How to Connect

Your Label Printer

to UPS.com on Windows

For HPKE200 & HPKE100 Label Printers

Set up instructions

Problem

HP thermal printers work perfectly with the UPS WorldShip Application. Printing UPS labels also isn't a problem on other sellers' platforms like Amazon or ShipStation. However, HP thermal printers aren't recognized as thermal roll printers on the UPS.com website. When using the HP thermal printer as the selected printer on the UPS.com website, you will not be given the option to select your printer and print out your label.

HP WorkSolutions is currently working with the UPS.com website to have our label printers recognized by the website. For now, here is an alternative step-by-step solution to make HP thermal printer work with UPS.com Online.
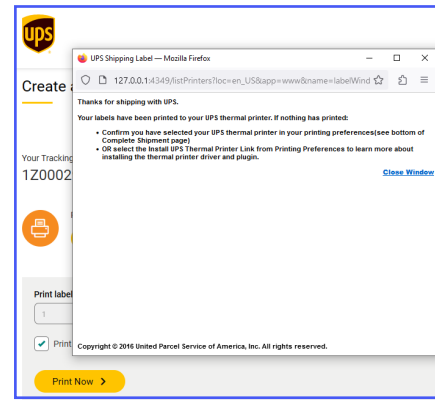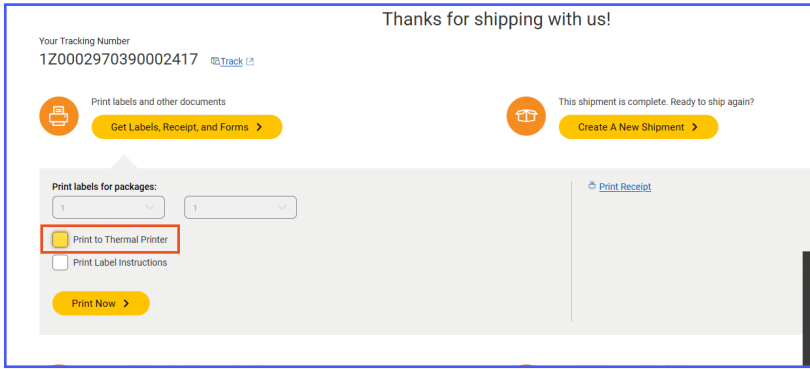

Solution

The HP thermal printer must be installed as a Zebra printer in order to be compatible with the UPS.com website.

Note

This installation solution for connecting to the UPS.com website only works for HPKE100/200 printers. This solution will not fully resolve the issue on the HPKE103/203 printers.
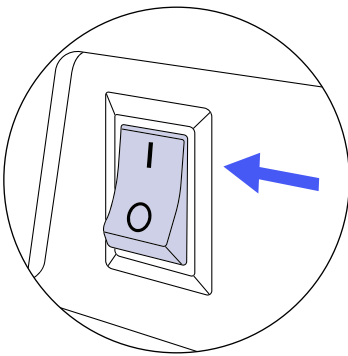
If you select "Print to Thermal Printer" to print a label, a pop-up message will appear without the option to print. Continue with the steps below to resolve this issue.
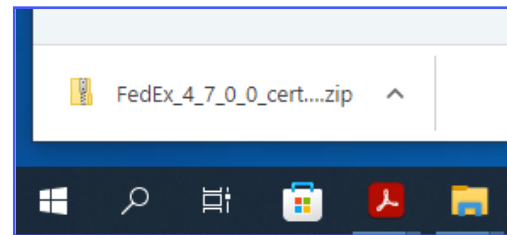
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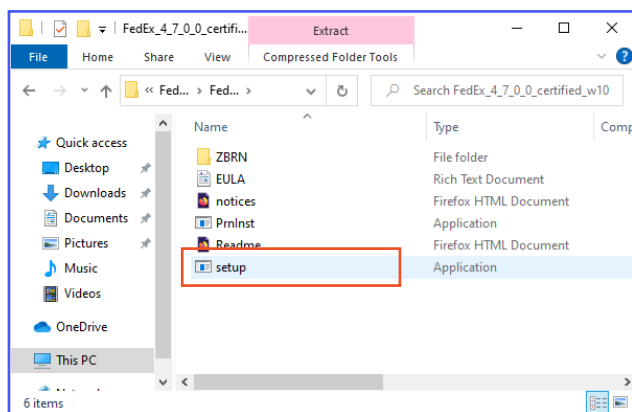Turn on the printer once it is connected to your PC.

