

## Zebra ZD621 DT

### Shipment Content:

- 1 x Printer
- 1 x Ethernet Cable
- 1 x Power Adapter (2 parts)
- 2 x Alcohol Pads
- 1 x Red Protective Box

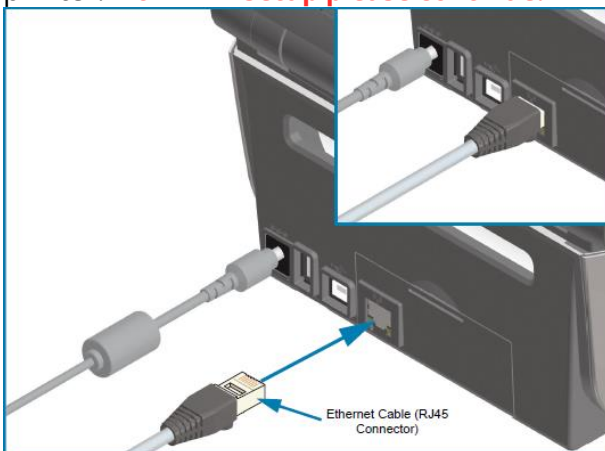


### Quick Setup:

1. **Connect the Power Adapter (D)** to the Power Cable (B) that arrived in the box. Connect the (A) end to the printer and the (C) end to a power outlet. *Please see below.*



2. **Plug in an Ethernet Cable** from the router's LAN port into the Ethernet port behind the printer. **For Wi-Fi Setup please continue.**



3. **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 & through the cutter leaving a little piece of badge stock sticking out of the printer.



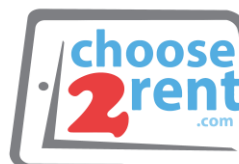
*To adjust the media guides width, scroll the yellow roller inside the printer so that the media does not move freely nor is too tight. Make sure the badge stock is placed correctly. i.e., With the Black Marks facing down and the arrow facing towards the front of the printer. Scan this QR code for a detailed video.*



4. **Close the printer** by pressing down the printer lid until you hear a light snap, this will ensure the lid has been properly closed. Watch the LCD Screen Display "Printer Paused" Leave it paused, tap under the "Printer Paused" Warning on the screen.
5. **Push the Power Button** left of the printer's display. The printer will take up to 20 seconds to boot up and the LCD screen will display "Printer Ready".

### Setup Video Guide:

Scan this QR code with your phone camera for video.



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### 6. To Connect the printer via Wi-Fi (Wizard).

From the screen options select **“Wizards”** and then choose **“Connection”**.

- a. Select **Wi-Fi & tap** ✓
- b. Accept ✓ the default ports **6101 & 9100**
- c. Set IP Protocol to **All** or **DHCP**. Use *Permanent when directed by the venue or third-party software.*
- d. For Wi-Fi Country Code, leave it in **“Not selected”**
- e. Set Wi-Fi Security to **WPA PSK** when using a Choose 2 Rent router, cellular router, or mobile Hotspot.
- f. Tap on Pre-shared Key to input the routers password. *You can find your rental router's password in the Important Documents Folder.*  
Tap ✓ then tap ✓ again.
- g. Set Wi-Fi Band to All and tap ✓
- h. Set your router's ESSID  
*e.g., [www.choose2rent.com\(001\)](http://www.choose2rent.com(001))*
- i. Next you'll go through the **Bluetooth** Wizard, you can just tap on the ✓ and ignore the questions if not needed.
- j. Tap **“End Wizard”** to finish the connectivity setup and wait a few minutes for your printer to connect to Wi-Fi.

7. Go Back to the home Screen. 🏠

### 8. Setting up the badge specifications (Wizard).

From the screen options select **“Wizards”** and then choose **“Print”**.

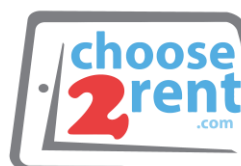
- a. Press **“Start Print”** and navigate through the wizard.

- b. Select Direct Thermal and tap ✓
- c. Set Media Type to match that of your badge stock. If not sure set it to **Auto Detect**. Tap ✓
- d. Leave Label Width (Dots) at 832, tap ✓
- e. Set the Media Handling to Cutter or Tear off then tap ✓
- f. The next 2 steps are already done, and you can just tap the ✓
- g. After you finish going through the wizard the printer will **Auto Calibrate**. *Then you'll be prompted to print a test label.*
- h. The next screen is to adjust the “Tear-Off” Setting in case the printer is not cutting at the mark. Leave at 0 if printer calibrated well.
- i. (Optional) Next is the Print Quality Adjustment Method: Select **“Set Manually”** to adjust the **“Darkness”** and **“Print Speed”** if needed. *This setting changes can also sometimes be done from the registration, check-in app.*
- j. Press ✓ to close the Wizard.  
*If the Auto Calibration fails: Select “Calibrate” from the pop-up. Un-pause || the printer, then Un-pause || the printer again. The printer will feed one or two badges to re-calibrate and will revert to Printer Paused. Tap the bottom of the screen to continue with the Print Quality wizard.*
- k. When all steps are completed, and the settings configured you can proceed to un-pause || the printer.

9. You are all set. 🟩

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### Troubleshooting:

What if...

... the Printer does not power On?	Verify your power source, try another wall plug. Please check if the power cables are plugged in tightly. Try holding the Power Button  3-seconds. <i>Wait 20 seconds after it turns On.</i>
...the printer screen goes off and the status light pulses green? 	The printer is in sleep mode. Tap the screen to wake it up, all settings will hold.
... the Status Light is Steady Red? 	It could mean one of several things: 1-Cutter Malfunction.  2-The Badge Stock supply is out.  +  3- The Print Head is open.  + 
... the Status Light + Pause Light are Blinking Red?	The Printhead is over desired temperature. Allow it a few minutes to cool down.
...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.
...the prints are coming out faded?	Verify the printer is clean inside, wipe the print head with an alcohol wipe if needed. Go to Menu, select the Printer icon then Print Quality. Increase the darkness value and/or lower the Print Speed to increase print quality.
...when sending a print the printer feeds a badge, but nothing is printed on it?	Confirm the badge stock is inserted correctly. Make sure you have the correct Direct Thermal badge paper type for this printer and that the correct Media Type is selected on the printer settings.
...the network light is red? 	The printer can take some time to connect to Wi-Fi. Confirm the correct SSID & Password were inserted. Confirm the correct security type was selected. Test your router connectivity with another device like an iPad.

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