How to Connect Your Label Printer to UPS.com on Windows For HPKE200 User Guide

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How to Connect Your Label Printer to UPS.com on Windows For HPKE200

The HPKE200 and HPKE100 Label Printers are thermal printers that can be used to print labels for various purposes. These printers need to be installed as Zebra printers in order to be compatible with the UPS.com website. The installation solution for connecting to the UPS.com website only works for HPKE100/200 printers. This solution will not fully resolve the issue on the HPKE103/203 printers.

Product Usage Instructions

Follow these steps to connect your HPKE200 or HPKE100 Label Printer to UPS.com on Windows:

1. Turn on the printer once it is connected to your PC.
2. Download and install the Zebra driver from the link:
   https://www.fedex.zebra.com/downloads/FedEx_4_7_0_0_certified_w10.zip
3. Open the downloaded driver and click Setup.
4. After the Zebra Printer Driver Installation screen pops up, click Install Zebra Printer and then pick Zebra ZP500 (ZPL).
5. Next, the correct port for the HP label printer must be selected. To make sure the right port is selected, find Printers & scanners using the Start menu search box.
6. Then, right-click HPKE100/200 and select Manage.
7. Next, click Printer properties.
8. Select the Port tab and see what port the printer is connected to.
9. Go back to the installation screen and select the correct port for the HP label printer. Then, select Next. HP label printer will now be installed as a Zebra printer.
10. Login to your account on UPS.com, create your label and select Print to Thermal Printer. Then, click Print Now.
11. Finally, select Zebra ZP 500 (ZPL) from the dropdown menu on the pop-up screen and click Print.

If you face any issues or need further assistance, get in touch with our knowledgeable customer service team by accessing our live chat at **www.hpworksolutions.com**, emailing us at **support@hpworksolutions.com**, or calling 1-877-424-9746.

Set up instructions

Problem

HP thermal printers work perfectly with the UPS WorldShip Application. Printing UPS labels also isn't a problem on other sellers' platforms like Amazon or ShipStation. However, HP thermal printers aren't recognized as thermal roll printers on the **UPS.com** website. When using the HP thermal printer as the selected printer on the **UPS.com** website, you will not be given the option to select your printer and print out your label.
HP WorkSolutions is currently working with the **UPS.com** website to have our label printers recognized by the website. For now, here is an alternative step-by-step solution to make HP thermal printer work with **UPS.com** Online.

Solution
The HP thermal printer must be installed as a Zebra printer in order to be compatible with the **UPS.com** website.
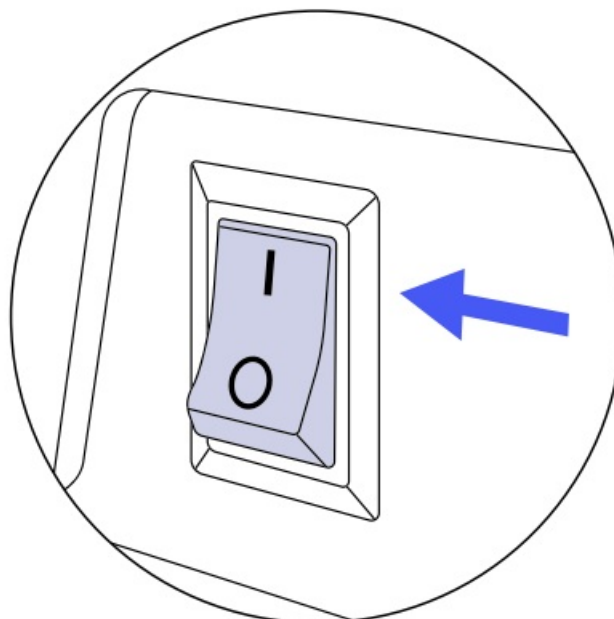
Note
This installation solution for connecting to the UPS.com website only works for HPKE100/200 printers. This solution will not fully resolve the issue on the HPKE103/203 printers.

