Printer Setup Utility for Android™

User Guide

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About This Document

This section provides you with contact information, document structure, and organization.

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Who Should Use This Document

This manual is intended for use by any user who needs to install, integrate, upgrade, or troubleshoot problems with Zebra Printer Setup.

How This Document Is Organized

The User Guide is organized as follows:

Section	Description
Introduction on page 9	This chapter provides general information about Zebra Printer Setup App and includes supported operating systems, connectivity, printers, and devices.
Installation and Setup on page 13	This chapter identifies how to download the app, set up the printer, and perform a test print.
Connectivity and Discovery on page 17	This chapter describes the Connectivity Wizard and discovery methods.
Printer Information on page 35	This chapter describes the printer and Zebra Printer Setup app screen information available.
Media Setup on page 45	This chapter describes the steps to set up the media parameters and calibrate the sensors.
Print Quality on page 51	This chapter provides instructions to adjust the print quality.
Available Files and Printer Actions on page 59	This chapter describes information provided in Available Files and available Printer Actions in Zebra Printer Setup.
Device Language Selector and Virtual Device Management on page 63	This chapter provides information about Device Language Selector and Virtual Device Management in Zebra Printer Setup.
Cloud Storage on page 79	This chapter outlines how to set up cloud storage and provides tips and tricks for it.
Capture and Send Settings File on page 87	This chapter describes how to capture and send a settings file.

1

Introduction

This chapter provides general information about Zebra Printer Setup App and includes supported operating systems, connectivity, printers, and devices.

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Introduction

Zebra Printer Setup is an Android™ application (app) which will assist with the set up and configuration of a Zebra Link-OS™ printer. This app is particularly useful for those printers that do not have LCD displays because the app provides an improved method to connect to a printer, configure, and determine its status via a mobile device.

The app is available on Google Play™, Click2Demo, the Zebra Developer Community, and the Zebra AppGallery.

Target Audience

Zebra Printer Setup is intended for all customers and partners. Moreover, Zebra Printer Setup may be used by Zebra Technical Support as part of a fee-based service called Install-Configure-Assist (ICA). As part of the service, customers will be instructed how to download the app, and receive guided support throughout the set up process.

Requirements

Printer Platform

Zebra Printer Setup supports the following Zebra Link-OS printers:

- iMZ™ series
- QLn™ series
- ZR338™, ZR628™, and ZR638™
- ZQ500™ series
- ZD400 series™ and ZD500 series™
- ZT200 series™, ZT400 series™, ZT500 series™, and ZT600 series™

The app supports all Link-OS printers with firmware version Vxx.xx.10Z, Vxx.xx.13Z, Vxx.xx.14Z, Vxx.xx.15Z or greater.

Connectivity

The app supports the following types of connectivity:

- Bluetooth (BT)
- Bluetooth Low Energy (BLE)
- Wired/Ethernet
- Wireless
- USB On-The-Go

Operating Systems

The application is tested with and supported on Android versions:

- 4.4
- 5.1
- 6.01
- 7.0

Device Platform

The application is tested with and supported on the following devices.

- ET1
- ET50
- Galaxy Tablet
- Galaxy 6 Edge
- Galaxy Note 4
- MC3200
- MC40 and MC40 HC
- MC67
- TC55
- TC70, TC75
- TC8000

The amount of viewable information on a given device varies and may require scrolling to access all of the information.

Feature Overview

The features listed below will be explained in more detail in other areas of this user guide.

- Printer discovery via multiple connectivity methods
- Support for Bluetooth, BLE, Ethernet, WLAN, and USB
- Simple printer to mobile computer pairing, using the Print Touch system
- Connectivity Wizard, for configuring Bluetooth, Ethernet and WLAN settings
- Media Wizard for configuring key Media settings
- Print Quality Wizard, for optimizing output legibility
- Access to extensive printer status information, including details on the printer's serial number, battery status, media settings, connectivity options and odometer values.
- Connectivity to popular file sharing services, Dropbox and Box
- Ability to retrieve and send files stored on the Mobile Computer, Dropbox or Box
- File transfer – used to download objects or OS updates to the printer
- Easy to use "Printer Actions", including calibrate media, print a directory listing, print a configuration label, print a test label, and reset the printer
- Install, enable, and disable Virtual Device languages

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Installation and Setup

This chapter identifies how to download the app, set up the printer, and perform a test print.

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Installing Zebra Printer Setup

Zebra Printer Setup is available on Google Play, Click2Demo, and the Zebra AppGallery.

Note • If you download the app from anywhere other than Google Play, your security setting must be enabled to download and install non-market applications. Follow these steps to enable this function.

a. From the main Settings screen, tap Security.
b. Tap Unknown sources.
c. A check mark is displayed to indicate it is active.

Note • If you download the Zebra Printer Setup app (.apk) to a laptop/desktop computer instead of directly to the Android device, you will also need a generic utility to transfer the .apk file to the Android device and install it. Example of generic utilities include: Android File Utility (Mac) and Windows Explorer (Windows). Or, you can sideload the Zebra Printer Setup .apk, see Sideloading on page 16.

Installation from the Zebra Developer Community

This procedure describes how to install Zebra Printer Setup from the Zebra Developer Community.

To install Printer Setup from the Zebra Developer Community, complete these steps.

1. Visit either of the links below and acquire the app.
   Click2Demo Community
   Zebra Developer Community
2. Transfer the app to your device.
3. Using a file browser on your device, locate the app and tap to install the app on your device. Follow the on-screen instructions.

Installation from the AppGallery

This procedure describes how to install Zebra Printer Setup from the Zebra AppGallery.

To install Printer Setup from the Zebra AppGallery, complete these steps.

1. On your Zebra mobile computer, launch the AppGallery. Tap the Menu icon and tap the Login option.
2. Login to your AppGallery account. To create an account, tap the Need an Account? option and complete the Join Now form.
3. After successfully logging in to your account, tap the CATEGORIES option.
4. See Figure 1. Scroll and tap ZEBRA from the list of categories.
   All available applications from Zebra are listed.

Figure 1 • AppGallery Categories

5. Find and tap Zebra Printer Setup.
6. Tap the INSTALL button.
   You will be notified what access the application requires and asked if you want to install the application.
7. Tap Next.
8. Tap Install.
   The application will download and install.
9. Tap Done to return to the AppGallery or tap Open if you wish to launch the app.

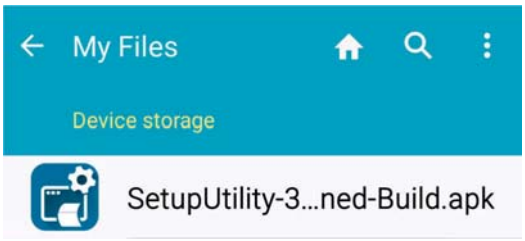
Sideloading

Sideloading means installing applications without using the official app stores such as the AppGallery or Google Play and includes those times when you download the app to a computer.

To sideload Zebra Printer Setup app, complete these steps.

1. Connect your Android device to the computer using the appropriate USB (or micro USB) cable.
2. Open two Windows Explorer windows on your computer: one window for the device and one for the computer.
3. Drag and drop the Zebra Printer Setup app (.apk) from the computer to your device. Because you will need to find the file later, note the location where you placed it on your device. HINT: It's generally easiest to place the file in the root directory of your device rather than inside of a folder.
4. See Figure 2. Open the file manager app on your device. (For example, on a Samsung Galaxy 5, your file manager is My Files. Or, download a file manager app on Google Play.)
5. Locate the Zebra Printer Setup app in the files on your device and tap it to initiate the installation.

Figure 2 • Sideload Installation



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Connectivity and Discovery

This chapter describes the Connectivity Wizard and discovery methods.

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Connectivity Settings

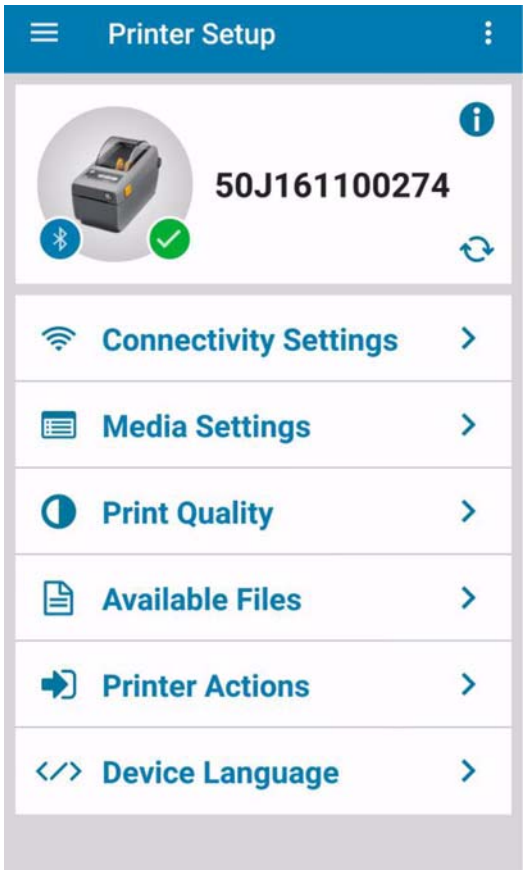
The Connectivity Settings screen is where you go to change your type of connection to the printer: wired/Ethernet, wireless, Bluetooth, and BLE.

To change your Connectivity Settings, complete these steps.

1. See Figure 3. From the Dashboard, tap Connectivity Settings.

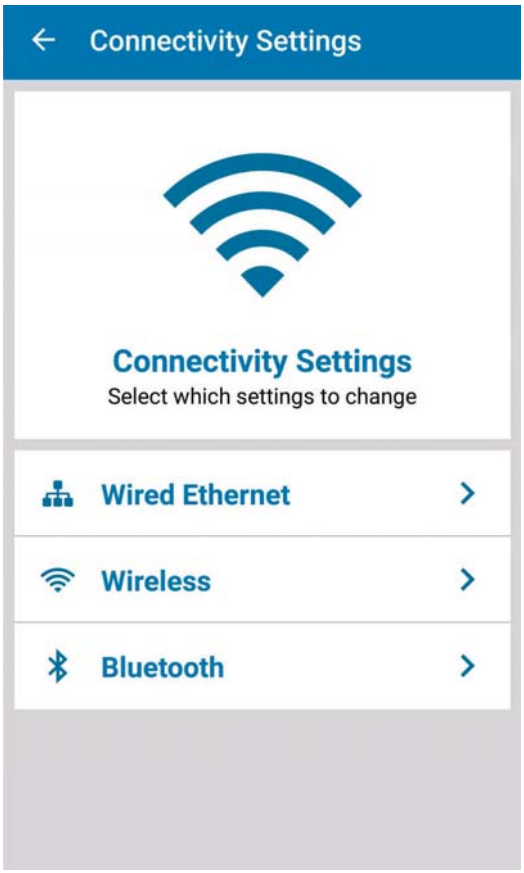
   - indicates the printer is connected and ready to print.
   - indicates the printer is not connected.

Figure 3 • Dashboard Screen



2. See Figure 4. Select your method to connect to the printer.
3. Follow the prompts.

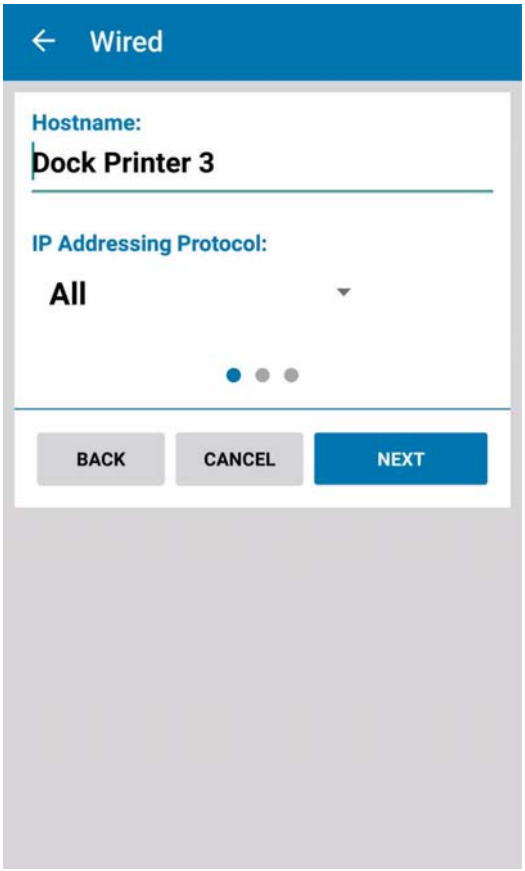
Figure 4 • Connectivity Settings Screen



Wired Ethernet

Wired Ethernet is used when a printer is connected to your LAN using an Ethernet cable. The advantage of a wired connection is that it is generally faster than a wireless (WiFi) or Bluetooth connection.

Figure 5 • Wired Settings Screen

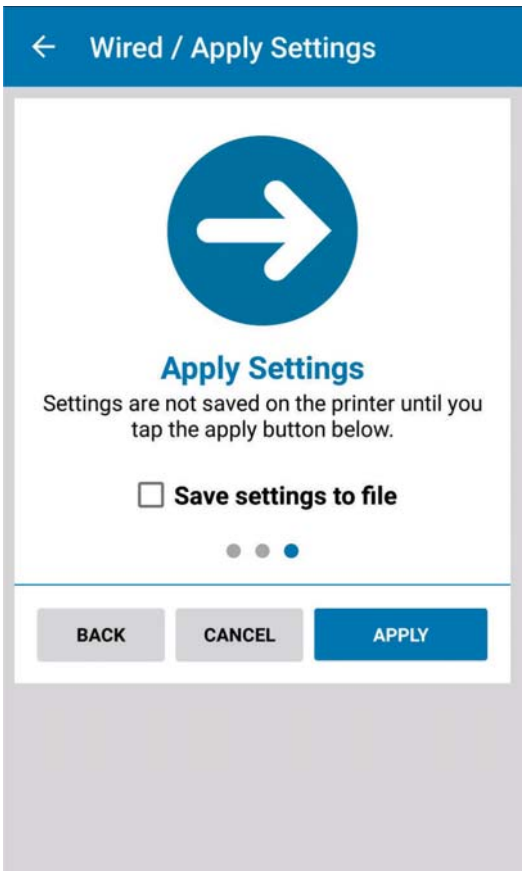


Wired/Ethernet Settings Elements

Within the Wired/Ethernet Settings (see Figure 5) menu, you may change, save, and apply the following elements:

- Hostname
- IP Addressing Protocol
- Client ID
- Client ID Type
- Save settings to file (See Figure 6.)
- Apply settings on the printer (See Figure 6.)

