

What is the ZD620?

The thermal transfer ZD620t is a direct replacement for the GX420t and GX430t. The ZD620d is a direct replacement for the GX420d. The ZD620t offers customers high print quality and the most extensive feature set of any Zebra desktop printer.

What are the key customer benefit messages of the ZD620?

- Easier for workers to use and IT to manage — users can instantly identify and rectify printer issues with an enhanced 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 as standard USB, serial, Bluetooth Low Energy and 10/100 Ethernet connectivity. 802.11ac and Bluetooth 4.1 are factory installed options.
- Faster and higher resolution printing offers increased application flexibility. The ZD620 provides exceptional print quality with Zebra's proprietary media tension control technology.
- Ten button user interface with color LCD makes it easy to setup and configure the printer
- 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 ZD620?

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

Are there models of the ZD620 designed for specific markets?

Yes, the healthcare model includes 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.

What kinds of disinfectants can be used on ZD620 Healthcare printers?

For the most recent list of approved cleaning agents see "Guide to Disinfecting and Cleaning Zebra Healthcare printers" on Zebra.com.

Is the Healthcare model available in both direct thermal and thermal transfer models?

Yes, the ZD620 healthcare model is offered in thermal transfer ribbon cartridge, thermal transfer ribbon roll and direct thermal models.

Is the ZD620 offered with a locking media cabinet?

Yes, the locking media cabinet is offered as an option on the ZD620d healthcare model with the color LCD. Customers that require a locking media cabinet but do not want a LCD should purchase the ZD420d. The locking media cabinet prevents unauthorized access to high value media, such as blank prescription forms. When the printer is locked, the media feed button is disabled. For further security, a Kensington lock slot enables the printer to be attached to a desk or table.

In addition to healthcare applications, the locking printer can be used for any application where pre-printed blank media has a face value and needs to be safeguarded, e.g., tickets.

How do the features of the ZD620t compare to the GX420t and GX430t?

Feature	GX420	GX430	ZD620
Maximum Print Speed	6 ips	4 ips	8 ips (203 dpi) 6 ips (300 dpi)
Print Resolution	203 dpi (fixed)	300dpi (fixed)	203 dpi or 300 dpi (field upgradeable)
Standard Connectivity	RS-232 auto-sensing serial, USB 1.1, Centronics parallel	RS-232 auto-sensing serial, USB 1.1, Centronics parallel	USB 2.0, USB Host, auto-sensing serial, 10/100 Ethernet, Bluetooth Low Energy
Field Installable Connectivity	None	None	Serial and Ethernet dual module (standard feature that can also be replaced in the field)
Factory Installed Connectivity	Ethernet (replaces serial and parallel)	Ethernet (replaces serial and parallel)	Dual Wireless; 802.11 ac with Bluetooth 4.1
Ribbon Handling	74 metre	74 metre	Dual ribbon handling – 74 or 300 metre
Media Handling Options	Field installable peeler or cutter	Field installable peeler or cutter	Field installable peeler or cutter
Media Sensors	Fixed transmissive and reflective Moveable sensor (optional)	Fixed transmissive and reflective Moveable sensor (optional)	Full width reflective and multi-position transmissive

Print Quality	Printhead Energy Control (E ³)	Printhead Energy Control (E ³)	Printhead Energy Control (E ³) Media Dancer
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What features does the ZD620 provide compared to the ZD500?

The ZD620 offers a modular design with a greater level of connectivity options, easier use, dual-ribbon handling, optional color LCD, Healthcare variant and offers these at a lesser price.

What products does the ZD620 desktop printer replace?

The ZD620 replaces the GX420, and GX430 printers. The ZD620 offers the Link-OS Virtual Device feature which emulates many competitor print languages which facilitates replacement of competitive models including Intermec, TEC, Sato, Datamax, ESC-POS, Monarch, PDF and others. Visit Zebra.com for more information

When should I direct my customer to buy a ZD620 in place of a GX420 or GX430?

The primary reason is to take advantage of the enhanced printer management and monitoring capabilities offered by Link-OS. The ZD620 offers wireless connectivity for those customers that require wireless on a better class printer. Also, the ZD620 has a full width reflective sensor and multi-position transmissive sensor for greater media support. The ZD620 offers superior print quality at sustained high speeds compared to legacy models and competitive devices via the new Media Dancer feature.

What is the Media Dancer?

