



SEE MORE. DO MORE.

HC100™ Troubleshooting Worksheet

| Printer Lights | Cartridge | | Problem | Solution |
|--|---|---|---|--|
| | Bottom* | Side | | |
| Media Status Indicator (Small Light): Orange  Printer Status Indicator (Large Light): Orange |  No wristband under mouth of cartridge |  No wristband on roll | Media Out | Replace with new cartridge |
| Media Status Indicator (Small Light): Orange  Printer Status Indicator (Large Light): Orange |  No wristband under mouth of cartridge |  Wristbands present on roll | 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 |
| Media Status Indicator (Small Light): Orange  Printer Status Indicator (Large Light): Orange |  Wristband present under mouth of cartridge |  Wristbands present on roll | Wristband partially sticking out; cartridge/printer jammed | 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.  |
| Media Status Indicator (Small Light): Orange  Printer Status Indicator (Large Light): Orange |  Wristband present under mouth of cartridge |  Wristbands present on roll | The printer does not recognize the media cartridge; cartridge is not jammed and contains a partial to full roll of wristbands | Eject & reinsert cartridge in same printer If problem persists, eject cartridge and reinsert in a different HC100™ printer. If cartridge works, refer to <i>Cleaning the Smart Card and Contacts</i> on page 2 for the cartridge and the first printer used. If problem persists, fill out <i>Cartridge and Printer Information</i> section on page 3 then submit form to reseller |

*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An outdated firmware version can affect the performance of your HC100 printer.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 the Smart Card and Contacts

CAUTION – Remove all rings, watches, hanging necklaces, identification badges, or other metallic objects that could touch the printhead or drop into the media cartridge slot.



CAUTION – Before proceeding, discharge any built-up static electricity by touching the printer's metal back plate near its power switch or by using an anti-static wriststrap and mat.

- 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, fill out the *Cartridge and Printer Information* section on **page 3** then submit the form to your reseller.

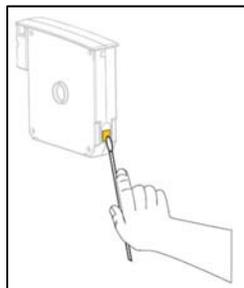


Figure 1



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

Preventative Maintenance

Cleaning the Media Path using a Cleaning Card (part # 61332M)

- 3a.)** Press the Eject button and remove the wristband cartridge from the printer.
- 3b.)** Turn the printer off.
- 3c.)** Remove the cleaning card from its packaging.
- 3d.)** Refer to Figure 4. Press both upper cover release buttons simultaneously; the upper cover will partially open.
- 3e.)** Refer to Figure 5. Insert the cleaning card into the media chute until ¼ inch is visible from the front of the printer.
- 3f.)** Close the upper cover of the printer.
- 3g.)** Press and hold the Eject button.
- 3h.)** Turn on the printer power.
- 3i.)** Hold the Eject button for approximately 15 seconds while the printer powers up and performs a self-test.
- 3j.)** Release the Eject button when the cleaning card begins moving; cleaning is complete when the card stops moving. Remove and dispose of the cleaning card after the cleaning process.
- 3k.)** Reinsert the media cartridge

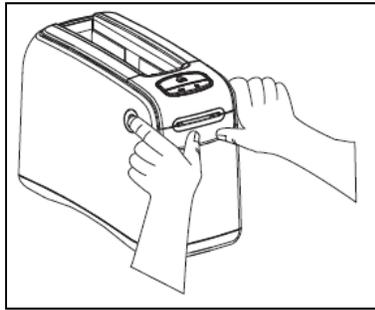


Figure 4

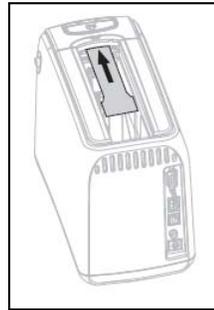


Figure 5



The cleaning card contains isopropyl alcohol, a flammable material. After use, discard according to your local regulations.

Preventative Maintenance (cont.)

Cleaning the Media Path using a Swab and Alcohol/Water Mix

CAUTION – Remove all rings, watches, hanging necklaces, identification badges, or other metallic objects that could touch the printhead or drop into the media cartridge slot.



CAUTION – Before proceeding, discharge any built-up static electricity by touching the printer's metal back plate near its power switch or by using an anti-static wriststrap and mat.



CAUTION – The printhead may be hot and could cause severe burns. Allow the printhead to cool.

Use the swab from a Preventative Maintenance Kit (part # 47362) or a clean swab dipped in a solution of isopropyl alcohol (90%) and deionized water (10%).

