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TROUBLESHOOTING GUIDE

Zebra FS20 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 FS20 product page →

In brief. The Zebra FS20 is a 1.0 MP industrial fixed-mount scanner with autofocus, powered by PoE or 24 V and connected via Ethernet, with an RS-232 serial link, inputs/outputs and industrial protocols on an M12 connector. It is configured with the Zebra Aurora Focus software and its Web HMI, or with barcodes. Zebra mainly cites the Windows firewall preventing detection, insufficient PoE power and the result output settings. This guide brings together 23 entries, from the Power light 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 results do not arrive:** see the [scanning](#) and [transmission](#) sections (TCP/IP, RS-232, lost results).

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- **The scanner cannot be found on the network:** see the [connection](#) section (Aurora Focus, IP address, PLC).
- **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 FS20 mean? Find the cause by signal

The FS20 shows its status through three tones (low, medium, high) and through the Power, Device Status, Decode and Ethernet lights on its label. 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	Low power at start-up (Low Power)	Power light
Low, medium, high (start-up)	● Power green, slow flashing	Limited power (15 W PoE)	Power light
Low, medium, high (start-up)	● Power solid green	Full power (24 V or 30 W PoE)	Power light
Two low tones	● Device Status solid red	Job error	Job error
Two medium tones	● Power solid green	Factory reset completed	Factory reset
TRIG held at power-up	●● Power yellow then green, Ethernet orange then amber	Factory reset in progress: release TRIG within 5 s	Factory reset

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Beeps or situation	Lights (Zebra guide)	Likely cause	Entry
No beep	● Device Status flashing red (2 Hz)	Firmware update in progress	Firmware update
One low tone	● Device Status flashing red (5 Hz)	Firmware update failed	Update failed
Status light flashing every 500 ms	—	Autofocus barcode delay: present the test barcode	Focus
One medium tone	● Flashing green (2 Hz)	Start of AutoTune	Focus
One high tone	● Solid green	AutoTune successful	Focus
One low tone	● Solid red	AutoTune failed	Focus
No beep	● Solid amber	Decoding in progress	The scanner does not decode
No beep	● Power solid green	Decode failed	The scanner does not decode
High, low, high, low	● Device Status solid green	Parameter saved	Programming barcodes
High, low	● Device Status solid green	The scanner is waiting for the rest of the sequence	Programming barcodes

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Beeps or situation	Lights (Zebra guide)	Likely cause	Entry
Low, high	● Device Status solid green	Parameter entry error	Program ming barcodes
“Result Overflow” counter greater than 0 (Web HMI)	—	Results not sent: output rate exceeded	Lost results

The signals come from the “LED and Beeper Indications” table in the FS10/xS20 Smart Camera Product Reference Guide, from its factory reset procedure and from the Zebra Aurora Focus guide (Web HMI). The guide only describes the Ethernet light during the reset. For AutoTune and decoding, the light concerned is not named because the column could not be checked. A dash indicates that the page consulted does not specify the light state.

Zebra FS20 error beeps and lights: causes and solutions

Job error, insufficient PoE power, failed update and rejected programming barcodes.

Why does my Zebra FS20 fixed-mount scanner give two low beeps?

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

Short answer: Two low tones with the Device Status light solid red signal a job error (“Job Error”) in the Zebra table for the FS20. Check the job deployed in Zebra Aurora Focus and the scanner's status on the Web HMI dashboard, in particular its temperature.

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LIKELY CAUSE

The common FS10/xS20 reference guide does not detail the causes of a job error. It does state, however, that beyond a recommended temperature limit the system may stop active jobs, and that the power must then be switched off and on again after correcting the cause.

WHAT TO DO

1. Open the Web HMI of the FS20 (click its IP address in the “View Devices” list in Aurora Focus) and look at the status displayed: “Ready” (waiting for a trigger or no active job), “Busy” (processing in progress) or “Editing” (job being modified in Aurora Focus).
2. On the same dashboard, check the temperature and the processor load.
3. If the temperature is the cause, apply the measures in the [overheating](#) entry, then switch the power off and on again.
4. If the scanner becomes inactive during job configuration after a firmware update, the Aurora Focus help recommends a [factory reset](#).

When to call a technician: if the job error persists, gather the serial number, part number and firmware version of the FS20 before contacting Zebra support, as the documentation provides.

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) · [Web HMI Dashboard](#) [↗](#) – Zebra Aurora Focus User Guide · [Viewing Devices](#) [↗](#) – Zebra Aurora Focus User Guide · [Troubleshooting](#) [↗](#) – Zebra Aurora Focus User Guide (official documentation).

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Why does the Power light on my PoE-powered Zebra FS20 stay red or flash?

