Windows 10 Bluetooth Setup with Zebra Printers

These instructions use a ZQ510 as an example but will work with any Bluetooth capable Zebra printer.

1. Ensure that you have the ZebraDesigner driver installed and available.

If you are not certain click this link:

SO6673 = Installing ZebraDesigner Driver for USB Printer
https://km.zebra.com/kb/index?page=content&id=SO6673

2. With the driver installed, connect your Zebra mobile printer via USB and make sure that you can communicate with the printer. Plug and Play from Windows 10 will automatically create a ZDesigner Driver instance for your printer with a USB port.
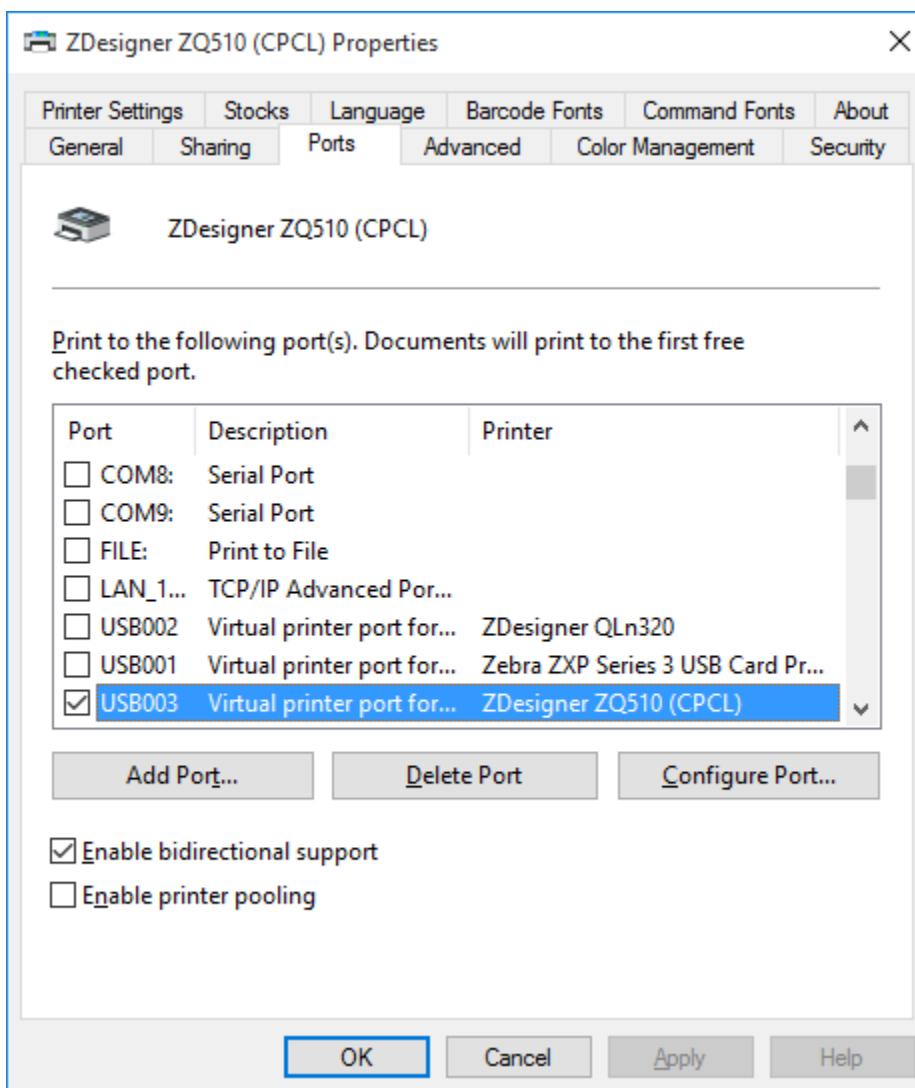
3. Download and install the Zebra Setup Utility (ZSU)

You can access the following link for details:

SO8205 = Bluetooth Setup using the Zebra Setup Utility
https://km.zebra.com/kb/index?page=content&id=SO8205

