
















SEE MORE. DO MORE.

HC100™ Cartridge Troubleshooting Worksheet

Printer Lights	Cartridge		Problem	Solution
	Bottom*	Side		
<p>Media Status Indicator (Small Light): Orange</p>  <p>Printer Status Indicator (Large Light): Orange</p>	 <p>No wristband under mouth of cartridge</p>	 <p>No wristband on roll</p>	Media Out	Replace with new cartridge
<p>Media Status Indicator (Small Light): Orange</p>  <p>Printer Status Indicator (Large Light): Orange</p>	 <p>No wristband under mouth of cartridge</p>	 <p>Wristbands present on roll</p>	Wristband broken off or retracted inside of cartridge	Fill out <i>Cartridge and Printer Information</i> section on page 3 then submit form to reseller
<p>Media Status Indicator (Small Light): Orange</p>  <p>Printer Status Indicator (Large Light): Orange</p>	 <p>Wristband present under mouth of cartridge</p>	 <p>Wristbands present on roll</p>	Wristband partially sticking out; cartridge/printer jammed	<p>Using scissors, cut the protruding portion of the wristband as flush as possible to the edge of the cartridge (see below). Reinsert the wristband cartridge in your HC100™ printer; the remaining wristband should feed out.</p> 
<p>Media Status Indicator (Small Light): Orange</p>  <p>Printer Status Indicator (Large Light): Orange</p>	 <p>Wristband present under mouth of cartridge</p>	 <p>Wristbands present on roll</p>	The printer does not recognize the media cartridge; cartridge is not jammed and contains a partial to full roll of wristbands	<p>Eject & reinsert cartridge in same printer</p> <p>If problem persists, eject cartridge and reinsert in a different HC100™ printer. If cartridge works, refer to <i>Cleaning Steps</i> on page 2 for the cartridge and the first printer used.</p> <p>If problem persists, fill out <i>Cartridge and Printer Information</i> section on page 3 then submit form to reseller</p>

*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An outdated firmware version can affect the performance of your HC100 printer.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.

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.

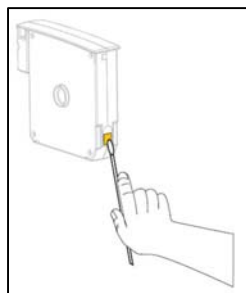


Figure 1



Figure 2

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