

Printer Setup Utility for iPhone® and iPad®



ZEBRA

User Guide

2025/12/23

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Introduction and Installation

This section provides information about the Printer Setup Utility application, including supported operating systems, connectivity options, printers, and devices.

Printer Setup Utility is an iOS[®] application (app) that assists with the setup and configuration of Zebra printers. This application is particularly useful for printers that do not have LCD displays, as the application provides an improved method to connect to a printer, configure, and determine its status via a mobile device.



IMPORTANT: Depending on your printer model, this application may have limited functionality. Some application features will not be available for the detected printer model. Features that are unavailable are grayed out or not shown on the menus.

Printer Setup Utility is available for download only through the Apple[®] App Store. Locate the application in the App Store and tap GET to install it.

Target Audience

Printer Setup Utility is intended for all customers and partners. Moreover, Printer Setup Utility may be used by Zebra Technical Support as part of a fee-based service called Install-Configure-Assist (ICA). As part of the service, customers are instructed how to download the application and receive guided support throughout the set up process.

Requirements

This information describes the minimum requirements for using the Printer Setup Utility.

Printer Platform

Printer Setup Utility supports the following Zebra printers.

Table 1 Supported Printers

Mobile Printers	Desktop Printers	Industrial Printers	Print Engine
ZQ300 Plus series	ZD200 series	ZT111	ZE5x1
ZQ500 series	ZD400 series	ZT200 series	
ZQ600 series	ZD510-HC series	ZT400 series	
ZQ600 Plus series	ZD600 series	ZT500 series	
	ZD888	ZT600 series	

Firmware Requirements

The application supports printers running Link-OS version 5.2 or later.

Connectivity

The application supports the following types of connectivity.

- Bluetooth® Classic
- Bluetooth® Low Energy (BTLE)
- Wired/Ethernet
- Wireless

Supported Operating Systems

The application is tested with and supported on the following Apple iOS versions.

- iOS 16.x
- iOS 17.x
- iOS 18.x

Device Platform

The amount of viewable information on a given device varies by screen size, and may require you to scroll to access all of the information.

The application is tested with and supported on the following Apple iOS devices:

- iPhone SE (iOS 17)
- iPhone 16 (iOS 18)
- iPhone 14 (iOS 18)
- iPhone 15 (iOS 16)
- iPad Mini (iOS 16,18)

iPad Pro (iOS 17)

Feature Overview

The following features are explained in detail in other areas of this guide.

- Printer discovery via multiple connectivity methods.
- Support for Bluetooth Low Energy (BTLE), Bluetooth Classic, and Wired and Wireless network.
- Connectivity Wizard for configuring connection settings.
- Media Wizard for configuring key Media settings.
- Print Quality Wizard for optimizing output legibility.
- Access to extensive printer status information including details on the printer's serial number, battery status, media settings, connectivity options, and odometer values.
- Connectivity to popular file sharing services.
- Ability to retrieve and send files stored on the mobile device or on a cloud storage provider.
- File transfer – used to send file contents or OS updates to the printer.
- Easy to use Printer Actions, including calibrate media, print a directory listing, print a configuration label, print a test label, and restart the printer.
- Install, enable, and disable Printer Emulation languages.

Helpful Tips for Using the App

Follow these helpful tips to ensure a smooth experience using the Printer Setup Utility.

- You can manage your printers via smartphone or tablet.
- You can view the Printer Setup Utility screens in either portrait or landscape orientation while using a tablet. Your smartphone will only display screens in portrait mode.

Discovery and Connectivity

This section describes the discovery methods and using the Connectivity Wizard.



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Printer Discovery Methods

Select a printer discovery type from the following options to discover your printer and connect to it.

- Discover Printers - Discover your printer without using Print Touch.
 - Wi-Fi and Ethernet Network
 - Bluetooth Classic ✎
 - Bluetooth Low Energy ✎
- Bluetooth Classic ✎ or Bluetooth Low Energy ✎ pairing via your mobile device's Settings menu.

For successful network discovery, ensure your mobile device is connected to the same subnet as your printer. For Bluetooth communications, ensure that Bluetooth is enabled on both your device and printer. Refer to the user documentation for your device or printer for further details on configuring the printer and device.




NOTE:




- Bluetooth discovery can only retrieve the Friendly Name and MAC Address. Bluetooth Classic devices running iOS will show the correct, physical MAC Address while Bluetooth Low Energy devices show a randomized MAC Address due to updated privacy settings.
- If you encounter issues with printer discovery (and at times when Printer Setup Utility may not be able to discover your printer), you may need to manually enter your printer's IP address. Having your printer and mobile device on the same subnet gives you the greatest chance of successfully discovering the printer.
- If this is the first time you have connected to any printer (or if you have recently unpaired from this printer), and are pairing via Bluetooth, you are prompted to confirm the pairing request on both the printer and the device. For more information, go to [Bluetooth Pairing Through Your Mobile Device's Settings Menu](#).
- Starting with Link-OS v6, the `bluetooth.discoverable` function is now off by default, and other devices cannot see or connect to the printer. With discoverability disabled, the printer still establishes connections with a previously paired remote device.

- Force quitting the Zebra Printer Setup Utility after a successful Bluetooth connection will require you to rediscover and reconnect your printer on the next use.



TIP: Enable discoverable mode only while pairing to a remote device. When paired, discoverable mode is disabled. Starting with Link-OS v6, a new feature was introduced to enable limited discovery. Holding down  **FEED** for 5 seconds enables limited discovery. The printer automatically exits limited discovery mode after 2 minutes have elapsed, or a device has successfully paired with the printer. This enables the printer to operate safely with discoverable mode disabled until a user with physical access to the printer activates it.

Upon entering Bluetooth Pairing Mode, the printer provides feedback that the printer is in Pairing Mode using one of these methods:

- On printers with a  Bluetooth Classic,  Bluetooth Low Energy screen icon, or Bluetooth/Bluetooth Low Energy LED, the printer shall flash the screen icon or LED on and off every second while in pairing mode.
- On printers without a  Bluetooth Classic or Bluetooth LE screen icon or Bluetooth Classic or Bluetooth LE LED, the printer shall flash the Data icon or LED on and off every second while in pairing mode.
- Specifically, on the ZD510 model, the 5-flash LED sequence activates Bluetooth Pairing Mode.

Bluetooth Pairing Through Your Mobile Device's Settings Menu

You can pair your mobile device with your printer using the settings menu on your mobile device.



IMPORTANT: On iOS devices, this is required the first time you connect, or the Printer Setup Utility will not be able to Discover it. Once you have initially paired, the printer will be available via discovery in the future.

To pair with a printer using the Settings menu on your device:

1. On your device, go to the **Settings** menu.
2. Select **Bluetooth**.
A list of paired devices will appear, as well as a list of unpaired devices.
3. Tap on the device you wish to pair with.
4. Confirm the pairing code is the same on both your device and the printer.

A new scan discovers and shows the paired devices, as well as other available devices. You may pair with another printer on this screen, initiate a new scan, or exit the menu.

