ZQ600/ZQ600 Plus Series Mobile Printers

ZQ610, ZQ620, ZQ630, ZQ610 Plus, ZQ620 Plus, ZQ630 Plus

Frequently Asked Questions

Q: What wireless connection options are available on the ZQ600 Plus Series?

A: There are two wireless options available: the most recently released Wi-Fi™ 6 (802.11ax) with Bluetooth® 5.3 dual radio option, or the Wi-Fi 5 (802.11ac) with Bluetooth 4.2 dual radio option.

Q: What advantages do the Wi-Fi 6 (802.11ax) + Bluetooth 5.3 models provide over the Wi-Fi 5 (802.11ac) + Bluetooth 4.2 models?

A: Wi-Fi 6 offers the latest security encryption, faster and more reliable connections, improved roaming, lower latency and higher client density than Wi-Fi 5. Compared to Wi-Fi 5, Wi-Fi 6 quadruples both bandwidth and capacity, reducing congestion and interference, and with substantially reduced latency (75% lower, according to Intel).[1]

For Bluetooth connections, Bluetooth 5.3 offers faster connection speed and wider range than Bluetooth 4.2.

Q: Is Wi-Fi 6 (802.11ax) + Bluetooth 5.3 available as a field upgradeable option, or as factory install only?

A: Both the Wi-Fi 6 (802.11ax) + Bluetooth 5.3 and the Wi-Fi 5 (802.11ac) + Bluetooth 4.2 dual radio options are available as factory install only. They are not field upgradeable.

Q: Is WPA3 security available for the ZQ600 Plus Series?

A: Yes, WPA3 security is available only with the latest ZQ600 Plus Wi-Fi 6 (802.11ax) option. Note that the ZQ600 Plus Wi-Fi 5 (802.11ac) option supports up to WPA2.

Q: Are the Wi-Fi 6 (802.11ax) models compatible with Wi-Fi 6E networks?

A: Yes, the ZQ600 Plus Wi-Fi 6 (802.11ax) models are compatible with Wi-Fi 6E networks. Wi-Fi 6E is the extended version of Wi-Fi 6 that uses the new, additional 6 GHz frequency band. 6 GHz/Wi-Fi 6E is restricted for use in select countries. Note that when a Wi-Fi 6 printer is used on a Wi-Fi 6E network, you do not lose the Wi-Fi 6-related benefits mentioned above.

Q: Are Wi-Fi 6 (802.11ax) models backward compatible with existing Wi-Fi 5 (802.11ac) networks? Will Wi-Fi 5 (802.11ac) printers work on Wi-Fi 6 and Wi-Fi 6E networks?

A: Yes, the Wi-Fi 6 option is backward compatible with Wi-Fi 5 networks and vice versa—the Wi-Fi 5 option is compatible with Wi-Fi 6/6E networks. Note that you may not experience the full benefits when mixed standards are used.

Q: What is new in the ZQ600/ZQ600 Plus Series printers compared to the previous QLn Series?

A: The ZQ600/ZQ600 Plus is a Link-OS printer similar to the QLn Series, therefore applications designed to print on the QLn Series will print the same in the ZQ600/ZQ600 Plus. In addition, all of the QLn accessories are backward compatible with the ZQ600/ZQ600 Plus Series, so current QLn customers don't need to replace their settlement rooms. The ZQ600/ZQ600 Plus supports the same media as the QLn.

[1] 5G vs. Wi-Fi 6: a Powerful Combination for Wireless; Intel

The ZQ600 Plus Series printers offer a lot of features and functionality over the QLn that will benefit customers:

- Wi-Fi 6 (802.11ax) and Bluetooth 5.3 Classic and Low Energy–the latest wireless connections for faster, more reliable and more secure printing.
  - The ZQ600 Plus Series is also available with a Wi-Fi 5 (802.11ac) and Bluetooth 4.2 dual radio option.
- Color display makes configuration/operation easier with a new intuitive user interface.
- A 3250 mAh battery that provides 30% higher capacity.
- Power Smart Print Technology version 2 print engine improves print quality in extreme temperatures (segmentation mode).
- Intelligent sleep mode with instant wake-over Wi-Fi and Bluetooth.
- 802.11r fast roaming for seamless on-the-move dependable Wi-Fi connectivity.
- Increased memory to support upgrades and new applications for years to come.
- The ZQ630 Plus RFID printer gives workers the flexibility to print and encode RFID labels with ease.

Q: What are the key selling points of the ZQ600/ZQ600 Plus Series?

