# 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.



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



### 3

Open the downloaded driver and click "Setup."

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## 2

Download and install the Zebra driver from the link:

https://www.fedex.zebra.com/downloads/ FedEx\_4\_7\_0\_0\_certified\_w10.zip



### 4

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

🐝 Zebra P	Printer Driver Installation — 🗆 🗙
Exit Help	Remove Plug and Play files
	Install Zebra Printer
	Prep Computer for Plug and Play
	Remove All Zebra Printers

9	Selecting the printer		×		
	Select Printer Please select the manufacturer and pri	inter you want to install.			
	Select the manufacturer and model of your printer. If the driver is in a different folder click <change location="">. You can also choose to install multiple printers at once, using the CTRI key while selecting printers.</change>				
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	Zebra Technologies	Zebra 2348 Plus Zebra 2844 Zebra Firmware Loader Zebra Z4MPlus DT (EPL) Zebra Z4MPlus DT (ZPL) Zebra ZF 500 (ZPL) Zebra ZP 500 (ZPL) Zebra FDX ZM400 200 dpi (ZPL)	*		
		Change locat	ion		
	Exit	Help < Previous	Next >		

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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.



#### 7 Next cli

Next, click "Printer properties."

← Settings
Manage your device
Printer status: Idle
Open print queue
Print a test page
Run the troubleshooter
Printer properties
Printing preferences
Hardware properties

## 6

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

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	Printers & scanners				
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	+ Add a printer or scanner				
	Printers & scanners				
	НР КЕ203				
	Open queue Manage Remove device				
	Microsoft Print to PDF				
	Microsoft XPS Document Writer				

## 8

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

HP KE203	Properties						>
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Add	Port idirectiona rinter pool	al support	Delete	Port		Configure l	Port
		ОК		Cancel		Apply	Help

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.

PrnInst - Options			
Printer Options Please select port, printe	er name and language.		
Enter the name for your printe done, select <next> to install</next>	er. Also, select the port your prin the printer and add an icon to t	teris he Pi	connected to. When you are inters folder.
Driver version:	4.7.0.0		
Printer name:	Zebra ZP 500 (ZPL)		
Available ports:			
LPT1: LPT2:		^	Add Port
LPT3: Microsoft.Office.OneNo PORTPROMPT:	ote_16001.14326.21146.0_x64	-	Delete Port
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I want to use this pri	nter as the Windows default prir	nter.	-
Select language:	English		~
	Exit Help		< Previous Next >
Printer Installation Com	plete X		
	ОК		

Open the FedEx ShipManager Desktop Application and click "Utilities."

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Ship LTL Freight Tra	eck Shipping list • Address Book Report	ts Close fedex.com	Fed
Shipment details Options	ShipAlert Return shipment		
Recipient informati	on	Package and shipment details	Shortcuts
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Company name:		Package type: Select package type	
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#### Next click "Printer Setup"

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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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File Databases Customize Utilities Integration Inbound fedex.com Help	
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Recipient information Package and shipment details	Shortcuts
Ship to group Include a Return Label Hold	Special Services
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Company name: Package type: Select package type	
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Address 2: Printer Setup X	
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City:	
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Finally, in "Printer Setup," click "Test Printer" to make sure everything is working properly.

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	Printer Setup			×
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		Additional references		
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# All done!

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