

Service Notification

Trouble printing receipts?

Due to a Firefox update (version 82), your printer settings may be affected. Our Support team is handling a higher than normal volume of requests, but in the meantime you can troubleshoot the issue by following these steps (<https://retail-support.lightspeedhq.com/hc/en-us/articles/360009214813>), or send receipts to customers via email.

Visit our Status Page (<http://status.lightspeedhq.com>) for more details.



Sign in (/hc/en-us/signin?return_to=https%3A%2F%2Fretail-support.lightspeedhq.com%2Fhc%2Fen-us%2Farticles%2F231779808-Setting-up-the-Zebra-ZD410-on-a-com-us)

Retail Help Center

Q What do you need help with?

RETAIL

Getting Started (Web) (/hc/en-us/articles/115004912514-About-Getting-Started)

Getting Started (iOS app) (/hc/en-us/articles/360034468493-Getting-started-with-Retail-POS-on-your-iPad)

Retail POS (Web) (/hc/en-us/articles/115004912914-About-Retail-POS-Web)

Retail POS (iOS app) (/hc/en-us/articles/115004918754-About-the-Retail-POS-app)

Retail with eCom (/hc/en-us/articles/115004947393-About-selling-your-products-online)

Sales (/hc/en-us/articles/115004947713-About-Sales)

Hardware (/hc/en-us/articles/115004948453-About-Hardware)

Overview (/hc/en-us/articles/229131008-Supported-hardware)

Hub (/hc/en-us/articles/360045093454-About-Lightspeed-Hub)

Lightspeed Retail (/hc/en-us) > Hardware (<https://retail-support.lightspeedhq.com/hc/en-us/articles/115004948453-About-Hardware>) > Label Printers (Computer) (<https://retail-support.lightspeedhq.com/hc/en-us/articles/360038140713-Setting-up-the-Zebra-ZD410-label-printer-on-a-Mac>) > Setting up the Zebra ZD410 on a computer for custom label printing

Setting up the Zebra ZD410 on a computer for custom label printing

The below setup is adaptable to the discontinued Zebra LP2824 Plus. We've added notes where steps differ significantly.

The supported connection to your Zebra ZD410 from a MAC or Windows computer is via a USB certified (version 2.0) cable.

Setting up your Zebra ZD410 for custom label printing involves the following steps which are described in greater detail below:

1. Connect your Zebra ZD410 printer
2. Insert your Zebra ZD410 label roll
3. Calibrate your Zebra ZD410 printer
4. Print your Configuration reports
5. Add the Zebra ZD410 to your computer (MAC or Windows)
6. Format your computer settings
7. Format your Firefox browser settings

Jewelry vs. normal, alternative, and small labels: Some steps for setting up label types may differ. Please review all steps carefully before proceeding.

For more information on supported label sizes and information, click here (<https://retail-support.lightspeedhq.com/hc/en-us/articles/229131068-Creating-labels>).

Cash Drawers (/hc/en-us/articles/228842547-Setting-up-a-cash-drawer)

Barcode Scanners (Computer) (/hc/en-us/articles/360036426634-Setting-up-a-Zebra-DS2200-Series-barcode-scanner)

Barcode Scanners (iPad) (/hc/en-us/articles/229131168-Setting-up-a-barcode-scanner-on-your-iPad)

Epson receipt printers (/hc/en-us/articles/360026680213-Supported-receipt-printers-for-Retail-POS)

Star receipt printers (/hc/en-us/articles/228842667-Setting-up-the-Star-TSP100U-TSP100IIIU-with-Hub-or-iPad-)

Full-page printers (/hc/en-us/articles/115003915347-Printing-full-page-receipts-and-reports-on-your-iPad)

Label Printers (Computer) ▾ (/hc/en-us/articles/360038140713-Setting-up-the-Zebra-ZD410-label-printer-on-a-Mac)

Setting up the Zebra ZD410 label printer on a Mac (/hc/en-us/articles/360038140713-Setting-up-the-Zebra-ZD410-label-printer-on-a-Mac)

Setting up the Zebra ZD410 on a computer with Zebra Browser Print (/hc/en-us/articles/115000084827-Setting-up-the-Zebra-ZD410-on-a-computer-with-Zebra-Browser-Print)

Setting up the Zebra ZD410 on a computer for custom label printing (/hc/en-us/articles/231779808-Setting-up-the-Zebra-ZD410-on-a-computer-for-custom-label-printing)

Setting up the Zebra ZD410 on a computer for custom label printing – Lightspeed Retail

For more information on your account's label printing capabilities, go to [Printing labels \(https://retail-support.lightspeedhq.com/hc/en-us/articles/228842627\)](https://retail-support.lightspeedhq.com/hc/en-us/articles/228842627).

