

# ZD611 and ZD411 2-Inch Desktop Printers

## Frequently Asked Questions

### Q: What is the ZD611 Series?

A: The ZD611 Series is Zebra's premium 2-inch desktop printer, offering customers high print quality and extensive feature set. The Series includes thermal transfer, direct thermal, healthcare—thermal transfer and direct thermal, linerless and RFID models. The ZD611 is a replacement option for the ZD410 and TLP2824 Plus for customers requiring premium features in a 2-inch desktop printer.

### Q: What is the ZD411 Series?

A: The ZD411 Series desktop printer offers customers high print quality with advanced features in a 2-inch print width. The Series includes thermal transfer, direct thermal and direct thermal healthcare models. The ZD411d replaces the ZD410d, the ZD411d-HC replaces the ZD410d-HC, and the ZD411t replaces the TLP2824 Plus.

### Q: What are the key customer benefit messages of the ZD611 and ZD411?

- Simple to use with intuitive user interface, media guide, media handling design
- Flexible to support more use cases with multiple models, including linerless and RFID
- 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
- Battery accessory makes printer transportable

### Q: What's new from the ZD410 to ZD411?

- Optional wireless field upgrade kit for greater product flexibility
- Zebra printer setup app—you can use the app on every single ZD411 printer for setup and troubleshooting, and it's completely free
- New electronics platform to further expand Print DNA features and capabilities
- New cutter and peeler design to support shorter label length



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### Q: What's new from the TLP2824 Plus to the ZD611T and ZD411T?

A: Refer to the side-by-side comparison later in this FAQ, but new features include:

- Faster print speed
- Optional 300 dpi print resolution
- More intuitive user interface, more buttons, status icons, color touch display
- USB Host, field upgradeable wireless
- More memory and RTC standard
- Moveable, multi-position media sensors
- Field installable cutter or peeler
- Battery accessory
- RFID and healthcare models
- 2-year warranty

### Q: What are the target markets and applications for the ZD611 and ZD411?

Markets	Applications	RFID Applications
Retail	<ul style="list-style-type: none"><li>• Shelf labels</li><li>• Price markdown</li><li>• Pharmacy label</li><li>• Information label</li><li>• Deli/food safety label</li><li>• Receipts</li></ul>	<ul style="list-style-type: none"><li>• Apparel/merchandise tag</li><li>• In-store tagging</li><li>• Retail pharmacy totes</li></ul>
Healthcare	<ul style="list-style-type: none"><li>• Specimen collection</li><li>• Prescription labels</li><li>• Lab management</li><li>• Patient ID wristbands</li><li>• Assets labels</li><li>• Patient records</li></ul>	<ul style="list-style-type: none"><li>• Patient ID wristbands</li><li>• Medical equipment tracking</li><li>• Specimen labeling</li></ul>
Hospitality	<ul style="list-style-type: none"><li>• Auto service reminder</li><li>• Ticketing</li><li>• Wristbands</li><li>• Kiosk</li></ul>	<ul style="list-style-type: none"><li>• Expiration date tracking</li><li>• Food safety management</li></ul>
Other	<ul style="list-style-type: none"><li>• Agency labels</li><li>• Product label</li><li>• Document tracking</li><li>• Evidence tracking</li></ul>	<ul style="list-style-type: none"><li>• Parts and asset tracking</li></ul>

### Q: Are there models of the ZD611 and ZD411 designed for specific markets?

A: Yes, the ZD611-HC and ZD411-HC healthcare models 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 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 ZD611 and ZD411 healthcare printers?

A: For the most recent list of approved cleaning agents visit our [healthcare page](#).

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**Q: How do the features of the ZD611 and ZD411 compare to the ZD410 and TLP2824 Plus?**

Refer to the following comparison table for a features side-by-side comparison.