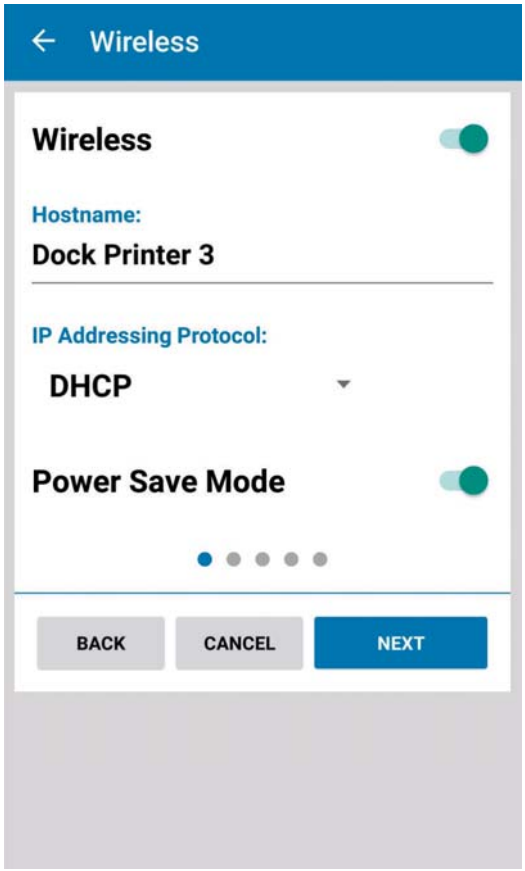
Figure 6 • Wired/Apply Settings Screen



Wireless

Wireless is the term used to describe any computer network where there is no physical wired connection between sender and receiver, but rather the network is connected by radio waves and/or microwaves to maintain communications.

Figure 7 • Wireless Settings Screen

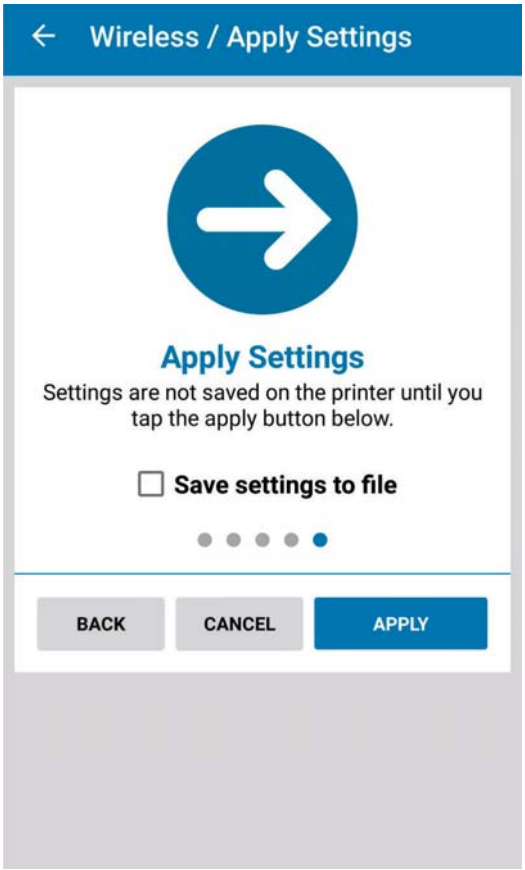


Wireless Settings Elements

Within the Wireless Settings (see Figure 7) menu, you may change, save, and apply the following elements:

- Hostname
- Wireless
- IP Addressing Protocol
- Power Save Mode
- Client ID
- Client ID Type
- Security Mode
- Wireless Band
- Wireless Identity
- Save settings to file (See Figure 8.)
- Apply settings on the printer (See Figure 8.)

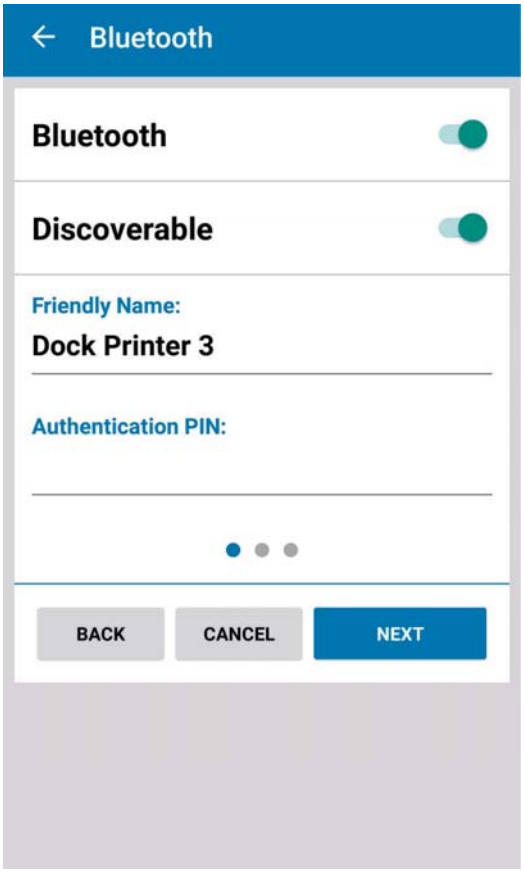
Figure 8 • Wireless/Apply Settings Screen



Bluetooth

Bluetooth is a method where devices such as cell phones, computers, and printers can be easily interconnected using a short-range wireless connection. The transceiver operates on a frequency band of 2.45 GHz that is available globally (with some variation of bandwidth in different countries).

Figure 9 • Bluetooth Screen

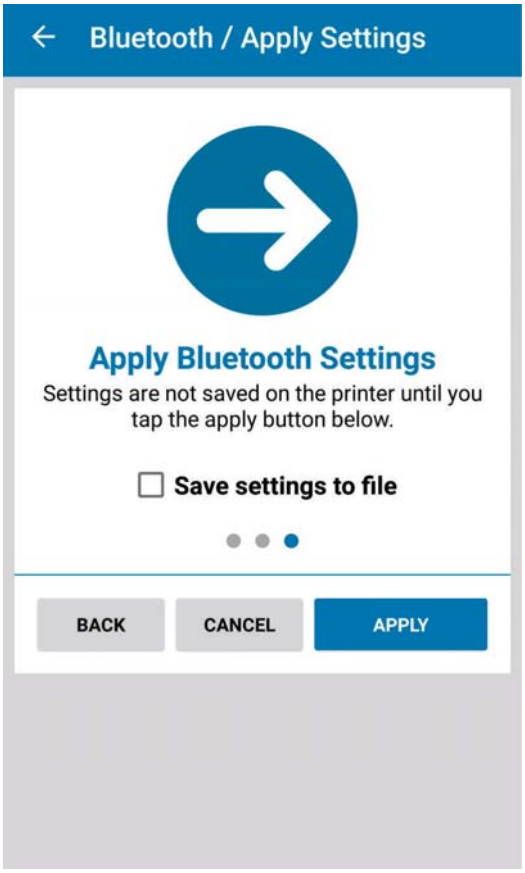


Bluetooth Settings Elements

Within the Bluetooth Settings (see Figure 9) menu, you may change, save, and apply the following elements:

- Bluetooth
- Discoverable
- Friendly Name
- Authentication PIN
- Minimum Bluetooth Security Mode
- Bonding
- Enable Reconnect
- Save settings to file (See Figure 10.)
- Apply settings on the printer (See Figure 10.)

Figure 10 • Bluetooth/Apply Settings Screen

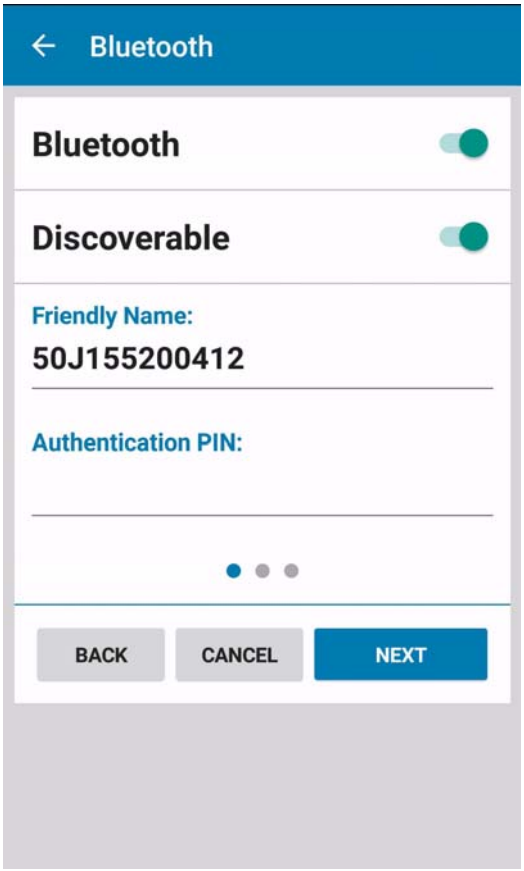


Bluetooth Low Energy (BLE)

Bluetooth Low Energy (marketed as Bluetooth Smart) is a wireless personal area network technology intended to provide considerable reduced power consumption and cost while maintaining a similar communication range.

Note • BLE transmission times will be significantly slower than any other type of connectivity.

Figure 11 • BLE Screen



Bluetooth LE Settings Elements

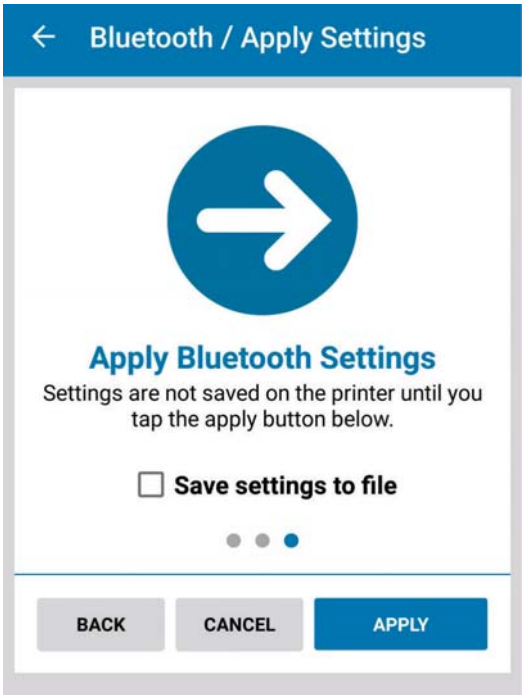
Within the BLE Settings (see Figure 11) menu, you may change, save, and apply the following elements:

- Bluetooth
- Discoverable
- Friendly Name
- Authentication PIN
- Minimum Security Mode: 1, 2, 3, 4
- Bonding: On, Off
- BLE Print Passkey: On, Off (only available on certain printers)
- Controller Mode: Smart-Ready (both radios are enabled), Classic (Bluetooth radio only), Smart (BLE radio only)

Note • If your printer has BLE only, the Controller Mode is automatically set to Smart to indicate BLE. You will not be able to change this setting.

- Save settings to file (See Figure 12.)
- Apply settings on the printer (See Figure 12.)

Figure 12 • BLE/Apply Settings Screen



Printer Discovery Methods

This procedure describes how to use Zebra Printer Setup to discover and connect to your printer. There are several ways to do this:

- Tap and Pair with a printer (recommended)
- Discover Printers
- Manually select your printer

Prerequisites: For successful network discovery, your mobile device should be connected to the same subnet as your printer. For Bluetooth communications, Bluetooth must be enabled on your device and printer. NFC must be enabled to use the Print Touch feature. Refer to the user documentation for your device or printer for further details on configuring the printer and device.

Note • Bluetooth discovery can only retrieve the Friendly Name and MAC Address.

Note • If you encounter issues with printer discovery (and at times Zebra Printer Setup may not be able to “discover” your printer), you may need to manually enter your printer’s IP address.
Having your printer and Android device on the same subnet, will give you the greatest chance of successfully discovering the printer.

Tap and Pair

The Near Field Communication (NFC) tag on the Zebra printer and your smartphone or tablet may be used to establish radio communication with each other by tapping the devices together or bringing them into close proximity (typically 10 cm or 3.9 in.) or less.

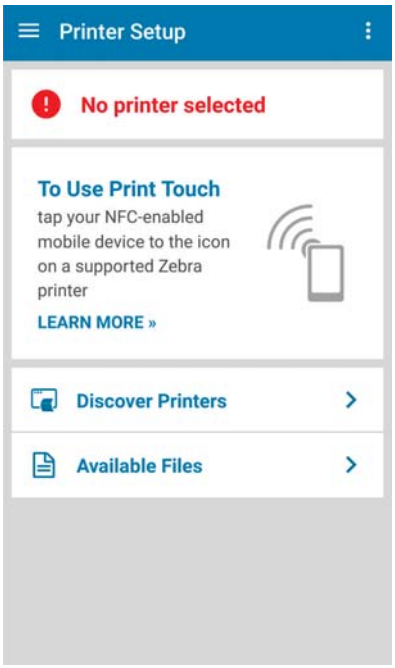
Zebra Printer Setup will acknowledge the start of the tap and pair process, the pairing, and any associated errors, and the successful discovery of the printer.

Note • If you encounter issues with printer discovery (and, at times, Zebra Printer Setup may not be able to “discover” your printer), you may need to manually enter your printer’s IP address.
Having your printer and Android device on the same subnet will give you the greatest chance of successfully discovering the printer.

To tap and pair with a printer, complete these steps.

1. Launch the Zebra Printer Setup app on your device.
   See Figure 13. Upon launching for the first time, it will indicate No printer selected.

Figure 13 • Zebra Printer Setup Dashboard
(First Time Use)



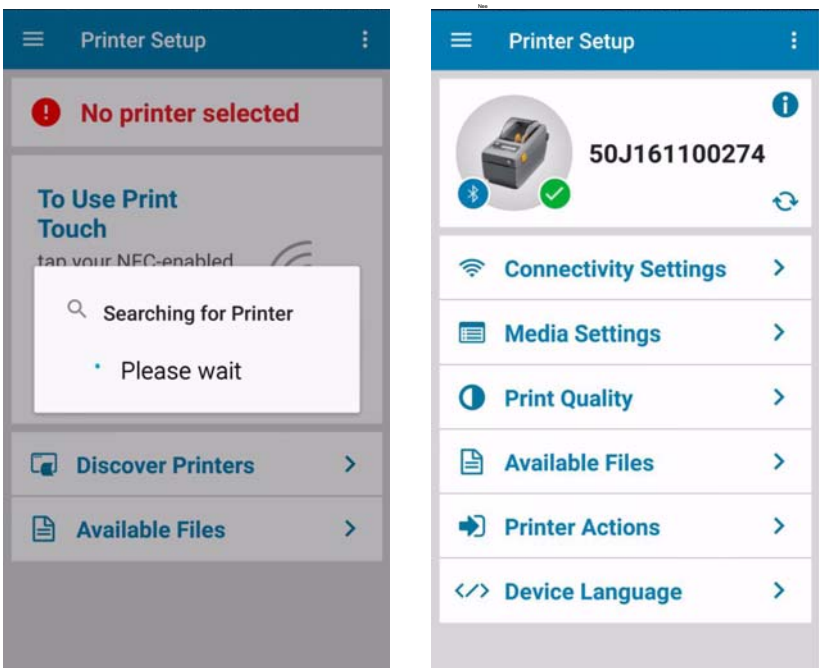
The simplest method to setup a connection to your printer with an NFC-enabled device is to use the Print Touch feature on printers that support Print Touch. See Figure 14. Printers supporting Print Touch will have this icon on the outside of the printer.

Figure 14 • Print Touch Icon

2. To connect to the printer, tap the device against the Print Touch icon on the printer. Zebra Printer Setup will find and connect to the printer as shown in the images below. See Figure 15.