4. Once you have started the ZSU, select the ZDesigner driver for your USB connected Zebra printer and choose Configure Printer Connectivity.
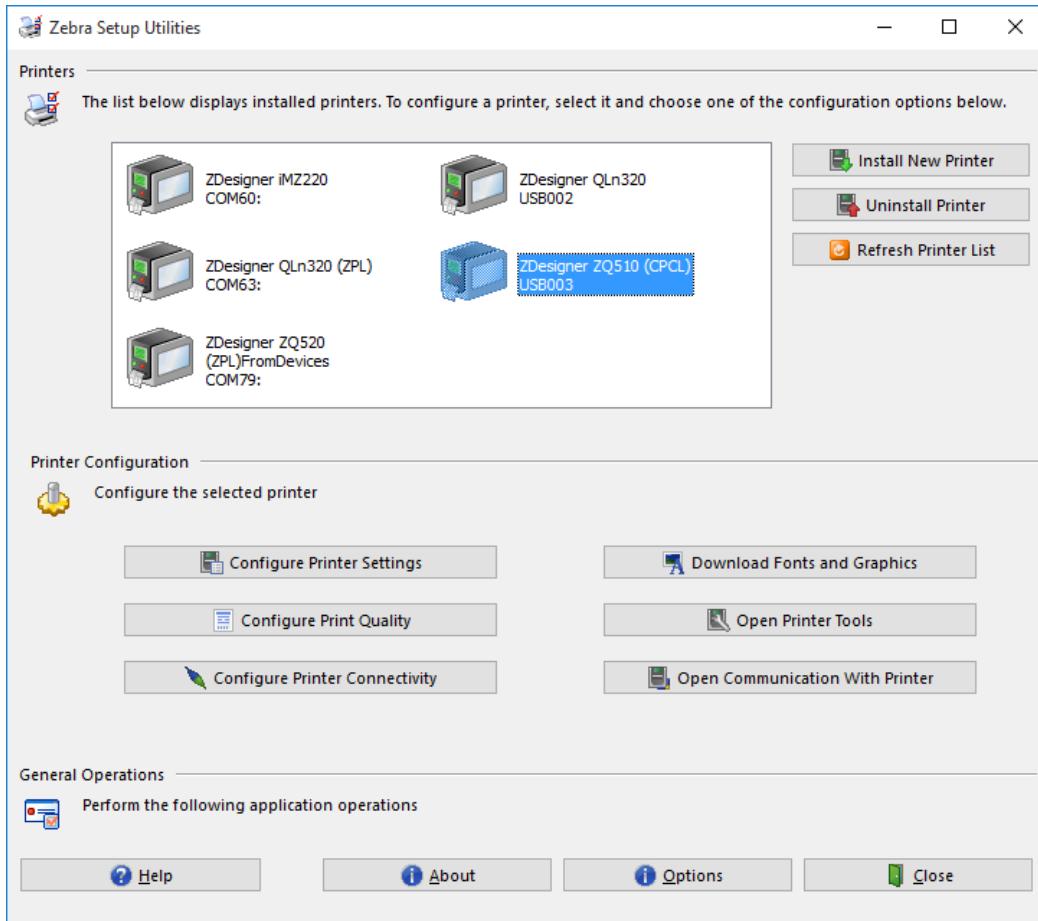
5. Select Bluetooth and click Next
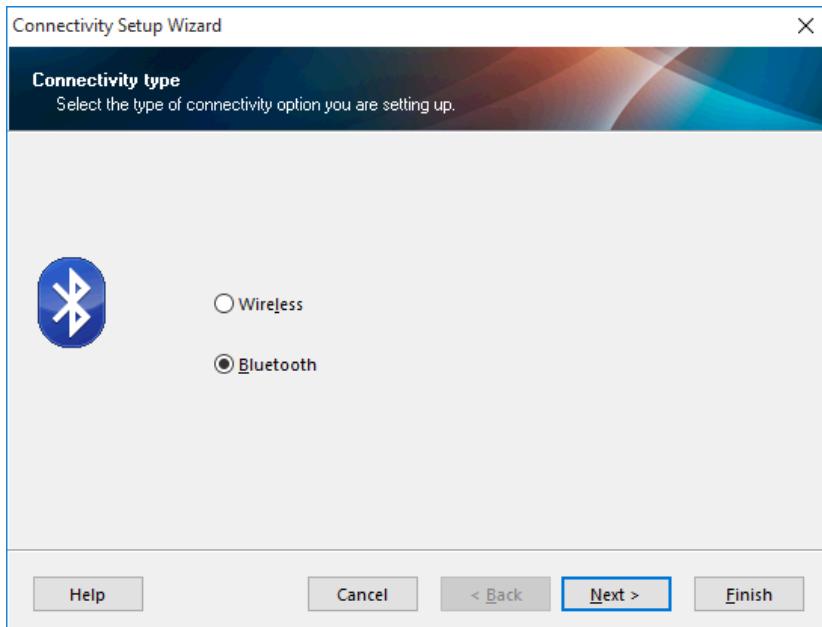
6. Enter a Friendly name and an Authentication pin number of your choice. You can leave the default values for the remaining Bluetooth settings and click Next.
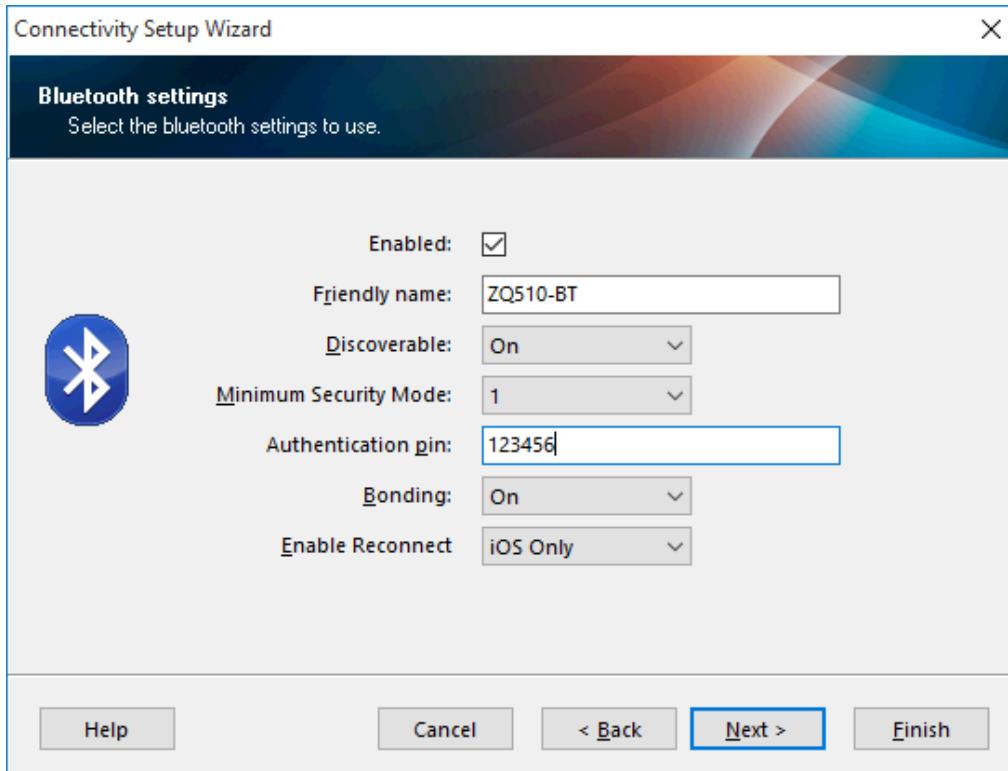
7. Click Next >
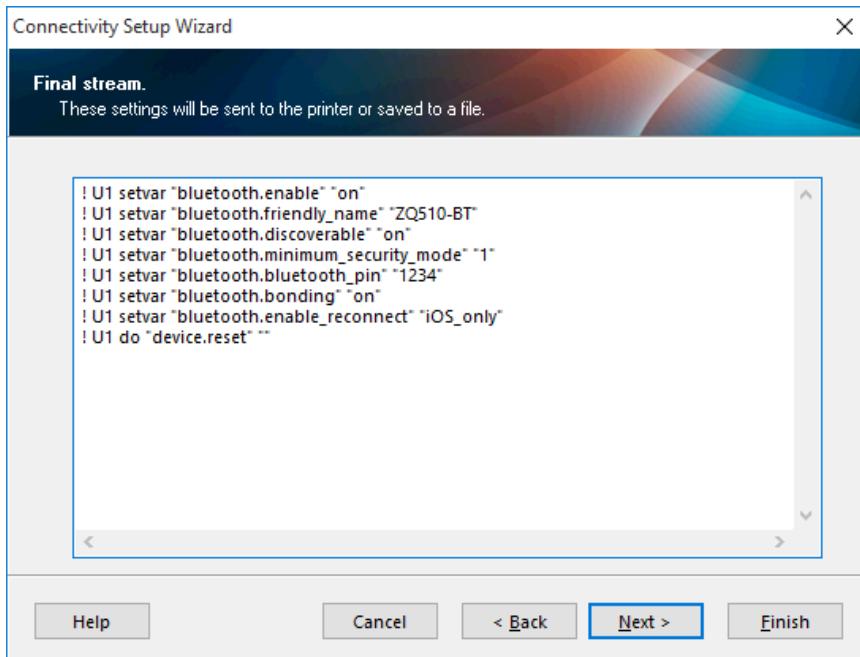
8. Unless you have some need to capture the settings to a file, leave this option set to Printer and click Finish.
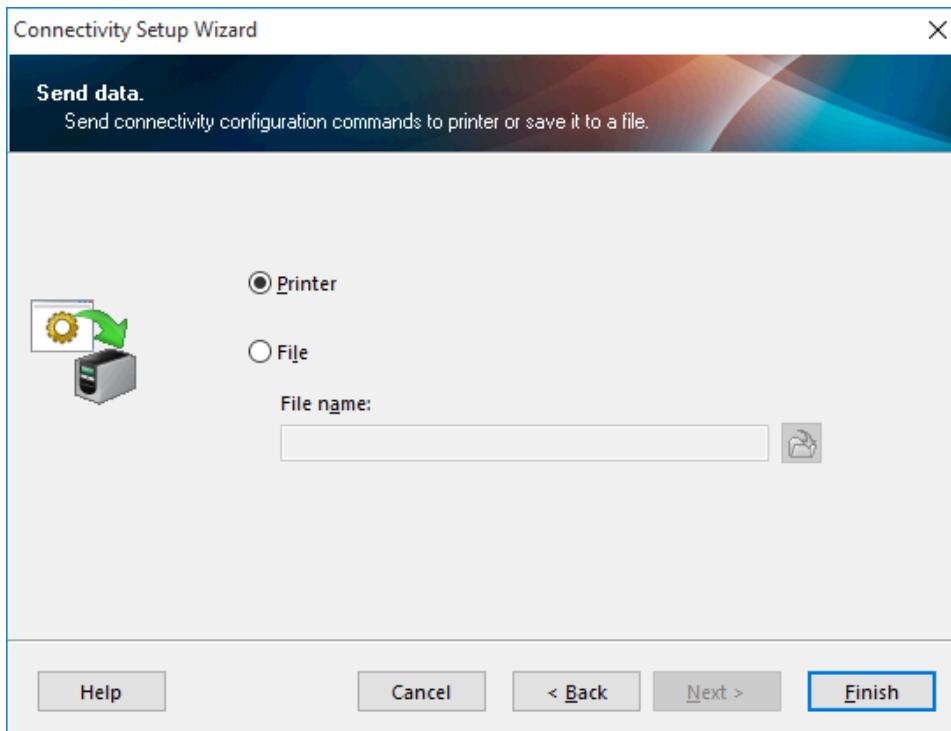
(In the case of a ZQ510 the printer displays RESTARTING after receiving the Bluetooth settings)

