

ZSB User Support Guide

# Printer Tools



Presented by

**Zebra Technologies**

P1124316-02EN

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# ZSB Printer Tools

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

# Introduction

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**—the Printer Driver is software that converts the document that you want to print into a format which the printer understands.
- **ZSB Printer Status Advisor**—the ZSB Printer Status Advisor connects the Printer Driver to the printers in your ZSB account. It also allows you to monitor the status of your printers.
- **Outlook Plugin**—the Outlook Plugin allows you to print address labels directly from your Microsoft Outlook contacts.

## Guided Mobile Setup

Before you can begin printing labels and monitoring the status of your ZSB Series Label Printer, follow the Guided Mobile Setup to create your ZSB account and add a printer to your workspace.

To start the Guided Mobile Setup, follow these steps:

1. **Power On Your Printer**—the Printer will automatically print a label with a QR code when you first turn it on.
2. **Get the ZSB Series App**—scan the QR code with the camera on your Android or iOS device and download the app, or visit [zbsseries.com/setup](https://zbsseries.com/setup).
3. **Follow the Guided Setup**—the app will have you printing in no time!

# Installing ZSB Printer Tools

## Windows

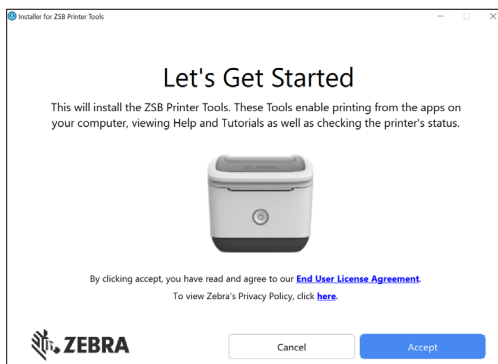
To install ZSB Printer Tools on Windows, run the installation and setup wizard:

1. Use your preferred browser on your PC to sign in to your ZSB Workspace at [www.zsbseries.com](http://www.zsbseries.com)
2. Select **Driver & Apps** from the menu, and then download Zebra Printer Tools for your operating system.

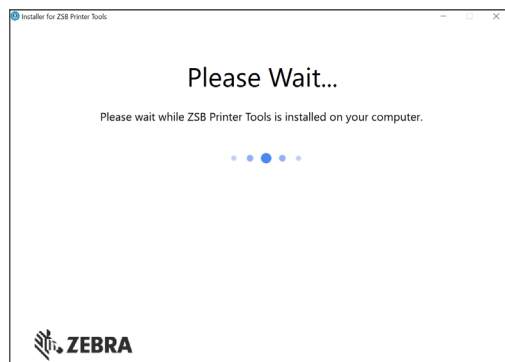
### Tip

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

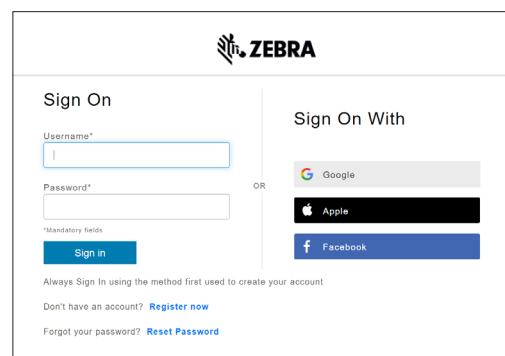
3. Navigate to the downloaded installer file and double-click it to begin.
4. Read the End User License Agreement and click **Accept**.



5. When the installation is complete, a Sign In webpage will open in your browser. Type your email address and password for your ZSB Account and click **Sign In**, or you can log in using your Google, Facebook, or Apple account.

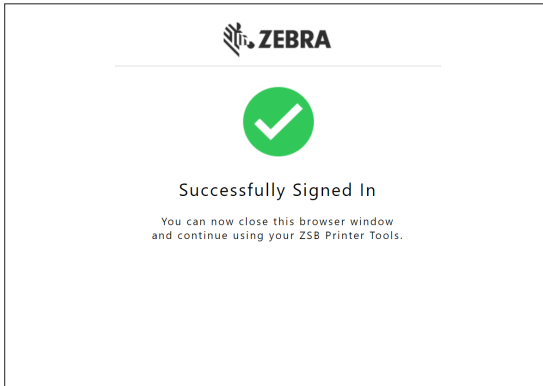


Installation wizard

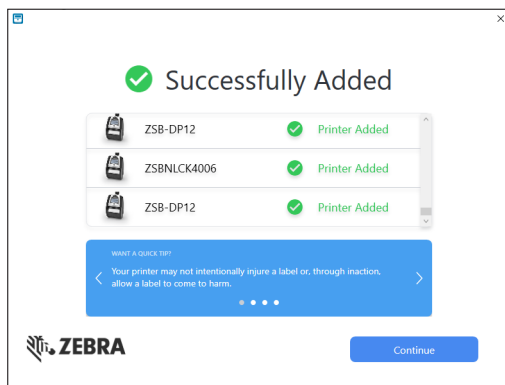


Sign in window

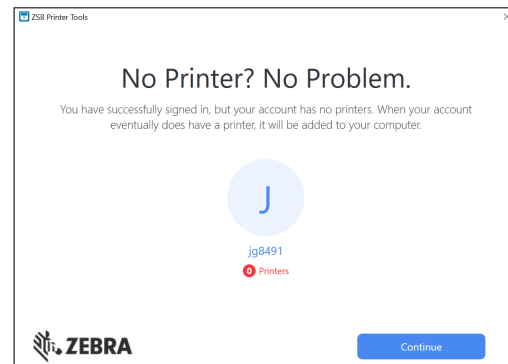
6. Once logged in, a confirmation window will open. Close this window to continue the installation.



7. Zebra Printer Tools will find the printers on your account. If you don't have any printers in your account yet, they will be automatically installed when you add them to your account. Click **Continue**.