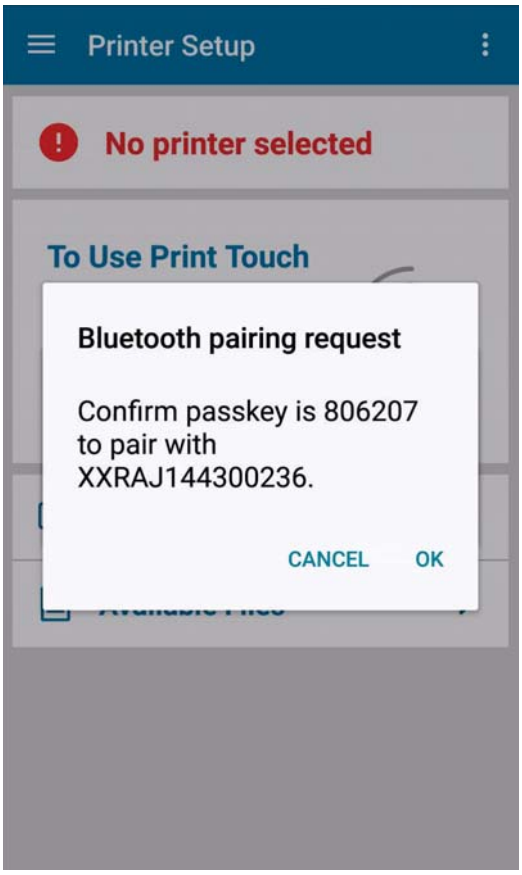
Note • If your printer has both Bluetooth and network connections enabled, Zebra Printer Setup will pair via the network.

Figure 15 • Bluetooth Connection



3. If this is the first time you have connected to any printer (or if you have recently unpaired from this printer), you will be prompted as shown in Figure 16. You must accept the pairing request on both the printer and the device.

Figure 16 • Bluetooth Pairing Request Screen



Discovered Printers

To discover printers without using Print Touch, complete these steps.

1. From the Dashboard, tap the Menu icon .
2. Tap the Discovered Printers group.
   Zebra Printer Setup will search and display a list of discovered Bluetooth and network connected printers.
   At the completion of the discovery, the Discovered Printers group is updated. Progress dialogs are displayed during the discovery process.
3. Tap the desired printer in the list.
   Zebra Printer Setup will find and connect to the printer as shown in Figure 17 depending on your network connection.

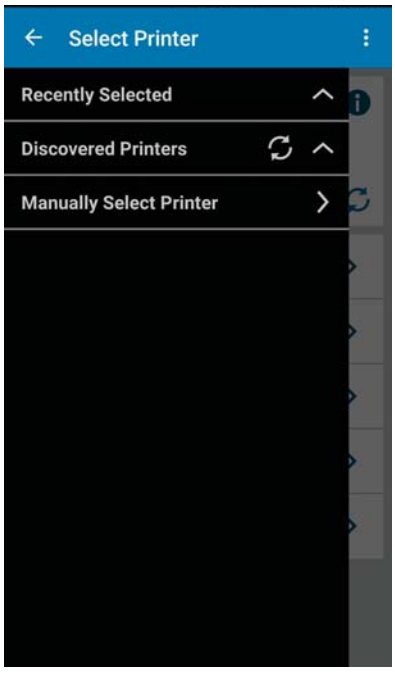
Note • In the Side Drawer, the Bluetooth 4.0 icon identifies and appears beside each BLE printer.

Manually Select Printer

To add a printer using Manually Select Printer, complete these steps.

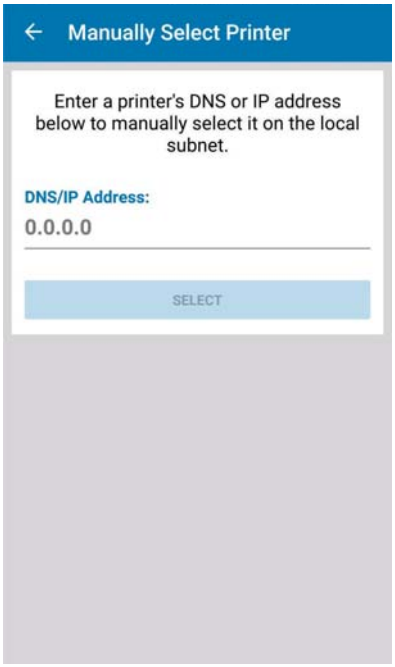
1. Open the Dashboard.
2. Tap the Menu icon to open the Side Drawer.
3. See Figure 17. Tap Manually Select Printer.

Figure 17 • Side Drawer



4. See Figure 18. Enter the printer's DNS/IP address.

Figure 18 • Manually Select Printer



5. Tap Select to begin the discovery.

Unpair a Printer

There are several reasons you may need to unpair a printer as part of troubleshooting would be one example. To unpair, you will make these changes using the Android Settings menu--not inside the Zebra Printer Setup app. If you prefer to deselect a printer, see Deselect a Printer on page 39.

To unpair a printer, complete these steps.

1. On your device, go to the Android Settings menu.
2. Select Bluetooth.
   A list of paired devices will appear.
3. Click on the Settings icon beside the printer to be unpaired.
4. Click on Unpair.
   A new scan will discover and show the Available devices. You may pair with a printer on this screen, initiate a new scan, or exit the Settings menu.

Printer Ready State

The ready state of the printers are checked at specific times. A pop-up box displays a warning if any of the printers are offline or not ready to print. Ready states are checked:

- Upon start-up of the app
- When the app gets focus back
- At the end of the discovery process
- When a printer is selected

4

Printer Information

This chapter describes the printer and Zebra Printer Setup app screen information available.

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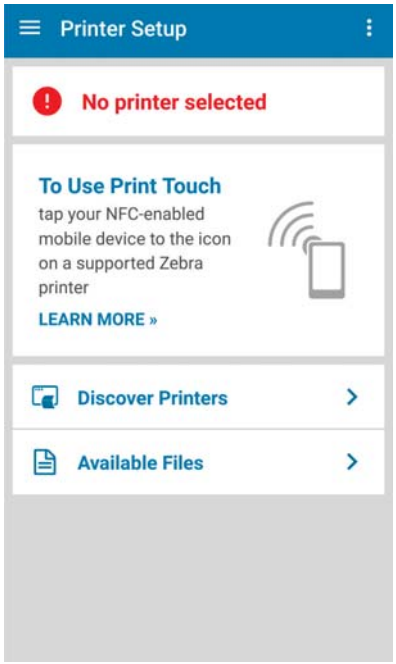
Zebra Printer Setup App Screens

This section details the Zebra Printer Setup application screens. Additional items include Deselect Printer, Zebra Assist, Settings, and About. You may manage your printers via smartphone or tablet. You may view Zebra Printer Setup screens in either portrait or landscape orientation on your tablet only. (Your smartphone displays screens in portrait only.)

Once the app is downloaded, the app opens to the Dashboard screen. Since this is the first time you have used the app, there is no printer selected. See Printer Discovery Methods on page 28 to establish a connection to a printer.

Figure 19 • Dashboard
(First Time Use)



Printer Information

Specific printer information is available by touching the photo of the printer or the blue circle “i” icon on the Dashboard. There are three tabs providing information about the printer and are listed below.

- General tab: Displays the model, serial number, and firmware version of the printer. (See Figure 20.)
- Printing tab: Displays the print status, mode, speed, darkness, media type and dimensions, odometer information, and battery information. (See Figure 21.) You may need to scroll down to see the lower section of the screen.
- Connectivity tab: Displays information about the connectivity method (e.g., Bluetooth, Wireless, Wired/Ethernet or BLE), MAC Address, IP Address, and Region. (See Figure 22.) You may need to scroll down to see the lower section of the screen.

Figure 20 • Printer Information - General Tab

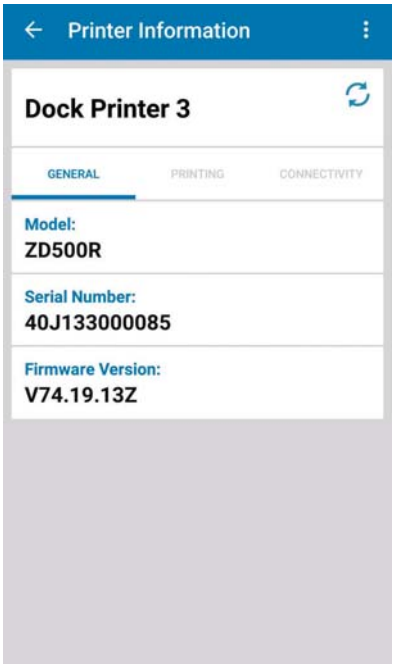


Figure 21 • Printer Information - Printing Tab

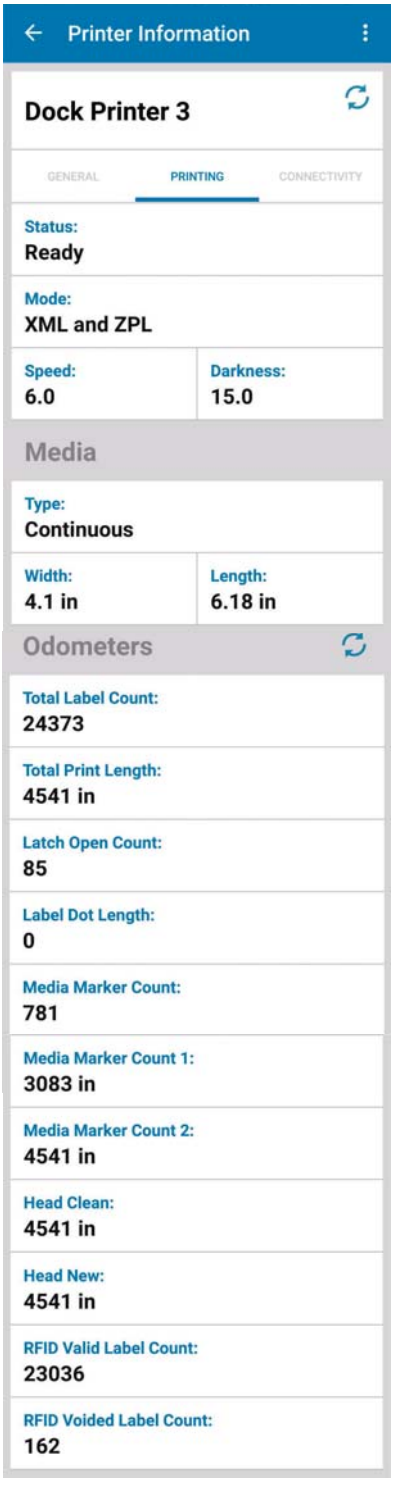
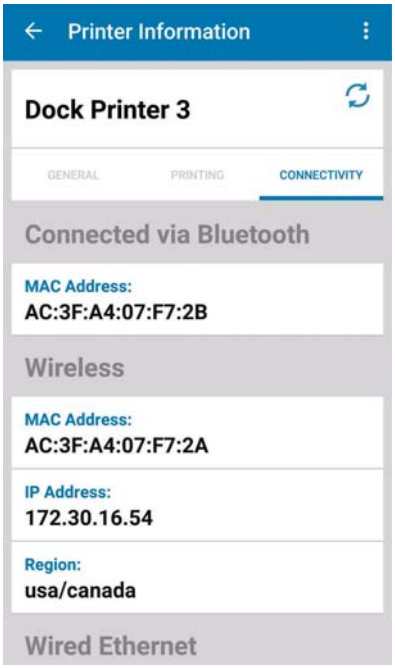


Figure 22 • Printer Information - Connectivity Tab



Overflow Menu

The Overflow menu ⋮ contains access to several miscellaneous items. These include:

- Deselect Printer
- Zebra Assist
- Settings
- About

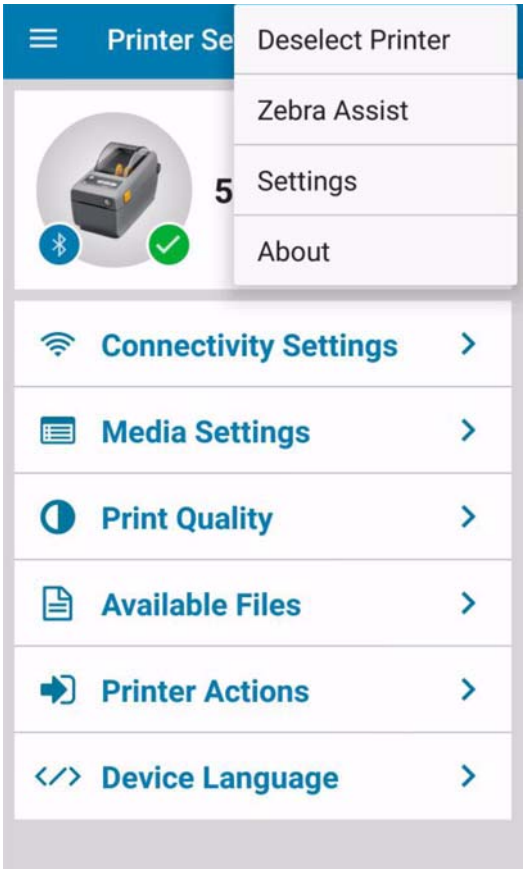
Deselect a Printer

If you wish to “disconnect” from a printer, you may choose Deselect printer. This is a good option if you only need to step away for a short time and want an easy way to reconnect with the same printer.

To deselect a printer, complete these steps.

1. From the Dashboard, tap the Overflow menu icon ⋮ to open the submenu.
2. See Figure 23. Tap Deselect Printer.

Figure 23 • Overflow Menu



3. When prompted, tap Confirm to deselect or Cancel to stop this action and return to the Dashboard.

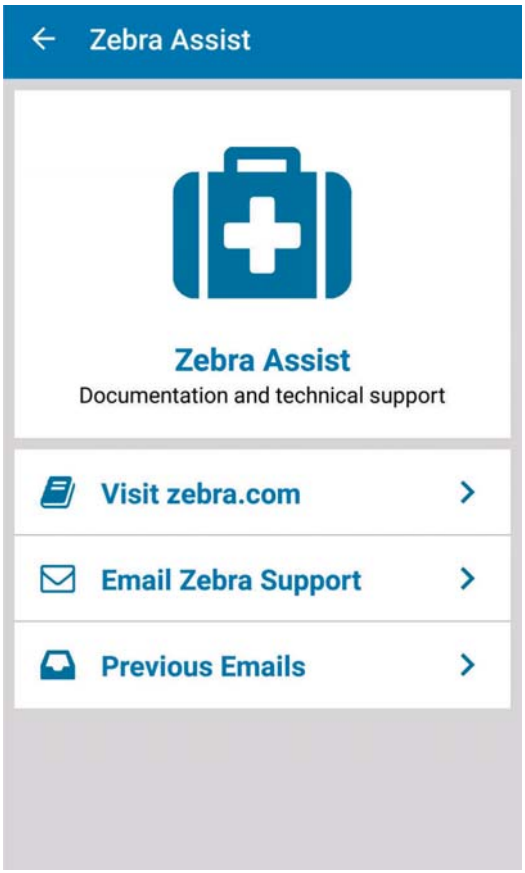
Zebra Assist

Zebra Assist is a fee-based service that will guide you step-by-step through the process of setting up your printer.