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

Short answer: At start-up, the Power light indicates the power received: solid red for low power, slow-flashing green for limited power (15 W PoE), solid green for full power (24 V or 30 W PoE). To get full power, supply the FS20 with 24 V DC through its M12 connector or through a 30 W PoE+ injector.

LIKELY CAUSE

The signal table in the FS10/xS20 guide links the state of the Power light to the power source. According to the same guide, the xS20 requires at least an 802.3af Class 2 PoE source (7 W), and the digital outputs consume part of the power available for the illumination.

WHAT TO DO

1. Check the class of the PoE port on the switch or injector: the minimum given by Zebra is 802.3af Class 2 (7 W).
2. For full power, use the Zebra 30 W PoE+ injector (PWR-POE30W-0000, mains input) or a 24 V DC DIN rail power supply (PWR-24V03A-0000 or PWR-24V05A-0000) connected to the 12-pin M12 connector.
3. With PoE, disable unused digital outputs: Zebra points out that they reduce the power available for the illumination.
4. If the 24 V power supply and PoE are connected together, the scanner uses the external power supply as a priority (see [change of power source](#)).

Sources: [LED and Beeper Indications \(p. 24-26\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Power Sources, 12 Pin M12 Power Input, Power Over Ethernet \(p. 18\)](#)  – 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 · [GPIO Summary](#)  – FS10/xS20 Smart Camera Product Reference Guide (official documentation).

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Why does my Zebra FS20 give a low beep with a red light flashing rapidly?

Beeps: one low tone · Light: Device Status flashing red at 5 Hz.

Short answer: In the Zebra table, a low tone and rapid red flashing (5 Hz) of the Device Status light indicate that a firmware update has failed. Restart the FS20, then run the update again from Aurora Focus or the Web HMI.

LIKELY CAUSE

The FS10/xS20 guide distinguishes the start of an update (red flashing at 2 Hz, no beep) from its failure (5 Hz, low tone). The Aurora Focus help cites one cause of failure: high memory usage on the scanner, which is resolved by restarting the scanner before the update.

WHAT TO DO

1. If the light is flashing slowly (2 Hz) with no beep, the update is in progress: let it finish.
2. After a failure, restart the scanner: “Reboot” command in Aurora Focus, “Reboot the Device” barcode or cutting the power.
3. Run the update again (see [firmware update](#)).
4. Check that the expected version is displayed in the firmware version column of the “View Devices” list.

When to call a technician: if the update fails again after a restart, contact Zebra support giving the serial number, part number and firmware version, information that the Aurora Focus help asks you to note before any call.

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 · [Reboot Device, Restart Core Services \(p. 50\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

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Why does my Zebra FS20 reject a programming barcode with a low beep then a high beep?

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

Short answer: The Zebra table associates the low-then-high sequence with a parameter entry error. Go through the barcode sequence in the guide again in order: a high, low, high, low sequence confirms that the parameter has been saved.

LIKELY CAUSE

According to the FS10/xS20 guide, parameters are set by scanning a barcode or a short series of barcodes, and are kept in non-volatile memory. The guide states that, without a USB cable, a host type must be chosen after the power-up beeps, only at the first start-up on a new host.

WHAT TO DO

1. At the first start-up on a new host, without a USB cable, choose the host type after the power-up beeps, as the guide indicates.
2. Scan the barcodes in the sequence in order. A high-then-low sequence means that the scanner is waiting for the next barcode.
3. To enter and then exit barcode configuration mode, the guide provides the “Enter Parameter Barcode Configuration Mode” and “Exit Parameter Barcode Configuration Mode” barcodes (parameter no. 69035).
4. On a screen, enlarge the barcode so that the bars remain clearly distinct.

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).

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My Zebra FS20 does not decode barcodes: causes and solutions

Distance, autofocus and trigger source (sensor, PLC, TCP/IP).

Why does my Zebra FS20 scanner not decode barcodes?

Symptoms: no good-read tone, failure counter increasing in the Web HMI.

Short answer: According to the Zebra table, a decode failure triggers no beep. Check the scanning distance, the cleanliness of the window and the focus, then the trigger source and the licence of the job in Aurora Focus.

LIKELY CAUSE

The FS10/xS20 guide gives typical distances for the FS20 ranging from 51 mm to 656 mm for a 10 mil Code 128, and from 51 mm to 381 mm for a 10 mil Data Matrix, with focus that does not go below 3 inches (about 76 mm). It states that a dirty window impairs scanning accuracy. The Web HMI dashboard counts successful and failed reads (“Total Pass/Fail”).

