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TROUBLESHOOTING GUIDE

Zebra DS3600 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, DS36X8 Product Reference Guide (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra DS3600-SR Series product page →

In brief. The Zebra DS3600 is an ultra-rugged handheld barcode scanner, available corded (DS3608) or Bluetooth cordless with a charging cradle (DS3678), in SR, HP, HD, ER, DP and DPA versions. In its guides, Zebra mainly cites three groups of causes: an incorrectly configured host interface or a badly connected cable, a barcode type that is not enabled or the wrong scanning distance, and, for the DS3678, a scanner that is not paired with its cradle. This guide explains the beeps and the light, scanning, data transmission, the cradle and the battery, and resetting, based on the official Zebra documentation. Click a question to open the entry.

- **The scanner beeps or a light comes on:** find the signal in the [lookup table](#) and open the matching entry.
- **The scanner does not scan, or the data arrives incorrectly:** see the [scanning](#), [data transmission](#) and [cable, interface and cradle](#) sections.

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- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the beeps and lights on my Zebra DS3600 mean? Find your signal

The DS3600 shows its status with beeps and a scan light (green or red); the cordless DS3678 also has a radio light and a battery gauge, for whose meaning Zebra refers to the product reference guide. The table links each documented signal to its cause and to the troubleshooting entry.

Beeps	Light (Zebra guide)	Likely cause	Entry
1 medium beep	● green (hand-held mode)	Barcode decoded: normal operation. If nothing reaches the host computer, see the entry.	Scanned, but nothing appears
4 long low beeps	● red	Transmission error: the barcode was read, the data is ignored	Transmission error
Low, medium, high beeps	—	Scanner power-up	Power-up beeps
High, low, high, low beeps	—	Parameter saved	Programming beeps
High, low beeps	—	Correct programming sequence, to be continued	Programming beeps

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Beeps	Light (Zebra guide)	Likely cause	Entry
Low, high beeps	—	Incorrect programming sequence, or “Cancel” barcode scanned	<u>Sequence rejected</u>
No beep	○ off (hand-held mode)	Scanner ready to scan, or scanner not powered	<u>The scanner does not switch on</u>
—	● solid green (hands-free mode)	Scanner ready to scan in presentation mode	<u>Solid green light</u>
—	○ goes off momentarily (hands-free mode)	Barcode decoded in presentation mode	<u>Solid green light</u>

The beep sequences and scan light states come from the “Beeper Indications” and “LED Indications” tables in the Zebra DS3678 quick start guide; the DS3608 quick start guide prints the same sequences. The radio light, the battery gauge, the cradle lights and the lights on the 4-battery charger are described in the DS36X8 product reference guide. A dash means that the page consulted does not specify the light state or the beep.

Zebra DS3600 beeps and lights: meaning and solutions

These entries explain the beep sequences and light states described by Zebra, and what to do for each one.

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Why does my Zebra DS3678 handheld scanner give four long low beeps after scanning?

Beeps: four long low beeps · Light: red.

Short answer: According to Zebra, four long low beeps indicate a transmission error: the barcode was read, but the data is ignored. Check the pairing with the cradle, the cables and the selected host interface.

LIKELY CAUSE

The DS3678 quick start guide links this sequence to a transmission error with the data ignored (“Transmission error detected; data is ignored”), and the red light to a transmission error, in hand-held and hands-free mode alike. For a barcode that is read but not transmitted, its troubleshooting table lists four causes: incorrectly configured host interface, loose interface cable, invalid ADF rule, scanner not paired with the cradle.

WHAT TO DO

1. On a DS3678, check the pairing: if in doubt, scan the pairing barcode on the cradle (see [pairing](#)).
2. Check the interface cable at both ends: Zebra asks you to make sure all connections are secure.
3. Scan the host interface barcode that matches your host computer (see [changing the interface](#)).
4. If ADF formatting rules have been programmed, correct them.

The DS3608 quick start guide prints the same beep sequences; the mapping specific to the corded model is in chapter 3 of the product reference guide (“DS3608 Beeper and LED Definitions”, p. 3-7).

Sources: [Beeper Indications](#); [LED Indications](#); [Troubleshooting](#)  – DS3678 Quick Start Guide · [Beeper and LED indications \(printed sequences\)](#)  – DS3608 Quick Start Guide · [Contents \(chapter 3\)](#)  – DS36X8 Digital Scanner Product Reference Guide (MN-002689-20EN) (official documentation).

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What do the high-low-high-low beeps from my Zebra DS3678 handheld scanner mean after a programming barcode?

Beeps: high, low, high, low; or high, low.

Short answer: This is not an error. According to Zebra, the high/low/high/low sequence confirms that a parameter has been saved; the high/low sequence indicates that a programming sequence is proceeding correctly.

LIKELY CAUSE

The “Beeper Indications” table in the DS3678 quick start guide links the high/low/high/low sequence to a successful parameter setting (“Successful parameter setting”) and the high/low sequence to a correct programming sequence.

