ZEBRA

What is the ZD420t?

The thermal transfer ZD420t is a direct replacement for the GK420t and GT800. The ZD420t adds to the previously released ZD420c ribbon cartridge printer and offers very similar features with the notable exception that the ZD420t uses a traditional ribbon roll rather than the ribbon cartridge. ZD420t offers customers high print quality and a mid-range "better" feature set.

What are the key customer benefit messages of the ZD420t?

- Easier for workers to use and IT to manage — users can instantly identify and rectify printer issues with a simple to understand LED user interface, while IT can use the capabilities of Link-OS to manage all printers remotely through an easy to use web-based interface.

- Easier deployment, offering all the wired and wireless connection options a customer could ever need.

- Faster and higher resolution printing offers increased application flexibility.

- Field-installable connectivity and media handling options allow the printer to be customized in the field, eliminating the need to send the printer to a service depot —maximizing printer availability and uptime.

What are the target markets and applications for the ZD420t?

Light Manufacturing	- Agency labels/nameplates - Product labels - Apparel tags
Transportation & Logistics	Asset labels
Healthcare	- Lab and specimen labels - Asset labels - Blood and IV bag labels - Sterile services

Are there models of the ZD420t designed for specific markets?

Not yet but a healthcare model will be available in Q1, 2018. The healthcare model will include an IEC 60601-1 certified medical grade power supply and a plastic shell, that contains UV stabilizers and can be wiped down with disinfectants to destroy germs and bacteria. The high resolution 300 dpi printing option (available in both models) opens new sales opportunities in healthcare, where many small labels with 2D barcodes are required for prescriptions and specimen vials.

How do the features of the ZD420t compare to the GK420t?

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Zebra ZD420 Thermal Transfer Desktop Printer
FREQUENTLY ASKED QUESTIONS

Feature	GK420t	ZD420t
Maximum Print Speed	5 ips	6 ips
Print Resolution	203 dpi	203 dpi or 300 dpi
Standard Connectivity	RS-232 auto-sensing serial, USB 1.1, Centronics parallel	USB 2.0, USB Host
Field Installable Connectivity	None	Auto-sensing, adaptive Serial or Ethernet
Factory Installed Connectivity	Ethernet (replaces serial and parallel)	Dual Wireless; 802.11 ac with Bluetooth 4.1, 10/100 Ethernet
Media Handling Options	Factory installed peeler	Field installable peeler or cutter
Media Sensors	Fixed transmissive and reflective	Full width reflective and multi-position transmissive

What products does the ZD420t desktop printer replace?
The ZD420t replaces the GK420t and the GT800 printers (outside of emerging regions). The ZD420t offers the Link-OS Virtual Device feature which emulates many competitor print languages and facilitates replacement of competitive models including Intermec, TEC, Sato, Datamax, EXD-POS, Monarch, PDF and others. Visit Zebra.com for more information.

When should I direct my customer to buy a ZD420t in place of a GK420t or GT800?
The primary reason is to take advantage of the enhanced printer management and monitoring capabilities offered by Link-OS. The ZD420t offers wireless connectivity for those customers that require wireless on a better class printer. Also, the ZD420t has a full width reflective sensor and multi-position transmissive sensor for greater media support.

What are the enhanced printer management and monitoring capabilities?
Printer Profile Manager Enterprise is a browser based Link-OS application that provides access to extensive printer status information for networked Zebra printers. The application includes automatic printer discovery for all printers on the network, allows printers to be assigned to logical groups to check status or send updates to the printers. Over 300 printer settings can be easily updated for ease of configuration and printer profiles can be saved to be distributed at any time.

Link-OS also includes connectors for leading MDM applications including SOTI MobiControl and AirWatch.

How does the ZD420t differ from my current thermal transfer GK, GT, model printer?
The Link-OS enabled ZD420t is a significantly more functional thermal transfer printer with greater connectivity and integration flexibility. The specific features are discussed in the questions below.

Are the ZD420t printers backwards compatible with other Zebra printers?
The printer has dual resident command language. The co-existent EPL2 and ZPL allows for seamless integration into legacy and current installations. You can swap your older EPL2 or ZPL based desktop printers or add to existing applications.

Can I print in direct thermal mode with a ZD420t?
Yes, the ZD420t can be configured to print in direct thermal mode.

Can I add a peeler or cutter to a ZD420t desktop printer?
Yes. The printer can be upgraded in the field by a partner or end-user to suit the application. This is now a simple, in-field task that only takes a matter of minutes. All upgrade kits come with the necessary Torx tool so upgrades are fast and easy. The cutter can be used with tag stock or to cut through liner material. It is not intended to cut through adhesive and should not be used with linerless labels.