If you select "Print to Thermal Printer" to print a label, a pop-up message will appear without the option to print. Continue with the steps below to resolve this issue.
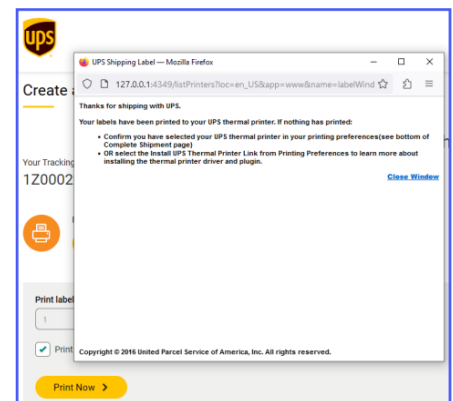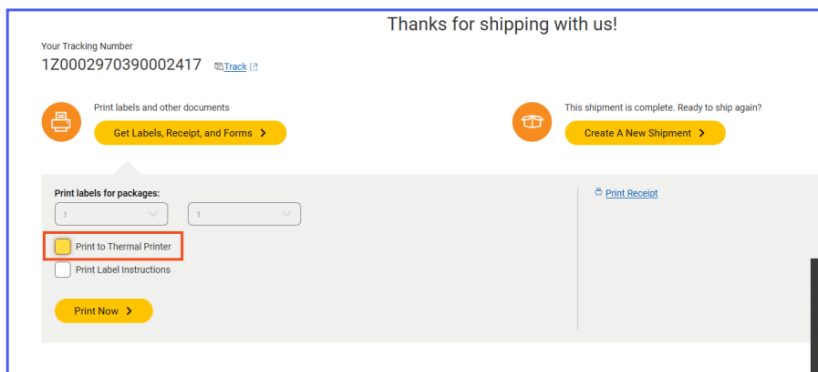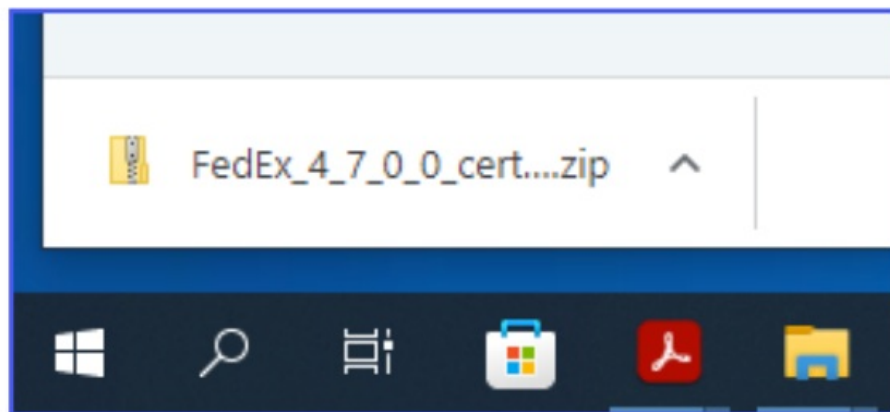

