# ZD421 Printer Support: How to Connect to WiFi via Phone Phone App

For the Zebra ZD421 WiFi/ Bluetooth Model Desktop Label Printer

## Media Checklist

Make sure you have the following items before starting:
- ZD421 WiFi model
- Power adapter
- Power cord
- Mobile Phone (for Zebra Printer Setup App)
- USB connectivity cord (needed for setup without phone)
- Thermal label roll
- *Ribbon; only if your printer is a Thermal Transfer model

**Note:** You will want to set your printer up with labels before starting as you will need to perform test prints.

**Note:** Some information in these instructions have been redacted as they may be sensitive such as; WiFi Passwords, IP Addresses and Unique Serial Numbers. You should still be able to follow along by inserting your data in place of the redacted data.

## Download and Install Zebra's Printer Setup App on a Mobile Device

App Store:
https://apps.apple.com/np/app/zebra-printer-setup-utility/id1454308745

Google Play:
https://play.google.com/store/apps/details?id=com.zebra.printersetup&hl=en&gl=US&pli=1

# WiFi Setup via Zebra's *Printer Setup* Phone App

## Step 1: Download and Install Zebra's Printer Setup App on a Mobile Device

App Store:
https://apps.apple.com/np/app/zebra-printer-setup-utility/id1454308745

Google Play:
https://play.google.com/store/apps/details?id=com.zebra.printersetup&hl=en&gl=US&pli=1

## Step 2: Turn Bluetooth and WiFi On

Go into your phone/device settings and turn on your Bluetooth and WiFi on so it is ready to pair to your printer and connect to the internet.

## Step 3: Discover Printers on *Printer Setup* App

Open the Zebra *Printer Setup* App and navigate to the '**Discover Printer**' tab. As we have not yet turned on our printer there will likely be no discoverable devices yet.
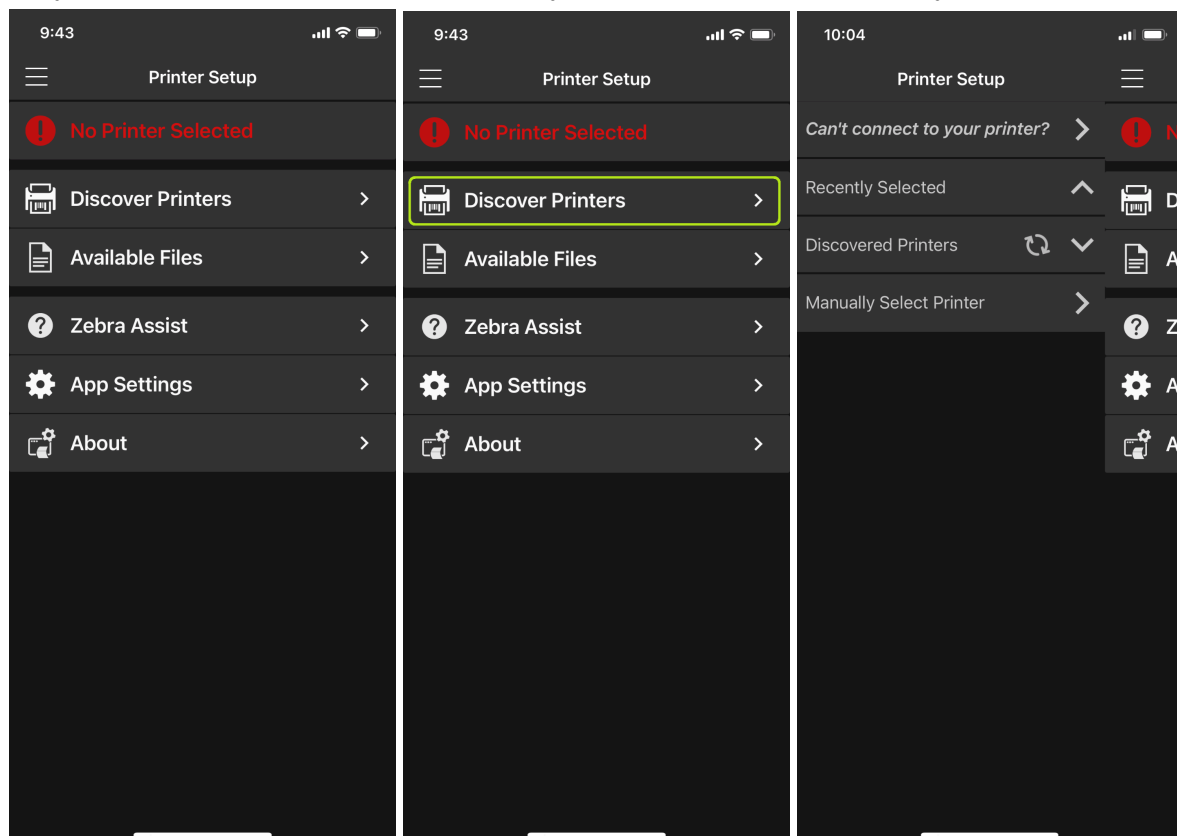
## Step 4: Activate Bluetooth Pairing on the Printer

Use the power adapter and power cord to plug the printer into a wall power outlet. Power up the printer by pressing the power button located to the top left corner of the panel.
To turn your printer's Bluetooth pairing on; press and hold the middle button on the panel for 7 seconds until the middle status icon flashes green.



## Step 5: Pair Printer to your Device in the *Printer Setup* App

Go back on the *Printer Setup* app and refresh the 'Discover Printer' tab. You should eventually see your printer as a discoverable Bluetooth device. The discoverable device will usually be identified by its serial number. Tap/click on the printer you want to connect.

### Side Note: Printer Serial Number

You can find your printer's serial number on the bottom of the printer. This will help if multiple devices are discoverable by Bluetooth and you need to find the correct one.
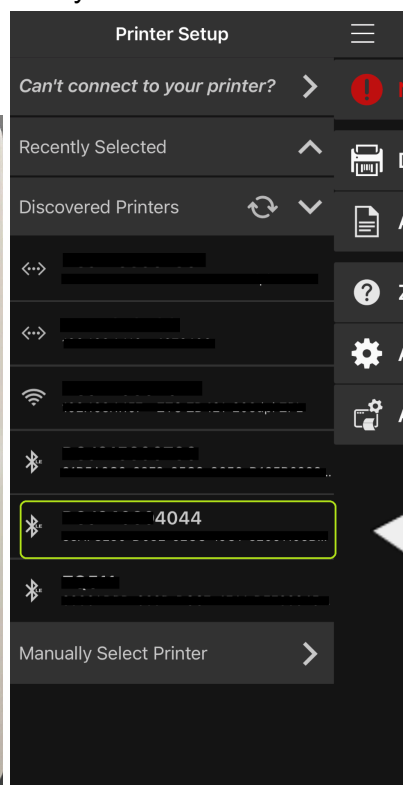


Match the Serial Number found on the bottom of the printer to the Bluetooth devices available