WHAT TO DO

1. After high/low/high/low, the parameter is saved: no further action is needed.
2. After high/low alone, continue the sequence with the next barcodes given in the guide.
3. If you hear a low beep followed by a high beep, see [sequence rejected](#).

Source: [Beeper Indications](#)  – DS3678 Quick Start Guide (official documentation).

Why does my Zebra DS3678 handheld scanner give a low beep followed by a high beep on a programming barcode?

Beeps: a low beep followed by a high beep.

Short answer: According to Zebra, this signal indicates an incorrect programming sequence or that the “Cancel” barcode has been scanned. Start the sequence again from the beginning, scanning the barcodes in the order given in the guide.

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LIKELY CAUSE

In the “Beeper Indications” table of the DS3678 quick start guide, the low/high sequence corresponds to an incorrect sequence or to scanning the “Cancel” barcode.

WHAT TO DO

1. Start the programming sequence again from its first barcode.
2. Scan the barcodes in the order in which the guide presents them.
3. If you scanned “Cancel” by mistake, start the sequence again.
4. To prepare a complete configuration from a PC, see [123Scan](#).

Source: [Beeper Indications; 123Scan2](#)  – DS3678 Quick Start Guide (official documentation).

Why does my Zebra DS3678 handheld scanner give three rising beeps (low, medium, high)?

Beeps: low, medium, then high.

Short answer: According to Zebra, this sequence corresponds to the scanner powering up (“Power up”). If it recurs during use without you having touched the battery or the cable, check the power supply and the connections.

LIKELY CAUSE

The “Beeper Indications” table in the DS3678 quick start guide links the low/medium/high sequence to power-up.

WHAT TO DO

1. After inserting the battery or connecting the cable, this signal is normal.
2. If it repeats during use, check the power to the host computer and accessories: this is the first check Zebra asks for when a scanner does not work (“Check system power”).
3. On the DS3608, check that the connector is pushed fully home and that the locking plate is tightened (see [DS3608 cable](#)).

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Source: [Beeper Indications; Troubleshooting](#) – DS3678 Quick Start Guide (official documentation).

Why does the light on my Zebra DS3600 handheld scanner stay green all the time?

Light: solid green, going off momentarily at each scan.

Short answer: In hands-free (presentation) mode, Zebra states that the green light shows the scanner is ready to scan and that it goes off momentarily for each barcode decoded. This is not a fault: in hand-held mode, the light is off when idle and turns green when a barcode is scanned.

LIKELY CAUSE

The “LED Indications” table in the DS3678 quick start guide distinguishes two modes. In hand-held mode (“Hand-Held”): off = ready to scan or no power, green = barcode decoded, red = transmission error. In hands-free (presentation) mode: off = no power, green = ready to scan, momentarily off = barcode decoded, red = transmission error.

WHAT TO DO

1. Check whether the scanner is working in hands-free (presentation) mode: solid green is normal in that mode.
2. If the light turns red, see [transmission error](#).

Source: [LED Indications](#) – DS3678 Quick Start Guide (official documentation).

My Zebra DS3600 no longer scans barcodes: causes and solutions

Zebra cites three causes of failure to scan: barcode type not enabled, unreadable barcode and incorrect distance; aiming also depends on the scanner version.

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Why does my Zebra DS3608 handheld scanner not read some barcodes?

Symptoms: no scan beep and no green light on some barcodes.

Short answer: Zebra cites three causes: the barcode type is not enabled, the barcode is unreadable, or the scanning distance is not suitable. Enable the symbology concerned, test a barcode of the same type in good condition and move the scanner closer to or further from the barcode.

LIKELY CAUSE

Troubleshooting table in the DS3608 and DS3678 quick start guides, problem “Scanner not decoding bar code”: scanner not programmed for this barcode type (“Scanner not programmed for bar code type”), unreadable barcode (“Bar code unreadable”), incorrect distance between the scanner and the barcode.

WHAT TO DO

1. Check that the scanner is programmed to read this barcode type (symbology enabled).
2. Check that the barcode is not damaged and try a test barcode of the same type, as Zebra asks.
3. Move the scanner closer to or further from the barcode.
4. Aim as Zebra instructs for your version (see [aiming](#)).

Sources: [Troubleshooting](#) – DS3678 Quick Start Guide · [Troubleshooting](#) – DS3608 Quick Start Guide (official documentation).

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How should I aim at a barcode with a Zebra DS3608 or DS3678 handheld scanner?

Short answer: The correct way to aim depends on the version. According to Zebra, with the SR and DP versions, place the aiming dot at the centre of the barcode; with the HP, HD and ER versions, cover the entire barcode with the aiming pattern so that it is within the field of view.

LIKELY CAUSE

“Aiming” section of the quick start guides: “For best results, aim the aiming dot at the center of the bar code” for the SR and DP versions, and “Cover the entire bar code with the aiming pattern to ensure it is within the field of view” for the HP/HD and ER versions.