From this screen, you may tap:

- To visit zebra.com
- To send an email to Zebra Support (For more details, see Send Settings File to Zebra Assist on page 92.)
- Review a list of previous emails you sent to Zebra Support

Figure 24 • Zebra Assist Screen



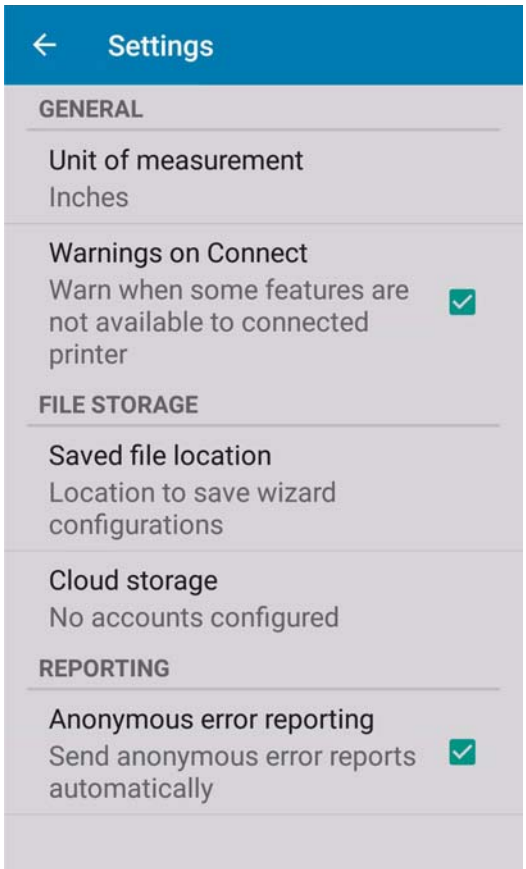
Settings

From the Settings page, you can change various items such as:

- Unit of measurement: set up inches, centimeters, and millimeters
- Saved file location: location to save your configuration settings
- Cloud storage: account information for a Dropbox or Box account
- Anonymous error reporting: select to send, or not send, error reports to Zebra. The default is checked/enabled; meaning error reports will automatically be sent. To opt out of sending the reports, uncheck the box.

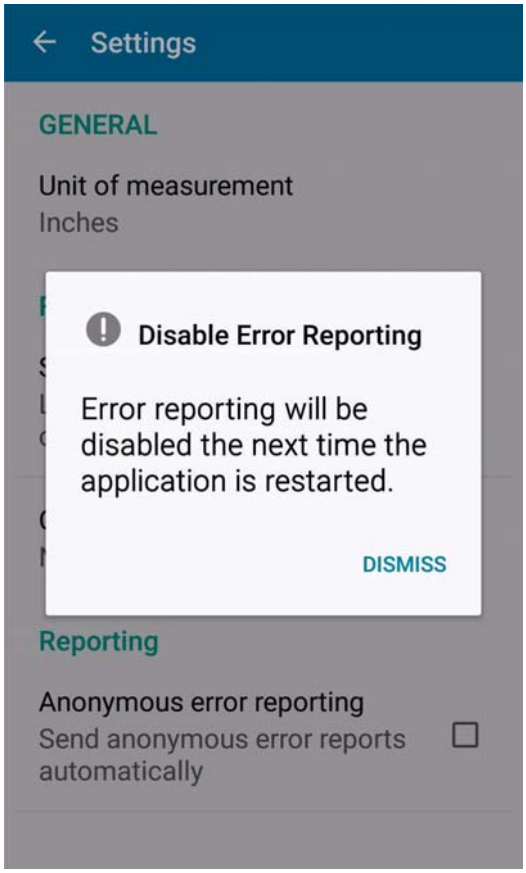
Important • Zebra recognizes that the security of your personal information is an important part of our partnership and we are not in the business of selling or making it available to others. Zebra maintains its commitment to safeguard and protect the confidentiality, integrity, and availability of information, which is stored, processed, and/or transacted through our products. We also collect data in a form that does not, on its own, permit direct association with specific customers or corporations. We may collect, use, transfer, and disclose non-personal information for any purpose. We conduct our business in compliance with applicable laws on data privacy protection and data security.

Figure 25 • Settings



If you choose to opt out of sending error reports, you will receive the dialog in Figure 26.

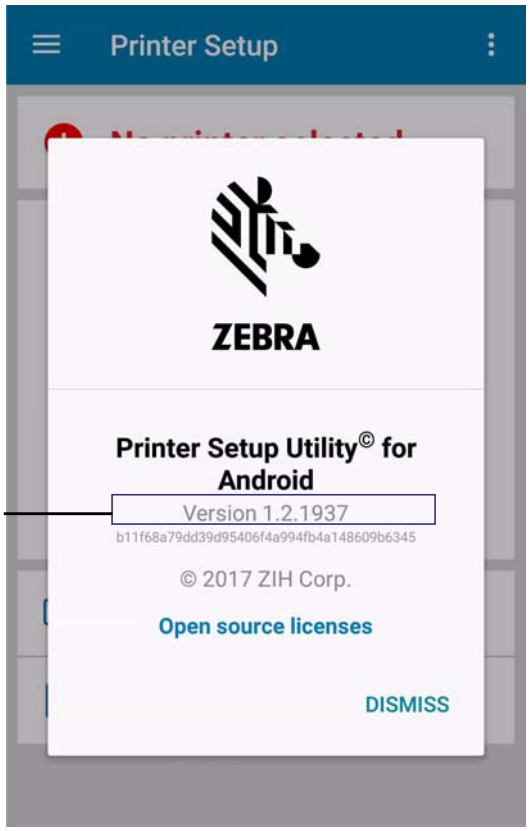
Figure 26 • Disable Error Reporting Dialog



About

The About screen provides the version number for the application.

Figure 27 • About Screen



1	Application version number

5

Media Setup

This chapter describes the steps to set up the media parameters and calibrate the sensors.

Contents

Media Settings 46
Media Settings Elements 50

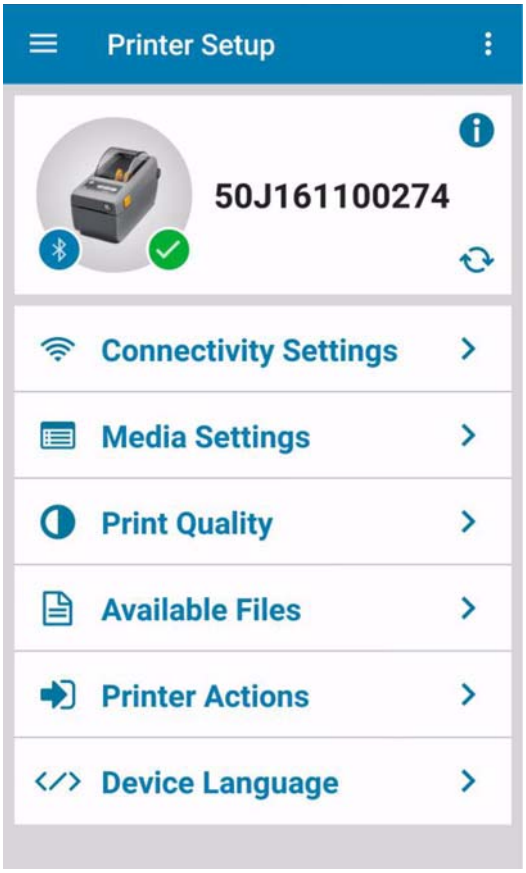
Media Settings

The Media Settings menu will provide details on the current media, including width and length, and the media type. From this menu, you may change they media type, width, length, and orientation.

To change your Media Settings, complete these steps.

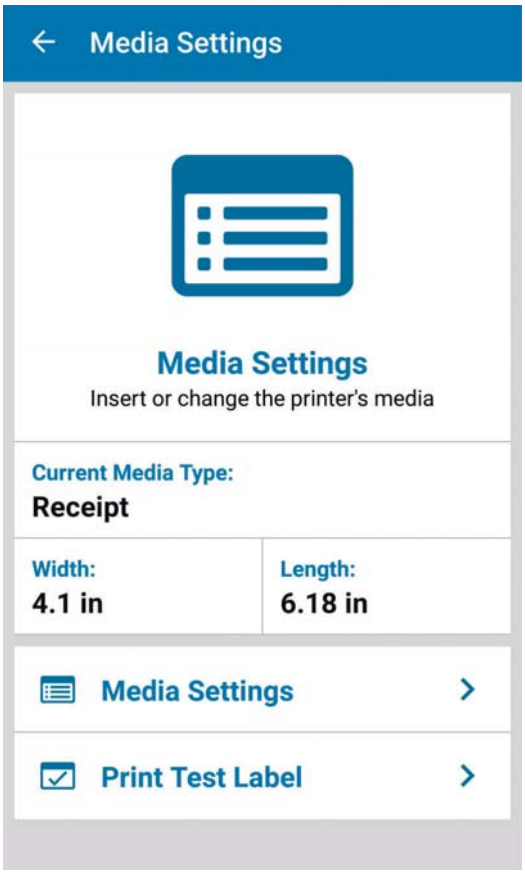
1. See Figure 28. From the Dashboard, tap Media Settings.

Figure 28 • Dashboard



2. See Figure 29. From this screen, change Media Type, Width, Length or print a test label from this screen.

Figure 29 • Media Settings Screen



3. See Figure 30. Tap Media Settings again to enter a series of detailed menus.

Figure 30 • Media Settings Screen

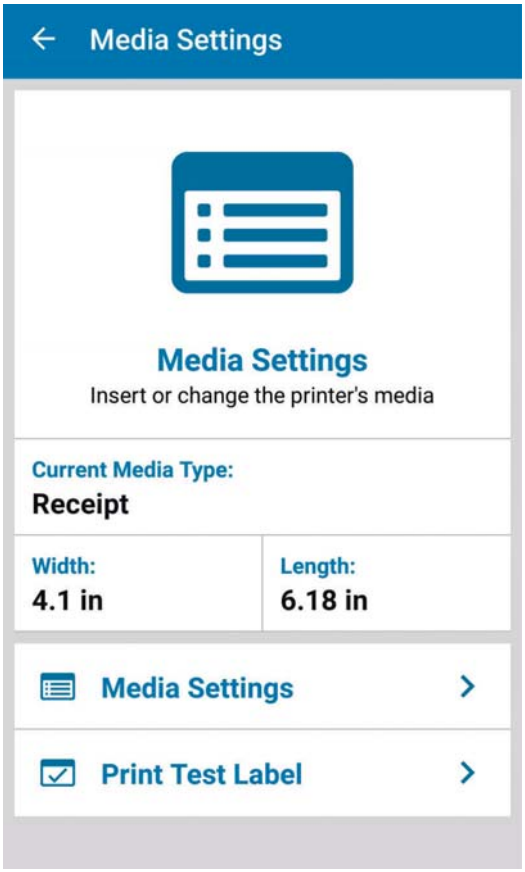
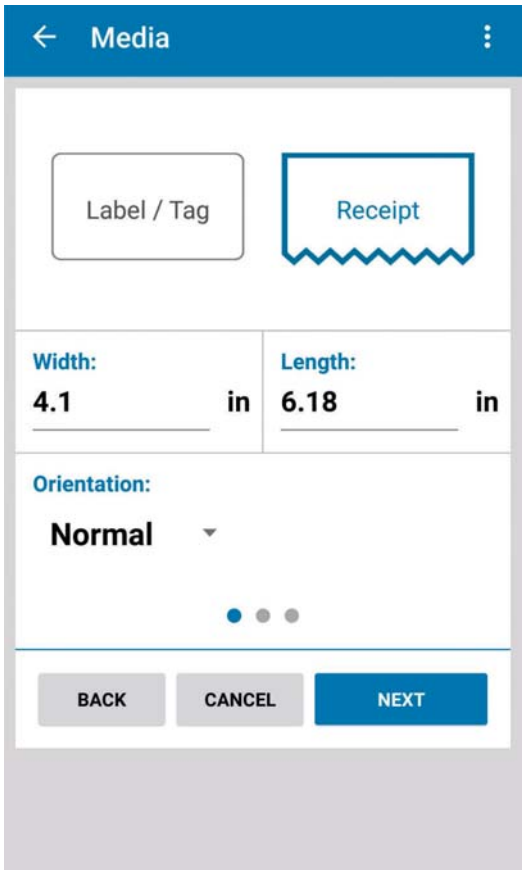


Figure 31 opens and is the start of the detailed Media Settings screens.

4. Follow the prompts.

Figure 31 • First Detailed Media Settings Screen

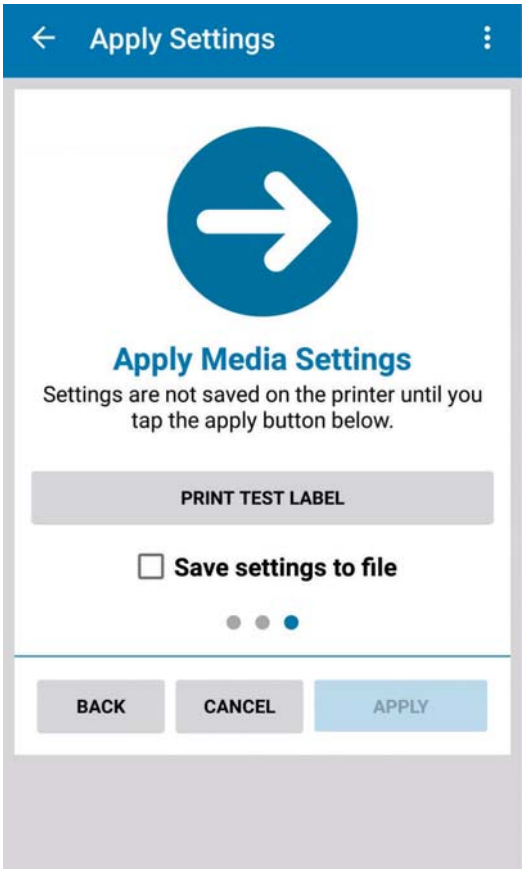


Media Settings Elements

Within the Media Settings menus, you may adjust, apply, and save the following elements:

- Adjust the Media Type
- Adjust the Width
- Adjust the Length
- Adjust the Orientation
- Print Test Label
- Save settings to file (See Figure 32.)
- Apply settings on the printer (See Figure 32.)

Figure 32 • Apply Media Settings Screen



6

Print Quality

This chapter provides instructions to adjust the print quality.

Contents

Print Quality Assistant 52
Print Quality Settings Elements 54
Manually Adjust Print Quality 55

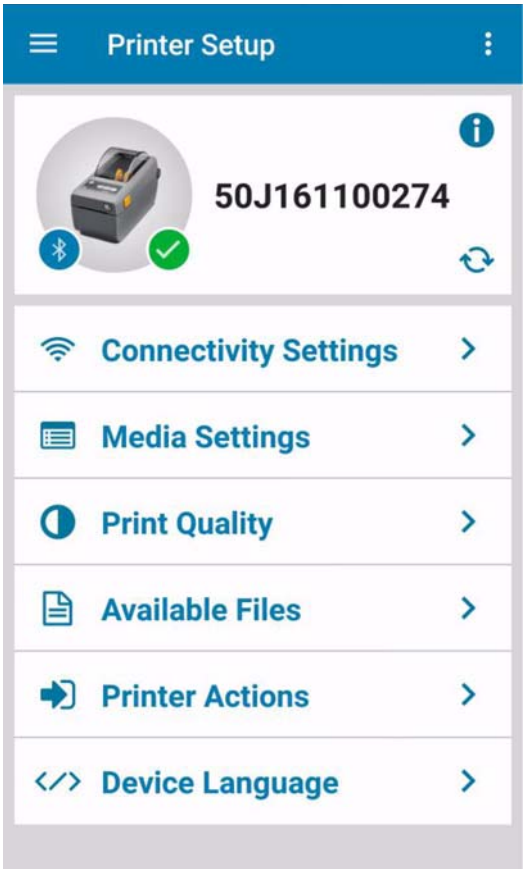
Print Quality Assistant

The Print Quality Assistant will permit you to adjust your speed, darkness, print sample labels, and ultimately, fine-tune your printed labels.

