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TROUBLESHOOTING GUIDE

Zebra FS10 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN) and Zebra Aurora Focus User Guide (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra FS10 product page →

In brief. The Zebra FS10 is a compact 1.0 MP industrial fixed-mount scanner with autofocus, connected and powered by a single USB Type-C cable. It transmits its scans as an HID keyboard or over a CDC serial port and is configured with the Zebra Aurora Focus software or with barcodes. The causes Zebra cites most often are the Windows firewall preventing Aurora Focus from finding the scanner, a loose USB cable or an underpowered USB port, and focus that needs to be redone. This guide brings together 25 entries, from error beeps to factory reset. 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](#) (distance, focus, triggering) and [transmission](#) (AZERTY keyboard, HID or CDC, suffix) sections.

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- **Aurora Focus cannot find the scanner or USB drops out:** see the [connection](#) section.
- **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 FS10 mean? Find the cause by signal

The FS10 shows its status through three beeper tones (low, medium, high) and through the lights on its label: Power, Device Status and Decode. The table links each signal to its cause and to the entry that resolves it.

Beeps or situation	Lights (Zebra guide)	Likely cause	Entry
Low, medium, high (start-up)	● Power solid red	Start-up on low power	Power light
Low, medium, high (start-up)	● Power green, slow flashing	Start-up on limited power (USB)	Power light
Low, medium, high (start-up)	● Power solid green	Start-up at full power (24 V)	Power light
Two low tones	● Device Status solid red	Job error	Job error
Two medium tones	● Power solid green	Factory reset	Factory reset

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Beeps or situation	Lights (Zebra guide)	Likely cause	Entry
TRIG held at power-up	● ● Power yellow then green, Ethernet orange then amber (procedure in the guide, Ethernet light present on the xS20 only)	Factory reset in progress: the guide says to release TRIG within 5 s after the Ethernet light turns amber	<u>Factory reset</u>
No beep	● Device Status flashing red (2 Hz)	Start of firmware update	<u>Flashing red light</u>
No beep	● Power solid green	Firmware update successful	<u>Firmware update</u>
One low tone	● Device Status flashing red (5 Hz)	Firmware update failed	<u>Update failed</u>
Status light flashing every 500 ms	—	Delay after scanning an autofocus barcode: present the test barcode	<u>Focus</u>
One medium tone	● Flashing green (2 Hz)	Start of AutoTune (focus)	<u>Focus</u>
One high tone	● Solid green	AutoTune successful	<u>Focus</u>
One low tone	● Solid red	AutoTune failed	<u>Focus</u>
No beep	● Solid amber	Start of barcode decoding	<u>The scanner does not scan</u>

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Beeps or situation	Lights (Zebra guide)	Likely cause	Entry
One medium tone	● Power solid green	Barcode decoded	<u>Beeper setting</u>
No beep	● Power solid green	Decode failed	<u>The scanner does not scan</u>
High, low, high, low	● Device Status solid green	Parameter accepted	<u>Program ming beeps</u>
High, low	● Device Status solid green	Parameter entry: the scanner is waiting for more barcodes	<u>Program ming beeps</u>
Low, high	● Device Status solid green	Parameter entry error	<u>Program ming beeps</u>

The signals come from the “LED and Beeper Indications” table in the FS10/xS20 Smart Camera Product Reference Guide, which is common to the FS10 and the xS20, and from the “Using Autofocus Barcodes” procedure. For AutoTune and the start of decoding, the light concerned is not named here because the column could not be checked. A dash indicates that the page consulted does not specify the light state.

Zebra FS10 error beeps and lights: causes and solutions

Job error, insufficient power, firmware update and programming barcodes: the signals described in the Zebra table.

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Why does my Zebra FS10 scanner give two low beeps with a red light?

Beeps: two low tones · Light: Device Status solid red, Power solid green.

Short answer: In the Zebra signal table, two low tones with the Device Status light solid red correspond to a job error (“Job Error”). Open the scanner in Zebra Aurora Focus to check the job, then check its temperature: if it overheats, the FS10 may stop its jobs and must then be switched off and on again.

LIKELY CAUSE

The FS10/xS20 product reference guide associates this signal with the “Job Error” event without detailing its causes. Its chapter on thermal management states that the system may stop active jobs if a recommended temperature limit is exceeded. The Aurora Focus help also states that a scanner that becomes inactive during job configuration, after a firmware update, is fixed by a factory reset.

WHAT TO DO

1. Open Zebra Aurora Focus, display the list of scanners (“View Devices”) and check the status of the FS10 and the loaded job.
2. Check the temperature on the Web HMI dashboard (“Temperature” section).
According to Zebra, the FS10 operates between 0 and 45 °C, a range that depends on the duty cycle.
3. If it overheats, apply one of the measures in the guide (see [overheating](#)), then switch the power off and on again (see [restart the scanner](#)).
4. If the scanner stays inactive during job configuration after a firmware update, perform a [factory reset](#).

When to call a technician: if the error comes back even though the job and the temperature are correct, have the serial number, part number and firmware version ready before contacting Zebra support, as the documentation requests.

The signal table is common to the FS10 and the xS20 (FS20 and VS20).

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Sources: [LED and Beeper Indications \(p. 24-26\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Thermal Management \(p. 38-39\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Troubleshooting](#) [↗](#) – Zebra Aurora Focus User Guide · [Web HMI Dashboard](#) [↗](#) – Zebra Aurora Focus User Guide (official documentation).

Why is the Power light on my Zebra FS10 red, or flashing green, at start-up?

Beeps: low, medium, high (start-up) · Light: Power solid red or slow-flashing green.

Short answer: According to Zebra, at start-up the Power light indicates the power available: solid red for low power, slow-flashing green for limited power (USB), solid green for full power (24 V). On a USB port, connect the FS10 to a BC1.2 port, a charging port or a USB-C port capable of supplying up to 1.5 A.