What connectivity options are available?
The ZD420t printer comes standard with USB Host and USB. If a customer orders optional factory installed Ethernet or dual radio wireless, the printer will also have Bluetooth Low Energy. Optional user-installed Serial or 10/100 Ethernet (IPv4) can easily be added in the field. In addition, we offer a factory-installed dual wireless option which includes both Wi-Fi certified 802.11ac and MFi certified (compatible with Apple iOS devices) Bluetooth 4.1.

Can I get Serial and Ethernet connectivity on the same printer as per my GT800?
No. The modular connectivity on the ZD420t is singular – Serial or Ethernet. Dual wired Serial and Ethernet is available on the ZD620**.**

Am I limited to use only one connectivity type at one time?
No. The all the printer's connectivity options can be used simultaneously.

What options and accessories are available for the ZD420t?
Media handling and connectivity are some of the items available. An attached power supply is also available, that attaches to the bottom of the printer and houses the power supply (brick) so it is not hanging loose outside of the printer. For a complete list of available ZD420t options and accessories, please consult the price catalog.

Can I mount the printer on the wall or does it have to be positioned on a desk?
The printer does have an adapter plate to wall mount it or allow it to be used in different orientations. For a complete list of available ZD420t options and accessories, please consult the price catalog.

Does the ZD420t offer a 300 dpi print resolution option?
Yes, this is a factory installed option. A unique feature of this class of printer is the availability of aftermarket kits to convert from 203 to 300 dpi.

My 28-series/G-series only had a single LED button. What are these three new buttons?
The control panel combines three function buttons; Pause, Feed and Cancel, which can be used to initiate various setup, calibration and diagnostic routines at start-up or during printer power-on. Further details on the operator controls can be found in the user guide.

What are the icons on the control panel?
The five status icons relate to the printer's operating behavior in respect of its general print condition, data handling, supplies usage and network connection(s). Further details on the operator controls can be found in the user guide.

Does the ZD420t have an LCD option?
A color LCD option is available on the ZD620 models.

What is the moveable sensor?
ZD420t printers have a moveable sensor as standard. This full-width reflective sensor can be moved across the whole print width for use in detecting black mark registration marks. The multi-position transmissive sensor detects registration gaps, notches or die-cut holes in the center of the media.

What is the dip switch on the rear of the printer?
This is the Darkness Control Switch which allows for the operator to modify the darkness setting (adding up to 6 ZPL darkness levels) without modifying the program or driver settings. This allows the user to adjust the printer for minor variations in the supplies being used.

How much memory is standard on the ZD420t printers?

Total Memory	User Available
512 MB Flash	64 MB Flash
256 MB SDRAM	8 MB SDRAM

Can I get an RFID enabled ZD420t?
No. The only desktop printer offered by Zebra with UHF RFID is the ZD500R. The ZD500R will remain for sale and not be included in any discontinuation schedule at this time.

Does the ZD420t have the same serial port configuration as the current desktops?
The adaptive auto-sensing of the printer's serial module will ensure support of either straight through or null modem configurations. The serial interface is common to other Zebra desktop models. Serial connectivity is added to the base printer model via a field-installable module.

Does the ZD420t have the same parallel port configuration as the current G-series models?
The ZD420t printer does not have a parallel port option. It is advised to find a suitable third-party adapter to connect to one of the ZD420t wired connectivity options.

Can I use my external ZebraNet print server on the ZD420t?
No. The external print servers are not supported; however, these can still be used on parallel port enabled G-series printers.

What is Print Touch?
The Near Field Communication (NFC) Print Touch feature of the Link-OS enabled ZD420t allows quick access to helpful information. Print Touch supports:
• Application launching on NFC-enabled mobile devices
• Printer support web page launching to provide easy access to Zebra's how-to videos and product support
• Simple tap-to-pair with NFC-enabled devices
Note: Print Touch is only available on factory installed Ethernet and dual-wireless configurations of the ZD420t. It is available as standard on all configurations of ZD620.

Does the printer have a Real-Time Clock?
The RTC feature is available on factory installed Ethernet and dual-wireless configurations of ZD420t. It is a standard feature on all ZD620 configurations.

What is the difference between Bluetooth 4.1 and Bluetooth Low Energy?
Bluetooth low energy is a low power wireless communication means to easily configure the printer using a setup application on a mobile device. Bluetooth 4.1 can be used to configure the printer but can also be used to transmit a much greater amount of data and can be used to download fonts, firmware, graphics and label formats to the printer.

Do you have a setup utility for use with my mobile device?
Yes, the Zebra Printer Setup application is available for Android devices. This utility will allow the user to view and configure printer settings and manage previously loaded Virtual Devices.

