

ZSB Printer Tools



ZEBRA

User Guide

2024/06/26

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ZSB Printer Tools

ZSB Printer Tools enable printing from local and web-based applications on your Windows or macOS computer.

ZSB Printer Tools consist of the following components:

- **Printer Driver** - Software that converts the document to print into a format the printer understands.
- **ZSB Printer Status Advisor** - Connects the Printer Driver to the printers in a ZSB account and monitors printer status.
- **Outlook Plugin** - Allows printing address labels directly from Microsoft Outlook contacts.

ZSB Printer Tools Installation

Download the ZSB Printer Tools installer for Windows or macOS.

- If you don't have a ZSB account, download the installer from zsbseries.com/setup.
- If you already have a ZSB account, download the installer from the **Driver & Apps** section of your ZSB Workspace at zsbseries.com/workspace.

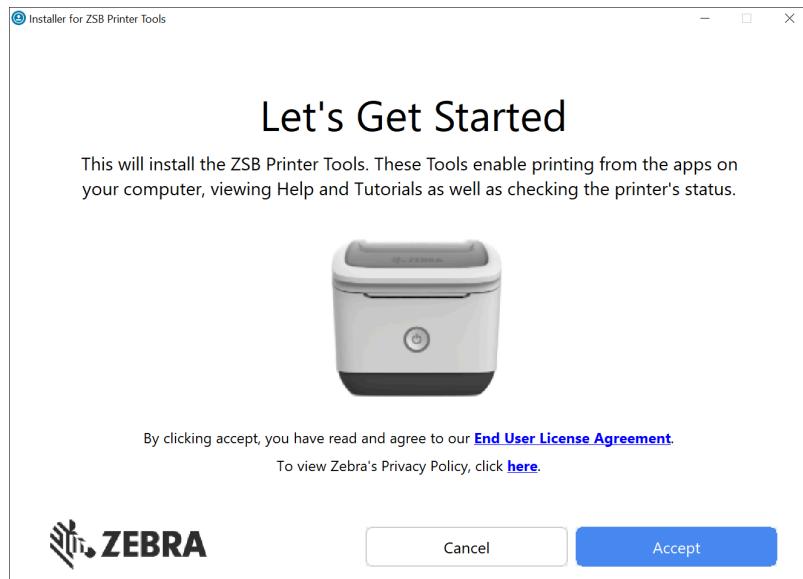


NOTE: Printer Tools can only be installed from a local drive. Do not try to install from a network drive.

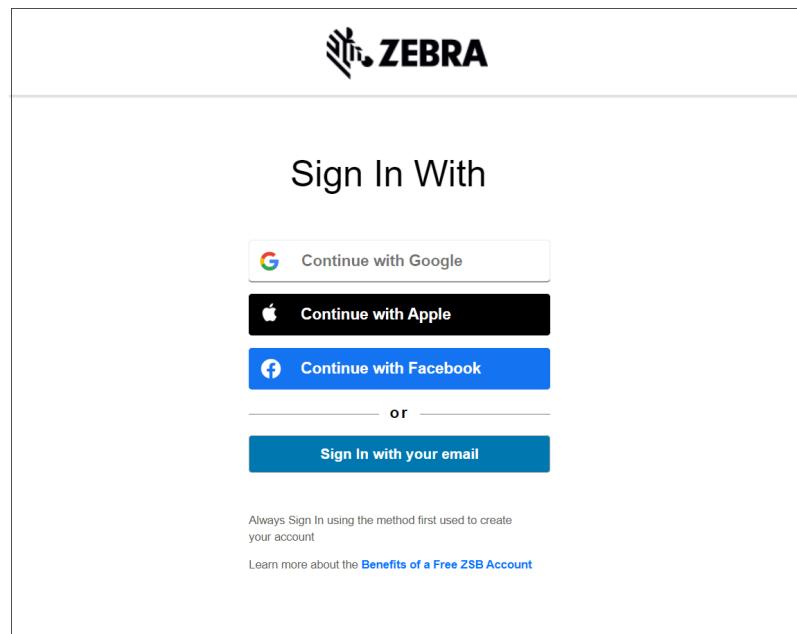
Installing Printer Tools (Windows)

Install Printer Tools using the Windows installer.

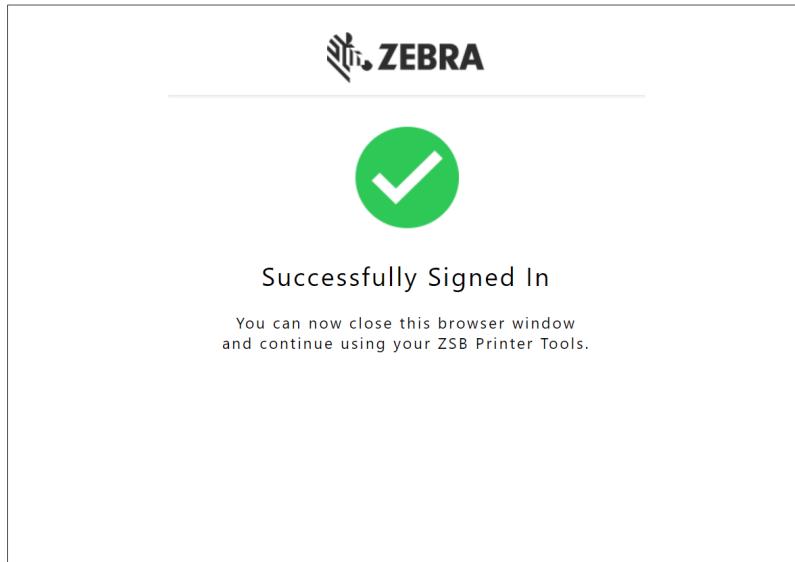
1. Navigate to the downloaded ZSB Printer Tools Windows installer.
2. Double-click the downloaded installer file.
3. Review the End User License Agreement and click **Accept**.



4. When the installation completes, click **Sign In**.
5. Create or sign into your ZSB account via email, or log in using your Google, Apple, or Facebook account.

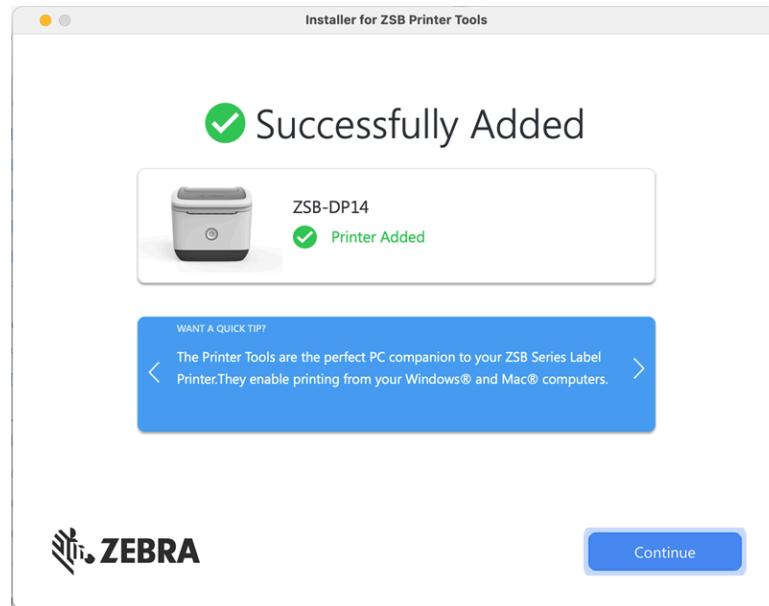


6. Close the sign-in confirmation window to continue the installation.

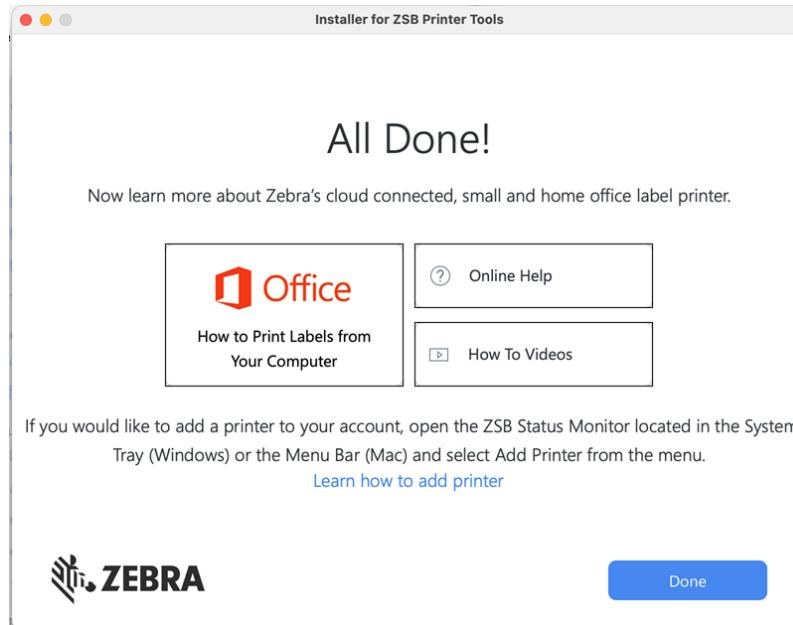


Zebra Printer Tools searches for printers on your account.

- If you have printers on your account, they are added to your computer. Click **Continue**.
- If you do not have printers on your account, you are prompted to add them. See [Adding a Printer to Your ZSB Account](#).



7. If you already have printers on your account, click **Done** when setup completes. If you are adding printers to your account, click **Finish** when printer registration completes.