Feature	TLP2824 Plus	ZD410d	ZD411	ZD611
Maximum Print Speed	4 ips	6 ips	6 ips	8 ips
Print Resolution (DPI)	203	203, 300 option	203, 300 option	203, 300 option
User Interface	Single button	5 status icons, 3 button	5 status icons, 3 button	4.3" color touch display (TT models), 5 status icons, 3 button (DT and TT models)
Connectivity	Standard: Serial, USB 1.1, Parallel Optional: Ethernet	Standard: USB 2.0, USB Host Optional: Ethernet, Serial, Wireless	Standard: USB 2.0, USB Host, BTLE5 Optional: Ethernet, Serial, Wireless	Standard: Ethernet, USB 2.0, USB Host, BTLE Optional: Wireless
Memory	4 MB Flash 8 MB SDRAM	64 MB Flash 8 MB SDRAM	512 MB Flash 256 MB SDRAM	512 MB Flash 256 MB SDRAM
RTC	Option	Standard	Standard	Standard
Media Handling Options	Cutter or Peeler factory only	Cutter or Peeler field installable	Cutter or Peeler field installable	Cutter or Peeler factory or field installable; Linerless factory installed
Media Sensors	Fixed transmissive and reflective	Full width reflective and multi-position transmissive	Full width reflective and multi-position transmissive	Full width reflective and multi-position transmissive
RFID	No	No	No	Yes
Healthcare Model	No	Yes	Yes	Yes
Battery Accessory	No	Yes	Yes	Yes
Print DNA Software	No	Yes	Yes	Yes
Warranty	1-year	2-year	2-year	2-year

**Q: Are the healthcare models available in both direct thermal and thermal transfer?**

A: The ZD611 healthcare model is available in both direct thermal and thermal transfer. The ZD411 healthcare model is only available in direct thermal.

**Q: Is there a locking media cabinet for the ZD611 or ZD411?**

A: A locking media cabinet is only offered on the ZD621d-HC 4-inch direct thermal healthcare model. It is not available on the 2-inch ZD611 and ZD411 models.

**Q: What competitive products does the ZD611 and ZD411 desktop printer replace?**

A: The ZD611 and ZD411 printers offer Printer Emulations, part of our Print DNA software suite, which emulates many competitors print languages to facilitate replacement of competitive models including Datamax, Intermec, Monarch, Sato, TEC, and others. Visit our [Printer Emulations Support page](#) for more information.

**Q: What is the media dancer?**

A: The media dancer—available on the ZD611t—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: Are the ZD611 and ZD411 printers backwards compatible with other Zebra printers?**

A: The printers have dual resident command language. The co-existent ZPL and EPL 2 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.

**Q: Do the ZD611 and ZD411 support Print DNA features?**

A: Yes, the ZD611 and ZD411 include Link-OS printer operating system and support the full suite of Print DNA features. For more information, refer to the [Print DNA Features Guide](#) for features available by printer model.

**Q: Can I add a peeler (dispenser) or cutter to a ZD611 or ZD411 desktop printer?**

A: Yes. The printers 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, receipts or to cut through liner material. It is not intended to cut through adhesive and should not be used with linerless labels. Note, there are specific part numbers for ZD611 cutter and peeler, and the ZD411 cutter and peeler, as well as thermal transfer and direct thermal models. The ZD411 peeler and cutter are not compatible with the ZD410 printers, or vice versa. The ZD611 can be ordered from the factory with the peeler or cutter installed.

**Q: Is there a linerless model available?**

A: Yes. The ZD611 direct thermal model has a linerless option.

**Q: Can I use linerless media with the ZD611 or the ZD411?**

A: Linerless media can be used on the ZD611 direct thermal linerless model; also available in linerless with cutter. Linerless is not available for the ZD411.

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

A: The ZD611 models come standard with Ethernet, USB, USB Host, and Bluetooth® Low Energy (BLE). Serial and dual radio wireless—802.11ac and Bluetooth—are optional via factory or field upgrade.

The ZD411 models come standard with USB, USB Host, and BLE. Optional connectivity includes field installable Serial, Ethernet, and wireless dual radio—802.11ac and Bluetooth. Note, the ZD411 Serial and Ethernet modules are not compatible with the ZD410 and TLP2824 Plus printers, or vice versa.

Note: Due to limited speed and range, BLE is not intended for printing, fonts/graphics downloads or firmware updates. These actions can be done over the optional Bluetooth Classic connection.

**Q: Is Bluetooth Low Energy (BLE) available on all models?**

A: Yes, BLE is standard on all ZD611 and ZD411 models.

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**Q: Am I limited to use only one connectivity type at one time?**

A: No, all the printer's connectivity options can be used simultaneously.

**Q: What accessories are available for the ZD611 and ZD411?**

A: In addition to the media handling and connectivity options noted above, the ZD611 and ZD411 models offer the following accessories:

- ZD Series battery pack provides power to the printer
- Zebra Keyboard Display Unit (ZKDU) for stand-alone printing solutions
- Mounting plate to secure printer to countertop or shelf

**Q: Is the ZD410d ZD Series battery the same for the ZD611d and ZD411d?**

A: The ZD Series battery is common, regardless of the printer model. However, 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: Will the ZD611t and ZD411t have a ZD battery?**

A: Yes, the ZD611 and ZD411 thermal transfer models will have a ZD Series battery and housing base.