WHAT TO DO

1. Check the distance: up to 330 mm for a 5 mil Code 128, 1,219 mm for a 20 mil Code 128, 203 mm for a 5 mil Data Matrix and 1,143 mm for a 30 mil Data Matrix, according to the Zebra table.
2. Wipe the scan window (see [cleaning](#)).
3. Redo the focus (see [focus](#)).
4. Check the trigger source of the job (see [triggering](#)).
5. Follow the “Total Pass/Fail” counter in the Web HMI to check the effect of each setting.

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When to call a technician: if the FS20 still does not decode after these checks and a reset, the guide refers you to Zebra support (have the serial number, part number and firmware version ready).

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: Approved Cleaning Agents, Tolerable Industrial Fluids and Chemicals, Cleaning the Device \(p. 51-52\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Web HMI Dashboard](#)  – Zebra Aurora Focus User Guide (official documentation).

How does my Zebra FS20 adjust its autofocus?

Beeps: medium tone at the start, high tone on success, low tone on failure.

Short answer: The FS20 is an autofocus scanner: scan one of the autofocus barcodes in the Zebra guide, present a different test barcode during the delay, then wait for the confirmation beeps. To adjust the exposure and gain as well, use the Aurora Focus AutoTune.

LIKELY CAUSE

According to Zebra, the autofocus barcodes (delays of 5, 8 or 13 seconds) only adjust the focus. The “Barcode Autotune” option in Aurora Focus forces an automatic adjustment of the exposure, the gain and the focus. The signal table indicates flashing green at 2 Hz at the start of AutoTune, then a solid green light on success or solid red on failure.

WHAT TO DO

1. Present an autofocus barcode from the “Using Autofocus Barcodes” chapter to the FS20.
2. During the delay (status light flashing every 500 ms), place a barcode representative of your production in the field of view. Do not use the calibration barcode as the test barcode.

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3. Keep this barcode still for 5 to 15 seconds while the adjustment takes place.
4. High tone: adjustment successful. Low tone: start again.
5. In Aurora Focus, use “Barcode Autotune” to adjust the exposure and gain as well.

The same guide describes the FS20 with autofocus and the VS20 with adjustable focus (“Adjustable Focus”).

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) · [Configurations, License Types](#) (p. 8-9)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

Why does my Zebra FS20 not trigger on the signal from the sensor or the PLC?

Symptoms: no scan when the product passes, even though the TRIG button works.

Short answer: In the Aurora Focus job, check that the trigger source matches your wiring: “GPIO” for a sensor, “PLC” for a PLC, “TCP/IP” for a network command. For a sensor, also check the wiring of the IN0 and IN1 inputs and their common on the M12 connector.

LIKELY CAUSE

According to the Aurora Focus guide, the trigger settings depend on the job mode, and the source is chosen in the capture step (GPIO, Device Trigger, Serial, PLC, TCP/IP, Auto(Self), Test Trigger). The FS10/xS20 guide places the optocoupled inputs of the FS20 on the 12-pin M12 connector: IN0 pin 10, IN1 pin 4, COMMON_IN pin 6.

WHAT TO DO

1. In the capture step of the job, check the trigger source (“Source”) and mode.
2. For a sensor: check the wiring of IN0 (pin 10, orange wire) or IN1 (pin 4, white/brown wire) and of COMMON_IN (pin 6, white/violet wire).

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3. For network triggering: in “Communication Settings > TCP/IP Settings”, tick “Enable TCP/IP Control”, note the command port and the trigger string (“Trigger String”), then click “Test Connection”.
4. For a PLC, see [industrial protocols](#).
5. Finally, check that the TRIG button has not been disabled in “General Settings” if you use it for your tests (“Trigger Button Enable”).

Sources: [Trigger Settings, Acquisition Settings](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [TCP/IP Settings, Setting Up TCP/IP Triggering](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [General Settings \(Hardware Buttons, Beeper\)](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [Cable Pin Outs: Power and IO Connector, Ethernet Connector \(p. 19-21\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [GPIO Summary](#)  – FS10/xS20 Smart Camera Product Reference Guide (official documentation).

My Zebra FS20 does not send its results: TCP/IP, RS-232 and formatting

Output interfaces, data rate and format of the data sent to the receiving system.

Why does my Zebra FS20 not send its results over TCP/IP or RS-232?

Symptoms: the barcode is read but nothing arrives at the server, the PLC or the serial port.

Short answer: Enable result output on the interface used: “TCP Result Output” (parameter no. 66930) or “RS232 Result Output” (no. 66931) barcodes in the Zebra guide, or the “Enable TCP/IP Results” option in Aurora Focus. Then check the port, the connection type (server or client) and the serial wiring.



