

Front Desk Station and Guardhouse Station: Connecting Scanners and Printers

Supported Scanners



Videos

[Scanner tutorial](#) →

What you can do with your scanner

- Scan visitor passes (both printed and digital on phones)
- Scan driver's licenses to auto-populate visitor information when creating passes or log entries

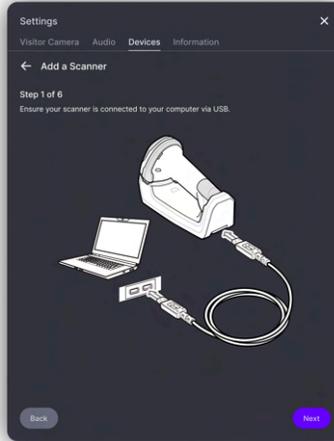
How to connect your scanner

1. Go to Device Settings
 - Open Front Desk Station
 - Click on "Settings"
 - Click on "Devices"
 - Use the "Add scanner" button
 - Verify that your scanner model is supported (currently only Zebra DS 8187 scanners are supported)



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2. The setup wizard will guide you through scanning four barcodes in sequence:
- Scan the Cradle Barcode or QR code located on your scanner cradle
 - Scan the barcode displayed on screen

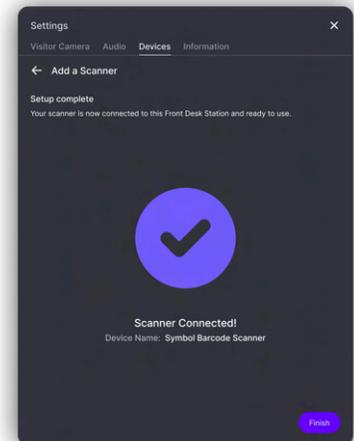


3. Continue scanning the steps, scanning each barcode



4. Complete the setup by scanning the final QR code shown.

You'll receive a confirmation message that your scanner has been successfully connected



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Supported Desktop Printers



Zebra GK420t
Zebra GK420d
Zebra GX20d
Zebra ZD421

Videos

Printer tutorial →

Troubleshooting →

Connecting your desktop printer to a **Windows PC**

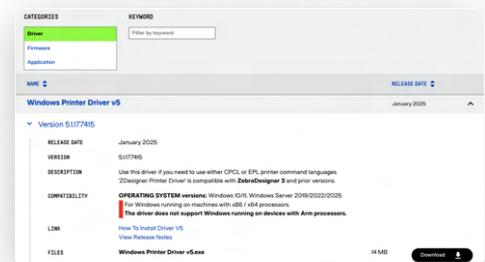
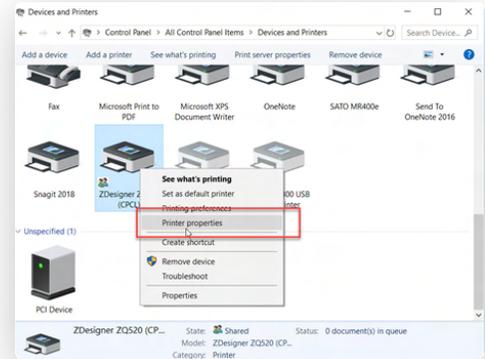
If you have the GK420t, GK420d, or GX20d printer:

1. Go to [Zebra's download page](#) and download the driver.
2. Go to Downloads and get the "Windows Printer Driver v5".

If you have the ZD421 printer:

1. Go to [Zebra's ZD421 download page](#) and download the driver.
2. Go to Downloads and get the "Windows Printer Driver v10".

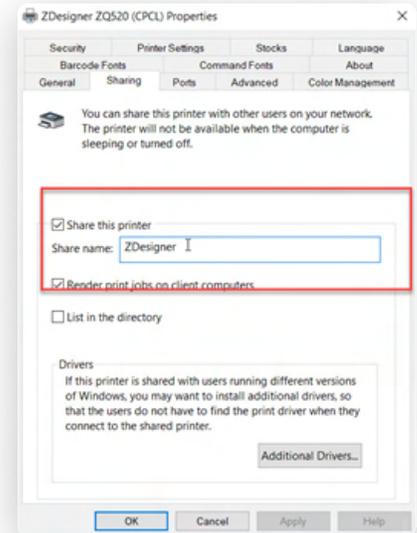
3. Download the respective printer driver.
4. After successfully downloading the driver, open and install it.