Wi-Fi and Ethernet Network Connection Setup

The following procedure details the steps required to connect the printer either via Wi-Fi or through an Ethernet network..

1. Launch the **Printer Setup Utility** application on your device.
2. Tap **Connect New Printer**.
3. Tap **Wi-Fi and Ethernet Network**.

If connecting to your printer via Wi-Fi is unsuccessful, it might be due to your Wi-Fi being turned off. In this case, you will be directed to the Confirm Network is Enabled screen.

- a) Tap **Open Settings** to navigate to your mobile device's settings.
 - b) Enable Wi-Fi on your mobile device.
4. At the Check Network Connection prompt, confirm that both your printer and device are on the same network or subnet before searching for the printer.
 5. Select your preferred method to find the printer.

If you want to find your printer by...	Then...
Search By Network	<ol style="list-style-type: none"> a. Tap Search Printers. b. Select the printer you wish to connect to from the Available Printers list. <ol style="list-style-type: none"> a. If Diagnostic Mode is detected, a prompt will display, giving you the option to disable it.
Connect Manually	Enter your printer's IP or DNS address, and then tap Connect Printer .

The printer dashboard displays.

Bluetooth Classic and Bluetooth LE Pairing

This section describes how to pair your mobile device with your printer using Bluetooth pairing.




IMPORTANT: When connecting your printer to an iOS device via Bluetooth for the first time, you must pair it initially through your mobile device's Settings menu. Access the Bluetooth Pairing option in the Settings menu to complete this process. Without this initial pairing, the Printer Setup Utility will not be able to locate the printer. After pairing, the printer will automatically appear in Discovery for future use. Go to [Bluetooth Pairing Through Your Mobile Device's Settings Menu](#)

To pair your device with a printer using Bluetooth:

1. Launch the Printer Setup Utility application on your device.
2. Tap **Connect New Printer**.
3. Tap **Bluetooth** or **Bluetooth LE** from the Choose a Printer Communication screen.
 - a. If a Location Permission prompt appears, select either **While using the app** or **Only this time**.

If you select **Don't Allow**, you are asked to enable both location and nearby device permissions in your device's App Settings.

 - a. Tap **App Settings** in the Printer Setup Utility application.

Your mobile device's settings open.
 - b. Tap **Permissions**.
 - c. Tap **Nearby Devices** and **Location** individually, and set them to **Allow Only while using the app**.
 - b. If prompted by Printer Setup Utility to turn on Bluetooth, tap **Allow**.
4. On the Enable Bluetooth Pairing Mode screen, tap and hold  **FEED** on your printer for five seconds until the light starts flashing to activate Bluetooth pairing mode, and then tap **Search Printers**.
 - Alternatively, for Bluetooth Classic devices, choosing **Pair In Bluetooth Settings** redirects you to open the app's settings. When there, you can connect to the printer through your device's Bluetooth settings, making the printer visible in the app.
5. Select the printer you wish to connect to from the Available Printers list.

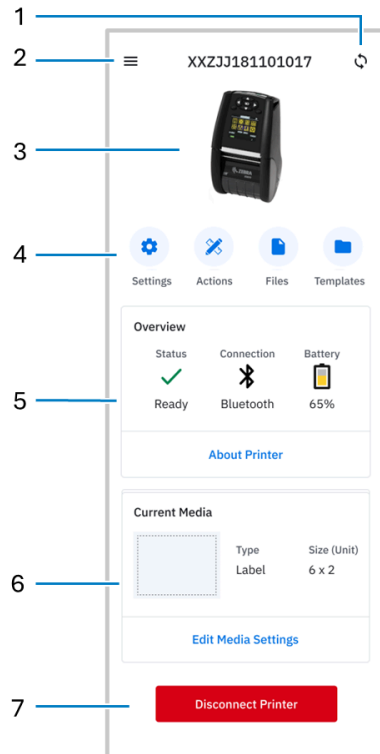
Printer Setup Utility searches for and displays a list of discovered Bluetooth and network-connected printers. At the completion of discovery, the Discovered Printers group is updated. Progress dialogs are displayed during the discovery process.
6. Tap **Pair** at the Bluetooth pairing code prompt.

The printer dashboard displays.

Printer Dashboard

The Printer Dashboard screen serves as your main landing page and the default screen displayed after connecting your printer. On this screen, you can view and quickly access some of the most important features of the application..

Figure 1 Printer Dashboard Features

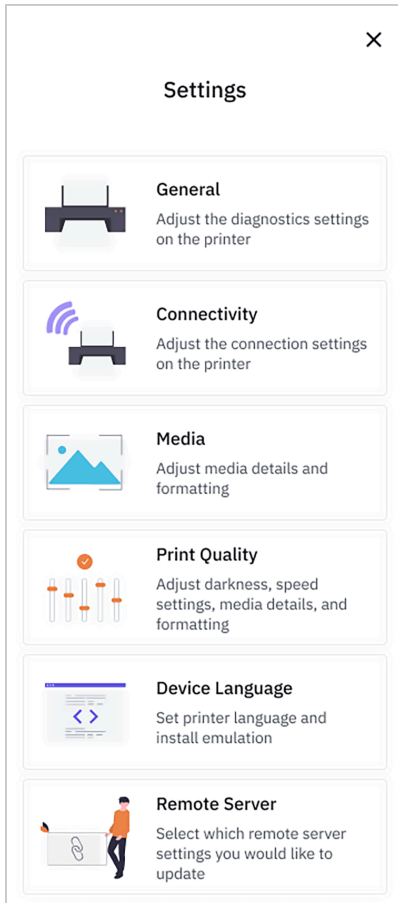


1	Refresh	Refreshes the screen.
2	Side-Drawer Menu	Opens the side-drawer menu.
3	Selected Printer	Displays the name and image of the printer.
4	Printer Options	Provides quick access to four common printer options: Settings, Actions, Files, and Templates.
5	Overview	Displays three important printer indicators—Status, Connection, and Battery—with access to additional printer data.
6	Current Media	Displays the current media in use, and an option to edit media settings.
7	Disconnect Printer	Select this option to disconnect the printer.

Settings Menu Overview

The Settings menu allows access to key features for configuring your printer. Selecting the Settings icon from the Printer Dashboard opens the Settings menu.

Figure 2 Settings Menu



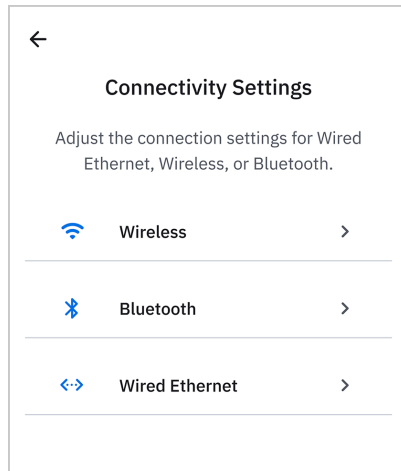
- **General** - Adjust the diagnostics settings on the printer.
- **Connectivity** - Adjust the connection settings on the printer.
- **Media** - Adjust media details and formatting.
- **Print Quality** - Adjust darkness, speed settings, media details, and formatting.
- **Device Language** - Set the printer language and install the emulation.
- **Remote Server** - Select which remote server settings you would like to update.