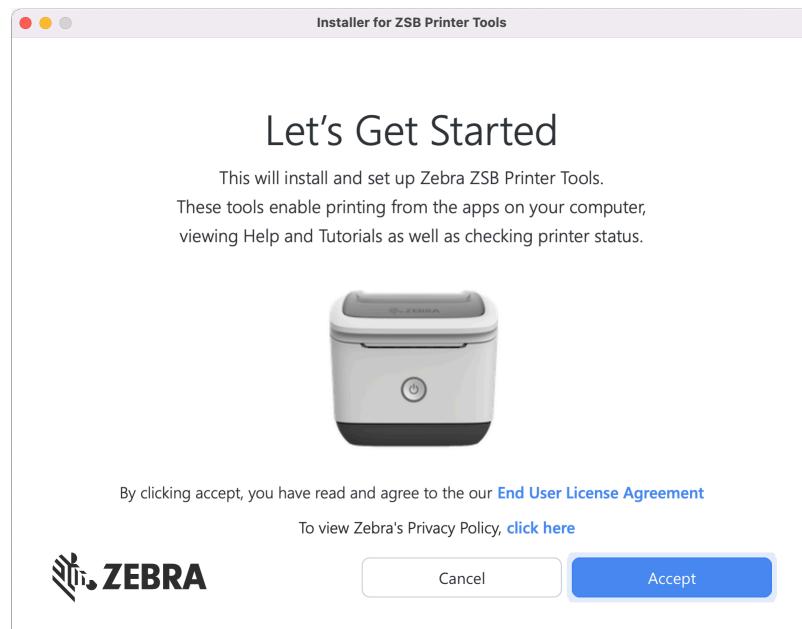
ZSB Printer Tools installation and printer setup is complete. The ZSB Series Label Printer software runs in the background and starts automatically when you start your computer.

Installing Printer Tools (macOS)

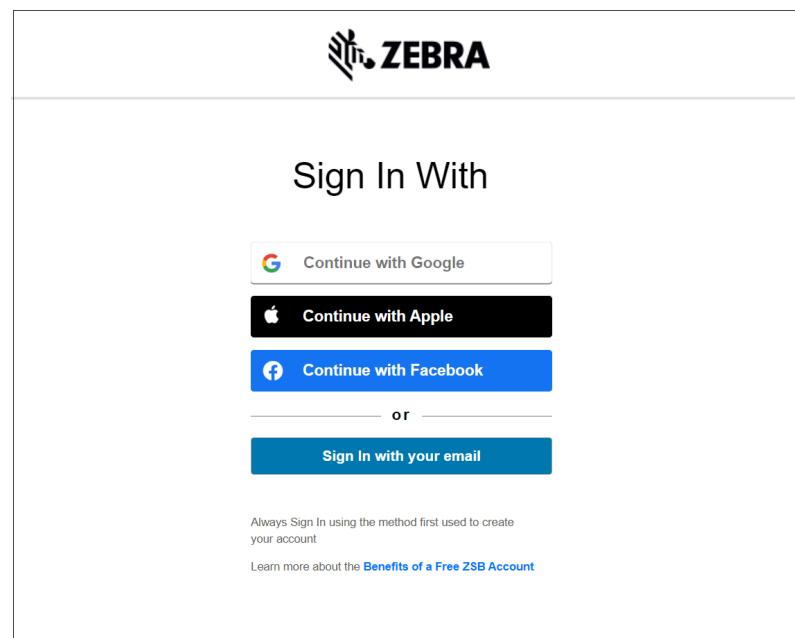
Install Printer Tools using the macOS installer.

1. Navigate to the downloaded ZSB Printer Tools macOS installer.
2. Double-click the downloaded installer file.

- 3.** Review the End User License Agreement and click **Accept**.

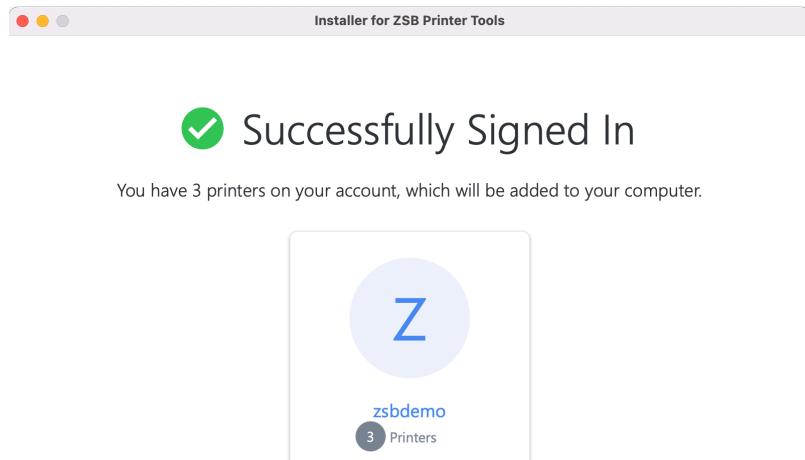


- 4.** If prompted, enter your system password.
- 5.** When the installation is complete, click **Sign In**.
- 6.** Create or sign into your ZSB account via email, or log in using your Google, Apple, or Facebook account.



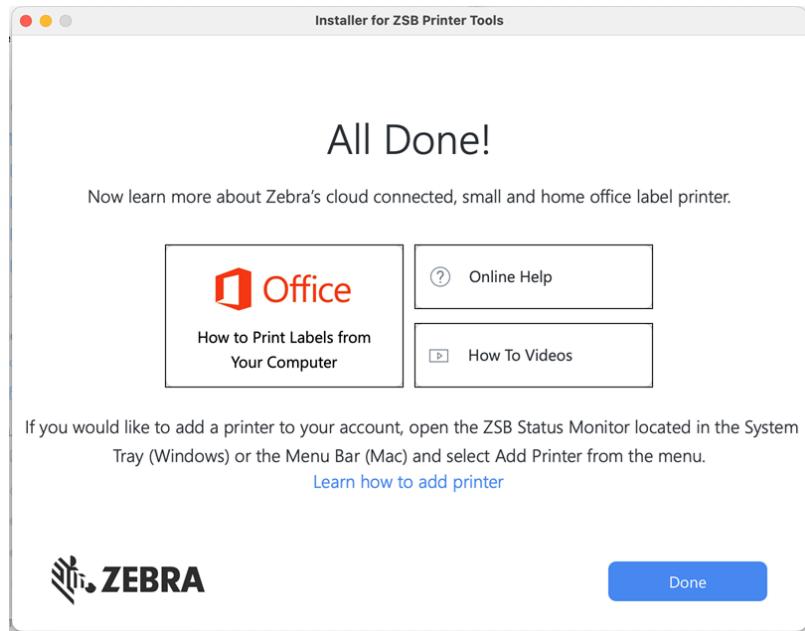
The browser window closes automatically after successfully signing in and Zebra Printer Tools searches for printers on your account.

7. If you have printers on your account, they are added to your computer. Click **Continue**.



If you do not have printers on your account, you are prompted to add them. See [Adding a Printer to Your ZSB Account](#).

8. If you already have printers on your account, click **Done** when setup completes. If you are adding printers to your account, click **Finish** when printer registration completes.



ZSB Printer Tools installation and printer setup is complete. The ZSB Series Label Printer software runs in the background and starts automatically when you start your computer.

ZSB Printer Status Advisor

The ZSB Printer Status Advisor connects the Printer Driver to the printers in your ZSB account and enables you to monitor printer status. The Status Advisor and Printer Driver allow you to print labels directly from applications on your computer.

The ZSB Printer Status Advisor application runs in the background and starts when you start your computer. Your computer and printers must be connected to the Internet to print and view printer status.



NOTE: If you don't see your Windows Status Advisor icon, click the arrow next to the icons in your taskbar notification area.

Figure 1 Windows Status Advisor

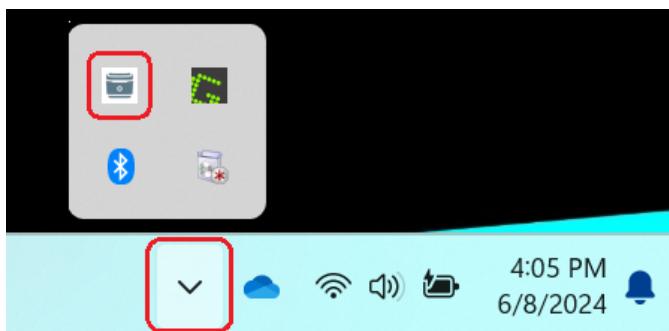


Figure 2 macOS Status Advisor



With ZSB Printer Status Advisor, you can:

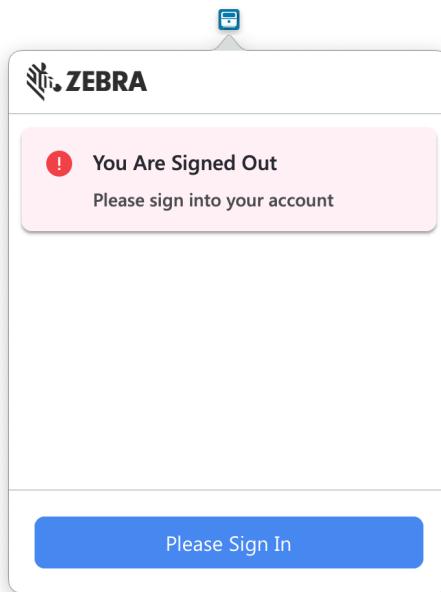
- Check printer status
 - Printer online/offline
 - Printer cover open
 - Low media
 - Out of media
- Check currently loaded labels
 - Label size
 - Number of labels remaining

- Set unit of measurement to millimeters, centimeters, or inches
- Log in and out of your ZSB account
- Add a printer to your account
- Access online help and tutorials
- Buy more labels
- Launch Printing Preferences (Windows) / Launch Printer Utility (macOS)
- Check Printer Tools version and download updates
- Access your ZSB Workspace

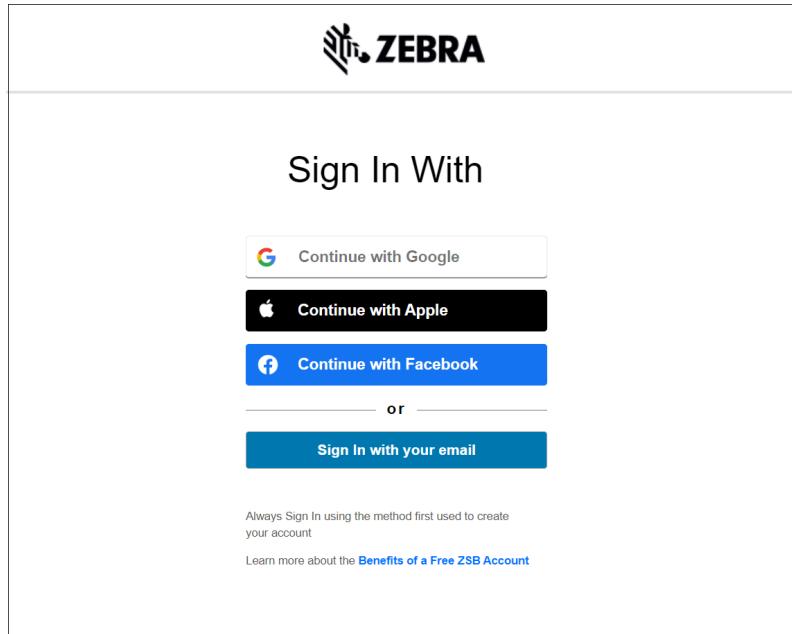
Signing in to Your ZSB Account

If you sign out of your ZSB account or are signed out due to a system outage, you can easily sign back in.

