# ZD621 Desktop Printer

## Frequently Asked Questions

**Q: What is the ZD621 Series?**

A: The ZD621 Series desktop printers offer customers high print quality and the most extensive feature set of any Zebra desktop printer. The ZD621 Series includes thermal transfer, direct thermal, healthcare – thermal transfer and direct thermal, and RFID models. The ZD621t is a direct replacement for the ZD620t, ZD500t, GX420t and GX430t. The ZD621d is a direct replacement for the ZD620d, GX420d and GX430d. The ZD621R replaces the ZD500R.

**Q: What's new from ZD620 to ZD621?**

A: • Optional 4.3 in. color touch LCD display; standard on ZD621 healthcare and RFID models

• Optional wireless field upgrade kit for greater product flexibility

• Zebra printer setup app – you can use the app on every ZD621 printer for setup and troubleshooting, and it's completely free

• New electronics platform to further expand Print DNA features and capabilities

**Q: What are the key customer benefit messages of the ZD621?**

A: • Simple to use with intuitive user interface, media guide and media handling designs

• Flexible to support more use cases with thermal transfer, direct thermal and RFID models

• Easy to setup, use, manage and secure with Print DNA software suite

• Ready for now and what's next with field-installable connectivity and media handling options

**Q: What are the target markets and applications for the ZD621?**

| Markets | Applications | |
|---|---|---|
| Retail | • Shelf labels<br>• BOPIS<br>• Price markdowns<br>• Return tags<br>• Assets and inventory labels | • Food information labels<br>• Receipts<br>• Pharmacy labels<br>• E-commerce |
| Healthcare | • Lab and specimen labels<br>• Asset labels<br>• Blood and IV bag labels<br>• Sterile services | • Patient ID wristbands<br>• Pharmacy/Prescription labels<br>• Patient record labels |
| Light Manufacturing | • Shipping labels<br>• Receiving labels<br>• Agency labels/nameplates<br>• Packing list | • Inventory<br>• Assets tags<br>• Product labels<br>• Apparel tags |
| Transportation & Logistics | • Asset labels<br>• Shipping & receiving labels | • Packing slips |
| RFID | • In-store exception tagging<br>• Merchandise tracking<br>• Cannabis tagging<br>• Retail pharmacy<br>• Expiration date tracking | • Food safety recall management<br>• Specimen & lab samples<br>• Work in progress<br>• Wristbands<br>• Ticketing |
| Government | • Asset labels | • Record labels |
| Services & Hospitality | • Service reminder labels | • Ticketing |

**Q: Are there models of the ZD621 designed for specific markets?**

A: 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 opens new sales opportunities in healthcare, where many small labels with 2D barcodes are required for prescriptions and specimen vials.

**Q: What kinds of disinfectants can be used on ZD621 Healthcare printers?**

A: For the most recent list of approved cleaning agents visit zebra.com/disinfect.

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

A: Yes, the ZD621 healthcare model is offered in thermal transfer ribbon roll and direct thermal models.

**Q: Is the ZD621 offered with a locking media cabinet?**

A: Yes, the locking media cabinet is offered as an option on the ZD621 direct thermal healthcare model with the color touch LCD. 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.

**Q: How do the features of the ZD621 compare to the GX420, GX430, ZD500 and ZD620?**

| Features | GX420/GX430 | ZD500/ZD620 | ZD621 |
|---|---|---|---|
| Models | Direct Thermal, Thermal Transfer | Direct Thermal, Thermal Transfer Healthcare, RFID | Direct Thermal, Thermal Transfer Healthcare, RFID |
| Print Resolution | 203 dpi or 300 dpi | 203 dpi or 300 dpi | 203 dpi or 300 dpi |
| Maximum Print Speed | 6 ips (203 dpi)/4 ips (300 dpi) | 8 ips (203 dpi)/6 ips (300 dpi) | 8 ips (203 dpi)/6 ips (300 dpi) |
| Standard Connectivity | USB 1.1, RS-232 auto-sensing Serial, Centronics Parallel | USB 2.0, USB Host, RS232 auto-sensing Serial, 10/100 Ethernet, Bluetooth Low Energy | USB 2.0, USB Host, RS232 auto-sensing Serial, 10/100 Ethernet, Bluetooth Low Energy |
| Field Installable Connectivity | None | None | Dual radio wireless 802.11ac with Bluetooth 4.1 |
| Factory Installed Connectivity | Ethernet (replaces serial and parallel), Bluetooth 2.0, replaces Parallel port | Dual radio wireless 802.11a/b/g/n with Bluetooth 3.0 (ZD500) Dual radio wireless 802.11ac and Bluetooth 4.1 (ZD620) | Dual radio wireless 802.11ac with Bluetooth 4.1 |
| Ribbon Handling | 74 m | Dual ribbon handling 74 or 300 m | Dual ribbon handling 74 or 300 m |
| Media Handling Options | Field installable peeler or cutter | Field installable peeler or cutter | Field installable peeler or cutter |
| Media Sensors | Standard: fixed transmissive and reflective sensors. Optional: multi-position transmissive and full-width reflective sensor. Moveable sensor (optional) | Standard: multi-position transmissive and adjustable reflective sensors | Standard: full width, moveable reflective/black mark sensor; multi-position transmissive/gap sensor |