Caution: According to the quick start guides, the versions with a laser aimer are Class 2 laser products (label on the side of the DP versions; not applicable to the SR): avoid staring into the beam. The LED illumination is classified “Exempt Risk Group” (IEC 62471).

WHAT TO DO

1. Identify your scanner's version: SR, HP, HD, ER, DP or DPA.
2. SR and DP: aim with the dot at the centre of the barcode.
3. HP, HD and ER: fit the entire barcode inside the aiming pattern.
4. Adopt a neutral posture: Zebra recommends avoiding extreme wrist angles, bending and reaching.

According to the configurations table in the product reference guide, the DP and DPA versions correspond to the “Direct Part Marking” and “Direct Part Mark for Automation” configurations, that is, direct part marking.

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Sources: [DS3678 Aiming; Recommended Usage - Optimum Body Posture; Laser Devices](#) [↗](#) – [DS3678 Quick Start Guide](#) · [DS3608 Aiming; Laser Devices](#) [↗](#) – [DS3608 Quick Start Guide](#) · [About This Guide \(DS3608 Configurations; DS3678 Configurations\)](#) [↗](#) – [DS36X8 Digital Scanner Product Reference Guide \(MN-002689-20EN\)](#) (official documentation).

Zebra DS3608 or DS3678: nothing appears or the characters are wrong

When the barcode is read but the data does not arrive, or arrives incorrectly, Zebra points to the host interface, the cables, the formatting rules or the keyboard country.

Why does my Zebra DS3608 handheld scanner beep when scanning but nothing appears on the computer?

Symptoms: scan beep and green light, but no data on the host computer.

Short answer: The barcode is decoded correctly, but the link with the host computer is incorrectly set up. Zebra recommends scanning the appropriate host interface barcode, checking that all cables are properly connected and, on a DS3678, pairing it with the cradle again.

LIKELY CAUSE

For the symptom “Scanner decoding bar code, but data not transmitting to host”, the DS3678 quick start guide lists an incorrectly configured host interface, a loose interface cable, an invalid ADF rule and a scanner not paired with the cradle. The DS3608 guide gives the same solutions, apart from pairing.

WHAT TO DO

1. Scan the host interface barcode that matches your host computer; for USB, the default setting is “USB KEYBOARD (HID)” (see [changing the interface](#)).

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2. Check all the connections; on the DS3608, the connector must be pushed fully home and locked (see [DS3608 cable](#)).
3. If ADF (Advanced Data Formatting) rules have been programmed, program correct rules, as Zebra asks.
4. On a DS3678, scan the pairing barcode on the cradle (see [pairing](#)).
5. If scanning ends with four long low beeps, see [transmission error](#).

Sources: [Troubleshooting; USB](#) – DS3678 Quick Start Guide · [Troubleshooting](#) – DS3608 Quick Start Guide (official documentation).

Why does my Zebra DS3608 handheld scanner send the wrong characters (AZERTY, QWERTY)?

Symptoms: the scanned data is displayed incorrectly on the host computer (“Scanned data incorrectly displayed on host”).

Short answer: Zebra cites two causes: an incorrectly configured host interface and an incorrectly set region. Scan the barcode for the correct interface, then the barcode for your host computer's keyboard country, in appendix B of the product reference guide.

LIKELY CAUSE

For incorrectly displayed data, the DS3608 and DS3678 quick start guides list “Host interface not configured properly” and “Region improperly configured”, with the solution of selecting the appropriate country and language encoding (“Select appropriate country and language encoding scheme”).

WHAT TO DO

1. Check the interface: scan the barcode for the host interface in use (see [changing the interface](#)).

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2. With USB keyboard or keyboard wedge interface, scan the keyboard country barcode in appendix B of the product reference guide (“USB and Keyboard Wedge Country Keyboard Types (Country Codes)”, p. B-2).
3. If necessary, set the language encoding (code page): appendix C of the product reference guide (“Country Code Pages”).

Sources: [Troubleshooting](#) – DS3678 Quick Start Guide · [Troubleshooting](#) – DS3608 Quick Start Guide · [Contents \(appendices B and C\)](#) – DS36X8 Digital Scanner Product Reference Guide (MN-002689-20EN) (official documentation).

How do I add an Enter key after each scan on my Zebra DS3608 handheld scanner?

Symptoms: no Enter and no tab after the scanned data.

Short answer: Scan the “ADD AN ENTER KEY (CARRIAGE RETURN/LINE FEED)” barcode in the quick start guide: the scanner adds an Enter key after the scanned data. The “ADD A TAB KEY” barcode adds a tab.

LIKELY CAUSE

The DS3608 and DS3678 quick start guides present these barcodes as adding an Enter key (“Add an Enter key after scanned data”) or a tab after the scanned data.

WHAT TO DO

1. Scan “ADD AN ENTER KEY (CARRIAGE RETURN/LINE FEED)” in the quick start guide for your model (“Enter Key Bar Code” section).
2. For a tab, scan “ADD A TAB KEY” (“Tab Key Bar Code” section).
3. To return to the factory settings, see [resetting](#).