# Step 6: Go to Connectivity Settings

Once the printer is connected, go to '**Connectivity Settings**' and then select '**Wireless**'.
From here we will be able to set up the WiFi connection for your printer.
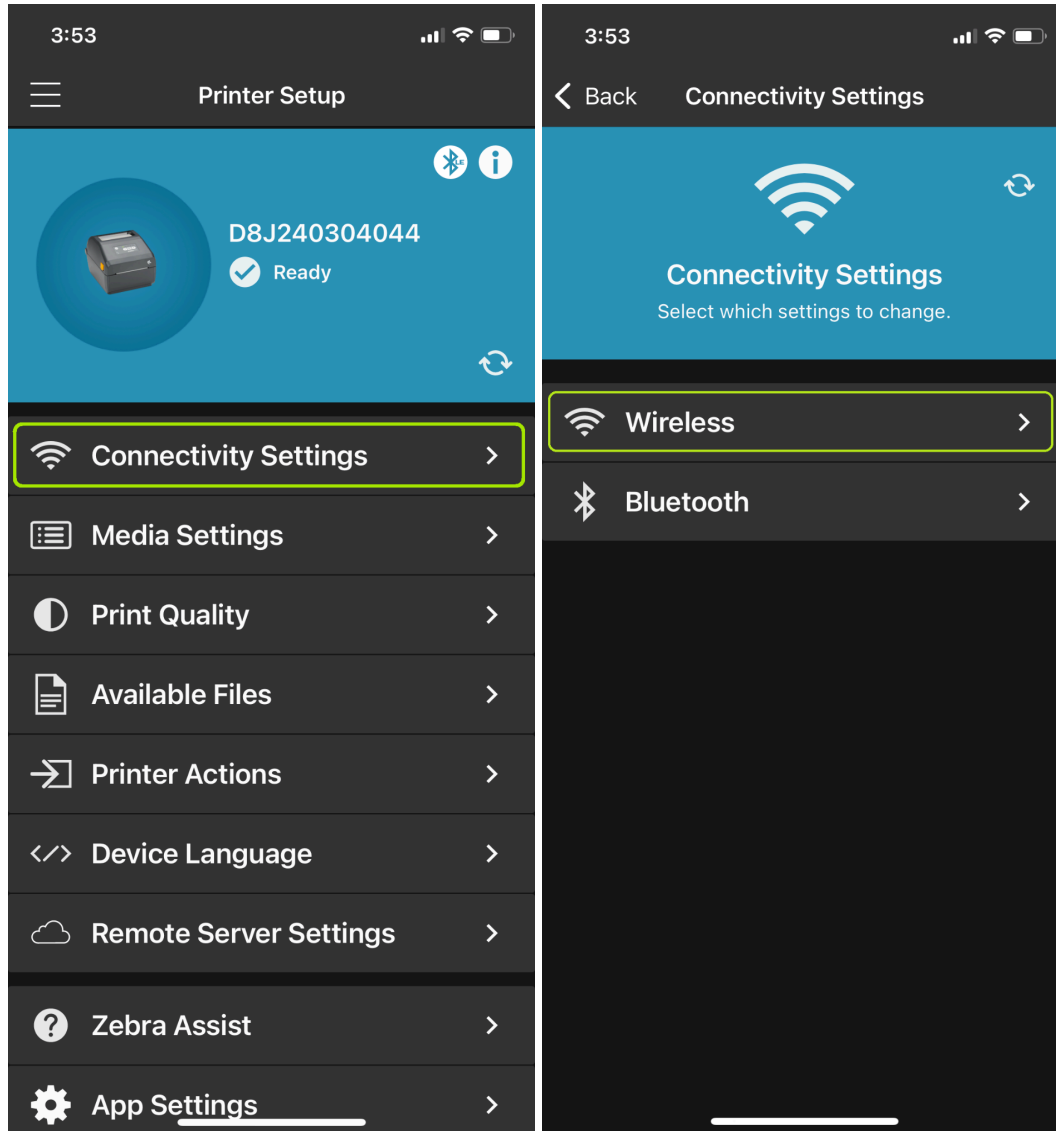
# Step 7: Setting up the WiFi Connection (DHCP)

The following set of pictures will show the steps to take on your phone to set up the DHCP WiFi Connection. For these steps you will need to fill out your own WiFi details including your WiFi Network Name and WiFi Password.

## Step 7 Part A:

First change the IP Addressing Protocol to DHCP.
(Optional) Rename the Hostname to something easy to remember like 'ZD421 WIFI'.
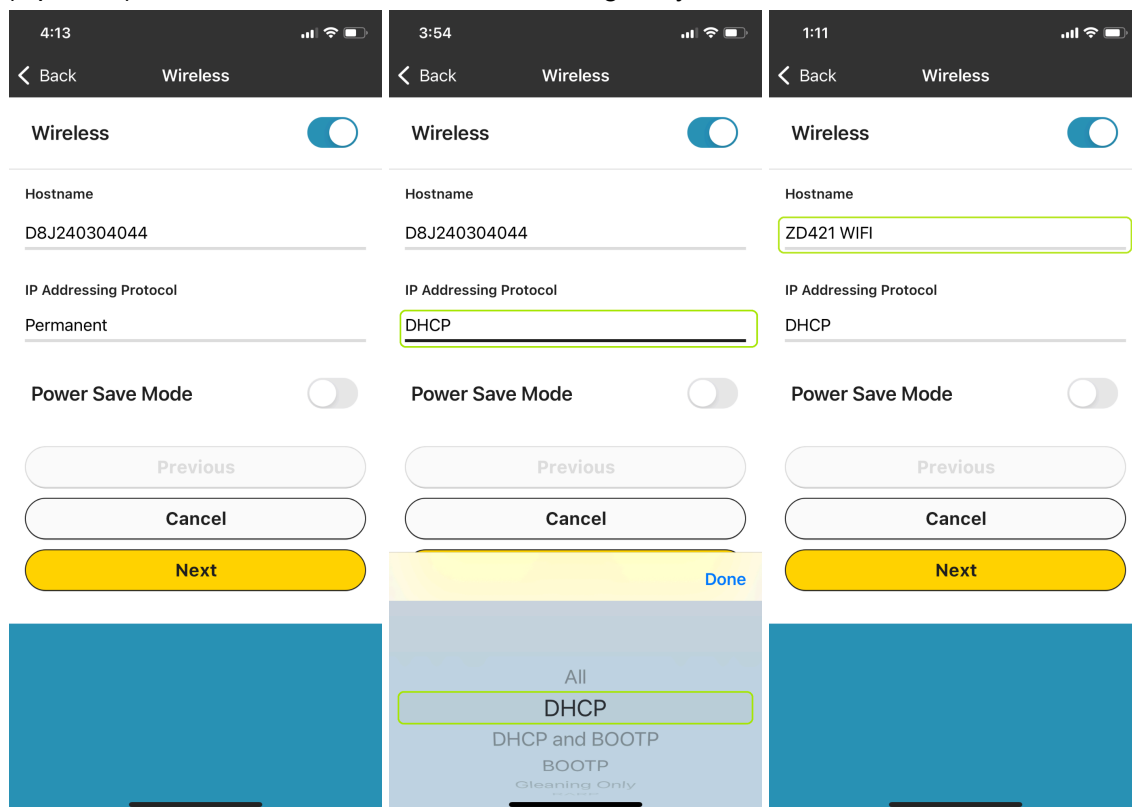
## Step 7 Part B:

The next screen will show you Client ID options. Leave this as default/blank and go straight to the next step.

