

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

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## Document History

<b>Date</b>	<b>Version</b>	<b>Reason</b>	<b>Edited By and Detail</b>
22-05-12	1.0	Original Document	John-Paul Schrieber
21-01-13	2.0	APC Label Update	Jamie Hobson
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## 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](http://www.zebra.com))

Go to **Support & Downloads** page.

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

Click **Drivers**.

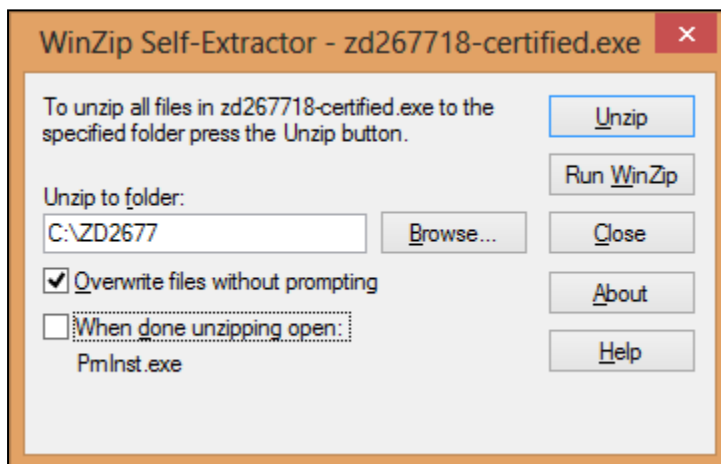
Click the Download link next to **ZebraDesigner Driver 32/64 bit Windows Certified**.

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

Click **ACCEPT AND BEGIN DOWNLOAD NOW**.

Run the file **ZD267718Certified.exe**.

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



Click the **Unzip** button.

Click the **Close** button once complete.

