







Zebra ZD620 Direct Thermal Only

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 into the Ethernet port behind the printer. **Ensure to hold down the tab while removing the Ethernet cable to prevent damage to the Ethernet port.**
- 3. Push the Power Button**  **left of the printer's display.** *The printer will take 20 seconds to boot up and the LCD screen will display "Printer Ready".*
- 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 LCD Screen Display "**Printer Paused**"
- 6. Setting up the badge specifications.** Click the Home  button (left, under screen) 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.** Adjust the settings according to Step 6, the un-pause the printer to allow it to re-calibrate automatically.
- 8.** When all steps are completed, and the settings configured, you can proceed to un-pause  the printer.

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)

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Troubleshooting:

What if...

| | |
|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>... the Printer does not power On?</p> | <p>Verify your power source, try another wall plug. Please check if the power plugs are plugged in tightly. Try holding the Power Button  3-seconds. <i>Wait 20 seconds after it turns On.</i></p> |
| <p>... the Status Light is Steady Red? </p> | <p>It could mean one of several things: 1-Cutter Malfunction.  2-The Badge Stock supply is out.  +  3- The Print Head is open.  + </p> |
| <p>... the Status Light + Pause Light are Blinking Red?</p> | <p>The Printhead is over desired temperature. Allow it a few minutes to cool down.</p> |
| <p>... my printer will not calibrate? Screen Reads "Load All to Continue"</p> | <p>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. Verify the settings from step 6 Press Pause  to resume.</p> |
| <p>...my printer begins to calibrate, but then it stops after 1 or 2 badges without finishing the calibration?</p> | <p>Make sure your badge stock is 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.</p> |
| <p>...my printer has a white screen? ...my printer has no Screen?</p> | <p>The printer remains entirely operational; feel free to proceed with calibration and printing, and if additional assistance is required, please reach out to support for guidance through the process. You can follow along the following QR code to configure the printer using a browser.</p> <div style="text-align: right;">  </div> |

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