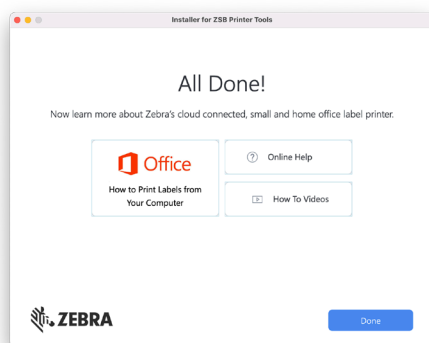


*Successfully added printers window*



*No Printers window*

8. Once the setup is complete, click **Done**.



ZSB Printer Tools installation and printer setup is complete. Your ZSB Series Label Printer software will run in the background and start automatically each time your computer is started.

## macOS

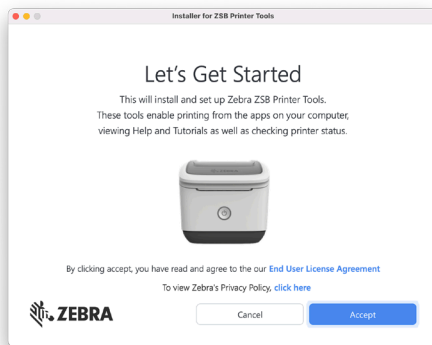
To install ZSB Printer Tools on macOS, run the installation and setup wizard:

1. Use your preferred browser on your Mac to sign in to your ZSB Workspace at [www.zsbseries.com](http://www.zsbseries.com)
2. Select **Driver & Apps** from the menu, and then download Zebra Printer Tools for your operating system.

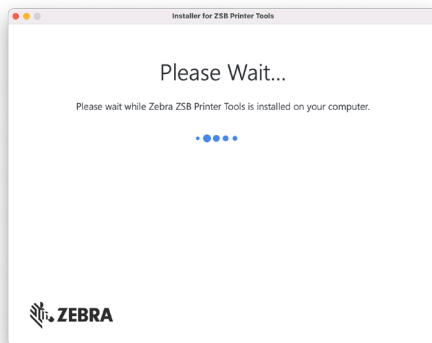
### Tip

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

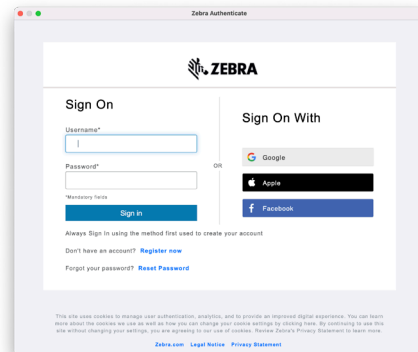
3. Navigate to the downloaded installer file and double-click it to begin.
4. Read the End User License Agreement and click **Accept**.



5. If prompted, enter your system password to continue with the installation.
6. When the installation is complete, a Sign In webpage will open in your browser. Type your email address and password for your ZSB Account and click **Sign In**, or you can log in using your Google, Facebook, or Apple account.



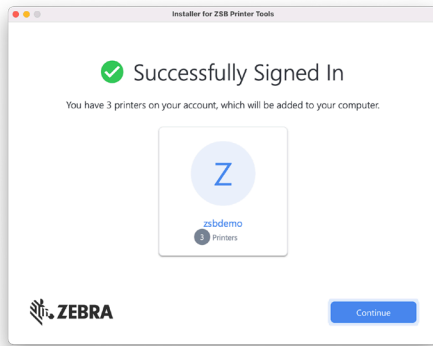
Installation wizard



Sign-in window



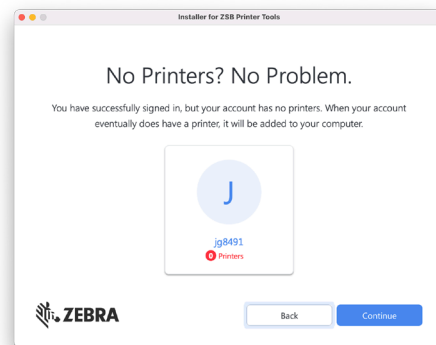
7. Once logged in, a confirmation window will open. Click **Continue**.



8. Zebra Printer Tools will find the printers on your account. If you don't have any printers in your account yet, they will be automatically installed when you add them to your account. Click **Continue**.

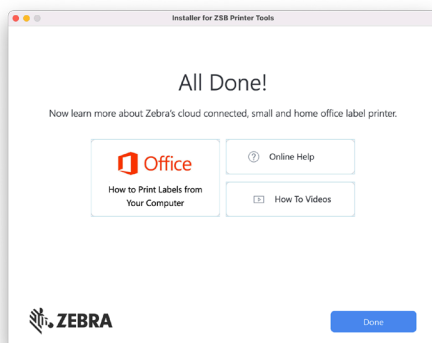


*Successfully added printers window*



*No Printers window*

9. Once the setup is complete, click **Done**.



ZSB Printer Tools installation and printer setup is complete. Your ZSB Series Label Printer software will run in the background and start automatically each time your computer is started.

# ZSB Printer Status Advisor

The ZSB Printer Status Advisor connects the Printer Driver to the printers in your ZSB account. It also allows you to monitor the status of your printers.

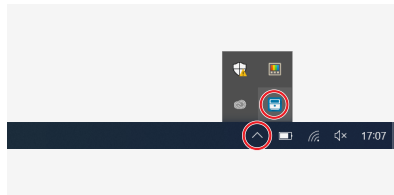
# Introduction

The ZSB Printer Status Advisor connects the Printer Driver to the printers in your ZSB account. It also enables you to monitor the status of your printers. The combination of ZSB Status Advisor and Printer Driver allows you to print labels directly from applications on your computer.