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Download and install the Zebra driver from the link:

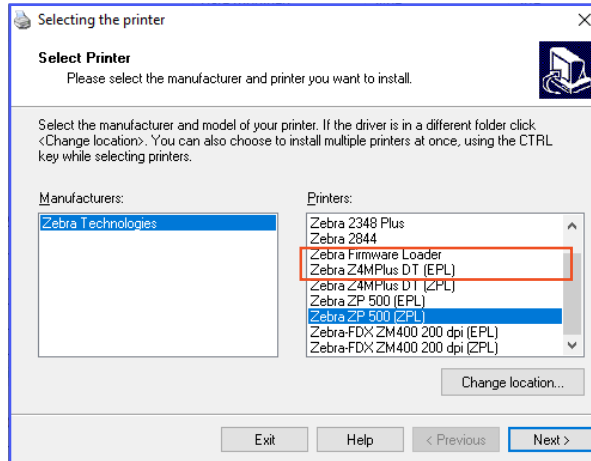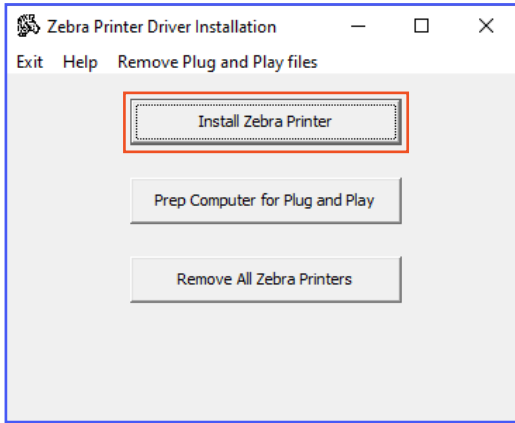https://www.fedex.zebra.com/downloads/ FedEx_4_7_0_0_certified_w10.zip

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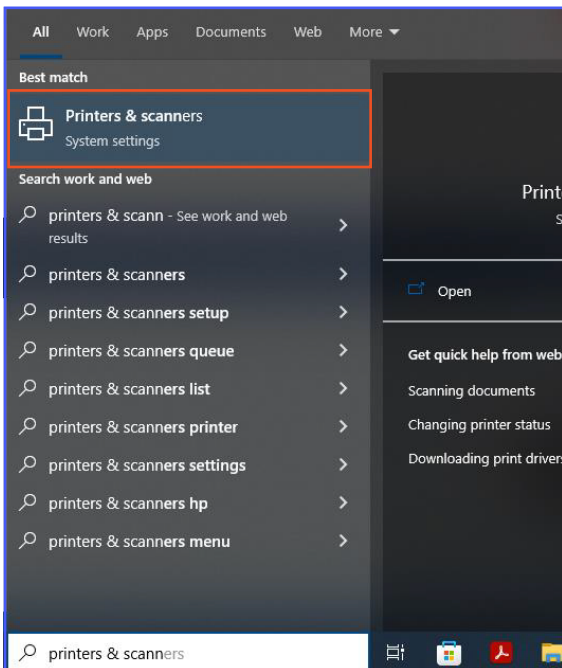Open the downloaded driver and click "Setup."