To open Print Quality Assistant, complete these steps.

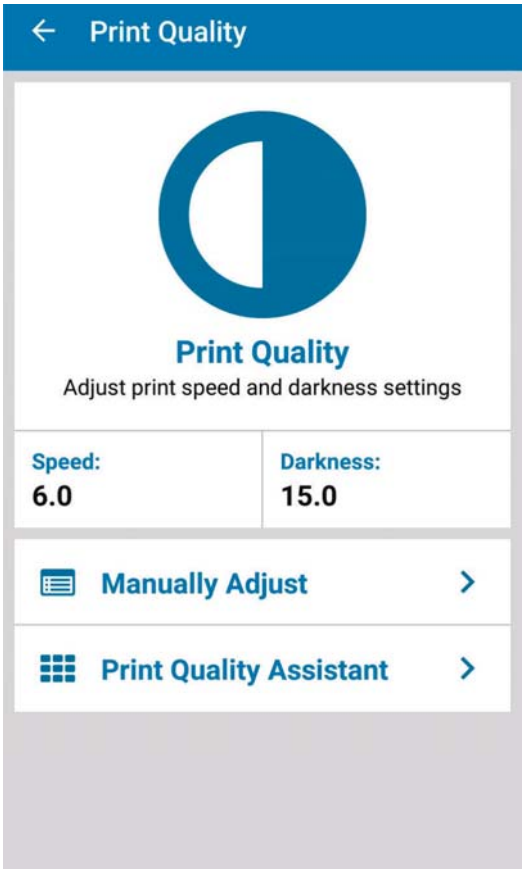
1. See Figure 33. From the Dashboard, tap Print Quality.

Figure 33 • Dashboard



2. See Figure 34. Tap Print Quality Assistant to enter a series of detailed menus.

Figure 34 • Print Quality Screen



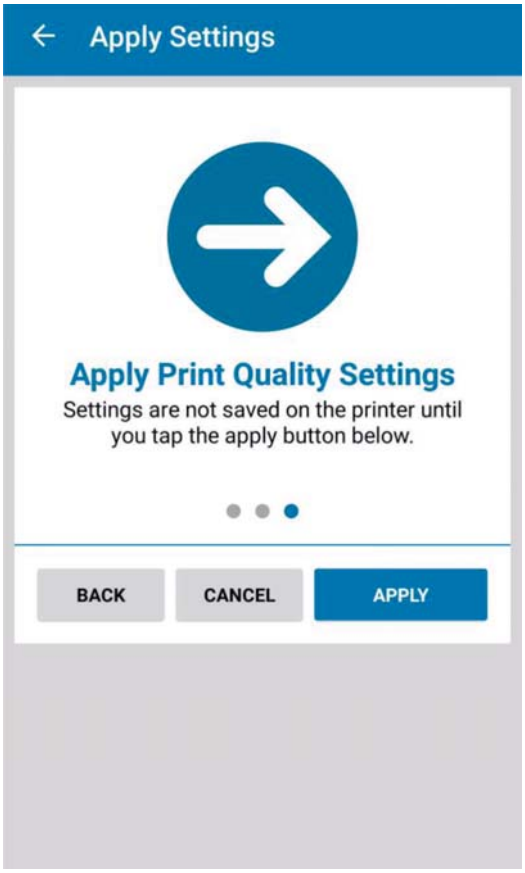
3. Follow the prompts.

Print Quality Settings Elements

Within the Print Quality Settings menus, you may adjust and apply the following elements:

- Adjust the No. of Labels to Print
- Adjust the Label Identifier
- Adjust the Speed
- Adjust the Darkness
- Apply settings on the printer. (See Figure 35.)

Figure 35 • Print Quality Assistant



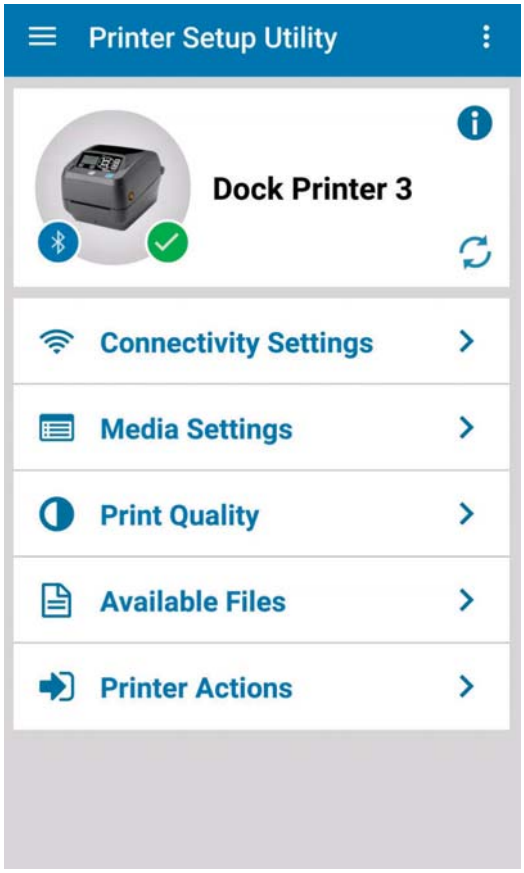
Manually Adjust Print Quality

You may manually adjust the print quality of your printer.

To manually adjust print quality, complete these steps.

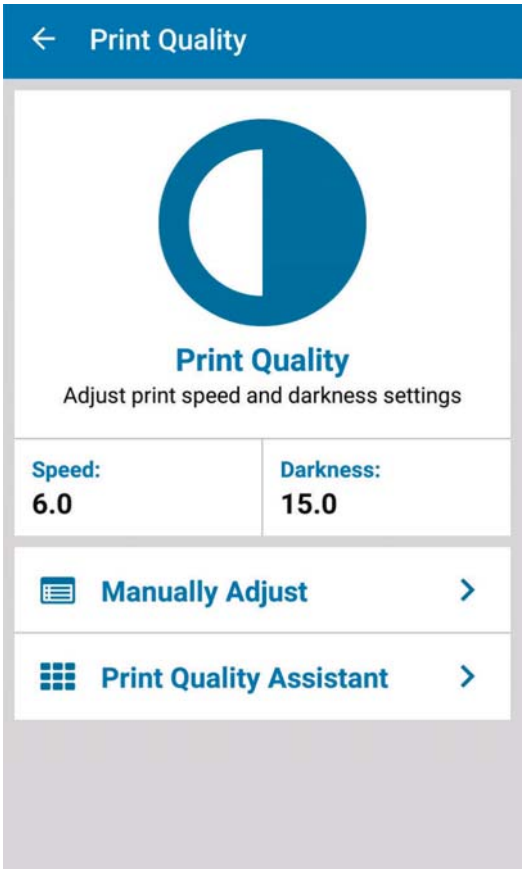
1. See Figure 36. From the Dashboard, tap Print Quality.

Figure 36 • Dashboard



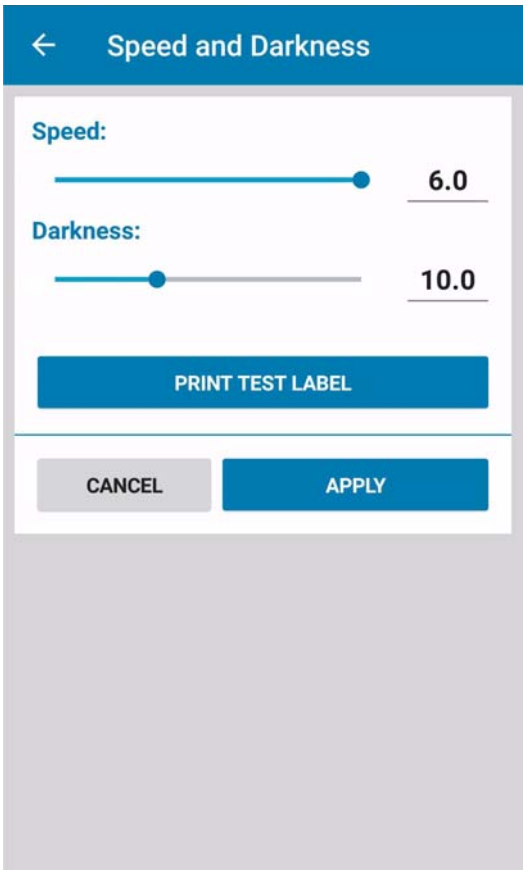
2. See Figure 37. Tap Manually Adjust.

Figure 37 • Print Quality Screen



3. You may change the speed and darkness settings by either:
   - Moving the slider for each setting
   - Or, typing in a new number for a setting
4. If you wish, you may print a test label by tapping Print Test Label.

Figure 38 • Speed and Darkness Screen



5. Tap Apply to apply your changes .
   Tap Cancel to quit without saving your changes, and return to the Print Quality Screen.

Notes •

7

Available Files and Printer Actions

This chapter describes information provided in Available Files and available Printer Actions in Zebra Printer Setup.

Contents

Available Files 60
Printer Actions 60
Printer Actions Elements 61

Available Files

If you click on Available Files, a list of files is displayed. From this list, if you click on a file name, Zebra Printer Setup confirms that it:

- Is paired with a printer.
- Is successfully communicating with the printer.
- Is able to send the file to the printer.

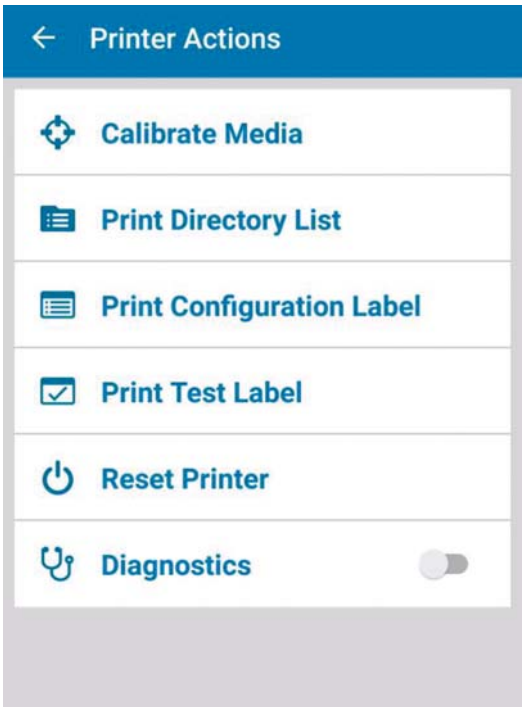
The long press works on files stored on your device (Local) and in the cloud.

Printer Actions

Actions on this menu are performed immediately. Meaning there are no supplemental screens to go through. For example, if you select Calibrate Media, the printer will perform that function immediately after you select that action and you will see the printer feeding media out during the calibration.

1. From the Dashboard, tap Printer Actions.

Figure 39 • Printer Actions Screen



2. Select the desired action.

Printer Actions Elements

Within the Printer Actions Settings menu, you may choose from the following elements:

- Calibrate Media
- Print Directory List
- Print Configuration Label
- Print Test Label
- Reset Printer
- Enable Diagnostics

Notes •

8

Device Language Selector and Virtual Device Management

This chapter provides information about Device Language Selector and Virtual Device Management in Zebra Printer Setup.

Contents

Introduction 64
Device Language Selector 65
Set the Device Language 65
Virtual Device Management 68
Download the Virtual Device Zip File 68
Store the Virtual Device Zip File using Cloud Storage 68
Access the Virtual Device Zip File 69
Copy the Virtual Device Zip File to Your Android Device 69
Drag and Drop using a USB Connection 69
Install the Virtual Device 70

Introduction

While the names sound similar because both use the word “device”, device languages and virtual devices are not the same. These two communication methods use different operations to establish which method to use with the printer.

A device language is a language that is native to Zebra printers, that is they are factory installed. These languages send commands to the printer to perform specific functions. To select and apply a device language, see Device Language Selector on page 65.

A virtual device is an application which emulates another company’s printer language. Generally, a virtual device includes a subset of their printer commands. Unlike “device languages”, Virtual Devices are not native to Zebra printers and must be installed on printers.

Most virtual device apps are delivered via zip file; contain a small script file and a text file; and can be installed quickly. There are two exceptions:

- Virtual Device-I
- Virtual Device-D

These virtual devices are complete firmware downloads. These are very large files, will take a substantial amount of time to download and install on the printer, and will reboot your printer twice. These two virtual devices are also mutually exclusive, so only one can be installed on the printer at a time.

To install a virtual device, see Virtual Device Management on page 68.

Device Language Selector

Device Language includes native Zebra supported languages (and virtual devices previously loaded) on the printer. Only those languages (or virtual devices) loaded on the printer will be displayed on the Set Device Language screen.

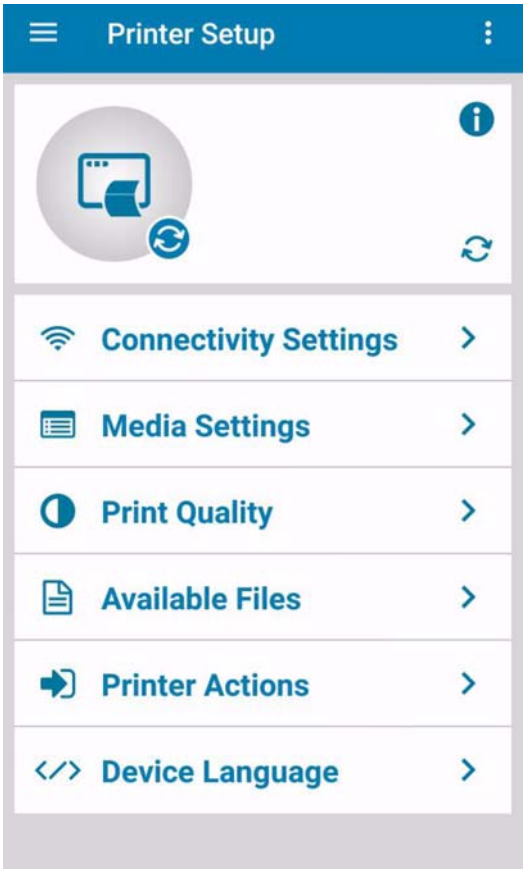
The Device Language Selector permits you to change the device language used to communicate with the Zebra printer. Device Languages change depending on the printer to which you want to send commands. For example, “Line Print” will only appear as a native Device Language for the ZQ510 printer, and will not appear as a native Device Language for the ZD410 printer.

Set the Device Language

To set the Device Language, complete these steps.

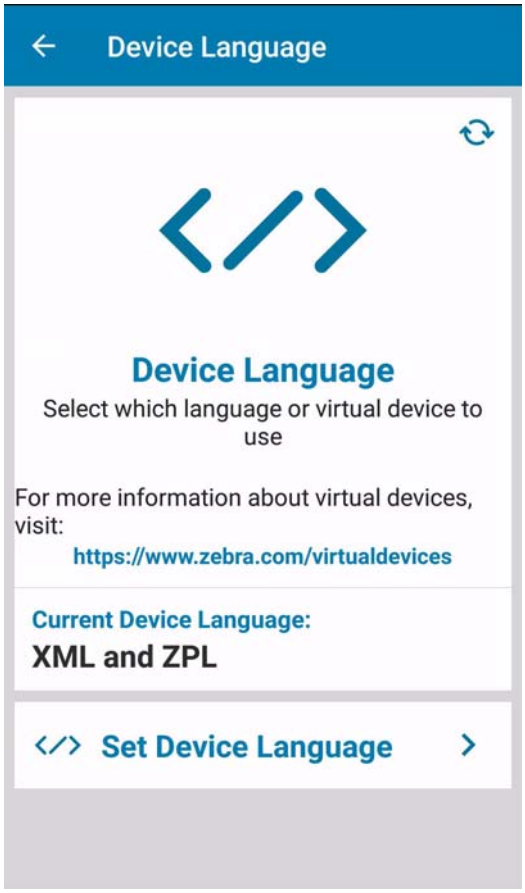
1. See Figure 40. From the Dashboard, tap Device Language.