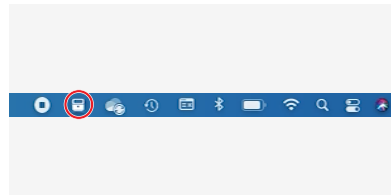
The ZSB Printer Status Advisor application runs in the background and automatically starts each time your computer is started. Your computer and printers must be connected to the Internet so you can print and view printer status.

## Tip

If you don't see your ZSB Printer Status Advisor icon, click the arrow by the icons in your taskbar notification area.



*Windows Status Advisor*



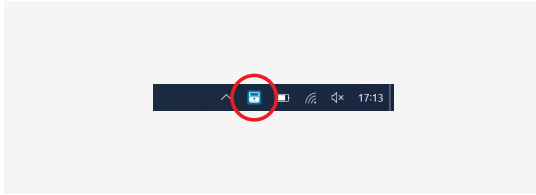
*macOS Status Advisor*

With ZSB Printer Status Advisor, you can:

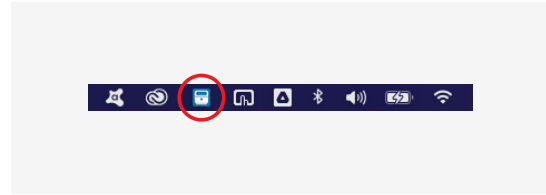
- Check Printer Status
  - Printer Online/Offline
  - Printer Cover Open
  - Low Media
  - Out of Media
- Check Currently Loaded Labels
  - Label size
  - Number of labels left
- Set unit of measurement to millimeters, centimeters, or inches
- Log in and out of your ZSB account
- Access online help and tutorials
- Buy more labels
- Launch Printing Preferences (Windows) / Launch Printer Utility (macOS)
- Check Printer Tools version and download updates
- Access ZSB Workspace

## Signing in to Your ZSB Account

1. Click on the **ZSB Printer Status Advisor** icon in your taskbar notification area (Windows) or menu bar (macOS).

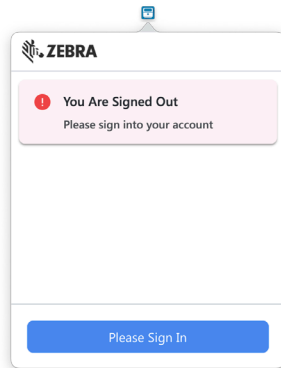


Windows

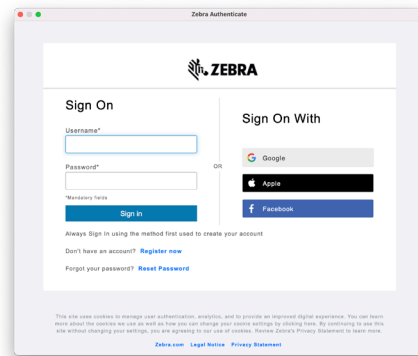


macOS

2. Click **Please Sign In**. A web page will open in your browser. Enter your ZSB account login information, or you can log in using your Google, Facebook, or Apple account.



Sign in window



Sign in form

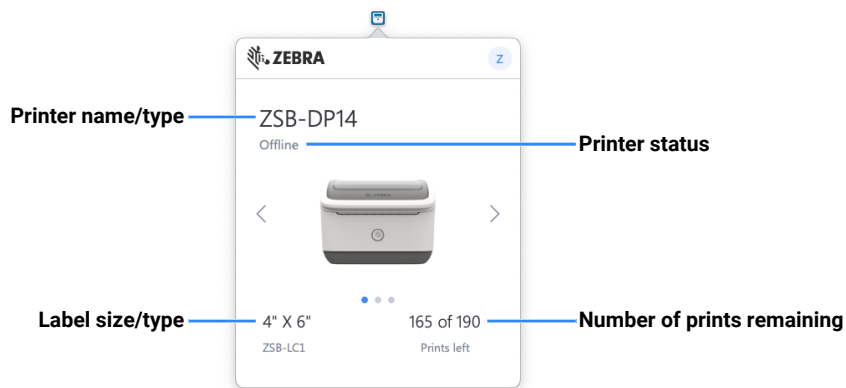
3. If you forget your password, click **Reset Password**. You will receive an email with further instructions to reset your password.

## Accessing Printer Status

The ZSB Printer Status Advisor allows you to see up-to-date information about your connected ZSB Series Label Printer(s) so you can monitor printer status, quickly resolve problems, and print without errors.

The ZSB Printer Status Advisor displays:

- Printer name/type
- Printer status
- Label size/type
- Number of prints remaining for the loaded cartridge



Printer status is shown for the following printer states: Online, Offline, Media Low, Out of Media, and Cover Open.

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

## Check/Update Software Version

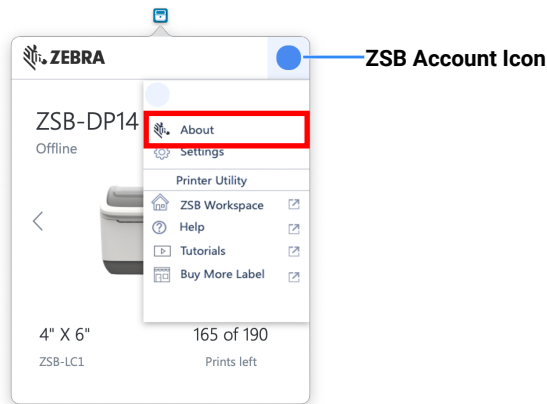
Open the About page to learn more about your ZSB Printer Status Advisor, check which version of the ZSB Printer Status Advisor you are running, and see available updates.

Your version information is useful for troubleshooting when you contact Zebra support.

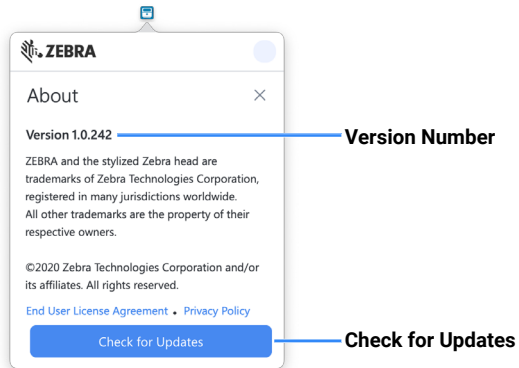
You can also read your End User License Agreement (EULA), and our Privacy Policy.

