



February 11, 2009

Dear Valued Partner,

Zebra Technologies is focused on delivering high-quality products and services. We have determined a potential anomaly on a Zebra ZebraNet[®] PrintServer II Ethernet connectivity device (PSII). This anomaly can sporadically result in a character being dropped or missing from a print job. To ensure our printers deliver optimum reliability in performance, we are issuing a mandatory firmware upgrade notice for the affected PSII product.

The firmware upgrade is required for any printer with either an internal or external PrintServer II. It is *not* required for units with a ZebraNet 10/100 Print Server. If a customer is not sure whether they have a printer with a PSII installed, a complete listing of affected part numbers is attached.

All printers with a PSII should be upgraded with new PrintServer II firmware. The firmware is provided free of charge, and is located on Zebra's Web site www.zebra.com under "*Drivers and Downloads.*" Easy-to-use instructions are provided, and the download only takes a few minutes. The corrected version of PSII firmware is Version 7.05.

If a customer is unable to upgrade their PrintServer II firmware immediately, then the affected printer should be placed out of service or a visual inspection of each print job is recommended until the firmware upgrade is completed.

Zebra has stopped shipment of the PSII devices from our global distribution centers, and all such products shipping from Zebra on or after February 11 will contain the new version of Ethernet firmware.

We regret any inconvenience this may cause you and our customers. Please assist us in communicating this message to Zebra customers and directing them to our Web site at www.zebra.com. If you have any questions, please contact Martin Leach at mleach@zebra.com or +44(0)1628 556325.

Sincerely,

Ken Wasko
Vice President, Business Operations and Corporate Quality
Zebra Technologies

Attachments

Zebra Technologies Corporation

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Mandatory firmware upgrade required for printers with Zebra ZebraNet® PrintServer II

Upgrade to PrintServer II firmware Version 7.05 on the following Products:

External PrintServer II

P/N G46692 External PrintServer II

P/N 46692 External PrintServer II

DESKTOP Printers with PSII

2824-xx4xx-xxxx

282Z-xx4xx-xxxx

2844-xx4xx-xxxx

284Z-xx4xx-xxxx

3842-xx4xx-xxxx

384Z-xx4xx-xxxx

R284-xx4xx-xxxx

CUSTOM DESKTOP Printers with PSII

120563-001 LP2844 Rx TaSCO WAL-MART
120563-002 LP2844 PBC WALMART
120564-001 WALMART LP2844 PRTL CTTR PRNTR
120564-002 WALMART LP2844 FULL CTTR PRNTR
120599-006 FEDEX LP2844PSAT,ENET,110V
120602-002 R2844-Z ENVISION ENET
120603-003 H 2824Z-ES WRISTBAND PRINTER
120607-001 UA LP3844Z 110/220V ENET STD
120618-006 FDX LP2348 PLUS,SEU,STD,110V
120618-007 FDX LP2348 PLUS,SEU,STD,220V
120618-016 FDX LP2348+,PSU ENET,T-AWARDS
120618-106 FDX APAC LP2348 PLUS,SEU 110V
120618-107 FDX APAC LP2348 PLUS,SEU 220V
120670-006 DHL LP2348+,ENET
120670-106 DELL-DHL LP2348+,ENET
120695-001 LP2844,ZNET,ADV AUTO PARTS
120707-111 SABRE APS-1 LP284Z-E SNSR CNTR
120728-001 TLP2824,ZNET,WAL-MART
120747-006 FEDEX LP2844PSAT,ENET,110V
120747-007 FEDEX LP2844PSET,ENET,220V
120747-016 FEDEX LP2844PSAT,ENET,T-AWARDS
120747-121 FEDEX APAC LP2844 CHINA ENET
120749-006 FDX LP2348 PLUS,SEU,STD,110V
120749-007 FDX LP2348 PLUS,SEU,STD,220V
120749-016 FDX LP2348+,PSU ENET,T-AWARDS