Connect the printer to the PC

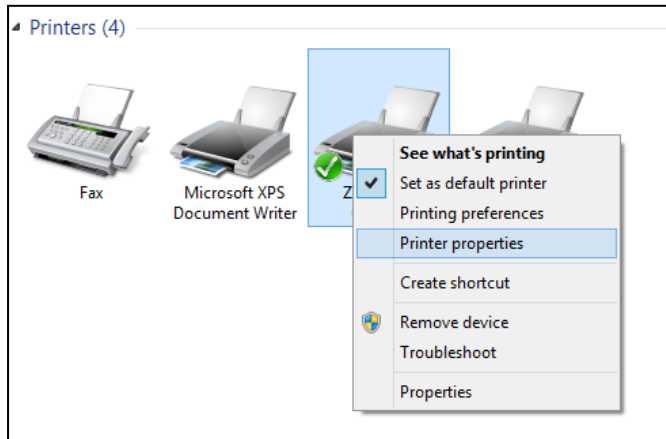


*Printer should now show in Devices and Printers as ZDesigner GK420d.*

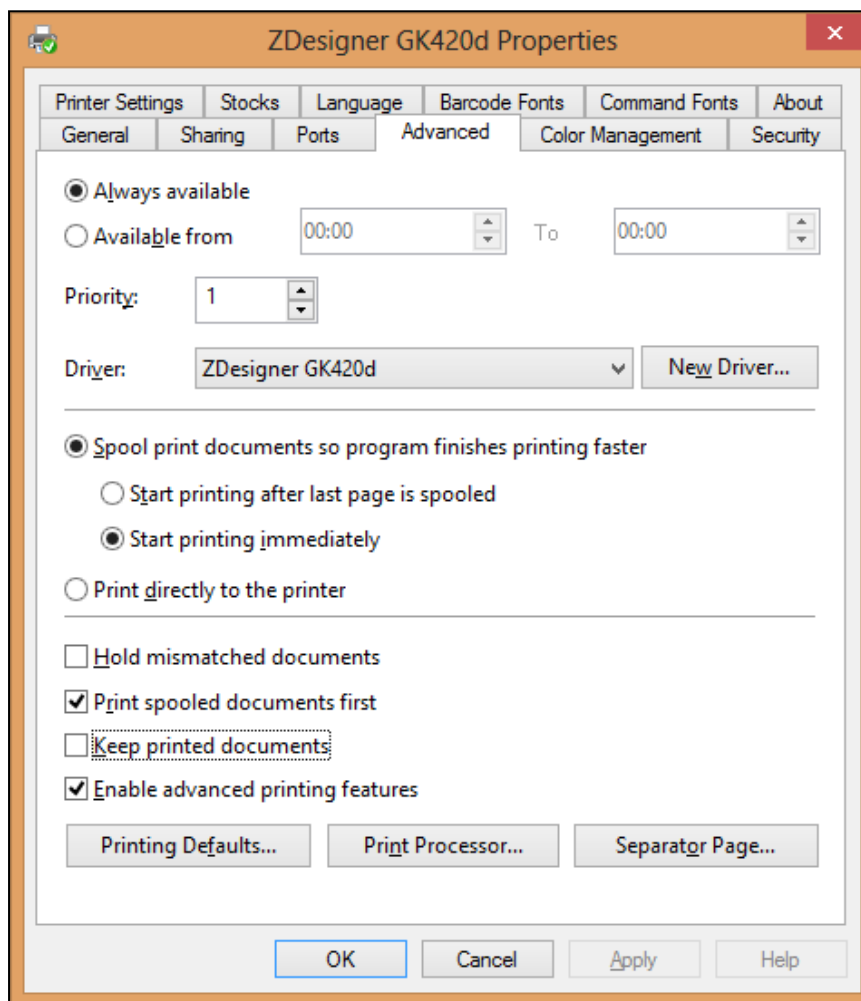
## Configuring the printer

Open **Devices and Printers** screen.

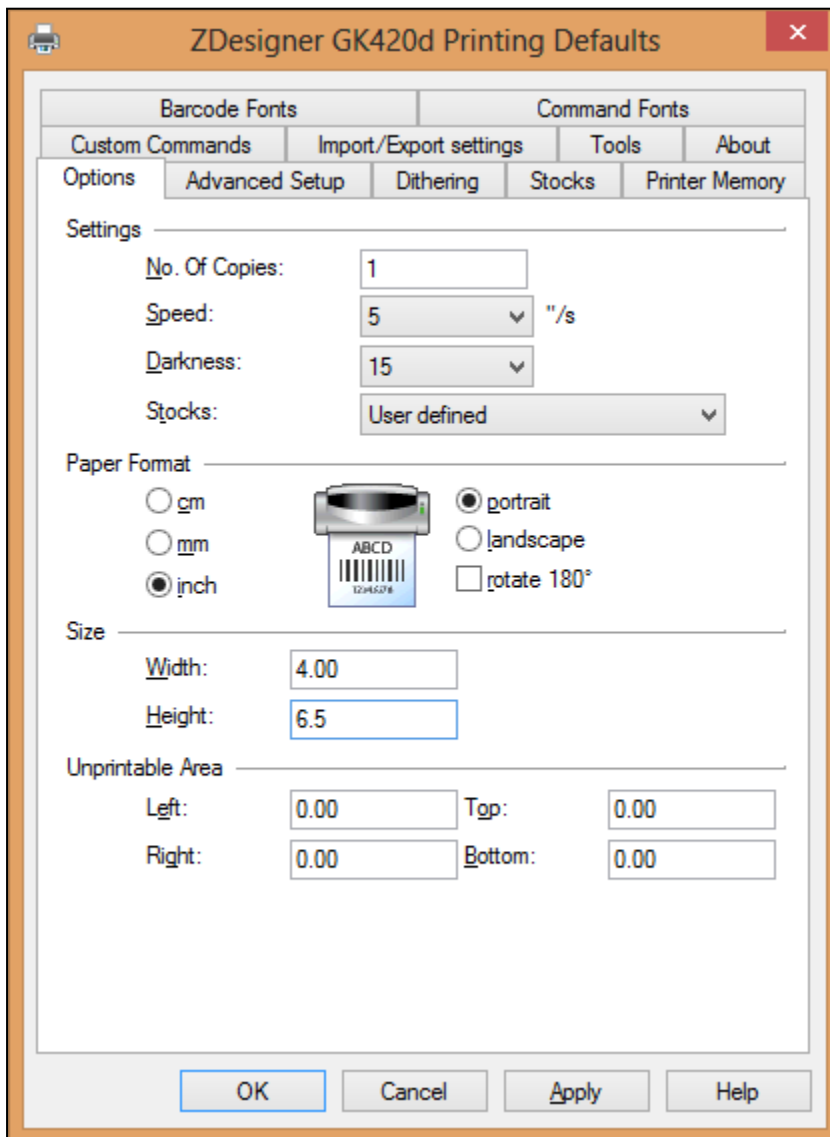
Right click on **ZDesigner GK420d** and select **Printer Properties**.