You can now close the ZSU and disconnect the USB cable from the printer.

9. In the Windows 10 "Search the web and Windows box" type in Bluetooth and select Bluetooth Settings.
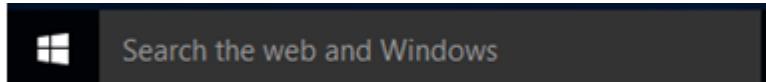

After a few moments, Windows should list your Zebra Bluetooth printer

10. Highlight the printer with the Friendly name you had entered in the Zebra Setup Utility and click Pair
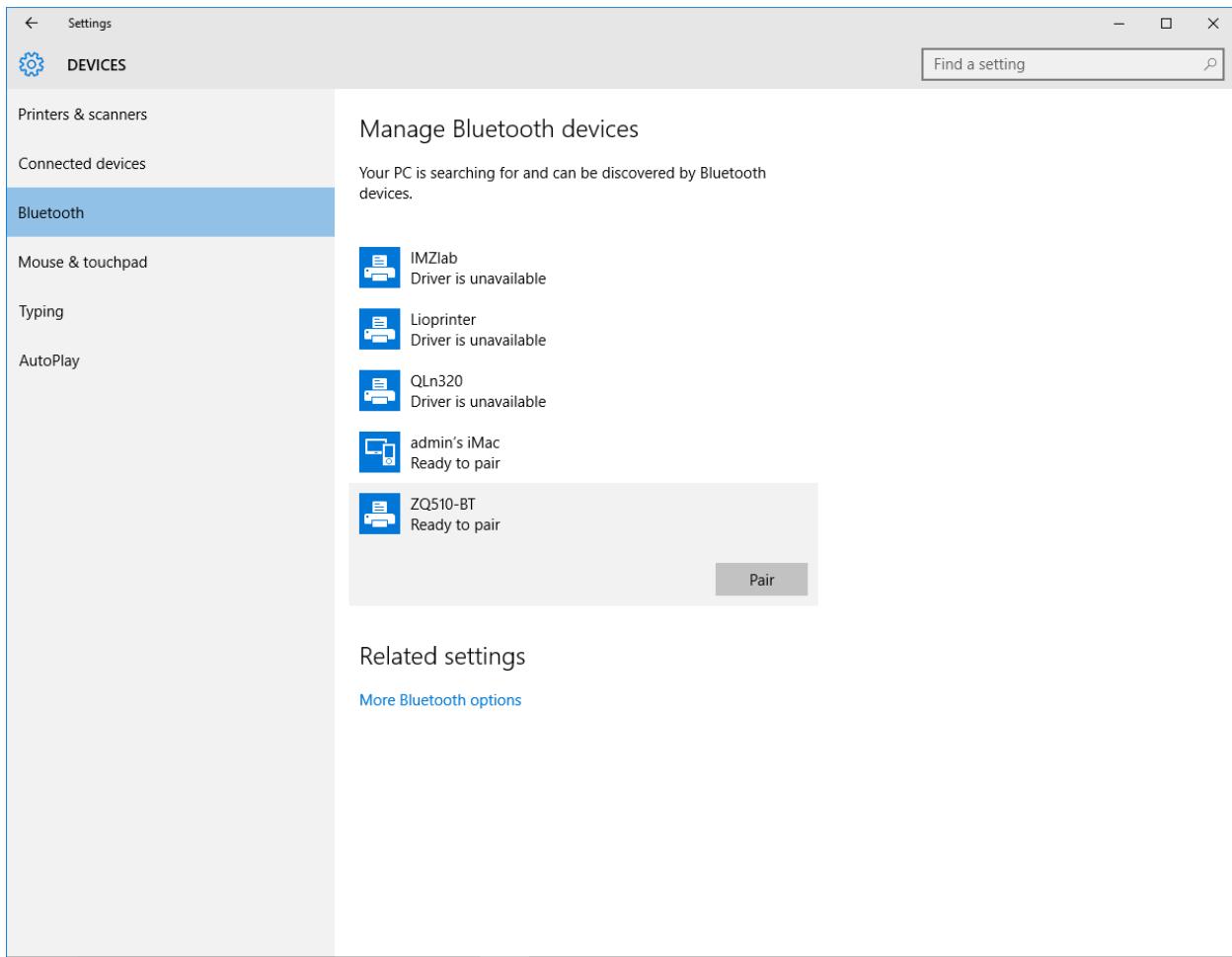
11. When prompted, enter the passcode you had also created in the ZSU and click Next
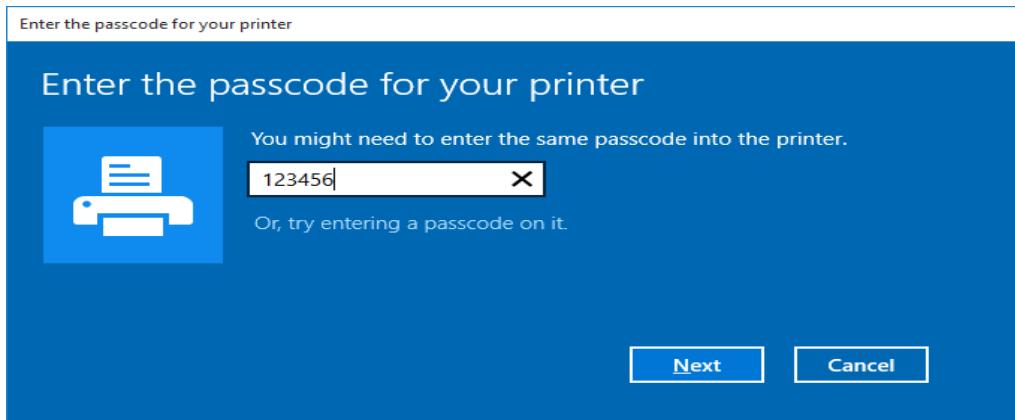
The screen may quickly flash Connected but then will show "Driver is unavailable"