LIKELY CAUSE

The signal table in the FS10/xS20 guide distinguishes three start-ups: “Low Power” (Power solid red), “Limited Power” (USB or 15 W PoE, Power slow-flashing green) and “Full Power” (24 V or 30 W PoE, Power solid green). PoE only concerns the xS20: the FS10 is powered through its USB Type-C port (1 A maximum according to its data sheet) or, with the adapter cable, by an external power supply.

Caution: According to Zebra, changing the power source may cause the scanner to restart.

WHAT TO DO

1. Connect the FS10 to a USB BC1.2 port, a USB charging port or a USB-C port. For optimal performance, Zebra calls for ports capable of supplying up to 1.5 A.
2. If the port does not supply enough power, change port or use a cable that draws its power from an external source.
3. For external power, use the adapter cable with a compatible 24 V DC power supply (see [external power supply](#)).

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4. The guide also provides two barcodes, “Enable Unrestricted USB A-Power” and “Disable Unrestricted USB A-Power” (parameter no. 65079, “USB Power Configuration” chapter), without detailing their effect.

Sources: [LED and Beeper Indications \(p. 24-26\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Power Sources, USB Type C Operation, Adapter Cable \(p. 18\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [USB Type C \(p. 39\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [USB Power Configuration \(p. 44\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Troubleshooting](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide · [FS10 Specifications \(p. 10-11\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

Why is the Device Status light on my Zebra FS10 flashing red?

Beeps: none (2 Hz) or one low tone (5 Hz) · Light: Device Status flashing red.

Short answer: According to the Zebra table, continuous red flashing at 2 Hz, with no beep, signals the start of a firmware update. Flashing at 5 Hz with a low tone signals that the update has failed: restart the scanner, then run the update again from Zebra Aurora Focus.

LIKELY CAUSE

The FS10/xS20 guide links the red flashing of the Device Status light to firmware operations: 2 Hz at the start of the update, 5 Hz if it fails. The Aurora Focus help states that an update can fail when the scanner's memory usage is high.

WHAT TO DO

1. If the light flashes at 2 Hz with no beep, an update is in progress: wait for the operation to finish.
2. If the light flashes at 5 Hz with a low tone, restart the scanner (“Reboot” command in Aurora Focus or by cutting the power), as the Aurora Focus help recommends.

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3. Run the update again with “Update Firmware” in the “View Devices” list or from the Web HMI (see [update the firmware](#)).
4. Then check the installed version in the “Overview” tab of the scanner settings.

When to call a technician: if the update still fails after a restart, note the serial number, part number and firmware version before contacting Zebra support, as the Aurora Focus help indicates.

Sources: [LED and Beeper Indications \(p. 24-26\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Troubleshooting](#)  – Zebra Aurora Focus User Guide · [Viewing Devices](#)  – Zebra Aurora Focus User Guide (official documentation).

Why does my Zebra FS10 give a low beep then a high beep when I scan a programming barcode?

Beeps: low then high · Light: Device Status solid green.

Short answer: Zebra associates the low-then-high sequence with a parameter entry error (“Parameter Entry Error”). The high, low, high, low sequence, on the other hand, confirms that the parameter has been accepted, and the high-then-low sequence indicates that the scanner is waiting for more barcodes.

LIKELY CAUSE

The table in the FS10/xS20 guide distinguishes three responses for programming barcodes: parameter accepted (high, low, high, low), entry waiting for more barcodes (high, low) and error (low, high). Accepted settings are kept in non-volatile memory, even after a power cut.

WHAT TO DO

1. Scan the programming barcodes in the FS10/xS20 product reference guide (“Using Parameter Barcodes” chapter and following) in the order given.

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2. If the scanner gives a high beep then a low beep, it is waiting for the rest of the sequence: scan the next barcode.
3. The guide provides the “Enter Parameter Barcode Configuration Mode” and “Exit Parameter Barcode Configuration Mode” barcodes (parameter no. 69035, “Barcode Configuration Mode” chapter).
4. If you scan the barcodes from a screen, enlarge the document so that the bars and spaces do not merge.

The configuration barcodes generated by Aurora Focus only work on FS scanners (see [copy the configuration](#)).

Sources: [LED and Beeper Indications \(p. 24-26\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Using Parameter Barcodes](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide · [Barcode Configuration Mode \(p. 45\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

My Zebra FS10 does not scan barcodes: causes and solutions

Distance, autofocus and triggering: the settings Zebra cites when the FS10 does not decode.

Why does my Zebra FS10 scanner not read barcodes?

Symptoms: no medium good-read tone, no other signal (decode failure).

Short answer: According to Zebra, a decode failure produces no beep, whereas a good read produces a medium tone. Check the distance (the focus of the FS10 does not go below 3 inches, about 76 mm), the cleanliness of the scan window and the focus, then the triggering and the job configured in Aurora Focus.

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LIKELY CAUSE

The FS10/xS20 guide states that a dirty exit window can impair scanning accuracy, that the minimum distance depends on the barcode width and possibly on the illumination, and that the focus is adjusted with autofocus barcodes. It also lists the licences that unlock decoding functions (FS Fast 1D/2D, FS DPM Full Package, FS OCR).

WHAT TO DO

1. Place the barcode within the range given in the “FS10 and xS20 Decode Ranges” table (see [scanning distance](#)).
2. Clean the scan window (see [cleaning](#)).
3. Redo the focus with an autofocus barcode (see [focus](#)).
4. In Aurora Focus, check that the trigger button is enabled and that the trigger source of the job matches your installation (see [triggering](#)).
5. In Aurora Focus, check the job and the licence installed on the scanner.
6. If the scanner has stopped its jobs because of heat, see [overheating](#).

When to call a technician: if the scanner still decodes nothing after cleaning, focusing and resetting, contact Zebra support with the serial number, part number and firmware version, as the guide indicates.

In the Zebra table, the start of decoding is signalled by a solid amber light, with no beep.