LIKELY CAUSE

The FS10/xS20 guide provides four interface settings by barcode: result output and control over TCP (no. 66930 and 66915) and over RS-232 (no. 66931 and 66932). The Aurora Focus guide describes the TCP/IP settings: server (default) or client connection type, ports, terminator, and a connection test.

WHAT TO DO

1. For TCP/IP: in “Communication Settings > TCP/IP Settings”, tick “Enable TCP/IP Results”, check the connection type (“Server” by default or “Client”) and the port numbers.
2. Click “Test Connection” to check that the port is available.
3. For RS-232: scan “RS232 Result Output” and check the wiring of the 12-pin M12 connector: TXD pin 2, RXD pin 3, RTS pin 5, CTS pin 12, ground pin 8.
4. If results are still missing, see [lost results](#).

Sources: [Input/Output \(IO\) Interface Configuration \(p. 44\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [TCP/IP Settings, Setting Up TCP/IP Triggering](#) [↗](#) – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [Cable Pin Outs: Power and IO Connector, Ethernet Connector \(p. 19-21\)](#) [↗](#) – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

Why does my Zebra FS20 lose results when the throughput increases?

Message: **Result Overflow** counter greater than 0 in the Web HMI.

Short answer: The “Result Overflow” counter in the Web HMI shows the results that could not be sent, when the data exceeds the rate of the output interface. Zebra advises a faster interface, less output data or a lower inspection rate.

LIKELY CAUSE

According to the Aurora Focus guide, a correctly configured system shows 0 in “Result Overflow”. A higher value means that results are being lost.

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WHAT TO DO

1. Open the Web HMI dashboard and note “Result Overflow” and “Average Inspection Per Minute”.
2. Reduce the data sent (for example by simplifying the formatting, see [formatting](#)).
3. If possible, switch to a higher-rate interface, for example from RS-232 to TCP/IP.
4. Otherwise, reduce the inspection rate.

Source: [Web HMI Dashboard](#)  – Zebra Aurora Focus User Guide (official documentation).

How can my Zebra FS20 add a prefix, suffix or separator to the data it sends?

Short answer: In Aurora Focus, open the “Connect” tab, then “Output Formatting”: enable formatting and add fields or delimiters in the “Prefix”, “Data” and “Suffix” areas. The sample message can be copied so that it can be checked on the PLC or application side.

LIKELY CAUSE

According to the Aurora Focus guide, output formatting applies to identification and vision tools. When a job contains several reading tools, each value is appended in the order of the tools. Vision tools add the job pass field (Pass or Fail), placed first and separated from the data by a comma.

WHAT TO DO

1. In the “Connect” tab, click “Output Formatting”.
2. Turn on the formatting switch.
3. Click a tool (under “Tools”) or the job to add a result field or a delimiter in “Prefix”, “Data” or “Suffix”.
4. Choose the “Data Type Delimiter” from the list.

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5. Click “Copy” to copy the sample message (“Message Sample”) and compare it with what the receiving system expects.

Formatting by symbology is also possible in the “Build” tab, “Data Formatting” section (“Custom Formatting”).

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

My Zebra FS20 cannot be found on the network: Ethernet, IP and PLCs

Detection in Aurora Focus, IP address, industrial protocols and the inputs/outputs of the M12 connector.

Why is my Ethernet-connected Zebra FS20 not detected by Aurora Focus?

Symptoms: the FS20 does not appear in `View Devices` .

Short answer: According to Zebra, the Windows Defender firewall often blocks the Aurora Focus ports: allow the application on domain, public and private networks. Then switch the FS20's power off, restore it, wait about a minute and run detection again, first directly on the PC and then through a switch.

LIKELY CAUSE

The troubleshooting table in the FS10/xS20 guide cites the firewall and a scanner that is not on the network. The Aurora Focus guide describes two Ethernet connections: an M12 cable to the PC's Ethernet port, with no Internet access by default, or an M12 cable to a switch or router on the same subnet as the PC, where the scanner usually gets its address from the router.

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WHAT TO DO

1. Allow Zebra Aurora Focus through the Windows Defender firewall for “Domain”, “Public” and “Private” networks.
2. In File Explorer, Network section, check whether the scanner appears under “Network” or “Other Devices”.
3. Unplug all the cables, reconnect the power and wait about a minute.
4. Restart Aurora Focus and click “View Devices”, then try to open the Web HMI.
5. Repeat the test with each type of connection: Ethernet directly to the PC, then through a switch or hub.
6. If you know its address, add the scanner with “Add Via IP Address” (see [IP address](#)).
7. If nothing works, Zebra suggests a [factory reset](#).

When to call a technician: if the FS20 still cannot be found on any connection after cutting the power and a reset, contact Zebra support with the serial number, part number and firmware version.

