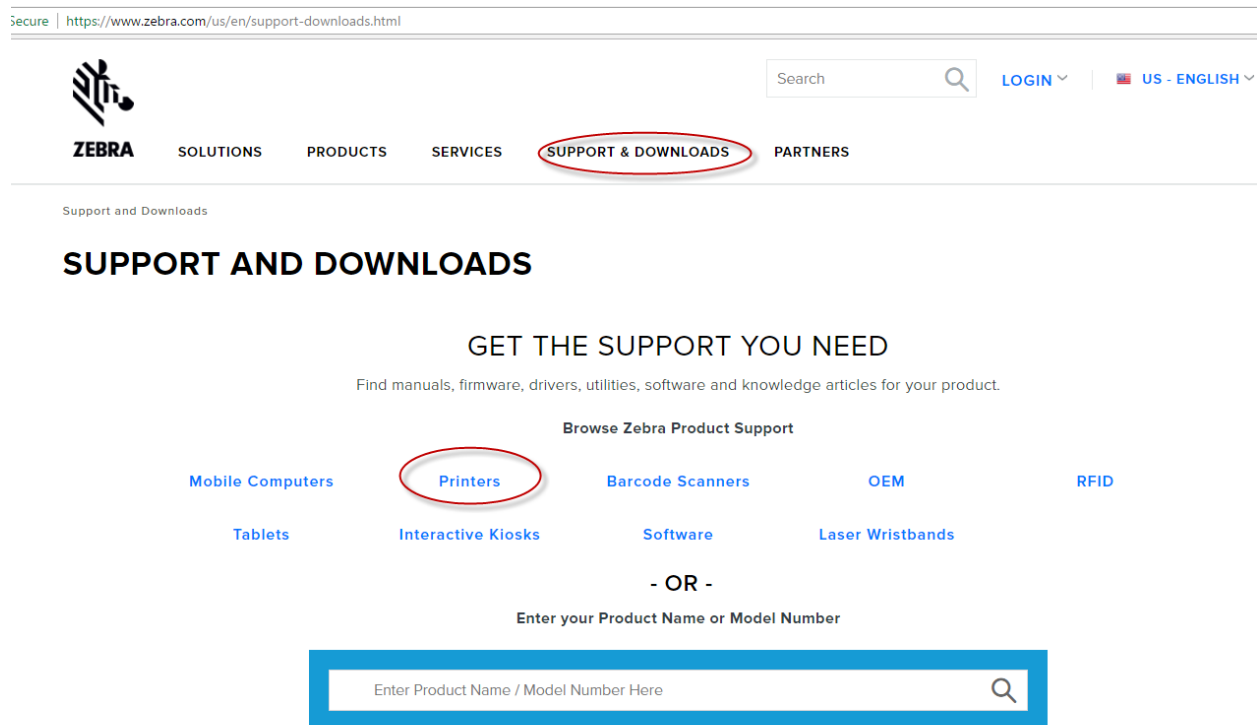


[Configuring the Zebra ZQ500 Vehicle Cradle in a Windows Environment](#)

From the Windows Start menu run the Devices and Printers applet. Unplug any USB cables from the ZQ500 printer and the ZQ500 cradle. Ensure that no ZDesigner drivers are loaded for your ZQ500 series printer. If a driver is loaded for your ZQ500, right click on it and select 'Remove Device'. You will now need to download the latest version of the Zebra Setup Utilities and the latest virtual com port driver for the ZQ500 series cradle.

Go to Zebra's website and click on the Support & Downloads link and select Printers



secure | <https://www.zebra.com/us/en/support-downloads.html>

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Locate your ZQ500 printer model in the Mobile Printer section

Scroll to the Software and Utilities section.

Click the download link for the Zebra Setup Utilities. Save this installation file on your system.

Next, click on the following link to download the Windows ZQ500 Vehicle Cradle Driver. It will take you to FTDI's website where you should download the appropriate ZIP file of the VCP driver for your version of Windows (32 or 64-bit). Extract the zip file into a folder on your system.

