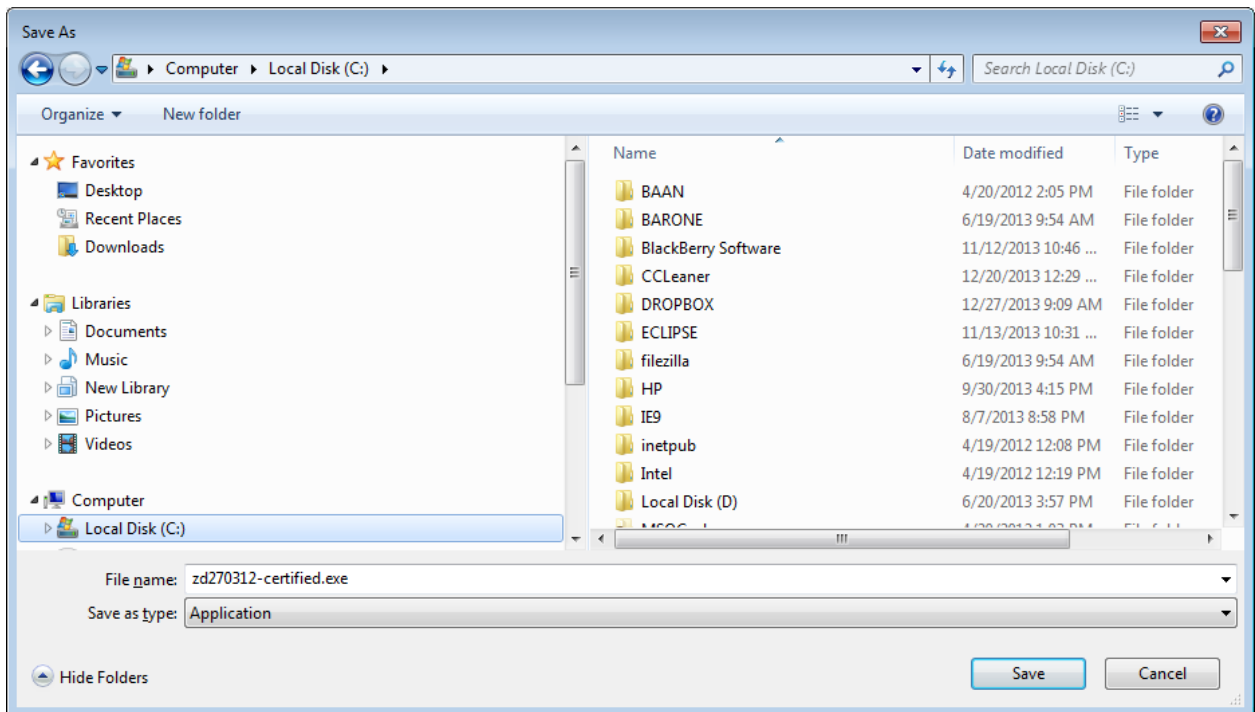
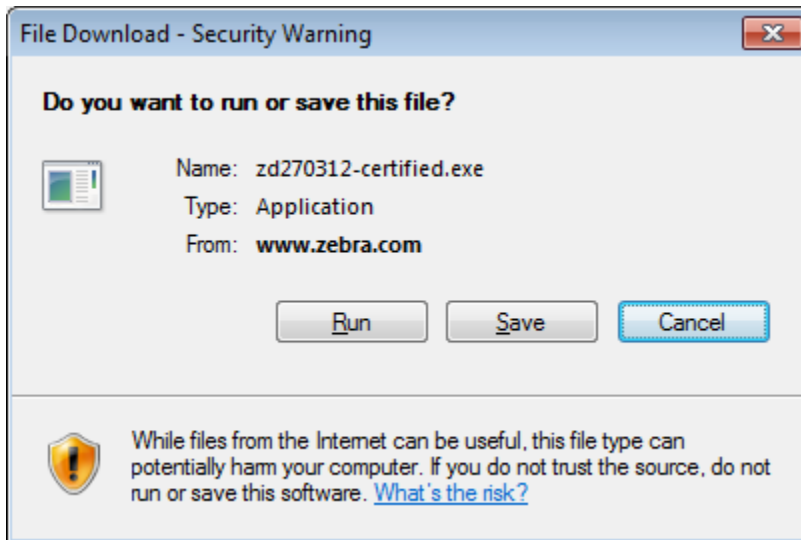