To access the About page:

1. Click on the **ZSB Printer Status Advisor icon** in your taskbar notification area (Windows) or menu bar (macOS).
2. Click your **ZSB Account Icon**.
3. Click **About**.

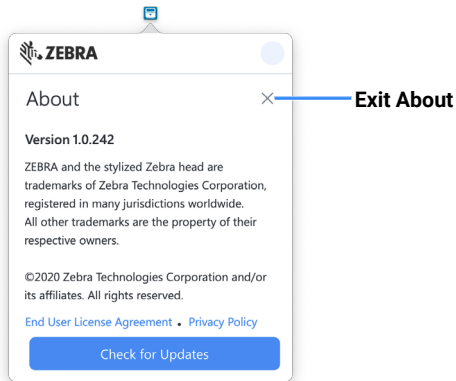


4. The About window will open with the version information for your ZSB Printer Status Advisor.



5. Click **Check for Updates** to see whether a new version of Printer Tools is available. If a new version is available, you will have the option to initiate the download. Once the update is downloaded, double-click on the file to start the update.

6. Click the **Exit icon** to exit your About page.



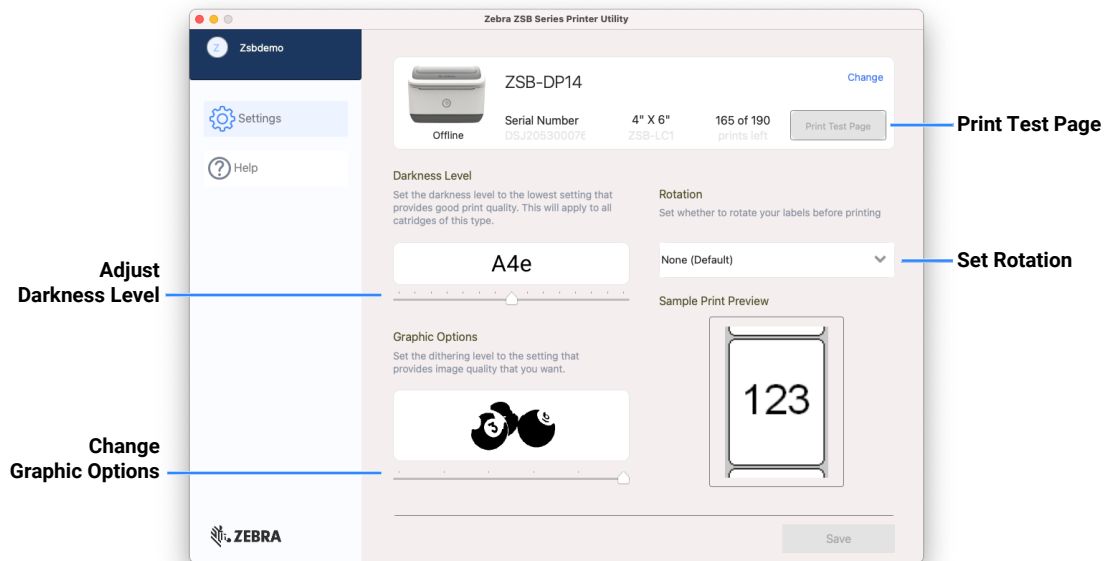
**Tip**

Always use the latest ZSB Printer Status Advisor. Click **Check for Updates** to download and install the latest updates.

# Setting Printing Preferences

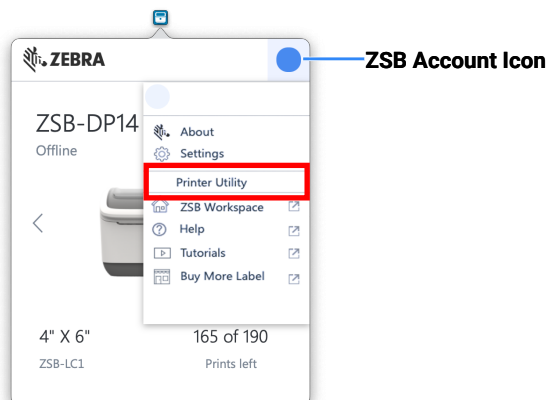
You can fine-tune the quality of your printed labels by adjusting the printer settings in **Printing Preferences** (Windows) or **Printer Utility** (Mac). The following settings can be adjusted:

- **Darkness Level**—print your labels darker or lighter
- **Rotation**—print your labels rotated by 180°
- **Graphic Options**—set the dithering level to one of six preset options  
The default setting works best for most applications, however for pictures or other content that is colored or a shade of gray, one of the other options may work better.
- **Print Test Page**—check your settings



To change your Printing Preferences:

1. Click the **ZSB Printer Status Advisor icon** in your taskbar notification area (Windows) or menu bar (macOS).
2. Click your **ZSB Account Icon**.
3. Click **Printing Preferences** (Windows) or **Printer Utility** (macOS).





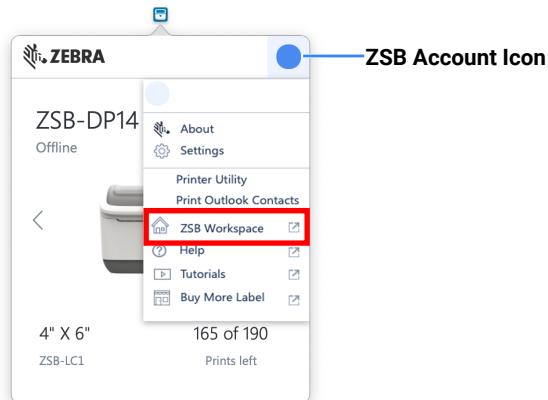
## ZSB Workspace

Access the ZSB Workspace from the ZSB Printer Status Advisor to:

- Design and print labels from the ZSB Workspace
- Change the printer name:
- View printer network information
- Remove a printer from your account (requires printer decommissioning)

Follow these steps to access the ZSB Workspace:

1. Click on the **ZSB Printer Status Advisor** icon in your taskbar notification area (Windows) or menu bar (macOS).
2. Click your **ZSB Account Icon**.
3. Click **ZSB Workspace** to open the ZSB Workspace in a browser window.