Sources: [Enter Key Bar Code \(Carriage Return/Line Feed\)](#); [Tab Key Bar Code](#) – DS3678 Quick Start Guide · [Set Defaults / Enter Key Bar Codes](#) – DS3608 Quick Start Guide (official documentation).

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How do I set the Caps Lock option on my Zebra DS3608 handheld scanner over USB?

Short answer: Over USB, Zebra provides the “USB Caps Lock Override” option, disabled by default. Scan the “USB - OVERRIDE CAPS LOCK KEY (ENABLE)” barcode in the quick start guide so that the scanner overrides the state of the host computer's Caps Lock key.

LIKELY CAUSE

The default setting is “USB - DO NOT OVERRIDE CAPS LOCK KEY (DISABLE)” : the scanner does not override the state of the host computer's Caps Lock key.

WHAT TO DO

1. Scan “USB - OVERRIDE CAPS LOCK KEY (ENABLE)” in the quick start guide (“USB Caps Lock Override” section).
2. To return to the default setting, scan “USB - DO NOT OVERRIDE CAPS LOCK KEY (DISABLE)”.

Sources: [USB Caps Lock Override](#)  – DS3678 Quick Start Guide · [USB Caps Lock Override Bar Code](#)  – DS3608 Quick Start Guide (official documentation).

Zebra DS3600 cable, interface and cradle: plugging in and connecting

These entries cover choosing the interface (USB, RS-232, keyboard, IBM), the DS3608 cable and pairing the DS3678 with its cradle.

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How do I change the interface (USB HID, USB CDC, RS-232, keyboard) on my Zebra DS3608 handheld scanner?

Short answer: According to Zebra, the interface cable automatically detects the host type and applies the default setting, marked with an asterisk. For a different interface, scan the corresponding barcode in the quick start guide: for USB, the default setting is “USB KEYBOARD (HID)”.

LIKELY CAUSE

The quick start guides state: “The interface cable automatically detects the host interface type and uses the default setting”. Default settings: “USB KEYBOARD (HID)” for USB, “STANDARD RS-232” for RS-232, “IBM AT NOTEBOOK” for keyboard wedge; for IBM 46XX, no port is selected by default.

WHAT TO DO

1. Connect the cable suited to your host computer: USB, RS-232, keyboard wedge or IBM.
2. USB: if needed, scan “USB CDC HOST”, “SNAPI WITHOUT IMAGING”, “SNAPI WITH IMAGING”, “IBM HAND-HELD USB”, “IBM TABLE TOP USB”, “USB OPOS HAND-HELD” or “SSI OVER USB CDC”.
3. RS-232: “STANDARD RS-232” by default; variants “ICL RS-232”, “NIXDORF RS-232 MODE A”, “NIXDORF RS-232 MODE B”, “FUJITSU RS-232” and “OPOS/JPOS” (see also [RS-232](#)).
4. Keyboard wedge: “IBM AT NOTEBOOK” by default, or “IBM PC/AT and IBM PC COMPATIBLE”.
5. IBM 46XX: choose “NON-IBM SCANNER EMULATION (PORT 5B)”, “HAND-HELD SCANNER EMULATION (PORT 9B)” or “TABLE-TOP SCANNER EMULATION (PORT 17)”.

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On the DS3678, the interface cable connects to the cradle (“Cradle Cable Connection” and “Host Port Latch (Under Latch)” callouts in the quick start guide). Since revision -21EN (August 2025), the product reference guide mentions Windows 11 in the “Connecting a USB Interface” section.

Sources: [Host Interface Connections and Setup; USB; RS-232; Keyboard Wedge; IBM 46XX](#) [↗](#) – DS3678 Quick Start Guide · [Step 2 - Set Up Interface \(Scan Host Bar Codes\)](#) [↗](#) – DS3608 Quick Start Guide · [Revision History](#) [↗](#) – DS36X8 Digital Scanner Product Reference Guide (MN-002689-22EN) (official documentation).

Why does my Zebra DS3608 handheld scanner not work over RS-232?

Symptoms: scanner or cradle unresponsive on a serial port.

Short answer: Check the power first: several Zebra RS-232 cables require a 12 V power supply, and cables powered through pin 9 must receive only 5 V. Then scan the RS-232 barcode that matches your host computer.

LIKELY CAUSE

The accessories list in the DS36X8 product reference guide distinguishes RS-232 cables marked “12V (Requires 12V Power Supply)” from “Power Pin 9” cables. With the latter, Zebra asks you to make sure the host computer supplies only 5 V: otherwise, a corded scanner is damaged and a cradle does not work, although it is not damaged.

Caution: Zebra: with “Power Pin 9” cables, the host computer must supply only 5 V; any other voltage damages a corded scanner.