Connectivity Settings

The Connectivity Settings screen allows you to select from Wireless, Bluetooth, or Wired Ethernet connections and customize their settings on the following pages.

To change your Connectivity Settings:

1. From the Printer Dashboard, tap **Settings**.
2. From the Connectivity Settings screen, choose your preferred connection type—Wireless, Bluetooth, or Wired Ethernet—to access its respective settings screen for further adjustments.



Wireless Settings

Wireless is the term used to describe any computer network where there is no physical wired connection between sender and receiver. Instead, the network is connected by radio waves and/or microwaves to maintain communications.

Within the Wireless Settings menus, you can change, save, and apply the following elements:

- Turn Wireless On/Off
- Hostname
- IP Addressing Protocol
- Power Save Mode
- Client ID
- Client ID Type
- IP Address, Subnet Mask, Default Gateway (applicable when Permanent IP Addressing protocol is selected).
- ESSID
- Security Mode
- Wireless Band
- Country
- Channel List



NOTE: WEP security mode has been removed from Link-OS v6 firmware, but is still applicable in Link-OS v5.x and earlier.

- Save settings to a file.
- Apply settings to the printer.

Wireless Settings

Wireless Settings (Continued 2)

Wireless Settings (Continued 3)

Tap **Apply** to apply the settings. You may also choose to:

- Save the settings to a file by selecting the checkbox.

Bluetooth Settings Menu

Bluetooth is a technology that enables devices such as cell phones, computers, and printers to be easily interconnected using a short-range wireless connection. The transceiver operates on a frequency band of 2.45 GHz that is available globally (with some variation of bandwidth in different countries).

Within the Bluetooth Settings menu, you can change, save, and apply the following elements:

- Enable/Disable Bluetooth
- Discoverable
- Friendly Name
- Authentication PIN
- Minimum Bluetooth Security Mode
- Bonding
- Enable Reconnect



NOTE: When Enable Reconnect is set to off, the printer will not automatically reconnect to the mobile device after a restart. You must manually reconnect to the printer through the mobile device Bluetooth settings (see Bluetooth Pairing via the Settings Menu on page 12). Set this option to iOS only to allow the printer to automatically reconnect after restarting.

- Controller Mode
- Save settings to file. Follow the prompts to save the file to your preferred location.
- Apply Settings

Bluetooth Settings

Bluetooth Settings (Continued 2)

Bluetooth Settings (Continued 3)

Tap **Apply** to apply the settings. You may also choose to save the settings to a file by selecting the checkbox.

Wired Ethernet Settings Menu

Wired Ethernet is used when a printer is connected to your LAN using an Ethernet cable. The advantage of a wired connection is that it is generally faster than a wireless (Wi-Fi) or Bluetooth connection.

Within the Wired Ethernet Settings menu, you may change, save, and apply the following elements:

- Hostname
- IP Addressing Protocol
- Client ID
- Client ID Type
- Save settings to file. Follow the prompts to save the file to your preferred location.
- Apply the setting to the printer.

Wired Ethernet Settings Menu

Wired Ethernet Settings Menu (Continued)

Tap **Apply** to apply the settings. You may also choose to save the settings to a file by selecting the checkbox.

Unpair a Printer

If you need to unpair a Bluetooth-connected printer, such as for troubleshooting, ensure you use your mobile device's Settings menu rather than the Printer Setup Utility application. If you prefer to deselect a printer, go to [Deselecting a Printer](#).

1. On your mobile device, go to the **Settings** menu.
2. Tap **Connections**.
3. Tap **Bluetooth**.

A list of paired devices appears.

4. Tap the **Info** icon beside the printer to be unpaired.
5. Tap **Forget This Device**.

A new scan discovers and displays the available devices. You may pair with a printer on this screen, initiate a new scan, or exit the menu.

Printer Ready State

The ready state of the printers is checked at specific times. A dialog box displays a warning if any of the printers are offline or not ready to print.

Ready states are checked:

- Upon start-up of the application.
- When the application gets focus back.
- At the end of the discovery process.
- When a printer is selected.

Error on Connecting

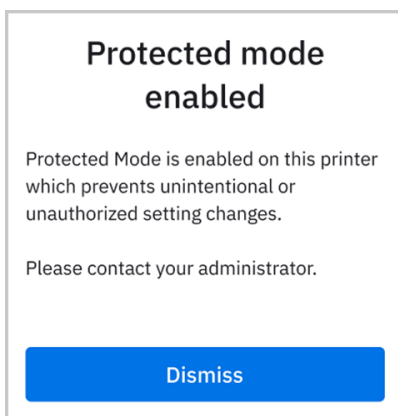
Certain printer/device combinations may experience a delay when an error dialog appears or when trying to reconnect. Allow up to 75 seconds for the process to be completed.

Protected Mode

In Protected Mode, you can view the printer's settings but cannot make any changes. If the printer is in Protected Mode, a notification will alert you upon connection.

Tap **Dismiss** to close the window, and then click **Refresh** on the dashboard to retrieve the settings.

Figure 3 Protected Mode Enabled

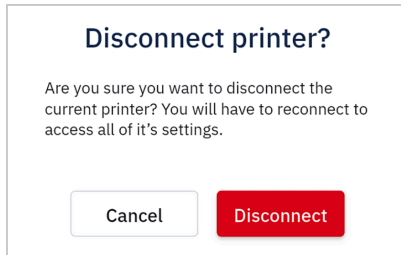


Disconnecting a Printer

This procedure outlines the steps to disconnect a printer from the Printer Setup Utility.

1. From the Printer Dashboard, tap **Disconnect Printer**.

2. At the prompt, you can either:
 - Tap **Disconnect** to deselect the printer.
 - Tap **Cancel** to cancel the operation.



Once you have disconnected, you are returned to the Printer Setup Utility welcome screen.

General Settings

This section describes the General Settings area of the app, where printer diagnostics are adjusted, and it outlines the process for enabling FIPS 140-2.

Enable Diagnostics

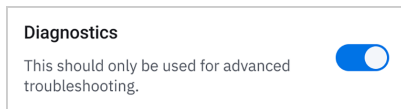
Enabling Diagnostics activates Dump Mode on the printer, a diagnostic tool specifically designed to help troubleshoot and debug issues with the data sent to the printer. This feature should only be used for advanced troubleshooting.

To enable diagnostics on the printer:

1. From the Printer Dashboard, tap **Settings**.
2. Tap **General**.

The General Settings screen appears.

3. Tap the **Toggle** button in Diagnostics to activate this feature. At the prompt, tap **Enable**.



A brief printout is generated by the printer confirming it is now in Dump Mode.