**❮ Back      Wireless / Client ID**

Client ID ⬜

Type
MAC Address

Prefix

Suffix
48a493e1dcce

[ Previous ]

[ Cancel ]

[ **Next** ]

## Step 7 Part C:

**ESSID**: Fill out your Wifi's Network Name.
This is the same network name that your device or work computer is connected to.

**Security Mode:** Select '**WPA PSK**'.
This setting will just allow you to type in your WiFi Password at a later step to connect your printer.

**Wireless Band**: Select '**All**'.

**Country**: select '**Australia/NZ**'
or the country you are operating from.

**Channel List**: Leave blank.

Once these steps are complete press '**Next**'

**❮ Back        Wireless / Details**

ESSID

Type your Wifi Network Name Here

Security Mode

WPA PSK

Wireless Band

All

Country

Australia/NZ

Channel List
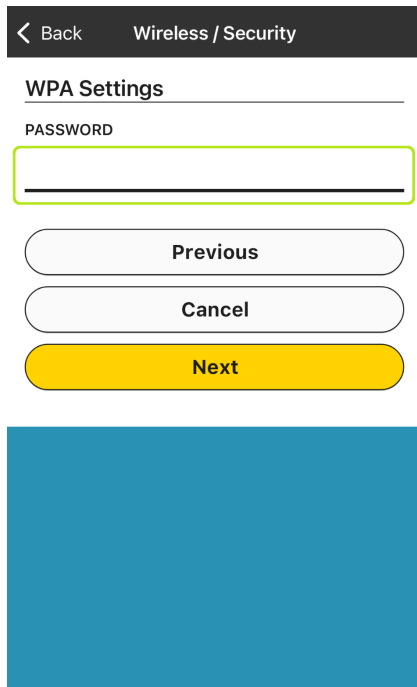
[ Previous ]

[ Cancel ]

[ **Next** ]

## Step 7 Part D:

Type in your WiFi Password then press 'Next'. Then on the next screen press 'Apply'. Finally select the 'Restart' button when prompted.
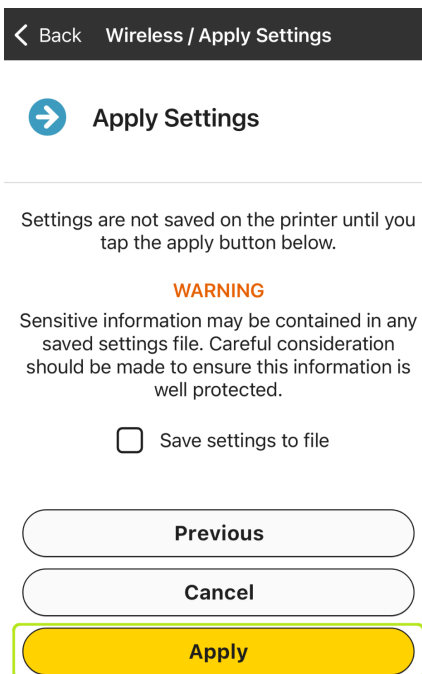


You have now successfully set up DHCP Connection on your printer. DHCP Connection will automatically assign a temporary, unused IP Address on your internet server to your printer. By finding out what this IP Address number is, we can then configure the printer to permanently be assigned that IP address. Once it is permanently assigned you will be able to use the printer through WiFi on your computer or another device connected to the same network.

# Step 8: Check Network Configuration

## Step 8 Part A:

To find out what IP Address the DHCP connection has assigned to our printer we can print a Network Configuration. To print a Network Configuration simply hold down the middle and right button on the printer for around 3 seconds or until it starts printing.



## Step 8 Part B:

At the top of the labels printed you should see the title 'Network Configuration'. Here we can find 3 key pieces of information about our printers wireless settings that we will need to set up the Permanent WiFi Connection.

- **IP ADDRESS**
- **SUBNET**
- **GATEWAY**
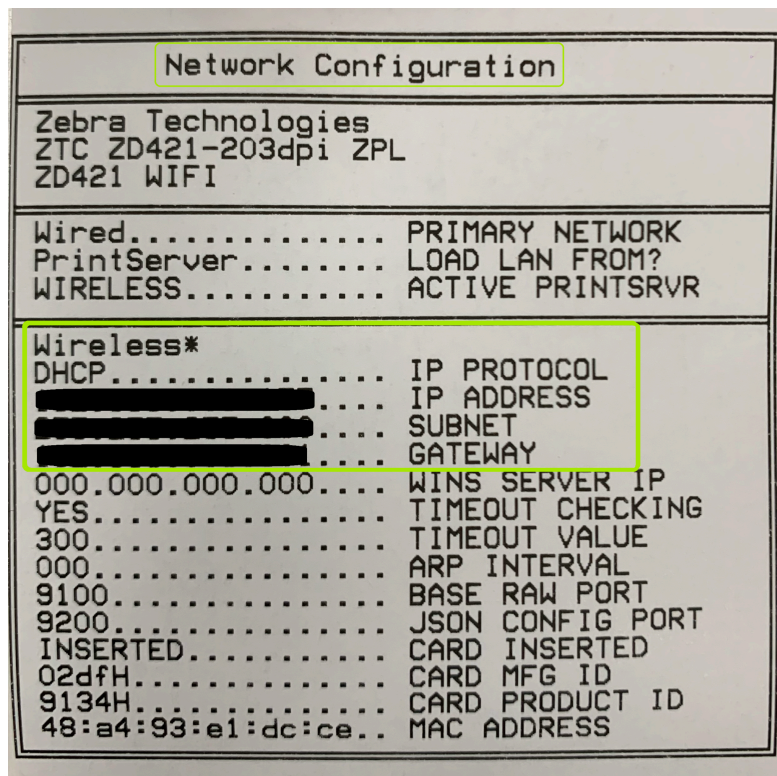


Note: We can also see other information such as IP Protocol and Hostname which we configured on our phone settings. IP Protocol: DHCP, Hostname: ZD421 WIFI

