## Zebra ZD500

**Shipment Content:**
1 x Printer
1 x Ethernet Cable
1 x Power Adapter (2 parts)
2 x Alcohol Pads
1 x Blue Protective Box
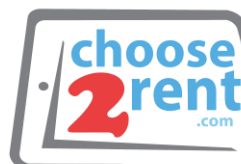
**Quick Setup:**

1. **Connect the Power Adapter to the Power Cable and the other end to the printer.**

2. **Plug in an Ethernet Cable** from the router's LAN port onto the ethernet port behind the printer.

3. **Flip the "On" switch on the back of the printer.** The printer will take 15 seconds to boot up and the indicator light will turn Green.

4. **Install the Badge Stock** opening the printer by pulling the 2 Yellow Latches on each side. Pass the Badge stock from the back of the printer through the Yellow media guides on the inside all the way to the front of the printer as to have one badge sticking out of the printer. *Adjust the guides width with the yellow roller inside the printer so that the media does not move freely or is too tight. Make sure the badge stock is placed correctly. i.e. With the Black Marks facing down and the arrow facing towards the front of the printer. Scan this QR code for a detailed video.*

5. **Close the printer** by pressing down the printer lid until you hear a snap, this will ensure the lid has been properly closed. Watch the indicator light turn Green to make sure the printer is ready to go. *If the printer goes into "Printer Paused" mode, just press the Pause ❚❚ button once to "unpause" the printer.*

6. **Setting up the badge specifications.** Click the Home 🏠 button (bottom left) then select settings ⚙ by pressing the Check Mark button inside the Directional Pad. From here you can modify the Darkness, Print Speed & Media Type. Move from each setting using the Left & Right Directional and adjust/change each setting with the Up & Down Directional. 🏠 Press the "Home" button to navigate back.

7. **Calibrating the printer to the new badge specifications.** Press "Home" 🏠 and navigate to the right and select "Tools" 🛠, then navigate left or right to "Manual Calibration" and select "Start". *Calibration will begin and if the printer displays a "Load Backing Printer Paused" message press the Pause ❚❚ Button to continue calibrating. If the printer displays a "Reload All to Continue" message also press the Pause ❚❚ Button to continue calibrating.*

**Setup Video Guide:**
Scan this QR code with your phone camera for video.

**Contact our Support Team:**
www.choose2rent.com/help
+1 (800) 622-6484 Ext. 3 (USA)
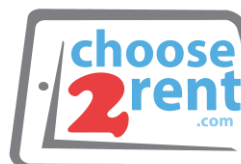+49 40 226 360 - 590 (Europe)

## Zebra ZD500

### Troubleshooting:

*What if...*

| | |
|---|---|
| ... the Printer does not power On? | Verify your power source, try another wall plug. Please check if the power plugs are plugged in tightly. Switch Off and On again. *Wait 15 seconds after it turns On.* |
| ... the Status light is Steady Red? | It could mean one of several things; 1-The Badge Stock supply is out. 2- The Print Head is open. 3-Cutter Malfunction |
| ... the Status light is Blinking Red? | The Printhead is over desired temperature. Allow it a few minutes to cool down. |
| ... my printer will not calibrate? Screen Reads "Load All To Continue" | Open the printer and make sure the badge stock is properly aligned and snug against the yellow guides. Pull the badge stock through the printer's front opening until some badge sticks out once the printer is closed. Press Pause ‖ to resume. |
| ...my printer begins to calibrate, but then it stops after 1 or 2 badges without finishing the calibration? | Make sure your badge stock inserted in the correct direction. If your badges have a timing mark, ensure that the timing mark is at the leading edge of the badge or in the direction that the arrows next to it point to. |

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