WHAT TO DO

1. Find the part number of your RS-232 cable (CBA-R...) in the accessories list in the product reference guide.
2. If its description says “Requires 12V Power Supply”, connect the specified power supply.

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3. If it is a “Power Pin 9” cable, check that the host computer's port supplies 5 V on pin 9, not 12 V.
4. Scan “STANDARD RS-232” or the variant suited to the host computer (ICL, Nixdorf mode A or B, Fujitsu, OPOS/JPOS).

When to call a technician: a DS3608 has been connected to an RS-232 port that supplies a voltage other than 5 V on pin 9: Zebra states that a corded scanner is then damaged; have it checked by support.

The same rule applies to the DS3678 cradle: with an incorrect voltage on pin 9, it does not work, although it is not damaged.

Sources: [About This Guide \(Accessories; Universal Cables\)](#) – DS36X8 Digital Scanner Product Reference Guide (MN-002689-20EN) · [RS-232](#) – DS3678 Quick Start Guide (official documentation).

How do I connect and lock the cable of my Zebra DS3608 handheld scanner?

Short answer: Insert the connector fully, until it is flush with the surface of the scanner, then lock it with the screwed metal plate. Zebra specifies a PH1 screwdriver and a torque of 5 in-lb.

LIKELY CAUSE

A loose interface cable is one of the causes Zebra cites for a scanner that reads without transmitting (“Interface cable is loose”).

Caution: Zebra: do not use cables designed for LS35X8 and DS35X8 scanners, which are not compatible with the DS36X8.

WHAT TO DO

1. Insert the cable fully: the connector must be flush with the surface of the scanner.
2. Loosen the screws of the metal locking plate with a PH1 screwdriver.

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3. Slide the plate into the locked position.
4. Tighten the screw again with the PH1 screwdriver, to a torque of 5 in-lb.

Sources: [Step 1 - Connect Host Interface; Cable Attachment](#)  – DS3608 Quick Start Guide · [Troubleshooting](#)  – DS3678 Quick Start Guide · [About This Guide \(Accessories\)](#)  – DS36X8 Digital Scanner Product Reference Guide (MN-002689-20EN) (official documentation).

Why does my Zebra DS3678 cordless handheld scanner no longer send anything through its cradle?

Symptoms: successful scan but no data on the host computer, or four long low beeps.

Short answer: Zebra cites the case of a scanner that is not paired with its cradle: scan the cradle pairing barcode (“cradle pairing bar code”). If the scanner still sends nothing, check the cable between the cradle and the host computer, then the host interface.

LIKELY CAUSE

Troubleshooting table in the DS3678 quick start guide: “Scanner not paired to cradle”, with the solution “Scan cradle pairing bar code”. The other causes cited for a barcode that is read but not transmitted are an incorrectly configured host interface, a loose cable and an invalid ADF rule.

WHAT TO DO

1. Scan the cradle pairing barcode with the DS3678.
2. Check the cable between the cradle and the host computer (“Cradle Cable Connection” callout) and that it is secured under the latch (“Host Port Latch (Under Latch)”).
3. If needed, scan the host interface barcode (see [changing the interface](#)).

Source: [Troubleshooting; Features](#)  – DS3678 Quick Start Guide (official documentation).

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Zebra DS3600 that does not switch on or does not charge: power, cradle and battery

Powering the DS3608, charging the DS3678 in its cradle or on the 4-battery charger, battery life and battery safety, based on the Zebra guides.

Why does my Zebra DS3608 handheld scanner not switch on (no beep, no light)?

Symptoms: no power-up beeps, light off.

Short answer: Zebra cites two causes: the scanner is not powered, or it is disabled because the interface cable is not the right one. Check the power to the host computer, the cable (correct model, connector pushed fully home) and, if your cable requires it, the 12 V power supply.

LIKELY CAUSE

Troubleshooting table in the quick start guides, problem “Scanner not working”: “No power to scanner” (solution: “Check system power”) and “Scanner is disabled” (solution: use the correct interface cable). The product reference guide adds that the LS35X8 and DS35X8 cables are not compatible with the DS36X8 and that some cables require a 12 V power supply.

WHAT TO DO

1. Check the system power: host computer switched on, port in use, power supply if there is one.
2. Check the cable part number: do not use a cable intended for the LS35X8 or DS35X8.
3. Push the connector fully home and lock it (see [DS3608 cable](#)).
4. If the cable description says “Requires 12V Power Supply”, connect the power supply.
5. For the DS3608, Zebra lists the PWRS-BGA12V50W0WW mains power supply (with the CBL-DC-451A1-01 cord and an earthed mains cord) and the PWRS-14000-252R (“9-30VDC, 12VDC”) and PWRS-14000-251R (“18-75VDC, 12VDC”) DC power

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supplies, with the CBL-36-452A-01 adapter.

When to call a technician: the scanner stays off even though a compatible cable and the power supply have been checked: Zebra asks you to contact your site's technical support, which calls on Zebra support if necessary.

