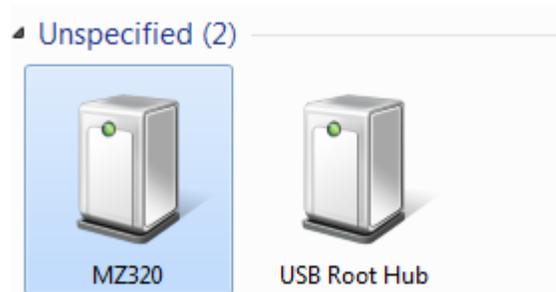


Unspecified Driver or ZebraDesigner Driver installed on Windows 7 PC not communicating with Zebra Printer

Microsoft chose to “enhance” plug and play beginning with Windows 7 and allow the operating system, when a USB printer is connected, to associate a printer to a driver automatically. This method has continued with Windows 8. Unfortunately, the OS will attempt to make this association even when the operating system does not find the actual driver from the printer manufacturer. If a printer is connected before the ZebraDesigner driver is installed just once, Customers are likely to see an “Unspecified” or “Unknown” printer show in Device and Printers after a Zebra USB printer is connected. The “Unspecified” driver that the Windows OS generates occurs because the port has no association to a ZebraDesigner driver and does not know how to communicate with the Zebra printer.

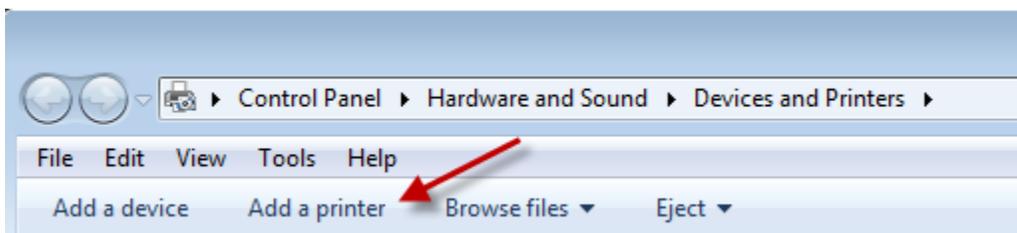


One way to prevent this from occurring or to successfully complete a ZebraDesigner driver installation, even after an Unspecified printer already exists is to complete the following steps:

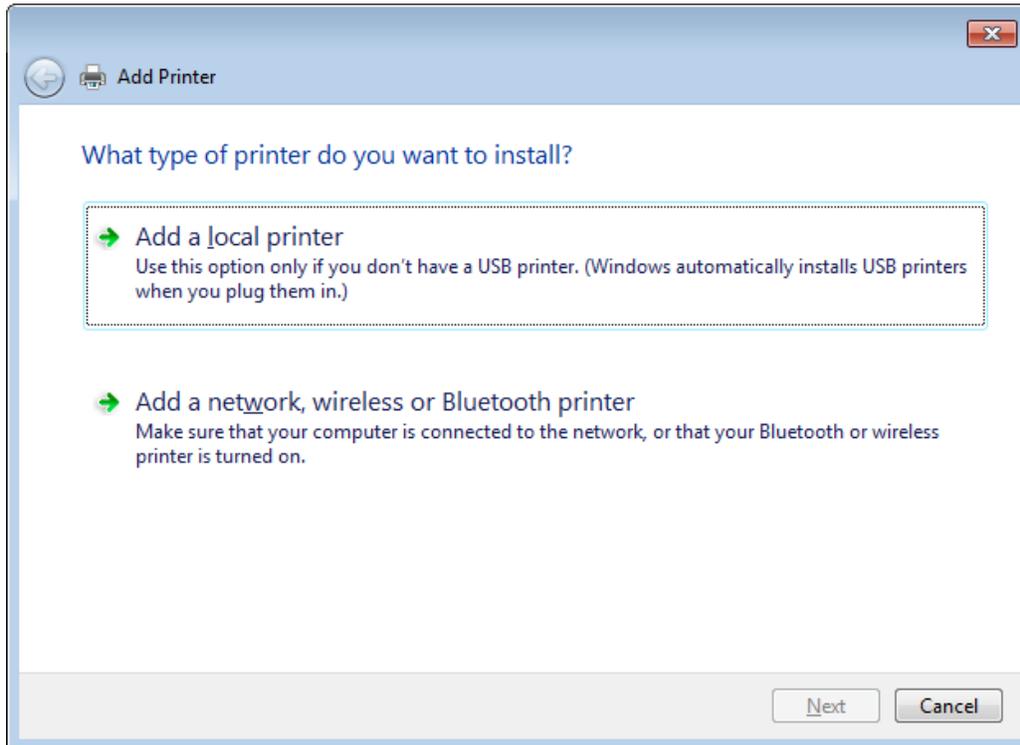
1. Locate and execute (double click) the most current ZebraDesigner driver installation file. As of December 2013 this is the “zd270312-certified.exe.”

Note: It is recommended that you download the most current driver available from www.zebra.com. Any printer CD you have may not include the most current driver. It is also better to have the driver resident on your PC so that any subsequent driver installs do not require the CD.