INSTALLATION INSTRUCTION

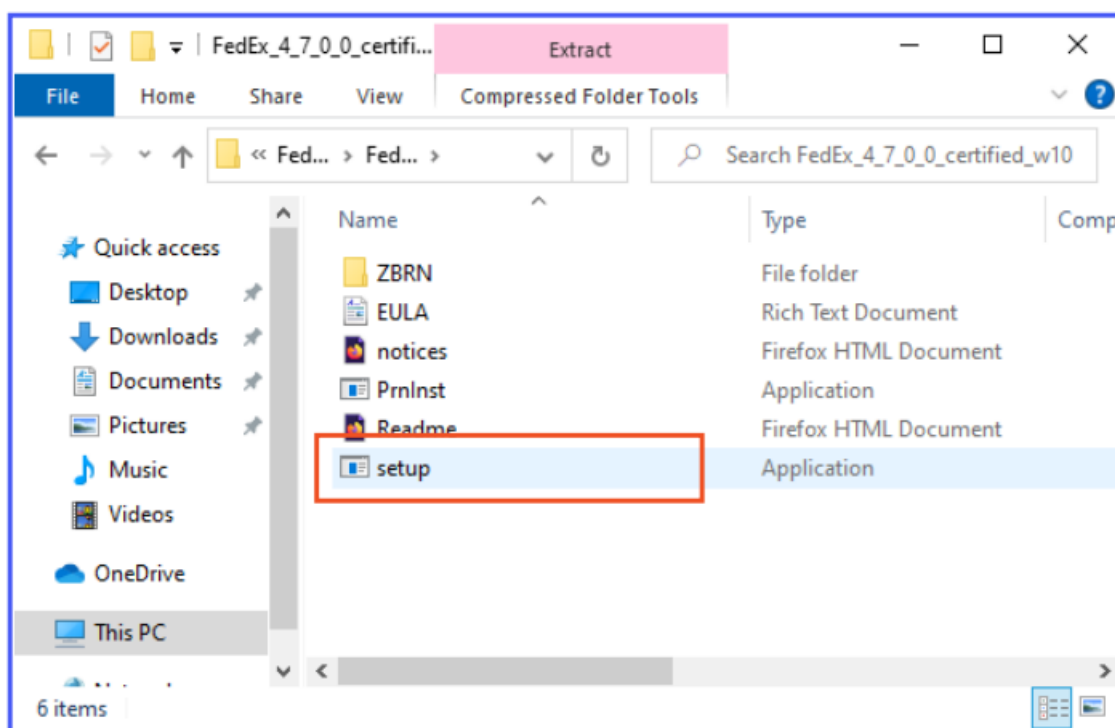1. Turn on the printer once it is connected to your PC.