The media dancer maintains contact with the media roll to eliminate the slack in the media between the media roll and the platen roller. Maintaining constant pressure on the media helps to improve print quality by reducing print artifacts.

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 ZD620 differ from my current GX model printer?

The Link-OS enabled ZD620 is a significantly more functional printer with greater connectivity and integration flexibility. The specific features are discussed in the questions below.

Are the ZD620 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. The ZD620d also offers EPL1 Line Mode.

Can I print in direct thermal mode with a ZD620t?

Yes, the ZD620t can be configured to print in direct thermal mode.

Can I add a peeler or cutter to a ZD620 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 ZD620 printer comes standard with Serial, Ethernet, Bluetooth Low Energy, USB Host and USB. 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.

What options and accessories are available for the ZD620?

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 ZD620 options and accessories, please consult the price catalog.

Can I print linerless labels on the ZD620?

Yes, an optional linerless ZD620d model is available. The linerless model includes a number of unique design features that allow the printer to print linerless labels and can only be ordered from the factory. Linerless capabilities are not field installable. The platen roller is manufactured of a special polymer and can only be used with Zebra linerless media and MUST be matched to the label adhesive to prevent print problems.

Does the ZD620 offer a 300 dpi print resolution option?

Yes, this is a factory installed option. There are also aftermarket kits available to convert from 203 dpi to 300 dpi in the field.

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.

Can I get an LCD option like the ZD500?

Yes. An LCD option is available; however, it is now a full color option providing easier setup and more detailed information to users when compared to legacy models.

Can I alter the LCD layout or content?

Yes. The printer's Wireless Markup Language (WML) can be used to create custom menus specific to the application or provide more descriptive instructions to users.

What is the moveable sensor?

ZD620 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 ZD620 printers?

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

Can I get an RFID enabled ZD620?

No. The only desktop printer offered by Zebra with UHF RFID is the ZD500R.

Does the ZD620 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 ZD620 have the same parallel port configuration as the current G-series models?

The ZD620 printer does not have a parallel port option. It is advised to find a suitable third-party adapter to connect to one of the ZD620t wired connectivity options.

Can I use my external ZebraNet print server on the ZD620?

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 ZD620 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

Does the printer have a Real-Time Clock?

Yes, 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 Mobile Setup Utility application is available for Android devices. This utility will allow the user to view and configure printer settings. An iOS version of the Mobile Setup Utility is not available at launch but is planned for later release. Visit Zebra.com for more information.

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.

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 ZD620 user manual.

Can I connect my scanner or keyboard to the USB Host?

No. The USB host currently supports a USB drive only at this time, however full control of peripheral devices attached to the USB Host can be achieved via the LCD.

Will the Zebra Keyboard Display Unit (ZKDU) work with the ZD620?

Yes if installed, the serial port interface on the ZD620t will support both the ZKDU and legacy KDU Plus keyboard devices.

What ribbons can I use in the ZD620t?

The ZD620t can accept 74M or 300 M ribbons. Ribbons used on GX420t and GX430t printers can be used in the ZD620t. 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 get a cartridge-based ZD620?

No. Cartridge-based ribbon loading is supported on the ZD420c only at this time.

Can I use my existing media in the ZD620?

Yes. Common media handling means that your Zebra desktop media can be used in the new ZD620 model printer.

Can I use fan-fold media in the ZD620?

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 ZD620?

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 ZD620 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 ZD620 printer?

No. The ZD620 printer ships with its own 75W/24V power supply and this should be used in all cases.

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 ZD620?

Zebra OneCare offers three service level to choose from, Premier, Select and Essential. This ensures customers find an offering to meet their business needs and budget.

Premier offers a higher level of customized care to maximize process throughput

- customized printer settings and software
- integration with 3rd party software and peripherals
- advanced diagnostics.
- deeper operational insight allows for streamlined operations to truly transform the business

Select delivers more capabilities that directly support business processes with

- Advance Replacement with spares pool management
- Commissioning with printer settings and label formats
- 24/7 technical support help

Essential is foundational service and support that provides

- comprehensive coverage providing printer cleaning and adjustment
- technical support during local business hours
- 3-day turnaround time on repairs
- On-Site service option for more critical situations

Where can I find tutorial videos?

The ZD620 printer “how to” support videos can be viewed online at www.zebra.com/zd620-info.

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", ZD620t), 300M ribbon core adapters for non-Zebra ribbon (ZD620t), Quick Start Guide, regulatory guide.