Installing Zebra LP2844 / GK420D Printers
Windows 7 / 8 64bit and 32bit

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Document History

Date	Version	Reason	Edited By and Detail
22-05-12	1.0	Original Document	John-Paul Schrieber
21-01-13	2.0	APC Label Update	Jamie Hobson
22-02-13	2.1	Printer Calibration Update	Elliot Evans

Introduction

The purpose of this document is to guide the user on how to setup their Zebra printer and configure it correctly

1. Intended Audience

This document should be read by the person using the system to generate labels.

2. Overview

Clients can from time to time experience issues with installing the printer and issues with label printing. This guide will explain how to install the printer and resolve the most common issues.

Installing the printer

Go to the **Zebra** website (www.zebra.com)

Go to **Support & Downloads** page.

Select printer (**GK420d**) from the **Printer Support** list.
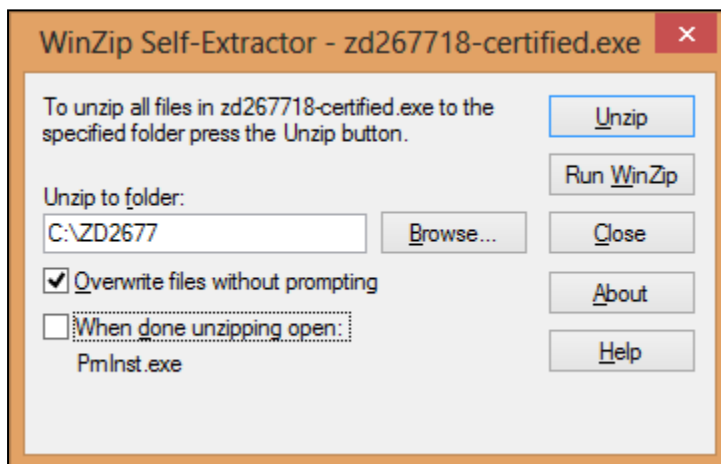
Click **Drivers.**

Click the Download link next to **ZebraDesigner Driver 32/64 bit Windows Certified**.

How-to Videos	Drivers	Firmware & Service Packs	Software Utilities	Manuals

Recommended	Version	Operating System	Download File
Zebra Setup Utilities (Learn More)	v1.1.9.1059	Windows XP, Windows Vista, Windows 2008, Windows 2003, Windows 7, Windows 8	Download (8 MB) »
ZebraDesigner driver 32/64 bit. Certified for Windows	v2.6.77.18	Windows XP, Windows Vista, Windows 2008, Windows 2003, Windows 7, Windows 8	Download (9 MB) »

Click **ACCEPT AND BEGIN DOWNLOAD NOW.**

Run the file **ZD267718Certified.exe.**

Un-check **When done unzipping open: PrnInst.exe**.

WinZip Self-Extractor - zd267718-certified.exe

To unzip all files in zd267718-certified.exe to the specified folder press the Unzip button.

Unzip to folder:

C:\ZD2677   [Browse...]

☑ Overwrite files without prompting

☐ When done unzipping open:
PrnInst.exe

[Unzip] [Run WinZip] [Close] [About] [Help]

Click the **Unzip** button.

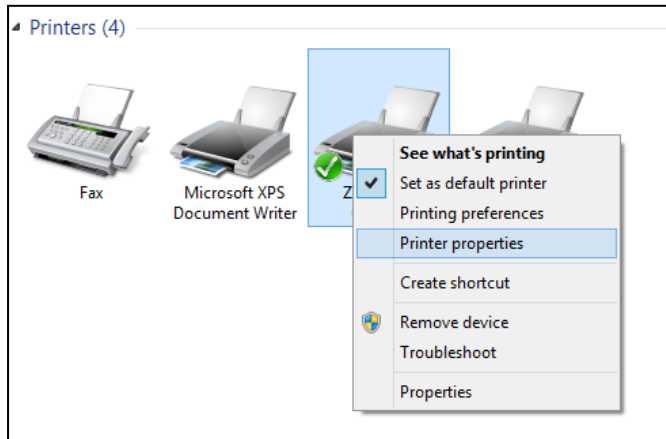Click the **Close** button once complete.