<http://www.ftdichip.com/Drivers/VCP.htm>

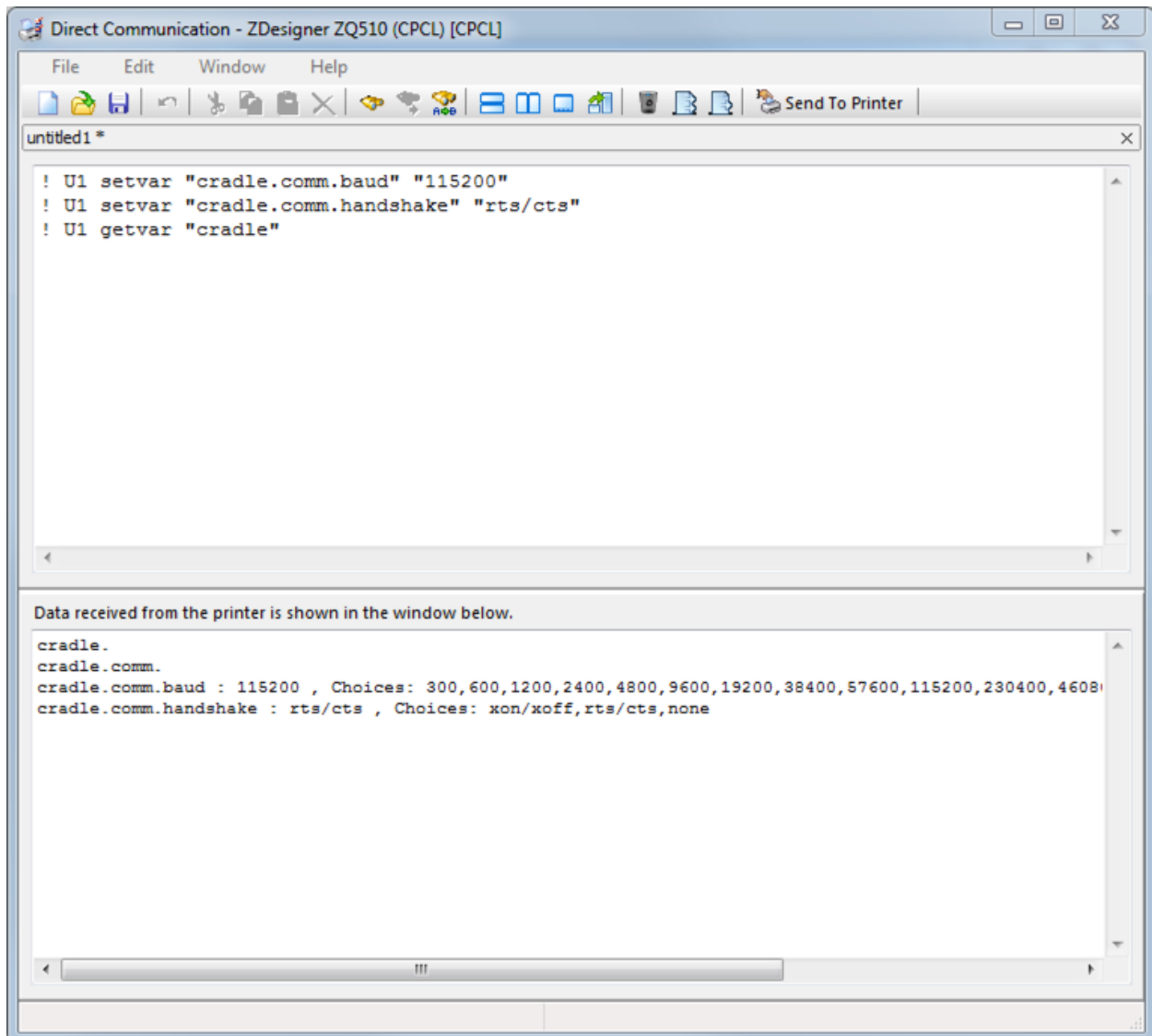
Currently Supported VCP Drivers:

Operating System	Release Date	Processor Architecture							Comments
		x86 (32-bit)	x64 (64-bit)	PPC	ARM	MIPSII	MIPSIV	SH4	
Windows*	2017-03-10	2.12.26	2.12.26	-	-	-	-	-	WHQL Certified. Includes VCP and D2XX. Available as a setup executable. Please read the Release Notes and Installation Guides.
Linux	2009-05-14	1.5.0	1.5.0	-	-	-	-	-	All FTDI devices now supported in Ubuntu 11.10, kernel 3.0.0-19. Refer to TN-101 if you need a custom VCP VID/PID in Linux
Mac OS X 10.3 to 10.8	2012-08-10	2.2.18	2.2.18	2.2.18	-	-	-	-	Refer to TN-105 if you need a custom VCP VID/PID in MAC OS
Mac OS X 10.9 and above	2015-04-15	-	2.3	-	-	-	-	-	This driver is signed by Apple
Windows CE 4.2-5.2**	2012-01-06	1.1.0.20	-	-	1.1.0.20	1.1.0.10	1.1.0.10	1.1.0.10	
Windows CE 6.0/7.0	2016-11-03	1.1.0.22 CE 6.0 CAT CE 7.0 CAT	-	-	1.1.0.22 CE 6.0 CAT CE 7.0 CAT	1.1.0.10	1.1.0.10	1.1.0.10	For use of the CAT files supplied for ARM and x86 builds refer to AN_319
Windows CE 2013	2015-03-06	1.0.0			1.0.0				VCP Driver Support for WinCE2013

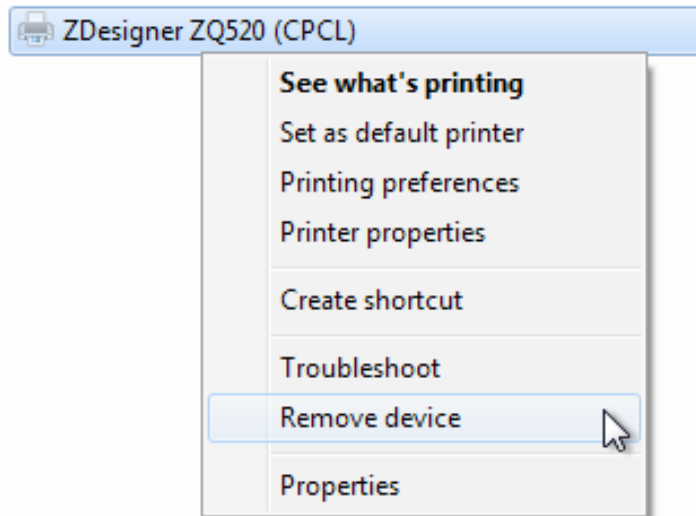
Install and run the latest version of the Zebra Setup Utilities that you downloaded earlier. If prompted, install or upgrade the ZDesigner preloaded driver set. Connect to the micro-USB port on the ZQ500 series printer. The ZDesigner CPCL driver for your model of ZQ500 printer should load automatically. Click the 'Open Communication With Printer' button and type the following three lines into the upper window. Hit 'Carriage Return' after each line. Click the 'Send To Printer' button on the toolbar.

```
! U1 setvar "cradle.comm.baud" "115200"
! U1 setvar "cradle.comm.handshake" "rts/cts"
! U1 getvar "cradle"
```

You should see the results of this command returned in the bottom window.

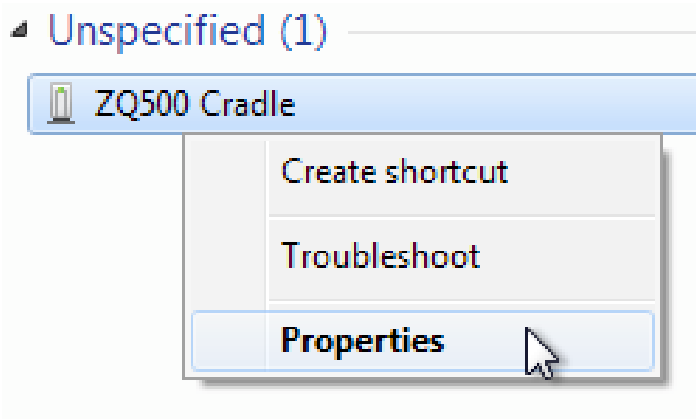


Close the direct communication window, exit the Zebra Setup Utilities application, and remove the USB cable from the printer. In the Devices and Printers applet right-click on the ZDesigner driver for your printer and select 'Remove device'.