Sources: [LED and Beeper Indications \(p. 24-26\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Decode Ranges \(p. 27\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Maintenance: Known Harmful Ingredients, Approved Cleaning Agents, Cleaning the Device \(p. 51-52\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Using Autofocus Barcodes](#)  – FS10/xS20 Smart Camera Product Reference Guide · [Configurations, License Types \(p. 8-9\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [General Settings \(Hardware Buttons, Beeper\)](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) (official documentation).

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Why does the autofocus (AutoTune) on my Zebra FS10 fail?

Beeps: medium tone (start), high tone (success), low tone (failure) · Light: flashing green at 2 Hz, then solid green or solid red.

Short answer: The FS10 adjusts its focus with the autofocus barcodes in the Zebra guide: scan a delay barcode (5, 8 or 13 seconds), present a test barcode during the delay and let the adjustment run for 5 to 15 seconds. A high tone signals success; a low tone with a solid red light signals failure.

LIKELY CAUSE

According to Zebra, the autofocus barcodes only adjust the focus, not the exposure or the gain, and the calibration barcode must not be used as the test barcode. In Aurora Focus, the “Barcode Autotune” option in the acquisition settings adjusts the exposure, the gain and the focus all at once.

WHAT TO DO

1. Scan one of the barcodes in the “Using Autofocus Barcodes” chapter (5, 8 or 13-second delay).
2. During the delay, the status light flashes every 500 ms: place in the field of view a test barcode of the type you scan most often, different from the calibration barcode.
3. Keep the test barcode still during the adjustment, which lasts 5 to 15 seconds after the end of the delay.
4. Wait for the confirmation beep sequence. If it fails (low tone, solid red light), repeat the procedure.
5. If the exposure or the gain also need adjusting, use the Aurora Focus AutoTune (“Barcode Autotune”).

The guide provides 5, 8 and 13-second barcodes but also mentions an 18-second delay in the text of the procedure.

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Sources: [Using Autofocus Barcodes](#)  – FS10/xS20 Smart Camera Product Reference Guide · [LED and Beeper Indications \(p. 24-26\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Trigger Settings, Acquisition Settings](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) (official documentation).

How far away can my Zebra FS10 scanner read a barcode?

Short answer: According to the Zebra table, the FS10 reads a 10 mil Code 128 between 51 and 656 mm and a 10 mil Data Matrix between 51 and 381 mm. The maximum distance increases with the size of the barcode, up to 1,219 mm for a 20 mil Code 128.

LIKELY CAUSE

The “FS10 and xS20 Decode Ranges” table gives typical distances. The guide states that the minimum distance depends on the barcode width and possibly on the illumination power, and that the focus does not go below 3 inches (about 76 mm).

TYPICAL DISTANCES (ZEBRA GUIDE)

1. Code 128: 5 mil from 51 to 330 mm, 10 mil from 51 to 656 mm, 15 mil from 51 to 940 mm, 20 mil from 51 to 1,219 mm.
2. Data Matrix: 5 mil from 51 to 203 mm, 10 mil from 51 to 381 mm, 15 mil from 51 to 610 mm, 30 mil from 51 to 1,143 mm.
3. Place the barcode within the range, then redo the focus at that distance.
4. The field of view of the FS10 is 35° horizontally and 26° vertically, according to its data sheet.

The table gives 51 mm as the minimum distance for all barcodes, whereas a note in the same guide states that the focus does not go below 3 inches (about 76 mm).

Sources: [Decode Ranges \(p. 27\)](#)  · [FS10 Specifications \(p. 10-11\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

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Why does my Zebra FS10 not start scanning when I press TRIG?

Symptoms: no response when the TRIG button is pressed or to the sensor signal.

Short answer: In Aurora Focus, the scanner's trigger button can be disabled: check the “Trigger Button Enable” option in “General Settings”. Also check the trigger source chosen in the job (scanner button, GPIO, serial link, PLC, TCP/IP or automatic triggering).

LIKELY CAUSE

According to the FS10/xS20 guide, the scanner's TRIG button acts as the trigger. The Aurora Focus guide states that the trigger settings depend on the job mode and lists the possible sources: “GPIO”, “Device Trigger”, “Serial”, “PLC”, “TCP/IP”, “Auto(Self)” and “Test Trigger”.

WHAT TO DO

1. In Aurora Focus, open “Device Settings > General Settings” and check that “Trigger Button Enable” is ticked.
2. In the capture step of the job, check the trigger source (“Source”) and the mode (Single Shot, Continuous, Presentation...).
3. For triggering by a sensor, the FS10 has two optocoupled inputs, accessible only through an adapter cable (see [inputs and outputs](#)).
4. After making a change, test the triggering with the scanner's TRIG button.

Zebra lists continuous trigger mode among the causes of heating to avoid (see [overheating](#)).

Sources: [User Interface Label \(p. 24\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [General Settings \(Hardware Buttons, Beeper\)](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [Trigger Settings, Acquisition Settings](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [GPIO Summary](#)  – FS10/xS20 Smart Camera Product Reference Guide (official documentation).

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My Zebra FS10 sends incorrect data or nothing at all: causes and solutions

The HID keyboard language, the choice between keyboard and CDC serial port, and data formatting determine what the application receives.

Why does my Zebra FS10 send the wrong characters to a PC with an AZERTY keyboard?

Symptoms: letters, numbers or symbols replaced in the data received in keyboard mode.

Short answer: In USB keyboard emulation (HID), the FS10 must use the same keyboard language as the host computer. Set the language to “French” with the barcode for parameter no. 65843 in the Zebra guide, or in Aurora Focus (USB settings, “USB HID Keyboard”, choice of country), then restart the scanner.

LIKELY CAUSE

The FS10/xS20 guide provides an “HID Keyboard Language” parameter (no. 65843) with options including “US English” and “French”. The Aurora Focus guide lists the supported languages, including “French (France) Windows” and “French (France) Linux”.

WHAT TO DO

1. Check that HID keyboard mode is active: “Enable HID Keyboard” barcode (parameter no. 65704), which disables CDC serial mode.
2. Scan the “French” barcode in the “HID Keyboard Language” chapter of the reference guide.
3. Or, in Aurora Focus: “Device Settings > Communication Settings > USB Settings”, “USB HID Keyboard” option, then choose the country, for example “French (France) Windows”.
4. Restart the scanner: according to Aurora Focus, a change to the USB settings requires a manual restart.