12. Click More Bluetooth options
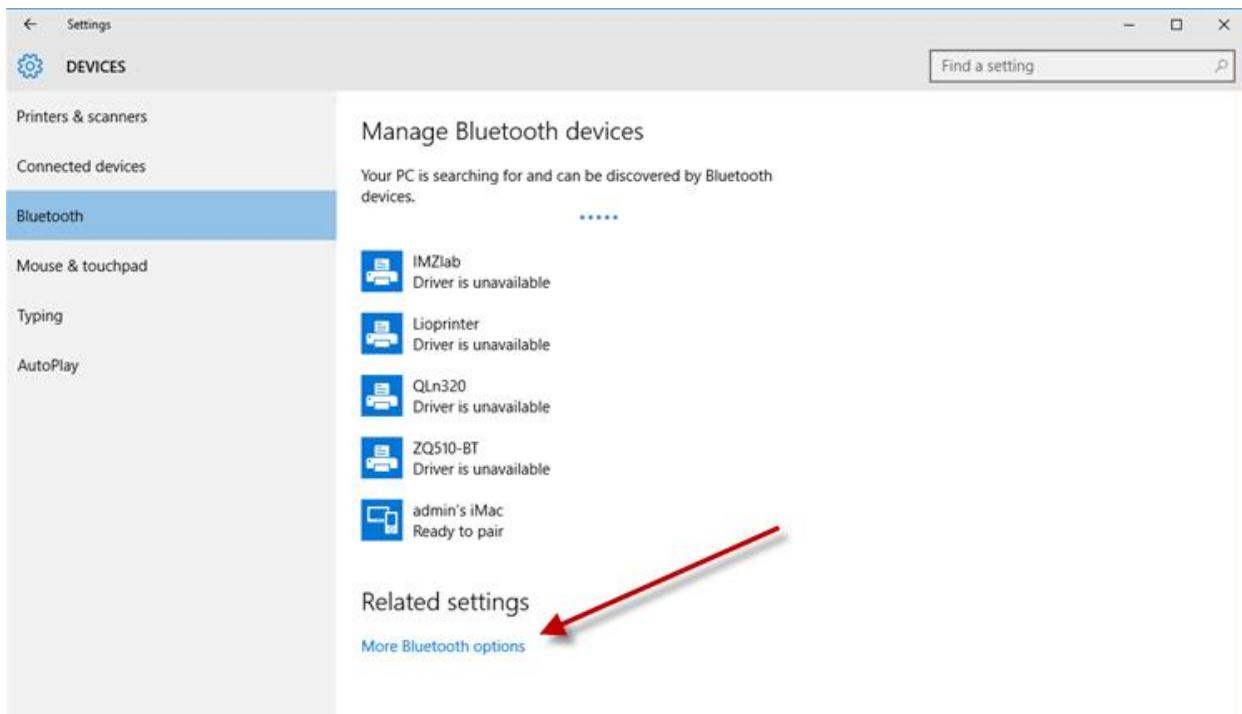
It is critical that you follow these next instructions closely and choose the COM port created by Windows 10. It will not work and will result in Error if you do not or cannot select the COM port created by Windows 10.

13. From the Bluetooth Settings box that appears, click the COM Ports tab and confirm the Outgoing port listed for the Zebra printer and its Friendly name that you had previously created. In this example the COM84 is exceptionally high due to passed pairing attempts that failed because of known issues in the earlier versions of Windows 10. The latest updates have addressed those issues so your Windows 10 installation must be up to date.

(See SO8986 - Windows 10 Bluetooth pairing issue when using the Zebra Driver)
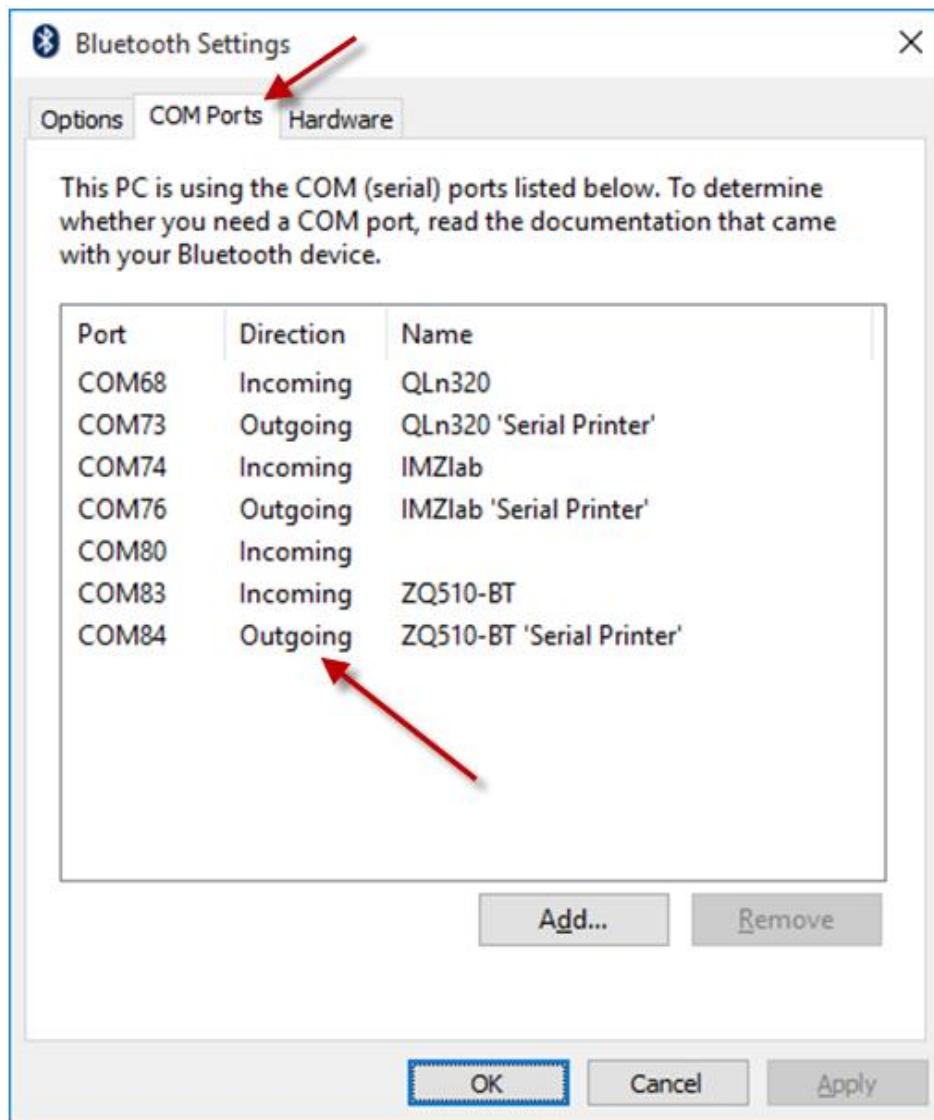
14. If Devices and Printers is already open, close it and re-open.

Manage Bluetooth devices and Bluetooth Settings should also be closed.