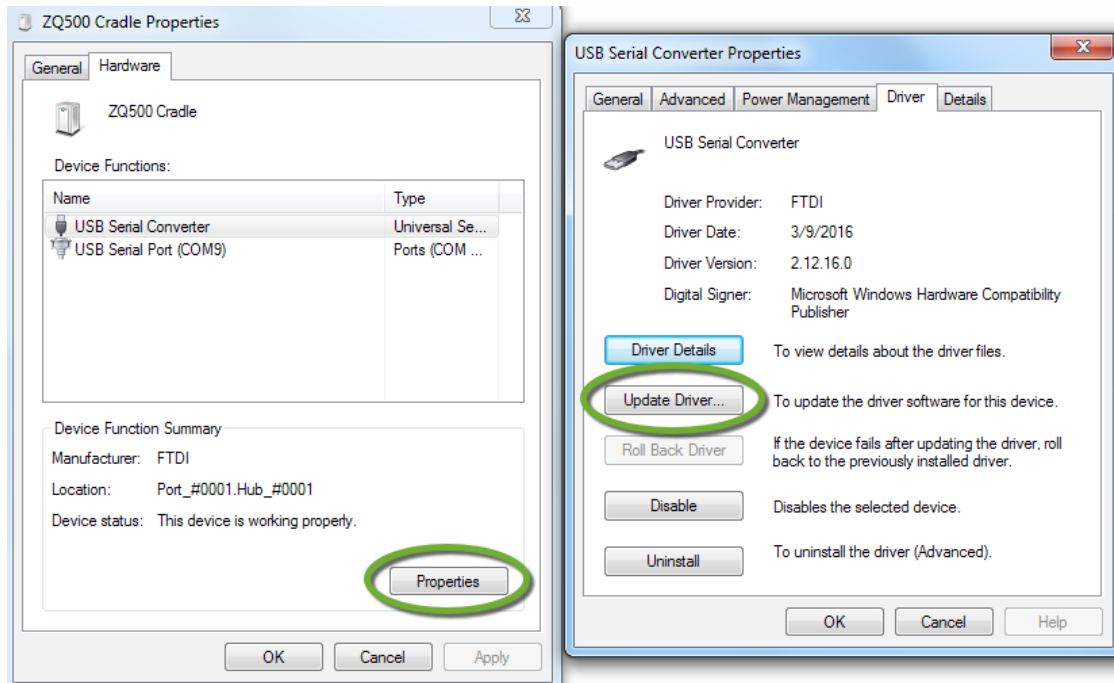


Next, we will configure the cradle driver.

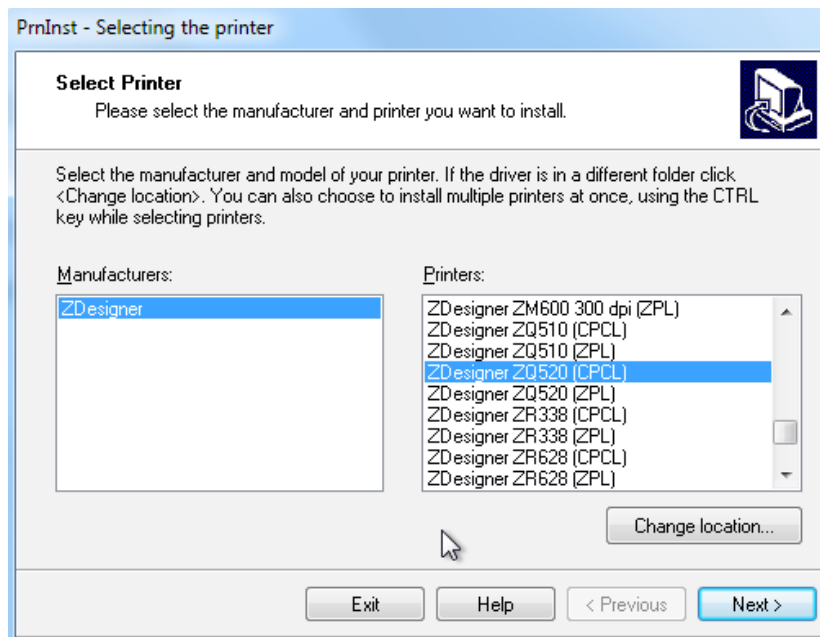
Plug the USB cable into the micro-USB port on the ZQ500 cradle (insure that the cradle has power applied). Depending on the configuration of your system a driver may automatically load for the cradle. In the Devices and Printers window right-click on the ZQ500 Cradle item (look in the 'Unspecified' section) and select Properties.



