

### WHAT IS THE ZD510-HC?



The ZD510-HC is a direct replacement for the HC100 wristband printer. The ZD510-HC wristband solution makes it exceptionally easy to print individual wristbands on demand. Insert the wristband cartridge and start printing high-durability wristbands for positive patient identification or hospitality applications. The ZD510-HC is engineered with many features that make it ideally suited for healthcare applications. Zebra offers a complete range of wristband styles, sizes and colors for healthcare, amusement, water-park and entertainment applications.

### WHAT ARE THE KEY CUSTOMER BENEFIT MESSAGES OF THE ZD510-HC?

Patient wristbands are the foundation for a safer, more efficient process for delivering care. You need dependable and fast wristband printing, durable wristbands that last throughout the average patient’s stay and consistently scannable barcodes. With the ZD510-HC, you get it all. The ZD510-HC Wristband Printing solution combines the reliable ZD510-HC direct thermal printer with easy-to-load cartridges containing the only antimicrobial-coated wristbands on the market – Zebra’s Z-Band wristbands. It’s the easiest wristband printer to use on the market. Just insert the wristband cartridge and print. The smartchip in each cartridge allows automatic calibration for optimal print quality – virtually eliminating support calls for wristband loading issues.

The ZD510-HC offers comprehensive connectivity options including 802.11ac Wi-Fi, Bluetooth 4.1 and PrintTouch (NFC). The printer is compatible with leading Admission, Discharge and Transfer (ADT) systems; features disinfectant-ready UV-resistant housing that can handle regular sanitizing; and its quiet operation is ideal for healthcare environments. The ZD510-HC accommodates Zebra’s entire line of white and color Z-Band wristbands, which are available in a variety of sizes with both adhesive or clip closures. Independent lab tests have found Z-Bands to be up to six times more durable than other wristbands after repeated exposure to common hand sanitizers. Trust your wristband printing to a specialist with the ZD510-HC – the industry’s easiest to use, most dependable wristband printing solution.

### WHAT ARE THE TARGET MARKETS AND APPLICATIONS FOR THE ZD510-HC?

MARKET	APPLICATON	USER
<b>PRIMARY:</b>		
 Healthcare	<ul style="list-style-type: none"> <li>• Patient Identification</li> </ul>	<ul style="list-style-type: none"> <li>• Admissions personnel</li> <li>• Nursing staff (clinics, ER)</li> </ul>
 Hospitality	<ul style="list-style-type: none"> <li>• Guest Identification</li> </ul>	<ul style="list-style-type: none"> <li>• Ticket Sellers</li> <li>• Front Desk personnel</li> </ul>

### IS THE ZD510-HC BACKWARDS COMPATIBLE WITH THE HC100?

Yes, the ZD510-HC can use all wristband cartridges designed for the HC100.

### WHAT’S NEW IN THE ZD510-HC?

The ZD510-HC offers a number of new features and functionality over the HC100 that will benefit our customers.

- Link-OS which enables a smart suite of applications, utilities and developer tools to simplify printer setup, management and monitoring.
- Standard: Ethernet, USB, USB Host, Bluetooth Low Energy (BTLE)

- Optional: Wireless 802.11ac + Bluetooth 4.0 for concurrent wired and wireless capability
- Print Touch (NFC) for pairing to mobile devices & quick access to helpful information
- Real time clock (RTC) for use with real-time applications

### WHAT ARE THE KEY SELLING POINTS OF THE ZD510-HC?

1. Easy to load media cartridges are intuitive to use and reduce training requirements.
2. Enclosed wristband cartridge protects the wristband from contamination prior to printing.
3. Zebra's Z-Band wristbands are more durable and resistant to popular hand sanitizers than the leading competitor.
4. Zebra makes securing printers easy. Our Print DNA PrintSecure makes it simple to block unwanted access and ensure data and infrastructure are protected.

### DOES THE ZD510-HC SUPPORT LINK-OS?

Yes, the ZD510-HC is a Link-OS printer and supports Print DNA.

### WHAT IS THE DIFFERENCE BETWEEN THE HC100 AND THE ZD510-HC?

Feature	HC100	ZD510-HCt
Maximum Print Speed	2 ips for healthcare wristbands 4 ips for hospitality wristbands	2 ips for healthcare wristbands 4 ips for hospitality wristbands
Print Resolution	300 dpi	300 dpi
Standard Connectivity	USB, Serial	USB Host, USB, Ethernet, Bluetooth Low Energy
Field Installable Connectivity	None	None
Factory Installed Connectivity	Ethernet, 802.11b/g	Dual Radio: 802.11ac and Bluetooth 4.1

### IS THE ZD510-HC BACKWARDS COMPATIBLE WITH THE HC100?

Yes, the ZD510-HC is fully backwards compatible with the HC100.