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



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

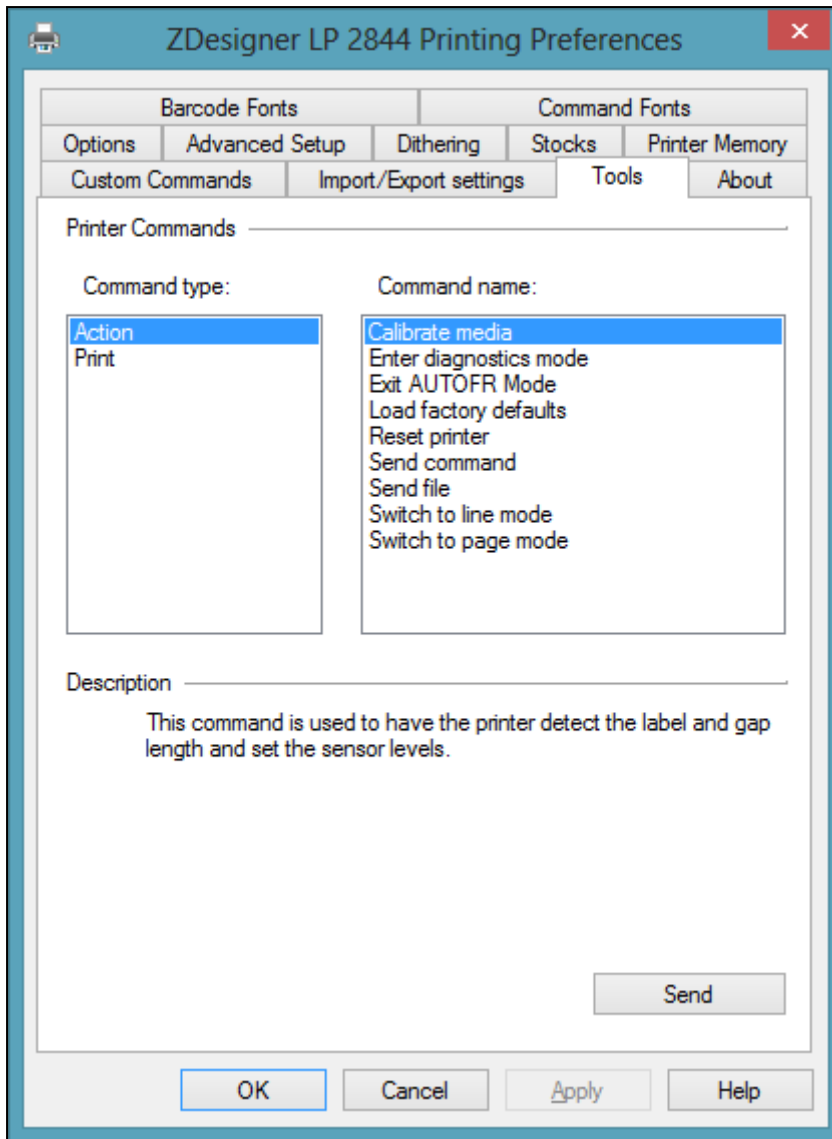


The image shows the 'ZDesigner GK420d Printing Defaults' dialog box. It has a title bar with a printer icon and a close button. The dialog is divided into several sections: 'Barcode Fonts' and 'Command Fonts' at the top; 'Custom Commands', 'Import/Export settings', 'Tools', and 'About' below; and 'Options' with sub-tabs for 'Advanced Setup', 'Dithering', 'Stocks', and 'Printer Memory'. The 'Settings' section includes 'No. Of Copies' (1), 'Speed' (5 "/s), 'Darkness' (15), and 'Stocks' (User defined). The 'Paper Format' section has radio buttons for 'cm', 'mm', and 'inch' (selected), and options for 'portrait' (selected), 'landscape', and 'rotate 180°'. A printer icon is shown in the center. The 'Size' section has 'Width' (4.00) and 'Height' (6.5) input fields. The 'Unprintable Area' section has 'Left', 'Right', 'Top', and 'Bottom' input fields, all set to 0.00. At the bottom are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

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.

