Product Bulletin – PMB-11764

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Bulletin Type	Announcement Type	Business Unit	Portfolio	Applicable Region(s)
Product Marketing Bulletin (PMB)	**General**	**Supplies**	Supplies	☒ NA ☒ EMEA ☒ LA ☒ APAC

Description:	**ZD510-HC Firmware Update for Recyclable Wristband Compatibility**
Reason for Change:	**PMB-11764: Action Required: ZD510-HC Firmware Update for Recyclable Wristband Compatibility**

1. Introduction

We would like to bring to your attention some critical information regarding the newly launched recyclable wristband cartridges (PMB-11574) designed for use with our ZD510-HC printers. Recently, we have observed an increase in customer queries concerning issues specifically affecting two SKUs:

Part Number	Description
10006995K	Wristband, Polypropylene, 1x11in (25.4x279.4mm); Direct thermal, Z-Band Direct, Adhesive closure, Cartridge, 200/roll, 6/box
10015355K	Wristband, Synthetic, 1x11in (25.4x279.4mm); DT, Z-Band Ultra Soft, Coated, Permanent Adhesive, Cartridge

Issue Overview:
There have been reports indicating that ZD510-HC printers fail to recognize these new wristband cartridges upon installation. As a result, printing is disrupted, leading to workflow interruptions.

Solution:
After thorough investigation, we have identified that updating the ZD510-HC printer firmware to the latest version (FW v83.20.33Z) effectively resolves this issue. All reported cases have been successfully addressed by applying this firmware update.

Firmware Update Details:

Latest Firmware Version: FW v83.20.33Z
Availability: The firmware update can be downloaded directly from the Zebra website. Please use the following link:

ZD510-HC Firmware Downloads
ZD510-HC Firmware Downloads

Why Firmware Updates Are Important:

Updating the firmware of your Zebra printer is essential for:

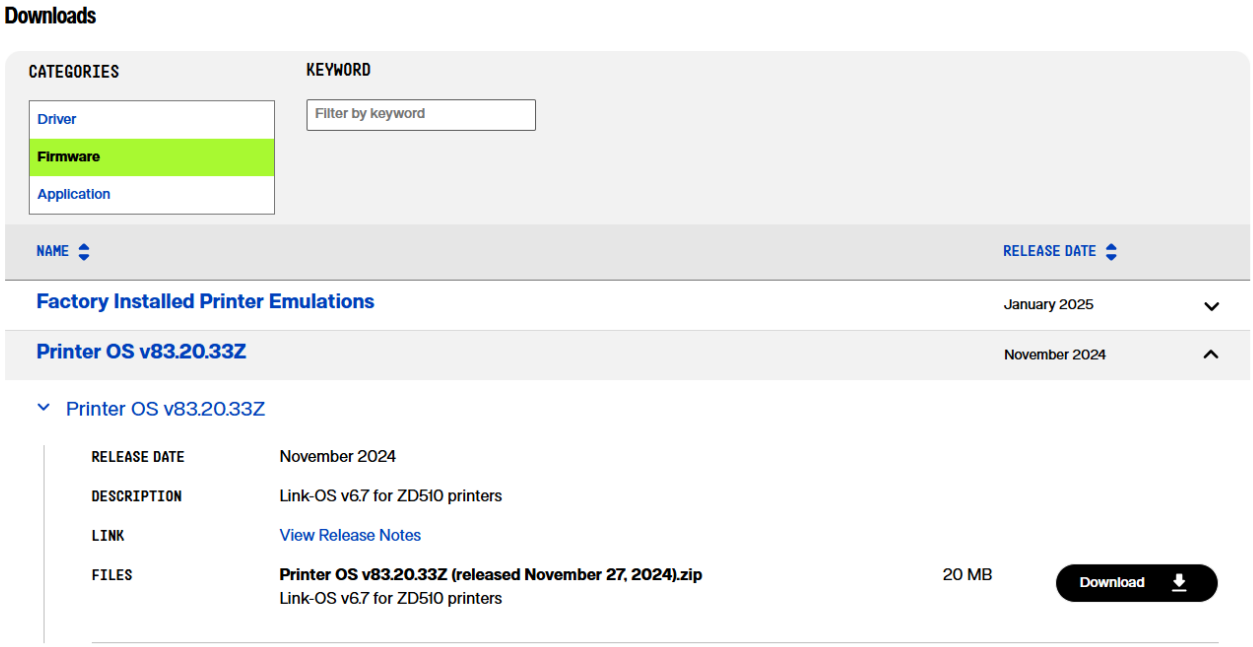
Improved Performance: Ensures the printer operates smoothly and efficiently.
New Features: Unlocks additional capabilities and enhances functionality.
Bug Fixes: Addresses known issues, including the cartridge recognition problem.
Enhanced Security: Protects the printer from vulnerabilities.
Better Compatibility: Ensures seamless integration with the latest media handling and communication protocols.

How to Update the Firmware:
For detailed instructions on how to update your printer's firmware, please refer to the following guide:
Zebra Printer Firmware Upgrade Information.

Zebra Printer Firmware Upgrade Information

Conclusion:
We highly recommend updating your ZD510-HC printer firmware to the latest version at the earliest opportunity to avoid disruptions and ensure optimal performance when using the new recyclable wristband cartridges.

If you have any further questions or encounter any challenges, please don’t hesitate to reach out to our support team for assistance.



FAQ

1. **Will I need to update the FW if the printer was purchased after November 2024**

Any printer manufactured after November 2024 will most likely have the latest FW installed, however if you are unsure, please check. You can identify the manufacture date from the serial number.

2. **Will the current black cartridges continue to work after the FW update.**

Yes.

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