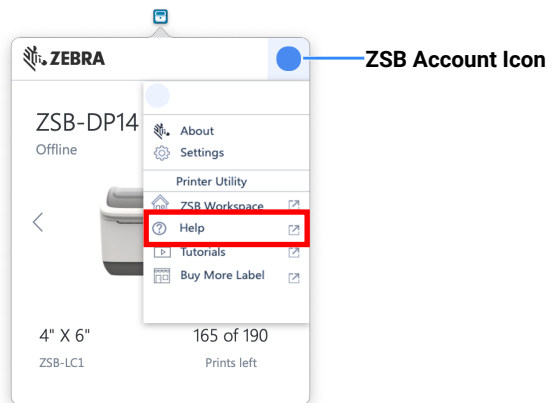
# Online Help and Tutorials

Access online help and tutorials from the ZSB Printer Status Advisor to:

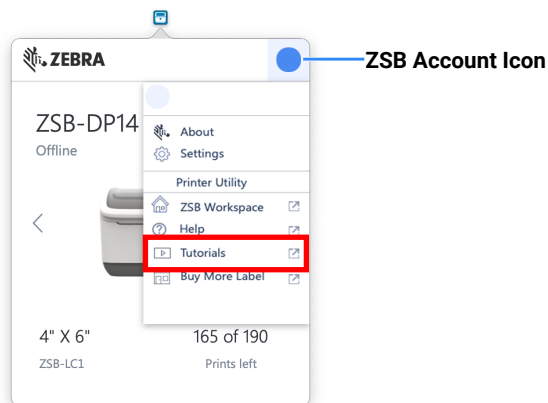
- Troubleshoot printer issues
- Watch video tutorials
- Read knowledge articles
- Contact the ZSB Support Team

Follow these steps to access online help and tutorials:

1. Click on the **ZSB Printer Status Advisor icon** in your taskbar notification area (Windows) or menu bar (macOS).
2. Click your **ZSB Account Icon**.
3. Click...
  - **Help** to access online help.



- **Tutorials** to learn from our videos.

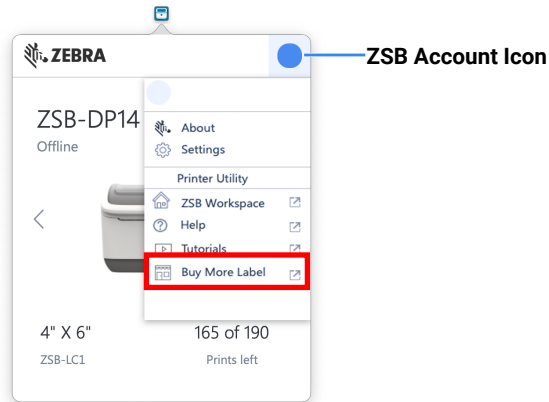


Clicking either of these will open the ZSB Support website in a browser window.

## Buying Labels

To purchase ZSB Label Cartridges online:

1. Click on the **ZSB Printer Status Advisor icon** in your taskbar notification area (Windows) or menu bar (macOS).
2. Click your **ZSB Account Icon**.
3. Click **Buy More Labels** and the ZSB website opens in your browser.



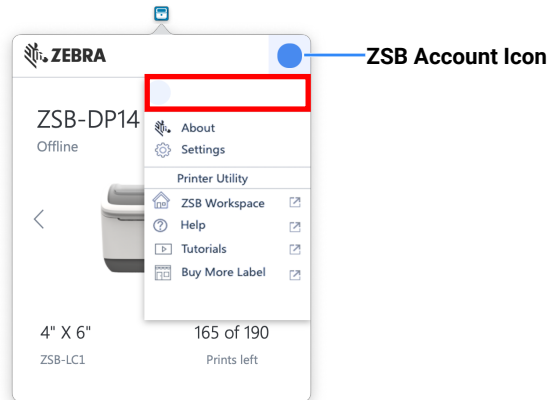
### Tip

Confirm your label dimensions in the ZSB Printer Status Advisor before you order new cartridges.

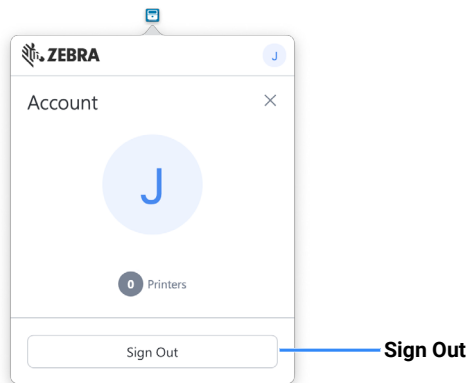
# Signing out of Your ZSB Account

Follow these steps to sign out of your ZSB account:

1. Click on the **ZSB Printer Status Advisor icon** in your taskbar notification area (Windows) or menu bar (macOS).
2. Click your **ZSB Account Icon**.
3. Click on your ZSB account username.



4. Click **Sign Out**.



## Tip

You can always sign in again by clicking on the **ZSB Printer Status Advisor icon** in your taskbar notification area.