1. Click  in your taskbar notification area (Windows) or menu bar (macOS).
2. Click **Please Sign In**.



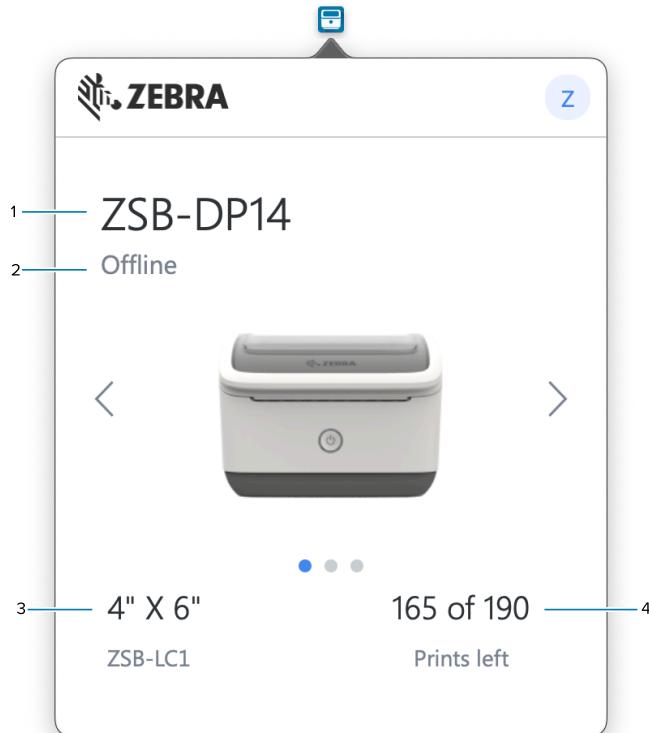
3. Enter your ZSB account login information, or log in using your Google, Apple, or Facebook account.



NOTE: If you are signing into your ZSB account and forget your password, click **Reset Password**. An email provides instructions to reset your password.

Printer Status

The ZSB Printer Status Advisor displays current information about your connected ZSB Series Label Printer(s) so you can monitor printer status, quickly resolve problems, and print without errors.



1	Printer name/type
2	Printer status (Online, Offline, Media Low, Out of Media, or Cover Open)
3	Label size/type
4	Number of prints remaining in the loaded cartridge

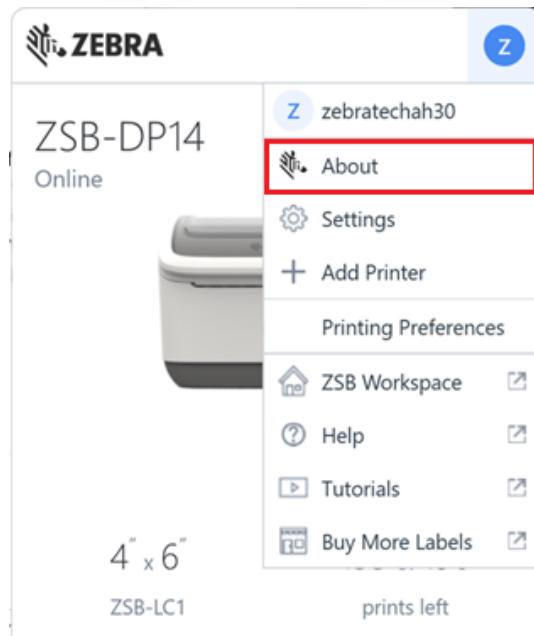
If you have multiple printers on your account, click the arrow icons on either side of the printer image to scroll to another printer.

Checking and Updating the Software Version

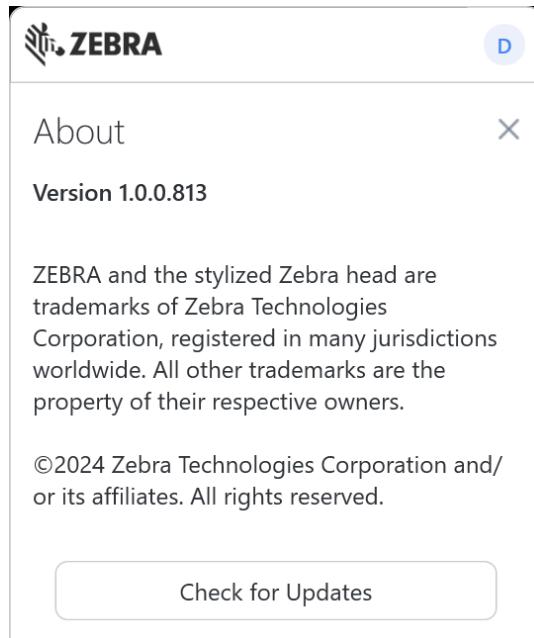
The **About** window provides information about the ZSB Printer Status Advisor including the current software version and available updates. It also provides access to your End User License Agreement (EULA) and the Privacy Policy.

When troubleshooting, note the software version when contacting ZSB Support.

1. Click  in your taskbar notification area (Windows) or menu bar (macOS).
2. Click  > **About**.



3. In the **About** window, view the version number and click **Check for Updates** to determine if a new version of Printer Tools is available.



4. If a new version is available:
 - a) Download the update file.
 - b) Double-click the file to perform the update.



NOTE: Always use the latest ZSB Printer Status Advisor version.

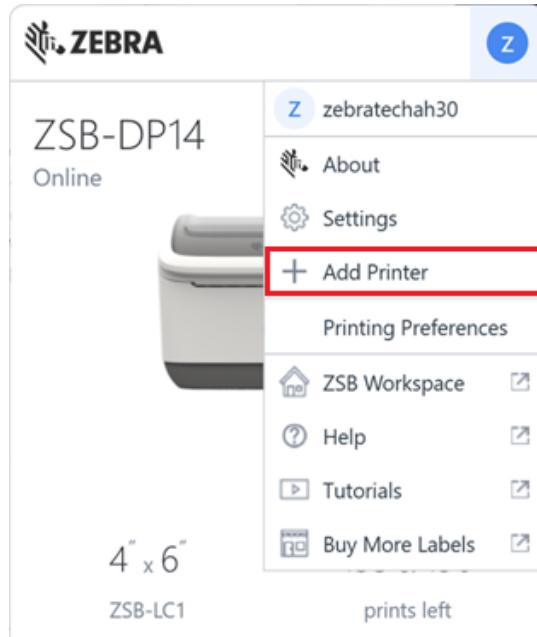
5. Click the **X** in the top-right corner to exit the **About** window.

Adding a Printer to Your ZSB Account

Add a ZSB Series printer to your ZSB account either during Printer Tools installation if there are no printers on the account, or via the Status Advisor.

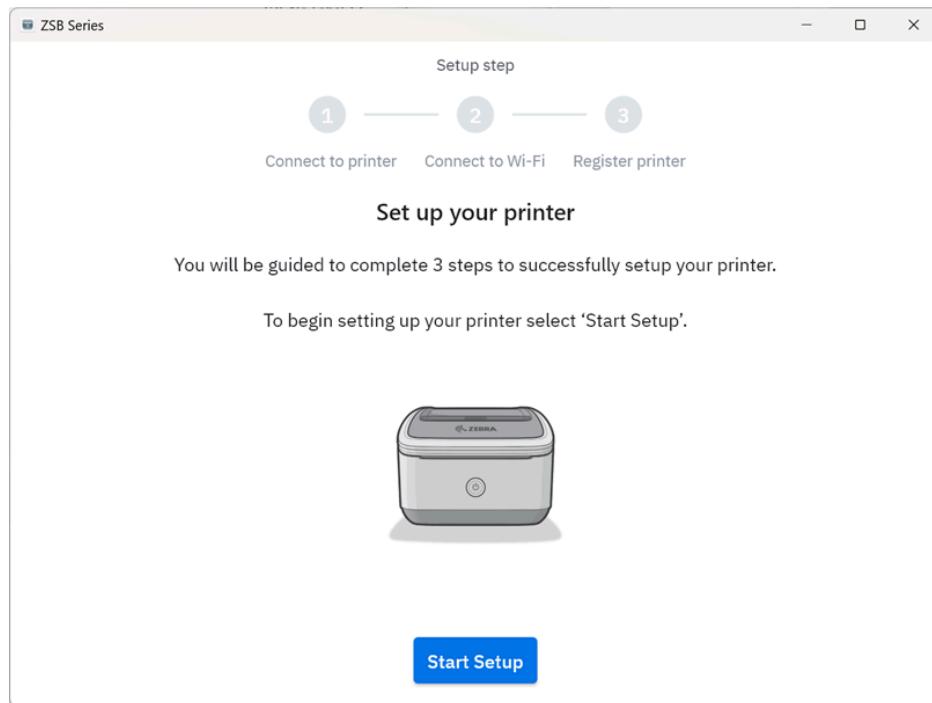
1. Prepare to add a printer.

- If there are no printers on your account, click **Start Setup** on the **Add Printers** window during Printer Tools installation.
- If there are already printers on your account, click  in your taskbar notification area (Windows) or menu bar (macOS), and then  > **Add Printer**.