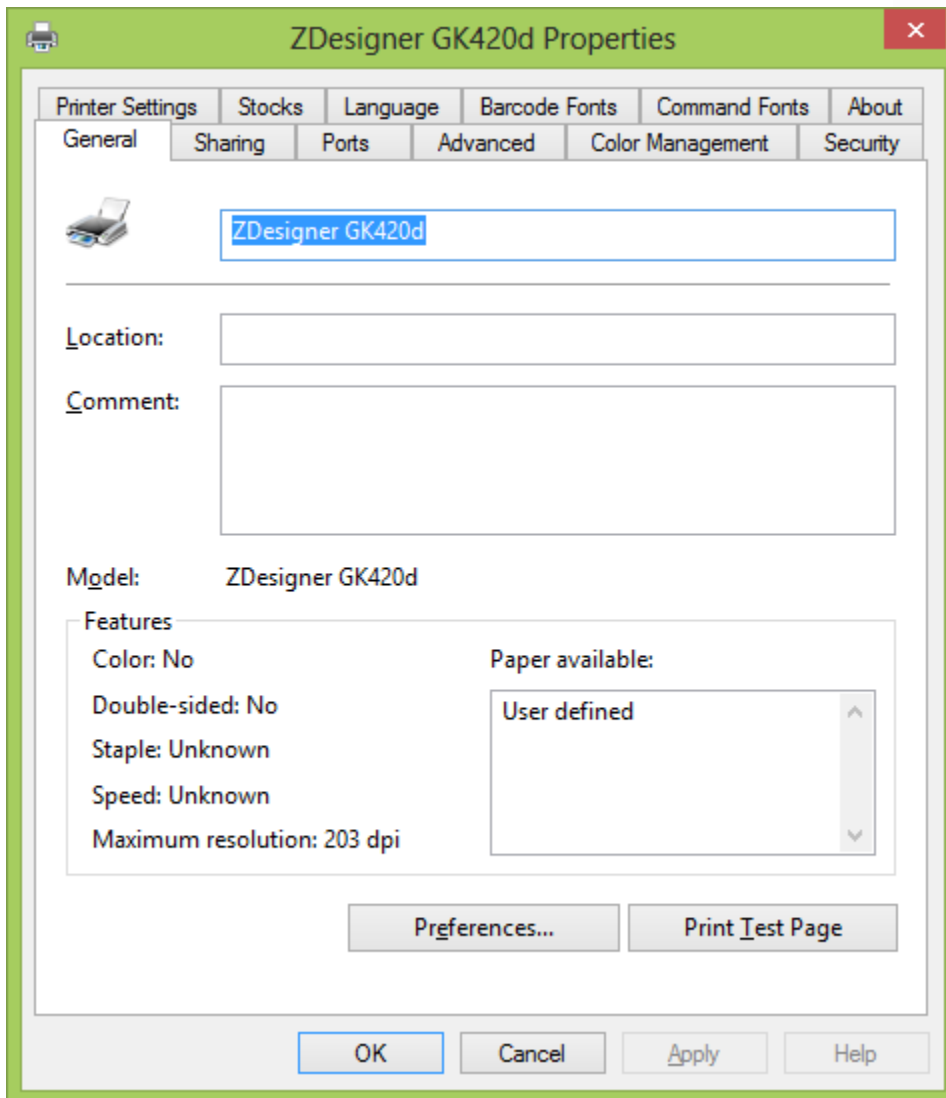




**Note: This should feed out about 4 or so labels.**

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.



