

How to Connect Your Label Printer to FedEx ShipManager Desktop Application on Windows

For HPKE200 & HPKE100 Label Printers



Set up instructions



Problem

HP thermal printers work perfectly with FedEx ShipManager Online. However, the HP thermal printers aren't recognized as thermal printers on the FedEx ShipManager Desktop Application. When using the HP thermal printer as the selected printer in the FedEx ShipManager Desktop Application, labels will not print out properly. The printer may print out blanks, cut off text, or produce an inaccurate packaging label.

HP WorkSolutions is currently working with FedEx ShipManager Desktop Application to have our label printers recognized by the software. For now, here is an alternative step-by-step solution to make HP thermal printer work with FedEx ShipManager Desktop Application.



Solution

The HP thermal printer must be installed as a Zebra printer in order to be compatible with the FedEx ShipManager Desktop Application.



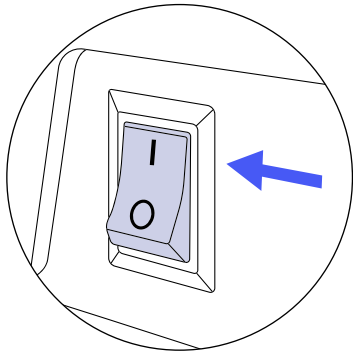
Note

This installation solution for connecting to FedEx ShipManager Desktop Application only works for HPKE100/200 printers. This solution will not fully resolve the issue on the HPKE103/203 printers.



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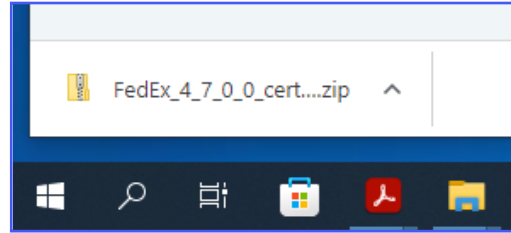
Turn on the printer once it is connected to your PC.



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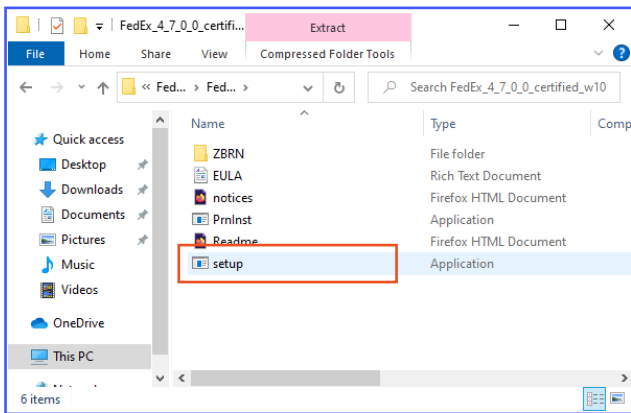
Download and install the Zebra driver from the link:

https://www.fedex.zebra.com/downloads/FedEx_4_7_0_0_certified_w10.zip



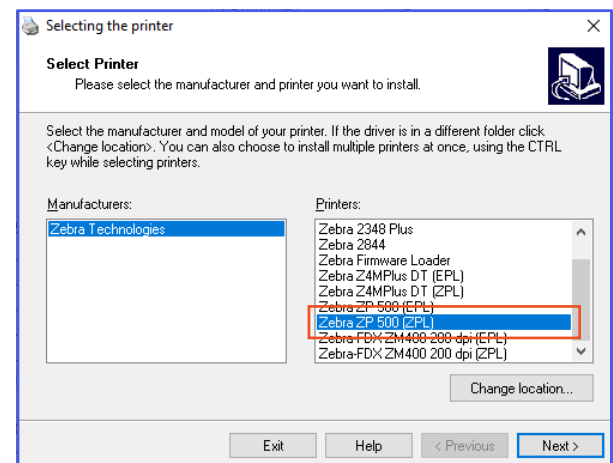
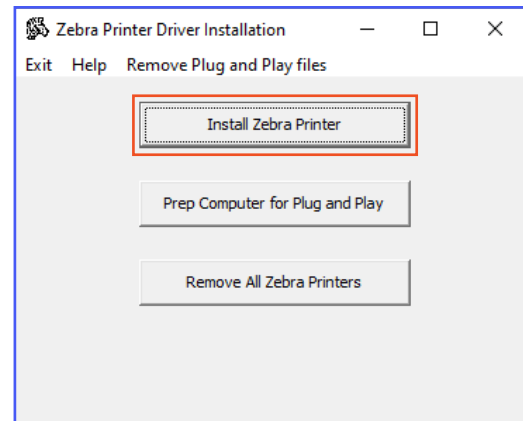
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Open the downloaded driver and click "Setup."