Enable FIPS 140-2 Setting

FIPS stands for Federal Information Processing Standards. It was developed to validate and record specific requirements for various cybersecurity matters and define which are acceptable. Enable this option to comply with FIPS 140-2.



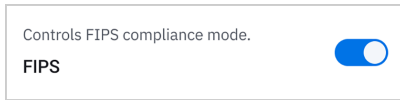
NOTE: The FIPS option will only show for printers that support it.

To enable FIPS 140-2:

1. From the Printer Dashboard, tap **Settings**.
2. Tap **General**.

The General Settings screen appears.

3. Tap the **Toggle** button in FIPS to activate this feature.



4. Restart the printer for the settings to take effect.

When FIPS is enabled, the setting is displayed on the General Information screen. See [General Information Screen](#).

Media Setup

This section describes the steps to set up the media parameters and calibrate the sensors.



IMPORTANT: The options shown under Media Settings depend on the printer model to which you are connected. Features that are unavailable are grayed out or not shown on the menus.

Media Settings

The Media Settings menu offers information about the current media, such as its width, length, and type. It also allows you to modify various attributes, including the media type, width, length, and orientation.

To change your Media Settings:

1. From the Settings menu, tap **Media**.

The Media Settings screen displays a series of detailed menus.

- You can also access the Media Settings screen quickly from the Printer Dashboard. Simply tap the **Edit Media Settings** option on the page.

2. Tap within the Media Settings menus to adjust, apply, and save the following elements:

- Media Format
- Width (in.)
- Length (in.)
- Orientation
- Media Type
- Transfer Type
- Media Handling

Media Settings

←

Media settings

Insert or change the printers media.

Media Format

Label / Tag ▼

Width (in)
0.01-2.84

4.1

Length (in)
0.0-157.64

6.5

Orientation

Normal ▼

Media Settings (Continued)

Media Type

Continuous ▼

Transfer Type

Direct Thermal ▼

Media Handling

Rewind ▼

Save settings to file

Cancel **Print Test** Apply

3. Tap **Apply** to apply the settings. You may also choose to:

- Save the settings to a file by selecting the checkbox.
- Generate a test print by tapping **Print Test**.

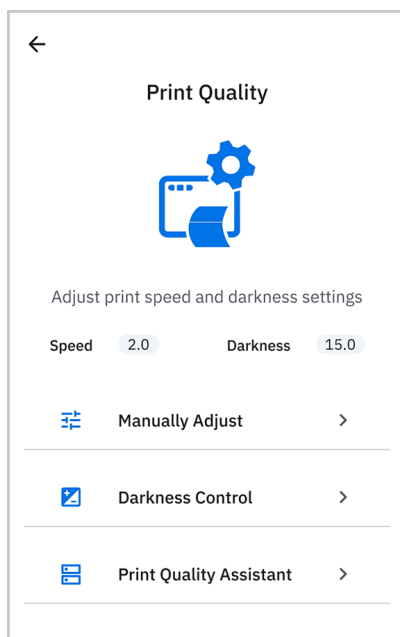
Print Quality

This section provides instructions to view and adjust the print quality of your printer.



IMPORTANT: Depending on your printer model, this application may have limited functionality. Some application features will not be available for the detected printer model. Features that are unavailable are grayed out or not shown on the menus.

Figure 4 Print Quality



Manually Adjust Print Quality

You can manually adjust the print quality of your printer.

1. From the Printer Dashboard, tap **Settings**.
2. Tap **Print Quality**.
3. Tap **Manually Adjust**.

4. Adjust the **Speed and Darkness** sliders to your desired setting.

←

Speed and Darkness

Manually adjust the speed and darkness settings.

Speed

0 5 3.0

Darkness

0 30 15.1

Settings are not saved on the printer until you tap the apply button below.

Save settings to file

Cancel Print Test Apply

5. Tap **Apply** to apply the setting. You may also choose to:
 - Save the settings to a file by selecting the checkbox.
 - Generate a test print by tapping **Print Test**.

Darkness Control

The Darkness Control setting replicates a hardware switch found on certain older printer models and is used to increase the darkness level by preset amounts.

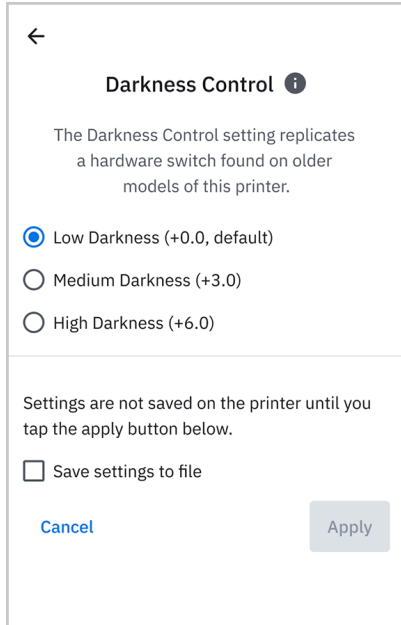


NOTE: The Darkness Control option will not show for all printers. The preferred method is to use the features seen in Print Quality Assistant to set the speed and darkness.

1. From the Dashboard, tap **Settings**.
2. Tap **Print Quality**.

3. Tap **Darkness Control**, and then select one of the following options:

- Low Darkness (+0.0, default)
- Medium Darkness (+3.0)
- High Darkness (+6.0)



4. Tap **Apply** to apply the settings. You may also choose to:

- Save the settings to a file by selecting the checkbox.
- Generate a test print by tapping **Print Test**.



IMPORTANT: Setting the darkness too high or too low may reduce readability on your printed labels.

Print Quality Assistant

The Print Quality Assistant enables you to print preset speed and darkness settings on labels, save and apply these values, and ultimately fine-tune your printed labels.

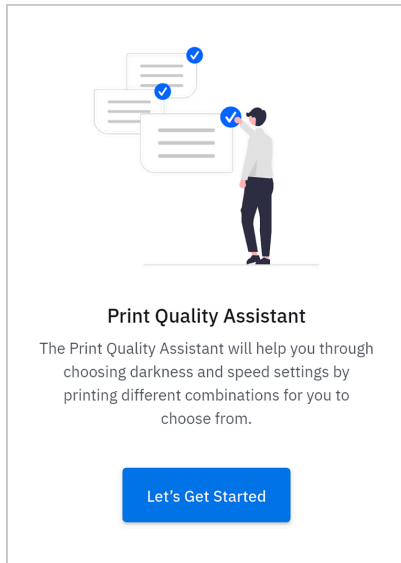


IMPORTANT: The ZD510 printer speed and darkness settings are determined by the installed printer cartridge. The Print Quality Assistant will not change any values on this printer.

1. From the Printer Dashboard, tap **Settings**.
2. Tap **Print Quality**.

3. Tap **Print Quality Assistant.**

This brings you to the starting point of the Print Quality Assistant wizard.



4. Tap **Let's Get Started.**

5. Select the number of labels to print. You may choose from **4, 9, 16, and **25 Labels**.**

Tap **Print** to continue.