Updating an Unspecified or Unknown Driver

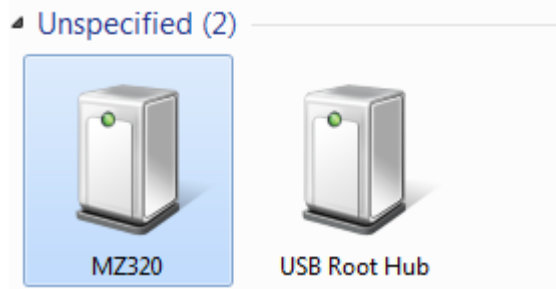
There are steps below to help update an Unspecified or Unknown driver and steps if it does not work. With both options, make sure that you've downloaded the latest driver. Run it until you've reached the point where the driver has been extracted to the computer. It will typically extract to the C:\ drive.

- **Example C:\ zd270312-certified.exe**

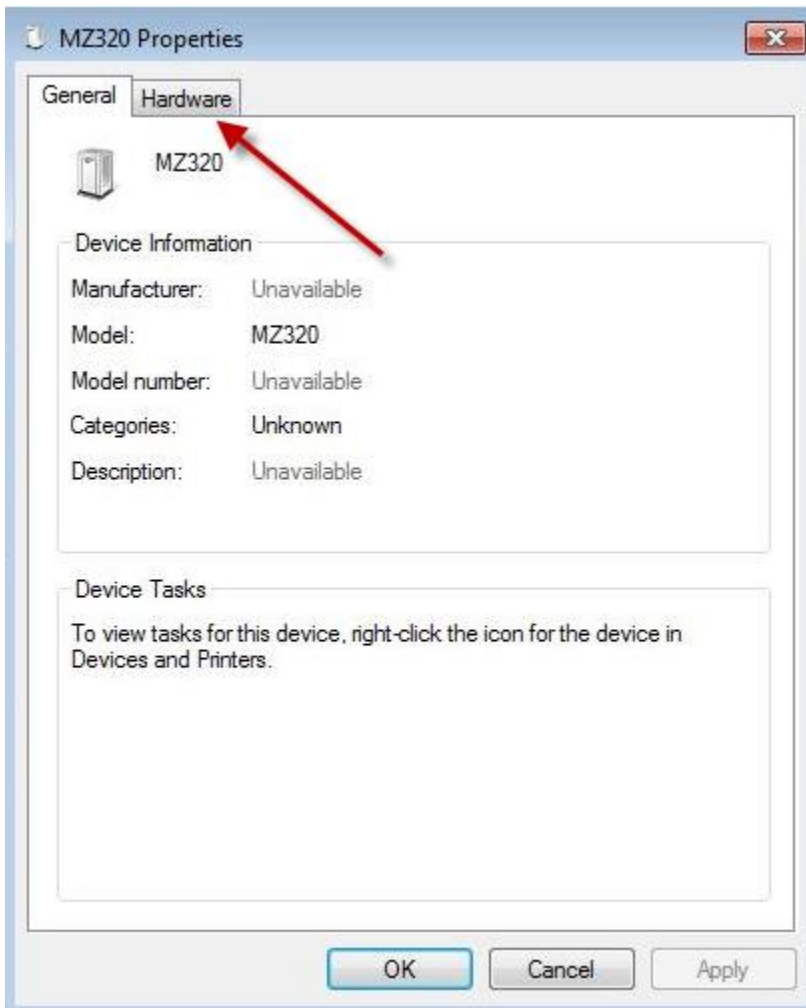


Unspecified Device that will update:

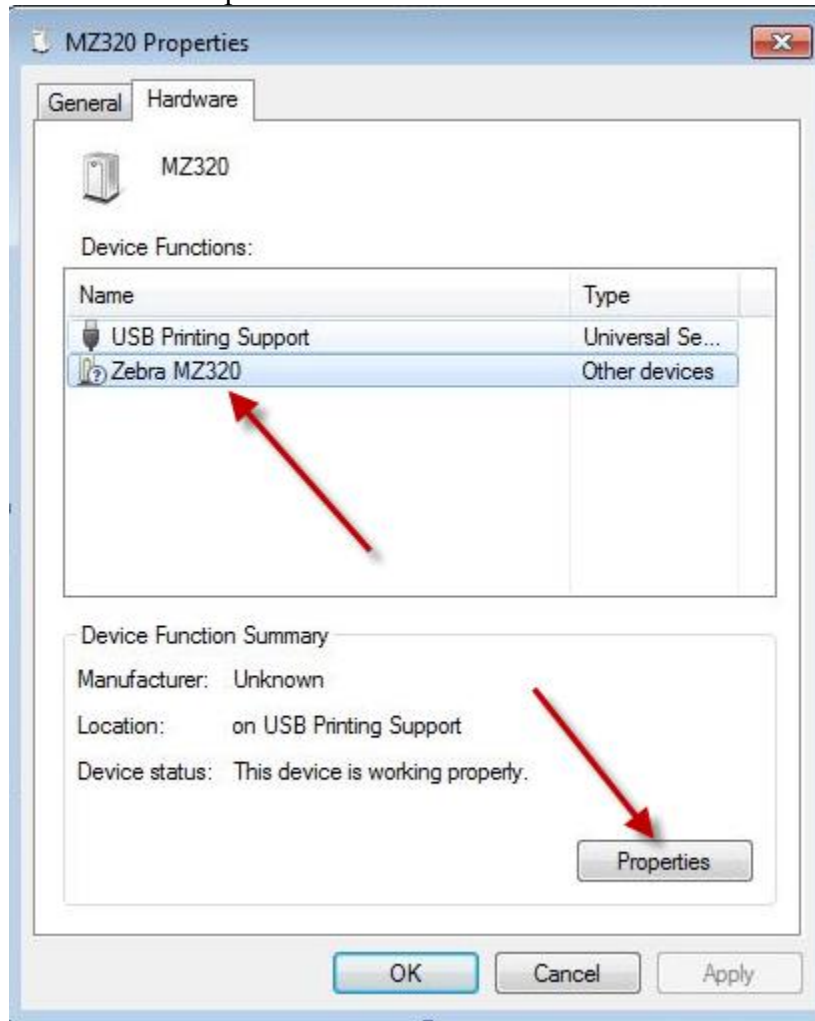
1. Right click on device and got to “properties.”