### WILL EXISTING HC100 WRISTBAND CARTRIDGES WORK WITH THE ZD510-HC?

Yes, the ZD510-HC can use wristband cartridges designed for use with the HC100

### CAN I GET A SERIAL PORT FOR THE ZD510-HC?

No, Zebra does not offer a serial port option for the ZD510-HC.

### AM I LIMITED TO USE ONLY ONE CONNECTIVITY TYPE AT ONE TIME?

No. The all the printer's connectivity options can be used simultaneously.

### CAN I GET AN RFID ENABLED ZD510-HC?

No. The only desktop printer offered by Zebra with UHF RFID is the ZD500R. The ZD500R can encode wristbands that include a RFID inlay but the ZD500R does not use a wristband cartridge.

### WHAT IS PRINT TOUCH?

The Near Field Communication (NFC) Print Touch feature of the Link-OS enabled ZD510-HC allows quick access to helpful information. Print Touch supports:

- Application launching on NFC-enabled mobile devices
- Printer support web page launching to provide easy access to Zebra's how-to videos and product support
- Simple tap-to-pair with NFC-enabled devices

### **WHAT IS THE DIFFERENCE BETWEEN BLUETOOTH 4.1 AND BLUETOOTH LOW ENERGY?**

Bluetooth low energy is a low power wireless communication means to easily configure the printer using a setup application on a mobile device. Bluetooth 4.1 can be used to configure the printer but can also be used to transmit a much greater amount of data and can be used to download fonts, firmware, graphics and label formats to the printer.

### **DO YOU HAVE A SETUP UTILITY FOR USE WITH MY MOBILE DEVICE?**

Yes, the Zebra Printer Setup application is available for Android devices. This utility will allow the user to view and configure printer settings and manage previously loaded Virtual Devices.

### **DO YOU HAVE A MOBILE PRINT UTILITY?**

Yes, additional Link-OS applications including Print Connect, Test Connect, and Print Station are available from the Zebra App Gallery at [appgallery.zebra.com](http://appgallery.zebra.com) or the Google Play Store.

### **WHAT IS THE USB HOST USED FOR?**

The USB host currently supports the USB Mirror functionality to provide an easy way to upgrade printer firmware or execute command files using a USB flash drive. Further details can be found in the ZD420 user manual.

### **CAN I CONNECT MY SCANNER OR KEYBOARD TO THE USB HOST?**

No.

### **DOES THE PRINTER HAVE ENERGY STAR APPROVAL?**

Yes. The printer and power supply are Energy Star Certified, and meet the US Department of Energy's Energy Efficiency Level VI requirements.

### **WHAT COMES 'IN-BOX' WITH THE ZD510-HC?**

The ZD510-HC includes the following items 'in-box' with the printer:

- Power supply
- USB Cable (Type C to Type A Connectors)
- Documentation (Quick Setup Guide, Regulatory Guide)

### **HOW CAN I MAKE ADDITIONAL REVENUE BEYOND THE SALE OF THE PRINTER?**

The ZD510-HC must use Zebra wristband cartridges. Zebra offers a broad range of wristbands for patient identification and hospitality. When a ZD510-HC printer is sold, the supplies become a recurring revenue stream, as well as a constant touchpoint into the customer, allowing you to stay in touch with the customer between hardware sales and allowing you to uncover additional revenue opportunities beyond the supplies sale. And the customer MUST buy Zebra wristband cartridges.

### WHAT SERVICES ARE OFFERED WITH THE ZD510-HC AND WHAT DO THEY PROVIDE?

Maximize the Availability of Your Printers with Zebra OneCare™ Services - Zebra OneCare Support Services enable your critical business operations. With multiple service levels to choose from, you can protect your investment while achieving maximum uptime and peak performance. Get unmatched support - direct from the manufacturer - with live agent telephone technical support, comprehensive coverage including accidental damage, and defined repair & turn-around times. Plus optional services like Device Commissioning, Onsite Repair, Battery Refresh & Replacement Services and Express Shipping let you tailor your service plan to your individual business needs.

Your customers will have peace of mind knowing that their printer is protected.

### WHAT ARE THE MAIN BENEFITS OF ZEBRA ONECARE FOR PARTNERS?

Major benefits include:

- A. **Incremental revenue and margin opportunity.** With Zebra OneCare, partners will be able to generate additional dollars on printers they are already selling. In some cases, partners may be able to make up to 20% more margin per piece of hardware.
- B. **Simplicity.** Simply add the service sku on to your printer PO when selling this service or bundling it in with the hardware makes it a no brainer.
- C. **Differentiation.** Offering a Support Service differentiates the hardware and creates incremental value to the customer. Further, it demonstrates the ability of partners to provide more than just devices and offer value added services.

### WHERE CAN I GET MORE INFORMATION ABOUT THE ZD510-HC?

You could find additional assets for ZD510-HC on The Source, Partner Gateway and the Competitive Portal.