Figure 40 • Dashboard



2. See Figure 41. From the Device Language screen, tap Set Device Language.

Figure 41 • Device Language Screen

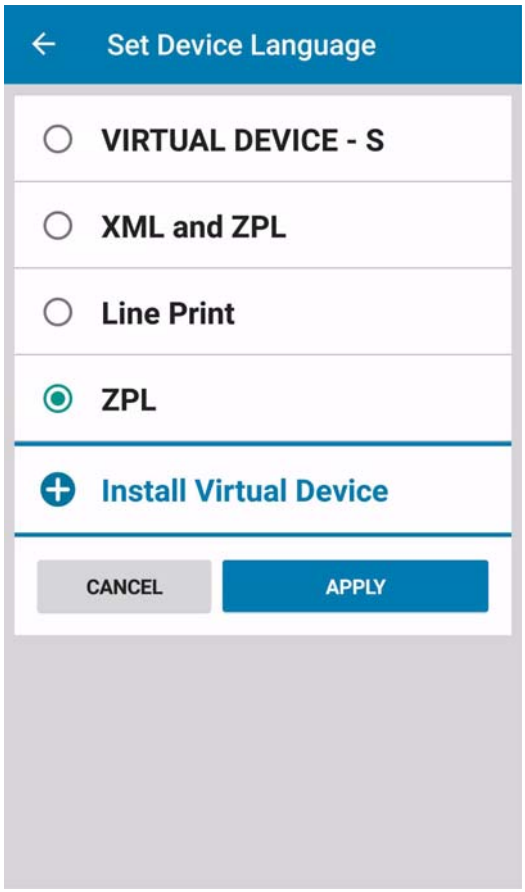


3. See Figure 42. Tap the device language to set.

Note • The currently active device language will be selected by default.

Example • The selected device language is “ZPL”.

Figure 42 • Set Device Language Screen



4. Tap Apply to enable your choice.
   Tap Cancel to exit and return to the Device Language screen.

Note • If you select ZPL (as shown in the example above) and tap Apply, the Device Language screen will show that the Current Device Language is set to “XML and ZPL”.

Virtual Device Management

Virtual Devices are on-printer applications that allow Link-OS printers to use legacy languages normally associated with other printer brands. Multiple Virtual Devices can be downloaded to a single printer. It is not necessary (or possible) to remove Virtual Devices from printers; users simply choose between command languages as needed.

Virtual Device Management is performed using the Device Language option on the Dashboard. In order to install the Virtual Device, you must download a zip file to your Android Device.

There are two ways to install the virtual device via Zebra Printer Setup:

- Download a zip file to your Android Device (i.e., smartphone, or tablet); or
- Store the zip file in your cloud storage (i.e., Box or Dropbox).

Download the Virtual Device Zip File

To download the Virtual Device, complete the following from your computer or your Android Device:

1. Open a web browser and navigate to:
   https://www.zebra.com/virtualdevices
2. Locate your printer type in the list of printers, and then click Download Now or Request Information, if support for your printer cannot be found.
3. Fill out the information on the Virtual Device Download Request form.
4. Click Submit.
5. Read the End User License Agreement.
6. Click Accept and Begin Download Now.
   Your browser prompts you to open or save the zip containing the Virtual Device.
7. Save and store the Virtual Device zip file to your computer [or android device if you want to use Zebra Printer Setup app for installing the virtual device.]
   The zip file contains the following files:
   - The Virtual Device `.NRD` (or `.ZPL`) file to be downloaded to a Zebra printer.
   - Text files (`.txt`) with the SGD commands to enable and disable the virtual device.
   - A sample test format that can be sent to the printer once the virtual device is enabled.

Store the Virtual Device Zip File using Cloud Storage

You may use your Box or Dropbox account to store the virtual device zip file. Zebra Printer Setup can then retrieve the necessary file from the virtual device zip file. For more detailed information, see Cloud Storage on page 79.

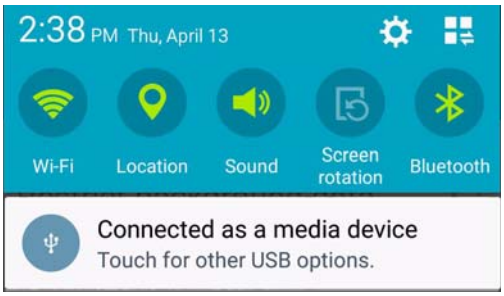
Access the Virtual Device Zip File

Copy the Virtual Device Zip File to Your Android Device

Getting a zip file on your Android Device can be accomplished with either of the following methods:

1. Drag and drop with your Android Device connected via USB cable to your computer. See Figure 43. Be sure that your Android Device USB setting is Connected as media device. (On some Android Devices, you can swipe down from the top of the phone (or tablet) to view notifications.) See Drag and Drop using a USB Connection.

Figure 43 • Android Notifications



2. Use the browser on your Android Device to download the zip file to your device. See Download the Virtual Device Zip File on page 68.

Drag and Drop using a USB Connection

To download using a USB connection, complete these steps.

1. Connect your smartphone to your computer using a USB cable.
2. Open two Windows Explorer windows.
   a. One window should display your Android Device as a drive.
   b. The other window should display the Downloads folder on your computer.
3. Drag the zip file from the Downloads folder (computer) and drop on the Android Device window.

Important • Drag the entire zip file. (There is no need to extract or unzip the individual files.)
Important • Do not change the name of the zip file.

Install the Virtual Device

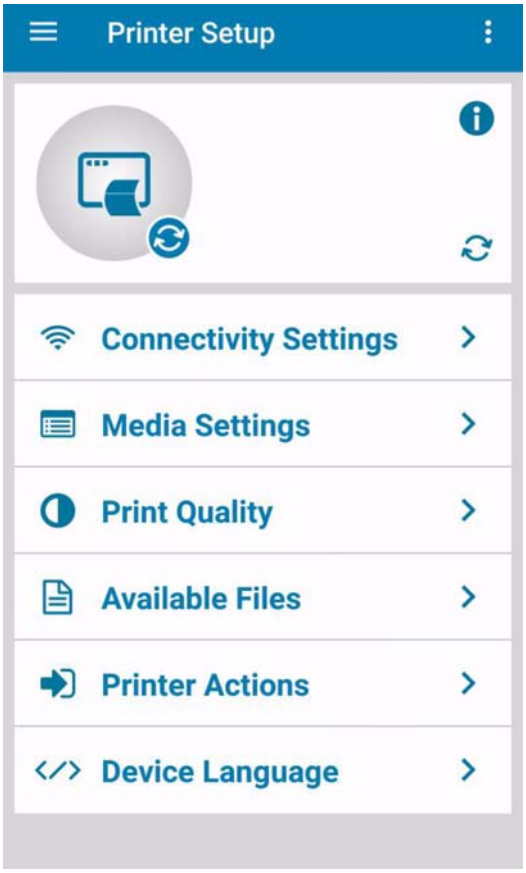
This section will disable the current device language or virtual device, install, and enable the new virtual device all within this single feature. When you install a virtual device, you are sending the .NRD (or .ZPL) file to the printer.

After the files are sent to the printer, the Virtual Device will appear in the Set Device Language screen. When you install the virtual device for the first time, a browser will open and you can select the virtual device zip file.

To install the virtual device, complete these steps.

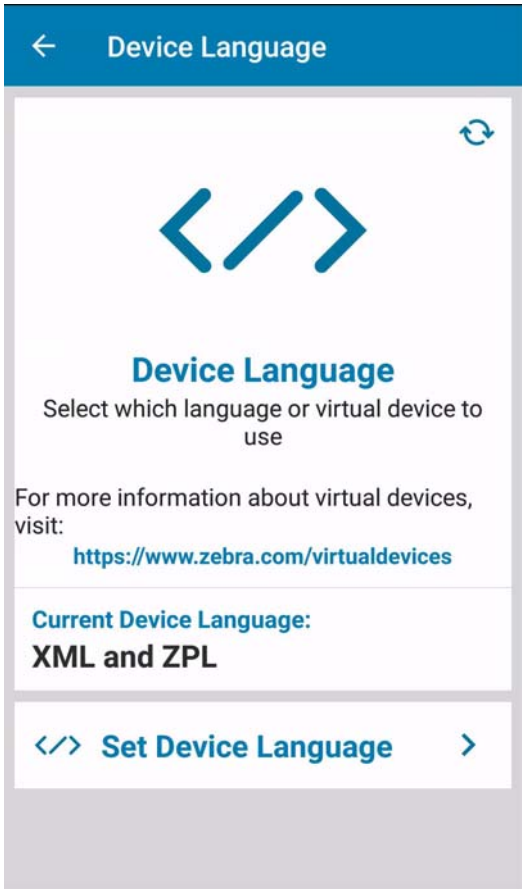
1. See Figure 44. From the Dashboard, tap Device Language.

Figure 44 • Dashboard



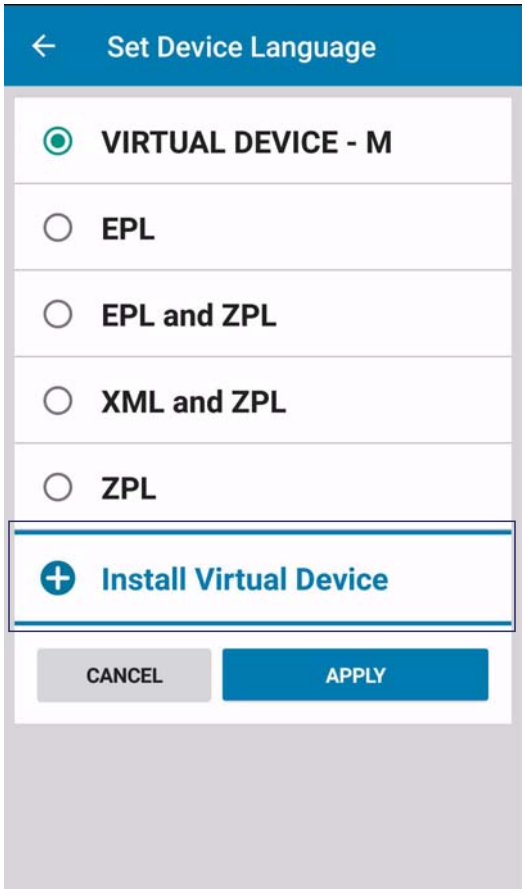
2. See Figure 45. From the Device Language screen, tap Set Device Language.

Figure 45 • Device Language Screen



3. See Figure 46. Tap + Install Virtual Device.

Figure 46 • Set Device Language Screen

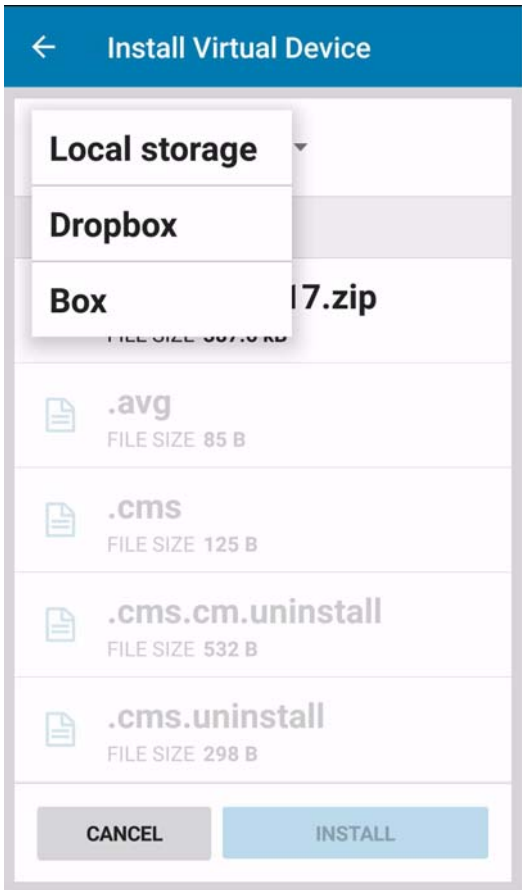


If this is the first time you are installing a virtual device, it will not appear in the list as seen in Figure 46.

Note • If you have a Box or Dropbox account set up, after tapping +Install Virtual Device, select the cloud storage account from the dropdown menu at the top of the screen, and navigate to the virtual device zip file.

See Figure 47.The Virtual Device Browser will open.

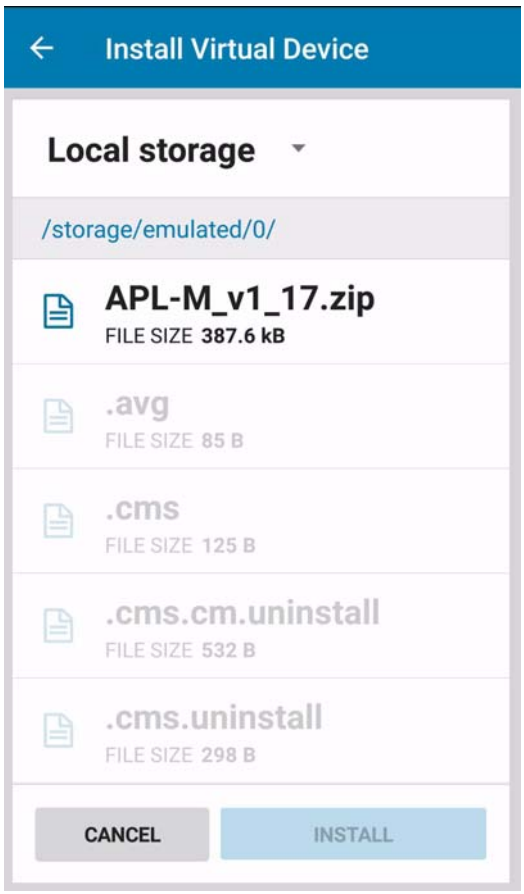
Figure 47 • Virtual Device Browser



Important • Do not change the name of the Virtual Device zip file.

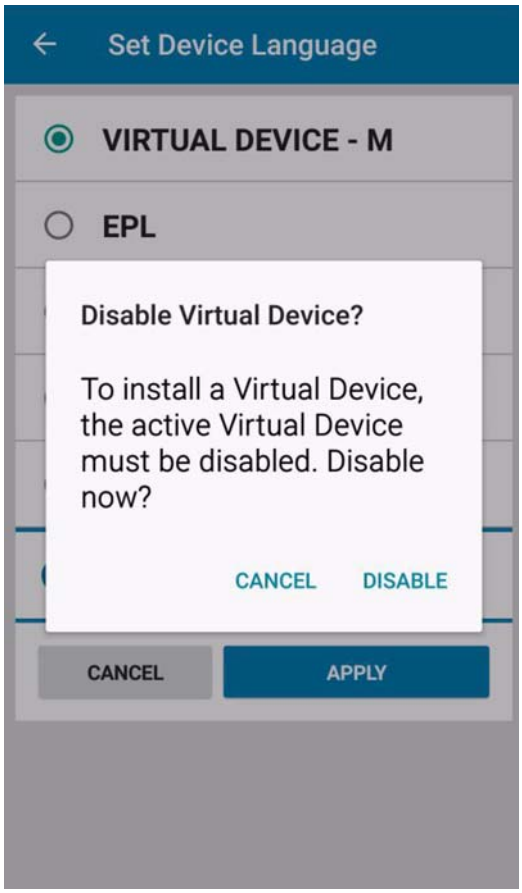
4. Navigate to the zip file, tap it, and tap Install.
   Click Cancel to exit and return to the Set Device Language screen.