6. Select one of the following options from the Label Identifier menu:

- AA - Speed 2.0, Darkness 15.0
- AB - Speed 4.0, Darkness 15.0
- BA - Speed 2.0, Darkness 30.0
- BB - Speed 4.0, Darkness 30.0

7. Tap **Apply Settings to apply your selections. You may also choose to:**

- **Save Settings to a File** by selecting the checkbox. Follow the prompts to save the file to your preferred location.

Actions and Files

This section describes the Actions and Files features in the Printer Setup Utility.



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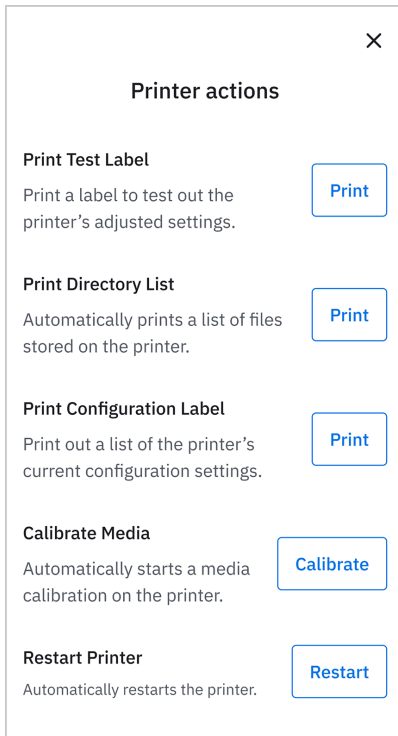
Actions

This menu executes printer actions as soon as they are selected. For example, choosing **Calibrate Media** will cause the printer to start the calibration process immediately, and the media will feed through the printer.

In the **Actions** menu, you can choose from the following available options:

- **Print Test Label** - Automatically prints a test label.
- **Print Directory List** - Automatically prints a list of files stored on the printer.
- **Print Configuration Label** - Automatically prints a configuration label.
- **Calibrate Media** - Automatically starts the media calibration on the printer.
- **Restart Printer** - Automatically restarts the printer.

Figure 5 Printer Actions



To execute an action:

1. From the Dashboard, tap **Actions**.
2. Tap an action.



IMPORTANT: If you are using a Bluetooth LE connection, you must power cycle the printer to exit diagnostics mode.

Files

This feature is designed for sending files such as ZPL scripts, SGD commands, or printer operating system files to the printer.

To send files to the printer:

1. Tap **Files**.
A list of files is shown.
2. Tap a **file** from the list.
A dialog prompt appears, providing the option to send the chosen file to the printer.
3. Tap **Send to Printer**. You may also choose to:
 - Preview the file by tapping **Preview**.
 - Remove the file from your device by tapping **Remove Download**.

After installing a firmware file, you may need to reconnect the printer. Go to [Discovery and Connectivity](#) for more information.

Device Language Selector and Printer Emulation Management

This section provides information about Device Language Selector and Printer Emulation Management in Printer Setup Utility.



IMPORTANT: Depending on your printer model, this application may have limited functionality. Some application features will not be available for the detected printer model. Features that are unavailable are grayed out or not shown on the menus.



NOTE: Printer Emulation was formerly known as Virtual Device.

Device Language Introduction

A device language is a language that is native to Zebra printers and is factory-installed. These languages send commands to the printer to perform specific functions. To select and apply a device language, go to [Set the Device Language](#).

A printer emulation is an application that emulates another company's printer language. Generally, printer emulation includes a subset of the printer's commands. Unlike device languages, Printer Emulations are not native to Zebra printers and must be installed on printers.

There are two exceptions:

- Virtual Device-I
- Virtual Device-D



NOTE:

These printer emulations are complete firmware downloads. They are very large files, which take a substantial amount of time to download and install on the printer, and require your printer to reboot twice. The two printer emulations are mutually exclusive, so only one can be installed on the printer at a time.

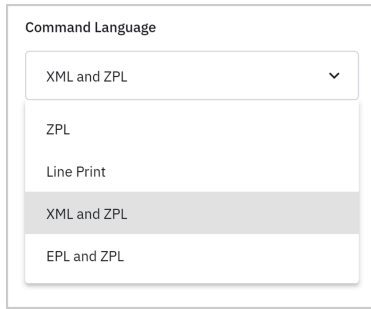
To install a printer emulation, go to [Install the Printer Emulation](#).

Set the Device Language

To set the Device Language:

1. From the Dashboard, tap **Settings**.
2. Tap **Device Language**.

3. From the Command Language dropdown menu, tap on the **language** you wish to use.



4. Tap **Apply** to apply the change.



NOTE: The currently active device language is selected by default.

Printer Emulation Management

Printer Emulations are on-printer applications that allow printers running Link-OS to use legacy languages normally associated with other printer brands. Multiple Printer Emulations (except for Virtual Device-I and Virtual Device-D, as noted previously) can be downloaded to a single printer. It is not necessary (or possible) to remove printer emulations from printers; users simply choose between command languages as needed.

A Printer Emulation can be accessed via the Emulation drop-down menu located on the Device Language screen. You can select an existing emulation from the list or have one installed. For detailed instructions on selecting an emulation, go to [Select an Emulation](#).

To install a printer emulation, you must download a zip file to your mobile device. There are two ways to install the printer emulation via the Printer Setup Utility:

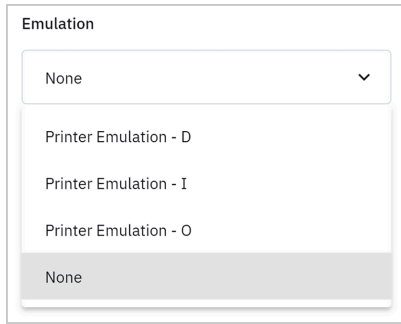
1. Download a zip file to your mobile device. (Go to [Download the Printer Emulation Zip File](#).)
2. Store and download the zip file from your cloud storage provider. (Go to [Download the Printer Emulation Zip File](#).)

Select an Emulation

This procedure describes how to select an emulation that is installed on your printer.

1. From the Printer Dashboard, tap **Settings**.
2. Tap **Device Language**.

3. Choose an emulation from the Emulation drop-down menu, and then tap **Apply**.



A prompt to restart the printer appears.

4. Tap **Restart & Apply**.

After the restart, you are taken to the Printer Setup Utility welcome screen.

Accessing the Printer Emulation Zip File

This section describes the process of downloading the Printer Emulation zip file.

Download the Printer Emulation Zip File

To download the Printer Emulation, follow these steps from either your computer or mobile device.

1. Open a web browser and navigate to: zebra.com/printer-emulations.
2. Locate your printer type in the list of printers and tap **Download Now**, or scroll to Contact Support if support for your printer cannot be found.
3. Fill out the information on the Printer Emulation Download Request form.
4. Click **Submit**.
5. Read the End User License Agreement.
6. Click **Accept and Begin Download Now**.

To download the Printer Emulation, follow these steps from either your computer or mobile device.