For a licence upgrade, the Aurora Focus guide recommends connecting via a switch or router, which gives Internet access. If a corporate firewall blocks access, it advises checking with the IT department.

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) · [Device Discovery](#), [Add Via IP Address](#), [USB and Ethernet connections](#), [IP settings](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) (official documentation).

Why does my Zebra FS20 not respond to ping on the network?

Short answer: Open the command prompt or PowerShell and type `ping` followed by the IP address of the FS20: the scanner should respond. If it does not, check its address, its addressing mode (DHCP or static address) and the PC's subnet in

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Aurora Focus.

LIKELY CAUSE

The FS10/xS20 guide presents pinging by IP address or host name as a way of checking communication. The Aurora Focus guide states that the scanner's network settings (DHCP, IP address, mask, gateway, DNS, DHCP timeout, host name) are defined separately for each Ethernet port and for USB.

WHAT TO DO

1. Note the IP address of the FS20 in the “View Devices” list in Aurora Focus, or the addressing mode in the “Communications” tab of the scanner settings.
2. At the command prompt or in PowerShell, type `ping` followed by this address and check the replies.
3. Check that the PC and the scanner are on the same subnet, especially with a direct connection without a router.
4. In the scanner's network settings, choose “Enable DHCP” for a network with a DHCP server, or enter a static IP address, mask and gateway.
5. Once the address is known, add the scanner with “Add Via IP Address” in Aurora Focus or open its Web HMI by clicking the address.

The address 192.168.4.100 shown in the ping example in the Zebra guide is only an example.

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) · [Device Discovery, Add Via IP Address, USB and Ethernet connections, IP settings](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [Viewing Devices](#)  – Zebra Aurora Focus User Guide (official documentation).

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How does my Zebra FS20 connect to a PLC over EtherNet/IP, PROFINET or Modbus TCP?

Short answer: The protocol is chosen in Aurora Focus: “Communication Settings”, “PLC Protocol” section, “Industrial Ethernet/PLC Options” list (None, EtherNet/IP, Profinet, Modbus TCP). The detailed settings are then made in the “Connect” tab.

LIKELY CAUSE

According to the reference guide, the FS20 has Ethernet with PoE and serial and industrial protocols. For details of each protocol, the Aurora Focus guide refers to the Zebra “Industrial Ethernet User Guide”.

WHAT TO DO

1. In Aurora Focus, open “Communication Settings” and the “PLC Protocol” section.
2. Select the PLC's protocol in “Industrial Ethernet/PLC Options”.
3. Configure the protocol parameters in the “Connect” tab.
4. In the job, choose “PLC” as the trigger source if the PLC controls the scans.
5. Check that the PC, the PLC and the scanner are on the same network (see [IP address](#)).

Sources: [PLC Protocol \(Industrial Ethernet/PLC Options\)](#)  – 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) · [Configurations, License Types \(p. 8-9\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

Why do the outputs on my Zebra FS20 not control my equipment?

Short answer: The two optocoupled outputs of the FS20 are on the 12-pin M12 connector: OUT0 pin 11 and OUT1 pin 1, with the COMMON_OUT common on pin 9.

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Each output supplies 100 mA at most, according to the Zebra guide.

LIKELY CAUSE

The FS10/xS20 guide gives the xS20 two inputs (10 mA) and two outputs (100 mA), optically isolated. It states that the push-pull outputs work with NPN inputs referenced to ground and PNP inputs referenced to DC IN, and that the digital outputs reduce the power available for the illumination.

WHAT TO DO

1. Check the wiring: OUT0 pin 11 (blue wire), OUT1 pin 1 (yellow wire), COMMON_OUT pin 9 (green wire).
2. Check that the load stays below 100 mA per output.
3. Check the reference of the input on the controlled equipment: NPN to ground or PNP to DC IN.
4. The Web HMI dashboard displays the GPIO configuration (“Communication” section).
5. With PoE, disable the outputs you are not using.

Sources: [GPIO Summary](#)  – FS10/xS20 Smart Camera Product Reference Guide · [General Purpose Input and Outputs](#)  – FS10/xS20 Smart Camera Product Reference Guide · [Cable Pin Outs: Power and IO Connector, Ethernet Connector \(p. 19-21\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Web HMI Dashboard](#)  – Zebra Aurora Focus User Guide (official documentation).

Powering the Zebra FS20: PoE, 24 V and earthing

Source priority, restarts and connection to earth according to the Zebra guide.

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Why does my Zebra FS20 restart when I connect or disconnect a power supply?

Symptoms: the scanner restarts when the source changes (24 V or PoE).