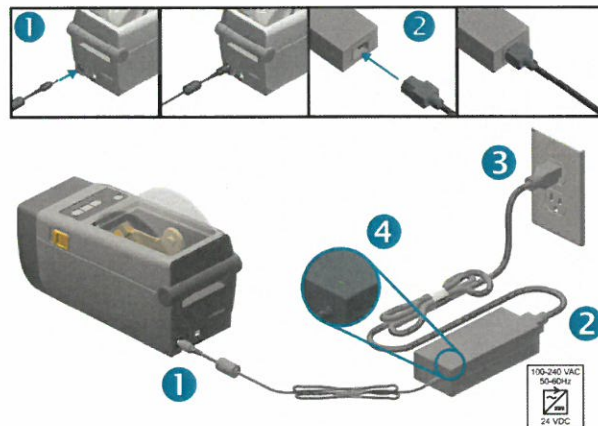
For more information on using the PRINT TEMPLATES section to create custom labels, click here (<https://retail-support.lightspeedhq.com/hc/en-us/articles/228842607>).

Additional reference material for the Zebra ZD410

- Zebra's QuickStart Guide (<https://www.zebra.com/content/dam/zebra/manuals/en-us/printer/zd410d-sg-ww.pdf>)
- Zebra's full Wireless Guide (<https://www.zebra.com/content/dam/zebra/manuals/en-us/networking/bluetooth-ug-en.pdf>)
- Zebra's full User's Guide (<https://www.zebra.com/content/dam/zebra/manuals/en-us/printer/zd410d-ug-en.pdf>)
- Zebra's How-To Videos (https://www.zebra.com/us/en/support-downloads/printers/desktop/zd410.html#dynamicvideolist_b7a)

1. Connect your Zebra ZD410 printer

1. Follow the steps below to connect the printer into an AC electrical outlet. The light on the power cycle rectangle turns green once power is connected.



NOTE: It's best to use direct connections instead of USB hubs and power cords.

2. Insert your Zebra ZD410 label roll

1. To open the printer's lid, pull the yellow **latches** towards you and lift the **lid** upwards.
2. Pull the yellow roll **guides** apart and insert the **roll** with the labels face up.
3. Release the the roll **guides** and push them together to make sure the roll is secure and turning freely.
4. Pull the **labels** out past the cutter at the front of the printer.
5. Push the **labels** under the roll guides.
6. Flip the **labels** up and align the **media sensor** to the center position.

Troubleshooting your Zebra ZD410 (/hc/en-us/articles/115000402107-Troubleshooting-your-Zebra-ZD410)

Changing your Zebra ZD410 printer driver on Windows (/hc/en-us/articles/231800747-Changing-your-Zebra-ZD410-printer-driver-on-Windows)

Installing your Zebra ZD410 manually on Windows (/hc/en-us/articles/231798747-Installing-your-Zebra-ZD410-manually-on-Windows)

Label Printers (iPad) (/hc/en-us/articles/360030901973-Setting-up-a-label-printer-on-your-iPad)

Printing Receipts and Labels (/hc/en-us/articles/360044838133-Printing-internal-notes-on-custom-work-order-tags)

Customer Facing Display (Computer) (/hc/en-us/articles/360042245893-About-Customer-Facing-Display-for-computers)

Customer Facing Display (iPad) (/hc/en-us/articles/360041296954-About-Customer-Facing-Display-on-your-iPad)

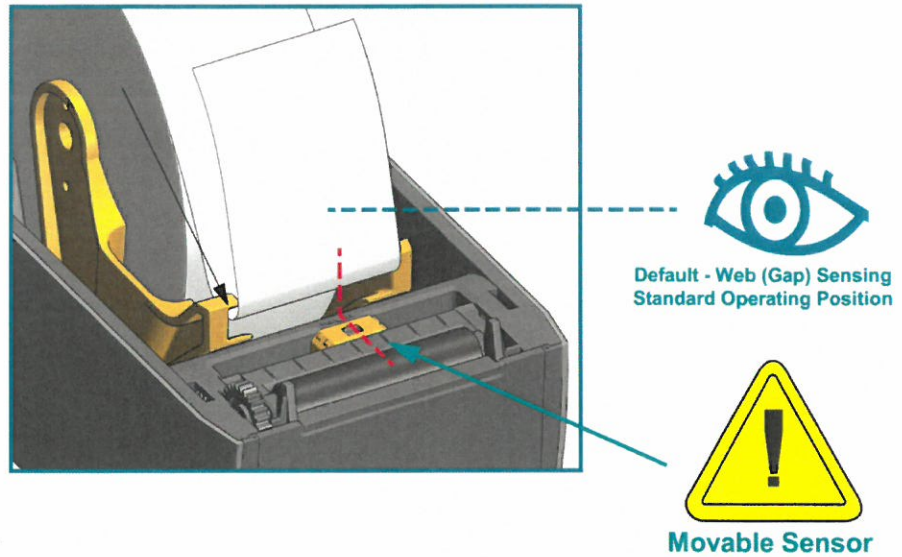
Payment Processors (/hc/en-us/articles/229130928-Configuring-your-payment-processing)