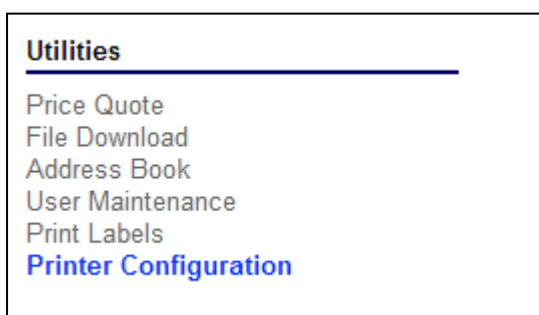
Ensure that the settings match those of the screenshot above.

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.

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**.

<u>Printer Configuration</u>	
Use this page to configure the labels to suit your printer and label media.	
<a href="#">Print Test Label</a> <a href="#">Preview Test Label</a>	
<b>Printer Name</b>	APC Label (modified)
Margin Offsets	x (left) <input type="text" value="0.00"/> y (top) <input type="text" value="5"/> (in millimetres)
Use Printer Selection	<input type="checkbox"/> If this is not checked, then labels will print to the following printer: ZDesigner GK420d
Windows Name	<input type="text" value="ZDesigner GK420d"/> ▼
Print Graphics	<input checked="" type="checkbox"/> (for plain paper labels)
Media Type	<input type="text" value="APC Thermal 6.5x4"/> ▼
<b>Printer configuration saved.</b>	
<input type="button" value="submit"/> <input type="button" value="reset"/>	

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

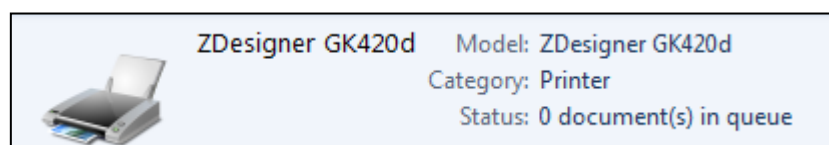
## No labels printed from Zebra printer

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.

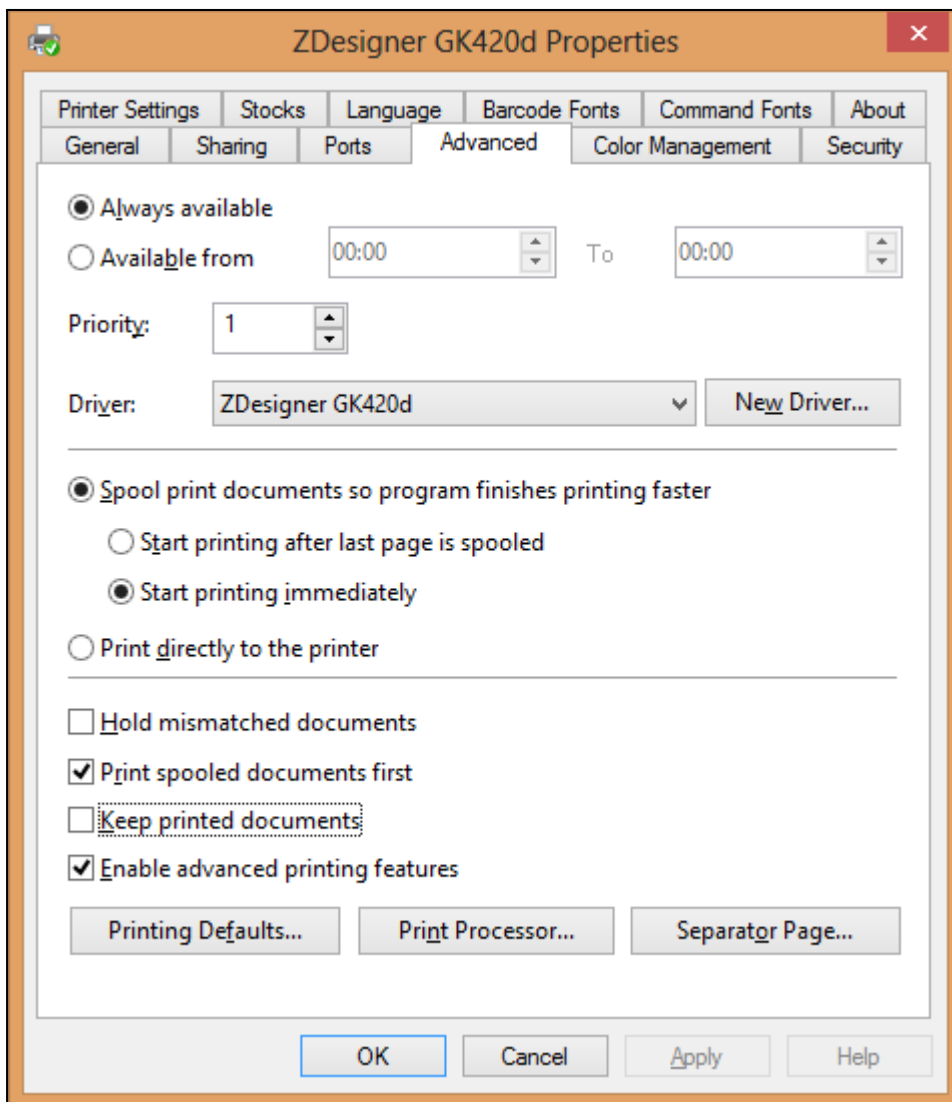
Should you still be having issues please confirm that the light on the top of the printer is Green not Red. If the light is red ensure that the lid is closed securely.