Short answer: The Zebra guide warns that changing the power source can cause the scanner to restart. The FS20 uses the external 24 V supply on the M12 connector as a priority, then PoE: plan a single source for the final installation.

LIKELY CAUSE

The FS10/xS20 guide describes an order of priority for the sources: external power supply first, then PoE. The 12-pin M12 input of the xS20 is protected against overcurrent, reverse polarity, overvoltage and undervoltage, and does not power any external device.

WHAT TO DO

1. Choose a single source for the final installation: 24 V DC through the M12 connector, or PoE.
2. For 24 V, connect DC_IN to pin 7 (red wire) and ground to pin 8 (black wire) of the 12-pin M12 connector.
3. Use a Zebra 24 V DC DIN rail power supply (PWR-24V03A-0000 or PWR-24V05A-0000).
4. After a restart, check the Power light (see [Power light](#)).

Sources: [Power Sources, 12 Pin M12 Power Input, Power Over Ethernet \(p. 18\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) · [Cable Pin Outs: Power and IO Connector, Ethernet Connector \(p. 19-21\)](#)  – 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 (official documentation).

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Why does my PoE-powered Zebra FS20 need to be earthed?

Short answer: According to Zebra, an FS20 powered through an unshielded Ethernet cable has no galvanic connection to earth. In that case, connect its metal housing to protective earth through the shield of another cable, a mounting screw or an earthing braid: this is required for protection against electrostatic discharge and recommended for electromagnetic compatibility.

LIKELY CAUSE

The FS10/xS20 guide states that the metal chassis is internally connected to ground. Earthing can be provided through the cable shield, the mounting screws or a low-inductance earthing braid connected to the local protective earth.

Caution: Zebra prohibits mounting the scanner on a conductive object, structure or mechanism that could be connected to mains voltage or to a potential other than protective earth.

WHAT TO DO

1. If the Ethernet cable is not shielded, provide another connection to earth: the shield of another cable, a mounting screw or a low-inductance earthing braid.
2. Secure the scanner using its mounting holes, with the screws tightened to the recommended torque of 6.0 in-lbs.
3. Do not mount the scanner on a conductive support that could be connected to mains voltage or to a potential other than protective earth.

Sources: [Grounding for Electro-Magnetic Compliance and ESD Safe \(p. 18-19\)](#)  · [Mounting Instructions, Torque Specification \(p. 22\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

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How do I reset, back up and restart a Zebra FS20?

Factory reset, backup and restore, remote restart.

How do I factory reset a Zebra FS20?

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

Short answer: Disconnect all power (24 V and PoE), hold down the TRIG button, then reconnect a power source while keeping TRIG held down. After about 20 seconds, the Power light changes from yellow to green and the Ethernet light from orange to amber: release TRIG within the next 5 seconds.

LIKELY CAUSE

Zebra suggests a factory reset, along with cutting the power, so that a scanner is detected again by Aurora Focus. Aurora Focus can also start it remotely with the “Factory Reset” command.

Caution: The reset returns the scanner to its factory settings. Before starting it, save the configuration with “Backup Device” (see [backup](#)).

WHAT TO DO

1. Disconnect all power sources: 24 V M12 cable and PoE Ethernet cable.
2. Hold down the TRIG button.
3. Reconnect a power source without releasing TRIG.
4. Wait 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 scanner gives two medium tones.
6. Remotely: select the scanner in “View Devices” and use “Factory Reset”.
7. Then set up the scanner's network configuration again (see [IP address](#)).

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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 (official documentation).

How can I back up the configuration of a Zebra FS20 and transfer it to another scanner?

Short answer: In the “View Devices” list in Aurora Focus, “Backup Device” creates an encrypted archive of the configuration, which only the “Restore Device” function can read. To configure several identical FS20 scanners, you can also generate a configuration barcode while keeping the network settings of each scanner.

LIKELY CAUSE

The Aurora Focus guide states that restoring causes a full restart of the scanner. The configuration barcode, reserved for FS scanners, offers two options that are useful on a network: “Replace Network Settings” and “Replace Hostname”, which apply the network settings and host name of the new scanner instead of those in the file.

Caution: According to Zebra, restoring a backup from one model type onto a different model can cause problems.

WHAT TO DO

1. Select the FS20 in “View Devices” and click “Backup Device”.
2. To restore, select the target scanner, click “Restore Device” and choose the backup file. The scanner restarts.
3. For a series of scanners: in the “Configuration Barcodes” tab, choose the source configuration and the barcode size.
4. Tick “Replace Network Settings” and “Replace Hostname” so that each scanner keeps its address and name, then click “Generate”.

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

How can I restart a Zebra FS20 remotely or without unplugging it?