Lightspeed Payments (/hc/en-us/articles/360016383733-About-Lightspeed-Payments)

Importing (/hc/en-us/articles/115004937274-About-Importing)

Lightspeed Accounting (/hc/en-us/articles/360007753674-About-Lightspeed-Accounting)

Lightspeed Analytics (/hc/en-us/articles/360009606593-

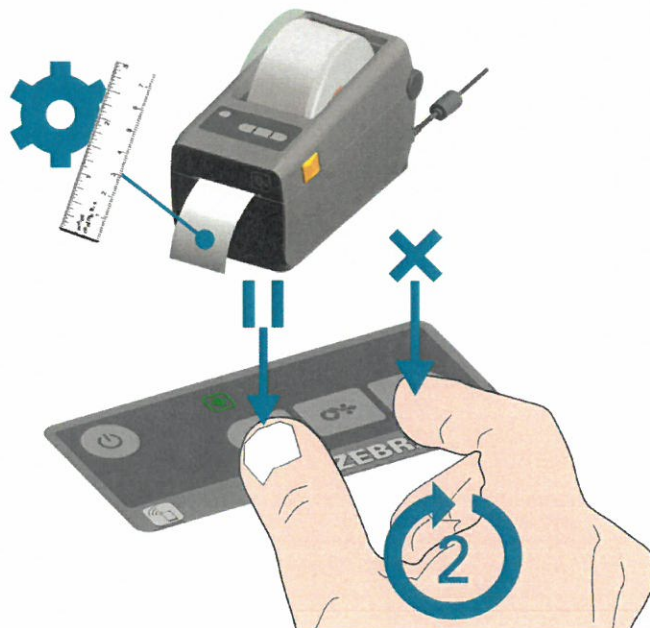


7. Push the lid down to snap both yellow latches shut.

3. Calibrate your Zebra ZD410 printer

For the printer to recognize the size of your labels, perform an initial calibration:

1. Follow the steps above to insert your label roll.
2. Press the **power** button and wait for the solid green status indicator light.
3. Hold the **pause** and **cancel** buttons down for 2 seconds and let go. The printer will measure and feed a few blank labels.
4. Once the printer stops and the status indicator light is solid green, the calibration is complete.



NOTE: An initial calibration is necessary when the new roll is a different label size. You do not need to calibrate after inserting a new roll of the same label size. The printer will automatically adjust or you can press the **feed** button twice before printing. If you are using a

[About-Lightspeed-Analytics](#))

[Lightspeed Loyalty \(/hc/en-us/articles/360011036893-About-Lightspeed-Loyalty\)](#)

[Resources \(/hc/en-us/articles/360049235053-Introduction-to-the-Product-Catalog-beta\)](#)

[Contact Us \(https://retail-support.lightspeedhq.com/hc/en-us/articles/115004919133-Contact-us\)](#)

[Release Notes \(https://www.lightspeedhq.com/release-notes/retail-pos/\)](#)

[Training Videos \(https://www.youtube.com/channel/UCvZkPRjYE\)](#)

[Lightspeed Community \(https://community.lightspeedhq.com/en\)](#) **New!**

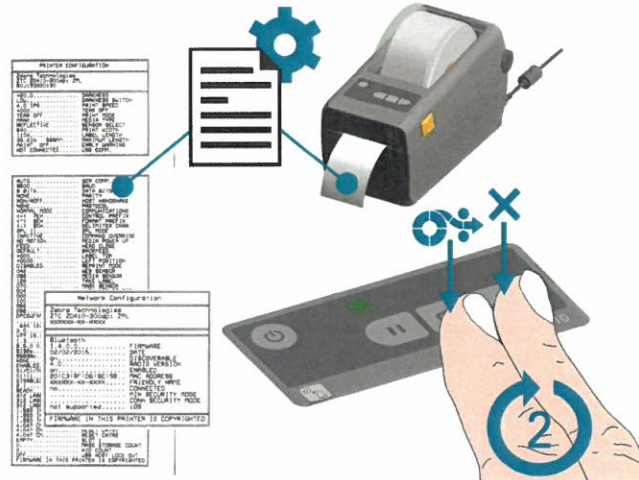
[System status: \(http://status.lightspeedhq.com\)](#)

Zebra LP2824 Plus, hold down the green **feed** button and release after the status light ring flashes once and then twice.

4. Print your Configuration reports

To verify your printer is operating, print your Configuration reports:

1. Follow the steps above to insert your label roll.
2. Press the **power** button and wait for the solid green status indicator light.
3. Hold the **feed** and **cancel** buttons down for 2 seconds and let go. Your Configuration reports will print.



NOTE: If you are using a Zebra LP2824 Plus, hold down the green **feed** button and release after the status light ring flashes once and then twice.

4. Press the **power** button to turn off your printer.

5. Add the Zebra ZD410 to your computer (MAC or Windows)

MAC

1. Follow the steps in sections **1 to 4** above.
2. Connect your USB certified (version 2.0) cable from your printer to your computer's USB port.