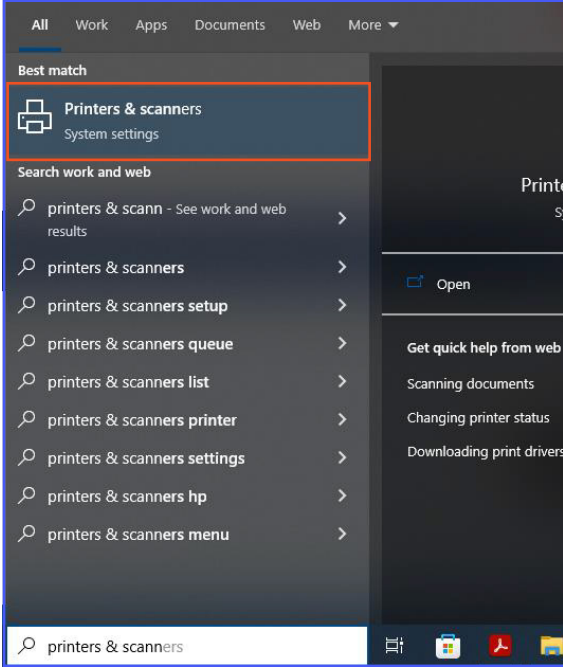
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After the Zebra Printer Driver Installation screen pops up, click "Install Zebra Printer" and then pick "Zebra ZP500 (ZPL)."



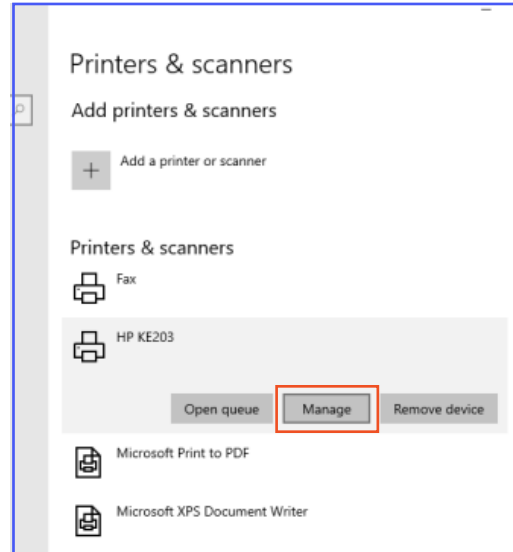
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Next, the correct port for the HP label printer must be selected. To make sure the right port is selected, find "Printers & scanners" using the Start menu search box.



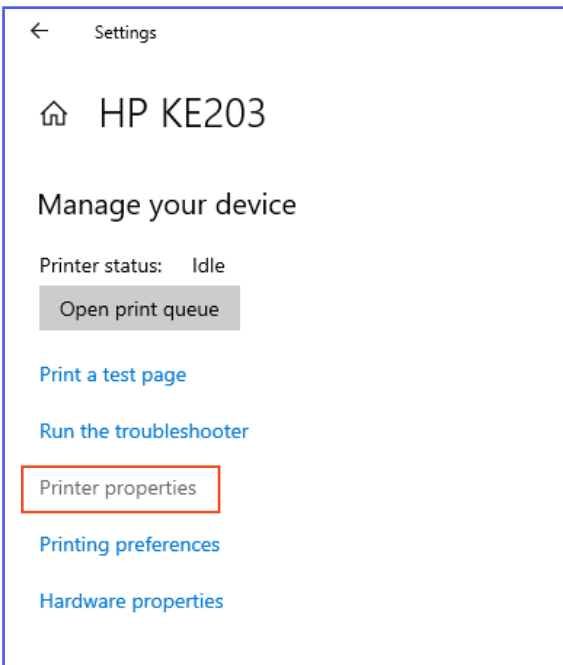
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Then, right-click "HPKE100/200" and select "Manage."



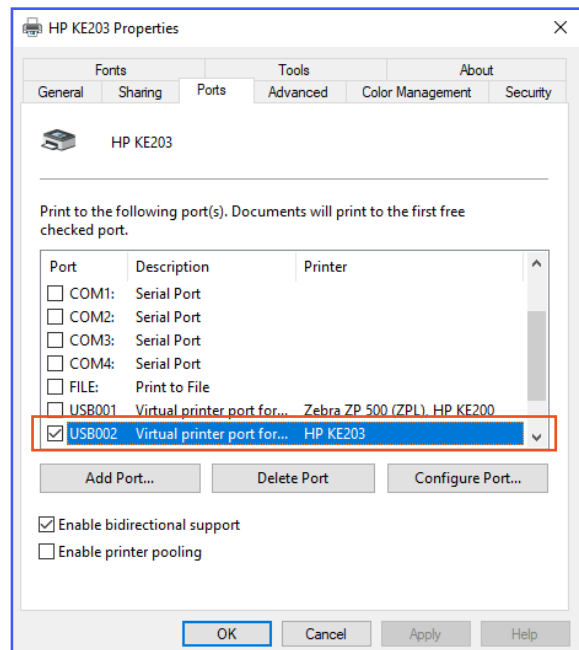
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Next, click "Printer properties."