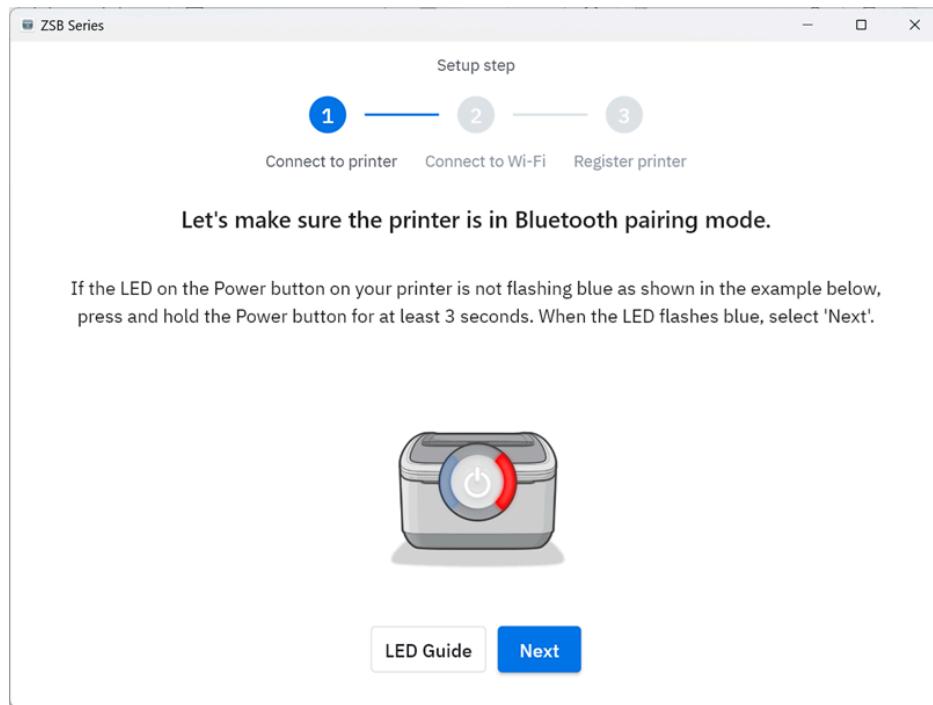
The Add Printer Wizard opens.

2. Click **Start Setup**.



3. Is the LED on the Power button flashing?

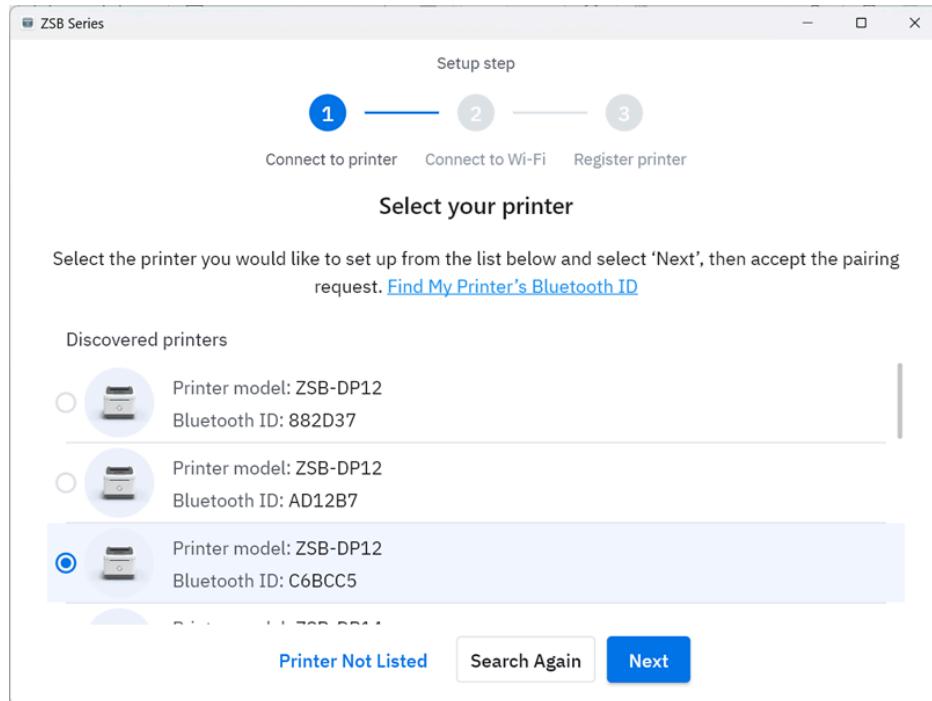
- If yes, the printer is in Bluetooth pairing mode. Click **Next**.
- If no, press and hold the Power button for at least 3 seconds to place the printer into Bluetooth pairing mode. When the LED flashes blue, click **Next**.



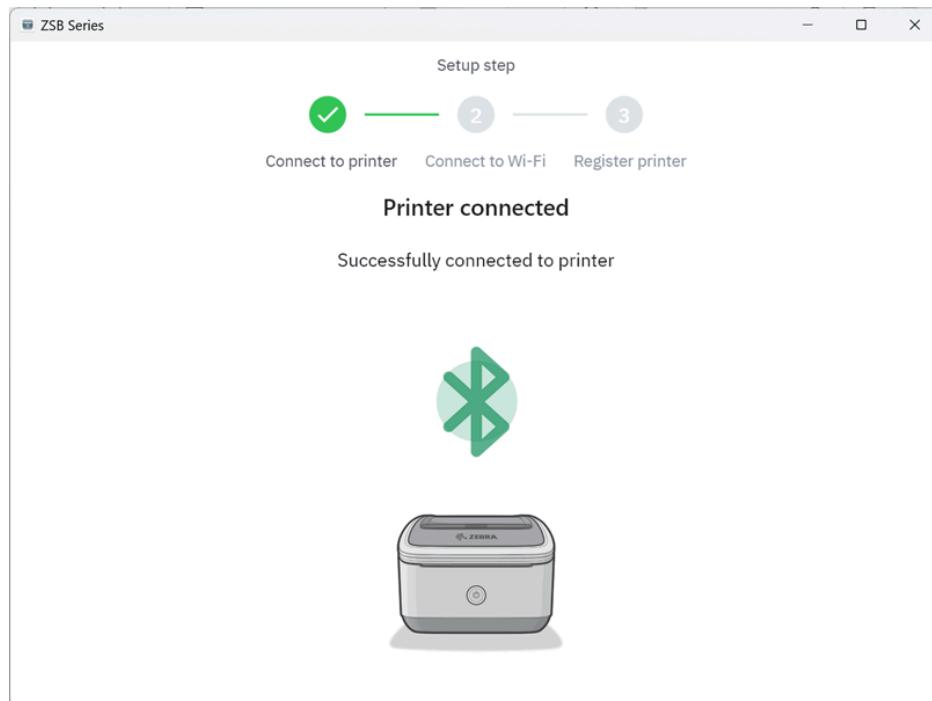
The computer searches for printers.

ZSB Printer Status Advisor

4. Select your printer from the list and click **Next**. If it is not listed, click **Printer Not Listed** for troubleshooting.

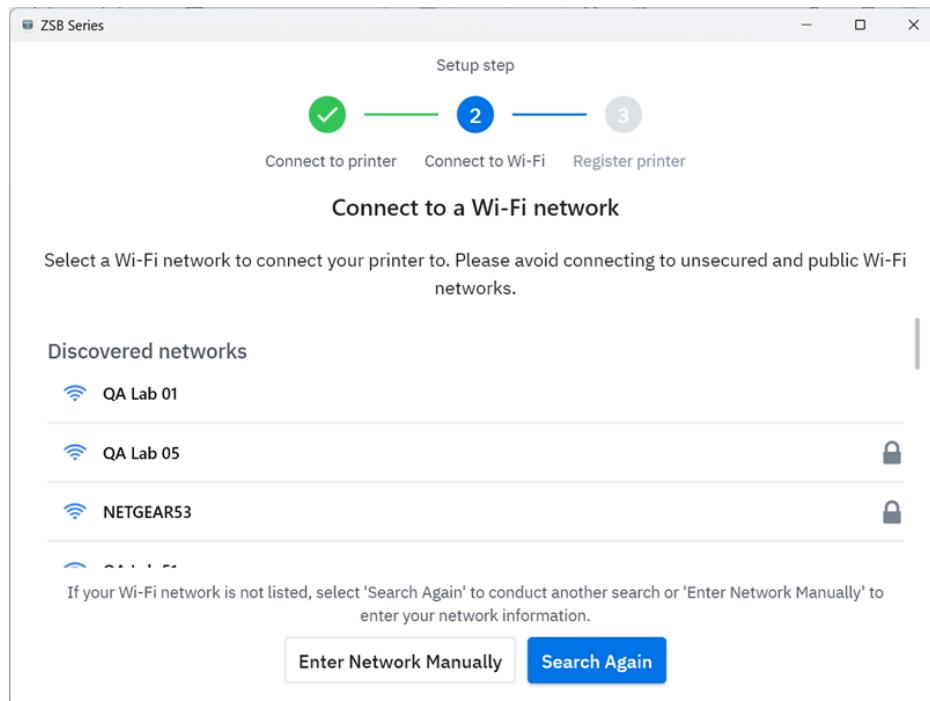


The computer attempts to connect to the printer, and the Wizard confirms when successful.



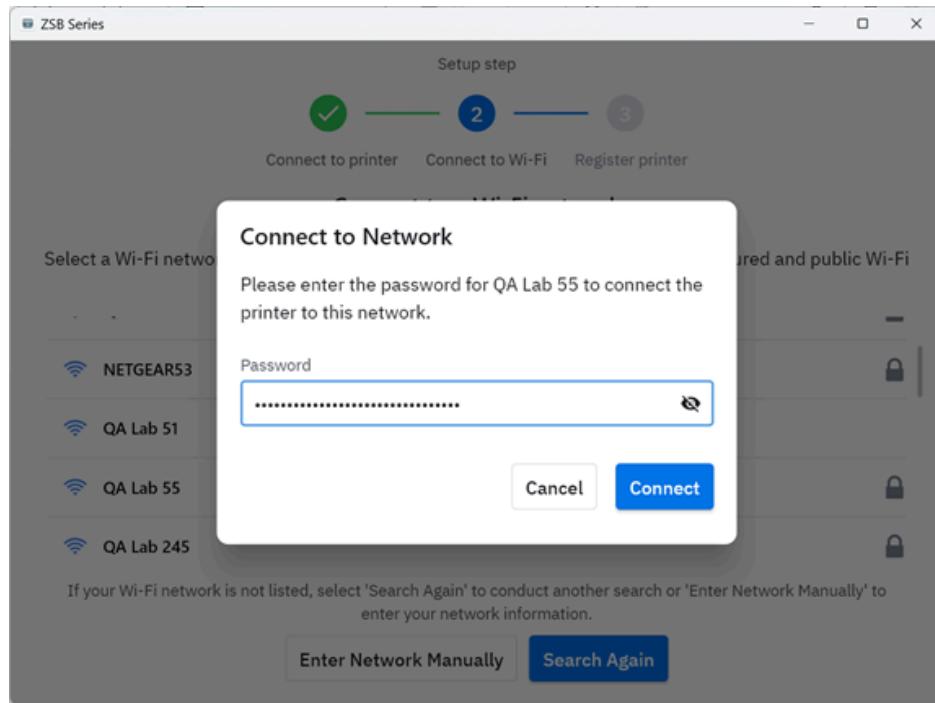
The Wizard displays discovered Wi-Fi networks.

