

Use this document as a quick reference to resolve problems with the environmentally-friendly cartridge.

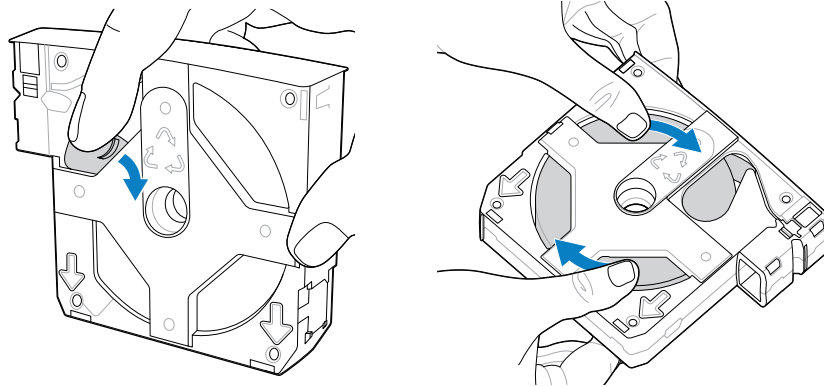
Issue: Media Retracts into Cartridge



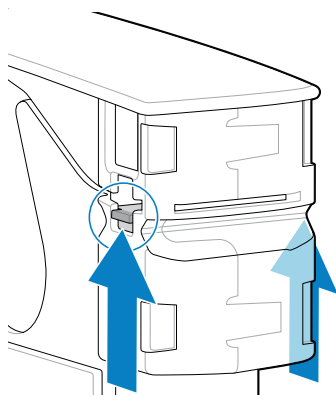
Important: These instructions apply only to the environmentally-friendly media cartridges. Legacy cartridges (made of black plastic) cannot be fixed by the customer. Contact your Zebra Account Manager to submit a report to our quality team.

Resolution

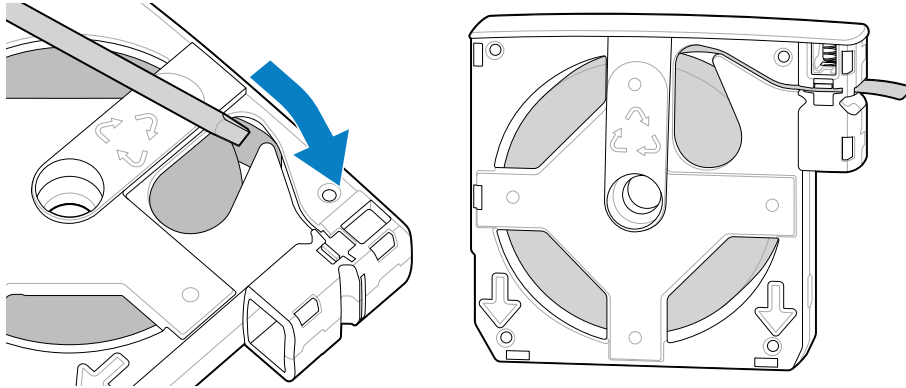
Engage the spool tab to allow the media spool to turn freely. Turn the media spool until the end is close to the cartridge opening.



Pull the cartridge tabs up to open the media slot



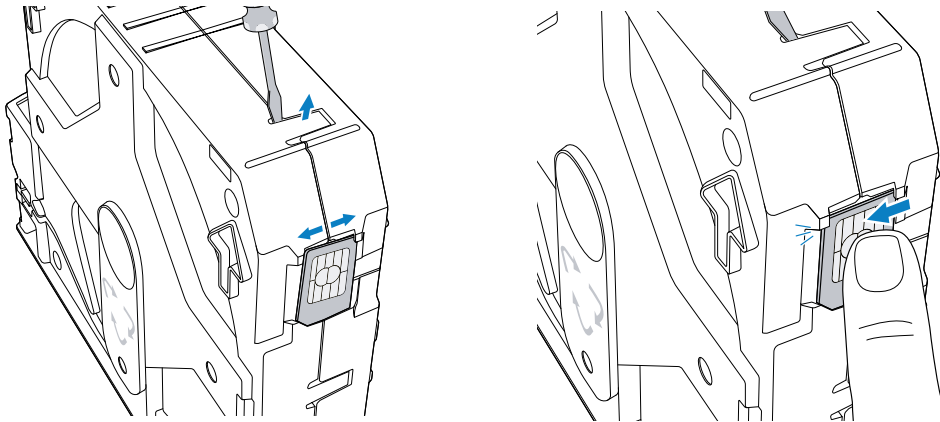
Use a screwdriver or similar object to push the media through the slot. Do not pull media out past the edge of the exit slot.



Issue: Smart Chip Disengages from Cartridge

Resolution

1. Gently lift the cartridge latch located directly above the smart chip just enough to create a small gap.
2. Press the smart chip back into place.



3. Secure the latch and ensure it is fully closed.



Important: Do not open any other latches. Opening other latches may affect the cartridge's functionality in the printer. When you close the latch directly below the smart chip, it must be fully latched to ensure proper printer functionality.