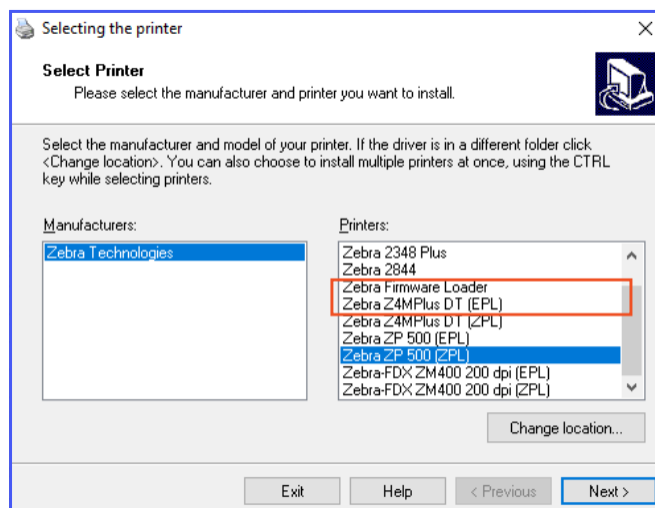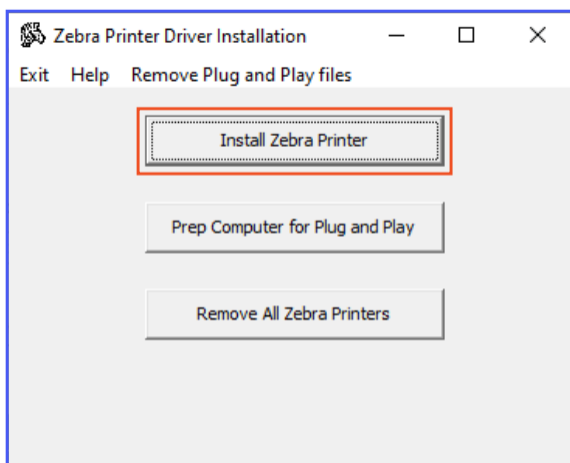2. Download and install the Zebra driver from the link:
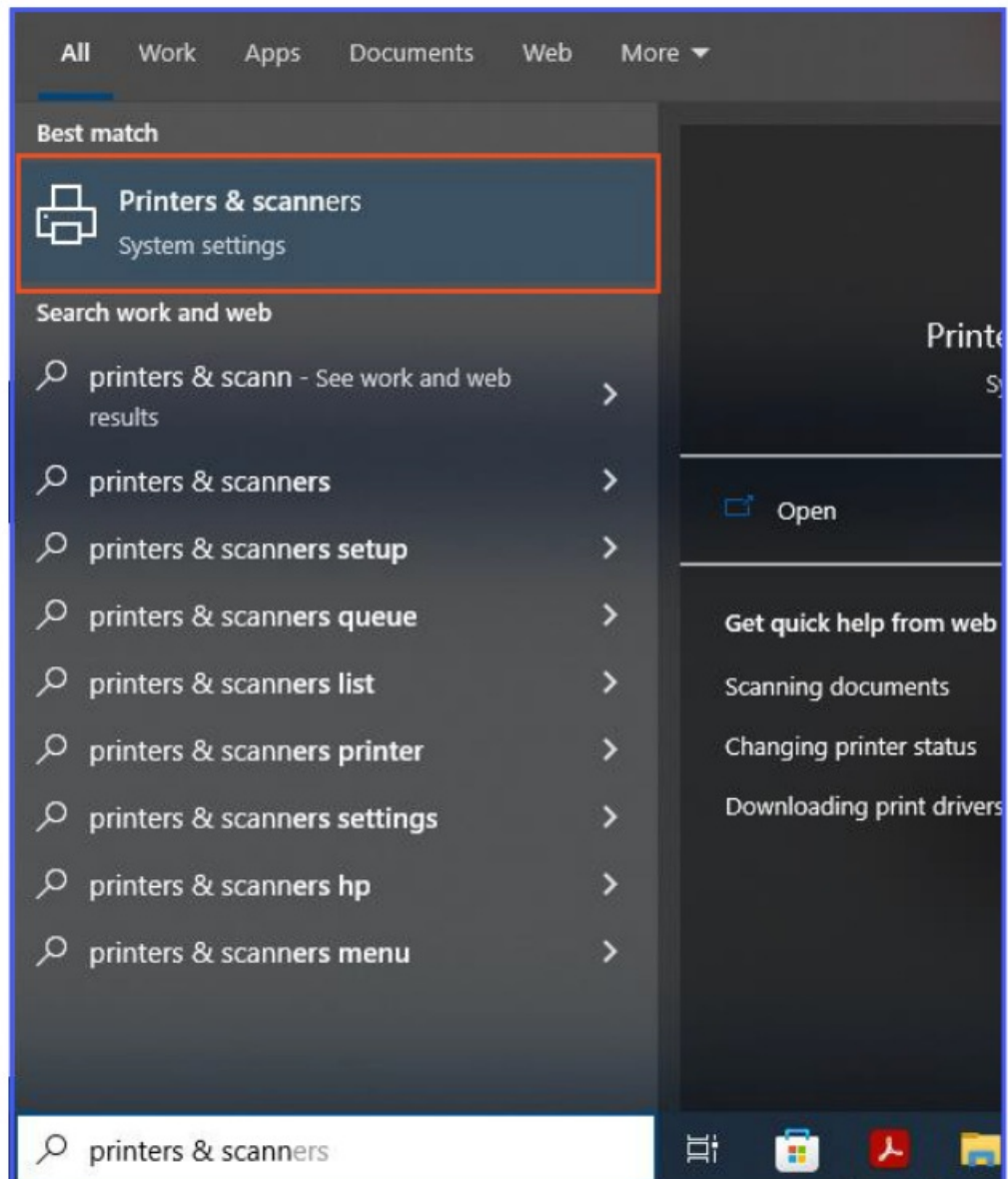   **https://www.fedex.zebra.com/downloads/FedEx_4_7_0_0_certified_w10.zip**.