Your printer with its friendly name should be listed.

15. Right click the printer and choose Properties...
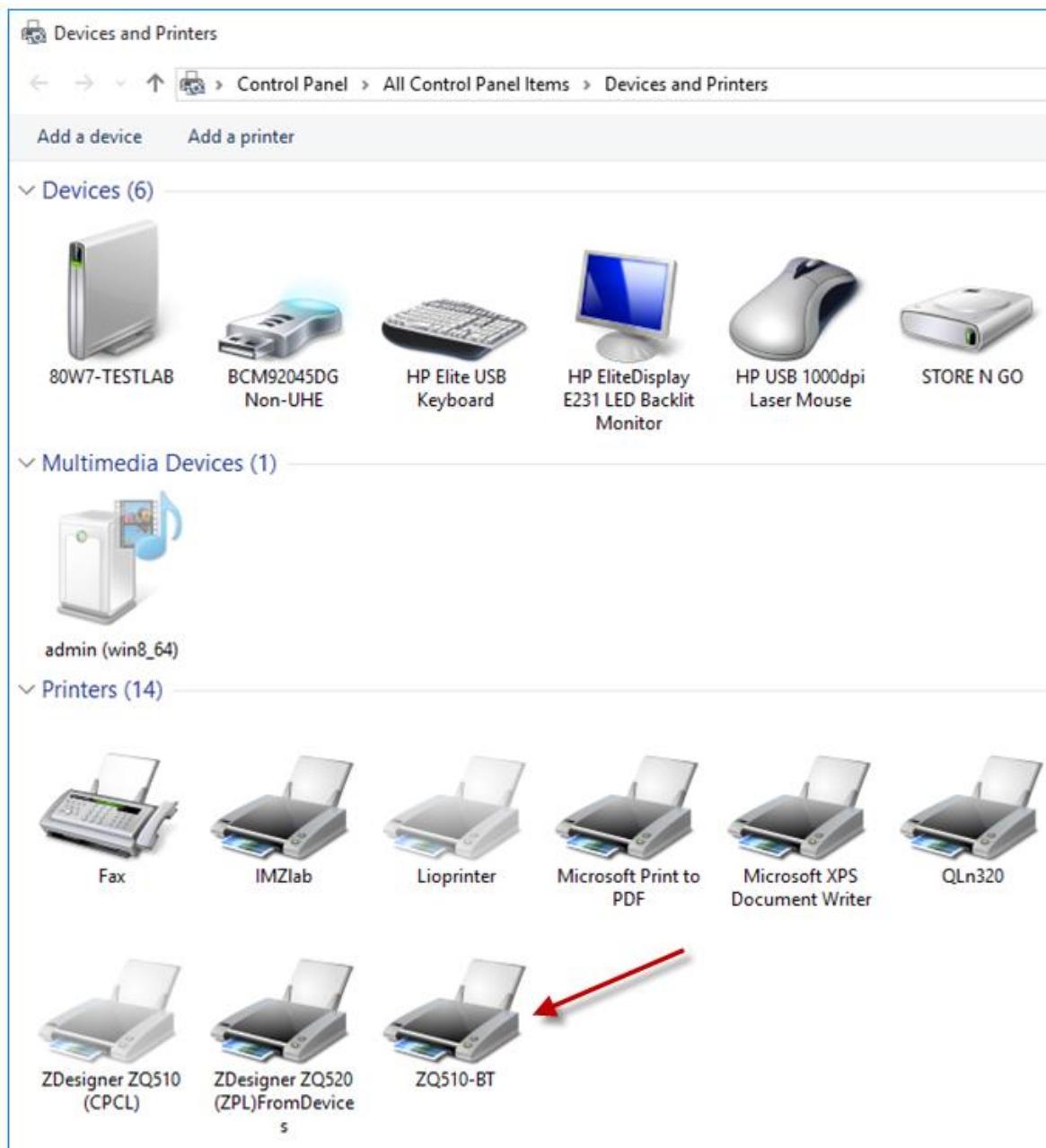
...This shows the COM port created by Windows 10
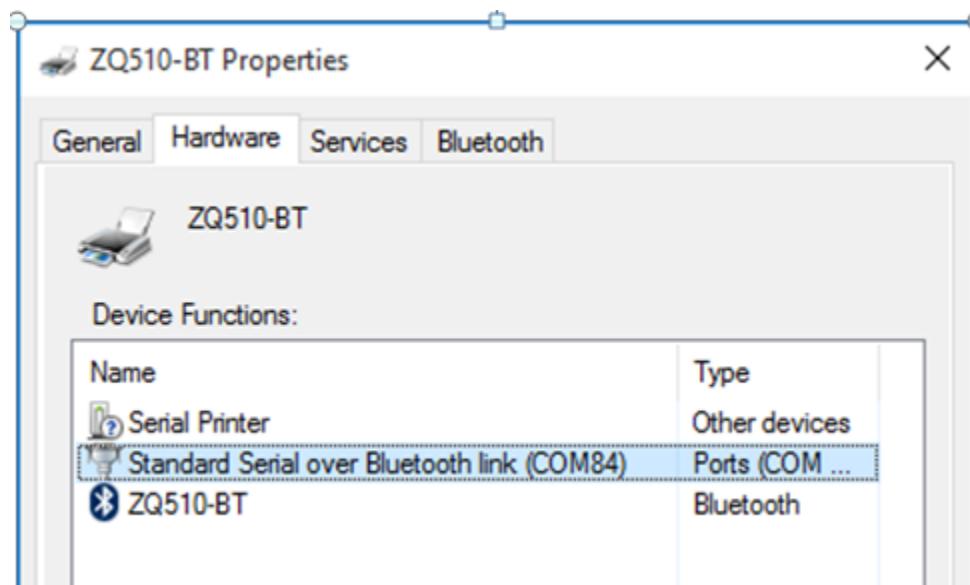
In order to print successfully with no Errors, you must select this COM Port

It has proven to be necessary to manually add a new printer.

16. Open the Zebra Setup Utility, if you did not download and install a new version of the Zebra Setup Utility at the beginning of this process, check the About screen to ensure that you are running a current version that will install a current ZDesigner driver (v1.1.9.1155 or newer).

Select Install New Printer

17. At the Options screen Choose Install Printer

Options

Installation Options
Please select what kind of installation/uninstallation you wish to choose

→ Install Printer
Installs one or multiple printers on the system.

→ Uninstall Printer
Uninstalls one or multiple printers and printer drivers from the system.

→ Remove Preloaded Drivers
Removes previously preloded drivers from the system.