5. Select a network from the list or click **Enter Network Manually** if your network does not display.

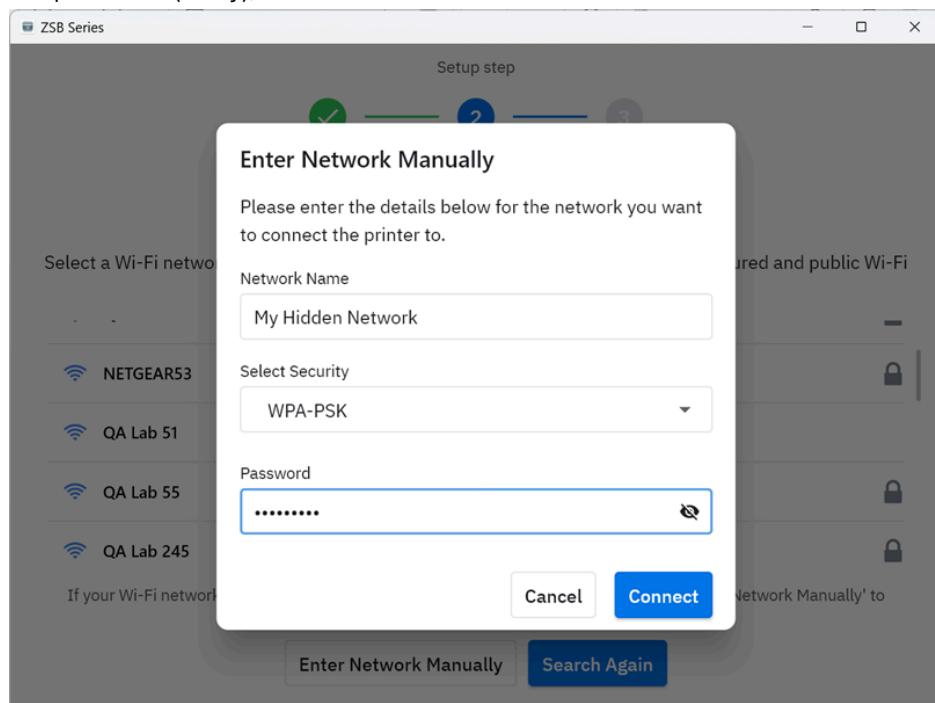


ZSB Printer Status Advisor

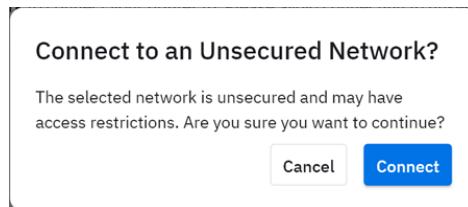
6. If you selected a secure network (recommended), enter the network password (8 characters minimum), and then click **Connect**.



If you chose to manually enter a network, enter the network name, select the security type (if any), enter the password (if any), and then click **Connect**.

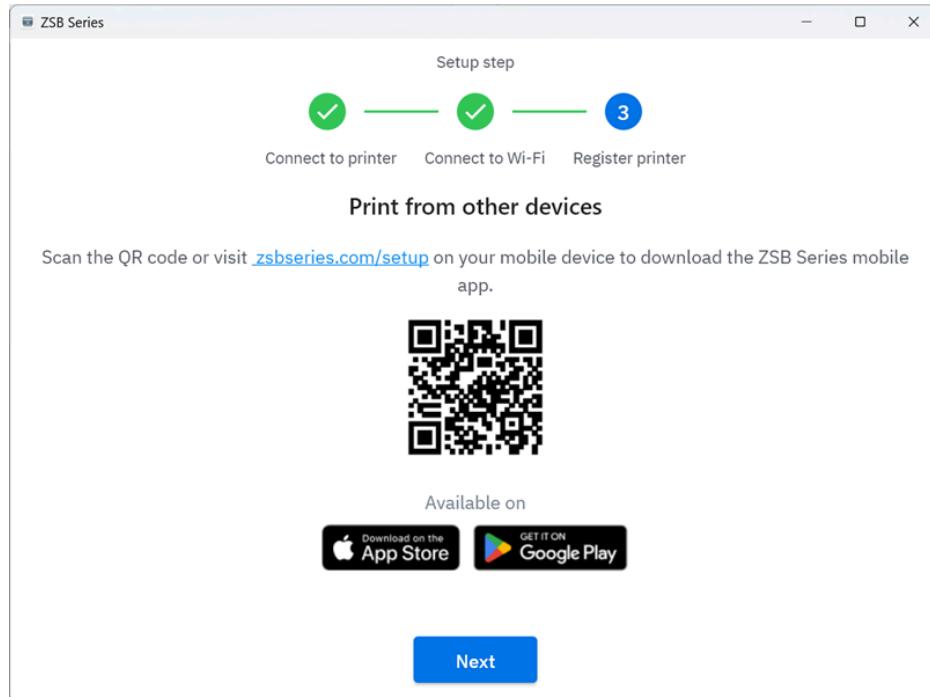


If you select a network that does not have security, a warning indicates that the network may have access restrictions. Click **Connect**.

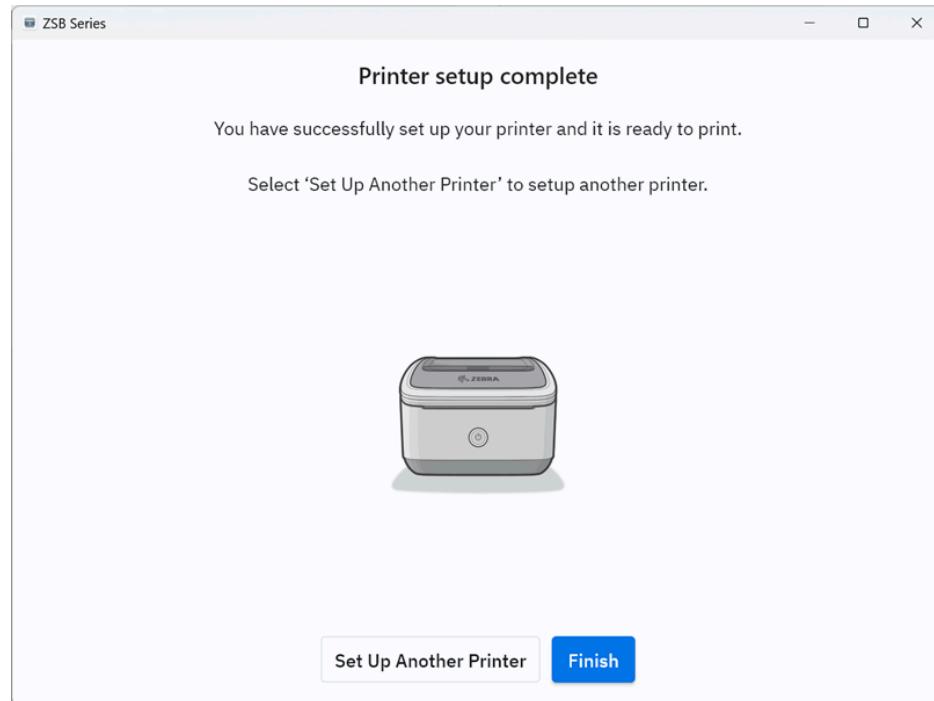


The Wizard screens update as the printer connects to the selected network, connects to the ZSB Cloud, and is finally registered to your account.

7. Click **Next** when the **Print from other devices** screen displays.



8. On the confirmation screen that indicates printer setup is complete, click **Finish** to exit the Wizard or click **Set Up Another Printer** to add another printer to your ZSB account.



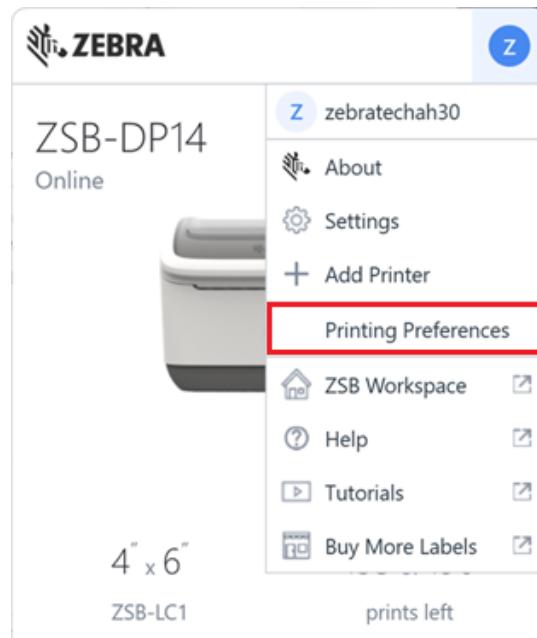
Printing Preferences

Update printer settings in Printing Preferences (Windows) or the Printer Utility (macOS) to adjust the quality of printed labels.