Connect the printer to the PC

Printer should now show in Devices and Printers as ZDesigner GK420d.
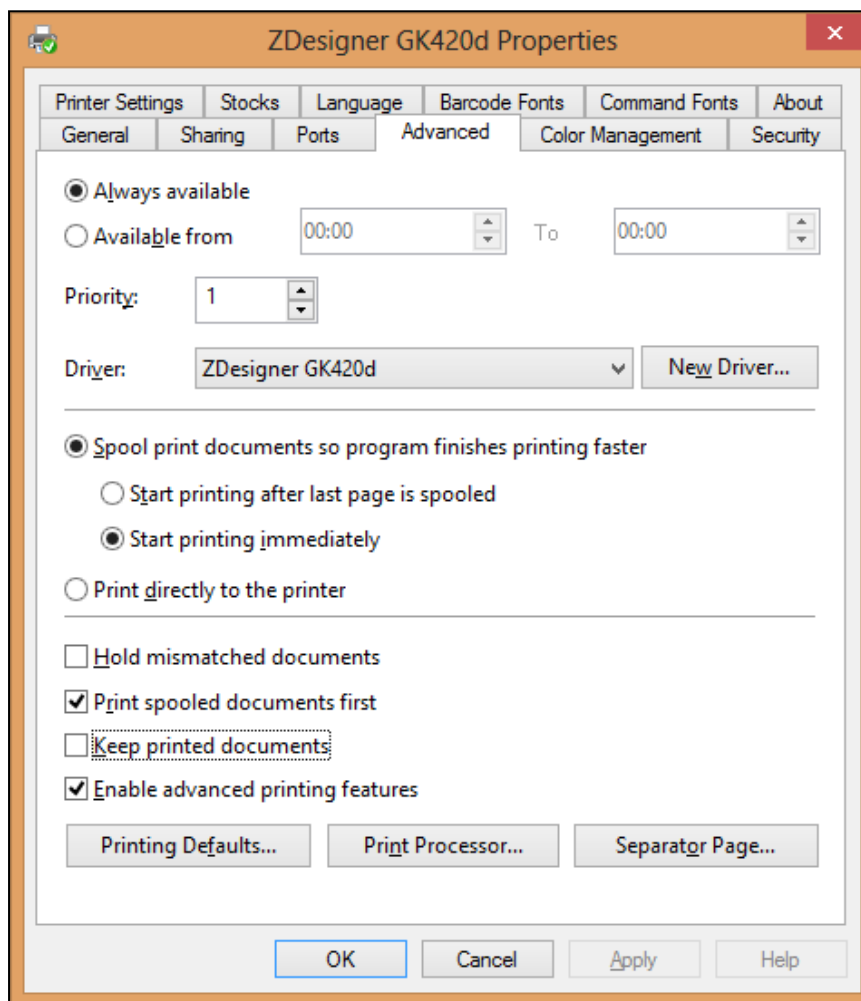
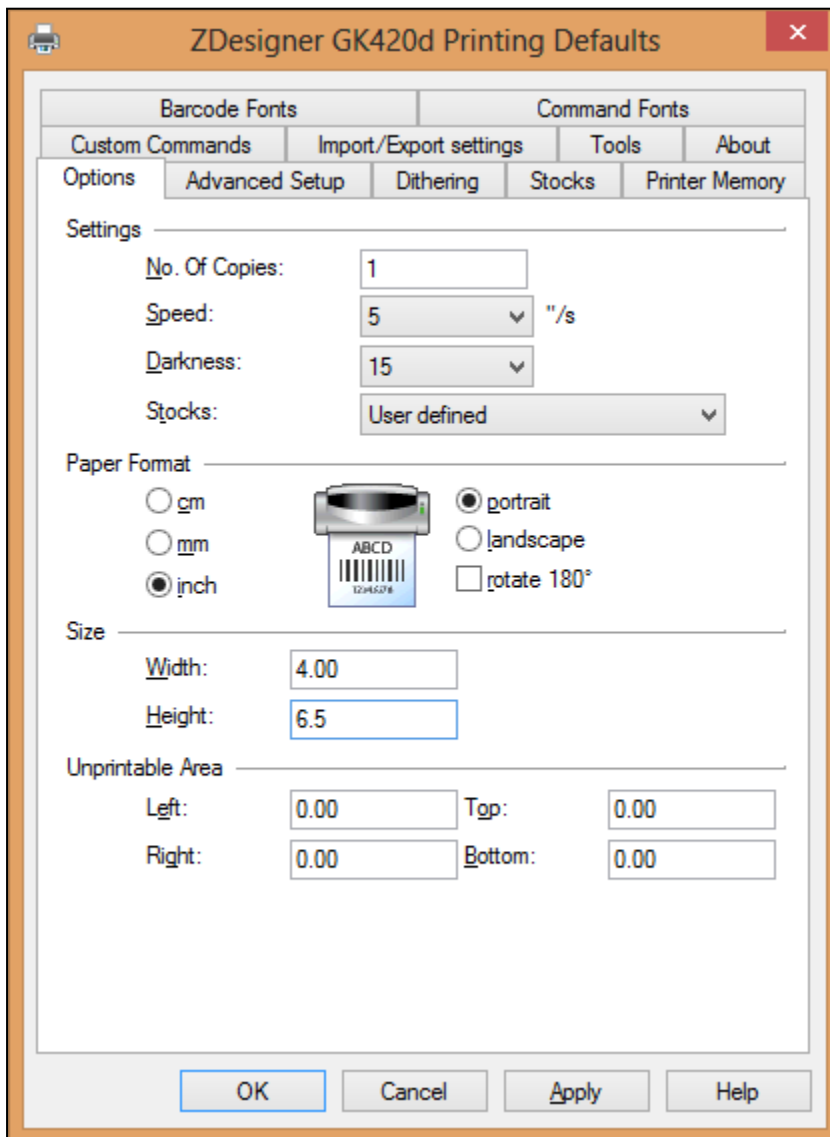# Configuring the printer