Exit   Help   < Previous   Next >
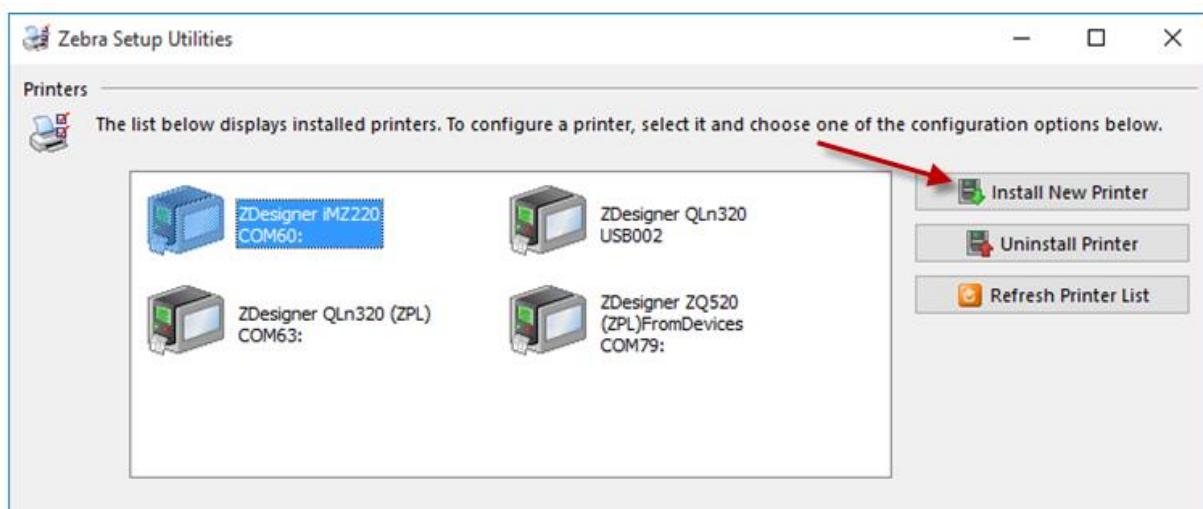
18. Select your printer model and the language you wish to use then click Next>

Selecting the printer

Select Printer
Please select the manufacturer and printer you want to install.

Select the manufacturer and model of your printer. If the driver is in a different folder click <Change location>. You can also choose to install multiple printers at once, using the CTRL key while selecting printers.

Manufacturers:
ZDesigner

Printers:
ZDesigner ZQ510 (CPCL)
ZDesigner ZQ510 (ZPL)
ZDesigner ZQ520 (CPCL)
ZDesigner ZQ520 (ZPL)
ZDesigner ZR338 (CPCL)
ZDesigner ZR338 (ZPL)
ZDesigner ZR628 (CPCL)
ZDesigner ZR628 (ZPL)
ZDesigner ZR638 (CPCL)

Change location...

Exit   Help   < Previous   Next >

19. Temporarily select LPT3
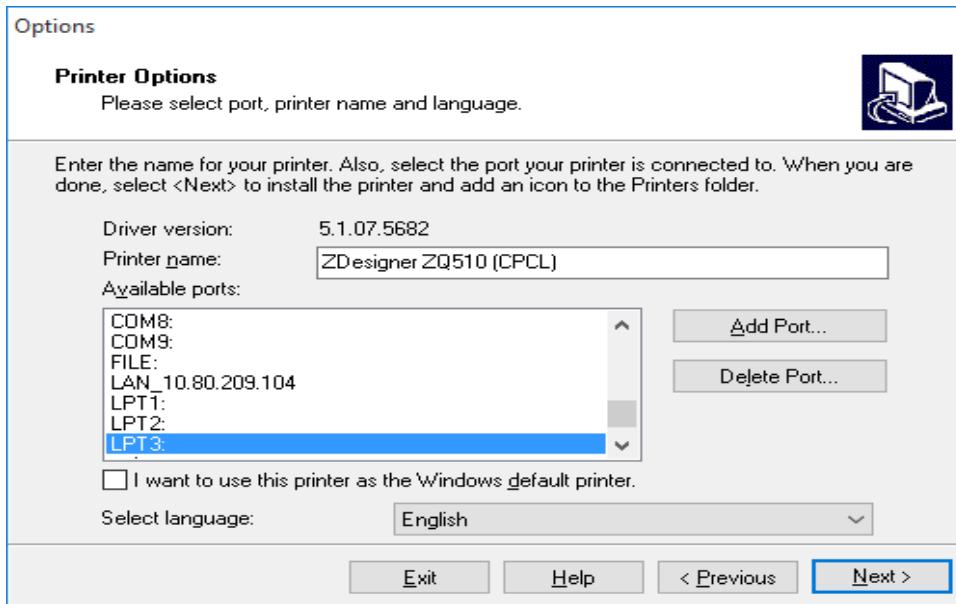
20. Uncheck "Launch installation of Zebra Font Downloader Setup Wizard" and click Finish
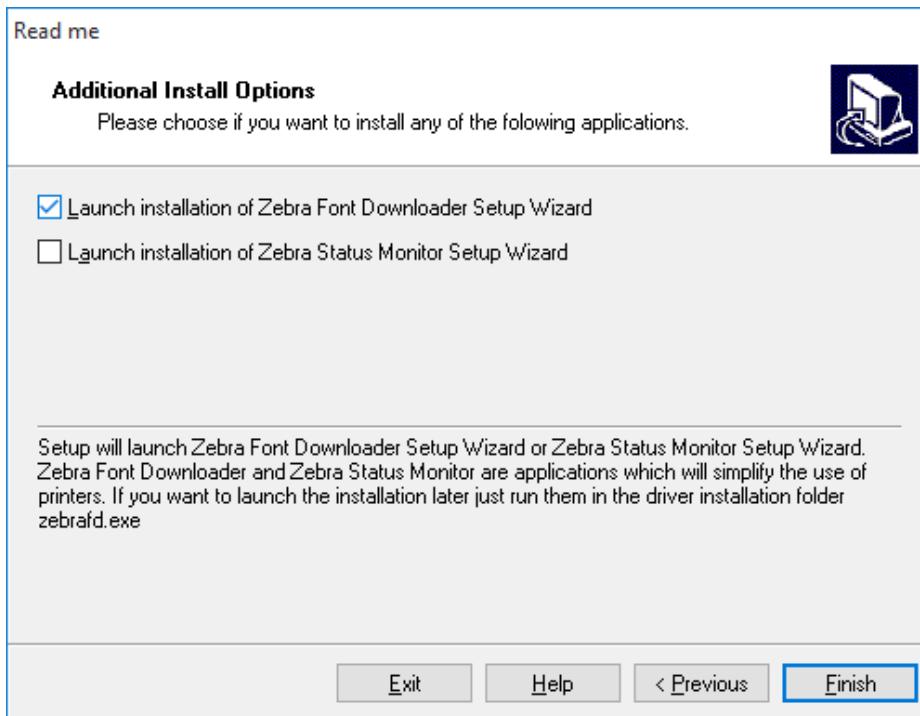
21. If this message displays, ignore and click Next

Process

The driver is locked by another process
Close applications locking the driver, and press <Next>

⚠ SplWow64.exe (Thunking Spooler) process was found running on the system. It helps all 32bit applications to be able to print on 64bit systems. To continue the installation, Printer Install Wizard needs to restart this process. By doing so, this can unpredictably influence any 32-bit applications that are using windows drivers for printing. Please save your work in any such applications and close them before continuing installation.