120749-106 FDX APAC LP2348 PLUS,SEU 110V
120749-107 FDX APAC LP2348 PLUS,SEU 220V
120750-006 DHL LP2348+,ENET
120750-106 DELL-DHL LP2348+,ENET
120778-001 LP2844Z ZNET,EUROPCAR
120779-001 LP3844Z,WALGREENS ENET CUTTER
120802-001 TLP2844Z,ZNET,F/W ASP-ZBI
120805-001 LP284Z,SER/USB/ZNET,LNLS,UPS
120808-001 LP2824Z,TRU
120812-001 TLP2844Z PUH ZNET

TABLETOP Printers With PSII

XiII™

090-68x-xxxxxx
090-48x-xxxxxx
140-48x-xxxxxx
170-48x-xxxxxx
220-48x-xxxxxx

XiIII™

090-13x-xxxxxx
090-17x-xxxxxx
090-18x-xxxxxx
096-13x-xxxxxx
096-17x-xxxxxx
096-18x-xxxxxx
140-13x-xxxxxx
140-17x-xxxxxx
140-18x-xxxxxx
170-13x-xxxxxx
170-17x-xxxxxx
170-18x-xxxxxx
220-13x-xxxxxx
220-17x-xxxxxx
220-18x-xxxxxx
R40-13x-xxxxxx
R40-17x-xxxxxx
R40-18x-xxxxxx

XiIIIplus™

090-74x-xxxxxx
090-76x-xxxxxx

090-77x-xxxxxx
096-74x-xxxxxx
096-76x-xxxxxx
096-77x-xxxxxx
11x-74x-xxxxxx
11x-76x-xxxxxx
11x-77x-xxxxxx
140-74x-xxxxxx
140-76x-xxxxxx
140-77x-xxxxxx
17x-74x-xxxxxx
17x-76x-xxxxxx
17x-77x-xxxxxx
22x-74x-xxxxxx
22x-76x-xxxxxx
22x-77x-xxxxxx
H1x-74x-xxxxxx
H1x-76x-xxxxxx
H1x-77x-xxxxxx
R1x-74x-xxxxxx
R1x-76x-xxxxxx
R1x-77x-xxxxxx
R7x-74x-xxxxxx
R7x-76x-xxxxxx
R7x-77x-xxxxxx

105SL™

105xx-xxxx-xx3x
105xx-xxxx-xx6x

Z Series®

Z4Mxx-xxxx-xx2x
Z6Mxx-xxxx-xx2x
R4Mxx-xxxx-xx2x

PAX2™ & PAX3™

17xBx8x-xxxxxx
17xCx8x-xxxxxx
11xCx8x-xxxxxx

SPARES KITS With PSII

DESKTOP Spares Kits with PSII

G105902-198 KIT,MAIN PCBA,STD,S/ENET
G105902-200 KIT,MAIN PCBA,ASIAN S/ENET
G105902-206 KIT,2348+,ENET,PCBA
G105910-123 KIT,PRINTSERVERIL DTRBD
G105910-140 KIT,MAIN PCBA STD,S/ENET
G105910-143 KIT,MAIN PCBA ASIAN,S/ENET
G105910-167 KIT,PCBA,ENET,WALMART
G105916-005 KIT,MAIN PCBA,STD,S/ENET/U
G105916-007 KIT,MAIN PCBA,FULL S/ENET/U
G105916-010 KIT,MAIN PCBA,STD,S/ENET
G105916-012 KIT,MAIN PCBA,FULL S/ENET
G105917-002 KIT,MAIN PCBA,STD,S/ENET
G105917-004 KIT,MAIN PCBA,FULL,S/ENET
G105929-003 KIT,MAIN PCBA,STD SER/ENET
G105929-006 KIT,MAIN PCBA,FULL SER/ENET

TABLETOP Spares Kits with PSII

47789 KIT PSII 110PAX
48516M KIT UPGRADE XI II XI III
48632 KIT WIRELESS W INT PS
G486689 KIT UPGRADE ZEBRANET II INT
48517M KIT UPGRADE XI II XI III EXT
G46692 KIT UPGRADE ZEBRANET II EXT
46689 KIT UPGRADE ZEBRANET II INT
48633 WIRELESS OPT W EXT PRINTSERVER