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5. The guide also provides an inter-keystroke delay and a delay for special keys (0 or 5 ms, parameters no. 65705 and 65706).

Sources: [HID Keyboard Configuration, HID CDC Serial \(p. 41-43\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [USB Settings, HID Keyboard Localization, USB Operation Modes](#) [↗](#) – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) (official documentation).

Why does my Zebra FS10 read the barcode but send nothing to the PC?

Symptoms: medium good-read tone, but no data in the application.

Short answer: Check the USB output mode: according to the Zebra guide, enabling the HID keyboard disables CDC serial mode, and vice versa. If you use the virtual serial port (CDC), also enable the sending of results (“Enable CDC Serial Results”), then restart the scanner.

LIKELY CAUSE

The FS10 transmits its results over USB, as an HID keyboard or over a CDC serial port, and communicates with Aurora Focus via Ethernet over USB (RNDIS). According to the guide, HID and CDC are not active at the same time. The Web HMI dashboard also reports results that could not be sent (“Result Overflow”).

WHAT TO DO

1. For input into the application as if typed on a keyboard, scan “Enable HID Keyboard” (parameter no. 65704).
2. For a virtual serial port, scan “Enable CDC Serial” (parameter no. 66934), then “Enable CDC Serial Results” (parameter no. 66933).
3. In Aurora Focus, the same options are found in “Device Settings > Communication Settings > USB Settings” (“USB CDC-Serial”, “USB HID Keyboard”). Then restart the scanner.

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4. On the Web HMI dashboard, check the “Result Overflow” counter: a value greater than 0 means that some results have not been sent. Zebra then advises a faster interface, less output data or a lower inspection rate.
5. If the scanner is connected to a USB hub, see [FS10 behind a USB hub](#).

Sources: [HID Keyboard Configuration, HID CDC Serial \(p. 41-43\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [USB Settings, HID Keyboard Localization, USB Operation Modes](#) [↗](#) – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [Web HMI Dashboard](#) [↗](#) – Zebra Aurora Focus User Guide (official documentation).

Why does my Zebra FS10 not add a separator or suffix after the scanned barcode?

Short answer: The prefix, suffix and end delimiter are set in the job, with the custom formatting in Aurora Focus (“Custom Formatting”, “Data Formatting” tab). Choose the end delimiter (“End Delimiter”), then check the result with “Get Last”.

LIKELY CAUSE

According to the Aurora Focus guide, custom formatting lets you define, for each symbology, find-and-replace rules, a prefix, the data, a suffix, a delimiter between data types and an end delimiter.

WHAT TO DO

1. In Aurora Focus, open the “Build” tab, then “Data Formatting”.
2. Select “Custom Formatting” and choose the symbology from the “All Symbologies” list.
3. If necessary, add a replacement rule with “Add Rule” (“Find” and “Replace With”).
4. Fill in the “Prefix”, “Data” and “Suffix” fields.
5. Choose the “Data Type Delimiter” and the “End Delimiter” from the drop-down lists.
6. Click “Get Last” to display the last formatted result.

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Source: [Custom Formatting](#) – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) (official documentation).

My Zebra FS10 is not detected or loses its USB connection: causes and solutions

The FS10 communicates through its single USB Type-C port: cable, port, RNDIS driver, firewall and adapters are the points to check.

Why does my Zebra FS10 restart or lose its connection on the USB port?

Symptoms: the scanner keeps restarting, or its USB data link drops out and comes back.

Short answer: Zebra cites two causes: a USB cable that is not fully inserted or is unstable, and a USB port that does not supply enough current. Reconnect the cable, tightening its locking screws firmly, then use a BC1.2 port, a charging port or a USB-C port.

LIKELY CAUSE

The troubleshooting table in the FS10/xS20 guide links power or data dropouts on the USB port to a loosely secured or intermittent cable, and to a port that does not supply enough power. The FS10 uses only USB 2.0 high speed, on a sealed USB Type-C port with two locking screws.

Caution: Zebra asks you to always tighten the locking screws on IP67 USB Type-C cables, even if IP67 sealing is not needed: their seal needs sufficient pressure.

WHAT TO DO

1. Reconnect the USB-C cable and tighten its locking screws firmly (torque given by Zebra: 1 in-lb).

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2. Connect the scanner to a USB BC1.2 port, a USB charging port or a USB-C port capable of supplying up to 1.5 A.
3. Failing that, use a cable that draws its power from an external source.
4. Bear in mind that, according to Zebra, changing the power source can cause a restart.

Sources: [Troubleshooting](#) – FS10/xS20 Smart Camera Product Reference Guide · [Power Sources, USB Type C Operation, Adapter Cable \(p. 18\)](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [USB Type C \(p. 39\)](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Mounting Instructions, Torque Specification \(p. 22\)](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

Why does my Zebra FS10 not appear in Zebra Aurora Focus?

Symptoms: the scanner is missing from the [View Devices](#) list.

Short answer: According to Zebra, the Windows Defender firewall can block the ports used by the application: allow Zebra Aurora on domain, public and private networks. Over USB, also check in Device Manager that an RNDIS driver appears under “Network Adapters”.

LIKELY CAUSE

The troubleshooting table in the FS10/xS20 guide cites the Windows Defender firewall, a missing RNDIS driver over USB and a scanner that is not connected to the network. For Aurora Focus to find the scanner again, Zebra suggests two methods: cutting the power, then a factory reset.

WHAT TO DO

1. Allow Zebra Aurora (Aurora Focus) through the Windows Defender firewall for “Domain”, “Public” and “Private” networks.
2. Open File Explorer, Network section: if the scanner appears neither under “Network” nor under “Other Devices”, it is not connected.