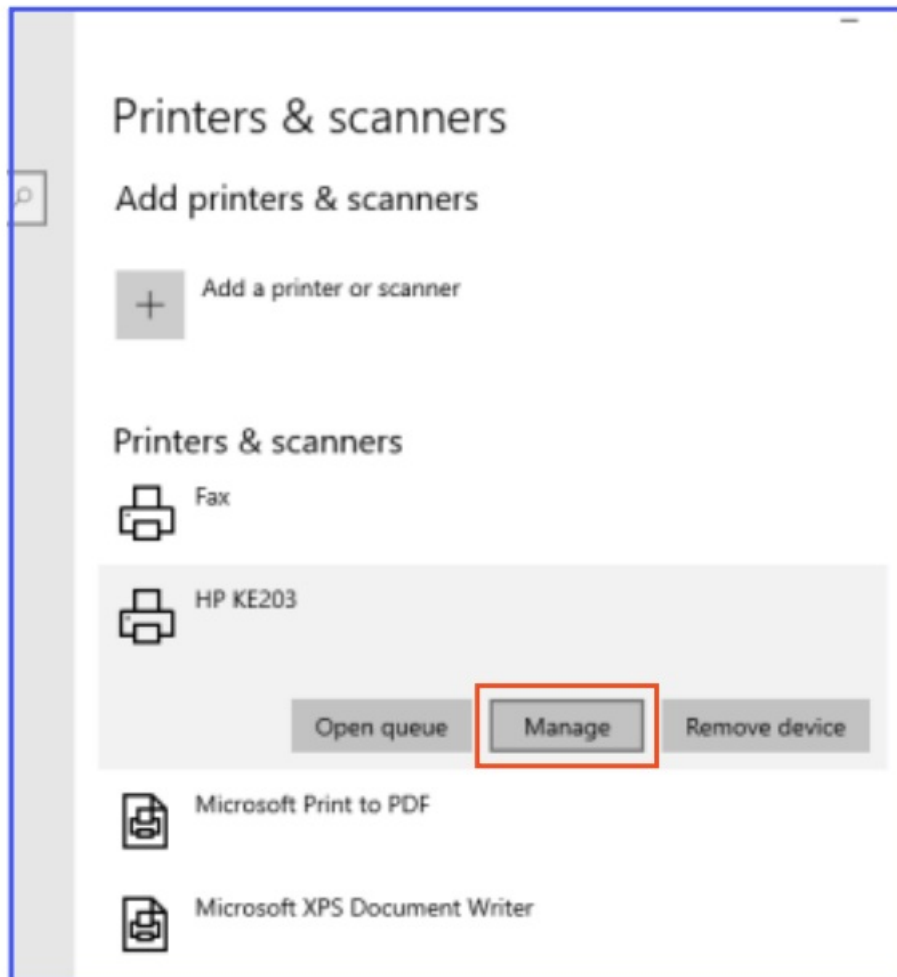3. Open the downloaded driver and click "Setup."