# Step 9: Setting up the WiFi Connection (Permanent)

## Step 9 Part A:

Go back on the *Printer Setup* app and refresh the 'Discover Printer' tab. You will now see the printer available to be connected by both Bluetooth and WiFi. You will also notice the name of the printer has changed to what we chose in the Hostname setup.
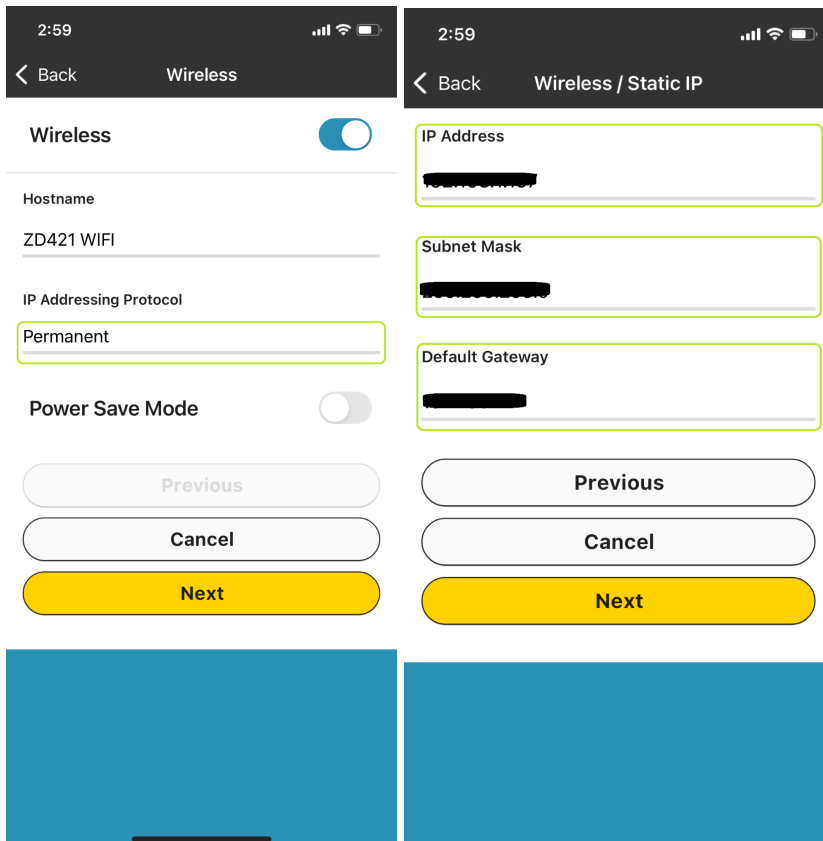Select the device available for WIFI connection then select 'Connectivity Settings'.
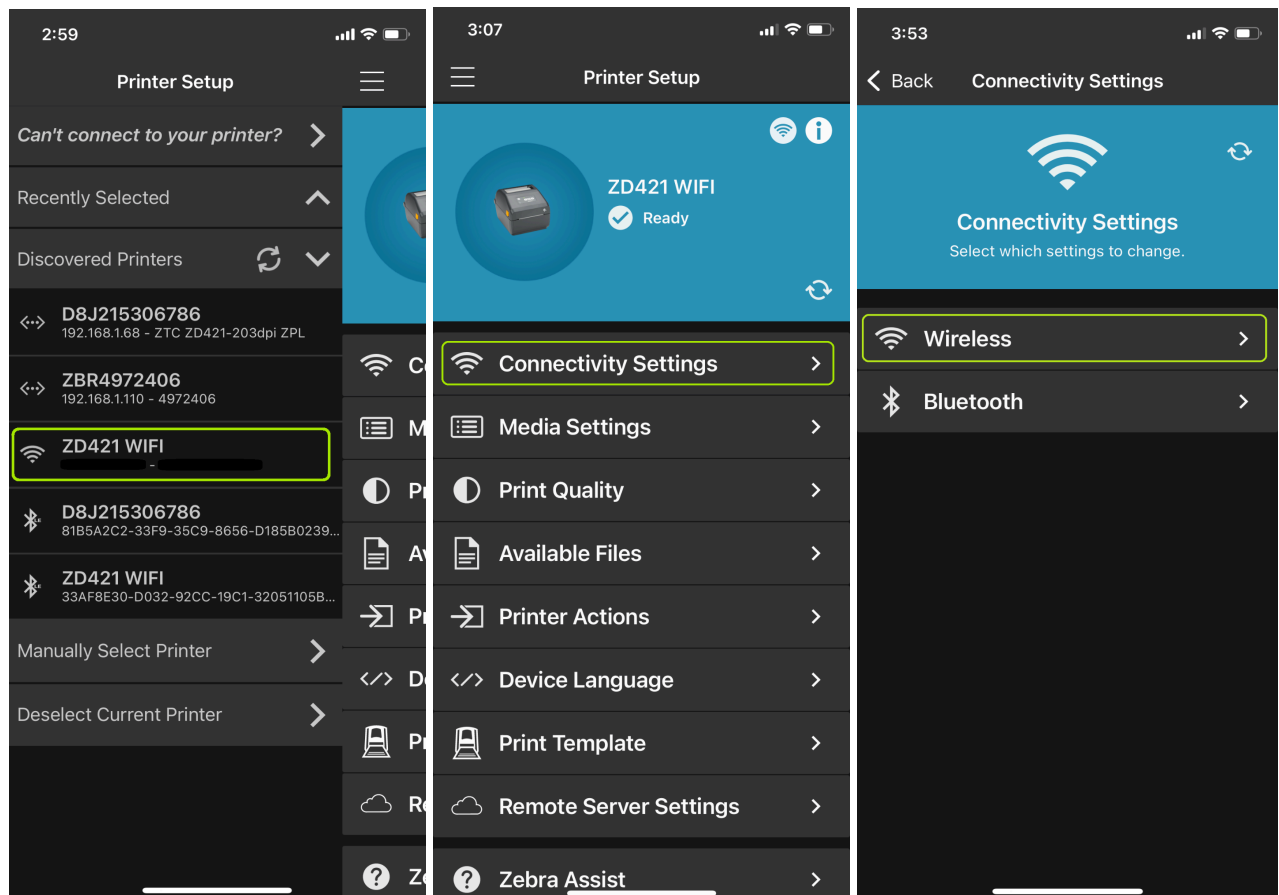
## Step 9 Part B:

First we will be changing the IP Addressing Protocol from DHCP to Permanent.
Next the step asks to set an **IP Address**, **Subnet** and **Default Gateway**. If these are already filled out, check that they match the Network Configuration numbers from Step 8. If not then manually enter the 12 digit code that you printed in Step 8. Your code should look something like the following (X's are replaced with your results):

- IP ADDRESS……192.168.XXX.XXX
- SUBNET…...255.255.255.XXX
- GATEWAY…….192.168.XXX.XXX



## Step 9 Part C:

After this point the rest of the steps should be identical from Step 7 Part B to Step 7 Part D. Follow through the steps making sure everything is filled in the same as before. Once the printer has restarted (through your phone prompt) the printer has been successfully set up on your network and can be operated from your phone.

# WiFi Setup on Computer

**Note:** *You must have already set your printer up through the phone app before connecting it to the computer. Otherwise you must follow a separate method by connecting your printer to your computer via USB.*

The setup through the phone gave the printer a set IP address which the computer can recognise through the network. The following steps are to install the correct drivers on the computer so it can operate the printer.