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3. Over USB, open Device Manager and check that an RNDIS driver is present under “Network Adapters”.
4. Switch the power off and on again, wait about a minute, restart Aurora Focus and click “View Devices”.
5. If you know the scanner's IP address, test it with the `ping` command followed by the address at the command prompt, then add the scanner with “Add Via IP Address”.
6. As a last resort, perform a [factory reset](#).

When to call a technician: if the scanner still cannot be found after cutting the power and a factory reset, have its serial number, part number and firmware version ready before contacting Zebra support.

Aurora Focus runs on Windows 10 or later, is installed with administrator rights and cannot connect to a scanner whose firmware is too old (see [firmware update](#)).

Sources: [Troubleshooting](#) – FS10/xS20 Smart Camera Product Reference Guide · [Troubleshooting: Pinging the Device via IP, Power Cycling the Device](#) (p. 53-54) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [System Requirements, Device Discovery, Add Via IP Address](#) – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [Troubleshooting](#) – Zebra Aurora Focus User Guide (official documentation).

Why does my Zebra FS10 no longer work properly behind a USB hub?

Symptoms: the link with Aurora Focus (RNDIS) or keyboard input (HID) stops working.

Short answer: According to the Aurora Focus help, the USB interfaces of the FS10 (RNDIS and HID keyboard) can freeze with some USB hubs when the HID keyboard re-enumerates. Unplug the USB cable, then plug it back in.

LIKELY CAUSE

The Aurora Focus help describes this behaviour as specific to the FS10 with some USB hubs: the freeze occurs when the HID keyboard interface is re-enumerated by the computer.

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WHAT TO DO

1. Unplug the USB cable from the FS10, then plug it back in.
2. Check that the port used supplies enough current: Zebra recommends BC1.2 or charging ports capable of supplying up to 1.5 A.
3. Then check in Device Manager that the RNDIS driver is present under “Network Adapters”.

Sources: [Troubleshooting](#) – Zebra Aurora Focus User Guide · [USB Type C \(p. 39\)](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Troubleshooting](#) – FS10/xS20 Smart Camera Product Reference Guide (official documentation).

Why does my Zebra FS10 no longer communicate over RS-232 with the serial Ethernet adapter after a reset?

Short answer: According to the Aurora Focus guide, the serial Ethernet adapter of the FS10 requires USB host mode, and a factory reset puts the FS10 back into device mode. Reconfigure host mode with a standard USB-C to USB-A (or USB-C) cable, restart the scanner, then reconnect the adapter.

LIKELY CAUSE

By default, the FS10 is in device mode (“PC USB Connection Mode (Device Mode)”): only one function is active at a time in this mode (HID, Automation Wedge, CDC Serial or Serial Ethernet). In host mode (“USB Accessory Connection (Host Mode)”), it supports the RS-232 and the GPIO of the adapter.

WHAT TO DO

1. Connect the FS10 to the PC with a standard USB-C to USB-A (or USB-C) cable.
2. In Aurora Focus, “Device Settings > Communication Settings > USB Settings”, set “USB Connection Mode” to “USB Accessory Connection (Host Mode)”.
3. Restart the scanner.

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4. Then connect the serial Ethernet adapter.
5. For serial output of the results, the reference guide also provides the “RS232 Result Output” (parameter no. 66931) and “RS232 Result Control” (parameter no. 66932) barcodes.

Sources: [USB Settings, HID Keyboard Localization, USB Operation Modes](#) [↗](#) – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [Input/Output \(IO\) Interface Configuration \(p. 44\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

Why do the inputs and outputs (GPIO) on my Zebra FS10 not work?

Short answer: The FS10 has only one USB Type-C port: its two optocoupled inputs and two optocoupled outputs go through an adapter cable (CBL-ADPTR-USC00 or CBL-MATE-USA00). Check this cable, the wiring of the Com_IN and Com_Out commons and, with the serial Ethernet adapter, USB host mode.

LIKELY CAUSE

According to the FS10/xS20 guide, the GPIO of the FS10 require the appropriate cable. They are optically isolated: 10 mA inputs (pins 4 and 14 of the DB15), 100 mA outputs (pins 5 and 15), Com_IN (pin 9) and Com_Out (pin 10) commons.

WHAT TO DO

1. Use the USB-C to DB15 adapter (CBL-ADPTR-USC00) or the DB15 to USB-A and flying leads cable (CBL-MATE-USA00).
2. Connect the Com_IN (pin 9) and Com_Out (pin 10) commons, then the inputs (Input 0 pin 4, Input 1 pin 14) and the outputs (Output 0 pin 5, Output 1 pin 15) according to the “FS10 GPIO Wiring Diagrams” in the guide.
3. Respect the currents given: 10 mA per input, 100 mA per output.
4. With the serial Ethernet adapter, switch the FS10 to USB host mode: according to Aurora Focus, this mode supports the RS-232 and the GPIO (see [serial link](#)).

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5. The FS10 only powers on once the USB end of the cable is connected to a USB host (see [external power supply](#)).

Sources: [GPIO Summary](#)  – FS10/xS20 Smart Camera Product Reference Guide · [General Purpose Input and Outputs](#)  – FS10/xS20 Smart Camera Product Reference Guide · [Power Sources, USB Type C Operation, Adapter Cable \(p. 18\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [USB Settings, HID Keyboard Localization, USB Operation Modes](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) (official documentation).

My Zebra FS10 does not power on with an external power supply: what should I check?

With the adapter cable, the FS10 depends on both the external power supply and the USB link with the host.

Why does my Zebra FS10 not power on with the adapter cable and a 24 V power supply?

Symptoms: no light and no start-up beep with the external power supply connected.

Short answer: According to Zebra, the FS10 does not power on until the USB end of the adapter cable is connected to a USB host. Connect this end to the host (a PC, for example) and check the wiring of the external power supply to the flying leads.

LIKELY CAUSE

The adapter cable and its connecting cable provide the FS10 with optocoupled GPIO. The external power supply is connected to the flying leads and the adapter regulates it to 5 V. It is protected against reverse polarity, overvoltage and undervoltage.