2. Click on the “Hardware” tab.

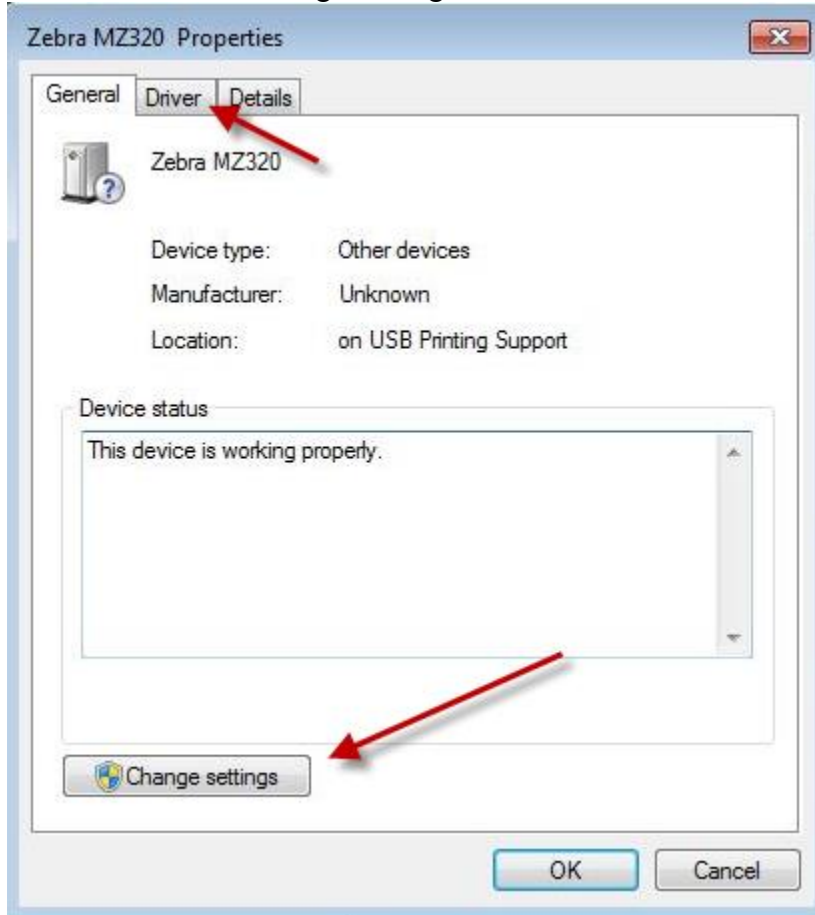


3. Select the Zebra printer in the “Device Functions” list.



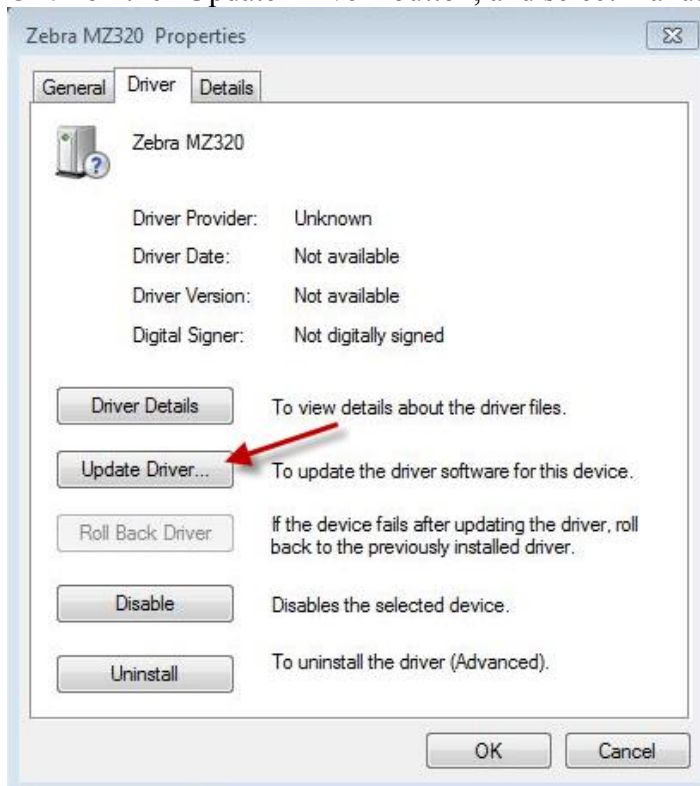
4. Then click on the “Properties” button.