## Step 1: Download and Install Zebra Setup Utilities

Download from Official Zebra Website and follow the install commands:
https://www.zebra.com/ap/en/support-downloads/printer-software/printer-setup-utilities.html

## Step 2: Add a printer in Zebra Setup Utilities

### Step 2 Part A:

On the homepage of the Zebra Setup Utilities select the '*Install New Printer*' option in the top right corner of the screen.
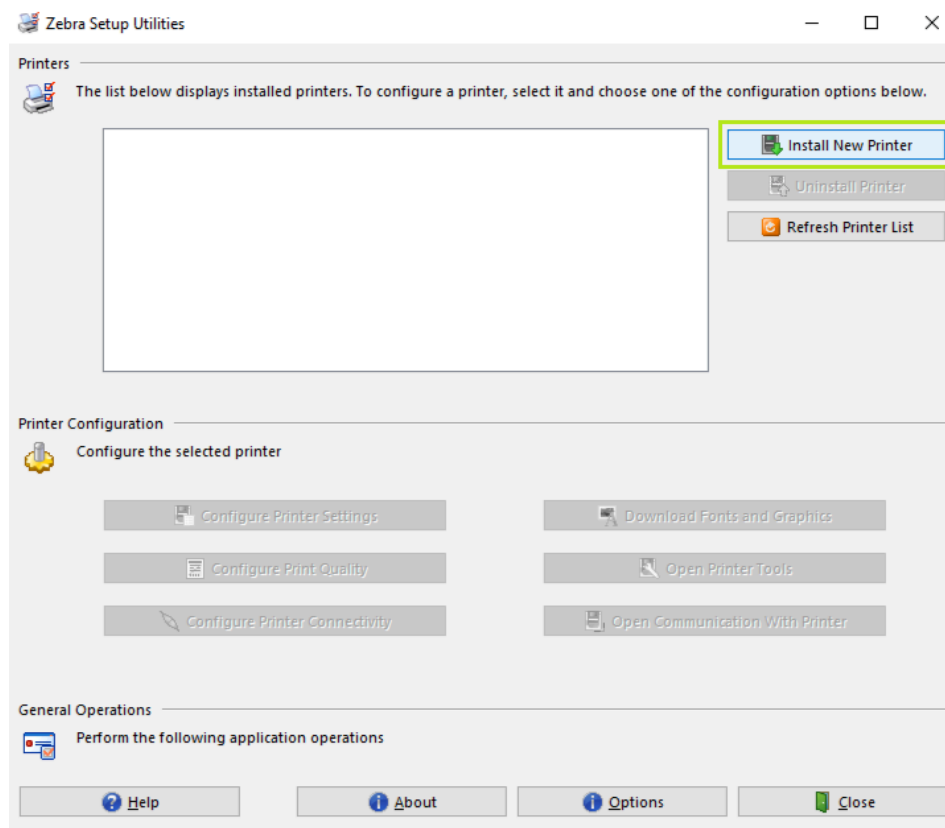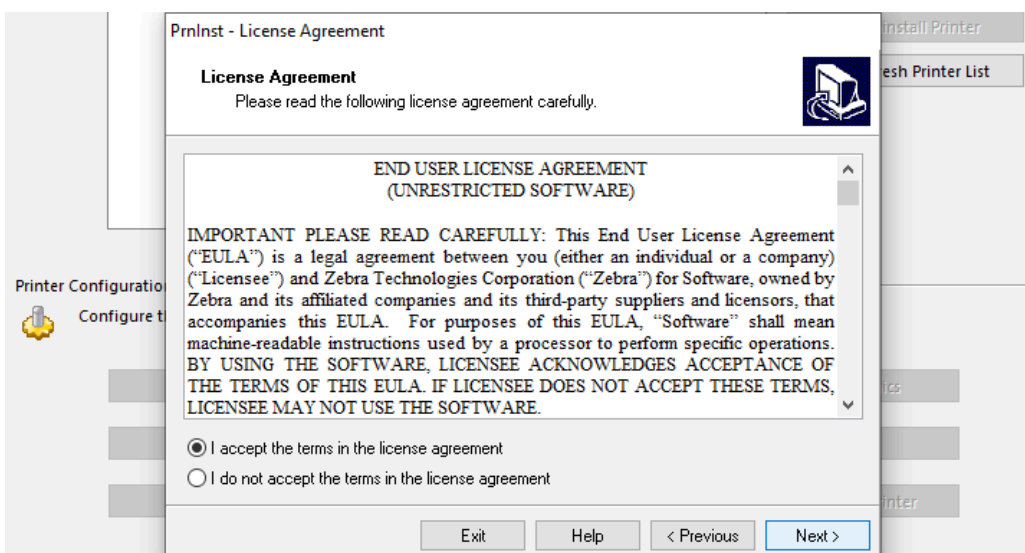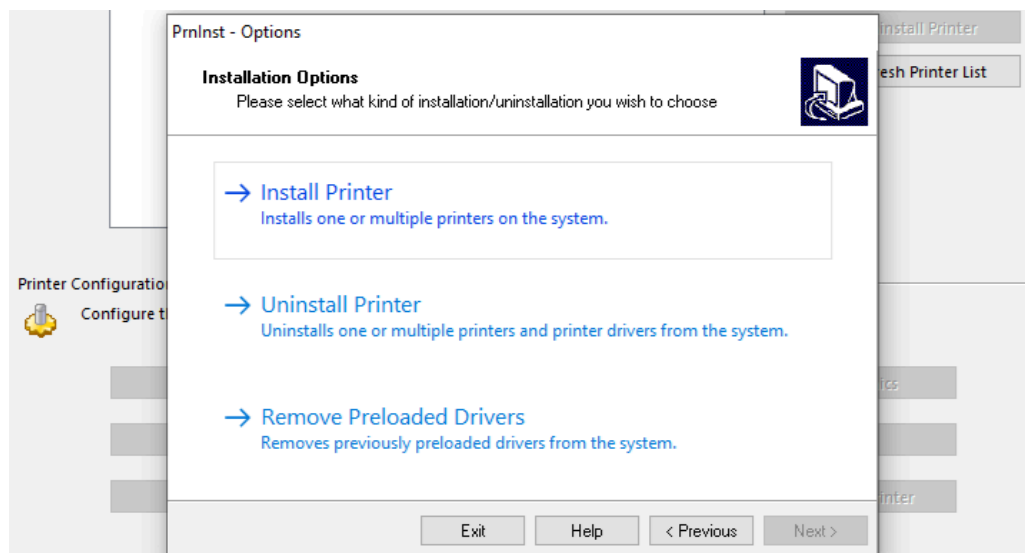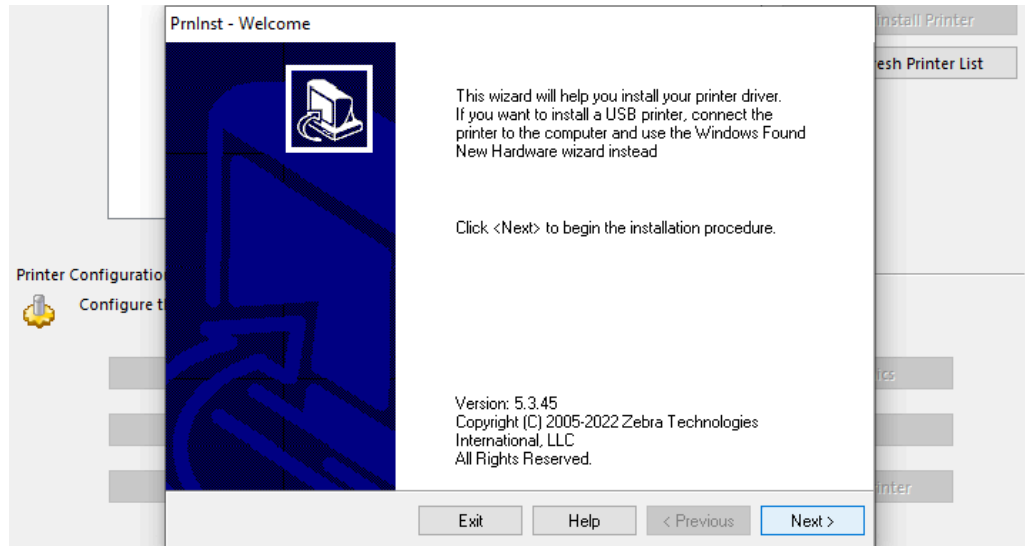
## Step 2 Part B:

Select '*Next*' on the Wizard Installation.
Select '*Install Printer*'
Select '*Agree*' on the Terms & Conditions.