Sources: [Troubleshooting](#) – DS3608 Quick Start Guide · [Troubleshooting; Service Information](#) – DS3678 Quick Start Guide · [About This Guide \(Accessories; Power Supplies\)](#) – DS36X8 Digital Scanner Product Reference Guide (MN-002689-20EN) (official documentation).

Why does my Zebra DS3678 handheld scanner not charge in its cradle?

Symptoms: battery that does not recharge in the cradle.

Short answer: According to Zebra, the battery and the charger must be between 0 °C and 40 °C for charging to take place. Use only the battery and chargers approved by Zebra, and check the cradle's connections.

LIKELY CAUSE

The DS3678 quick start guide specifies that, to charge, the battery and the charger must be between +32 °F and +104 °F (0 °C and 40 °C). It requires Zebra-approved batteries (part number 82-166537-01, 3.6 V, 3,200 mAh) and compatible chargers.

Caution: Zebra: charge only between 0 °C and 40 °C; do not use an incompatible battery or charger (risk of fire, explosion or leakage); do not expose the battery to liquids; do not leave the equipment in a very hot place such as a parked vehicle. Risk of explosion if the battery is replaced by an incorrect type.

WHAT TO DO

1. Check the temperature: the battery and the cradle must be between 0 °C and 40 °C.
2. Check that the cradle is connected to the host computer by its cable and, if the cable description requires it ("Requires 12V Power Supply"), to a power supply.

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3. Use only approved accessories: STB3678 cradle (standard) or FLB3678 cradle (IP65 sealed), SAC3600-4001CR 4-battery charger.

The quick start guide states a maximum temperature of 50 °C for the DS3678 and with the FLB3678 cradle, and 40 °C with the STB3678 cradle.

Sources: [Battery Information](#); [Battery Safety Guidelines](#)  – DS3678 Quick Start Guide · [About This Guide \(Accessories; Universal Cables\)](#)  – DS36X8 Digital Scanner Product Reference Guide (MN-002689-20EN) (official documentation).

Why does the 4-battery charger for my Zebra DS3678 handheld scanner not charge?

Symptoms: spare batteries that do not recharge on the SAC3600-4001CR charger.

Short answer: Check the power first: Zebra pairs the SAC3600-4001CR charger with the PWRS-BGA12V50W0WW power supply and the CBL-DC-375A1-01 DC cord. Charging only takes place between 0 °C and 40 °C, with Zebra-approved batteries.

LIKELY CAUSE

The accessories list in the product reference guide presents the CBL-DC-375A1-01 cord as the DC cord of the Level VI mains power supply intended for the SAC3600-4001CR 4-battery charger, and specifies that it must not be used with LI/DS36X8 scanners or with STB/FLB3678 cradles. The power supply also needs an earthed mains cord suited to the country.

Caution: Zebra: use only compatible batteries and chargers; incompatible equipment can cause fire, explosion or leakage.

WHAT TO DO

1. Check the power chain: PWRS-BGA12V50W0WW power supply, CBL-DC-375A1-01 DC cord and mains cord.

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2. Do not reuse the CBL-DC-375A1-01 cord on an STB3678 or FLB3678 cradle: Zebra reserves it for the charger.
3. Check that the batteries and the charger are between 0 °C and 40 °C.
4. Use Zebra-approved batteries (spare battery BTRY-36IAB0E-00).

Sources: [About This Guide \(Accessories; Power Supplies\)](#)  – DS36X8 Digital Scanner Product Reference Guide (MN-002689-20EN) · [Battery Safety Guidelines](#)  – DS3678 Quick Start Guide (official documentation).

Why is the battery life of my Zebra DS3678 handheld scanner getting shorter?

Symptoms: the battery lasts less and less time.

Short answer: Zebra points out that a battery's operating life and storage life are limited: heat, cold, harsh conditions and severe drops wear it out. Replace the battery when you notice a significant loss of run time.

LIKELY CAUSE

“Battery Information” section of the DS3678 quick start guide: a battery's life depends on heat, cold, environmental conditions and severe drops; storage for more than six months can cause irreversible deterioration.

WHAT TO DO

1. Replace the battery when the run time drops noticeably (“Replace the battery when a significant loss of run time is detected”).
2. Use an approved battery: part number 82-166537-01 (3.6 V, 3,200 mAh); the spare battery is listed as BTRY-36IAB0E-00 in the product reference guide.
3. Store spare batteries half charged, in a cool, dry place, out of the device.
4. For storage of one year or more, check the charge at least once a year and recharge to half charge.

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Sources: [Battery Information](#) – DS3678 Quick Start Guide · [About This Guide \(Accessories\)](#) – DS36X8 Digital Scanner Product Reference Guide (MN-002689-20EN) (official documentation).

What should I do if the battery of my Zebra DS3678 handheld scanner is damaged or leaking?

Symptoms: battery damaged after a drop, or liquid leaking.