Exit   Next >

22. Click Ignore and then OK to the next message to complete the install.

Process

The driver is locked by another process
Close applications locking the driver, and press <Next>

The file C:\WINDOWS\system32\spool\DRIVERS\x64\3\ZDNdrv56.dll is locked by the following processes. Please close all applications to release the file and press "Retry" to continue. To force the installation of driver without releasing the file, press "Ignore".

explorer.exe

Exit   Ignore   Retry
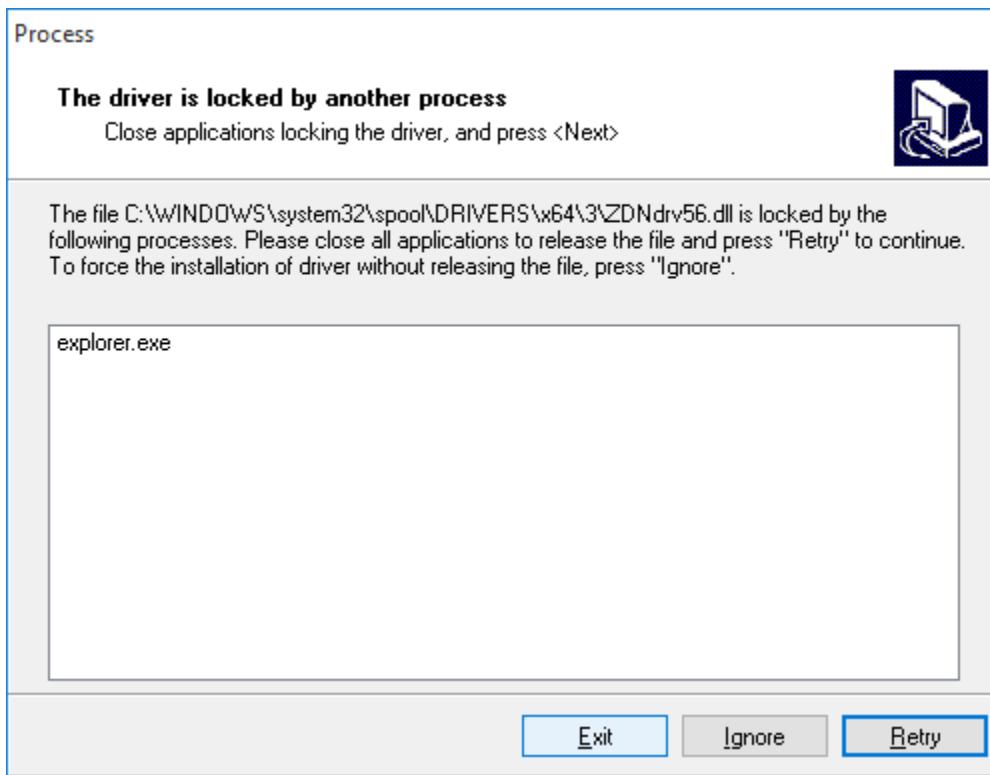
Once completed the new printer will display in the ZSU.
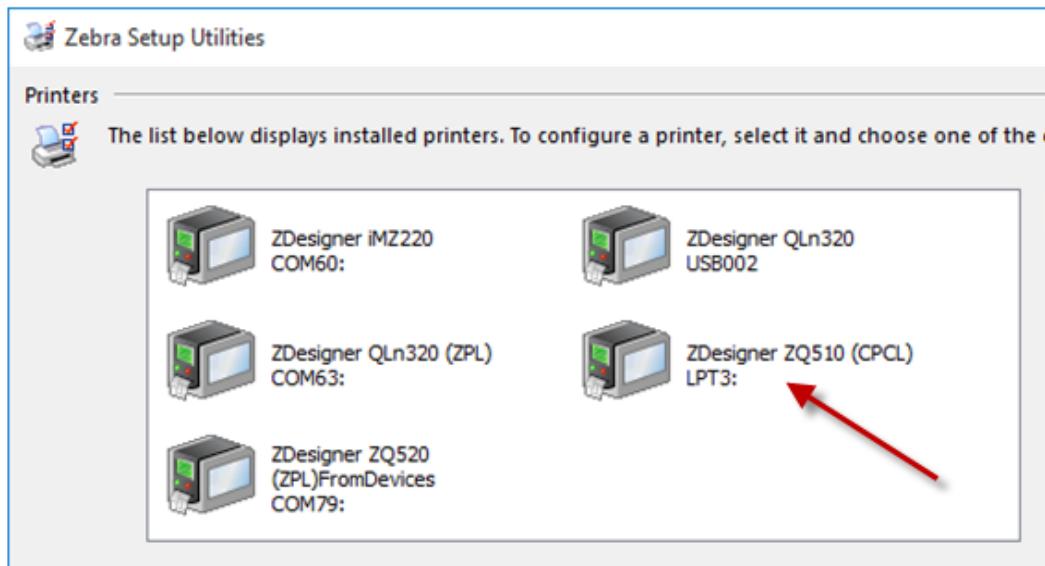
23. Re-open Devices and Printers then right click and choose Printer Properties
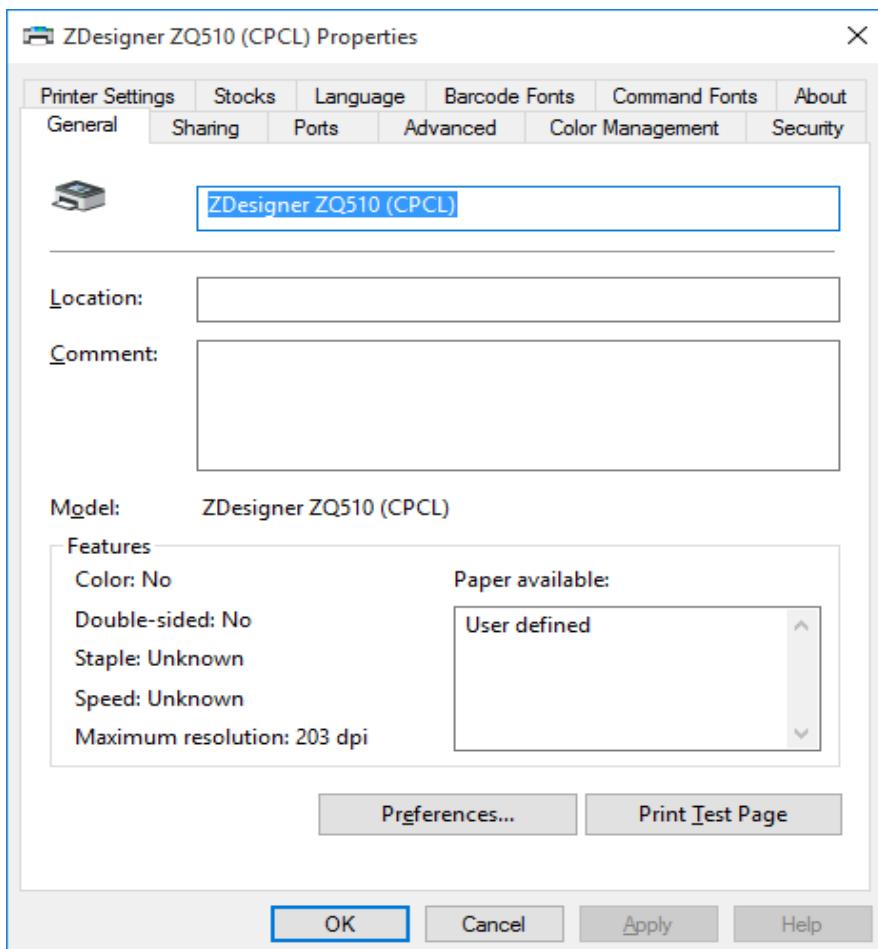
24. Choose Ports and confirm that the Outgoing Port created by Win 10, in this case COM 84, is now available to select.