**Q: Can the desktop printer carry case be used with ZD611 and ZD411?**

A: No, the desktop carry case is designed to be used with our 4-inch ZD Series printers connected the ZD Series battery.

**Q: Can I mount the printer on the wall, or does it have to be positioned on a desk?**

A: The printer does have an adapter plate to wall mount it or allow it to be used in different orientations.

**Q: Can I print in direct thermal mode with a ZD611t or ZD411t?**

A: Yes, the ZD611t and ZD411t models can be configured to print in direct thermal mode.

**Q: Does the ZD611 and ZD411 offer a 300-dpi print resolution option?**

A: Yes, resolution specific configurations can be ordered at the time of purchase on both the ZD611 and ZD411.

**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 TLP2824 Plus printer only had a single LED button. What are these three new buttons?**

A: The control panel combines three function buttons on the ZD611/ZD411: 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: Does the ZD611 or ZD411 have an LCD option?**

A: A full color 4.3" touch LCD display is standard on all ZD611 thermal transfer models: ZD611t, ZD611t-HC, ZD611R. The color touch LCD display is not available on ZD411 models or ZD611 direct thermal models.

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

A: ZD611 and ZD411 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.

**Q: How much memory is standard on the ZD611 and ZD411 printers?**

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

**Q: Can I get RFID on the ZD611 or ZD411?**

A: RAIN RFID (UHF) is only available on the ZD611R 2-inch or ZD621R 4-inch desktop printer models.

**Q: Do the ZD611 and ZD411 have the same serial port configuration as the TLP2824 Plus?**

A: The adaptive autosensing of the printer’s serial module will ensure support of either straight through or null modem configurations. Serial connectivity is added to the base printer model via a field-installable module.

**Q: Does the ZD611 and ZD411 have the same parallel port configuration as the current TLP2824 Plus?**

A: The ZD611 and ZD411 printers do not have a parallel port option. It is advised to find a suitable third-party adapter to connect to one of the ZD611 or ZD411 wired connectivity options.

**Q: Can I use my external ZebraNet print server on the ZD611 or ZD411?**

A: No, the external print server is not supported on the ZD611 and ZD411 printers.

**Q: What is Print Touch?**

A: The Near Field Communication (NFC) Print Touch feature of the Print DNA enabled ZD611 and ZD411 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 (RTC)?**

A: Yes, RTC is a standard feature on all ZD611 and ZD411 models.

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

A: Bluetooth Low Energy (BLE) is a low power wireless communication with limited speed and range performance, and only intended for 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 Printer Setup Utility app 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 ZD611 and ZD411 user manual.

**Q: Will the Zebra Keyboard Display Unit (ZKDU) work with the ZD611 and ZD411?**

A: Yes, if installed, the optional serial port interface on the ZD611 and ZD411 will support the ZKDU.

**Q: Can I use my existing media in the ZD611 and ZD411?**

A: Yes. Common media handling means that your Zebra desktop media can be used in the ZD611 and ZD411 printers.

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**Q: What ribbons can I use in the ZD611t and ZD411t?**

A: The ZD611t and ZD411t accept 74-meter ribbons. While we recommend our newer ribbons which include a reflective trailer that provides a ribbon out detection, the ribbons used on legacy TLP2824 Plus printers can be used in the ZD611t and ZD411t.

**Q: Can I use fan-fold media in the ZD611 and ZD411?**

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

**Q: Can the ZD611 and ZD411 printers 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 ZD410 or TLP2824 Plus power supply with the ZD611 and ZD411 printers?**

A: No. The ZD611 and ZD411 printers ship with their own power supply and should be used in all cases.

**Q: Why has the position of the power switch been moved?**

A: The location of the soft power button has been moved to the control panel to aid access when housed in difficult locations.

**Q: The older style "rocker switch" power button was required for my kiosk solution. Can I still use this feature?**

A: The ZD611 and ZD411 can support this feature. A power override feature on the installed connectivity modules will provide this functionality. Please refer to the printer's associated user manual for further details.

**Q: Can I reset the printers to a factory default?**

A: Yes. The printers can be reset with combinations of Pause and Feed or Cancel buttons, or there is a physical reset button underneath the printer. Please refer to the printer's associated user manual.

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

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

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

A: The ZD611 and ZD411 "how to" support videos can be viewed online from the [printer's support page](#).

**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.

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

A: Drivers can be downloaded from the [printer's support page](#).

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

A: Printer, empty ribbon take-up core (0.5 in.), AC power supply, power cord(s), USB cable, Quick Start Guide, and Regulatory Guide.



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