4. After the Zebra Printer Driver Installation screen pops up, click "Install Zebra Printer" and then pick "Zebra ZP500 (ZPL)."
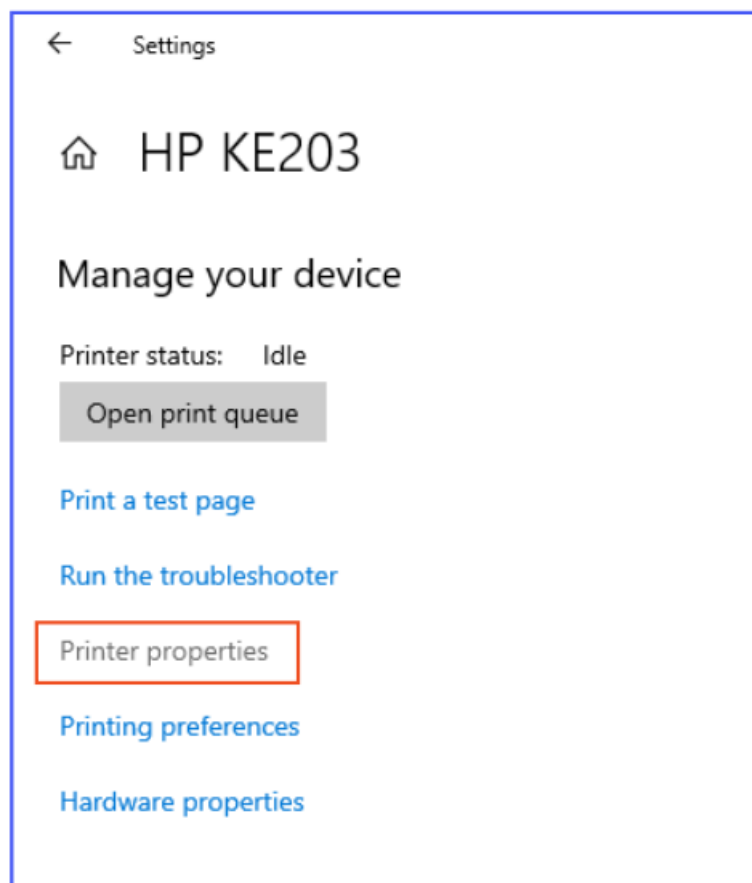
5. Next, the correct port for the HP label printer must be selected. To make sure the right port is selected, find "Printers & scanners" using the Start menu search box.
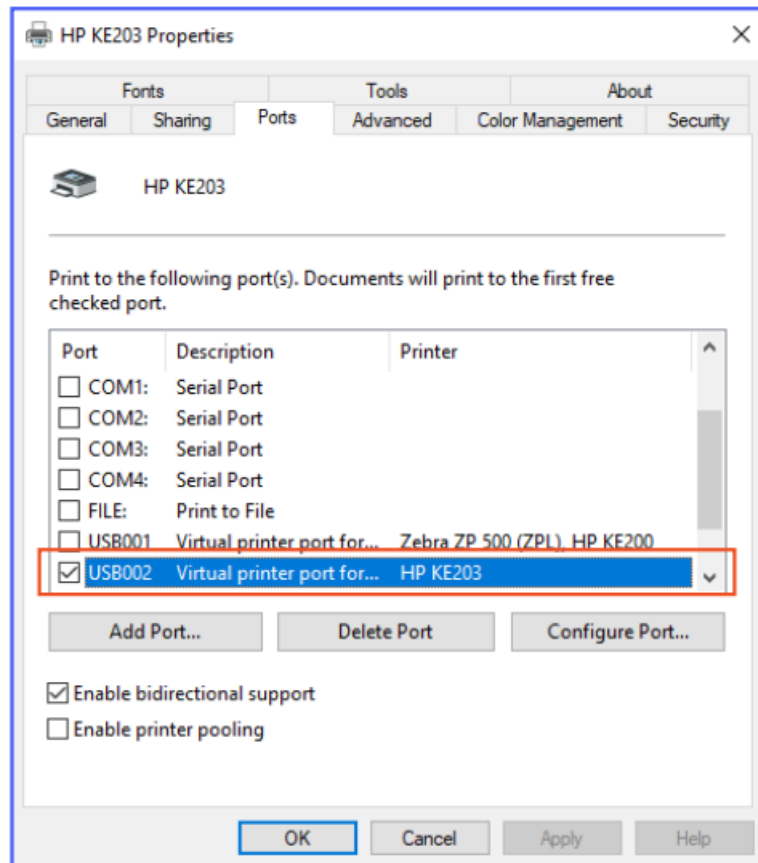