1. Successful product line with 3 generations of product development history and over 1 million QLn units in use.

- Building off the positively received QLn platform, the ZQ600/ZQ600 Plus continues that legacy with new features and functions.

2. Faster, easier and highly reliable wireless connections–

- Supports Wi-Fi 6 (802.11ax) and Bluetooth 5.3 Classic and Low Energy with the latest security protocols. Zebra continues to lead the market in wireless technology in mobile printers.
  - The ZQ600 Plus Series is also available with a Wi-Fi 5 (802.11ac) and Bluetooth 4.2 dual radio option
- With support for 802.11r fast roaming, the ZQ600/ZQ600 Plus Series gives users fast and secure transitions when moving between access points.

3. Comprehensive remote management options to maximize uptime–

- Dock the printer in the Ethernet cradle at the end of every shift for easy remote firmware upgrades. When workers experience a problem, they can dock the printer for remote diagnosis and minimize the incidence of 'no trouble found'.
- Print DNA™ management tools such as PPME, an optional browser-based management tool; remote management without an MDM. For those that use SOTI® MobiControl or AirWatch MDM, the MDM connectors integrates the ZQ600/ ZQ600 Plus.

4. Superior battery technology and power management–

- PowerPrecision+ batteries provide a wealth of real-time battery metrics, including battery performance and capacity degradation, for better battery management.
- Power Smart Print Technology (PSPT) is Zebra's proprietary technology that maximizes efficiency; printers with PSPT save an estimated 20-30 percent of their battery power, so users can do more on a single charge.
- Power saving sleep mode conserves battery power, instant wake-on mode protects productivity.

5. The latest Link-OS features with PrintSecure–

- PrintSecure makes it easy to configure your printers to use secure connections, block unwanted access and ensure your data and infrastructure are protected.

6. New color display–

- Easy to use color interface with intuitive alerts.

7. Available with RFID on the ZQ630/ZQ630 Plus–

- Print and encode RFID tags and labels when and where you need them.

- RFID calibrates only once when using the same media type.

Q: Why did Zebra create the ZQ600 and ZQ600 Plus Series Mobile Printers?

A: The ZQ600/ZQ600 Plus Series was created as a means to keep the 'premium' product line fresh and up-to-date with the rest of the mobile printer portfolio. The QLn was introduced in 2011 and 2014 (for the healthcare versions) and is Zebra's highest revenue generating mobile printer with over 1 million printers in use today. It's important to keep this product line ahead of the competition and continue to build on the legacy we have.

Q: Who is the ZQ600/ZQ600 Plus Series designed for?

A: We created two different designs of the ZQ600/ZQ600 Plus Series to accommodate the needs of different markets. The black design is for retail and warehouse applications and the white/gray model is for healthcare applications.

Q: Is the ZQ600/ZQ600 Plus Series a replacement to the QLn Series?

A: The QLn220 and QLn320 were discontinued in 2018 and the QLn420 was discontinued in 2019. The ZQ600 Series was introduced in 2018 as a replacement to the QLn Series (including standard and healthcare models) and the ZQ630 and ZQ630 RFID were introduced in 2019. In 2022 Zebra introduced the ZQ600 Plus Series, which provides the same features and benefits of the ZQ600 Series utilizing redesigned electronics. Specifically, the ZQ610/ZQ610 Plus is a 2 in. print width replacing the QLn220, the ZQ620/ZQ620 Plus is a 3 in. print width replacing the QLn320 and the ZQ630/ZQ630 Plus is a 4 in. print width replacing the QLn420. The ZQ630/ZQ630 Plus is also available in an RFID model.

Q: Do the letters in the model names have any meaning?

A: Yes, in order they are: Z = Zebra, Q = Mobile (note M was already taken by a previous industrial printer), 6 = Premium category (the higher the number the more premium), last 2 digits are random but specifically not related to print width.

Q: Does the ZQ600/ZQ600 Plus support the same media as the QLn?

A: Yes, the media is compatible.

Q: Is the ZQ600/ZQ600 Plus more durable than the QLn?

A: Yes, many internal components have been redesigned or use a higher grade impact resistant resin. All based on top returns data from the repair depot.

Q: Do the ZQ600 Series and ZQ600 Plus Series support Print DNA features?

A: Yes, the ZQ600 Series and ZQ600 Plus Series Mobile Printers include the Link-OS printer operating system and support the full suite of Print DNA features. For more information, visit www.zebra.com/printdna and refer to the Print DNA Features Guide for features available by printer model.