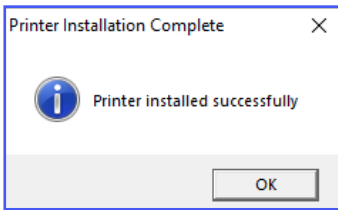
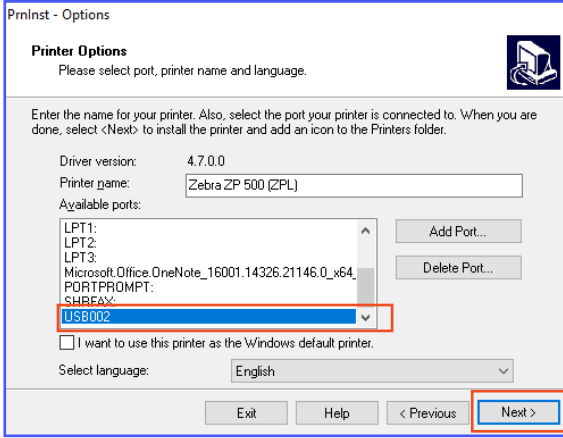
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Select the "Port" tab and see what port the printer is connected to.



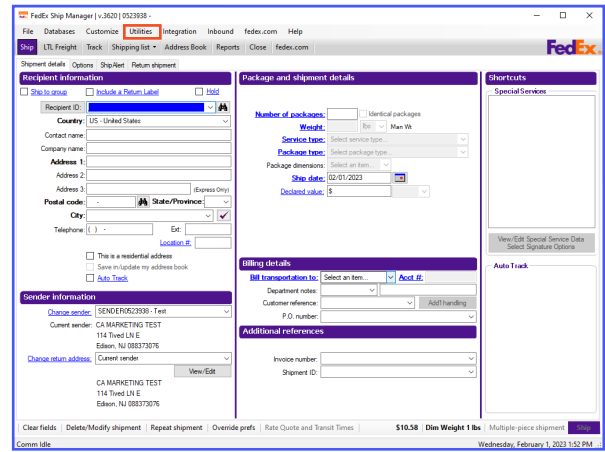
9

Go back to the installation screen and select the correct port for the HP label printer. Then, select “Next.” HP label printer will now be installed as a Zebra printer.



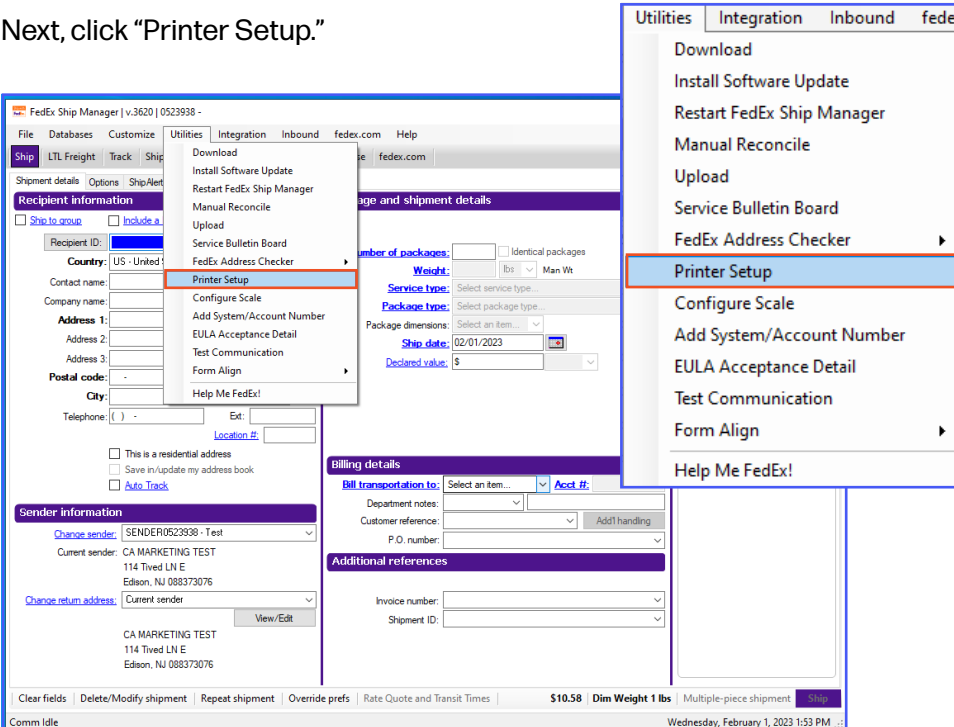
10

Open the FedEx ShipManager Desktop Application and click “Utilities.”