Short answer: Aurora Focus offers the “Reboot” command for the selected scanner. On site, the Zebra guide provides the “Reboot the Device” barcode (parameter no. 69030) and the “Restart Core Services” barcode (no. 69031), which restarts only the core services.

LIKELY CAUSE

The FS10/xS20 guide provides these two barcodes. When they are not enough, Zebra advises cutting the power completely and then waiting about a minute.

WHAT TO DO

1. Remotely: select the scanner in “View Devices” and click “Reboot”.
2. On site: scan “Restart Core Services” (no. 69031) or “Reboot the Device” (no. 69030).
3. If the scanner no longer responds at all, unplug all the cables, reconnect the power and wait about a minute.

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

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Updating the firmware on Zebra FS20 scanners: procedure

Updating one or more scanners from Aurora Focus.

How do I update the firmware on several networked Zebra FS20 scanners?

Short answer: In Aurora Focus, select the scanners in “View Devices” and start the update, from a file or from an FTP/FTPS server. The “Dual Update” option updates both of the scanner's partitions, with a restart after each one.

LIKELY CAUSE

The Aurora Focus guide states that the update only applies to connected scanners and that Aurora Focus cannot connect to a scanner whose firmware is too old. For an FTP/FTPS source, you must enter the host, the user name, the password and the file path.

WHAT TO DO

1. Check that all the scanners to be updated appear as connected in “View Devices”.
2. Select them and start “Update Firmware”.
3. Choose the source: a file on the PC (default) or an FTP/FTPS server, with your server's connection details.
4. Tick “Dual Update” to update the main partition and then the secondary one, or “Force Update” to apply the same version to all the scanners.
5. If it fails (low tone, red light at 5 Hz), restart the scanner and try again (see [update failed](#)).

A single scanner can also be updated from its Web HMI. Only one update window can be open at a time in Aurora Focus.

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Sources: [Updating Firmware on Multiple Devices](#)  – Zebra Aurora Focus 10.2 User Guide (MN-004665-12EN Rev A, 2026) · [Viewing Devices](#)  – Zebra Aurora Focus User Guide · [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 FS20: heat, sealing and cleaning

Temperature, tightening torques for IP65/IP67 and approved cleaning products.

Why does my Zebra FS20 stop scanning after several hours of operation?

Symptoms: jobs stopped, high temperature in the Web HMI.

Short answer: The FS20 monitors its temperature: according to Zebra, if a recommended limit is exceeded, it may stop active jobs. Correct the cause (throughput, illumination, ambient heat), then switch the power off and on again.

LIKELY CAUSE

The FS10/xS20 guide gives an ambient temperature of 0 to 45 °C without PoE, depending on the duty cycle. It lists the following measures: avoid continuous triggering, reduce the throughput, use external illumination, install the scanner in a cooler place or ventilate it.

WHAT TO DO

1. Check the temperature on the Web HMI dashboard.
2. Reduce the trigger rate and avoid continuous mode.
3. Use external illumination or ventilate the scanner.
4. Mount the scanner on a metal structure to dissipate heat: Zebra cites its BRKT-LMNT-U000 universal bracket.

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5. Switch the power off and on again to resume normal operation.

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).

Why might my Zebra FS20 lose its IP65/IP67 sealing?

Short answer: According to Zebra, the IP65 or IP67 rating is only guaranteed if the M12 cables and the connector caps are tightened to the correct torque. The caps are hand-tightened at the factory: tighten them to 10 in-lbs at installation if no cable is connected, and the M12 cables to 24 in-lbs.

LIKELY CAUSE

The FS10/xS20 guide gives the tightening torques for the xS20: 24.0 in-lbs for Zebra M12 cables and 10.0 in-lbs for connector caps. It provides a reference dimension of 5.80 mm to check that a cap is correctly seated.

WHAT TO DO

1. Tighten Zebra M12 cables to 24.0 in-lbs.
2. On an unused connector, tighten the cap to 10.0 in-lbs: the factory hand-tightening is not enough.
3. Check that the cap is correctly seated using the 5.80 mm dimension given by Zebra.
4. Tighten the mounting screws to 6.0 in-lbs.

Source: [Mounting Instructions, Torque Specification \(p. 22\)](#)  – FS10/xS20 Smart Camera Product Reference Guide (MN-004336-02EN Rev A, 2025) (official documentation).

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Which products can I use to clean a Zebra FS20 in an industrial environment?

Short answer: Zebra approves pre-moistened wipes and 70% isopropyl alcohol. The guide also states that the FS20 tolerates engine oil, ATF and CVT transmission fluids and a tested industrial degreaser. Clean the scan window regularly, as dirt on it impairs accuracy.