Open **Devices and Printers** screen.

Right click on **ZDesigner GK420d** and select **Printer Properties**.

Go to **Advanced** tab then **Printing defaults.**

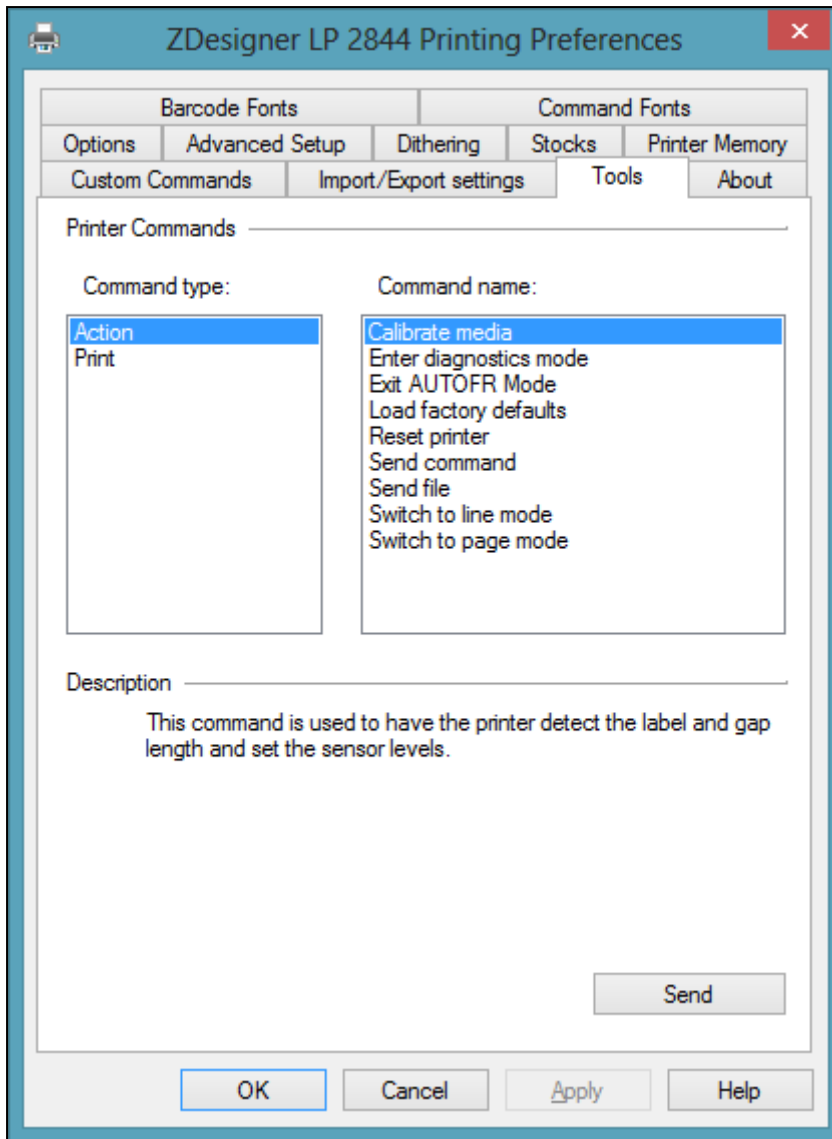Set **Paper Format** to 'inch', **Size Width** to '4.00' and **Size Height** to '6.50'