## Step 2 Part C:

Select the model of your printer to install the appropriate driver. We are setting up the Zebra ZD421 for this example so I am selecting the **ZDesigner ZD421 - 203dpi ZPL** option.

**Note:** As there will be many driver options available, you will have to scroll down to find the correct option. Alternatively you can type in your printer model to quickly filter to the correct option.
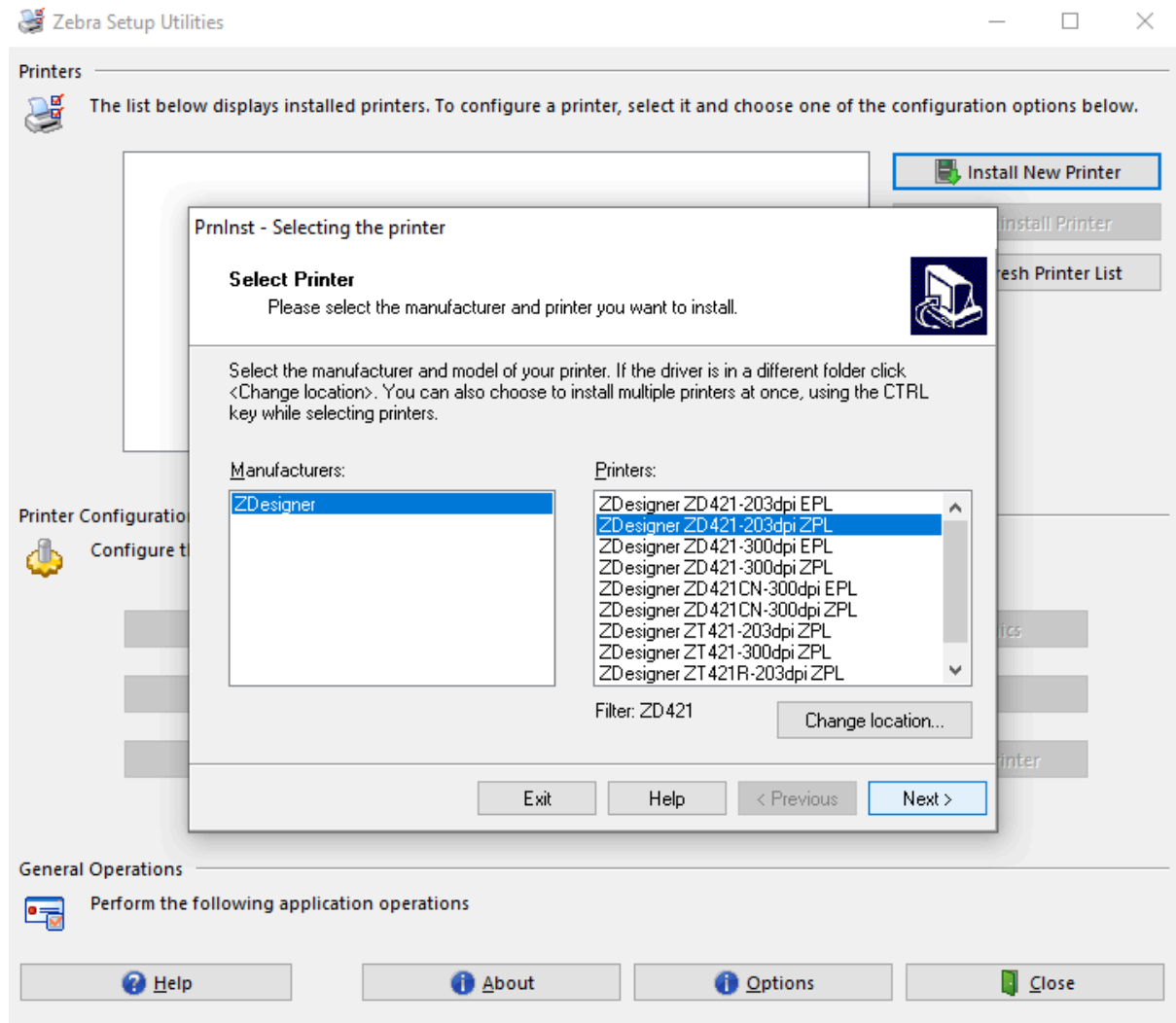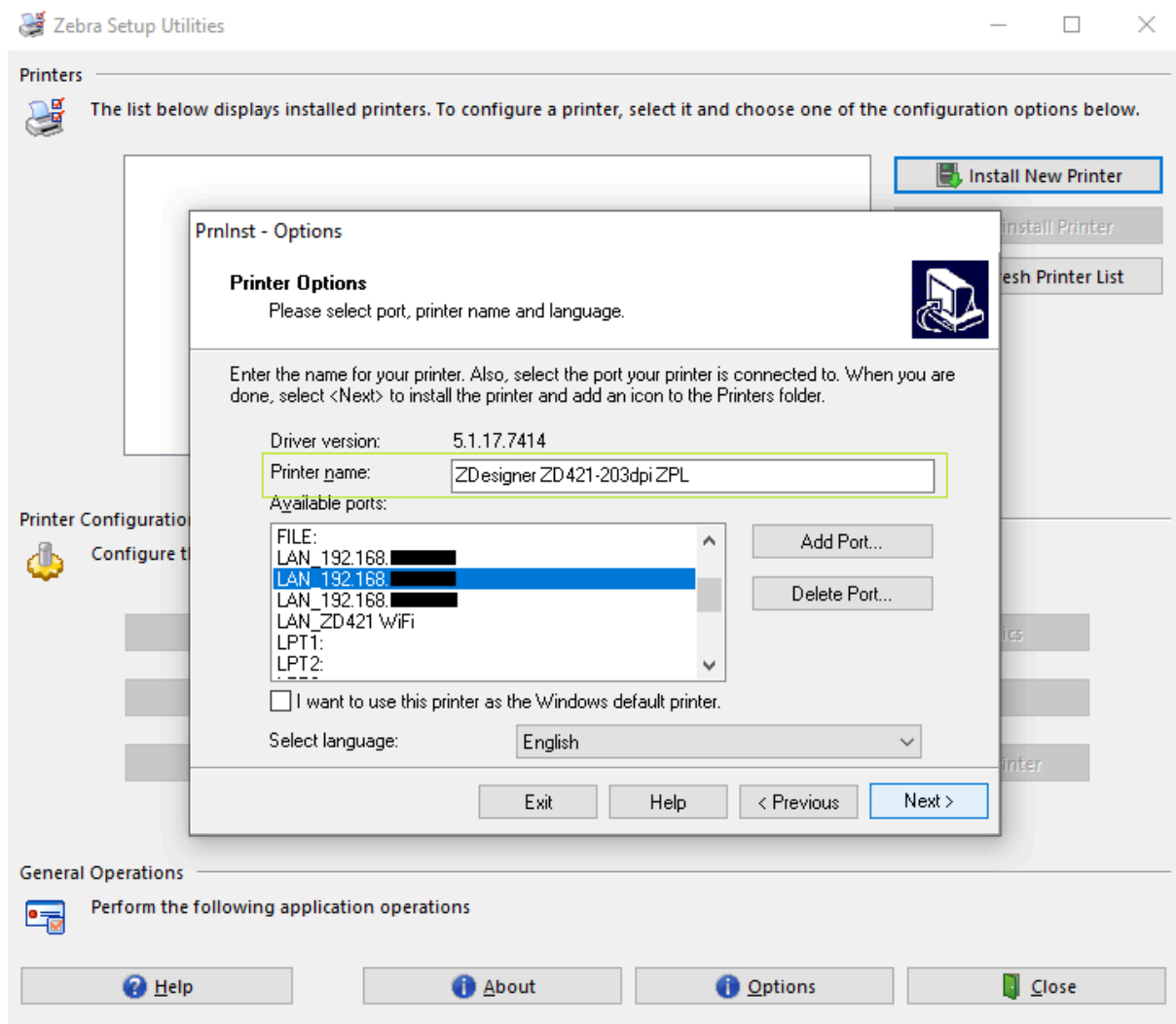
## Step 2 Part D:

Select a port and printer name.

The port is how the printer is connected to the computer. As we are connecting via WiFi we are going to use the LAN options. Recall from Step 9 Part B we chose a set IP Address for our printer. There should be an available option with that same IP Address and this is the port we will choose.
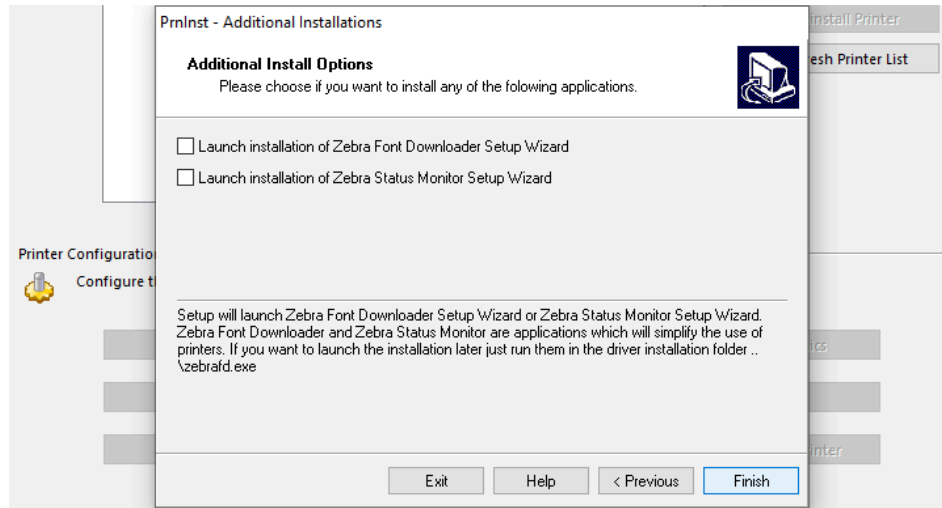
For 'Printer name:' I have left it at default; however you can change it to a simplified title such as ZD421 WIFI.
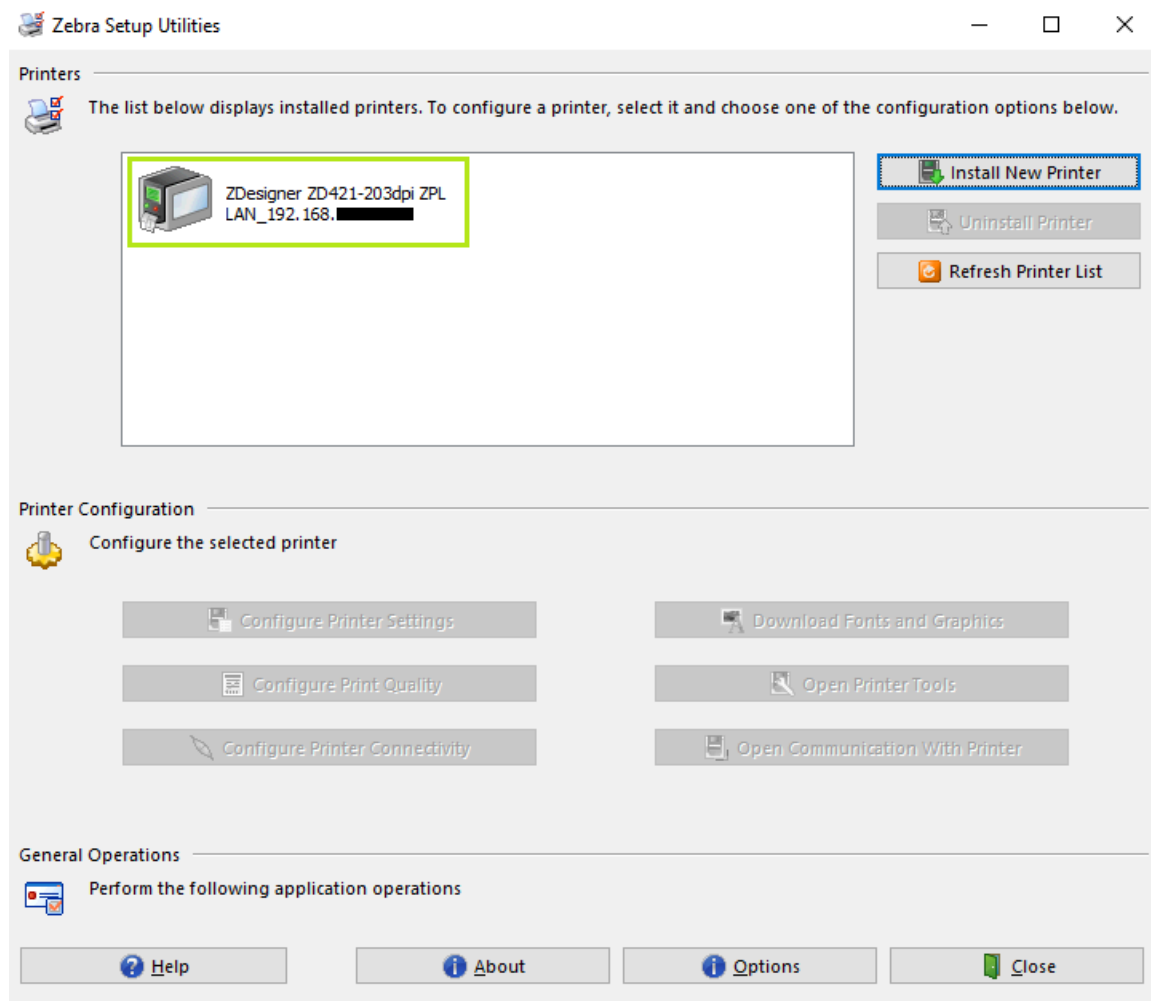
## Step 2 Part E:

Deselect '*Launch installation of Zebra Font Downloader Setup Wizard*' as it is not important for now. You can download/ launch this at a later time if needed.
Then click '*Finish*' to finalise the installation.