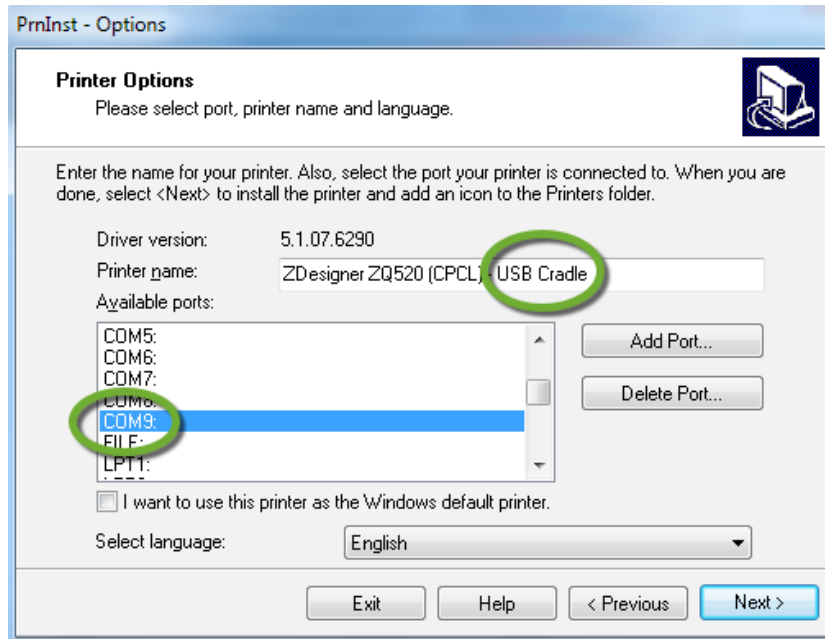
Install or update the driver for both the USB Serial Converter and the USB Serial Port. Reference the driver from the folder into which you download it earlier. Note new serial COM Port #.



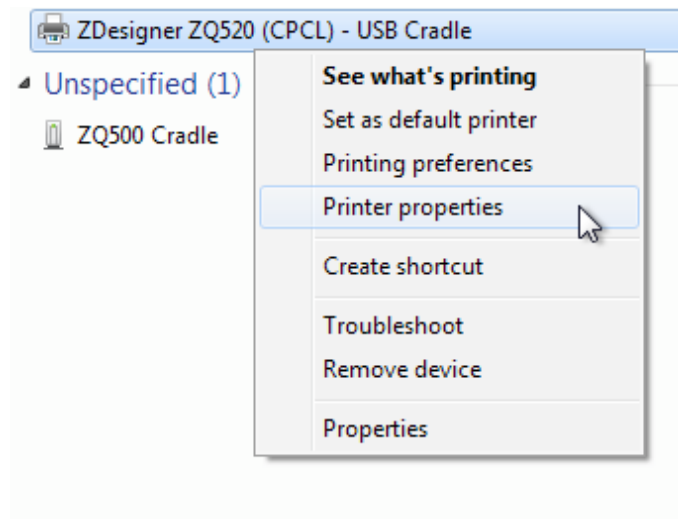
Once the driver for the cradle has been installed or updated, make sure the printer is turned on and run the Zebra Setup Utilities. If the System Prepare Wizard loads, select 'other computer ports', click Next, and then Install Printer. If the wizard does not run, then select 'Install Printer' from the main application window. Install the CPCL ZDesigner driver for your model printer.