You will now need to calibrate the printer. Click on **Tools.**

Click **Action** and **Calibrate media** then click **Send** at the bottom of the page.
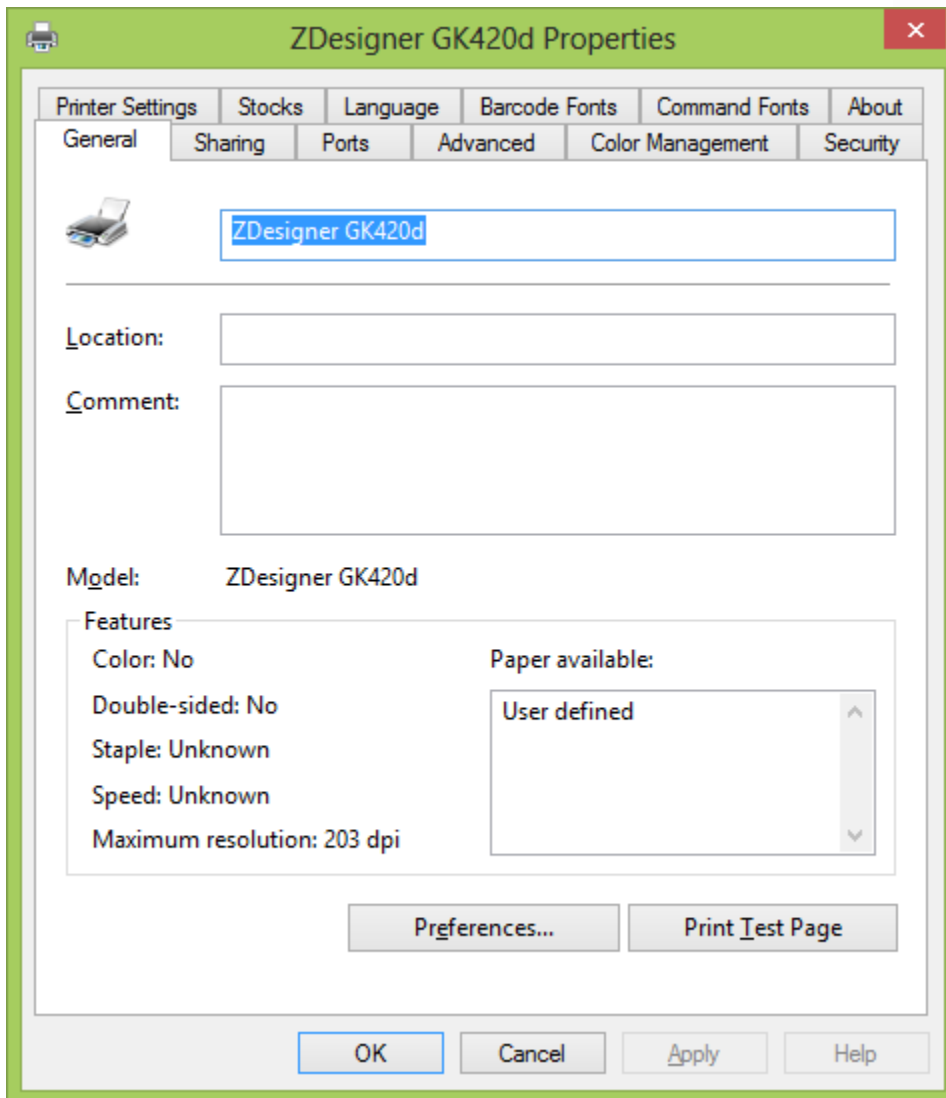
Note: This should feed out about 4 or so labels.

Click **Apply** and **OK** and you will be returned to the **Advanced** screen where you selected
Printing Defaults

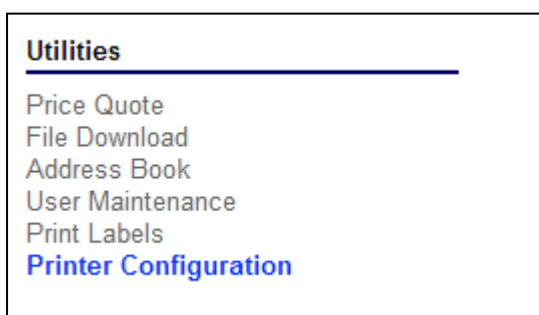Now click the **General** tab and click **Preferences** in the bottom left.