Q: Does the ZQ600/ZQ600 Plus Series mobile printer support Link-OS?

A: Yes, the ZQ600s are Link-OS printers and support Print DNA, same as the QLn. Your customers can avoid sending an IT specialist out to fix individual printers. They can view realtime printer status, download objects (such as fonts/templates), update the OS, check media and battery status, etc. This will save your customers time and lowers the TCO (total cost of ownership) because it is easier to maintain and maximizes uptime and productivity.

Q: Does the ZQ600/ZQ600 Plus use the same programming language (CPL, ZPL, or EPL) and configuration (Set-Get-Do) commands as the QLn?

A: Yes, the ZQ600/ZQ600 Plus is backwards compatible with existing customer QLn software applications. However customers may want to change the configuration on the printer based on the new features.

Q: Does the Bluetooth radio support classic mode, Bluetooth low energy (BLE) or both?

A: The ZQ600/ZQ600 Plus supports both classic and low energy Bluetooth simultaneously.

Q: What type of USB connector is being used on the ZQ600/ZQ600 Plus?

A: The ZQ600/ZQ600 Plus Series is using the same serial and USB (mini-B) connectors as the QLn.

Q: Will the ZQ600/ZQ600 Plus act the same as the QLn when you plug it into a USB?

A: The ZQ600/ZQ600 Plus Series uses a different driver that the QLn, but will otherwise function the same with regards to printing. We did change the behavior such the printer no longer shuts down by default when the USB cable is removed.

Q: Will the ZQ600/ZQ600 Plus still support a cabled RS232 connection?

A: Yes, and further the ZQ600/ZQ600 Plus Series uses the same serial and USB cables as the QLn.

Q: Which connectivity types are standard and which are optional?

A: All ZQ600/ZQ600 Plus printers will come with Bluetooth, Serial, and USB support standard. The Wi-Fi Radio is optional.

Q: Are the platen roller and the printhead field replaceable?

A: The ZQ600/ZQ600 Plus platen roller is field replaceable, though it does require some level of mechanical/technical skill. The printhead is not field replaceable–the printer must be returned to an authorized repair facility.

Q: How often should the printhead diagnostic be run?

A: Ultimately up to the customer, but we would recommend running it daily on boot up. This would require a script file to be loaded on the printer to invoke the test at power up.

Q: Are remote printhead diagnostics only available through Ethernet or Wi-Fi interfaces?

A: No, they are available thru any port using standard ZPL commands.

Q: Can the ZQ600/ZQ600 Plus be manually put to sleep?

A: Yes, the ZQ600/ZQ600 Plus Series can be manually put to sleep by pressing the power button for less than 3 seconds.

Q: Can the sleep mode be customized?

A: Yes, the timer for sleep mode could be customized by the end user.

Q: What applications does the ZQ600/ZQ600 Plus Series support?

A: The applications for the ZQ600/ZQ600 Plus are the same as those for the QLn.

- Retail: Shelf edge labels, mark down labels, replacement tags, return labels, mobile point of sale receipts.
- Healthcare: Mobile specimen collection, blood bank management, breast milk labeling.
- Warehouse/Manufacturing: Receiving, shipping labels, inventory management, pick and pack labels and lists, RFID case pallet labels*, asset labels*.

*ZQ630 Plus RFID model only

Q: Why did Zebra introduce the ZQ600 Plus Series to replace the ZQ600 Series?

A: As part of our commitment to supporting long-term product continuity and availability, we redesigned the electronics in the ZQ600 Series in 2022 in order to enable timely delivery of high-quality printers to meet customer demand, both in today's environment and in the future. The ZQ600 Plus Series models replace the ZQ600 Series models.

Q: What is the difference between the ZQ600 Plus Series and the ZQ600 Series?

A: There are no changes in features, benefits or experience for the user between the ZQ600 and the ZQ600 Plus. The form, fit, function and compatibility with Zebra mobile printer accessories and batteries remain the same as the ZQ600 Series. The ZQ600 Plus models require and ship with new Windows® drivers and new firmware that are not backward compatible with legacy ZQ600 Series models. Clear markings on the ZQ600 Plus printers will help users identify and use the correct firmware and drivers needed within a mixed fleet environment. The ZQ600 Plus models come with new SKUs/part numbers and serial number prefix in order to help customers differentiate between the ZQ600 and ZQ600 Plus models.

Q: Is the ZQ600 Plus Series firmware backward compatible with the ZQ600 Series?