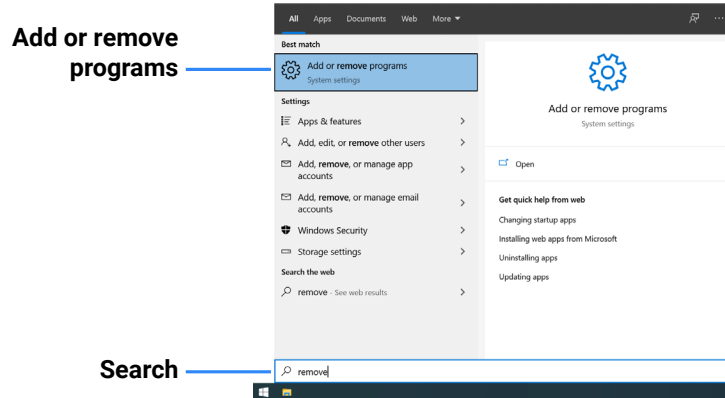
By signing out you can log in with a different ZSB account, and also prevent unintentional label printing.

# Uninstalling ZSB Printer Tools

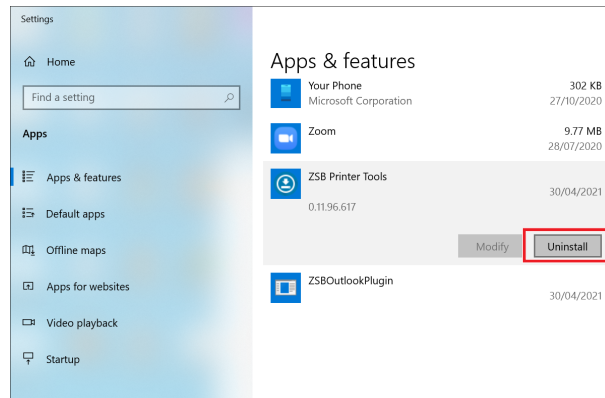
## Windows

To uninstall ZSB Printer Tools:

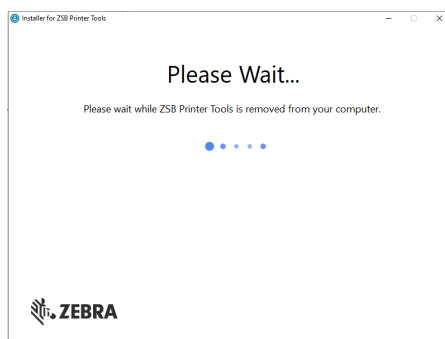
1. On your computer open the Start menu or press the Windows key.
2. Type *remove* and suggested options will appear.



3. Click **Add or remove programs**. A window will open with your installed applications.
4. Select ZSB Printer Tools and click **Uninstall**.



5. The unistaller app will begin and remind you to wait until the uninstall process is completed.



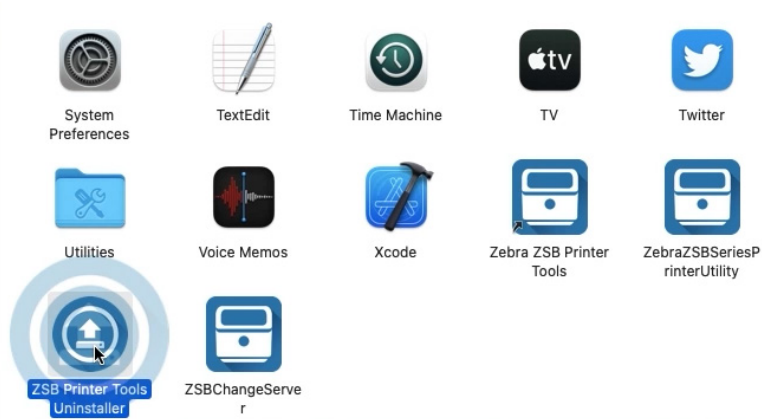
### Tip

Uninstalling ZSB Printer Tools also removes the Printer Driver and Outlook Plugin from your system. If you install ZSB Printer Tools again, all of these components will be reinstalled.

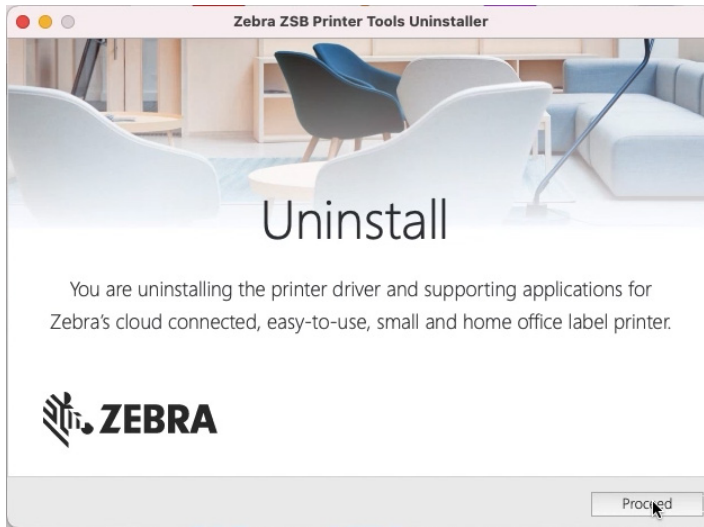
## macOS

To uninstall ZSB Printer Tools:

1. On your computer open a Finder window and go to Applications.
2. Double-click on the **ZSB Printer Tools Uninstaller App**.



3. The uninstaller app will begin. Click **Proceed**.



4. When the uninstaller has completed, the ZSB Printer Tools Apps will be removed from your computer and the uninstaller app will close.