Short answer: Zebra asks you to contact its support to have the equipment or the battery inspected if damage is suspected. If there is a leak, avoid any contact of the liquid with skin and eyes; in case of contact, rinse with plenty of water and seek medical advice.

LIKELY CAUSE

According to the battery safety guidelines in the DS3678 quick start guide, improper use can cause a fire, an explosion or another hazard, and a violent drop onto a hard surface can make the battery overheat.

Caution: Risk of explosion if the battery is replaced by an incorrect type. Do not leave the equipment in a very hot place (parked vehicle, heat source) and never put the battery in a microwave oven or a tumble dryer.

WHAT TO DO

1. Do not disassemble, open, crush, bend or puncture the battery.
2. Do not short-circuit its terminals and do not let them touch metal or conductive objects.
3. If there is a leak, avoid contact of the liquid with skin and eyes; in case of contact, rinse with plenty of water and seek medical advice.
4. Have the equipment inspected by Zebra support if you suspect damage.
5. Dispose of used batteries promptly in accordance with local regulations; never throw them into a fire.

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When to call a technician: damage to the battery or the scanner is suspected: Zebra asks you to contact its support to arrange an inspection.

Source: [Battery Safety Guidelines](#); [Battery Information](#) [↗](#) – DS3678 Quick Start Guide (official documentation).

Resetting and configuring a Zebra DS3608 or DS3678

Restoring factory defaults with a barcode and configuring from a PC with the Zebra 123Scan tool.

How do I reset my Zebra DS3608 or DS3678 handheld scanner to factory defaults?

Short answer: Scan the “RETURN TO FACTORY DEFAULTS” barcode in the “Set Defaults” section of the quick start guide for your model. The scanner returns to the factory settings. If your host computer does not use the default interface, then scan the barcode for your host interface.

LIKELY CAUSE

The DS3608 and DS3678 quick start guides provide a “Set Defaults” barcode (“RETURN TO FACTORY DEFAULTS”) to restore the factory defaults. According to these guides, the interface cable then detects the host type and applies the default setting, marked with an asterisk.

Caution: Restoring factory defaults cancels your custom settings: note them down before scanning the barcode.

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PROCEDURE

1. Open the quick start guide for your model (DS3608 or DS3678) at the “Set Defaults Bar Code” section.
2. Scan the “RETURN TO FACTORY DEFAULTS” barcode.
3. If your host computer does not use the default interface (marked with an asterisk), scan your interface barcode again (see [changing the interface](#)).
4. Reprogram your specific settings (Enter key, keyboard country...), or apply your configuration with 123Scan (see [123Scan](#)).

Sources: [Set Defaults Bar Code](#); [Host Interface Connections and Setup](#)  – DS3678 Quick Start Guide · [Set Defaults / Enter Key Bar Codes](#)  – DS3608 Quick Start Guide (official documentation).

How can I configure a Zebra DS3608 or DS3678 handheld scanner from a PC with 123Scan?

Short answer: Zebra provides 123Scan, PC software that allows quick, custom configuration of the scanner, by barcode or by USB cable. For everyday settings, the barcodes in the quick start guide are enough.

LIKELY CAUSE

The DS3678 quick start guide presents 123Scan2 as a PC tool for quickly configuring a scanner in a custom way, by means of a barcode or a USB cable, and refers to the Zebra website for more information.

WHAT TO DO

1. Configure the scanner from the PC with 123Scan, either by USB cable or by means of a configuration barcode.
2. For more information, the quick start guide refers to the 123Scan2 page on the Zebra website.

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3. For everyday settings, use the barcodes in the quick start guide directly: host interface, Enter key, tab, Caps Lock and return to factory defaults.

Source: [123Scan2](#)  – DS3678 Quick Start Guide (official documentation).

When should you call a technician for a Zebra DS3600 scanner?

The entries above first suggest a setting, cleaning or a reset. In the following cases, the documentation refers you to support or a technician:

- **Scanner that stays off:** If the DS3608 stays off even though a compatible cable and the power supply have been checked, Zebra asks you to contact your site's technical support, which calls on Zebra support if necessary.
- **Incorrect voltage on RS-232:** If a DS3608 has been connected to a port that supplies a voltage other than 5 V on pin 9, Zebra states that a corded scanner is damaged: have it checked.
- **Damaged battery:** If damage to the battery or the scanner is suspected, Zebra asks you to contact its support to arrange an inspection.

Avoiding recurring faults on the Zebra DS3600 scanner: preventive maintenance

Worn battery, degraded reading, lost settings: several entries in this guide cover points that a preventive maintenance visit checks before they cause a breakdown.

TIMCOD preventive maintenance is part of the through-life maintenance (MCO). TIMCOD provides for your fleet (page in French). In particular, it includes:

Preventive battery replacement

General check of the devices

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Recommended every 18 to 24 months, for removable batteries.

Each device checked and cleaned, minor faults fixed and a report provided.

Inventory of the fleet under contract

Type, configuration and IP address of each device.