Ensure that the settings match those of the screenshot above.

Now click **OK** to return to the **Devices and Printers** screen.

Configuring APC Velocity to print labels

Go to the **APC Velocity** website (https://emea.netdespatch.com) and login

Go to **Printer Configuration** page.

Select printer (**ZDesignerGK420d**) from the **Windows Name** list.

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Set **Margin Offests** = **x (left) 0** and **y (top) 5**

Tick **Print Graphics.**

Select **APC Thermal 6.5x4** from the **Media Type** list.

Click **Submit.** You will now see red text saying **Printer configuration saved.**

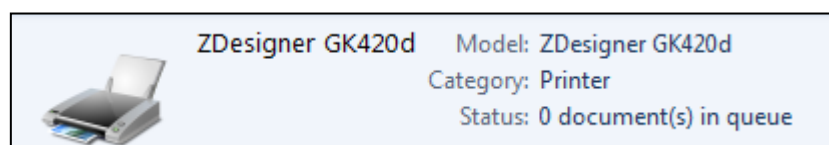Your Zebra printer and APC Velocity are now setup and configured ready to use.

No labels printed from Zebra printer

Open **Devices and Printers** screen.

Left click on **ZDesigner GK420d**.

Check to see if there are any jobs in the print queue**.**

If there is a job in the print queue switch the power to the printer off and back on again.

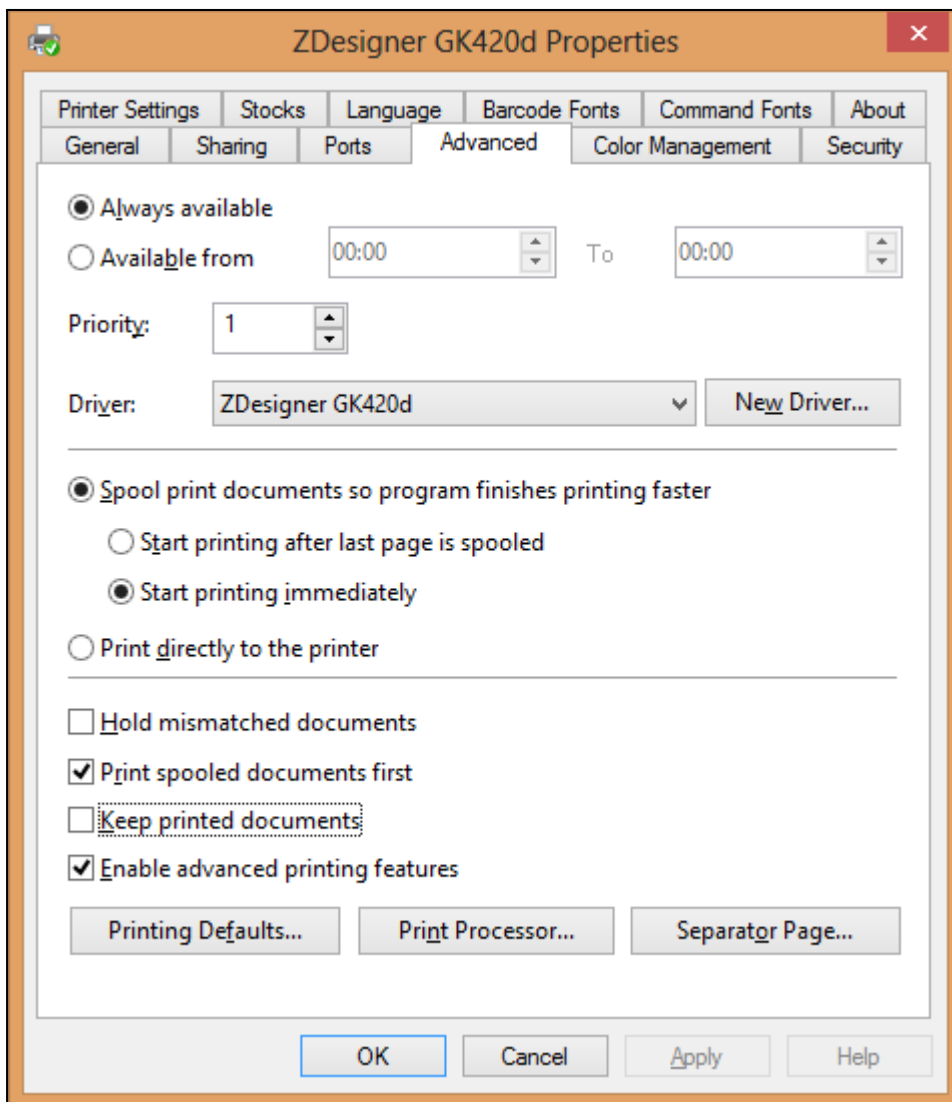If this does not resolve the issue, open the printer queue and cancel all jobs pending.

