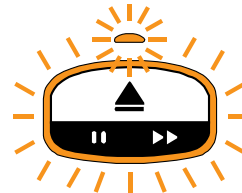




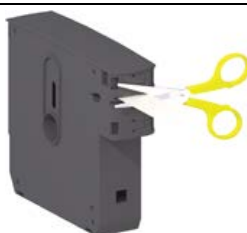
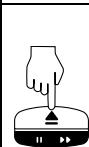
Wristband Cartridge Troubleshooting Guide

Symptom 1: Wristband partially sticking out of printer or cartridge, printer stopped, Status Indicators flashing orange.

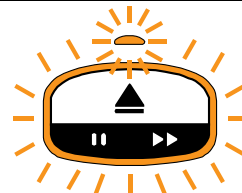


Resolution: DO NOT PULL WRISTBAND OUT OF THE PRINTER OR CARTRIDGE!

Eject the cartridge. Press both Upper Cover Release Buttons to release the media. Lift the media cartridge out of the printer. Close the Upper Cover by pressing down firmly. Using scissors, cut off the portion of the wristband protruding from the cartridge as close to the opening as possible. Re-insert the cartridge in your printer. The remaining portion of the cut wristband will be ejected.



Symptom 2: Wristband not visible from underside of cartridge but media is visible through Media Window, cartridge is not recognized by printer, Status Indicators flashing orange.

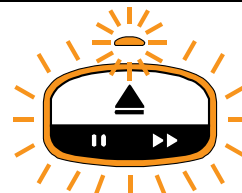


Resolution: A wristband has been pulled out of printer before printing was finished or has been pulled out of cartridge following symptom 1 above.

- DO NOT PULL THE WRISTBAND OUT OF THE PRINTER OR CARTRIDGE!
- Remove the wristband only when printing is finished. NEVER forcibly pull wristbands out of printer or cartridge.

The cartridge is no longer usable.

Symptom 3: Wristband is visible from underside of cartridge and Media Window, Status Indicators flashing orange.



Resolution: Eject the cartridge and re-insert, pressing down firmly in the center of the cartridge. If the problem persists, the cartridge may not be compatible with the version of firmware in the printer. Follow the instructions in the Printer User Guide to identify and upgrade the printer firmware. If problem persists, complete the form on the next page and return with the cartridge to your reseller.

Cartridge and Printer Information

As with all Zebra products, our commitment to quality and reliability ensures that any product concerns are investigated thoroughly. Should you experience any issues with your wristband cartridge printing solution which cannot be resolved having followed the guidance from this document, please fill out the form below, and email to WristbandCartridgeIssues@zebra.com. A member of our quality team will ensure that your request is handled promptly.

For quicker processing, please include detailed pictures of the faulty cartridge(s) which include wristband exit point, underside opening of cartridge, and any other images you feel would be pertinent for the quality team to troubleshoot. Please do not dispose of cartridge(s) until quality provides a disposition, as the product may need to be returned.

Customer Name & Shipping Information			
Zebra Partner/ Reseller			
Cartridge Information	Part number		
	Batch number		
	DOM		
	Quantity (If there are multiple cartridges issues with the same part and batch number please indicate quantity. If there are multiple part and batch numbers please detail those in the problem description section)		
Printer Information	Part number (see label on underside of printer)		
	Serial number (see label on underside of printer)		
	Firmware version (press and hold the PAUSE/FEED button until the Status indicator turns off then blinks Orange once, then release)		
Problem description			