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Zebra Technologies ZD6A043-D01L01EZ

ZEBRA ZD621 Thermal Shipping Label Printer User Manual

Model: ZD6A043-D01L01EZ | Brand: Zebra Technologies

1. INTRODUCTION

The Zebra ZD621 Thermal Shipping Label Printer is designed for high-quality, efficient label printing. This printer utilizes direct thermal technology, eliminating the need for ink or toner, making it suitable for various applications including barcodes, shipping labels, and receipts. It offers robust connectivity options and advanced security features to ensure reliable and secure operation.



Figure 1.1: Front view of the Zebra ZD621 Thermal Shipping Label Printer. The printer is gray and dark gray, with a label output slot at the front and control buttons on the top panel.

2. KEY FEATURES

- **Direct Thermal Printing:** Produces sharp labels without the need for ink or toner, ideal for high-demand, short-term applications.
- **High Resolution Output:** Prints up to 6 IPS (Inches Per Second) at 300 DPI (Dots Per Inch).
- **Versatile Media Compatibility:** Supports media rolls up to 5 inches in diameter and 4.25 inches wide.

- **Multiple Connectivity Options:** Includes USB, Ethernet, Serial, Bluetooth, dual-band Wi-Fi (2.4GHz & 5GHz), MFi, and Tap-to-Print via NFC.
- **Robust Security:** Features Print DNA with PrintSecure for simplified setup, management, and secure data protection.
- **ZebraDesigner Software:** Intuitive Windows interface for designing barcodes, wristbands, labels, and tags.

3. PACKAGE CONTENTS

Upon opening the package, verify that all the following items are included:

- Zebra ZD621 Thermal Shipping Label Printer
- Label Liner Peeler
- Label Rolls (starter set)
- Power Cord (US Cord)
- USB Cable
- Quick Start Guide / Documentation

4. SETUP

4.1 Unpacking and Placement

1. Carefully remove the printer and all accessories from the packaging.
2. Place the printer on a stable, flat surface with adequate ventilation. Ensure there is enough space around the printer for media loading and cable connections.

4.2 Connecting Power

1. Connect the power cord to the printer's power input port.
2. Plug the other end of the power cord into a grounded electrical outlet.
3. Do not power on the printer yet.

4.3 Loading Media (Labels)

1. Open the printer's top cover.
2. Place the label roll onto the media supply spindle, ensuring the labels feed from the bottom of the roll.
3. Feed the leading edge of the labels through the media guides until it extends past the print head.
4. Adjust the media guides to fit the width of your labels snugly but without binding.
5. Close the top cover securely.

4.4 Connecting to a Computer/Network

The ZD621 offers multiple connectivity options:

- **USB:** Connect one end of the USB cable to the printer and the other end to an available USB port on your computer.
- **Ethernet:** Connect an Ethernet cable from the printer's Ethernet port to your network router or switch.
- **Wi-Fi:** Refer to the printer's on-screen menu (if applicable) or the Zebra documentation for Wi-Fi setup instructions. This typically involves selecting your network and entering the password.
- **Bluetooth/NFC:** For Bluetooth pairing or NFC tap-to-print, consult the detailed instructions in the full product manual or Zebra's support website.

4.5 Driver and Software Installation

1. Visit the official Zebra Technologies support website (www.zebra.com/support) to download the latest printer drivers for your operating system.
2. Download and install the ZebraDesigner software for label design, if desired.
3. Follow the on-screen instructions during the driver installation process.
4. Once drivers are installed, power on the printer. Your computer should detect the printer.

5. OPERATING INSTRUCTIONS

5.1 Basic Printing

1. Ensure the printer is powered on and connected to your computer/network.
2. Open the document or label design software (e.g., ZebraDesigner, shipping software).
3. Select the Zebra ZD621 printer from your application's print dialog.
4. Verify print settings such as label size, orientation, and print quality.
5. Initiate the print job. The printer will feed and print the labels.

5.2 Control Panel Overview (No Screen Model)

The ZD621 (No Screen model) features a simplified control panel with indicator lights and buttons:

- **Power Button:** Turns the printer on/off.
- **Pause Button:** Temporarily stops printing. Press again to resume.
- **Feed Button:** Feeds one blank label. Useful for testing media loading.
- **Cancel Button:** Cancels the current print job.
- **Status Indicator Lights:** Provide visual feedback on printer status (e.g., ready, error, media out). Refer to the full manual for specific light patterns.

6. MAINTENANCE

6.1 Cleaning the Print Head

Regular cleaning of the print head helps maintain print quality and extends the life of the printer.

1. Turn off the printer and disconnect the power cord.
2. Open the top cover to access the print head.
3. Using a Zebra print head cleaning pen or a cotton swab lightly dampened with isopropyl alcohol (99% pure), gently wipe across the dark line of the print head.
4. Allow the print head to dry completely before closing the cover and reconnecting power.
5. Clean the print head after every few label roll changes or if print quality degrades.

6.2 Cleaning the Platen Roller

The platen roller can accumulate adhesive residue, affecting media feeding.

1. Turn off the printer and disconnect the power cord.
2. Locate the platen roller (the rubber roller beneath the print head).
3. Using a cotton swab lightly dampened with isopropyl alcohol, gently rotate and wipe the entire surface of the platen roller.
4. Allow it to dry before resuming operation.

7. TROUBLESHOOTING

Problem	Possible Cause	Solution
Printer not responding	Not powered on Loose power cable Incorrect USB/Ethernet connection Driver issue	Ensure power button is pressed and indicator light is on. Check all cable connections. Verify the correct port is selected in printer settings. Reinstall printer drivers.
Poor print quality (faded, lines)	Dirty print head Incorrect media type/quality Print head element failure	Clean the print head (refer to Section 6.1). Ensure you are using high-quality direct thermal labels. Contact Zebra support if cleaning does not resolve the issue.
Labels not feeding correctly	Media loaded incorrectly Media guides not adjusted Dirty platen roller	Reload labels, ensuring they are properly seated. Adjust media guides to fit the label width. Clean the platen roller (refer to Section 6.2).
Printer status light indicates error	Out of media Cover open Print head lifted	Load new label roll. Ensure top cover is fully closed. Check if print head is properly latched down.

8. SPECIFICATIONS

Model Name	ZD6A043-D01L01EZ
Printing Technology	Direct Thermal
Maximum Print Resolution	300 dpi
Maximum Print Speed	6 IPS (Inches Per Second)
Maximum Media Size	4.25 inches (width)
Sheet Size	4 inches
Connectivity	USB, Ethernet, Serial, Bluetooth, Wi-Fi (2.4GHz & 5GHz), NFC
Hardware Interface	USB
Product Dimensions (L x W x H)	8.7 x 6.97 x 5.94 inches
Item Weight	3.53 pounds
Included Components	Label Liner Peeler, Label Rolls
UPC	657477640071

9. WARRANTY AND SUPPORT

The Zebra ZD621 Thermal Shipping Label Printer comes with a **Full Warranty**. For specific warranty terms and conditions, please refer to the documentation included with your product or visit the official Zebra Technologies website.

For technical support, driver downloads, and additional resources, please visit the Zebra Technologies support portal:

[Zebra Technologies Support & Downloads](#)

You can also find more information and products from Zebra Technologies on their Amazon store:

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