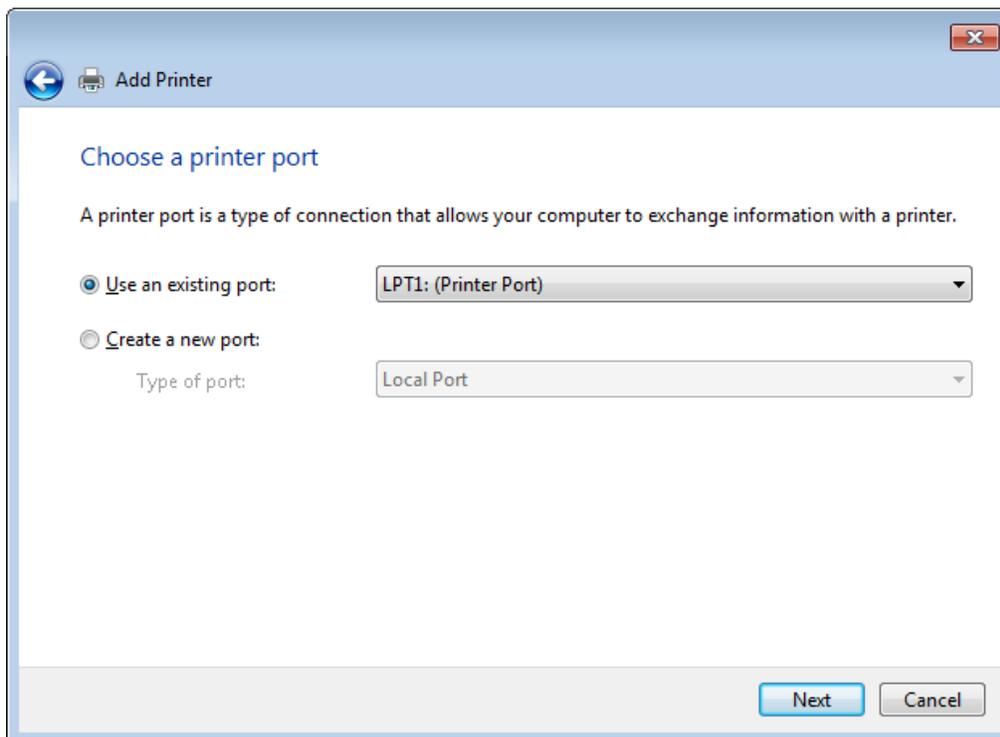
2. Once you have inflated the ZebraDesigner driver onto their computer. Then use Add a printer from Devices and Printers to install an instance of the ZebraDesigner driver for one printer.



3. After selecting Add a printer and Add a local printer...

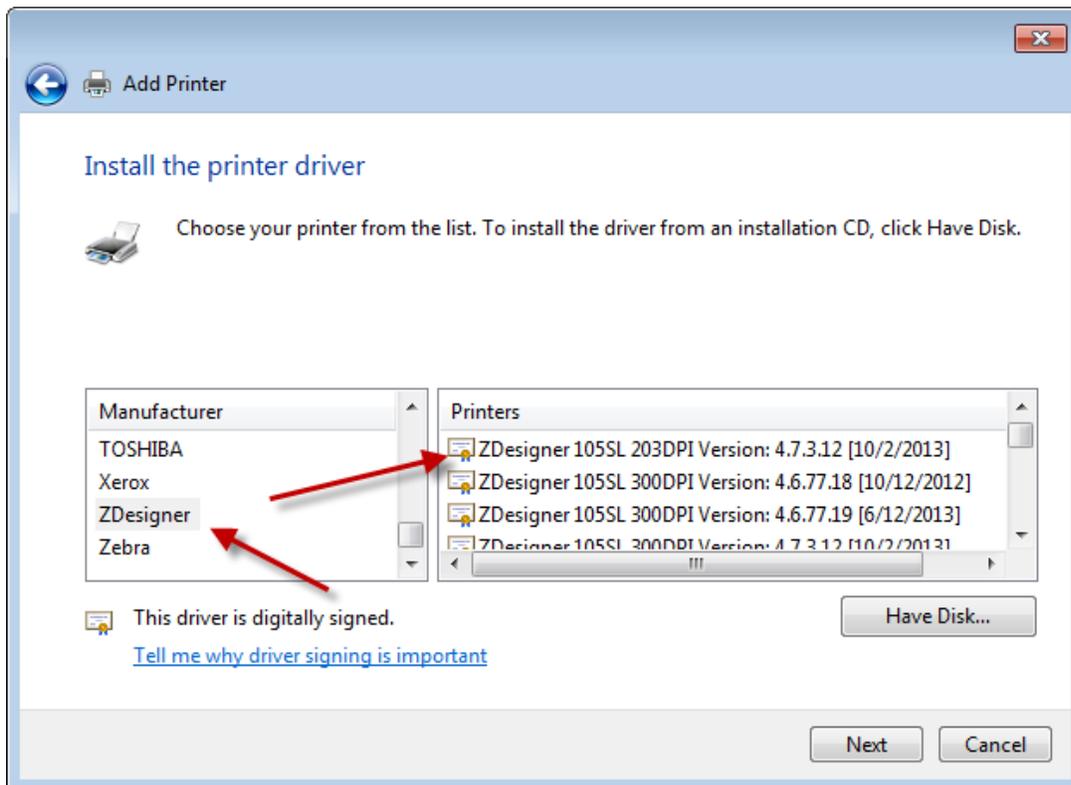


4. You can just leave the default Port of LPT1.



5. Select ZDesigner from the driver manufacturer's listed. (If ZDesigner is not already listed, it may be necessary to click Have Disk... and Browse to the location on your PC where the ZebraDesigner driver files were inflated.)
6. Next, select a Zebra printer. Since the purpose is to create just one instance of the ZebraDesigner driver, you just select the 105SL. The first printer listed.

Note: The driver version starts with 4... and not 2... due to the number system of the driver manufacturer. If you have installed previous versions of the ZebraDesigner driver, they will also be listed.



Once you have just one instance of the ZebraDesigner driver in place, the Windows operating system will automatically detect and install the ZDesigner driver every time you plug in a different USB connected Zebra printer.

As of December 2013, v2.7.03.12 is the most current version of the ZebraDesigner driver. It is compatible with Windows 7, Windows 8, and Windows Server 2012.