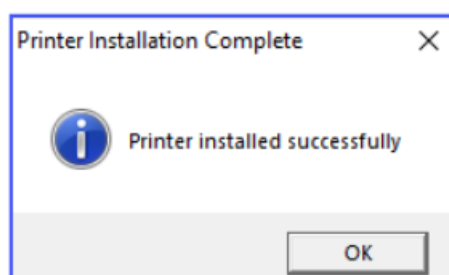
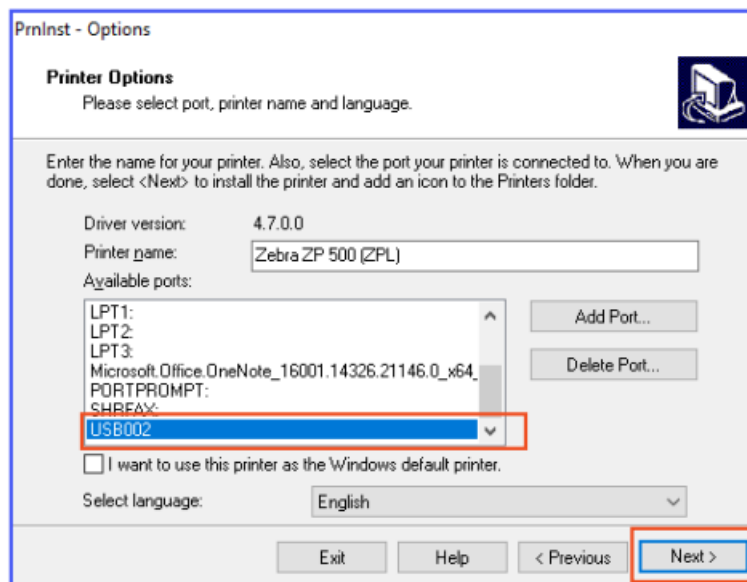6. Then, right-click "HPKE100/200" and select "Manage."

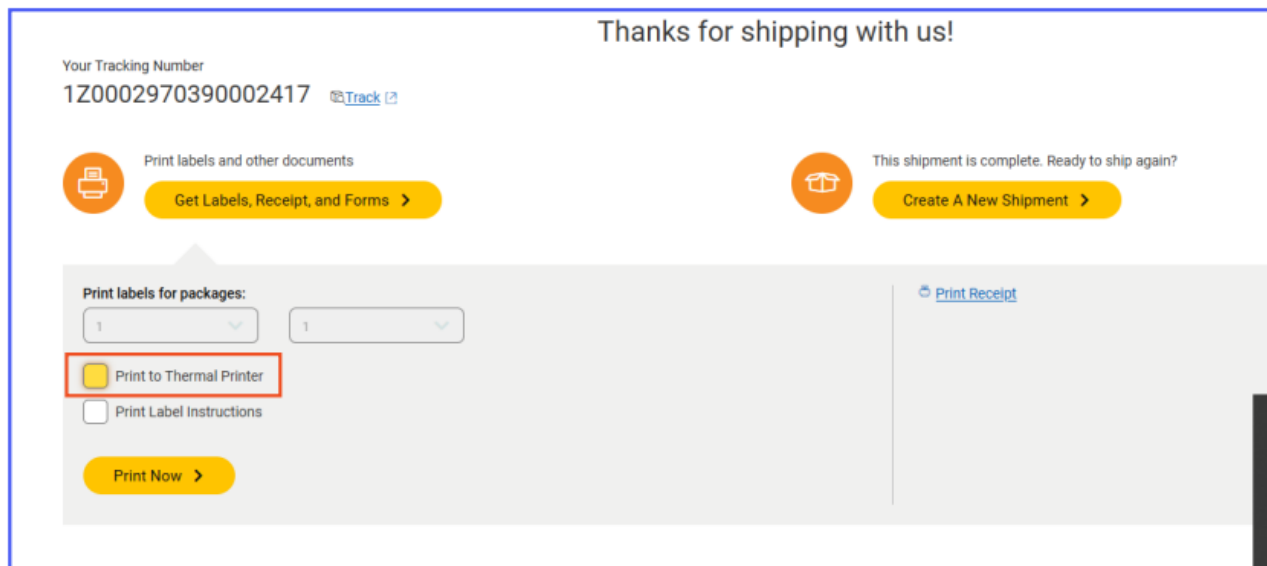7. Next, click "Printer properties."