Your installation is complete and you should see a printer icon listed on the homepage with the model and port details.
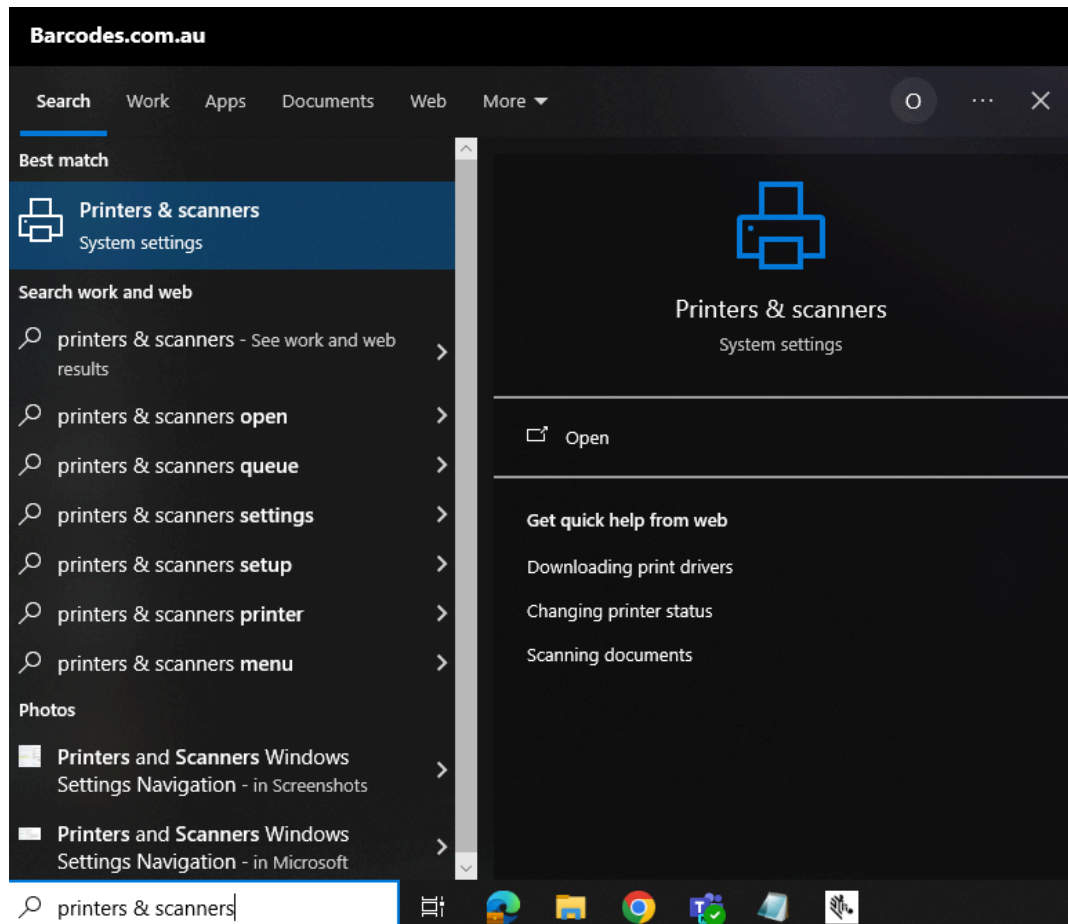
# Step 3: Test Printer Connection

Run a quick test print to see if your printer has been connected successfully.

## Step 3 Part A:

Go to '*Printers & scanners*' in Windows system settings. You can find this by typing 'Printers & scanners into the Windows search bar found in the bottom left corner of your desktop screen.

## Step 3 Part A:

From Printers & scanners you should be able to see the printer you have just set up (Zdesigner ZD421-203dpi ZPL). If you cannot see the printer straight away try refreshing and waiting for a minute.

Click on the printer name and select '*Manage*'.
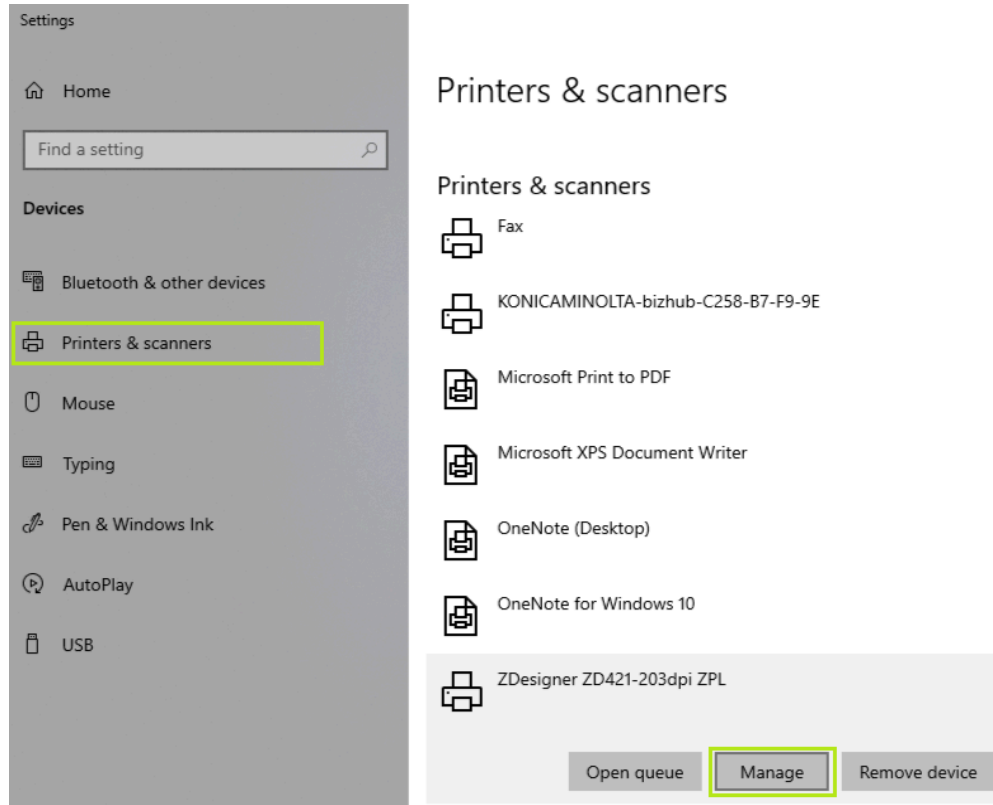
From here select the 'Print a test page' option.