7. Save and store the Printer Emulation zip file to our computer or storage location (Box, DropBox, iCloud, etc.).

The zip file contains the following files:

- The Printer Emulation .nrd (or .zpl) file to be downloaded to a Zebra printer.
- Text files (.txt) with the SGD commands to enable and disable the printer emulation.
- A sample test format that can be sent to the printer when the printer emulation is enabled.

Install the Printer Emulation

This section will disable the current device language or printer emulation, install the new printer emulation, and enable it all within a single feature. When you install a printer emulation, you are sending the .NRD (or .ZPL) file to the printer.

After the files are sent to the printer, the Printer Emulation appears in the Emulation drop-down menu.



IMPORTANT: Once you have completed a firmware update or a firmware and printer emulation update, you may need to reconnect your mobile device to the printer. You are prompted to do so if necessary.

To install the printer emulation:

1. From the Printer Dashboard, tap **Settings**.

2. Tap **Device Language**.

On the Device Language screen, the Emulation drop-down menu displays a list of available emulations. If you are installing a printer emulation for the first time, it will not initially display in the list.

3. Tap **Install**, and then tap **Dismiss** at the Command Language Warning prompt.



NOTE: If you are using Bluetooth LE, the option to install a Printer Emulation is disabled.

4. Navigate to the zip file and tap it.



NOTE:

Do not change the name of the printer emulation zip file.

If you already have an active printer emulation, you are prompted to disable it.

a. From the Emulation drop-down menu, select **None**, and then tap **Apply**.

b. Tap **Restart** at the prompt.

The zip file is transferred to the printer, initiating the printer emulation upload. When the upload is complete, the printer restarts automatically. If you receive a Firmware Update prompt, tap **Dismiss** to proceed.

After the restart, you are returned to the Printer Setup Utility landing page.



IMPORTANT: After enabling a printer emulation, most menu options in the Printer Setup Utility are disabled.



NOTE:

- When you return to the Device Language screen, the Command Language displays the specific Printer Emulation language enabled for your printer.
- The Print Test option may not be available if the virtual device was not installed from the device currently being used.

Print Templates

In this section, you will learn how to print customized templates through the Print Template feature. These templates are distinguished by the .zpl file extension.



IMPORTANT: Depending on your printer model, this application may have limited functionality. Some application features will not be available for the detected printer model.

Using a Print Template

The application includes several print templates. This section describes how to use a template.

1. From the Dashboard, tap **Templates**.

2. Within the Print Template screen, tap a template to select it from the list.

Depending on the template, complete the form by filling in the form fields on the Template screen.

3. Tap **Print** to print.

Add a Template

You can add customized print templates to the Print Template feature. Before adding templates, ensure they are saved on your device, such as in a Documents folder. Templates can also be added from cloud storage providers, provided the accounts are configured on the device.

To add a template to Printer Template:

1. From the Printer Dashboard, tap **Templates**.




2. Tap **Add Template(s)**.

- Interactive and fillable templates use a .zpl file extension.
- Images can also be used as templates. The maximum allowable image size is 2 MB.



NOTE: A Permissions Required prompt displays if access to the file system is not allowed. Tap **App Settings** to enable the required permissions and continue.

Your template is added to the Print Template list and displays an icon.


3. Locate the file within the device and select it.
 - Tap  to select a template stored on the printer.
 - Tap  to select a built-in sample template.
 - Tap  to select a template stored on the device.

Removing a Template

You can remove a template from Printer Templates.



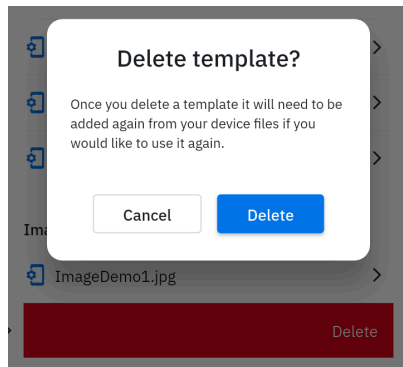
NOTE: Before removing a template, note that:

- You cannot delete a  built-in template. Only a template that has been added can be deleted.
- You cannot delete a template that is stored on the printer from the app.

1. From the Print Templates screen, locate the template you want to remove.

The image template Example.jpg is used in this example.

2. Swipe **Left** on the template to open the Delete Template prompt, and then tap **Delete** to remove the template.



Remote Server Settings

This section provides information about updating Remote Server Settings.

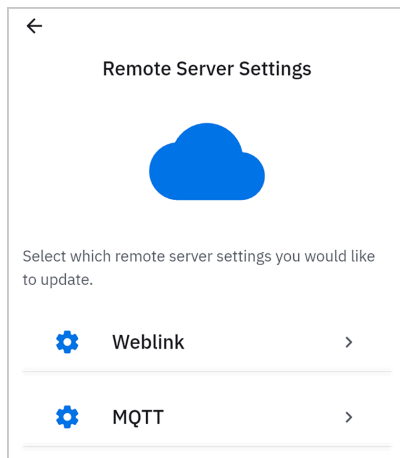


IMPORTANT: Depending on your printer model, this application may have limited functionality. Some application features will not be available for the detected printer model. Features that are unavailable are grayed out or not shown on the menus.

Introduction to Remote Server Settings

The Printer Setup Utility enables users to configure printers to connect to applications using Weblink or MQTT-type connections.

Figure 6 Remote Server Settings



Example applications that use Weblink and MQTT include:

- Printer Profile Manager Enterprise
- SOTI® MobiControl Connector
- AirWatch Connector



NOTE: If connected to a printer that does not support Weblink or MQTT, the Remote Server Settings menu item is not shown. The Remote Server Settings menu item is gray and disabled when a Printer Emulation is active.

Access the Weblink Server Settings

This section describes how to access the Weblink Server settings.



IMPORTANT: The Weblink option will only be visible for printer models that support Weblink.

To access the Weblink Server Settings:

1. From the Printer Dashboard, tap **Settings**.
2. Tap **Remote Server**.
3. Tap **Weblink**.

The Weblink screen displays available settings.

Configure the Weblink Connections

The Weblink Settings screen offers configuration options that enable you to customize the remote settings to suit your specific requirements.

Figure 7 Weblink Settings

- Maximum Log Entries allows you to enter log entries.
- You also have the option to configure two Weblink connections.



NOTE: Along with configuring the Weblink settings, verify that the printer's time and date are accurate and that all necessary certificate files have been stored on the printer.

Maximum Log Entries

1. Within the Maximum Log Entries field, tap to enter a value.
 - The number can range from 1–10,000.
 - To disable the log entry, enter 0.

Configure the Weblink Connections

2. In the Connection 1 section and within the Remote Server HTTPS URL, tap to enter the URL.
 - Manually enter up to 2048 characters.
 - You can scan a QR code containing a URL and enter it into the Remote Server field.
3. Within the Proxy URL field:
 - Manually enter the proxy URL.
 - The proxy URL must follow the format: [http|https]://[user:pass@]domain[:port]/[path]
4. (Optional) Repeat the steps for Connection 2.
5. Tap **Apply** to apply the changes. When prompted, tap **Restart** to restart the printer.