**Q: What features does the ZD621 provide compared to the ZD500?**

A: The ZD621 offers a modular design with a greater level of connectivity options, easier use, dual-ribbon handling, optional color touch LCD, Healthcare and offers these at a lesser price.

**Q: What competitive products does the ZD621 desktop printer replace?**

A: The ZD621 offers the Print DNA's Virtual Device feature which emulates many competitors print languages which facilitates replacement of competitive models including Intermec, TEC, Sato, Datamax, ESC-POS, Monarch, PDF and others. Visit the Source or Partner Gateway for more information.

**Q: When should I direct my customer to buy a ZD621 in place of a GX420 or GX430?**

A: The primary reason is to take advantage of the enhanced printer management and monitoring capabilities offered by Print DNA. The ZD621 offers wireless connectivity for those customers that require wireless on a premium class printer. Also, the ZD621 has a full width reflective sensor and multi-position transmissive sensor for greater media support. The ZD621 offers superior print quality at sustained high speeds compared to legacy models and competitive devices via Media Dancer feature.

**Q: What is the Media Dancer?**

A: 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.

**Q: What are the enhanced printer management and monitoring capabilities?**

A: Printer Profile Manager Enterprise (PPME) is a browser-based Print DNA 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. Multiple printer settings can be easily updated for ease of configuration and printer profiles can be saved to be distributed at any time.

Print DNA also includes connectors for leading MDM applications including SOTI MobiControl and AirWatch.

**Q: How does the ZD621 differ from my GX model printer?**

A: The Print DNA enabled ZD621 is a significantly more functional printer with greater connectivity and integration flexibility. The specific features noted in the above table and are discussed in the questions below.

**Q: Are the ZD621 printers backwards compatible with other Zebra printers?**

A: 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 ZD621d also offers EPL1 Line Mode.

**Q: Can I print in direct thermal mode with a ZD621t?**

A: Yes, the ZD621t can be configured to print in direct thermal mode.

**Q: Can I add a peeler or cutter to a ZD621 desktop printer?**

A: 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. Peeler and cutter can also come with factory pre-installed on the printer. Note, the ZD620 options are not compatible with ZD621, or vice versa.

**Q: What connectivity options are available?**

A: The ZD621 printer comes standard with Serial, Ethernet, USB and USB Host. We offer a field upgradeable or factory-installed dual wireless option which includes both Wi-Fi certified 802.11ac and MFi certified (compatible with Apple iOS devices) Bluetooth 4.1.

**Q: What options and accessories are available for the ZD621?**

A: Media handling and connectivity are some of the items available. The battery pack and carrying case make the printer a complete transportable solution. 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. This reduces the potential for trip hazards and offers a more pleasing aesthetic. For a complete list of available ZD621 options and accessories, please consult the Zebra Solutions Pathway.

**Q: Is the ZD Series battery the same for the ZD620 and ZD621?**

A: Yes, the battery and housing base are the same for the ZD620 and ZD621. The ZD Series battery is common, regardless of printer model. The base housing that the printer attaches to is specific to the printer type – direct thermal or thermal transfer, and 2-inch or 4-inch printer width.

**Q: Can the desktop printer carry case be used with ZD621?**

A: Yes, the desktop carry case is universal and can be used with all 4-inch ZD400 and ZD600 Series printers connected to the ZD Series battery.

Note, there are different part numbers for the  direct thermal and thermal transfer carrying cases.

**Q: Can I print linerless labels on the ZD621?**

A: Yes, an optional linerless ZD621d 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.

**Q: Does the ZD621 offer a 300-dpi print resolution option?**

A: Yes, this is a factory installed option.

**Q: Can the 300-dpi print resolution option be changed in the field?**

A: No, the 300-dpi option is only factory installed.