Caution: According to Zebra, do not mount the scanner on a conductive object or structure

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that could be connected to mains voltage or to a potential other than protective earth.

WHAT TO DO

1. Connect the USB end of the cable to a USB host.
2. Connect the external power supply to the flying leads of the cable.
3. Use a compatible 24 V DC power supply: PWR-24V03A-0000 (3 A) or PWR-24V05A-0000 (5 A), for DIN rail mounting. The PWR-POE30W-0000 PoE injector is only suitable for the xS20.
4. Check the Power light at start-up (see [Power light](#)).

Sources: [Power Sources, USB Type C Operation, Adapter Cable \(p. 18\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [FS10/xS20 Smart Camera Product Reference Guide \(PDF\)](#) > [Power Supplies](#)  – FS10/xS20 Smart Camera Product Reference Guide · [Grounding for Electro-Magnetic Compliance and ESD Safe \(p. 18-19\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

How do I reset and configure a Zebra FS10?

Factory reset, configuration copy, jobs, restart and beeper: the procedures described by Zebra.

How do I factory reset a Zebra FS10?

Beeps: two medium tones · Lights (Zebra procedure): Power yellow then green, Ethernet orange then amber.

Short answer: According to the Zebra guide, disconnect all power sources, hold down the TRIG button and reconnect a power source without releasing TRIG. After about 20 seconds, the Power light changes from yellow to green and the Ethernet

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light from orange to amber: release TRIG within 5 seconds of the Ethernet light turning amber. This light only exists on the xS20 (see the note), and Aurora Focus also offers the “Factory Reset” command.

LIKELY CAUSE

Zebra presents the factory reset as one of the two methods for Aurora Focus to find the scanner again, along with cutting the power. The Aurora Focus help also recommends it when the scanner becomes inactive during job configuration after a firmware update.

Caution: The reset returns the scanner to its factory configuration. The guide does not detail which settings are erased: first back up the configuration with “Backup Device” in Aurora Focus.

WHAT TO DO

1. Disconnect all power sources (USB-C cable and, where applicable, adapter cable).
2. Press and hold the TRIG button.
3. Reconnect a power source while keeping TRIG held down.
4. Keep holding TRIG: after about 20 seconds, the Power light changes from yellow to green and the Ethernet light from orange to amber.
5. Release TRIG within 5 seconds of the Ethernet light turning amber. The signal table associates the factory reset with two medium tones.
6. Alternative method: in Aurora Focus, select the scanner in “View Devices” and use the “Factory Reset” command.
7. After the reset, the FS10 returns to USB device mode: with the serial Ethernet adapter, reconfigure host mode (see [serial link](#)).

The procedure in the common FS10/xS20 guide uses the Ethernet light as the cue for releasing TRIG, whereas this light only exists on the xS20. The documentation consulted does not specify the equivalent cue on the FS10: follow the Zebra guide and, if in doubt, contact Zebra support or use the “Factory Reset” command in Aurora Focus.

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Sources: [Factory Reset the Device](#)  – FS10/xS20 Smart Camera Product Reference Guide · [LED and Beeper Indications \(p. 24-26\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Viewing Devices](#)  – Zebra Aurora Focus User Guide · [USB Settings, HID Keyboard Localization, USB Operation Modes](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [Troubleshooting](#)  – Zebra Aurora Focus User Guide (official documentation).

How can I copy the configuration of a Zebra FS10 to other scanners?

Short answer: Aurora Focus generates a configuration barcode from a snapshot of the scanner (“Configuration Barcodes” tab), which you then deploy to other scanners. According to Zebra, only FS fixed-mount scanners can generate and apply these barcodes, not VS vision sensors.

LIKELY CAUSE

The Aurora Focus guide describes two tools: the configuration barcode, created from the configuration of the managed scanner or from a configuration saved on the PC, and backup (“Backup Device”) followed by restore (“Restore Device”).

Caution: According to Zebra, applying a backup from one model type to another can cause problems.

WHAT TO DO

1. In Aurora Focus, open the “Configuration Barcodes” tab.
2. Choose the source configuration: the currently managed scanner (“Currently Managed Device”) or a saved configuration. To create a snapshot, click “Create Configuration Snapshot” in the scanner details.
3. Choose the barcode size: Small, Medium (default) or Large.
4. If necessary, tick “Replace Network Settings” and “Replace Hostname” to keep the network settings and the host name of the target scanner.
5. Click “Generate”, then present the barcode to the scanners to be configured.

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6. Alternative method: “Backup Device” on the source scanner, then “Restore Device” on the target scanner, which then restarts completely.

Sources: [Generating a Configuration Barcode](#) [↗](#) · [Viewing Devices](#) [↗](#) – Zebra Aurora Focus User Guide (official documentation).

Why does my Zebra FS10 not start on the right job?

Short answer: The Zebra guide provides two sets of barcodes: “Change Active Job Slot Number” (parameter no. 69053) to change the active job and “Change Startup Job Slot Number” (parameter no. 69054) to choose the slot loaded at start-up. Each covers slots 1 to 20.

LIKELY CAUSE

The FS10/xS20 guide distinguishes the active job slot and the start-up job slot, each of which can be set by barcode from 1 to 20.

WHAT TO DO

1. Identify the slot number (1 to 20) of the job you want.
2. To change the job immediately, scan the corresponding barcode in the “Change Active Job Slot Number” chapter.
3. To have this job loaded at every start-up, scan the corresponding barcode in the “Change Startup Job Slot Number” chapter.
4. Check the confirmation beep sequence (see [programming beeps](#)).

Sources: [Change Active Job Slot Number, Change Startup Job Slot Number \(p. 46-49\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Using Parameter Barcodes](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (official documentation).

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Why has my Zebra FS10 stopped responding, and how do I restart it?

Short answer: Zebra suggests cutting the power completely, restoring it and waiting about a minute for the scanner to start up. Without unplugging anything, you can also scan the “Reboot the Device” barcode in the guide (parameter no. 69030) or use the “Reboot” command in Aurora Focus.