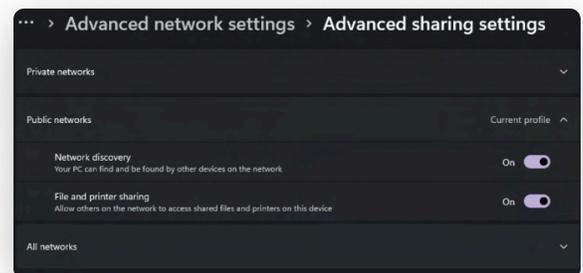
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5. Go to the Sharing tab.
6. Check the “Share this printer” checkbox.

Note: Do **not** change the “Share name” of the printer.



7. Using the Windows button or search, go to “Advanced network settings,” and then “Advanced sharing settings.”
8. Turn on both “Network discovery” and “File and printer sharing” in Private networks” **and** “Public networks.”



Go to Front Desk Station and choose the printer

9. To choose the printer:
 - a. Open the Settings menu by using the gear in the top right of Front Desk Station
 - b. Go to the Devices tab
 - c. Choose the GK420t, GK420d, GX20d, or ZD421 printer from the menu
10. You can now print from Front Desk Station

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Supported Desktop Printers

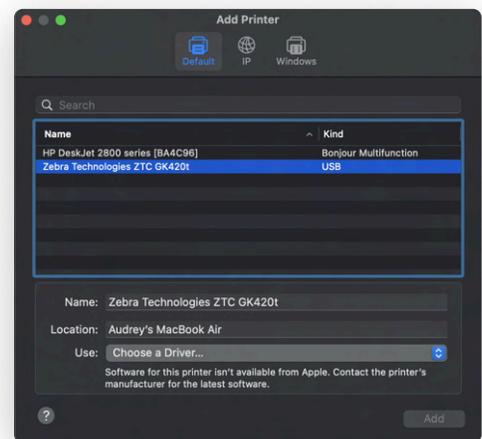
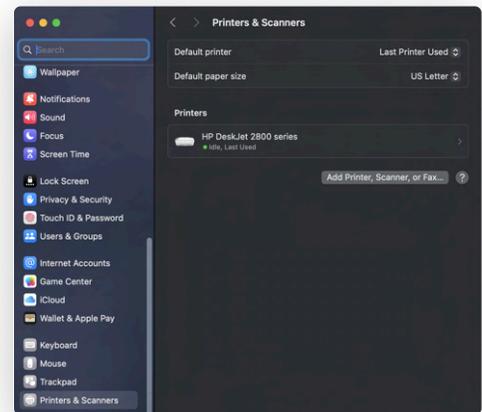


Zebra GK420t
Zebra GK420d
Zebra GX20d
Zebra ZD421

Connecting your desktop printer to a Mac

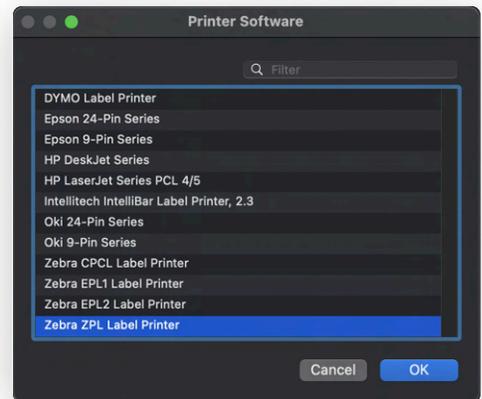
1. On your Mac, navigate to Printers and Scanners by searching for it in Spotlight.
 - a. To find Printers and Scanners in Spotlight, hold Command and press Space, then type “printers and scanners”.
2. In the Printers and Scanners window, click the (+) button and choose Add Printer or Scanner.

3. Choose your Zebra printer.
4. In the Use section, choose Select Software from the menu.



Front Desk Station and Guardhouse Station: Connecting Scanners and Printers

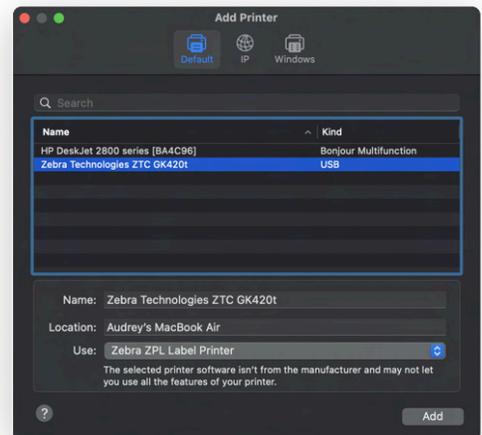
5. Choose ZPL Label Printer as the printer software.



6. Use Add to complete the setup.

7. Click Share this printer.

- a. Important: Do not change the “Share name” of the printer.