A: No, the ZQ600 Plus models require and ship with new firmware that is not compatible with legacy ZQ600 Series models. Clear markings on the ZQ600 Plus printers will help users identify and use the correct firmware needed within a mixed fleet environment. The ZQ600 Plus Series uses firmware version V100.xx.xxZ and the ZQ600 Series uses version V81.xx.xxZ.

Q: What accessories are available for the ZQ600/ZQ600 Plus?

A: The ZQ600 and ZQ600 Plus are backwards compatible with and can be used with all QLn accessories. The only new accessories are the batteries, but QLn and ZQ600/ZQ600 Plus batteries can operate interchangeably. The only limitation is that the sleep mode and segmentation mode will not operate in a ZQ600/ZQ600 Plus if a QLn battery is being used. For information on all accessories, visit zebra.com/mobile-printer-accessories .

Q: What comes 'In-box' with the ZQ600/ZQ600 Plus?

A: The ZQ600/ZQ600 Plus includes the following items 'in-box' with the printer:

- Battery (Li-Ion 3250 mAh ZQ610 Plus and ZQ620 Plus; Li-Ion 6600 mAh ZQ630 Plus).
- Belt Clip (except when ordered with the extended capacity battery).
- Documentation (QSG, Registration Card, Safety and Regulatory Guides).

Q: How can I make additional revenue beyond the sale of the printer?

A: Not to be forgotten are the annuity opportunities available with the sale of the ZQ600 Plus Series. The ZQ600 Plus Series prints labels, linerless and receipts, giving you the ability to sell Zebra's Certified Supplies over the course of the average 5-year printer lifecycle. Supplies become a recurring revenue stream, as well as constant touchpoint into the customer, allowing you to stay in touch with the customer between hardware sales and allowing you to uncover additional revenue opportunities beyond the supplies sale.

Q: What services are offered with the ZQ600/ZQ600 Plus and what do they provide?

A: Maximize the availability of your printers with Zebra OneCare™ Services–Zebra OneCare Support Services enable your critical business operations. With multiple service levels to choose from, you can protect your investment while achieving maximum uptime and peak performance. Get unmatched support—direct from the manufacturer—with live agent telephone technical support, comprehensive coverage including accidental damage, and defined repair and turn-around times. Plus optional services like Device Commissioning, Onsite Repair, Battery Refresh and Replacement Services and Express Shipping let you tailor your service plan to your individual business needs. Your customers will have peace of mind knowing that their printer is protected.

Q: What are the main benefits of Zebra OneCare for partners?

Major benefits include:

- **Incremental revenue and margin opportunity.**
  With Zebra OneCare, partners will be able to generate additional dollars on printers they are already selling. In some cases, partners may be able to make up to 20% more margin per piece of hardware.
- **Simplicity.**
  Simply add the service SKU on to your printer PO when selling this service or bundling it in with the hardware.
- **Differentiation.**
  Offering a Support Service differentiates the hardware and creates incremental value to the customer. Further, it demonstrates the ability of partners to provide more than just devices and offer value-added services.

Q: What is the list price for the ZQ600/ZQ600 Plus?

A: The list price for the ZQ600 and ZQ600 Plus varies depending on the options available and region. Please visit Zebra Solutions Pathway for the latest pricing on both the ZQ600 Series and ZQ600 Plus Series models.

Q: Where can I find training on the ZQ600/ZQ600 Plus Series?

A: There is internal training available on the ZQ600 Series and is located on the ZQ600 Series Product Page on The Source. This training also applies to the ZQ600 Plus models. If you need additional training beyond just the printer, you are encouraged to review all the internal training available on the entire Mobile Printer Portfolio, including supplies and accessories. This training is also located on The Source and can by found by going to the Learning Tab and selecting “Portfolio Learning”, selecting "Printers" and then selecting “Mobile Printer Solutions” from the menu.

Q: What sales enablement tools are available for the ZQ600/ZQ600 Plus and where can I find them?

A: All of these tools can be found on the Source.

- Spec Sheets (one for standard models and one for healthcare models)
- Battle Card
- Partner and Customer Facing Presentation (one for retail and one for healthcare)
- Top Reasons to Sell 5x5
- Top Reasons to Buy 5x5
- Product Comparison Guide
- Mobile Printer Portfolio Guide
- Mobile Printer Accessory Guide

Q: Where can I get more information about the ZQ600/ZQ600 Plus Series?

A: You can find additional assets for ZQ600/ZQ600 Plus Series on The Source, The Knowledge Center, Partner Gateway, and Zebra.com.

For more information, **visit www.zebra.com**

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