LIKELY CAUSE

The FS10/xS20 guide presents cutting the power as a method for Aurora Focus to find the scanner again. It also provides a barcode to restart the scanner's core services (“Restart Core Services”, parameter no. 69031).

WHAT TO DO

1. Unplug all the cables so that the scanner is no longer powered.
2. Reconnect a power source and wait about a minute.
3. Restart Aurora Focus and click “View Devices”, look for the scanner in Windows Network or open its Web HMI.
4. If the problem persists, repeat these steps for each type of connection used.
5. Without unplugging anything: scan “Reboot the Device” (no. 69030) or “Restart Core Services” (no. 69031), or use “Reboot” in Aurora Focus.

Sources: [Troubleshooting: Pinging the Device via IP, Power Cycling the Device \(p. 53-54\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Reboot Device, Restart Core Services \(p. 50\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Viewing Devices](#)  – Zebra Aurora Focus User Guide (official documentation).

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Why does my Zebra FS10 not beep on every scan?

Symptoms: no beep, or a beep that is too quiet in a noisy environment.

Short answer: According to the Zebra table, only a good read produces a medium tone: a decode failure produces no beep. If no scan beeps, check the beeper settings in Aurora Focus (“Beeper Enable”, volume, tone, “Beep on Job Success”).

LIKELY CAUSE

The Aurora Focus guide groups the beeper settings under “Device Settings > General Settings”: enabling, volume and tone (High, Medium, Low, Off), beep on job success, duration (Short, Medium, Long) and muting of the start-up beeps. The reference guide states that an FS10 with a loud beeper is available on request.

WHAT TO DO

1. In Aurora Focus, open “Device Settings > General Settings”.
2. Check that “Beeper Enable” is ticked and that “Beeper Volume” is not set to Off.
3. Tick “Beep on Job Success” to get a beep for every successful job.
4. Adjust the tone (“Beeper Tone”) and the duration (“Beeper Duration”).
5. If the beeper is still too quiet for your workshop, the loud-beeper version of the FS10 is available on request from Zebra.

Sources: [LED and Beeper Indications \(p. 24-26\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [General Settings \(Hardware Buttons, Beeper\)](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [Configurations, License Types \(p. 8-9\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

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Updating the Zebra FS10 firmware: procedure and precautions

The update is carried out from Zebra Aurora Focus or from the scanner's Web HMI.

How do I update the firmware on a Zebra FS10?

Short answer: In Zebra Aurora Focus, select the scanner in “View Devices” and use “Update Firmware”. The same operation can be done from the scanner's Web HMI.

LIKELY CAUSE

According to the Aurora Focus help, the software cannot connect to a scanner whose firmware is too old, and some functions may stop working if the scanner is not updated. An update can fail when the scanner's memory usage is high.

WHAT TO DO

1. Note the current version in the “Overview” tab of the scanner settings.
2. In “View Devices”, select the connected scanner or scanners and start the update, from a file (default option) or from an FTP/FTPS server.
3. For several scanners, “Dual Update” updates the main partition, restarts, updates the secondary partition and restarts again. “Force Update” applies the same version to all the selected scanners.
4. During the update, the Device Status light flashes red at 2 Hz, with no beep (see [update failed](#)).
5. If the update fails, restart the scanner, then try again.

According to Zebra, the update only applies to connected scanners, and only one “Update Firmware” window can be open at a time.

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Sources: [Viewing Devices](#) – Zebra Aurora Focus User Guide · [Updating Firmware on Multiple Devices](#) – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [Troubleshooting](#) – Zebra Aurora Focus User Guide · [LED and Beeper Indications \(p. 24-26\)](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

Zebra FS10: overheating and cleaning

Operating temperature and care of the scan window, according to the Zebra guide.

Why does my Zebra FS10 stop its jobs when it is hot?

Symptoms: the jobs stop, sometimes with two low tones (job error).

Short answer: According to Zebra, the FS10 monitors its temperature and may stop active jobs if a recommended limit is exceeded. After correcting the cause, switch the power off and on again to resume normal operation.

LIKELY CAUSE

The “Thermal Management” chapter of the FS10/xS20 guide gives an operating ambient temperature of 0 to 45 °C, which depends on the duty cycle. Beyond a recommended limit, the system may stop active jobs.

WHAT TO DO

1. Check the scanner's temperature on the Web HMI dashboard.
2. Avoid continuous trigger mode and reduce the trigger rate.
3. Use external illumination, install the scanner in a cooler place or ventilate it.
4. If the temperature exceeds the operating range, Zebra advises dissipating the heat: mounting on a metal structure (BRKT-LMNT-U000 universal bracket) or an external fan.
5. Switch the power off and on again to restart the jobs (see [restart the scanner](#)).

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Sources: [Thermal Management \(p. 38-39\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Web HMI Dashboard](#)  – Zebra Aurora Focus User Guide (official documentation).

Which products can I use to clean a Zebra FS10?

Short answer: Zebra approves pre-moistened wipes and 70% isopropyl alcohol. Never apply liquid directly to the scanner, and clean the scan window regularly: a dirty window can impair scanning accuracy.

LIKELY CAUSE

The “Maintenance” chapter of the FS10/xS20 guide lists the approved products, the products that damage plastics and the method for cleaning the window and the connectors.

Caution: According to Zebra, acetone, ammonia, bleach, ketones, ethers, benzene, toluene, trichloroethylene and alkaline solutions damage the scanner's plastics. Do not let any abrasive material touch the window.

WHAT TO DO

1. Moisten a soft cloth with an approved product, or use a pre-moistened wipe.
2. Wipe all surfaces without letting liquid pool around the window, the button or the connectors, and without spraying liquid into the window.
3. Clean the button area carefully so as not to peel off the label.
4. Wipe the window with lens tissue, then dry it immediately with a soft non-abrasive cloth to avoid streaks.
5. For the connectors, rub at least three times with a cotton bud soaked in isopropyl alcohol, then with a dry cotton bud, leaving no residue.
6. Leave to air-dry before use.