5. Next click on the “Change Settings” button.

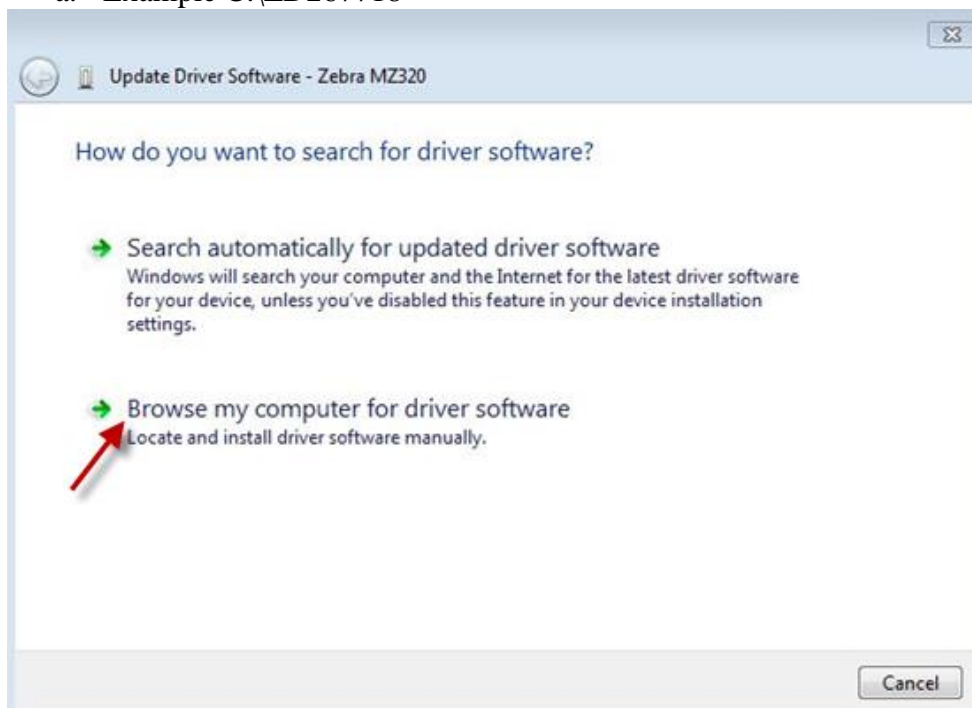


6. Select the “Driver” tab.

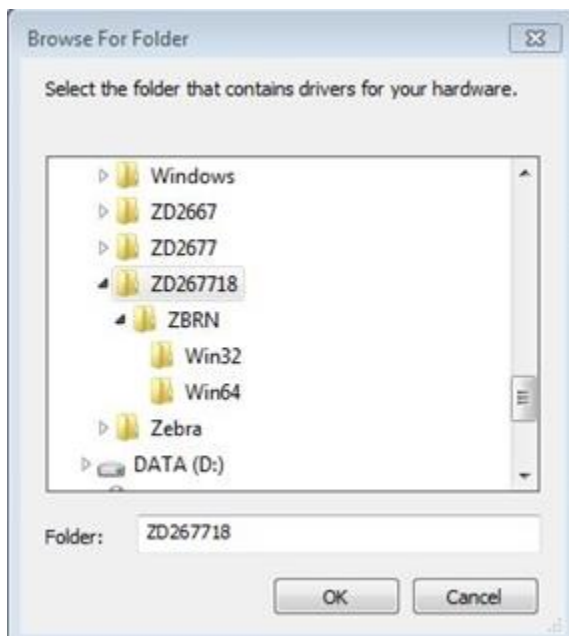
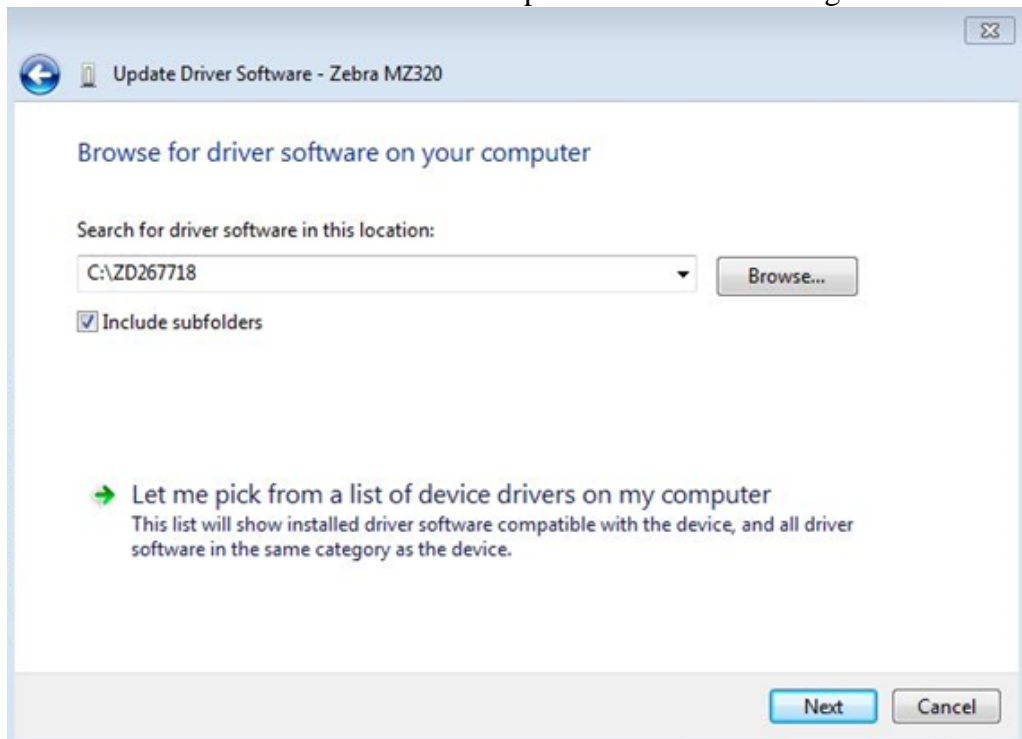
7. Click on the “Update Driver” button, and select manual search.



8. If you created a driver folder, Select the option to Browse the computer for the driver folder on the C:\ drive.
 - a. Example C:\ZD267718



9. Click on the “Next” button.
- The computer should locate the driver file, and then update the unspecified device. The device will then show up as the standard ZDesigner driver.



Unspecified Device that won't update:

1. Unplug USB cable from the computer.
2. Highlight a separate printer.
3. Click on the "Print Server Properties" on the top menu.
4. Select the "Drivers" tab.
5. Find your Zebra printer.
6. Click on the "Remove" button, and then remove the "driver and driver package."
 - You may need to reboot your computer and then try this step again after a fresh reboot.
7. Then plug the printer back in and let the computer install the driver again using the "Plug N Play."