Access the MQTT Server Settings

This section describes how to access the MQTT Server settings.



IMPORTANT: The MQTT option will only be visible for printer models that support MQTT. The MQTT menu option will only be visible if the connected printer is running Link-OS 6.7 or later.

To access the MQTT Server Settings:

1. From the Printer Dashboard, tap **Settings**.
2. Tap **Remote Server Settings**.
3. Tap **MQTT**.
4. Ensure that MQTT Enabled is activated.



Configure the MQTT Server Settings

The MQTT Settings screen provides configuration options to customize the remote settings to your specific needs.

Figure 8 MQTT Settings

←

MQTT


In addition to configuring the MQTT settings below, ensure the time and date are correct on the printer and any required certificate files have been stored on the printer.

MQTT Enabled

Maximum Log Entries
1 - 10,000, 0 to disable

500

Connection 1

Remote Server HTTPS URL 
Up to 2048 characters

Settings are not saved on the printer until you tap the apply button below.

Cancel

- Maximum Log Entries allows you to enter log entries.
- You also have the option to configure two MQTT connections.



NOTE: Along with configuring the MQTT settings, verify that the printer's time and date are accurate and that all necessary certificate files have been stored on the printer.

Maximum Log Entries

1. With the Maximum Log Entries field, tap to enter a value.
 - The number can range from 1–10,000.
 - To disable the log entry, enter 0.

Configuring the MQTT Connections

2. In the Connection 1 section and within the Remote Server HTTPS URL, tap to enter the URL.
 - Manually enter up to 2048 characters.
 - You can scan a QR code containing a URL and enter it into the Remote Server field.
3. Enter a user name up to 64 characters.
4. Enter a password up to 64 characters.

Remote Server Settings

5. Enter a number in the QoS (Quality of Service) field. The number represents the level of support for the MQTT connection.
6. Enter a Tenant ID up to 64 characters. The number represents the top level of the Topic that the printer will subscribe to and publish to.
7. (Optional) Repeat the steps for Connection 2.
8. Tap **Apply** to apply the changes. When prompted, tap **Restart** to restart the printer.

Saving and Sending a Settings File

This section outlines how to save a settings file, along with details on where and how it can be sent.



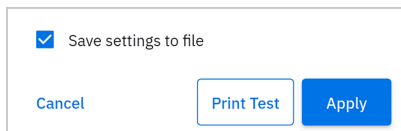
IMPORTANT: Depending on your printer model, this application may have limited functionality. Some application features will not be available for the detected printer model. Features that are unavailable are grayed out or not shown on the menus.

Save Settings to a File

With the Printer Setup Utility, you can save the printer settings to a file. There are three menus where you can save your settings to a file: Connectivity Settings, Media Settings, and Print Quality.

The following procedure describes how to save settings to a file, using Media Settings as an example.

1. From the Printer Dashboard, tap **Settings** and then tap **Media**.
 - Alternatively, you can quickly access Media Settings by tapping **Edit Media Settings** located on the Printer Dashboard.
2. Adjust the Media Settings as needed.
3. Tap the checkbox **Save settings to file**, and then tap **Apply**.



4. Follow the prompts on your mobile device to set up your Saved file location, and then tap **Save**.

Your file is saved to your mobile device, and your settings are applied to the printer. You are returned to the Media Settings screen.

Send a Settings File to a Printer

You can transfer a saved settings file to your printer.



NOTE:

- Sending files over a Bluetooth LE connection is limited to file sizes of 1 MB or less.
- The settings files are named by appending a number to the end of the file name. (The default increment is 1 and the range is 1–9999.)

To send the settings file to a printer:

1. From the Printer Dashboard, tap **Files**.
2. Locate the desired file and tap it to proceed.
3. Tap **Send To Printer**.
 - To quit without sending, tap **Close**.

After the file has been successfully sent, a notification confirms the action.

Printer and App Information

This section outlines the printer details available in the About Printer section of the Printer Dashboard, along with additional application features accessible through the side-drawer menu.

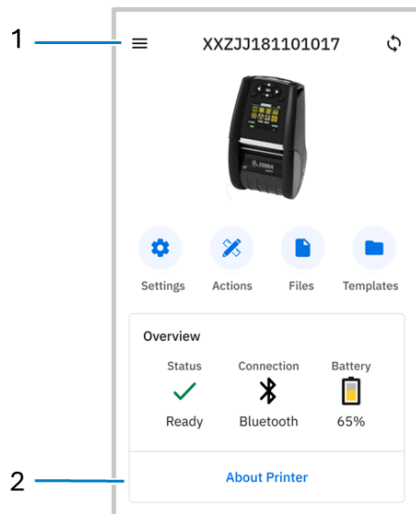


IMPORTANT: Depending on your printer model, this application may have limited functionality. Some application features will not be available for the detected printer model. Features that are unavailable are grayed out or not shown on the menus.

Access General Information and Side-Drawer Menu

After launching the Printer Setup Utility and pairing a printer, the application displays the Printer Dashboard screen, which is customized to your specific printer. From this screen, you can access the General Information screen (along with three other information screens) via **About Printer**, and you can access the **Side-Drawer Menu**.

Figure 9 General Information and Side-Drawer Menu Locations

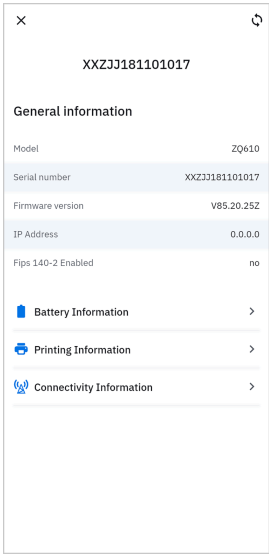
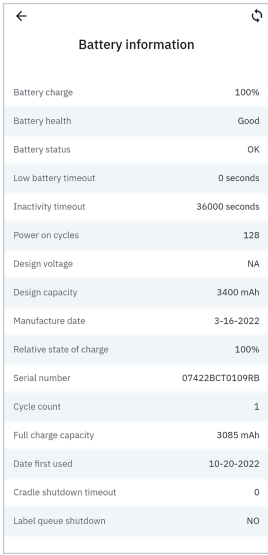
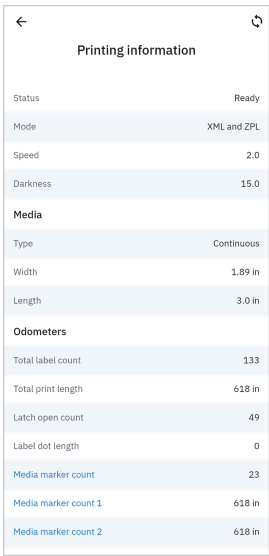
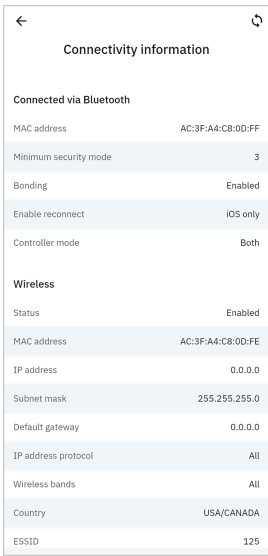


1	Side-Drawer Menu
2	About Printer

General Information and Other Screens

Tap **About Printer** to access the General Information screen, which displays general information about the printer. From this screen, you can also choose to view details of three more information screens.

