

What is the ZD620t?

The thermal transfer ZD620t is a direct replacement for the GX420t and GX430t. 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 ZD620t?

- 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 ZD620t 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 ZD620t?

Light Manufacturing	<ul style="list-style-type: none">• Agency labels/nameplates• Product labels• Apparel tags
Transportation & Logistics	<ul style="list-style-type: none">• Asset labels
Healthcare	<ul style="list-style-type: none">• Lab and specimen labels• Asset labels• Blood and IV bag labels• Sterile services

Are there models of the ZD620t designed for specific markets?

Not yet but a healthcare model will be available in Q1, 2018. The healthcare model will include 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.

An optional lock prevents access to high value media such as prescription labels.

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

Zebra ZD620 Thermal Transfer Desktop Printer

FREQUENTLY ASKED QUESTIONS



Feature	GX420t/GX430t	ZD620t
Maximum Print Speed	6 ips	8 ips
Print Resolution	203 dpi (GX420) 300 dpi (GX430)	203 dpi or 300 dpi
Standard Connectivity	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	Serial, Ethernet
Factory Installed Connectivity	Ethernet (replaces serial and parallel)	Dual Wireless; 802.11 ac with Bluetooth 4.1
Media Handling Options	Factory installed peeler	Field installable peeler or cutter
Media Sensors	Fixed transmissive and reflective	Full width reflective and multi-position transmissive

What features does the ZD620t provide compared to the ZD500?

The ZD620t offers higher print speed, 300 dpi printing capability and other features not available on the ZD500. The ZD620t has a lower price than the ZD500

What products does the ZD620t desktop printer replace?

The ZD620t replaces the GX420t, and GX430t printers. The ZD620t 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 ZD620t in place of a GX420t or GX430t?

The primary reason is to take advantage of the enhanced printer management and monitoring capabilities offered by Link-OS. The ZD620t offers wireless connectivity for those customers that require wireless on a better class printer. Also, the ZD620t has a full width reflective sensor and multi-position transmissive sensor for greater media support. The ZD620t offers superior print quality at sustained high speeds compared to legacy models and competitive devices via the new Media Dancer Arm 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 ZD620t differ from my current thermal transfer GC, GK, GT, GX or ZD model printer?

The Link-OS enabled ZD620t is a significantly more functional thermal transfer printer with greater connectivity and integration flexibility. The specific features are discussed in the questions below.

Are the ZD620t 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.

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 ZD620t 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 ZD620t 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 ZD620t?

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 ZD620t options and accessories, please consult the price catalog.

Does the ZD620t 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. The ZD620t also offers an optional color LCD.

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?

ZD620t 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 ZD620t printers?

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

Can I get an RFID enabled ZD620t?

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

Does the ZD620t 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 ZD620t have the same parallel port configuration as the current G-series models?

The ZD620t 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 ZD620t?

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 ZD620t 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 ZD620t 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 ZD620t 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 ZD620t?

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 use my existing media in the ZD620t?

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 ZD620t?

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 ZD620t?

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 ZD620t 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 ZD620t 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 ZD620t?

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