## Changing settings

In the Settings window you can configure:

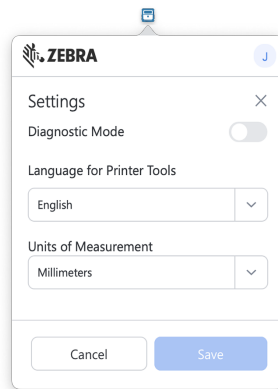
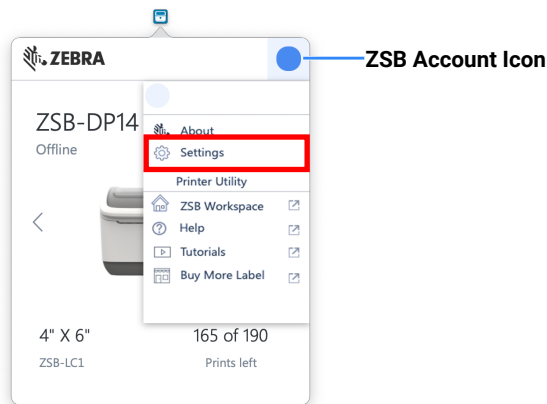
- Diagnostic mode
- Language
- Units of Measurement

### Tip

Diagnostic mode should be used only when troubleshooting with ZSB Support Experts. See [“Diagnostic Mode” on page 23.](#)

Follow these steps to change settings:

1. Click on the **ZSB Printer Status Advisor icon** in your taskbar notification area (Windows) or menu bar (macOS).
2. Click your **ZSB Account Icon**
3. Click **Settings**. Your Settings window will open.



4. Enable diagnostic mode by toggling your Diagnostic Mode switch. See [“Diagnostic Mode” on page 23.](#)

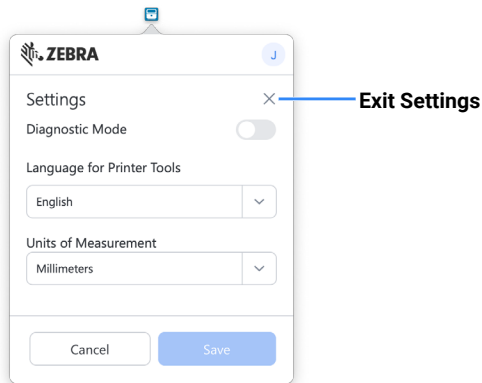
5. Choose your language from the drop down menu.
6. Select your unit of measurement from the drop down menu: Millimeters, Centimeters, or Inches.
7. Click **Save** after making your changes.

Your settings now apply to your ZSB account. The ZSB Printer Status Advisor immediately changes units without restarting.

**Tip**

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

To exit your Settings window, click the **X** icon in the upper-right corner.





## Troubleshooting Printer Errors

The ZSB Printer Status Advisor detects any issues or errors with your ZSB Series Label Printer. If your printer has an error, visit the ZSB Support website to find information that might help you resolve the issue. Contact ZSB Technical Support via chat, email, or phone if you are unable to resolve your issue.

The same Warning and Error notifications are displayed in ZSB Printer Status Advisor under your printer picture.



Warning message



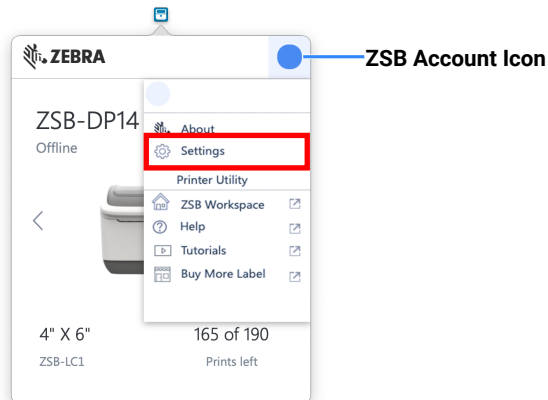
Error message

## Diagnostic Mode

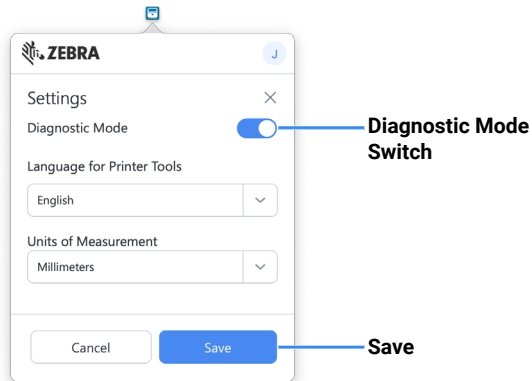
When you switch on Diagnostic Mode, Zebra technical support can check your log file and work to resolve the issue.

Follow these steps to run Diagnostic mode:

8. Click your **ZSB Account Icon**
9. Click **Settings**.



10. Toggle your Diagnostic Mode switch.



11. Click **Save**.

**Tip**

If you need more help, contact Customer Support at [zsbseries.com/support](https://zsbseries.com/support).

# Microsoft Outlook Plugin

The Outlook Plugin allows you to print address labels directly from your Microsoft Outlook contacts.

# Introduction

An Outlook Plugin is required to allow printing of address labels directly from your Microsoft Outlook contacts list. This plugin is included with the ZSB Printer Tools installer.

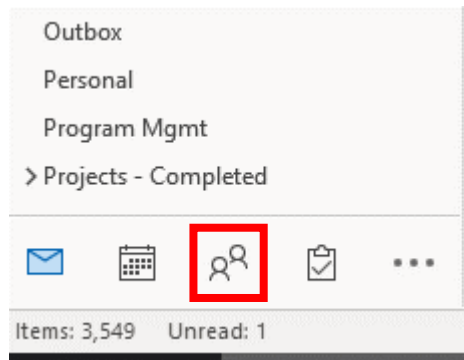
The Outlook Plugin is currently supported by Outlook 2016 (Windows) and Office365 (Windows and Mac). Make sure that you have one of these versions of Office installed (either downloaded from the Microsoft Office website at [www.office.com](http://www.office.com) or from the Microsoft Store (Windows) or Mac App Store (Mac) to use this feature).