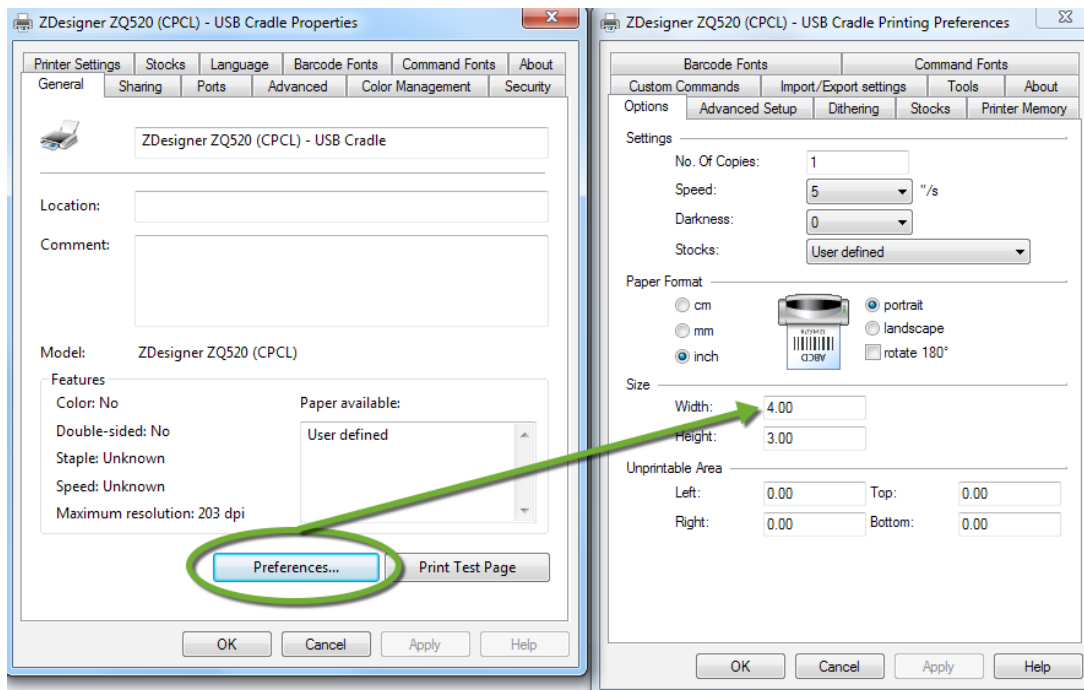
Select the virtual com port that was generated by the FTDI cradle driver (COM9: in this example). It is recommended that you modify the printer name for the driver so that it will be easy to see that this port is for the ZQ500 cradle.



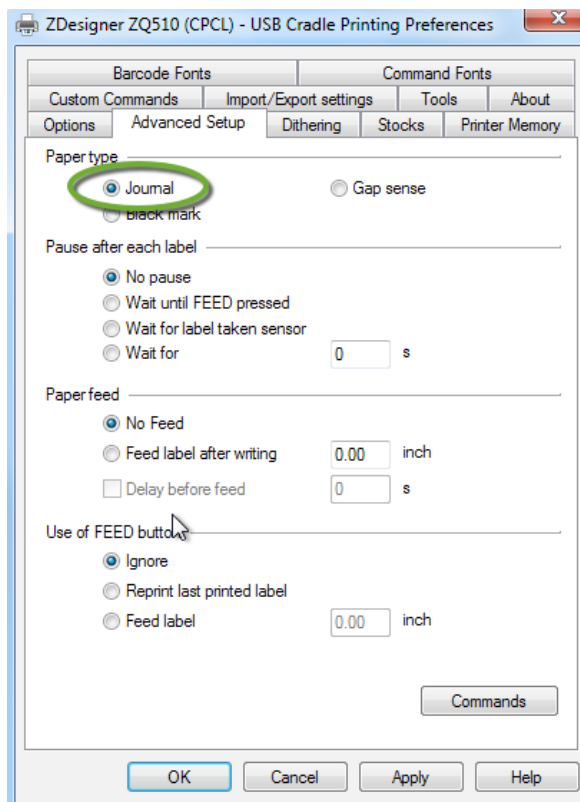
Uncheck any additional install options in the next dialog and select Finish. Close the Zebra Setup Utilities. In the Devices and Printers window right-click on the new driver entry and select 'Printer properties'.