Should you still be having issues please confirm that the light on the top of the printer is

Green not Red. If the light is red ensure that the lid is closed securely.
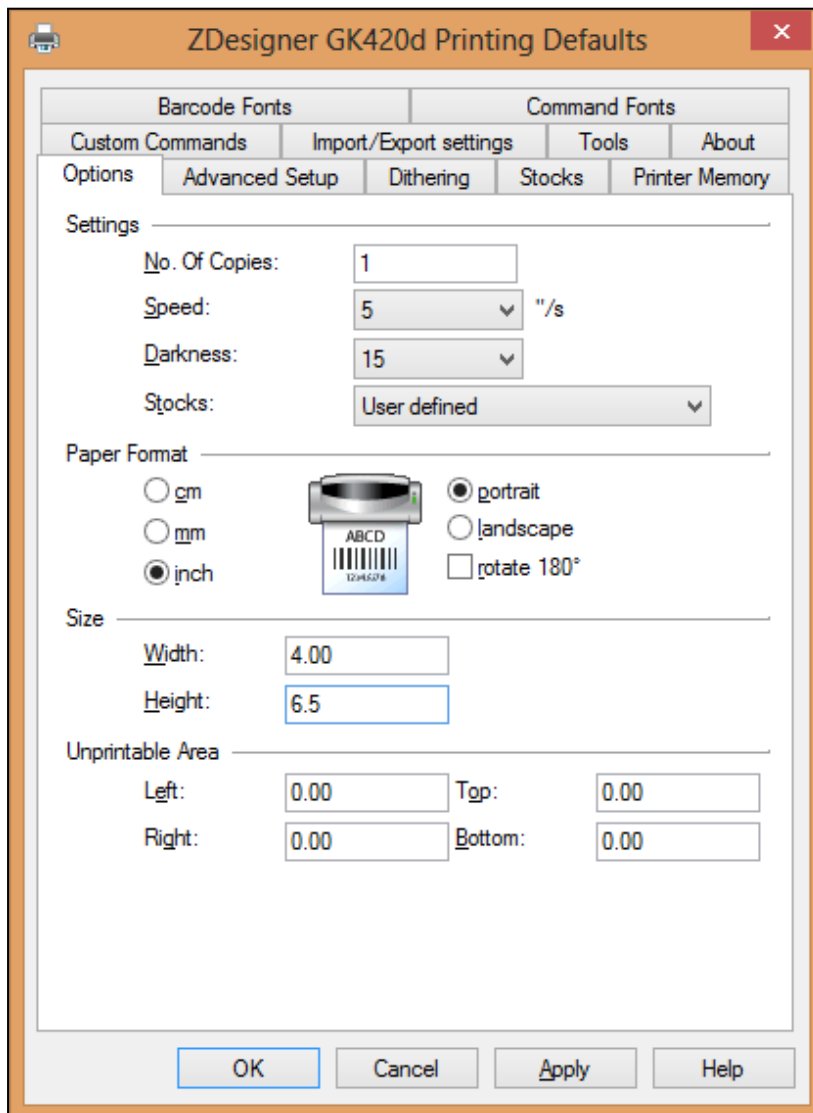
Label feeds out blank (ZDesigner Drivers)

Open **Devices and Printers** screen.

Right click **on ZDesigner GK420d** and select **Printer Properties**.

Go to **Advanced** then **Printing defaults.**

Set **Paper Format** to 'inch', **Size Width** to '4.00' and **Size Height** to '6.50'

Click **Apply** and **OK** and you will be returned to the **Advanced** screen where you selected **Printing Defaults**

Now click the **General** tab and click **Preferences** in the bottom left.

Ensure that the settings match those of the screenshot above.

Now click **OK** to return to the **Devices and Printers** screen.

Your Zebra printer is now setup and configured ready to use.