4

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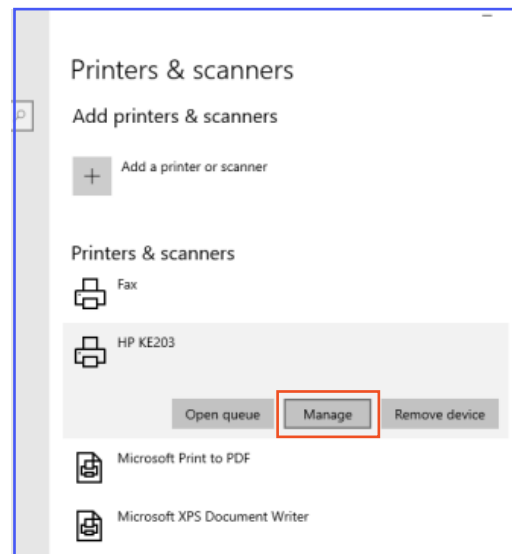

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Next, the correct port for the HP label printer must be selected. To make sure the right port is selected, find "Printers & scanners" using the Start menu search box.
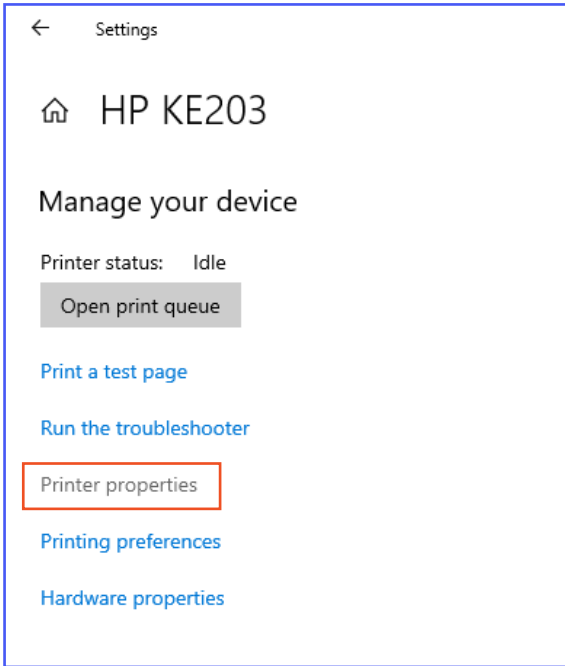

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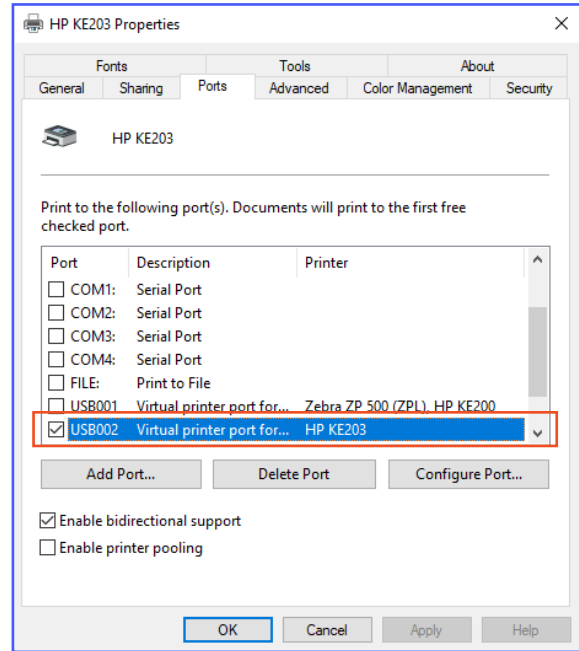Then, right-click "HPKE100/200" and select "Manage."
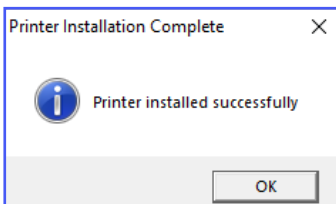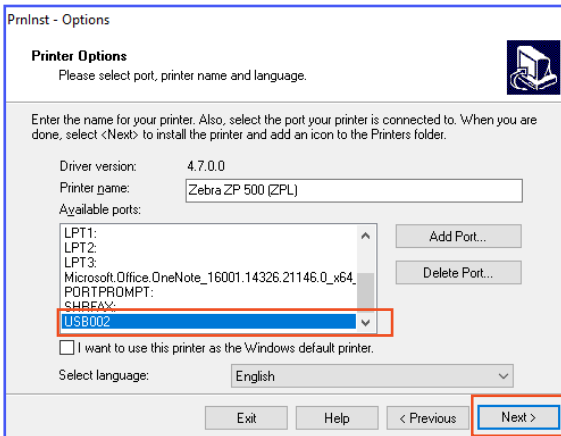
7