Go to Front Desk Station and choose the printer

9. To choose the printer:
 - a. Open the Settings menu by using the gear in the top right of Front Desk Station
 - b. Go to the Devices tab
 - c. Choose the GK420t, GK420d, GX20d, or ZD421 printer from the menu
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Supported Mobile Printers (with 4×6 labels)



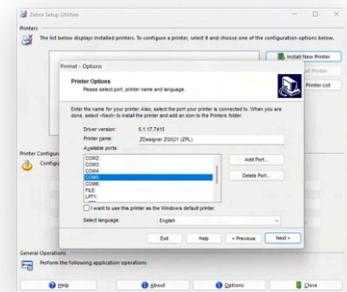
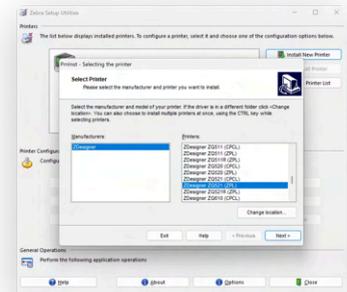
Zebra ZQ520
Zebra ZQ521

Videos

Printer tutorial →

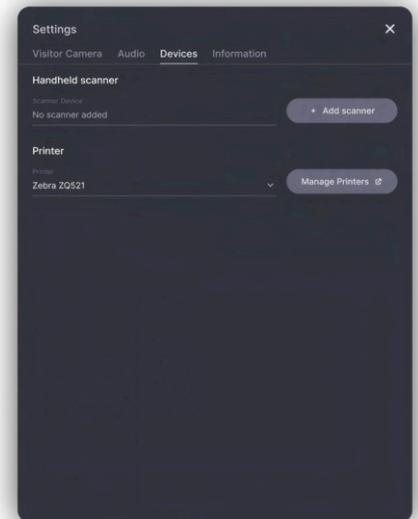
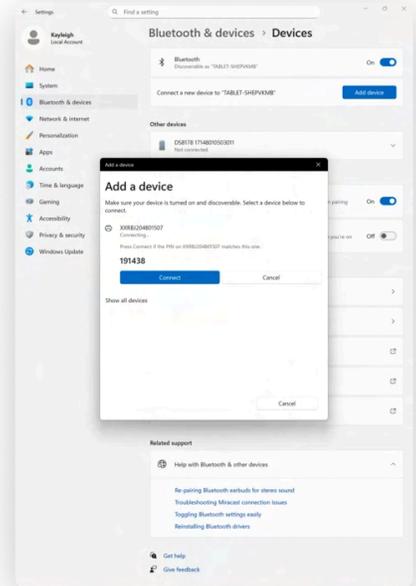
Connecting your mobile printer to a **Windows PC**

1. Go to [Zebra's download page](#) and download the driver.
2. Go to Downloads and get the "Windows Printer Driver v10". After successfully downloading the driver, open and install it.
3. When you need to choose a printer be sure to choose 'ZDesigner ZQ521 (ZPL)'
4. You'll need to know your printer's COM port. To find this, in your Window's Tablet Settings, navigate to Bluetooth & Devices → Devices. Scroll down to the bottom and click "More devices and printer settings".
 - a. Find your printer and hold down to open settings (or right click and click Properties).
 - b. When the settings open, click the Services tab at the top.
 - c. You will see the COM port next to the Serial port (SPP) 'Serial Printer'.



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5. Ensure your printer is charged.
 6. Hold the power button to power on the printer. You should see “Starting up...” on the screen.
 7. Have your Windows device/tablet open to Bluetooth Devices in Settings
 8. There are 3 buttons on the front of the ZQ521 mobile printer - a power button, a check button, and a bluetooth button. The check and bluetooth button are to the right of the tiny screen.
 9. Hold the bluetooth button down until you see a blinking bluetooth icon on the left side of the screen.
-
10. On your windows device, select Add Device, and find the device with the serial number corresponding to your printer
 11. There should be a 6 digit code that pops up on both the printer screen and your windows settings screen. Make sure to confirm the code is the same.
 12. Hit the check button on your printer to confirm.
 13. Press the confirm button on your windows setting to confirm.



Go to Front Desk Station and choose the printer

14. Open FDS
15. Navigate to Settings → Devices, and select the Zebra ZQ521/ZQ520 (ZPL) from the printers dropdown menu.
16. You can now print from Front Desk Station

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17. You may need to calibrate your printer labels if the printing is not centered on the pass. If so, do the following:
 - a. Open/Launch Zebra Setup Utilities menu
 - b. Select/click on the installed printer that corresponds to Zebra mobile printer. Once printer selection is made, there will be additional menu enabled below. From the resulting action, select "Open Printer Tools" button
 - c. You will be directed to a window with "Print" and "Action" tab. Select the "Action" tab and in there you should see a list of applicable functions. Select the "Calibrate media" action, and click "Send"