Figure 48 • Install Virtual Device Screen



5. If you already have an active virtual device, you will be prompted to disable it before proceeding.

Figure 49 • Disable Virtual Device Screen



6. See Figure 49. Tap Disable to disable the Virtual Device.
   Tap Cancel to exit and return to the Set Device Language screen.

7. After several status messages, the printer device language will be set to “Virtual Device - M” in this example. Now, the printer is ready to install a new virtual device.

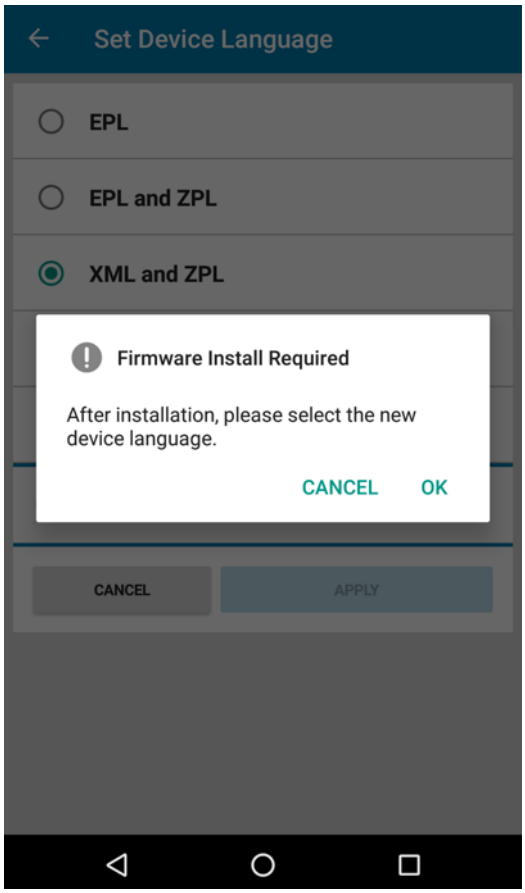
Note • If you are connected via USB cable and are installing a firmware-based Virtual Device, specifically, either of the following:

- Virtual Device-I
- Virtual Device-D

Figure 50 will appear and notify you that an additional step is required.

- Click OK to close the dialog and to begin downloading the Virtual Device.
- Click Cancel to close the dialog.

Figure 50 • Firmware Install Required Screen
(only appears when connected via USB cable)



After installation of a firmware-based Virtual Device, the additional step required is to enable that Virtual Device.

If required, reconnect the printer and select the Virtual Device in Set Device Language option.

8. After successfully installing a virtual device, see Figure 51. You will be prompted to print a test label.

Note • The Print Test Label option may not be available if the virtual device was not installed from the device currently being used.

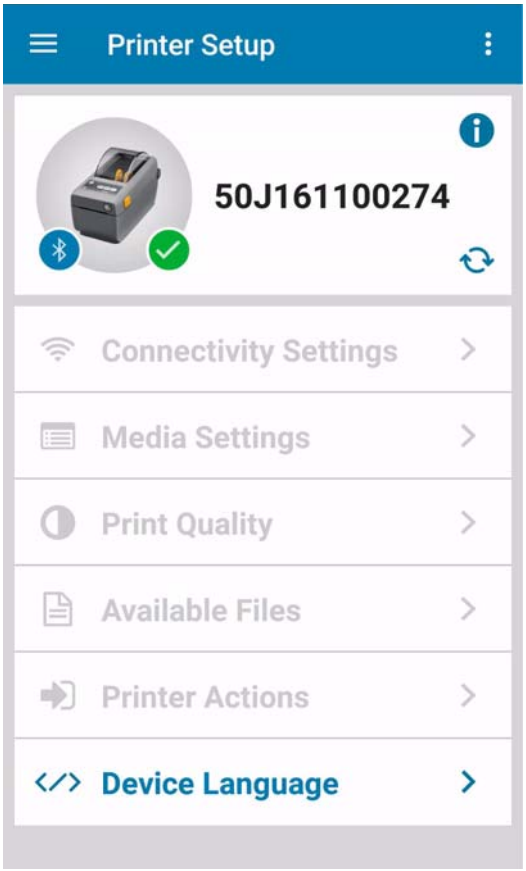
Figure 51 • Print Test Label Screen

9. Tap Print to print a test label.
   Tap Skip to return to the Device Language screen.

Note • When you return to the Device Language screen, the Current Device Language displays the specific Virtual Device language enabled for your printer.

Important • After enabling a virtual device, the printer reboots, and the app reconnects, most menu options are disabled.

Figure 52 • Dashboard after Virtual Device Installation



9

Cloud Storage

This chapter outlines how to set up cloud storage and provides tips and tricks for it.

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Tips and Tricks for Cloud Storage 85

Setting Up Cloud Storage

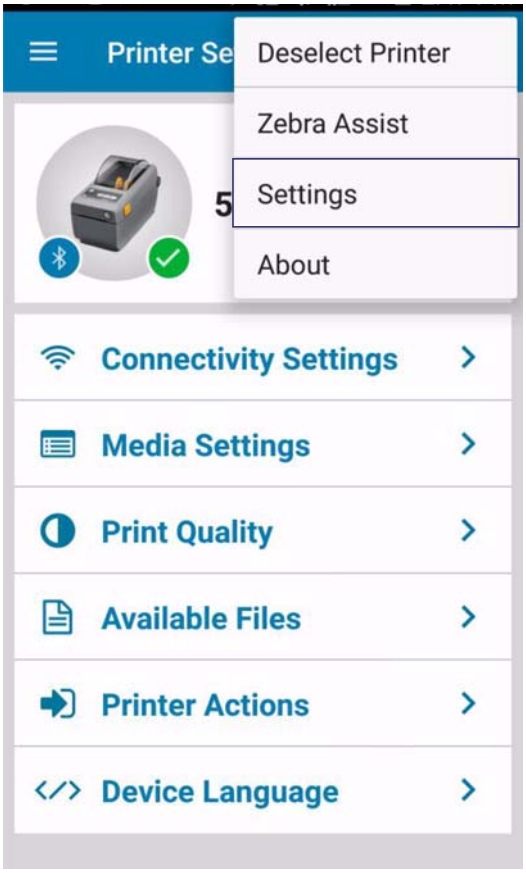
This procedure describes how to configure your Cloud storage account in Zebra Printer Setup. This enables you to store settings files in your Dropbox or Box Cloud storage account and download them to your device for use with Zebra Printer Setup. An Internet connection is required on the device in order to configure your Cloud storage account.

This procedure uses a Box storage account. The same procedure can be used to configure your Dropbox account.

To identify where your files are stored on the cloud, complete these steps.

1. See Figure 53. From the Dashboard, tap the Overflow menu icon ⋮.

Figure 53 • Overflow Menu

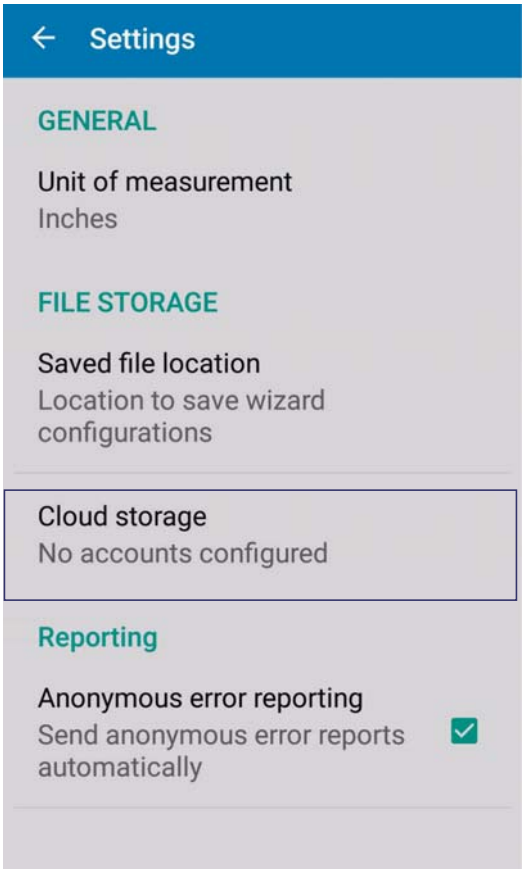


2. See Figure 54. Tap Settings to display the Settings menu.

3. See Figure 54. Tap the Cloud storage option to open the Cloud account screen.

Note • The Cloud storage option will be disabled if the device has no Internet connectivity.

Figure 54 • Settings Screen

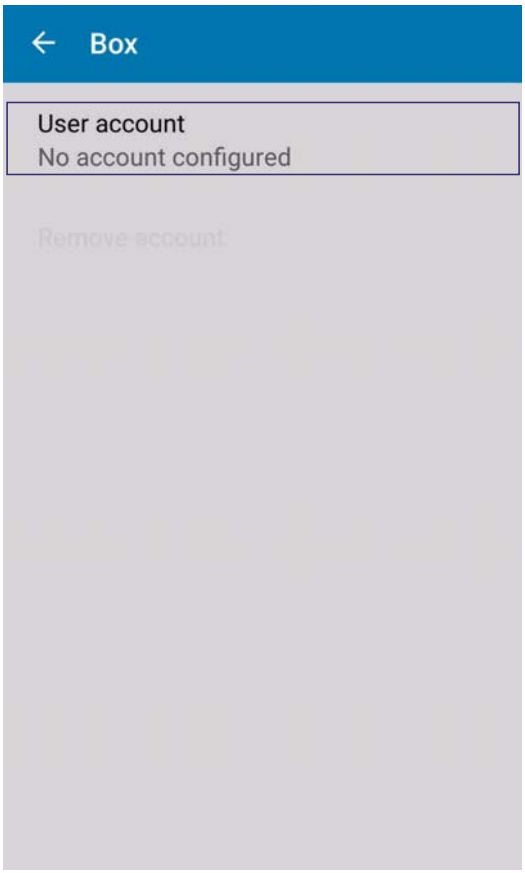


4. See Figure 55. Tap either the Dropbox or Box option to open the user account configuration screen.

Figure 55 • Cloud Account Screen

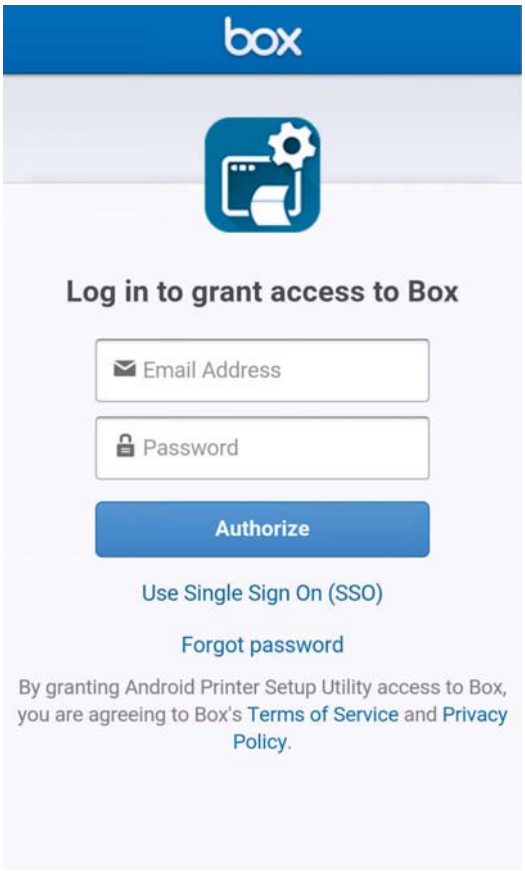
5. See Figure 56. Tap the User account option to display the login screen for your Cloud storage account.

Figure 56 • Cloud Box Account Screen (First Time Accessed)



6. See Figure 57. The default authentication method is Email Address and Password. To use Single Sign On, tap the Use Single Sign On (SSO) option.

Figure 57 • Cloud Login Screen



7. Enter your login credentials and tap Authorize.
8. You will be prompted to grant Zebra Printer Setup with access to read and write to files and folders. Tap Grant access to Box.
9. Tap the Base folder option to open the storage path screen.
   The folders in your Cloud storage account will be displayed.
10. Tap the folder where your file is stored.
11. Tap SELECT to confirm and set your folder selection.
12. You will be prompted to change the storage type to Box or Dropbox. Tap Confirm to continue.
    The Cloud account screen will now show your account email address and the base folder you selected.

Tips and Tricks for Cloud Storage

Keep in mind that if you have Zebra Printer Setup set to Cloud Storage, you must have an Internet connection to view your available files. If you lose the connection, your files stored on the cloud will not appear in the View Available Files list; only your locally stored files will be shown.

Notes •

10

Capture and Send Settings File

This chapter describes how to capture and send a settings file.

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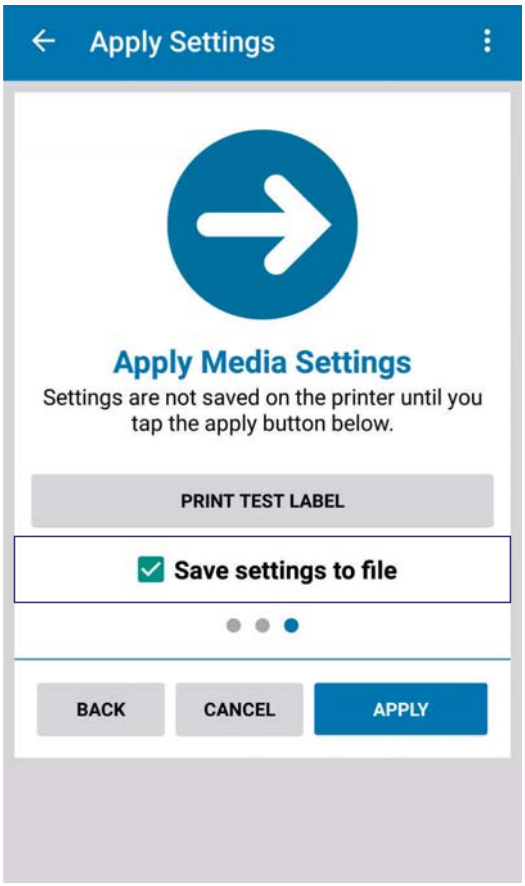
Capture or Save Settings to a File

With Zebra Printer Setup, you can save the printer settings to a file. For example, from the Media Settings menu, you can check the box to Save settings to file. (See Figure 58.)

There are a total of two menus where you can save your settings to a file:

- Connectivity Settings
- Media Settings

Figure 58 • Save Settings to File Checkbox



To capture settings to a file, complete these steps.

1. At the end of one of the menus (see list above), tap the checkbox Save settings to file.
2. Follow the prompts to set up your Saved file location and Cloud storage, if necessary.
3. Tap Apply to apply your settings to the printer.
   Tap Cancel to quit without saving your settings.
   Tap Back to return to the previous menu screen.