Setting Printing Preferences (Windows)

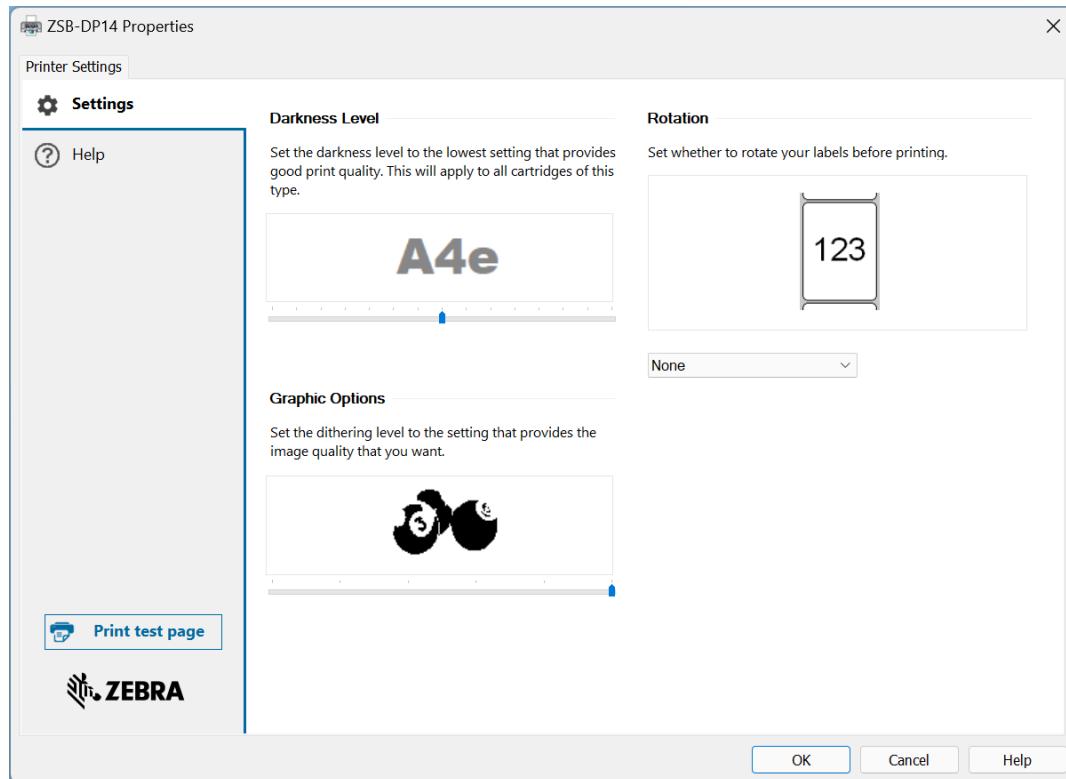
Access Printing Preferences from the ZSB Printer Status Advisor.

1. Click  in your taskbar notification area.
2. Click  > **Printing Preferences**.



3. Adjust the following settings as needed:

- **Darkness Level** - Use the slider to print labels darker or lighter.
- **Rotation** - Select **180°** from the drop-down menu to rotate labels 180°.
- **Graphic Options** - Use the slider to set the dithering level to one of six preset options. The default setting works best for most applications, however other options may be more appropriate for pictures or other content that is colored or a shade of gray.
- **Print test page** - Click this button to check your settings.



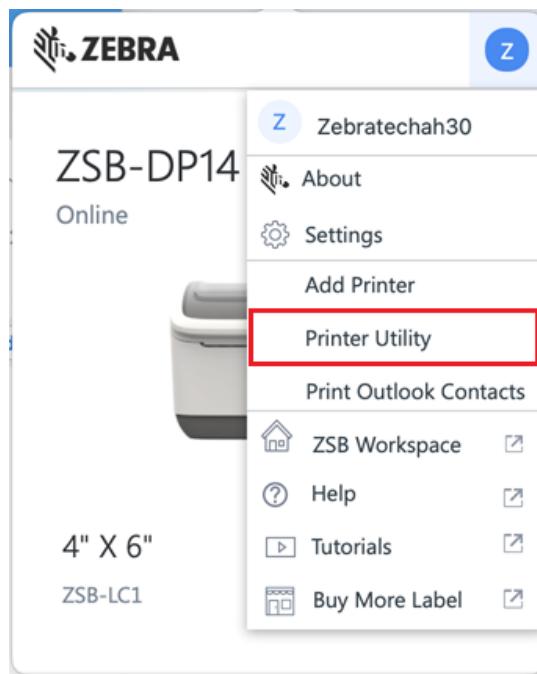
4. Click **OK** to apply the updates or **Cancel** to discard the updates and close **Printer Settings**.

Setting Printing Preferences (macOS)

Access the Printer Utility from the ZSB Printer Status Advisor.

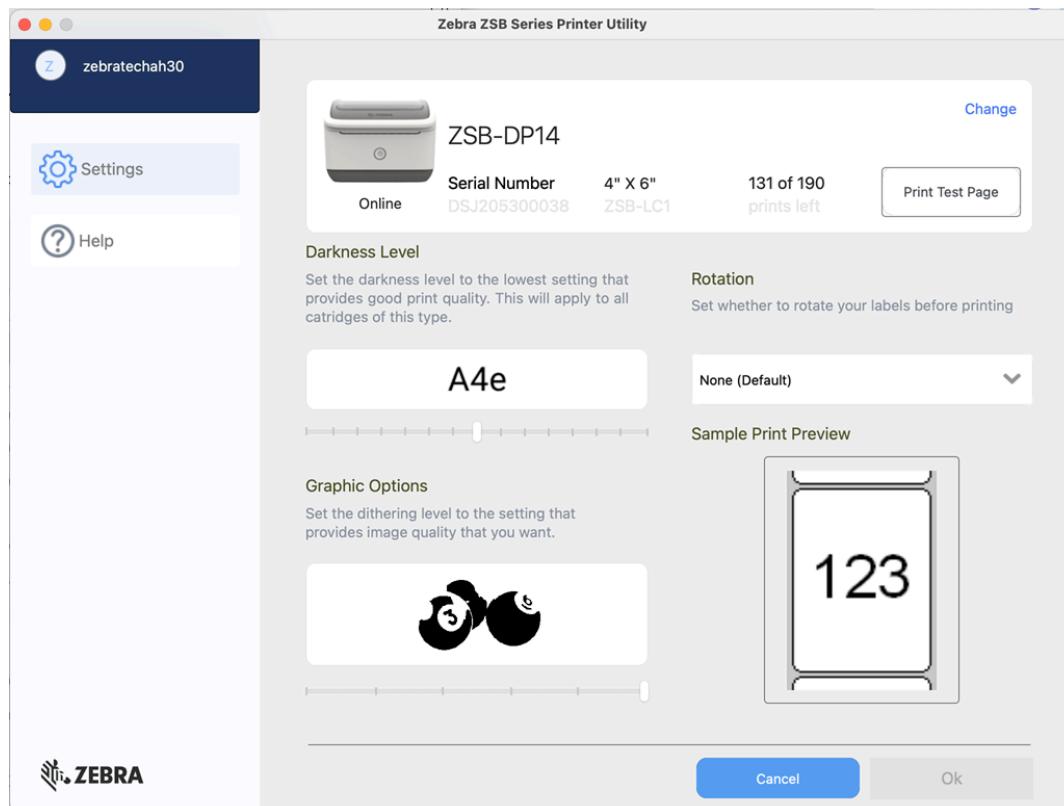
1. Click .

2. Click  > **Printer Utility**.



The **Printer Utility** window displays printer information such as the serial number, media loaded in the printer, and remaining labels.

3. To select a different printer on your account, click **Change** and select the printer.



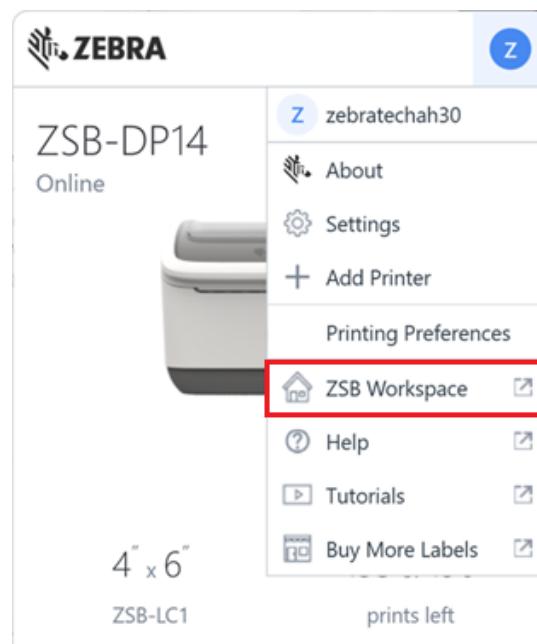
4. Adjust the following settings as needed:
 - **Darkness Level** - Use the slider to print labels darker or lighter.
 - **Rotation** - Select **180°** from the drop-down menu to rotate labels 180°.
 - **Graphic Options** - Use the slider to set the dithering level to one of six preset options. The default setting works best for most applications, however other options may be more appropriate for pictures or other content that is colored or a shade of gray.
 - **Print Test Page** - Click this button to check your settings.
5. Click **OK** to apply the updates or **Cancel** to discard the updates and close the **Printer Utility**.

Accessing the ZSB Workspace

The ZSB Workspace allows you to design and print labels, change the printer name, view printer network information, and remove a printer from your account.

Use the ZSB Printer Status Advisor to access the ZSB Workspace.

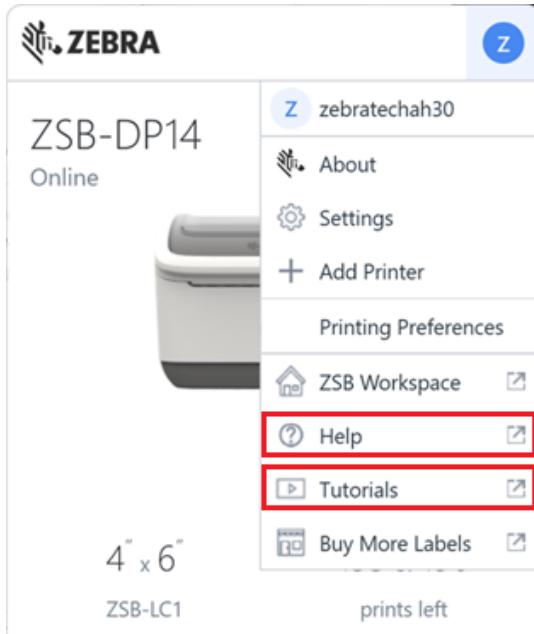
1. Click  in your taskbar notification area (Windows) or menu bar (macOS).
2. Click  > **ZSB Workspace** to open the ZSB Workspace in a browser window.



Accessing Online Help and Tutorials

Access online help and tutorials from the ZSB Printer Status Advisor.

