

Zebra ZP505 / ZP506 Troubleshooting Guide

Disclaimer

This document is provided for general guidance only and is intended to assist with printer maintenance. The tips and guidance may or may not resolve or prevent any specific issue you may experience. For further assistance or official support, please contact Zebra Support or refer to the printer manufacturer's support site.

Section 1: Printer Troubleshooting Checklist

Step 1: Power and Connections

- Is the printer turned on?
 - Is the power cable securely plugged into the printer and a working wall outlet?
 - If using USB, is the cable connected directly to the computer (not through a USB hub)?
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Step 2: Printer Supplies and Lid

- Are labels loaded correctly in the printer?
- Are labels threaded under the media guides and across the sensor?
- Is the printer lid fully closed and latched?

(Note: The printer will not print if the lid is even slightly unlatched.)

Step 3: Printer Self-Test

- Turn the printer off.
- Press and hold the green button on the front of the printer.
- While holding the button, turn the printer back on.
- Release the button when printing starts.
- Did the printer print a configuration/self-test label?

If no label prints, this likely indicates a hardware, sensor, or media issue rather than a software or driver problem.

Step 4: Windows Visibility and Test Page

- Open **Settings** → **Printers & Scanners**.
- Is the printer listed under **Printers** (not “Unspecified”)?
- Can you open **Printer Properties** (printer status page)?
- Can you print a Windows test page?

If the Windows test page prints successfully, proceed to FSM testing.

Step 5: FedEx Ship Manager (FSM) Test

- Open FedEx Ship Manager.
- Go to **Utilities** → **Printer Setup**.
- Select the Zebra printer from the dropdown list.
- Click **Test Printer** or **Print Test Label**.
- Did the test label print?

— If no: a driver, port, or FSM configuration issue is likely.

Step 6: Driver Setup

- Install or reconfigure the Zebra printer drivers following Section 2.
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Section 2: Zebra Printer Setup & Configuration (FSM + FedEx.com)

Supported Zebra Models

- Confirm the printer model: **ZP505 or ZP506**.
 - These are **direct thermal printers** — no toner or ribbon is required.
 - Use a **USB connection** to the computer.
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Driver Installation — Official FedEx/Zebra Procedure

These steps reflect the official installation instructions for ZP500 / ZP505 / ZP506 printers.

Before You Start

- Do NOT plug the USB cable into the printer yet.**

Step 1 — Download the Driver

Go to:

<https://www.fedex.zebra.com/drivers.asp>

Download the driver that matches your Windows version.

Step 2 — Extract the Driver Package

Right-click the downloaded ZIP file.

Click **Extract**.

Choose **Desktop** as the destination.

Click **Extract** to finish.

Step 3 — Run Setup

Open the extracted folder (example: FedEx_4_7_0_0_certified_w10).

Double-click **Setup.exe** to begin installation.

Step 4 — Begin Printer Driver Install

Click **Install Zebra Printer**.

When prompted for the model, select **Zebra ZP500 (ZPL)**.

Note: This is the correct driver for **ZP505 and ZP506**.

Step 5 — Select the USB Port

Select the correct USB port (for example, **USB001** or **USB002**).

Click **Next**.

Step 6 — Complete Installation

- Uncheck optional components:
 - Font Downloader
 - Status Monitor
 - Click **Finish** to complete installation.
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Step 7 — Connect the Printer

- Plug the USB cable into the printer.
 - Power on the printer.
 - Confirm the printer status light is **solid green**.
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Step 8 — Confirm Windows Recognizes the Printer

- Open **Printers & Scanners** in Windows.
- Confirm **Zebra ZP500 (ZPL)** appears under **Printers**, not **Unspecified**.

If the printer appears under *Unspecified*:

- Open **Device Manager**.
 - Expand **Universal Serial Bus controllers**.
 - Right-click **USB Printing Support** → **Uninstall**.
 - Click **Scan for hardware changes** and allow Windows to reinstall it automatically.
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Step 9 — Print a Windows Test Page

- Right-click **Zebra ZP500 (ZPL)**.
 - Select **Printer Properties**.
 - Click **Print Test Page**.
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FedEx Ship Manager Setup

- Load labels into the printer.
- Ensure the printer is connected via USB.
- Open FedEx Ship Manager.
- Go to **Customize** → **System Settings**.

- Set the system number (if required).
 - Select the Zebra printer as the default label printer.
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Testing the Printer in FSM

- Go to **Utilities → Printer Setup**.
- Select the Zebra printer.
- Click **Print Test Label**.
- Confirm the test label prints correctly.

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