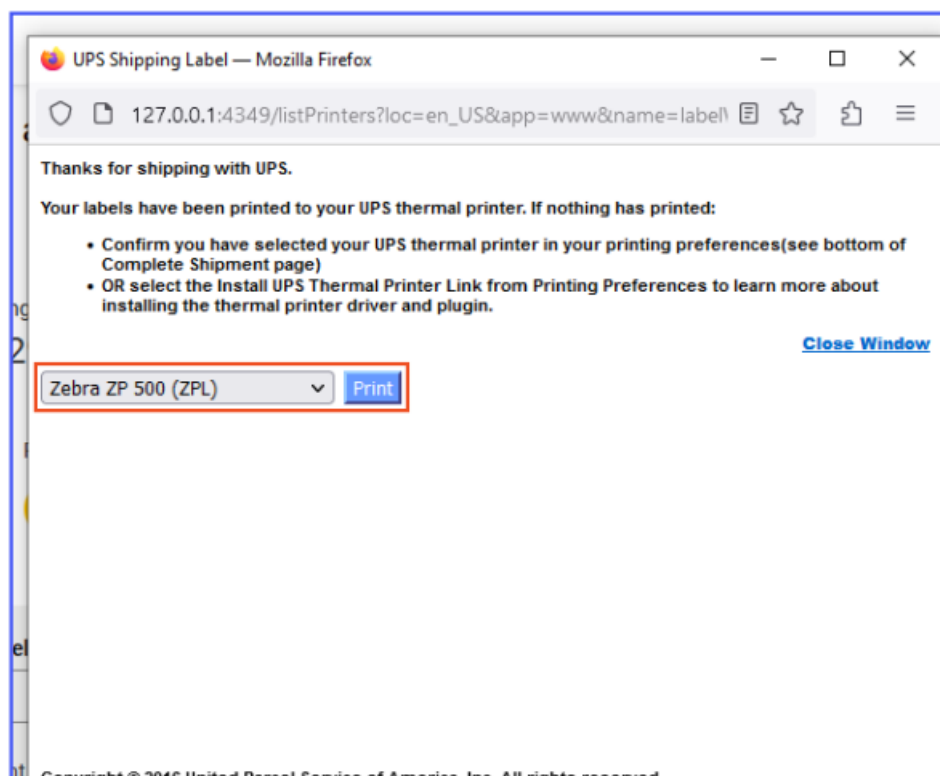8. Select the "Port" tab and see what port the printer is connected to.

9. Go back to the installation screen and select the correct port for the HP label printer. Then, select "Next." HP label printer will now be installed as a Zebra printer

10. Login to your account on UPS.com, create your label and select "Print to Thermal Printer." Then, click "Print Now."

11. Finally, select "Zebra ZP 500 (ZPL)" from the dropdown menu on the pop-up screen and click "Print."

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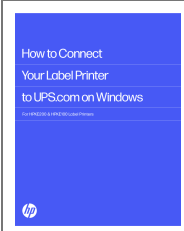
Documents / Resources

hp How to Connect Your Label Printer to UPS.com on Windows For HPKE200 [pdf] User Guide
HPKE100, HPKE200, HPKE200 Label Printer, Label Printer, Printer, How to Connect Your Label Printer to UPS.com on Windows For HPKE200, How to Connect Your Label Printer to UPS.com on Windows

References

- **HP Work Solutions**