1. Click  in your taskbar notification area (Windows) or menu bar (macOS).
2. Click  > **Help** or **Tutorials** to access video tutorials, knowledge articles, printer troubleshooting, and ZSB Support contact information.

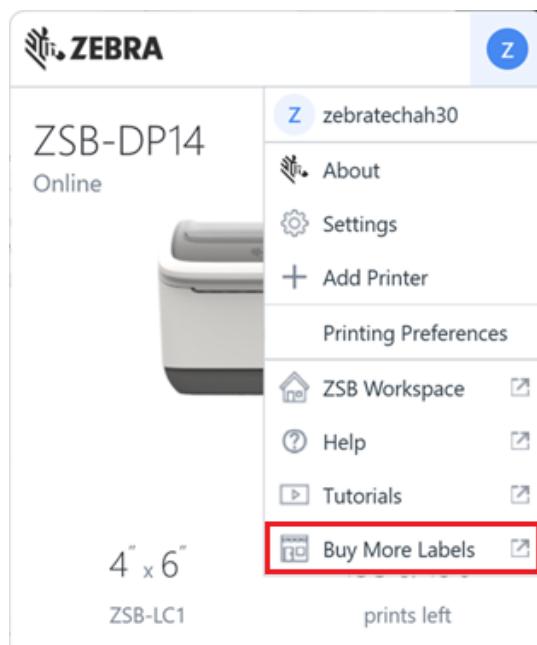


The [ZSB Support](#) website opens in a browser window.

Buying Labels

Use the ZSB Printer Status Advisor to purchase label cartridges online.

1. Click  in your taskbar notification area (Windows) or menu bar (macOS).
2. Click  > **Buy More Labels**.



The ZSB website opens in the browser.



NOTE: Confirm label dimensions in the ZSB Printer Status Advisor before ordering cartridges.

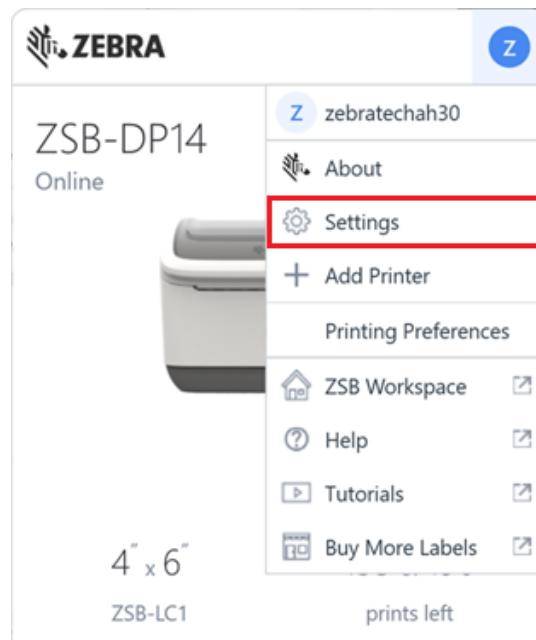
Changing Settings

Use the **Settings** window to enable Diagnostic Mode, select the language, and specify units of measurement.



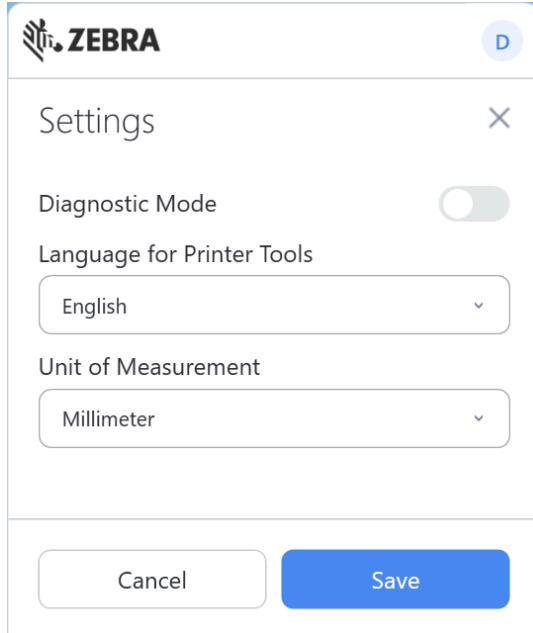
NOTE: Enable Diagnostic Mode only when troubleshooting with ZSB Support. This allows Zebra Technical Support to view your log file and work to resolve the issue.

1. Click in your taskbar notification area (Windows) or menu bar (macOS).
2. Click > **Settings**.



3. Update the following settings:

- Toggle the **Diagnostic Mode** switch to enable this mode when troubleshooting with ZSB Support.
- Choose a language from the **Language for Printer Tools** drop-down menu.
- Select **Millimeter**, **Centimeter**, or **Inches** from the **Unit of Measurement** drop-down menu.



4. Click **Save**.

The new settings are applied to your ZSB account and are immediately visible in the ZSB Printer Status Advisor.



NOTE: The settings also apply to other devices logged in to your ZSB account, and to all users that print to your Zebra printers.

Click **X** in the top-right corner to exit the **Settings** window without saving updates.

Troubleshooting Printer Errors

The ZSB Printer Status Advisor detects issues or errors with your ZSB printer.

If your printer has an error, go to the ZSB support website at zsbsupport.zebra.com/s/ for information that may resolve the issue. Contact ZSB Support via chat, email, or phone if you are unable to resolve the issue. If requested, enable Diagnostic Mode. See [Changing Settings](#) for information.

The ZSB Printer Status Advisor displays warning and error notifications under the printer image.

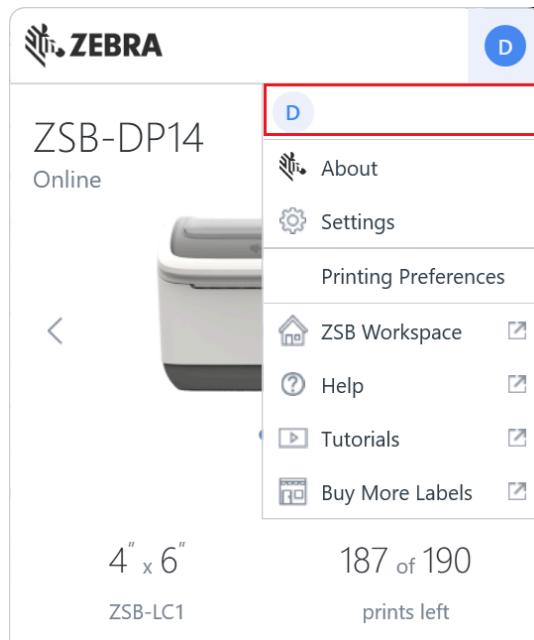


Signing Out of Your ZSB Account

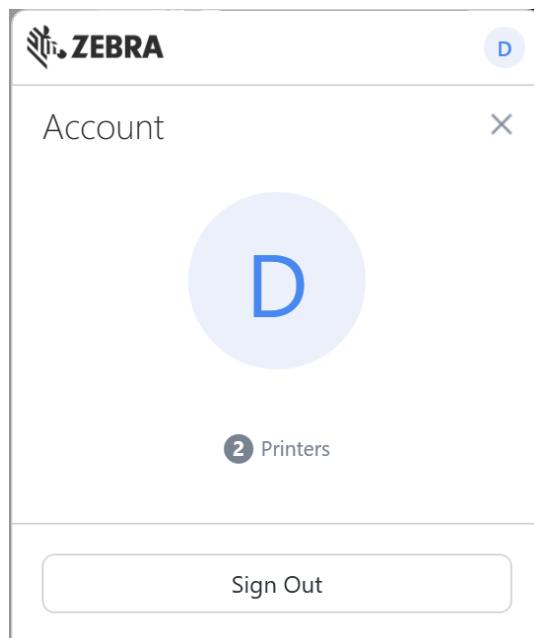
Sign out of your ZSB account to log in to a different ZSB account or to prevent unintentional label printing.

1. Click in your taskbar notification area (Windows) or menu bar (macOS).

2. Click  and then your ZSB account username.



3. Click **Sign Out**.



NOTE: To sign in again, click  in your taskbar notification area.

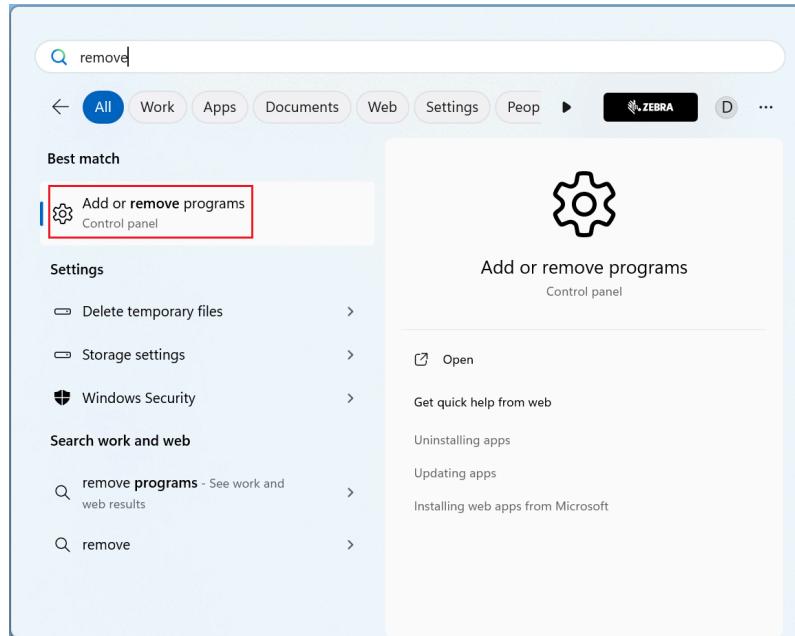
Uninstalling ZSB Printer Tools

This section describes how to uninstall ZSB Printer Tools from your computer.