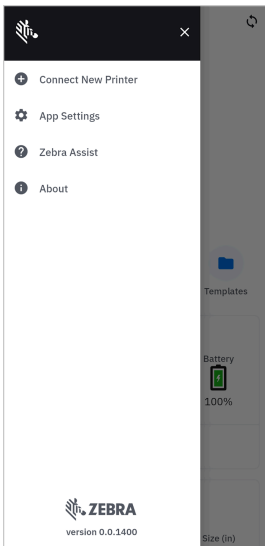
Table 2 Information Screens

<p>General Information - Displays basic printer information.</p> 	<p>Battery Information - Displays information relating to the printer's printing configuration.</p> 
<p>Printing Information - Displays information relating to the printer's printing configuration.</p> 	<p>Connectivity Information - Displays the printer's connectivity setup.</p> 

Side-Drawer Menu

Tap the **Side-Drawer Menu** located on the top-left side of the application to open the side-panel.

Figure 10 Side-Drawer Menu



Within this menu, you can select:

- **Connect a New Printer** - Connects a different printer to the application. Selection directs you to the Choose a Printer Communication screen. Go to [Printer Discovery Methods](#) for more information.
- **App Settings** - Adjust the application settings.
- **Zebra Assist** - View Zebra help documentation and technical support.
- **About** - View information about the app.

Application Settings

The Application Settings screen allows you to adjust different aspects of the application.

- **Unit of measurement** - Set up inches, centimeters, and millimeters.
- **Warn on Connect** - Set notifications for when some features are not available to the connected printer.
- **Anonymous error reporting** - Select to send, or not send, error reports to Zebra, and to allow developers to see app navigation statistics. The default is checked/enabled, meaning error reports and app navigation statistics are sent automatically. To opt out of sending the reports, deselect the box.



NOTE: Zebra recognizes that the security of your personal information is a crucial aspect of our partnership, and we are not in the business of selling or disclosing it to others. Zebra maintains its commitment to safeguard and protect the confidentiality, integrity, and availability of information stored, processed, and/or transacted through our products. We also collect data in a form that does not, on its own, permit direct association with specific customers or corporations. We may collect, use, transfer, and disclose non-personal information for any purpose. We conduct our business in compliance with applicable laws on data privacy protection and data security.

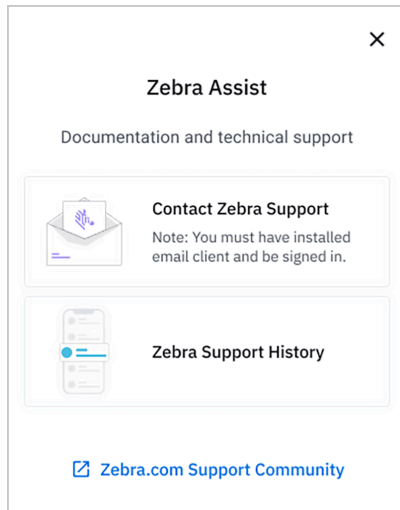
Zebra Assist

Zebra Assist simplifies troubleshooting by collecting your printer's configuration and automatically attaching it to an email, ready to be sent to Zebra Support for assistance. It also allows you to access and

review your Zebra support history. You can also go directly to Zebra's support community using a provided link.

From the Printer Dashboard, tap the  **Side-Drawer Menu**, and then tap **Zebra Assist**.

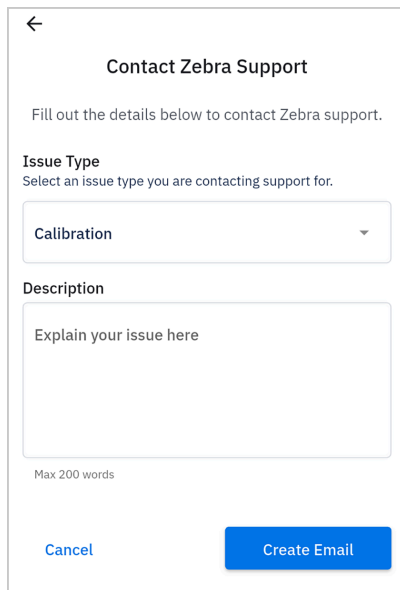
Figure 11 Zebra Assist Menu



Contact Zebra Support via Email

This section explains the process of using Zebra Assist to send an email to Zebra support for assistance with troubleshooting printer issues.

Figure 12 Contact Zebra Support



NOTE: You must have an email client installed and be signed in.

1. From the Printer Dashboard, tap the **Side-Drawer Menu**.

2. Tap **Zebra Assist**.
3. Tap **Contact Zebra Support**.
4. Tap the **Issue Type** to display all available options, and then select the issue you want to share.
5. Enter a description of your issue, if desired.
6. If you want to include a printer configuration with your support ticket, select the box in the Include Printer Configuration section.
7. Attach additional documents to your support ticket to help provide context, if desired.
 - a) Tap the **Photos** and/or the **Documents** icon and select the documents to attach.



NOTE: A Permission Required prompt displays if access to the file system is not allowed. Tap **App Settings** and enable the required permissions from your mobile device to continue.

8. After you have added all the information to share, tap **Create Email**.

Your email opens, and any configuration and/or documentation files are attached.



NOTE:

Attachments to emails are compressed, so the size of attachments will change from the original stored size.

The system sends the report using the default email application for your mobile device.

9. Tap **Send** from your email application.

A prompt appears after sending your email, and a reference number is provided. Refer to this number when calling Zebra Support. Additionally, you can also choose to:

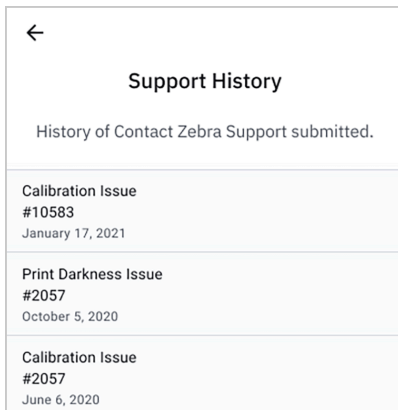
- Tap **Call Zebra Support** to bring up a prompt with Zebra's support number.
- Tap **Dismiss** to close the prompt.

Support History

The Support History screen displays your history of submitted support.

To bring up the screen, tap **Zebra Support History** from the Zebra Assist screen.

Figure 13 Zebra Support History



About

The About screen provides various information about the application version, copyright information, open source licensing, and Zebra’s privacy policy.

Figure 14 About Zebra