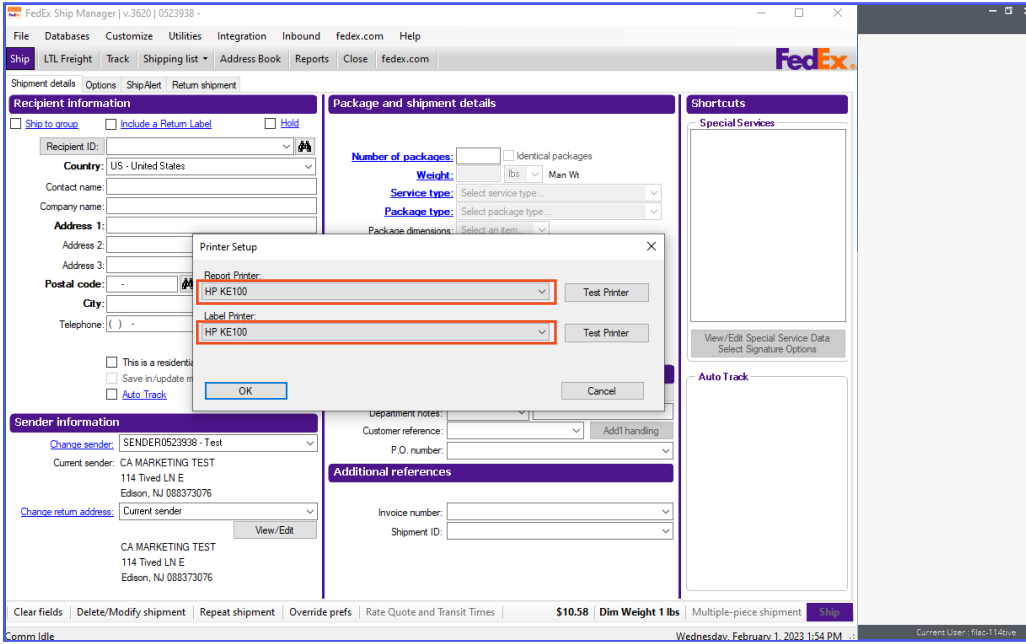
11

Next, click “Printer Setup.”



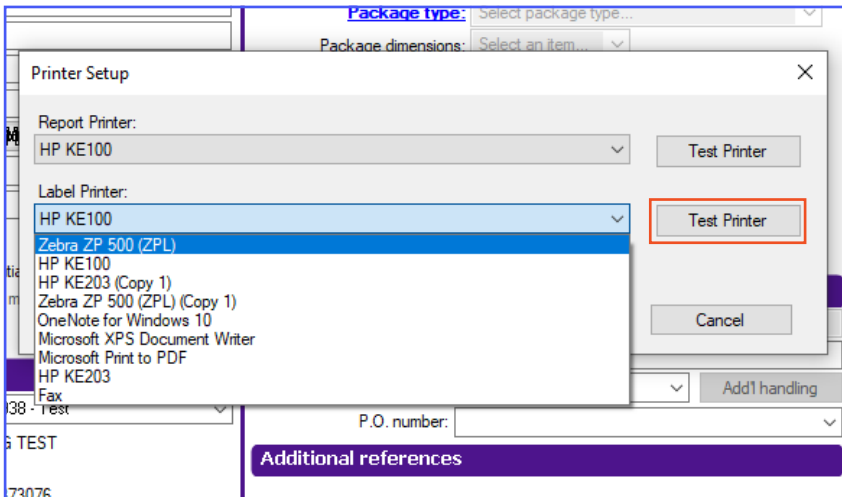
12

In the Printer Setup pop-up box, select “Zebra ZP 500 (ZPL)” from the “Report Printer” and “Label Printer” dropdown menus and click “OK.”



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Finally, in “Printer Setup,” click “Test Printer” to make sure everything is working properly.



All done!



Still need help?

Get in touch with our knowledgeable customer service team by accessing our live chat at www.hpworksolutions.com, emailing us at support@hpworksolutions.com, or calling 1-877-424-9746.