25. Select the port and click Apply
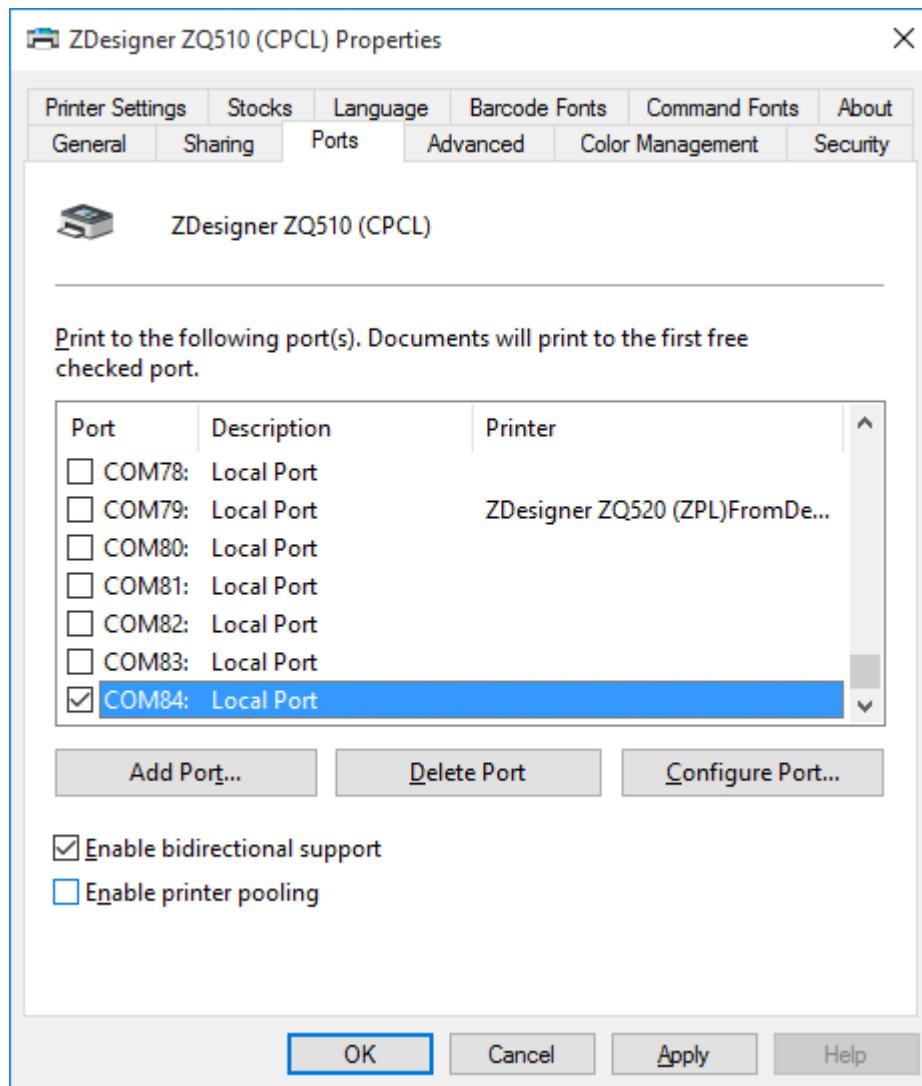
26. Click the General tab and select Print Test Page.
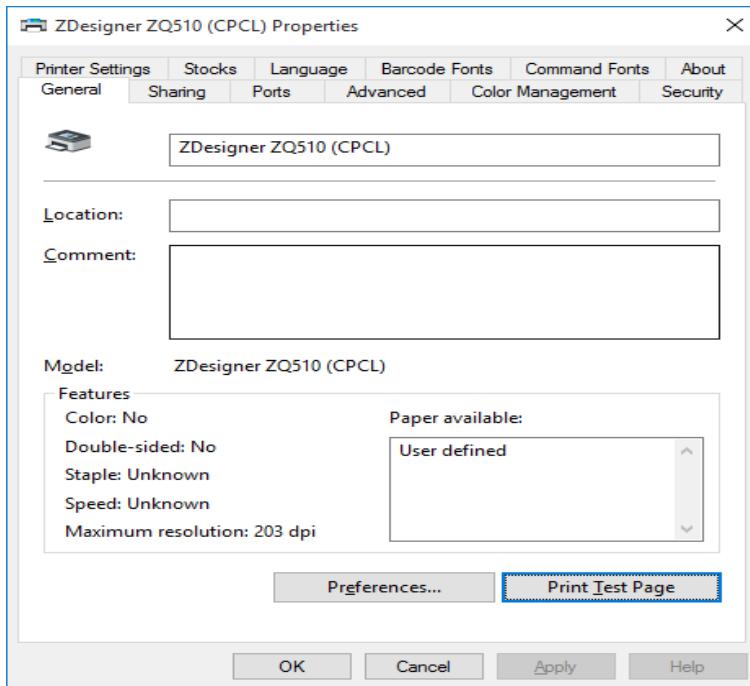
With the correct port selected, a Test Page prints with no error message.

If the correct Port is not available you cannot select a different COM port. When you attempt to print you will receive an Error printing from the operating system and from Devices and Printers...
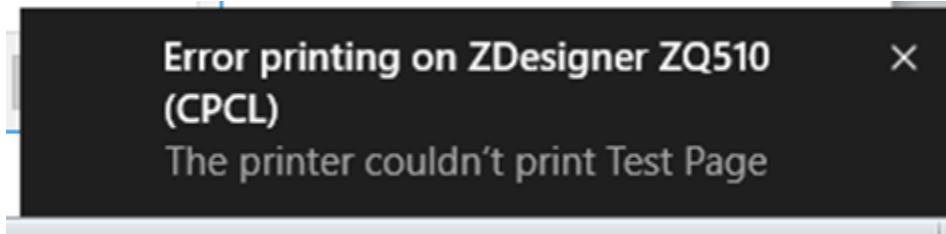
```
ZDesigner ZQ510 (CPCL)                                    —    □    ×
Printer   Document   View
Document Name          Status            Owner   Pages   Size       Submitted
Test Page                                admin   1       3.58 KB    1:19:23 PM  12
Test Page              Error - Printing  admin   1       3.58 KB    1:18:43 PM  12


2 document(s) in queue
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This means that your Windows 10 is missing a key update that corrected this Microsoft issue. We only have suggested steps available from the internet to help with the task of updating your Windows 10 operating system. You can try completing all steps in the link below to correct the Microsoft issues with the earlier version of the Windows 10 and ensure that your operating system is fully up to date.

SO8986 - Windows 10 Bluetooth pairing issue when using the Zebra Driver
https://km.zebra.com/kb/index?page=content&id=SO8986

At this point it is not a Zebra or ZebraDesigner driver issue. This was a known MS operating system issue affecting all driver manufacturers that MS updates has resolved.

One other note - Make sure your mobile printer has not gone into a sleep mode. Sending a job when the printer is in sleep mode, also results in a temporary Error Printing message from the operating system that is corrected as soon as the printer is powered back up.