

FAQ's – EU RED (Radio Equipment Directive) Requirements for End Users

1. Which Zebra Printer Products will be included in the EU Radio Equipment Directive (RED) Cyber Security Mandate?

- a. Printer devices which have the following functionality and/or capabilities are in scope:
 - i. WiFi
 - ii. RFID w/Ethernet
 - iii. BT w/Ethernet
 - iv. BT w/Ethernet Option Cards
 - v. BT w/Ethernet Cradles
 - vi. Smartcard w/ Ethernet

2. Which Zebra Printer Products will Not be affected by the new EU RED Cyber Security Mandate?

- a. All devices that are BT and/or RFID only and have no WiFi and/or Ethernet capability
- b. USB only devices
- c. Ethernet only devices
- d. USB/Ethernet only devices

3. Which Zebra Printer families are part of the EU RED Cyber Security Mandate?

- a. Mobile Printers, Desktop Printers, Tabletop Printers, and Card Printers which have functionality or capability mentioned above will be included.

4. Which Zebra Printer Models will be affected by the EU RED Cyber Security Mandate?

- a. Mobile Printers placed on the market on or after Aug 1, 2025, which have the functionality and/or capability mentioned above which includes printers in the ZQ300 series, ZQ500 series, and ZQ600 series of products.
- b. Desktop Printers placed on the market on or after Aug 1, 2025, which have the functionality and/or capability mentioned above which includes printers in the ZD200 series, ZD400 series, ZD500 series, and ZD600 series of products.
- c. Tabletop/Industrial Printers placed on the market on or after Aug 1, 2025, which have the functionality and/or capability mentioned above which includes printers in the ZT200 series, ZT400 series, ZT500 series, ZT600 series, and ZE500 series of products.
- d. Card Printers placed on the market on or after Aug 1, 2025, which have the functionality and/or capability mentioned above which includes the ZC300 and ZC350 series of products.

5. Will a Firmware (FW) update be required for Printer devices to meet the EU RED Cyber Security Mandate?

- a. All printers placed on the market prior to Aug 1, 2025 are compliant with EU regulations and do not require a FW update.
- b. All printers placed on the market on or after Aug 1, 2025 will have FW compliant with the EU RED Cyber Security Mandate.
- c. Customers who would like to update current devices and/or devices purchased recently with the new FW that meets the requirements of EU RED Cyber Security Mandate can do so when the update is made available.
- d. Standard ZC100/300 Series Card printers (USB/Ethernet connectivity only, no other options) are not in scope of the EU RED Cyber Security Mandate. After August 1, 2025, these printers will continue to ship with the current FW (V201.01.19). Card printers with the Smartcard option do require new FW. In the near term, Zebra will release 3 new Smartcard printer SKU's with updated FW. Zebra may release an EU RED Cyber Security Mandate compliant firmware for all ZC100/300 printers in the future.

6. Will I receive printer devices that come with the upgraded FW which complies with the new EU RED Cybersecurity Mandate and other units which are still on an older version of FW?

- a. Since the mandate went into effect as of Aug 1, 2025, all printer devices placed on the market prior to this date are compliant with EU regulations and will be sold with the installed FW it was built with. However, the same printer device model placed on the market on or after Aug 1, 2025 will come with updated FW, which meets EU RED Cyber Security Mandate.
- b. There is a possibility that printer devices purchased could include both the older FW version and the new, updated FW version, which are both EU compliant based on the time the device was placed on the market, but the FW will be different from one another.
- c. A future release of ZC100/300 Series Card printer FW may create a situation where printers with both old and new FW ship at the same time. Zebra will notify the partner community should this situation arise in the future.

7. Will I have a different setup process for printer devices I receive that were placed on the market on or after Aug 1st?

- a. Yes, printer devices placed on the market on or after Aug 1, 2025 will require a different setup process.
- b. There will be instructions provided via a QR code/URL, which will be included in the shipping box for each printer device. You will be able to reference these instructions on the new set up process for printer devices affected by the FW updates.
- c. Until further notice, there will be no change to the setup process for the standard ZC100/300 Card printers (USB/Ethernet connectivity only, no other options). Smartcard printers will have a new setup process. This may change when Zebra releases new FW.

8. Will I be able to upgrade my devices that were placed on the market prior to Aug 1, 2025 with the new FW which meets the requirements of the new EU RED Cyber Security Mandate?

- a. Please contact your local Tech Support personnel to find out if the new FW is available for you to download and update your devices. They will have additional information on where to locate the downloadable FW and install it on your devices.

9. How will I differentiate which printer devices have the FW which complies with the new EU RED Cyber Security Mandate and which ones are still on the original FW?

- a. All new devices placed on the market on or after Aug 1st, 2025 will come with an insert/instructions for the new FW setup in the shipping box which will be your notification of the device having the new FW installed. Outside of this notification, there will be no other way to differentiate one device from another.
- b. Customers can check FW version in the Driver for the ZC100/300 Series printers or the LCD on the front of ZC300/350 printers. If their FW version is greater than V201.01.19 then it meets the requirements of the EU RED Cyber Security Mandate.

10. Will printers shipped during the transition period be compliant with EU RED?

Yes, all printers are compliant with all applicable EU RED Articles. Printers placed on the market after August 1, 2025 will comply with the additional EU RED Cybersecurity Article 3.3 (d), (e) and (f), if applicable.

11. Is there a serial number cut-in to verify EU RED compliance without opening the box?

Compliance depends on when the printer was placed on the market. Printers placed on the market from August 1, 2025 onwards will include firmware updates that comply with EU RED Cybersecurity, Article 3.3 (d), (e) and (f), if applicable. Reach out to your regional technical support team for additional assistance.

12. Do we have a detailed list of settings changing under protected mode?

Yes, refer to the PrintSecure Administration Guide on zebra.com/asr for detailed settings.

13. Can I factory reset a printer if I forget the main password?

Yes, factory resetting is possible, returning the printer to its original state. However, the password cannot be recovered and must be reset.

14. Which printer settings require a password and PIN?

Passwords secure protected mode, while a PIN secures changes made via the LCD front panel. Details are outlined in the PrintSecure Administration Guide.

15. How can I send the security setup file to multiple printers simultaneously?

Currently, Zebra Setup Utilities supports one printer at a time. Updates to PPME and MDM/EMM solutions are in progress for fleet deployments.

16. Can the security setup file work with different printer models?

Yes, most commands are universal. However, commands specific to front-panel PIN codes are ignored by models without displays.

17. Will older printers updated to future Link-OS releases fall under EU RED restrictions?

No, printers placed on the market before August 1, 2025 are unaffected by EU RED Cybersecurity, Article 3.3 (d), (e) and (f).

18. Will the Zebra.com EU RED website be available in other languages?

The website translates automatically based on browser settings. No additional language changes are planned.

19. Does the EU RED directive apply to non-EU countries like the UK?

Yes, the following countries must adhere to EU RED:

Country				
Austria	Germany	Malta	Switzerland	Monaco
Belgium	Greece	Netherlands	Turkey	Montenegro
Bulgaria	Hungary	Norway	Albania	Reunion Isl.
Croatia	Iceland	Poland	Andorra	San Marino
Cyprus	Ireland	Portugal	Bosnia Herzegovina	Sao Tome and Principe
Czechia	Italy	Romania	French Guiana	St Pierre & Miquelon
Denmark	Latvia	Slovakia	Georgia	Vatican City
Estonia	Liechtenstein	Slovenia	Guadeloupe	Northern Ireland
Finland	Lithuania	Spain	Macedonia	Moldova
France	Luxembourg	Sweden	Martinique	