Training and skills transfer

Transfer of technical skills on using the equipment.

Detailed report

Inventory, condition of the fleet and optimisation advice.

In addition, TIMCOD corrective maintenance includes phone support (hotline), repair to working order, express exchange with a replacement device and, as an option, SWAP. Maintenance contracts come in three levels (Essentiel, Confort, Premium).

Zebra DS3600 scanner troubleshooting: frequently asked questions

How do I reset a Zebra DS3608 or DS3678 handheld scanner?

Scan the “RETURN TO FACTORY DEFAULTS” barcode in the “Set Defaults” section of the quick start guide for your model. The scanner returns to the factory settings. If your host computer does not use the default interface, then scan the barcode for your host interface. [See the detailed entry.](#)

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What do four long beeps mean on a Zebra DS3678?

According to Zebra, four long low beeps indicate a transmission error: the barcode was read, but the data is ignored. The light turns red. Check the pairing with the cradle, the cables and the selected host interface. [See the detailed entry.](#)

Why does a Zebra DS3608 handheld scanner not read some barcodes?

Zebra cites three causes: the barcode type is not enabled, the barcode is unreadable, or the scanning distance is not suitable. Enable the symbology concerned, test a barcode of the same type in good condition and move the scanner closer to or further from the barcode. [See the detailed entry.](#)

How do I set the keyboard country (AZERTY, QWERTY) on a Zebra DS3608 handheld scanner?

For incorrectly displayed data, Zebra cites an incorrectly configured host interface and an incorrectly set region. Scan the barcode for the correct interface, then the barcode for your host computer's keyboard country, in appendix B of the product reference guide. [See the detailed entry.](#)

How do I pair a Zebra DS3678 handheld scanner with its cradle?

Scan the cradle pairing barcode (“cradle pairing bar code”), as the DS3678 quick start guide instructs. If the scanner still sends nothing, check the cable between the cradle and the host computer, then the host interface. [See the detailed entry.](#)

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At what temperature should I charge the battery of a Zebra DS3678?

According to Zebra, the battery and the charger must be between 0 °C and 40 °C for charging to take place. Use only the battery and chargers approved by Zebra. [See the detailed entry.](#)

How do I add an Enter key after scanning on a Zebra DS3608 handheld scanner?

Scan the “ADD AN ENTER KEY (CARRIAGE RETURN/LINE FEED)” barcode in the quick start guide: the scanner adds an Enter key after the scanned data. The “ADD A TAB KEY” barcode adds a tab. [See the detailed entry.](#)

Why does a Zebra DS3678 handheld scanner give a low beep followed by a high beep?

According to Zebra, this signal indicates an incorrect programming sequence or that the “Cancel” barcode has been scanned. Start the sequence again from the beginning, scanning the barcodes in the order given in the guide. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and signals in this guide come from the official Zebra documents below, consulted on 20 October 2026.

- [DS36X8 Digital Scanner Product Reference Guide, MN-002689-20EN, revision A \(November 2024\): table of contents, configurations, accessories, revision history](#)  – DS36X8 Product Reference Guide

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- [DS36X8 Digital Scanner Product Reference Guide, MN-002689-22EN, revision A \(October 2025\): revision history, configurations](#) [↗](#) – DS36X8 Product Reference Guide **official**
- [DS3678 Quick Start Guide, MN002648A03EN, revision A \(September 2018\)](#) [↗](#) – DS3678 Quick Start Guide **official**
- [DS3608 Quick Start Guide, revision A \(September 2018\)](#) [↗](#) – DS3608 Quick Start Guide **official**

The content of chapters 1 to 17 of the DS36X8 product reference guide, any HTML version of this guide on docs.zebra.com, the Zebra support pages for the DS3608 and DS3678, the zebra.com/3600series, zebra.com/123Scan2 and zebra.com/batterybasics pages cited in the quick start guides, and three Zebra “Evolution Update” bulletins (2022-2023) on zebra.com were not consulted for this guide. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product pages on timcod.fr (in French): [Zebra DS3600-SR Series](#), [Zebra DS3600-DP Series](#), [Zebra DS3600-HP Series](#), [Zebra DS3600-HD Series](#), [Zebra DS3600-ER Series](#)
- [All troubleshooting guides for Zebra scanners and mobile computers \(FS10, FS20, FS40 / FS70, MC3200, MC3300, MC3300ax, MC3300x, MC3400, MC9190-G, MC9200, MC9300, MC9400, TC22R, TC8000, TC8300\)](#)
- [Maintenance and repair of Zebra scanners](#)
- [All barcode scanner and mobile computer troubleshooting guides, all brands](#)
- [TIMCOD repair and maintenance](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance \(in French\)](#)
- [TIMCOD, Zebra reseller \(in French\)](#)
- [Industrial scanners and mobile computers \(in French\)](#)

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PDF version of the page <https://www.timcod.fr/reparation/en/barcode-scanner-troubleshooting/zebra/ds3600>, updated on 21 October 2026.

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