## Label feeds out blank (ZDesigner Drivers)

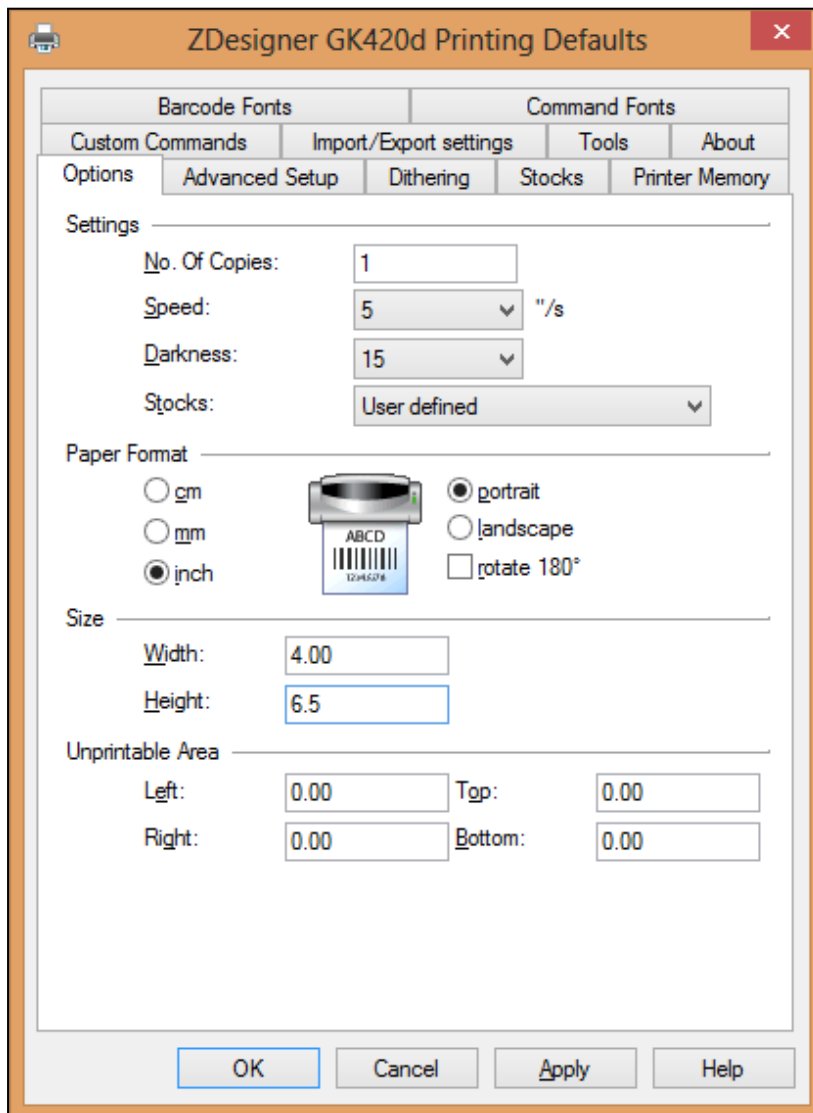
Open **Devices and Printers** screen.

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.