



ZEBRA DESKTOP PRINTER CONFIGURATION

Faction Four Systems Inc.

Applies to Smart Squad 2.8 and 2.9 · Zebra printers with network connectivity · Revised October 2026

Setting up a network-connected desktop Zebra printer for Smart Squad. This is the shared office printer on a static address, not the mobile printer an officer carries — for those, see the Zebra printer configuration guide.

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BEFORE YOU START

- A **Zebra printer with network connectivity** and a USB cable for the initial setup.
- The **four Arial font files** — `ARI000.FNT`, `ARI001.FNT`, `ARI002.FNT` and `ARI003.FNT`. Our print templates reference these by name, so a printer without them will not produce a correct ticket.
- From whoever runs your network: the **hostname, IP address, subnet mask and default gateway** to assign, and the print port if it is not the default.
- Administrator rights on the computer doing the setup.

Leave the ZPL driver selected throughout. Every step below assumes it. Switching driver part way through is the quickest way to end up with a printer that configures cleanly and then prints nothing usable.

SETTING IT UP

1 Install Zebra Setup Utilities

Zebra Setup Utilities (ZSU) is the tool used for all of the following, and it needs the ZebraDesigner driver installed alongside it.

Install it from your printer's User CD, or download the current version from Zebra's support and downloads site. Run the installer and follow the wizard.

Then connect the printer to the computer with a USB cable.

2 Load the fonts onto the printer

Open ZSU, select your printer from the list, and choose **Open Printer Tools**. On the **Action** tab, select **Send File**.

Send each of the four font files in turn — `ARI000.FNT`, `ARI001.FNT`, `ARI002.FNT`, then `ARI003.FNT` — choosing the file and selecting **Send** each time. Close the window when all four have gone.

Check the Windows print queue and confirm all four jobs completed. A font that silently failed to transfer produces a ticket with missing or substituted text later, which is much harder to diagnose than it is to check now.

3

Set the printer to ZPL mode

In ZSU, open a communication window with the printer and send these two commands, pressing enter after each to insert a carriage return, then selecting **Send to Printer** :

```
! U1 setvar "device.languages" "zpl"
```

```
~jc^xa^jus^xz
```

4

Configure network connectivity

In ZSU, select the printer and choose **Configure Printer Connectivity** .

- Connectivity type: **Wired** , then **Next** .
- Select **Internal Print Server** , then **Next** .
- Choose a **Static** IP address and enter the hostname, IP address, subnet mask and default gateway your network team gave you.
- Continue through to the **Send Data** screen, select **Printer** to send the settings directly, and **Finish** .

A desktop printer needs a static address. On DHCP it will work until the lease changes and then stop, with nothing to indicate why.

5

Set the print port, if it is not the default

The default port is **9100** , and most installations leave it there. If Smart Squad is configured for a different port, send this command from a communication window, replacing **X** with the port number:

```
! U1 setvar "ip.port" "X"
```

The port set here and the port configured in Smart Squad must match.

6

Confirm the configuration

Send **~WL** from a communication window. The printer prints its current settings.

Check the address, subnet, gateway and port are what you intended, and that the fonts are listed. This is the step that catches a typo in an IP address before anyone tries to print a real ticket.

IF IT DOES NOT PRINT

Nothing prints and no error appears. Confirm the printer answers on its configured address and port from the machine Smart Squad runs on. A printer configured correctly but unreachable across the network behaves exactly like one that is switched off.

Tickets print but the text is wrong, missing or in the wrong font. One or more of the four font files did not transfer in step 2, or the printer is not in ZPL mode. Re-send the fonts and re-run step 3, then print the settings with `~WL` to confirm.

STILL STUCK

Raise it with Faction Four support, and attach the settings printout from `~WL` — it answers most of the questions we would otherwise have to ask.