



Zebra[®] ZXP Series 3[™] Card Printer

Frequently Asked Questions

March, 2011



ZXP Series 3 Card Printer

Q. What is the Zebra ZXP Series 3 card printer?

A. The Zebra ZXP Series 3 is a direct-to-card desktop printer. With fast print speeds, high print quality, full encoding capability this compact and affordable printer is ideal for a number markets and applications.

Q. Can the Zebra ZXP Series 3 printer print on both sides of the card?

A. Yes, the Zebra ZXP Series 3 is orderable as a single-sided or dual-sided printer.

Q. Can I print color on both sides of the card?

A. The ZXP Series 3 dual-sided configuration will print color on both sides of the card. Color printing, on both sides of the card, will reduce the number of images that can be printed per ribbon cartridge.

Q. Does the ZXP Series 3 print edge-to-edge?

A. Yes, but not over the edge like the ZXP Series 8 retransfer printer.

Q. What are the standard features of the ZXP Series 3 printer?

A. Standard features for the ZXP Series 3 card printer include:

- ZRaster™ host-based image processing technology
- High-performance Load-N-Go™ ribbon cartridge
- Superior image quality
- Direct-to-card single- or dual-sided card printing
- 180 cards per hour YMCKO
- 750 cards per hour monochrome
- Covered 100 card feeder (30 mil)
- 45 card output hopper (30 mil)
- True Colours ix Series intelligent media technology
- Kensington physical lock slot
- 16-character LCD display
- USB connectivity
- 32 MB memory

Q. What options are available on the ZXP Series 3 printer?

A. Options for the ZXP Series 3 card printer at launch will include:

- ISO HiCo/LoCo magnetic stripe encoding
- PC/SC and EMV level 1 compliant contactless and contact encoding
- Contact station for third party contact encoders
- Lockable enclosure/card feeder and obscured output hopper
- CardSense™ single-card feed mode
- 10/100 Ethernet
- Smart card encoding over USB (standard) and Ethernet (w/ 10/100 option)

Q. Can the ZXP Series 3 be upgraded in the field?

A. The magnetic stripe encoder is not field upgradeable. However, the following options are field upgradeable.

- Combined contact and contactless smart card encoder
- Smart card contact station
- 10/100 Ethernet connectivity
- CardSense single-card feed mode
- Lockable enclosure/card feeder and obscured output hopper



- Q. What connectivity options are available for ZXP Series 3?**
A. The ZXP Series 3 comes standard with USB. 10/100 Ethernet is optional.
- Q. How does ZXP Series 3 printer achieve its fast print speed?**
A. The Zebra ZXP Series 3 card printer employs Zebra's ZRaster host-based image processing technology which takes advantage of the increased processing power of today's host PC's to significantly optimize print speed throughput. In addition, the new Zebra high-performance ribbons are designed specifically for higher print speeds.
- Q. What is ZRaster host-based image processing?**
A. Host-based image processing takes advantage of the high performance power found on today's PC's enabling faster print speeds and improved image quality.
- Q. Will it have a WLAN option?**
A. No, wireless LAN is not available.
- Q. How many cards does the input feeder and output hoppers hold?**
A. The card capacity is as follows:
- Card input feeder – 100 cards (30 mil)
 - Standard card output hopper – 45 cards (30 mil)
 - External output hopper for smart card and locking options – 50 cards (30 mil)
- Q. What information is available via the LCD?**
A. The LCD provides power-on self test data. Press the front panel button and scroll for the following setting: model number and configuration; SN; firmware version, head resistance; YX offsets for front and back (if applicable); EC values for front and back; ribbon type; smart card offsets; IP address; subnet mask; gateway, status – DHCP or static.

Product Positioning

- Q. How is the ZXP Series 3 positioned in Zebra's card printer portfolio?**
A. The ZXP Series 3 is affordable, compact, easy to use and with full encoding capabilities. It can be used for many applications, but may not be ideal for large batch printing due to the card capacity.
- Q. What is the maximum number of cards per month/year that can be printed?**
A. The recommended cards per year for the ZXP Series 3 printer approximately 3000 per year.
- Q. What is the pricing structure for the ZXP Series 3 printer?**
A. The ZXP Series 3 is very competitively priced and comparable to the P110i and P120i Value class printers.
- Q. How is this printer different from the Value class printers?**
A. The ZXP Series 3 includes many advantages over the Value class printers including:
- Faster print speed
 - Better print quality
 - ZRaster host-based image processing
 - ix Series high-performance ribbons
 - Smart card encoding option
 - Smart card contact station option
 - Locking enclosure/card feeder and obscured output hopper
 - Increased memory



Q. How is this printer different from the Performance class printers?

- A. While the ZXP Series 3 provides high print speed, better print quality, and lower cost per card, the Performance class printer offers the following advantages: UHF Gen 2 encoding, wider range of card thickness compatibility and high card hopper capacity.