Next, click "Printer properties."

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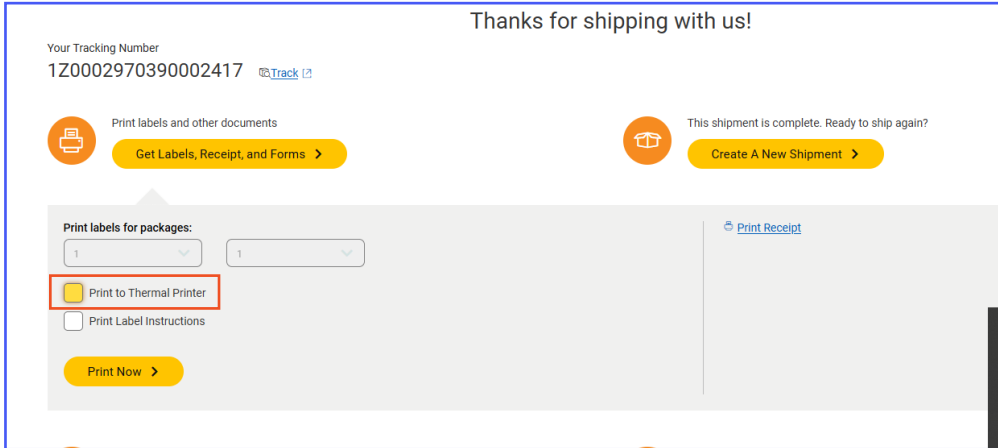Select the "Port" tab and see what port the printer is connected to.

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.
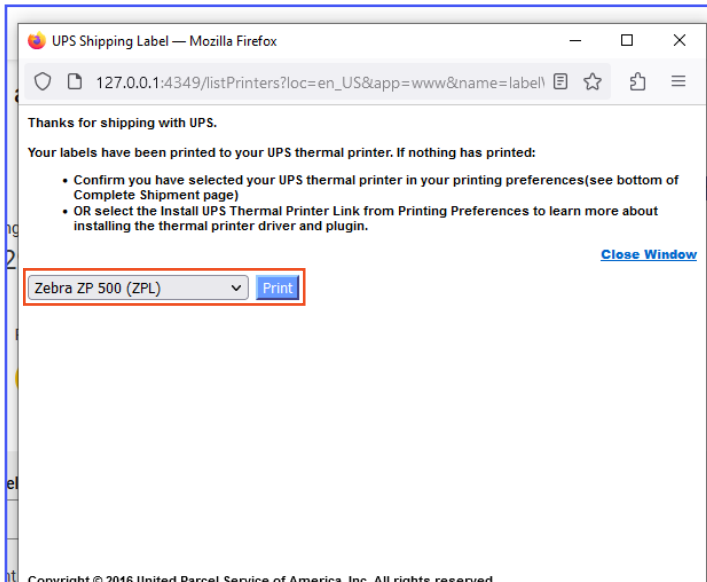
10

Login to your account on UPS.com, create your label and select "Print to Thermal Printer." Then, click "Print Now."

11

Finally, select "Zebra ZP 500 (ZPL)" from the dropdown menu on the pop-up screen and click "Print."

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**.