- 4a.) Press the Eject button and remove the media cartridge from the printer.
- 4b.) Turn off the printer power
- 4c.) Refer to Figure 4. Press both upper cover release buttons simultaneously; the upper cover will partially open.
- 4d.) Refer to Figure 6. Rotate the upper cover up and back.
- 4e.) Refer to Figure 7. Grasp the metal lever plate on the printhead assembly and rotate upward to expose the printhead elements.
- 4f.) Refer to Figure 8. Using the swab from the Preventative Maintenance Kit or a swab dipped in the alcohol solution, wipe along the brown strip on the printhead assembly from end to end. Allow the solution to evaporate.
- 4g.) Refer to Figure 9. Using the swab, wipe the media chute surfaces. Allow the solution to evaporate.
- 4h.) Refer to Figure 10. Rotate the two side clips on the platen roller upward.
- 4i.) Refer to Figure 11. Remove the platen roller from the printer.
- 4j.) Refer to Figure 12. Using the swab, thoroughly clean the platen roller. Allow the solution to evaporate.
- 4k.) Refer to Figure 13. Place the platen roller back into its place in the printer.
- 4l.) Refer to Figure 14. Secure the platen roller by rotating the two side clips back into place.
- 4m.) Refer to Figure 15. Align the snap tabs on the bottom of the media chute with the slots in the printer chassis.
- 4n.) Refer to Figure 16. Press down on the metal lever plate to snap the printhead assembly back into place.
- 4o.) Refer to Figure 17. Close the upper cover.
- 4p.) Turn on the printer power and reinsert the wristband cartridge. Dispose of the used swab.

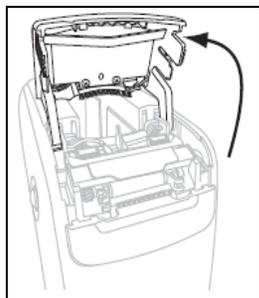


Figure 6

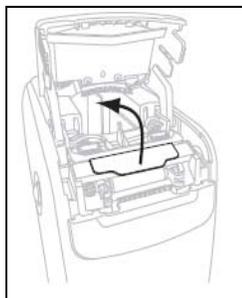


Figure 7

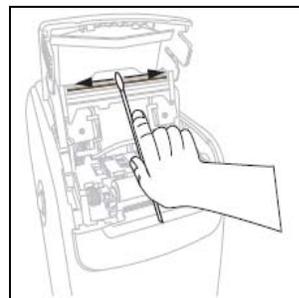


Figure 8

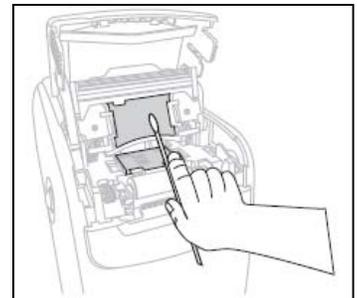


Figure 9



Figure 10

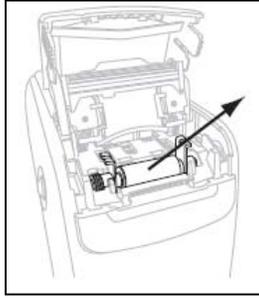


Figure 11

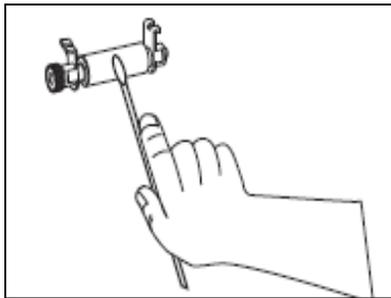


Figure 12

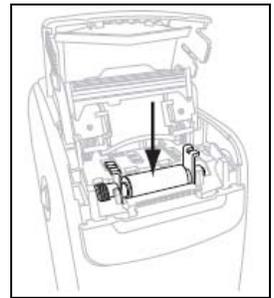


Figure 13

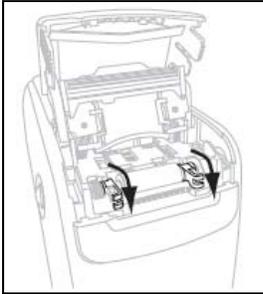


Figure 14

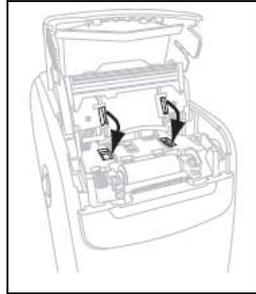


Figure 15

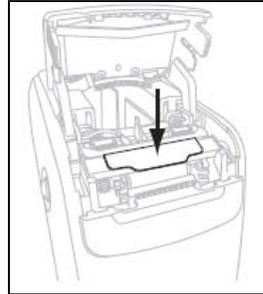


Figure 16

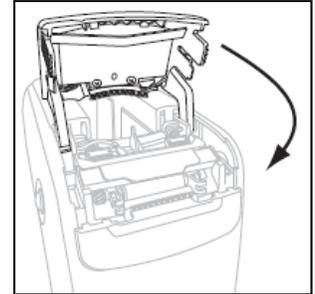


Figure 17