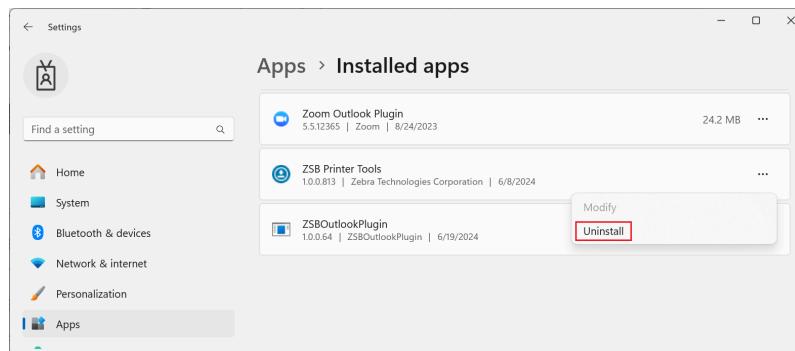
Uninstalling Printer Tools (Windows)

Use Windows Add or Remove Programs to uninstall ZSB Printer Tools.

1. Click the **Start** menu or press the Windows key.
2. Type **remove** and click **Add or remove programs**.



3. Select ... next to **ZSB Printer Tools** and click **Uninstall**.



Please Wait displays until the uninstall process completes.

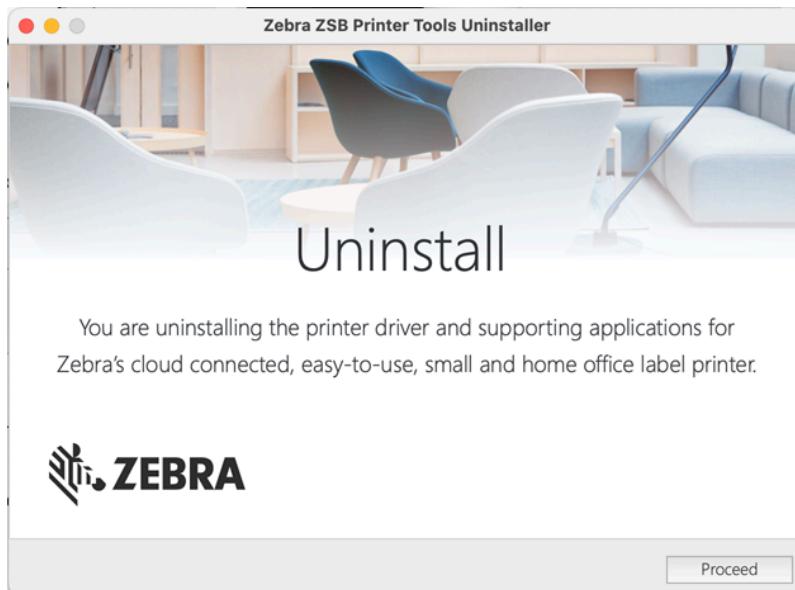


NOTE: Uninstalling ZSB Printer Tools also removes the Printer Driver and Outlook Plugin. Reinstalling ZSB Printer Tools also reinstalls these components.

Uninstalling Printer Tools (MacOS)

Use the ZSB Printer Tools Uninstaller app to uninstall ZSB Printer Tools.

1. Open a Finder window and go to **Applications**.
2. Double-click the **ZSB Printer Tools Uninstaller** app.
3. Click **Proceed**.



The uninstaller removes the ZSB Printer Tools app from your computer and closes.

Microsoft Outlook Plugin

The ZSB Printer Tools installer includes the Outlook Plugin, which allows you to print address labels directly from your Microsoft Outlook contacts.

The Outlook Plugin is currently supported by Outlook 2016 and later (Windows) and Office365 (Windows and macOS). If you do not have one of these versions of Office installed, download it from the Microsoft Office website at [office.com](https://www.office.com) or from the Microsoft Store (Windows) or Mac App Store (macOS).

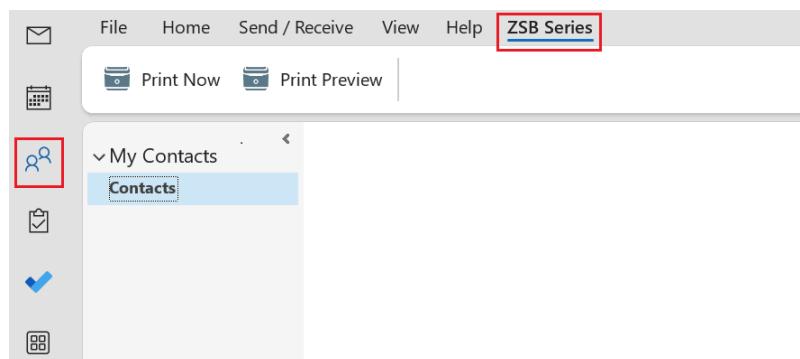
Printing Address Labels from Your Contacts List (Windows)

Print address labels from your Windows Outlook contact list.



NOTE: If Outlook is open when ZSB Printer Tools is installed, close Outlook before proceeding.

1. Open Outlook.
2. Open the **Contacts** pane and select the **ZSB Series** option.



3. Select a contact or group of contacts and click **Print Preview**.



4. Navigate the **Print Preview** window as follows:

- If the contact address includes the country, select the **Include country details** checkbox to include the country on the address label.
- Select the **Printer**.
- Enter the number of **Copies** of each label to print.
- Click **Test Print** to print a label to ensure it prints as expected.
- Use the arrows on either side of the label preview to view other labels to be printed (if applicable).
- Click **Cancel** to close the preview without printing.

5. Click **Print** to print the selected label(s).

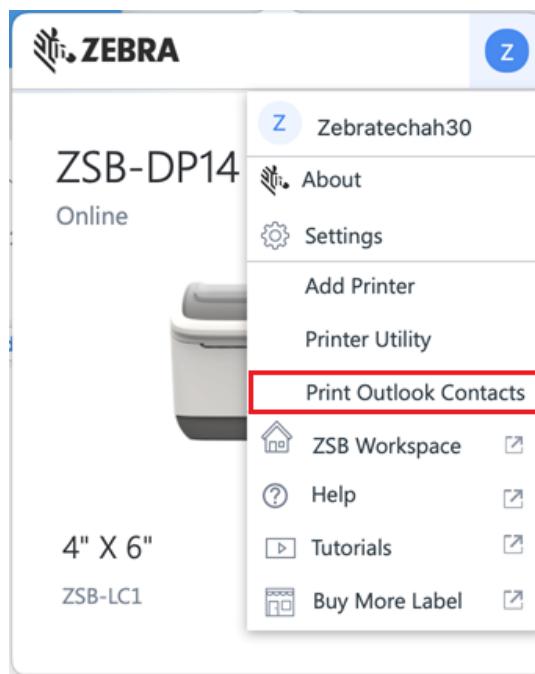


NOTE: On subsequent print jobs, click **Print Now** to print with the same settings (printer, copies, and country details) or click **Print Preview** to change settings.

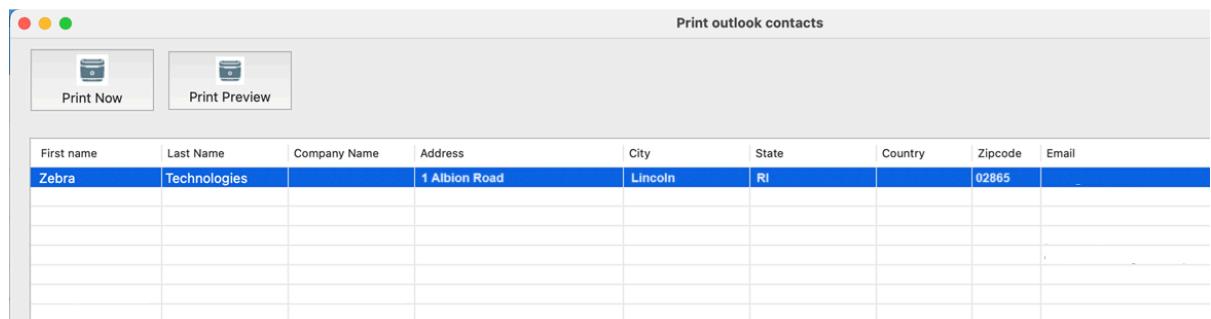
Printing Address Labels from Your Contact List (macOS)

Print address labels from your macOS Outlook contact list.

1. Click  on the menu bar.
2. Click  > Print Outlook Contacts.

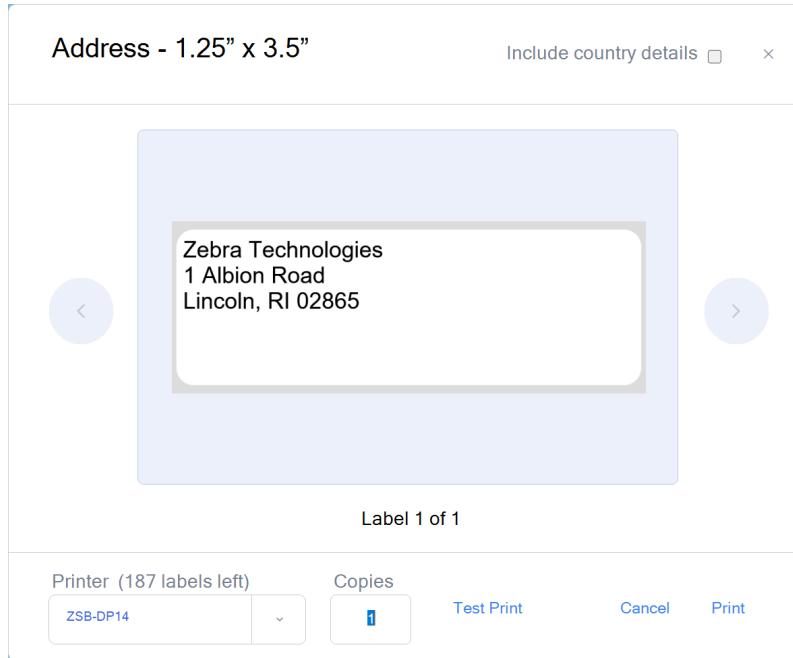


3. Select a contact or group of contacts and then click **Print Preview**.



4. Navigate the **Print Preview** window as follows:

- If the contact address includes the country, select the **Include country details** checkbox to include the country on the address label.



- Select the **Printer**.
- Enter the number of **Copies** of each label to print.
- Click **Test Print** to print a label to ensure it prints as expected.
- Use the arrows on either side of the label preview to view other labels to be printed (if applicable).
- Click **Cancel** to close the preview without printing.

5. Click **Print** to print the selected label(s).



NOTE: On subsequent print jobs, click **Print Now** to print with the same settings (printer, copies, and country details) or click **Print Preview** to change settings.

