

FREQUENTLY ASKED QUESTIONS

To facilitate easy migration from legacy printers or upgrade from competitive models to the ZD410, this document describes ZD410 printer benefits, target applications, features and outlines several setup and operational considerations.

GENERAL FAQs

WHAT IS THE ZD410?

The ZD410 is Zebra’s new Link-OS enabled 2-inch direct thermal desktop printer, with new features that address key user pain points, meet the needs of today’s market and put the ZD410 at the forefront of its class. This replacement for the LP2824 Plus offers a mid-tier “better” feature set that provides our customers with superior value by raising the bar for the feature set in compact 2 inch label printers — without increasing the price of the printer.

WHAT ARE THE KEY CUSTOMER BENEFIT MESSAGES OF THE ZD410?

- Easier for workers to use and IT to manage — users can instantly identify and rectify printer issues, such as a lost network connection or out of media, while IT can manage all printers remotely through an easy to use web-based interface.
- Easier deployment, offering all the connection options you could ever need and a small form factor that you can fit on the most space constrained desktops and shelves or mount on a wall.
- Faster and higher resolution printing for improved workforce productivity, increased application flexibility and a faster return on investment.
- Field-installable connectivity and media handling options allow you to customize the printer to meet your needs today and tomorrow, eliminating the need to send the printer to a service depot — maximizing printer availability and uptime.
- All the latest features and technologies — at no extra cost. The ZD410 is the same list price as its predecessor, the LP2824 Plus.

WHAT ARE THE TARGET MARKETS AND APPLICATIONS FOR THE ZD410?

MARKET	APPLICATIONS
Retail	Return tags
	Shelf labelling
	Price labels and tags
	Retail pharmacy
Healthcare	Prescription labels
	Laboratory and specimen labels
	Patient records

ARE THERE MODELS OF THE ZD410 DESIGNED FOR SPECIFIC MARKETS?

Yes, there are two models to meet the needs of two different markets: the standard model and healthcare version. The healthcare model includes an IEC 60601-1 certified medical grade power supply and a plastic shell that 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 are required for prescriptions and specimen vials.

FREQUENTLY ASKED QUESTIONS

HOW DO THE FEATURES OF THE ZD410 COMPARE TO THE LP2824 PLUS?

The ZD410 is a significant upgrade over the LP2824 Plus. The ZD410 is the first Link-OS ultra-compact printer (2 inch) and offers increased print speed, throughput, integration and connectivity in a design that will be familiar to existing users. In addition, the ZD410 offers many field upgradable/installable options. The LP2824 Plus does not offer any field upgradable options.

FEATURE	LP2824 PLUS	ZD410
Maximum Print Speed	4 ips	6 ips
Print Resolution	203 dpi	203 dpi or 300 dpi
Standard Connectivity	USB, Serial, Parallel	USB, USB Host
Field Installable Connectivity	None	Serial, Ethernet
Factory Installed Connectivity	Ethernet	Dual Wireless; 802.11 ac, Bluetooth 4.1 , Ethernet
Media Handling Options	Factory installed peeler or cutter	Field installable peeler or cutter
Media Sensors	Fixed transmissive and reflective	Full width reflective and multi-position transmissive

WHAT PRODUCTS DOES THE ZD410 DESKTOP PRINTER REPLACE?

The ZD410 will replace the LP2824 Plus, plus offers a migration route from legacy LP2824 and LP2824-Z models. Its Link-OS Virtual Device feature emulates many competitor print languages which facilitate replacement of competitive models including the Intermec PC23d, Sato GC208, and TSC TDP-225. Visit Zebra.com for more information.

ARE THE ZD410 PRINTERS 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 ADD A PEEL OR CUTTER TO A ZD410 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 not intended to cut through adhesive and should not be used with linerless labels.

WHAT CONNECTIVITY IS AVAILABLE?

The ZD410 printer comes standard with USB Host and USB. 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 approved (compatible with Apple iOS devices) Bluetooth 4.1.

WHAT OPTIONS AND ACCESSORIES ARE AVAILABLE FOR THE ZD410?

Media handling, connectivity and mounting brackets are some of the items available; however, for a complete list of available ZD410 options and accessories, please consult the price catalogue.

DOES THE ZD410 OFFER A 300 DPI PRINT RESOLUTION OPTION?

Yes, this is a factory installed option. 300 dpi is not field upgradable on the ZD410.

FREQUENTLY ASKED QUESTIONS**MY CUSTOMER LIKES THE ZD410. CAN WE GET A THERMAL TRANSFER MODEL?**

No, the new ZD410 is only available as a direct thermal printer. LP2824 Plus will continue to be available whenever 2 inch thermal transfer printing is required. Alternatively, the 4 inch ZD420 thermal transfer cartridge printer (launching Q1'16) offers a very similar user experience to the ZD410.

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.

WHAT IS THE MOVEABLE SENSOR?

ZD410 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 ZD410 PRINTERS?

TOTAL MEMORY	USER AVAILABLE
512 MB Flash	64 MB Flash
256 MB SDRAM	8 MB SDRAM

CAN I GET AN RFID ENABLED ZD410?

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

DOES THE ZD410 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 ZD410 HAVE THE SAME PARALLEL PORT CONFIGURATION AS THE CURRENT G-SERIES MODELS?

The ZD410 printer does not have a parallel port option. It is advised to find a suitable third-party adapter to connect to one of the ZD410 wired connectivity options.

CAN I USE MY EXTERNAL ZEBRANET PRINT SERVER ON THE ZD410?

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 ZD410 allows quick access to helpful information.¹ 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

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](https://www.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 ZD410 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.

WILL THE ZEBRA KEYBOARD DISPLAY UNIT (ZKDU) WORK WITH THE ZD410?

Yes if installed, the serial port interface on the ZD410 will support both the ZKDU and legacy KDU Plus keyboard devices.

CAN I USE A MEDIA ROLL WITH A CORE LARGER THAN 1 INCH?

Yes. The standard printer can accommodate roll media with a 0.5 inch and 1 inch core inner diameter (ID). Optional core adapters are available to accommodate 1.5 inch, 2 inch and 3 inch ID core sizes. The maximum compatible outer diameter (OD) of the media roll is 5 inches. The optional core adapters are simple to attach using two Torx T10 screws. NOTE: 2844, 2824 and G-series printers are able to accommodate 1.5 inch core ID without adapters. Uncommon media roll sizes 1.5 inch ID, 5 inch OD are not compatible with ZD410.

CAN I USE MY EXISTING MEDIA IN THE ZD410?

Yes. Common media handling means that your Zebra desktop media can be used in the new ZD410 model printer.

CAN I USE FAN-FOLD MEDIA IN THE ZD410?

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

CAN THE ZD410 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 ZD410 PRINTER?

No. The ZD410 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 has Energy Star Certified, meets Energy Efficiency Level VI.

DO YOU HAVE ANY TUTORIAL VIDEOS?

Yes, the ZD410 printer "how to" support videos can be viewed online at www.zebra.com/zd410d-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 are included on the user CD that came with the printer and can be downloaded from the Zebra website at Zebra.com

WHAT IS INCLUDED IN THE BOX?

Printer, power supply, power cord, USB cable, Quick Start Guide, printer manual on CD, safety guide and warranty card.

1. Print Touch is not available on all models.



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