## Windows

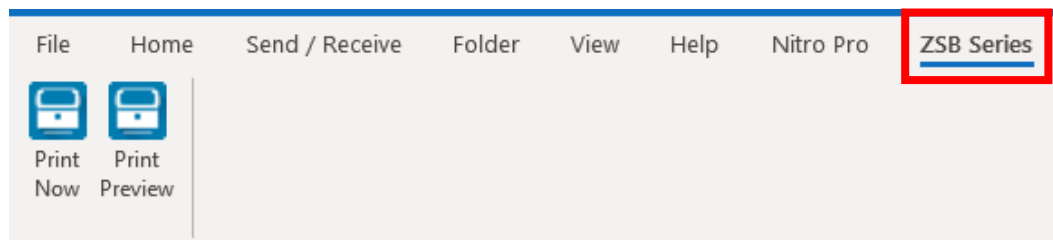
### Tip

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

1. Open Outlook.
2. Open the **Contacts** pane.



3. Select the **ZSB Series** option as the top of the page.



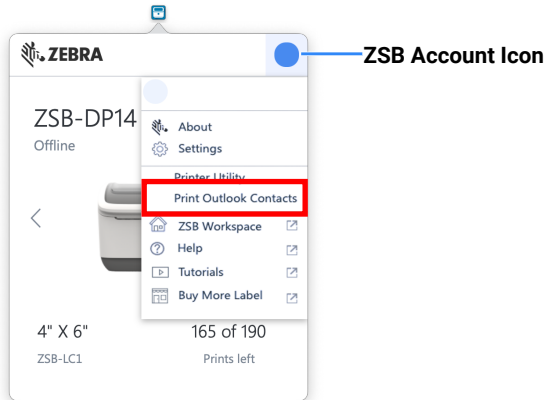
4. Select a contact or group of contacts and select **Print Preview**.



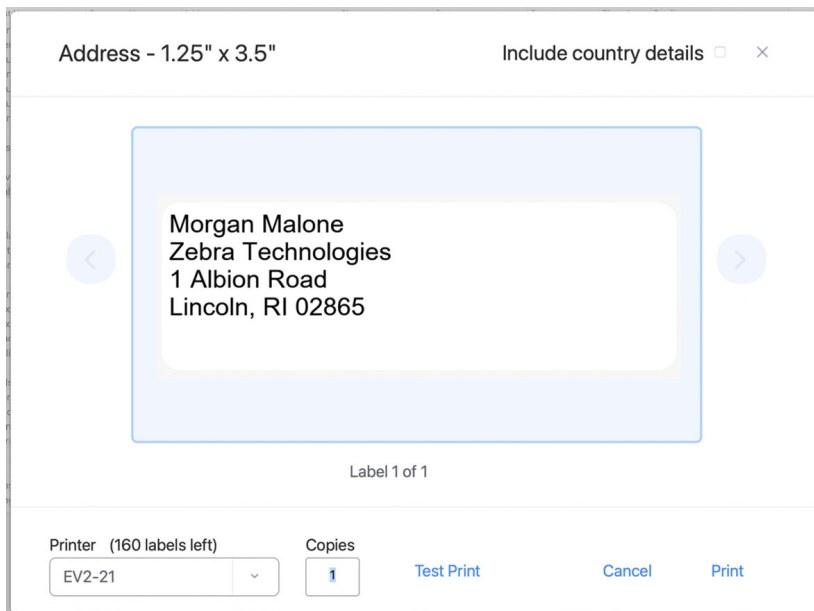
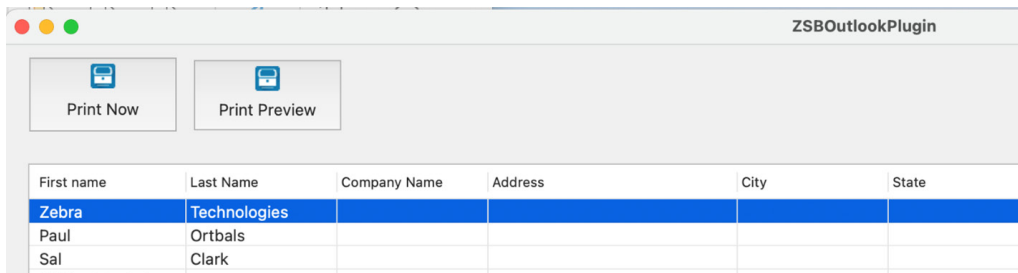
5. Select the Printer that you want to print to, and the number of copies of each label that you want to print. Select **Test Print** if you want to print one label to ensure that it prints as expected. Select **Cancel** if you want to close the preview without printing. Select **Print** to print the selected label(s). Check the **Include Country Details** box if you want to include the country in your address (will only appear if entered in the address for a given contact). Use the arrows on either side of the preview to view other labels that will be printed (if applicable).
6. On subsequent print jobs, you can select **Print Now** to print with the same settings (Printer, Copies, and Country Details) that were used for the last print job. Select **Print Preview** to change any of these parameters.

## macOS

1. Click on the **ZSB Printer Status Advisor** icon on your menu bar.
2. Click your **ZSB Account Icon**.
3. Click **Print Outlook Contacts**. The Outlook plugin will open.



4. Select a contact or group of contacts and select **Print Preview**.



5. Select the Printer that you want to print to, and the number of copies of each label that you want to print. Select **Test Print** if you want to print one label to ensure that it prints as expected. Select **Cancel** if you want to close the preview without printing. Select **Print** to print the selected label(s). Check the **Include Country Details** box if you want to include the country in your address (will only appear if entered in the address for a given contact). Use the arrows on either side of the preview to view other labels that will be printed (if applicable).
6. On subsequent print jobs, you can select **Print Now** to print with the same settings (Printer, Copies, and Country Details) that were used for the last print job. Select **Print Preview** to change any of these parameters.

# Get the most from your ZSB Series Label Printer

We're here to help. For guides, video tutorials, helpful tips, and to contact our ZSB Series customer success team, visit us at [zsbseries.com/support](https://zsbseries.com/support)