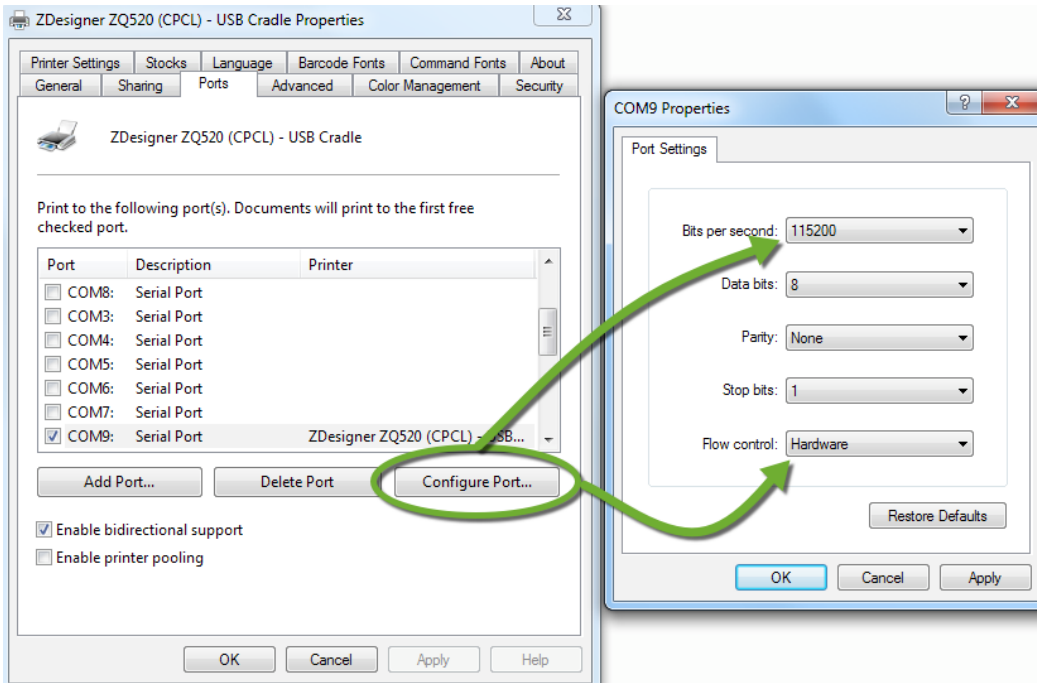
In the USB Cradle Properties dialog click Preferences and change the Width setting to 4.00 inches for ZQ520 and 3.00 for ZQ510. Click OK to dismiss the Preferences dialog.



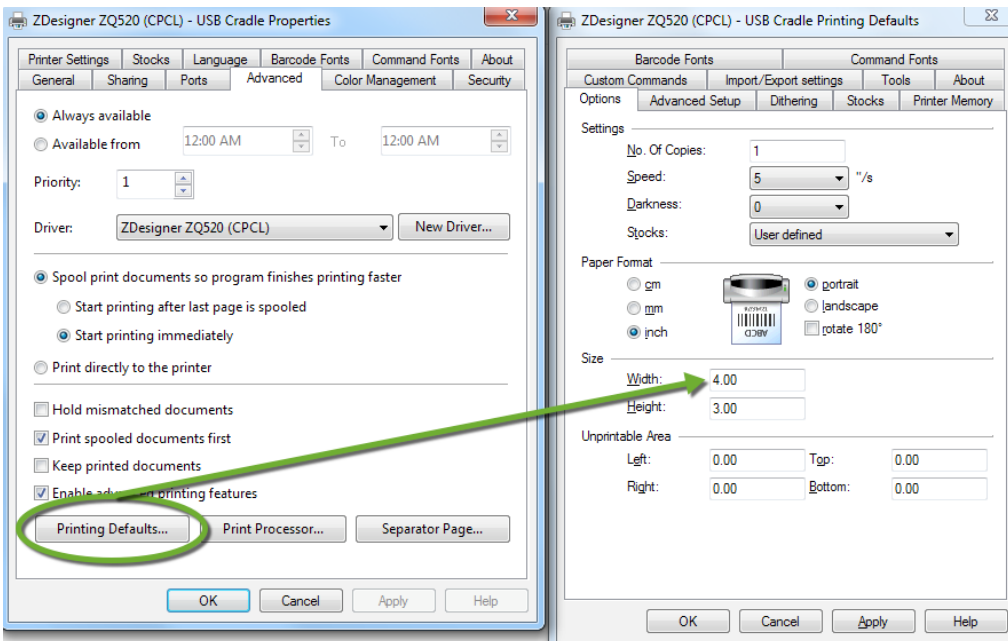
Click on the Advanced tab and set the 'Paper type' to Journal. Click OK to dismiss the dialogs.