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Source: [Maintenance: Known Harmful Ingredients, Approved Cleaning Agents, Cleaning the Device \(p. 51-52\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

When should you call a technician for a Zebra FS10 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:

- **Persistent job error:** If the error comes back even though the job and the temperature are correct, have the serial number, part number and firmware version ready before contacting Zebra support, as the documentation requests (see [the entry](#)).
- **Firmware update still failing:** If the update still fails after a restart, note the serial number, part number and firmware version before contacting Zebra support, as the Aurora Focus help indicates (see [the entry](#)).
- **No decoding despite cleaning and focusing:** If the scanner still decodes nothing after cleaning, focusing and resetting, contact Zebra support with the serial number, part number and firmware version, as the guide indicates (see [the entry](#)).
- **Scanner still not found in Aurora Focus:** If the scanner still cannot be found after cutting the power and a factory reset, have its serial number, part number and firmware version ready before contacting Zebra support (see [the entry](#)).

Avoiding recurring faults on the Zebra FS10 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.

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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

Recommended every 18 to 24 months, for removable batteries.

General check of the devices

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 FS10 scanner troubleshooting: frequently asked questions

How do I reset a Zebra FS10?

According to the Zebra guide, disconnect all power sources, hold down the TRIG button and reconnect a power source without releasing TRIG. After about 20 seconds, the Power light changes from yellow to green and the Ethernet light from orange to amber: release TRIG within 5 seconds of the Ethernet light turning amber. This light only exists on the

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xS20 and the documentation does not specify the equivalent cue on the FS10: follow the Zebra guide or contact support. Aurora Focus also offers a Factory Reset command in the View Devices list. [See the detailed entry.](#)

What do two low beeps mean on a Zebra FS10?

In the Zebra signal table, two low tones with the Device Status light solid red correspond to a job error. Check the job in Zebra Aurora Focus and the scanner's temperature: if it overheats, the FS10 may stop its jobs and must then be switched off and on again. [See the detailed entry.](#)

Why does the Zebra FS10 not appear in Aurora Focus?

According to Zebra, the Windows Defender firewall can block the ports used by the application: allow Zebra Aurora on domain, public and private networks. Over USB, also check in Device Manager that an RNDIS driver appears under Network Adapters. [See the detailed entry.](#)

How do I switch a Zebra FS10 to an AZERTY keyboard layout?

Set the HID keyboard language to French with the barcode for parameter no. 65843 in the Zebra guide, or in Aurora Focus (USB settings, USB HID Keyboard, choice of country), then restart the scanner. The scanner's language must match that of the host computer. [See the detailed entry.](#)

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Why does the Zebra FS10 disconnect from the USB port?

Zebra cites two causes: a USB cable that is not fully inserted or is unstable, and a USB port that does not supply enough current. Reconnect the cable, tightening its locking screws firmly, then use a BC1.2 port, a charging port or a USB-C port. [See the detailed entry.](#)

How do I focus a Zebra FS10?

Scan an autofocus barcode from the Zebra guide (5, 8 or 13-second delay), present a test barcode during the delay and let the adjustment run for 5 to 15 seconds. A high tone signals success; a low tone with a solid red light signals failure. [See the detailed entry.](#)

How far away can a Zebra FS10 read?

According to the Zebra table, the FS10 reads a 10 mil Code 128 between 51 and 656 mm and a 10 mil Data Matrix between 51 and 381 mm. The maximum distance reaches 1,219 mm for a 20 mil Code 128. [See the detailed entry.](#)

How do I update the firmware on a Zebra FS10?

In Zebra Aurora Focus, select the scanner in View Devices and use Update Firmware. The same operation can be done from the scanner's Web HMI. If the update fails, restart the scanner and try again. [See the detailed entry.](#)

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Sources consulted

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

- [FS10/xS20 Smart Camera Product Reference Guide \(PDF, MN-004336-02EN Rev A, 2025\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide **official**
- [FS10/xS20 Smart Camera Product Reference Guide \(online table of contents\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide **official**
- [Factory Reset the Device](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide **official**
- [Troubleshooting](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide **official**
- [Using Autofocus Barcodes](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide **official**
- [Using Parameter Barcodes](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide **official**
- [General Purpose Input and Outputs](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide **official**
- [GPIO Summary](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide **official**
- [FS10/xS20 Smart Camera Product Reference Guide \(PDF\) > Power Supplies](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide **official**
- [Reading Diagrams](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide **official**
- [Zebra Aurora Focus 10.2 User Guide \(PDF, MN-004665-12EN Rev A\)](#) [↗](#) – Zebra Aurora Focus User Guide **official**
- [Viewing Devices](#) [↗](#) – Zebra Aurora Focus User Guide **official**
- [Troubleshooting](#) [↗](#) – Zebra Aurora Focus User Guide **official**
- [Web HMI Dashboard](#) [↗](#) – Zebra Aurora Focus User Guide **official**
- [Generating a Configuration Barcode](#) [↗](#) – Zebra Aurora Focus User Guide **official**

The following official pages were not consulted for this guide: “User Interface Label”, “xS20 Specifications”, “Installation” and “Input/Output (IO) Interface Configuration” in the FS10/xS20 guide on docs.zebra.com (their content was read in the PDF version of the same guide), “Updating Firmware on Multiple Devices” and the table of contents of the Aurora Focus guide on docs.zebra.com (content read in the Aurora Focus 10.2 PDF), as well as articles 000022007 (factory reset via Aurora Focus) and 000022148 (incompatible firmware message) on support.zebra.com. They are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

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See also

- [Product page on timcod.fr \(in French\): Zebra FS10](#)
- [All troubleshooting guides for Zebra scanners and mobile computers \(DS3600, FS20, FS40 / FS70, MC3200, MC3300, MC3300ax, MC3300x, MC3400, MC9190-G, MC9200, MC9300, MC9400, TC22R, TC8000, TC8300\)](#)
- [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/fs10>, updated on 21 October 2026.

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