Do you have a mobile print utility?
Yes, additional Link-OS applications including Print Connect, Test Connect, and Print Station are available from the Zebra App Gallery
at **appgallery.zebra.com or the Google Play Store**.

What is the USB host used for?
The USB host currently supports the USB Mirror functionality to provide an easy way to upgrade printer firmware or execute command files using a USB flash drive. Further details can be found in the ZD420 user manual.

Can I connect my scanner or keyboard to the USB Host?
No, however, full control of peripherals devices attached to the USB Host can be achieved via an LCD equipped ZD620.

Will the Zebra Keyboard Display Unit (ZKDU) work with the ZD420t?
Yes if installed, the serial port interface on the ZD420t will support both the ZKDU and legacy KDU Plus keyboard devices.

What ribbons can I use in the ZD420t?
The ZD420t can accept 74 M or 300 M ribbons. Ribbons used on GK420t and GT800 printers can be used in the ZD420t. A 300 M ribbon offers a 4:1 ratio for changing ribbons and media, resulting in enhanced productivity and a reduction in time spent changing ribbons.

Can I use my ZD420c ribbon cartridge in the ZD420t?
No. There are distinct difference between the ZD420c and ZD420t. The ZD420c is designed to be used with our ribbon-cartridge only when operating in a thermal transfer mode. The ZD420t is designed to be used with traditional ribbon rolls for a core-to-core solution.

Can I use my existing media in the ZD420t?
Yes. Common media handling means that your Zebra desktop media can be used in the new ZD420t model printer.

Can I use fan-fold media in the ZD420t?
The printer supports the use of externally fed media via way of the letterbox aperture at the back of the printer.

My media roll has a 50mm core. Can I use it in the ZD420t?
Yes. In addition to the standard media roll holders supporting 0.5 in and 1 in. cores, we have accessory items to support 1.5 in., 2 in., and 3 in. core sizes.

Can the ZD420t printer support Asian fonts?
The printer's Unicode capabilities can be utilized for true global character printing. If however, a specific font pack such as Japanese, Chinese, and Korean is required, then please refer to the printer price list for details of the available font packs. Chinese printer configurations include the Simplified Chinese SimSun font pre-installed.

Can I use my 28-series or G-series power supply with the ZD420t printer?
No. The ZD420 printer ships with its own 75W/24V power supply and this should be used in all cases.

Why has the position of the power switch been moved?
The location of the soft power button has been moved to the control panel to aid access when housed in difficult locations.

The older style "rocker switch" power button was required for my kiosk solution.
The ZD420t can support this feature. A power override feature on the installed connectivity modules will provide this functionality. Please refer to the printer's associated user manual for further details.

The printer appears to take longer to power-on compared to my G-series?
The printer's boot-up time is slightly longer; however, then printer has new Sleep mode that can be used to mitigate the boot-up cycle. Please refer to the user manual for further information.

Can I reset the printer to a factory default?
Yes. The printer can be reset with combinations of Pause and Feed or Cancel buttons, or there is a physical reset button on the printer's underside. Please refer to the printer's associated user manual.

Does the printer have Energy Star approval?
Yes. The printer and power supply are Energy Star Certified, and meet the US Department of Energy's Energy Efficiency Level VI requirements.

What service offerings are available for the ZD420t?
Zebra has launched a new service offering for the ZD420 called Zebra OneCare SV (Special Value). Zebra OneCare SV acknowledges that all products don't warrant a comprehensive service offering. Zebra OneCare SV is a 2 year support service that includes:
- Wear and Tear coverage
- Upgraded 5 Day Depot TAT
- Free return ground shipping from Depot
- Live 8x5 Technical Support Access

Addition information can be found at https://zebra.gosavo.com/CustomPage/View.aspx?id=42547342

Where can I find tutorial videos?
Yes, the ZD420t printer "how to" support videos can be viewed online at **www.zebra.com/zd420d-info**.<TBD>

Which operating systems are supported?
The printer's associated software is compatible with 32 bit and 64 bit Windows 2000, Windows XP, Windows 2003, Windows Vista,Windows 2008, Windows 7 and Windows 10. Printing from Mac, Unix and Linux systems is supported via the CUPS driver. For more information, visit the Zebra knowledge base. (https://km.zebra.com/kb/index?page=content&id=SO7680)

How do I access new or updated drivers?
Drivers can be downloaded from the Zebra website at Zebra.com

Why is there no Accessories CD like my previous G-series?
All associated manuals, software, firmware, drivers, and tutorial information can be viewed or downloaded from the printer's support page online at Zebra.com.

What is included in the box?
Printer, power supply, power cord, USB cable, empty ribbon take-up cores (1" and 0.5"), 300M ribbon core adapters for non-Zebra ribbon, Quick Start Guide, re