**Q: My GX Series printers only had a single LED button. What are these three new buttons?**

A: 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.

**Q: What are the icons on the control panel?**

A: 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.

**Q: Can I get an LCD option like the ZD500?**

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

**Q: What is the moveable media sensor?**

A: ZD621 printers have a moveable media 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.

**Q: How much memory is standard on the ZD621 printers?**

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

**Q: Can I get an RFID enabled ZD621?**

A: Yes, an RFID (UHF) option is available on the ZD621R.

**Q: Does the ZD621 have the same serial port configuration as the current desktops?**

A: Serial connectivity is standard on the ZD621. The adaptive auto-sensing of the printer's serial module will ensure support of either straight through or null modem configurations.

**Q: Does the ZD621 have the same parallel port configuration as the G-Series models?**

A: The ZD621 printer does not have a parallel port option. It is advised to find a suitable third-party adapter to connect to one of the ZD621t wired connectivity options.

**Q: Can I use my external ZebraNet print server on the ZD621?**

A: No. The external print servers are not supported; however, these can still be used on parallel port enabled G-Series printers.

**Q: What is Print Touch?**

A: The Near Field Communication (NFC) Print Touch feature of the Print DNA enabled ZD621 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

**Q: Does the printer have a Real-Time Clock?**

A: It is a standard feature on all ZD621 configurations.

**Q: What is the difference between Bluetooth 4.1 and Bluetooth Low Energy?**

A: Bluetooth low energy is a low power wireless communication with limited speed and range performance, and only intended for the Zebra printer setup app. 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.

**Q: Do you have a setup utility for use with my mobile device?**

A: Yes, the Zebra Mobile Setup Utility application is available for Android and iOS devices.

**Q: What is the USB host used for?**

A: The USB host supports the USB Mirror functionality to provide an easy way to upgrade printer firmware or execute command files using a USB flash drive. In addition, you can attach a USB keyboard or barcode scanner to the USB host port. Further details can be found in the ZD621 user manual.

**Q: Will the Zebra Keyboard Display Unit (ZKDU) work with the ZD621?**

A: Yes, if installed, the serial port interface on the ZD621 will support the ZKDU.

**Q: What ribbons can I use in the ZD621t?**

A: The ZD621t can accept 74 m or 300 m ribbons. Ribbons used on ZD620t, ZD500, GX420t and GX430t printers can be used in the ZD621t. 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.

**Q: Can I get a cartridge based ZD621?**

A: No. Cartridge ribbon loading is supported only the ZD421c at this time.

**Q: Can I use my existing media in the ZD621?**

A: Yes. Common media handling means that your Zebra desktop media can be used in the new ZD621 model printer.

**Q: Can I use fan-fold media in the ZD621?**

A: The printer supports the use of externally fed media via way of the letterbox aperture at the back of the printer.

**Q: My media roll has a 50 mm core. Can I use it in the ZD621?**

A: 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.

**Q: Can the ZD621 printer support Asian fonts?**

A: 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 Zebra Solutions Pathway for details of the available font packs. Chinese printer configurations include the Simplified Chinese SimSun or Traditional Chinese font pre-installed.

**Q: Can I use my ZD620, ZD500 or GX-series power supply with the ZD621 printer?**

A: No. The ZD621 printer ships with its own power supply and this should be used in all cases.

**Q: Does the printer have Energy Star approval?**

A: Yes. The printer and power supply are Energy Star Certified, and meet the US Department of Energy's Energy Efficiency Level VI requirements.

**Q: What service offerings are available for the ZD621?**

A: 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

**Q: Where can I find tutorial videos?**

A: The ZD621 printer "how to" support videos can be viewed online from printer's support page at zebra.com.

**Q: Which operating systems are supported?**

A: 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.

**Q: How do I access new or updated drivers?**

A: Drivers can be downloaded from the Zebra website at zebra.com.

**Q: Why is there no Accessories CD like my previous G-Series?**

A: All associated manuals, software, firmware, drivers, and tutorial information can be viewed or downloaded from the printer's support page online at zebra.com.

**Q: What is included in the box?**

A: Printer, empty ribbon take-up cores (1 in. and 0,5 in.)*, 300 m ribbon core adapters for non-Zebra ribbon (2)* AC power supply, power cord(s), USB cable, Quick Start Guide, Regulatory Guide

*Empty ribbon take-up cores and ribbon core adapters included with ZD621 thermal transfer models only.

For more information, visit **zebra.com/zd621**

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