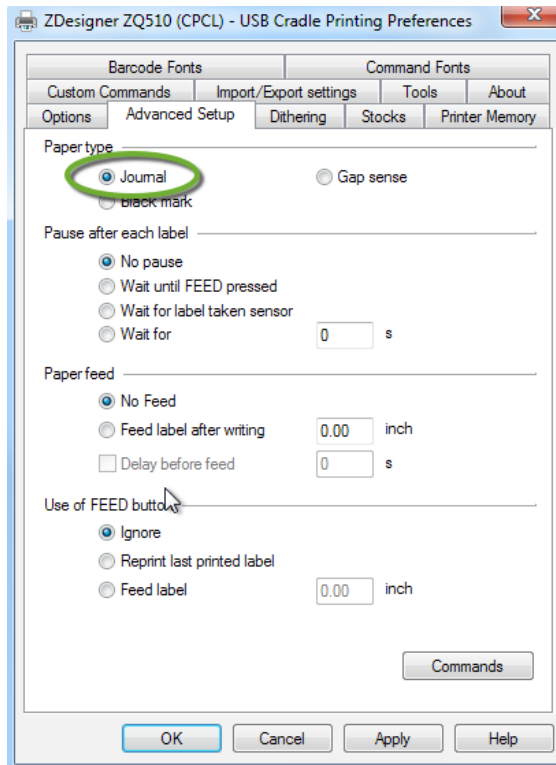
In the USB Cradle Properties dialog click the Ports tab and change the 'Bits per second' and 'Flow control' setting to 115200 and Hardware respectively. Click OK to dismiss the COM Properties dialog. Higher baud rates can be used if your hardware/OS supports them.



In the USB Cradle Properties dialog click the Advanced tab and select 'Printing Defaults...'. Change the Width setting in this dialog to 4.00/3.0 inches as well. Click OK to dismiss the dialog.

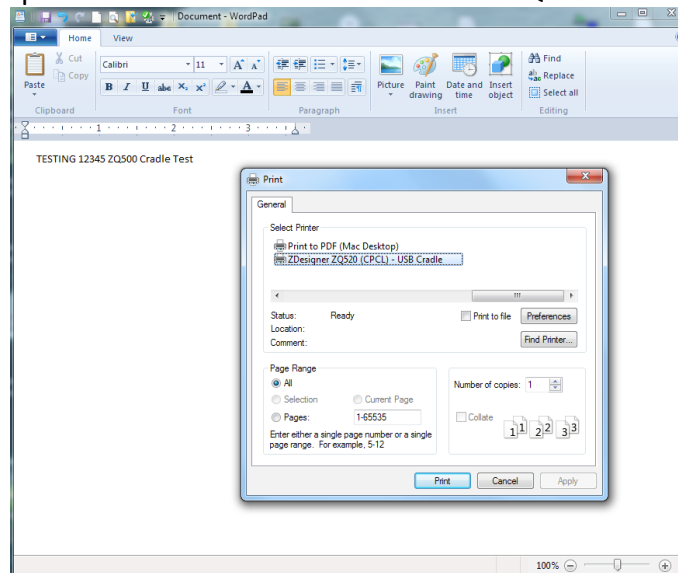


Click on the Advanced tab and set the 'Paper type' to Journal. Click OK to dismiss the dialogs.



Setup is now complete. Let's do a quick printing test to insure that everything is working correctly. Run WordPad and type the following line in a new document.

<hit Space here five times>TESTING 12345 ZQ500 Cradle Test



After you click the Print button the printer should print the line of text and feed a little over two inches further. *NOTE: This test should work with continuous (journal), bar (mark), or gap (web) media loaded in the printer.*