll must not sit in the bottom of the media compartment.

5. 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.

Feed Button

Note: You can obtain additional labels for the thermal printer by utilizing the Order Supplies Online application on **fedex.com** *or by calling* **1.800.GoFedEx 1.800.463.3339**. *Label part numbers are preprinted on labels in purple or orange ink. FedEx Ship Manager® Software supports several part numbers. FedEx Ship Manager® at fedex.com supports only non-doc-tab labels (item # 156297-435).*

Step 3: Connect the Printer to Your Computer

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.

Step 4: Turn Your Computer On

After connecting the printer, turn your computer on, but do not turn the printer on yet.

Step 5: Install the Printer Driver

If you previously installed a thermal printer with FedEx Ship Manager at fedex.com or FedEx Ship Manager Software, follow the Remove Legacy Zebra Printer Driver procedure first. Then follow the Install ZP 500 Thermal Printer Driver procedure. If you do not need to remove the legacy Zebra printer driver, proceed to the Install ZP 500 Thermal Printer Driver procedure.

If you are using Microsoft® Windows® 7 (32-bit and 64-bit) operating systems, you must install the designated Zebra printer driver designed for those operating systems. Refer to the Printer Support Guide for current installation procedures.

Remove Legacy Zebra Printer Driver

1. Insert the Zebra® ZP 500™ and Z4Mplus DT™ FedEx Shipping System Printers Mini-CD into your CD drive. The Zebra Printers for FedEx Shipping Applications screen displays.

2. Click the ZP 500 icon. The ZP 500 installation screen displays.

3. In the Software and Maintenance section, click **Printer Driver Uninstall Utility**. The Welcome to Printer Uninstall Wizard screen displays.

4. Click **Next**, then follow the onscreen instructions to uninstall the old thermal printer driver (e.g., for LP2844 thermal label printer).

5. When you have completed this process, reboot your computer. When it restarts, the Zebra Printers for FedEx Shipping Applications screen displays, so you can install the ZP 500 thermal printer driver.

Note: If the Zebra Printers for FedEx Shipping Applications screen does not display, navigate to the CD drive and double-click the **Setup.exe** *file. The Zebra Printers for FedEx Shipping Applications screen displays.*

Install ZP 500 Thermal Printer Driver

1. Insert the Zebra ZP 500 and Z4Mplus DT FedEx Shipping System Printers Mini-CD into your CD drive. The Zebra Printers for FedEx Shipping Applications screen displays.

2. Click the ZP 500 icon. The ZP 500 installation screen displays.

3. In the Software and Maintenance section, click **Install Windows Driver Suite**. The FedEx ZUD OEM Driver popup displays.

4. Click **Yes**. The Welcome to the InstallShield Wizard for the FedEx ZUD OEM Driver screen displays.

5. Click **Next**. The End User License Agreement screen displays.

6. Click the **I accept the terms in the license agreement** radio button.

7. Click **Next**. The Location to Save Files screen displays.

Step 5: Install the Printer Driver (cont.)

8. 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.

9. Click **Cancel**.

10. Turn on the printer. The printer starts the auto-calibration process and feeds out one or more labels. After the printer completes the auto-calibration process, remove these excess labels. The Welcome to the Found New Hardware Wizard screen displays.

11. Click the **Install from a list or specific location (Advanced)** radio button.

12. Click **Next**. The Hardware Type screen displays.

13. Scroll down the list and select **Printers**.

Note: If the Hardware Type screen does not display, continue on with the next step.

14. Click **Next**. The Please Choose Your Search and Installation Options screen displays.

Note: If the Hardware Type screen does not display, the Please Choose Your Search and Installation Options screen automatically displays.

15. Click the **Search for the best driver in these locations** radio button. Also select the **Include this location in the search** checkbox.

16. Click **Browse** to navigate to the designated directory where you saved the printer driver files. The default directory is C:\ZUD4233. Click **OK**.

17. Click **Next**. The Completing the Found New Hardware Wizard screen displays.

*Note: If the Windows Logo testing message displays, click **Continue Anyway**. The Completing the Found New Hardware Wizard screen displays.*

18. Click **Finish**. Close the Zebra Printers for FedEx Shipping Applications screen and remove the Zebra ZP 500 and Z4Mplus DT FedEx Shipping System Printers Mini-CD from your CD drive.

19. To print a test label, click **Start > Settings > Printers and Faxes**. The Printers and Faxes screen displays.

20. Right-click **Zebra ZP 500 (ZPL)** and select **Properties**. The Zebra ZP 500 (ZPL) Properties screen displays.

21. Click **Print Test Page** to print a test label. The test label prints and the Zebra ZP 500 (ZPL) screen displays. Click **OK** to close this screen.

22. Click **OK** to close the Zebra ZP 500 (ZPL) Properties screen. Close the Printers and Faxes screen.

Note: If the test label does not print, repeat the Install ZP 500 Thermal Printer Driver procedure.

23. When you have completed this process, reboot your computer again. The ZP 500 thermal printer driver is now installed on your system.

Step 6: Complete Setup

Now that you have installed the ZP 500 thermal printer driver, follow the procedure below to complete the setup of your thermal printer driver with the appropriate FedEx Ship Manager® solution.

If you are using FedEx Ship Manager at fedex.com:

1. Log in to FedEx Ship Manager at fedex.com. (Go to **fedex.com**, place your cursor over the **Ship** tab and select **Prepare Shipment** from the drop-down menu. The fedex.com Login screen displays.)

2. Click **Preferences** at the top of the screen.

3. In the Printer and Scale Options area of the Preferences screen, click the **Thermal Printer** radio button or click **Set up thermal printer**. The Thermal printer setup instructions screen displays.

*Note: If the Thermal printer setup instructions screen displays for the LP 2844 thermal printer, select **ZP 500** from the Select thermal printer drop-down menu in Step 1.*

*Note: To prevent printing problems, you must comply with the Java requirements listed in the thermal printer setup instructions. To access the Java requirements for the ZP 500 thermal printer, click **Detailed instructions** on the Thermal printer setup instructions screen. When the resulting screen displays, click **FedEx Ship Manager at fedex.com – Thermal Label Printer Selection**. Scroll through the Frequently Asked Questions section and locate the "What are the minimum hardware requirements?" question. The current Java requirements for the ZP 500 thermal printer are located in the ZP 500 minimum hardware requirements list.*

4. Click **Done**, and then click **Save changes** on the Preferences screen to save the ZP 500 printer as the default printer.

5. On the Preferences screen, click the **Thermal Printer** radio button or click **Set up thermal printer**.

6. Click **Print test message** in step 5 of the online instructions to make sure the printer is properly set up.

7. Once you've completed the procedure, click **Done**, and then click **Save changes** on the Preferences screen.

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:

1. Launch FedEx Ship Manager Software.

2. From the tool bar, click **Customize** and select **System Settings**.

3. Select the appropriate system number and click **Modify**.

4. Select the **2 – FedEx Customer Admin** tab.

Step 6: Complete Setup (cont.)

5. At the bottom of the screen in the section labeled Set Default Printers, click the printer icon next to the Label Printer field. Select the ZP 500 thermal printer driver you just installed and click **OK**.

6. Click **OK** to exit System Settings. To verify that the printer is properly configured, click **Utilities** from the tool bar and select **Printer Setup**. 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**.

Now you can begin printing using your ZP 500 Thermal Printer. Thank you for choosing FedEx.