# HC100™ Cartridge Troubleshooting Worksheet

<table>
<thead>
<tr>
<th>Printer Lights</th>
<th>Cartridge</th>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Media Status Indicator (Small Light): Orange</strong></td>
<td><img src="image1" alt="Bottom* Side" /></td>
<td><img src="image2" alt="Side" /></td>
<td>Media Out</td>
</tr>
<tr>
<td><img src="image3" alt="Printer Status Indicator (Large Light): Orange" /></td>
<td>No wristband under mouth of cartridge</td>
<td>No wristband on roll</td>
<td></td>
</tr>
<tr>
<td><strong>Media Status Indicator (Small Light): Orange</strong></td>
<td><img src="image4" alt="Bottom* Side" /></td>
<td><img src="image5" alt="Side" /></td>
<td>Wristband broken off or retracted inside of cartridge</td>
</tr>
<tr>
<td><img src="image6" alt="Printer Status Indicator (Large Light): Orange" /></td>
<td>No wristband under mouth of cartridge</td>
<td>Wristbands present on roll</td>
<td></td>
</tr>
<tr>
<td><strong>Media Status Indicator (Small Light): Orange</strong></td>
<td><img src="image7" alt="Bottom* Side" /></td>
<td><img src="image8" alt="Side" /></td>
<td>Wristband partially sticking out; cartridge/printer jammed</td>
</tr>
<tr>
<td><img src="image9" alt="Printer Status Indicator (Large Light): Orange" /></td>
<td>Wristband present under mouth of cartridge</td>
<td>Wristbands present on roll</td>
<td></td>
</tr>
<tr>
<td><strong>Media Status Indicator (Small Light): Orange</strong></td>
<td><img src="image10" alt="Bottom* Side" /></td>
<td><img src="image11" alt="Side" /></td>
<td>The printer does not recognize the media cartridge; cartridge is not jammed and contains a partial to full roll of wristbands</td>
</tr>
<tr>
<td><img src="image12" alt="Printer Status Indicator (Large Light): Orange" /></td>
<td>Wristband present under mouth of cartridge</td>
<td>Wristbands present on roll</td>
<td>If problem persists, eject cartridge and reinsert in a different HC100™ printer. If cartridge works, refer to Cleaning Steps on page 2 for the cartridge and the first printer used. If problem persists, fill out Cartridge and Printer Information section on page 3 then submit form to reseller</td>
</tr>
</tbody>
</table>

*Rotate cartridge upside down
**Update Firmware**

An outdated firmware version can affect the performance of your HC100 printer. If the troubleshooting tips on page 1 did not resolve your problem, please visit [www.zebra.com/hc100-firmware](http://www.zebra.com/hc100-firmware).

Scroll down mid-page and click the *Firmware & Service Packs* tab. From here, click the download link for the latest firmware version for HC100 and follow the on-screen instructions for installation.

Once the latest firmware version is installed, attempt to print from your HC100 printer. If the problem persists, fill out the *Cartridge and Printer Information* section on page 3 then submit the form to your reseller.

**Cleaning Steps**

1a.) Press the Eject button and remove the wristband cartridge from the printer  
1b.) Turn the printer off  
1c.) Disconnect the power cord from the back of the printer  
1d.) Refer to Figure 1. Using the cleaning swab from the Preventative Maintenance Kit, or a swab dipped in isopropyl alcohol/deionized water solution (mixed 90/10), clean the gold smart card contacts on the back of the wristband cartridge. Allow the solution to evaporate before putting the cartridge back in the printer.  
1e.) Refer to Figure 2. Using the cleaning swab and vertical strokes, clean the gold media cartridge sensor pins, which are visible at the back of the media cartridge slot. Allow the solution to evaporate before proceeding.  
1f.) Insert the power cord into the back of the printer  
1g.) Turn on the printer  
1h.) Reinsert the wristband cartridge  
1i.) If your wristband cartridge is still not recognized, note the cartridge and printer information below and contact your Zebra authorized reseller.

![Figure 1](image1.png)  
![Figure 2](image2.png)
Cartridge and Printer Information

Please note the following information below from your damaged wristband cartridge and HC100™ printer. Once complete, contact your Zebra authorized reseller.

Cartridge Information – refer to Figure 3

2a.) Part Number: ___________________________
2b.) Batch Number: __________________________
2c.) Date of Manufacture: _____________________

Printer Information

2d.) Serial Number: __________________________
(see label on underside of printer)
2e.) Firmware Version: ________________________

To find the current firmware version, perform the following:
i.) Turn on the printer and insert a working cartridge
ii.) Hold down the feed button (looks like >>) until the green light turns to orange and flashes once
iii.) Release the feed button after the first orange flash. A wristband will print out displaying the current firmware version.

Figure 3