Software

Q. Is the ZXP Series 3 printer compatible with CardStudio™ software?

- A. Yes, ZXP Series 3 is compatible with all editions of CardStudio card design software.

Q. Is software included with the ZXP Series 3 printer?

- A. The Zebra ZXP Series 3 printer does not include software. However, the QuikCard ID Solution includes a ZXP Series 3 single- or dual-sided printer with or without magnetic stripe encoding, CardStudio Standard edition card design software, a webcam, one full-color ribbon and 200 cards.

Q. What are the supported operating systems?

- A. The ZXP Series 3 has drivers compatible with Microsoft Windows® XP, Windows Vista, Windows Server 2003, Windows Server 2008 and Windows 7.

Q. What drivers do the contact and contactless encoders use?

- A. The ZXP Series 3 contact and contactless encoders are USB PC/SC compliant drivers. The PC/SC drivers are included in the printer driver executable file.

Q. Does the Ethernet support IPV6?

- A. The ZXP Series 3 printer does not currently have IPV6 network support, but will be available in future releases of the driver.

Q. What logical security features will be supported in the ZXP Series 3 driver?

- A. Future releases of the ZXP Series 3 driver will have advanced security features including:
- Printer driver host to printer encryption for increased data security
 - Ability to restrict or lock the printer to one or more specific host drivers for added security

Q. How can I get a copy of the SDK documentation and development tools?

- A. These are available for download on our website www.zebra.com on the Software product page, or you can email your request to Card_SDK_Questions@zebra.com.

Q. What kind of service and support is available for SDK development tools?

- A. Zebra offers technical support for application developers using the Zebra card printers SDK. The part number and price are referenced in the service programs section of the Zebra card printer price list.

ZXP Series 3 Media

Q. What media do I use for the Zebra ZXP Series 3 printer?

- A. The Zebra ZXP Series 3 printer is designed to work only with Zebra True Colours® ix Series™ high-performance ribbons. Various ribbon types are available including full-color YMCKO, YMCKOK, KdO, KrO and monochrome ribbons. Please refer to the price list for a full list of ribbons, cards, cleaning supplies, and the applicable part numbers and pricing.



Q. What are high-performance ribbons?

A. Zebra is first to market with high-performance ribbons for card printing, which have an improved chemical formulation specifically designed for fast print speeds and high-quality image printing. Zebra's True Colours® ix Series™ high-performance ribbons provide more efficient dye transfer and greater durability under high-speed printing conditions. In addition, the Load-N-Go cartridge design makes changing ribbons quick and simple.

Q. What cards are compatible with the Zebra ZXP Series 3 printer?

A. Compatible cards include: CR-80 size cards with a thickness 30 mil (+/- 3 mil); PVC, PVC composite, ABS, PET, PET-G and Teslin® Composite, contact and contactless smart cards.

Q. Can the current P110/P120ii Value class i Series ribbons be used with the ZXP Series 3 printers?

A. No, only the ix Series color ribbons can be used on the ZXP Series 3 printers. The i Series and ix Series color ribbons are not interchangeable. Monochrome ribbons are interchangeable.

Q. Can I use the new ZXP Series 3 ix Series ribbons be used in the P110i/P120i Value class printers?

A. No, only the i Series ribbons can be used on the Value class printers. The i Series and ix Series color ribbons are not interchangeable. Monochrome ribbons are interchangeable.

ZXP Series 3 Printer Maintenance

Q. How often should I clean the printer?

A. Regular cleaning will keep your printer in optimum condition.

- Alcohol cards are available for periodic cleaning. The printer should be cleaned with these cards every 5000 panels or 1,000 cards.
- The print head should be carefully wiped using the Swab every 5000 panels or 1000 cards or if particulate build up occurs.

ZXP Series 3 Printer Service and Support

Q. How do I get support for the Zebra ZXP Series 3 printer?

A. For questions relating to the operation of Zebra equipment and software, please use one of the following methods: Call technical support at +1 (877) ASK ZEBRA (275 9327) or +1 805 279-1800, then press option 1 (Americas only), send e-mail to techsupport@zebra.com or visit us on the web at www.zebra.com

Q. What is the warranty for this printer?

A. The ZXP Series 3 printer comes with 2-year limited warranty on the printer and printhead including a 1-year hot swap (U.S. only).

Q. From what location is the warranty for the ZXP Series 3 currently provided?

A. Currently, hardware and software support for the ZXP Series 3 printer is provided out of the Zebra U.S. support center. ZXP Series 3 service and support for Latin America will be handled out of the United States. Any service or support issues in EMEA or Asia Pacific should be directed to your local Zebra office.

Q. Does Zebra offer extended warranty on the ZXP Series 3 printer?

A. Yes Zebra offers ZebraCare™ extended warranty for the ZXP Series 3 printers. Please refer to the current Services or Card price list or contact your Zebra sales representative for more information.