Send Settings File to a Printer

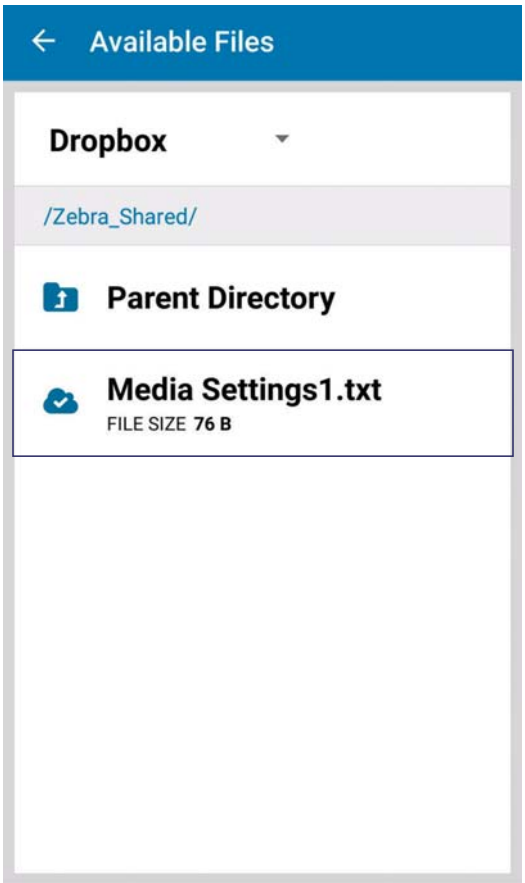
Once you have saved your settings to a file, you may send your settings file to your printer.

To send the settings file to a printer, complete these steps.

1. From the Dashboard, tap Available Files.
2. See Figure 59. Long press the file you wish to send. (For this example, long press Media Settings1.txt.)

Note • The settings files are named by appending a number to the end of the file name. (Default increment is 1; the range is 1-9999.)

Figure 59 • Available Files Screen



3. See Figure 60. Tap Send To Printer to send the file or Close to quit.

Figure 60 • Send to the Printer Screen

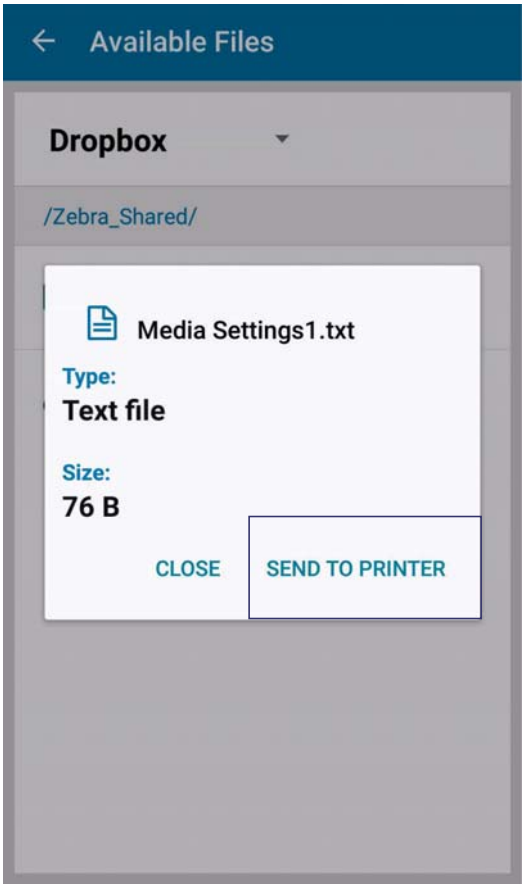
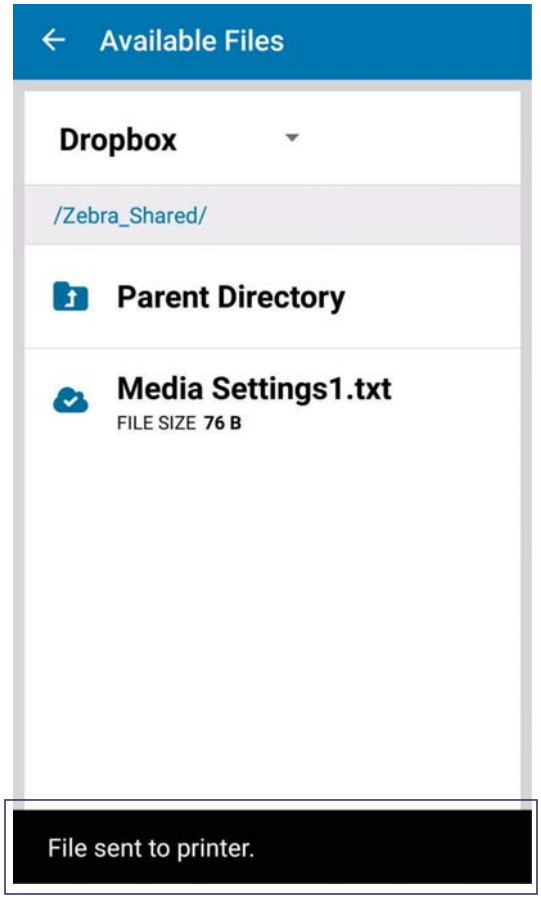


Figure 61 will appear and acknowledge that the file was sent to the printer.

Figure 61 • Acknowledgment



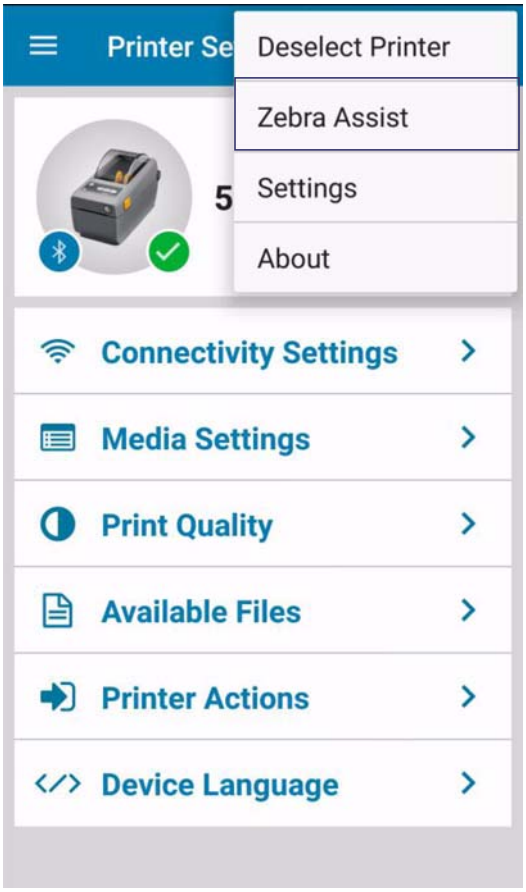
Send Settings File to Zebra Assist

At times, you may want to send your settings file to Zebra Assist. They help troubleshoot issues with a printer.

To send a settings file to Zebra Assist, complete these steps.

1. From the Dashboard, tap the Overflow menu icon ⋮ to open the submenu.
2. See Figure 62. Tap Zebra Assist.

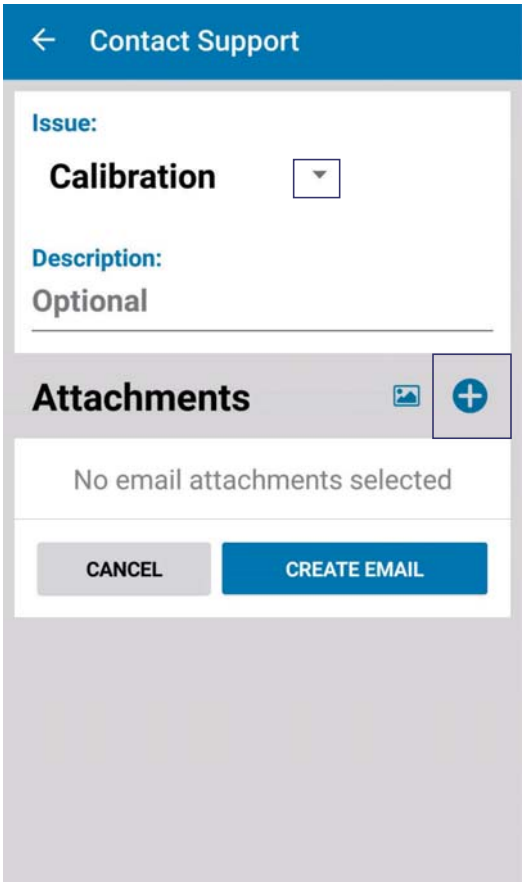
Figure 62 • Overflow Menu



3. Tap Email Zebra Support on the next screen.

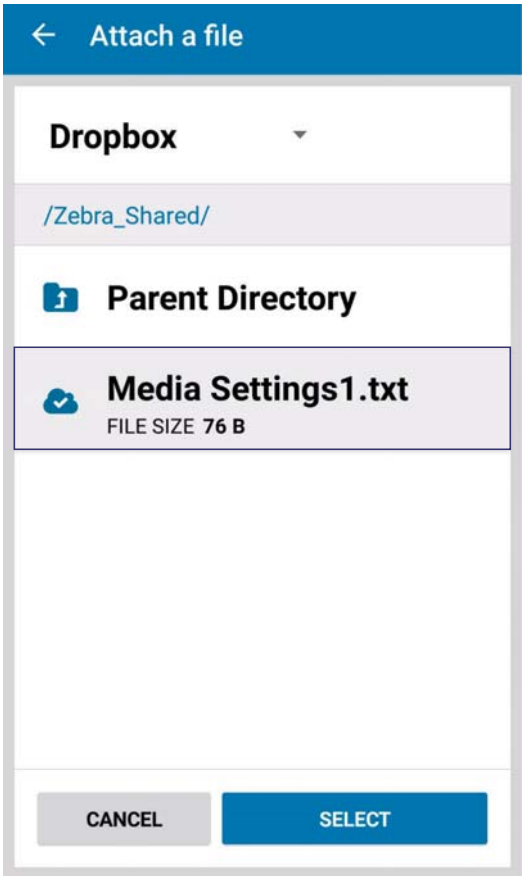
4. See Figure 63. To select your issue, tap the small down arrow to show all of the choices.
5. Add a Description, if desired.
6. To add an attachment, tap the Plus icon.

Figure 63 • Zebra Assist Email Screen



7. See Figure 64. Navigate to your settings file, select the file, and tap Select.

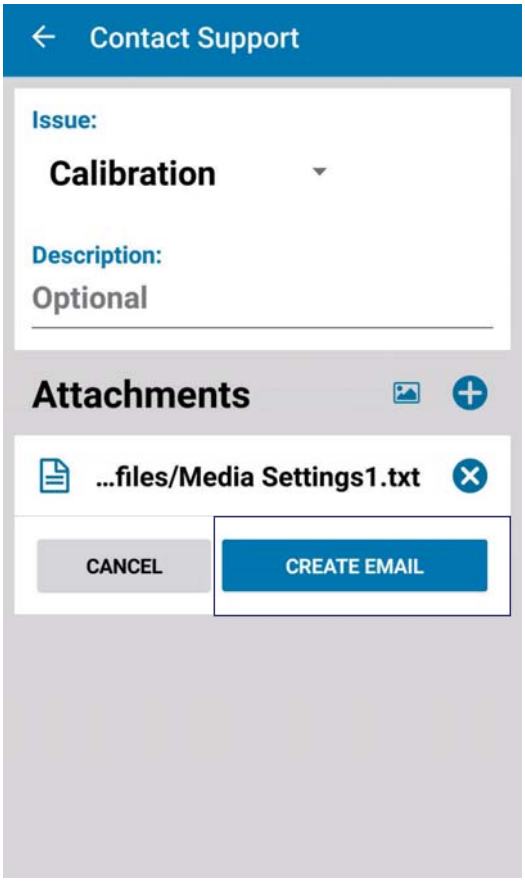
Figure 64 • Attach a File Screen



The attachment will be listed as an Attachment.

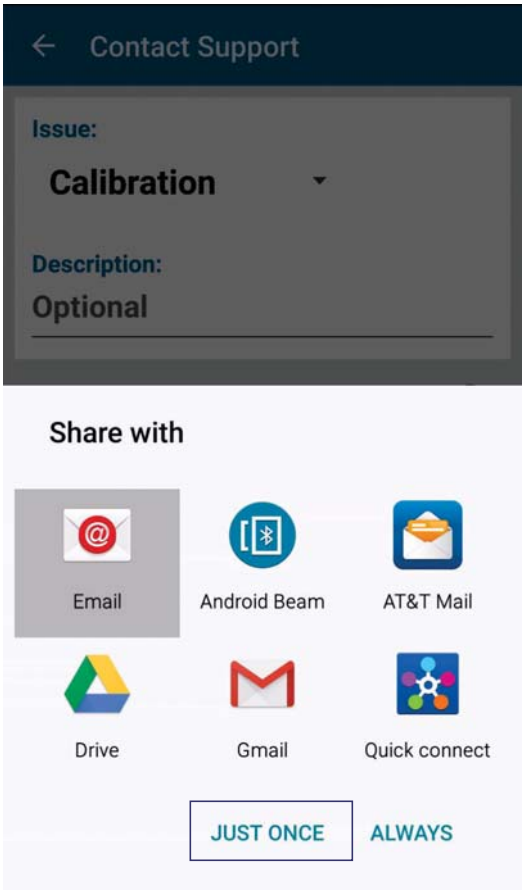
8. See Figure 65. Tap Create Email.

Figure 65 • Create Email Screen



9. See Figure 66. If prompted, select the Share with method and Just Once or Always.

Figure 66 • Share With Screen

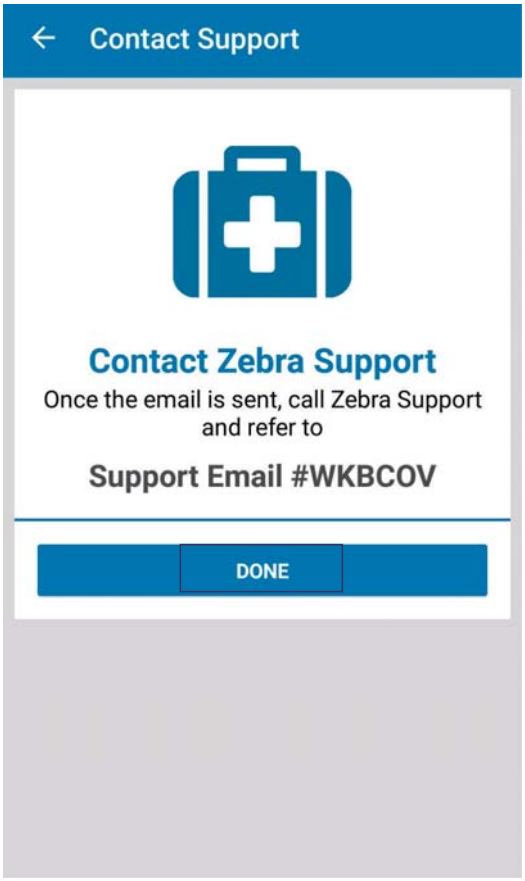


An email opens with your selected settings file attached.

10. Tap the Send icon the same as any email.

11. See Figure 67. Tap Done.

Figure 67 • Support Email Screen



After you tap Done, the Zebra Assist main screen appears.

Notes •

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