LIKELY CAUSE

The “Maintenance” chapter of the FS10/xS20 guide lists the approved products, the industrial fluids tolerated by the FS/VS series (not all brands and variants have been tested) and the products that damage plastics.

Caution: According to Zebra, acetone, ammonia, bleach, benzene, toluene, trichloroethylene, ketones, ethers and alkaline solutions damage the scanner's plastics.

WHAT TO DO

1. Apply the product to a soft cloth, never directly onto the scanner.
2. Wipe all surfaces without letting liquid pool around the window, the button or the M12 connectors.
3. Do not spray liquid into the scan window. Wipe it with lens tissue, then dry it with a soft non-abrasive cloth.
4. Clean the connector contacts with a cotton bud soaked in isopropyl alcohol (at least three passes), then with a dry cotton bud.
5. Leave to air-dry before putting back into service.

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

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When should you call a technician for a Zebra FS20 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 job error persists, gather the serial number, part number and firmware version of the FS20 before contacting Zebra support, as the documentation provides (see [the entry](#)).
- **Repeated update failures:** If the update fails again after a restart, contact Zebra support giving the serial number, part number and firmware version, information that the Aurora Focus help asks you to note before any call (see [the entry](#)).
- **No decoding despite the checks:** If the FS20 still does not decode after these checks and a reset, the guide refers you to Zebra support (have the serial number, part number and firmware version ready) (see [the entry](#)).
- **Scanner cannot be found on any connection:** If the FS20 still cannot be found on any connection after cutting the power and a reset, contact Zebra support with the serial number, part number and firmware version (see [the entry](#)).

Avoiding recurring faults on the Zebra FS20 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

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.

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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 FS20 scanner troubleshooting: frequently asked questions

How do I reset a Zebra FS20?

Disconnect all power (24 V and PoE), hold down the TRIG button, then reconnect a power source while keeping TRIG held down. After about 20 seconds, the Power light changes from yellow to green and the Ethernet light from orange to amber: release TRIG within the next 5 seconds. [See the detailed entry.](#)

Why is the Power light on the Zebra FS20 flashing green?

At start-up, the Power light indicates the power received: solid red for low power, slow-flashing green for limited power (15 W PoE), solid green for full power (24 V or 30 W PoE). To get full power, supply the FS20 with 24 V DC through its M12 connector or through a 30 W PoE+ injector. [See the detailed entry.](#)

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Why is the Zebra FS20 not detected by Aurora Focus?

According to Zebra, the Windows Defender firewall often blocks the Aurora Focus ports: allow the application on domain, public and private networks. Then switch the FS20's power off, restore it, wait about a minute and run detection again. [See the detailed entry.](#)

What PoE power does a Zebra FS20 need?

According to the Zebra guide, the FS20 requires at least an 802.3af Class 2 PoE source (7 W). With 15 W PoE, it starts on limited power, and full power requires 30 W PoE or a 24 V power supply. [See the detailed entry.](#)

What do two low beeps mean on a Zebra FS20?

Two low tones with the Device Status light solid red signal a job error in the Zebra table for the FS20. Check the job deployed in Zebra Aurora Focus and the scanner's status on the Web HMI dashboard, in particular its temperature. [See the detailed entry.](#)

How do I connect a Zebra FS20 to a PROFINET PLC?

The protocol is chosen in Aurora Focus, in the PLC Protocol section of Communication Settings, Industrial Ethernet/PLC Options list (None, EtherNet/IP, Profinet, Modbus TCP). The detailed settings are then made in the Connect tab. [See the detailed entry.](#)

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Why does the Zebra FS20 not send its results over TCP/IP?

Enable result output on the interface used, with the TCP Result Output barcode in the Zebra guide or with the Enable TCP/IP Results option in Aurora Focus. Then check the port and the connection type, server by default or client. [See the detailed entry.](#)

How do I update the firmware on a Zebra FS20?

In Aurora Focus, select the scanners in View Devices and start the update, from a file or from an FTP/FTPS server. The Dual Update option updates both of the scanner's partitions, with a restart after each one. [See the detailed entry.](#)

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**

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- [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: “xS20 Connections” in the former FS/VS20 Smart Sensor Product Reference Guide, “User Interface Label”, “xS20 Specifications”, “Installation” and “Input/Output (IO) Interface Configuration” in the FS10/xS20 guide on docs.zebra.com (content read in the PDF of the same guide), “Updating Firmware on Multiple Devices” in the online Aurora Focus guide (content read in the PDF), the chapters on updating via the Web HMI and “Performing a Factory Reset” in the Aurora Focus PDF, and articles 000022007 and 000022148 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.

See also

- Product page on timcod.fr (in French): [Zebra FS20](#)
- All troubleshooting guides for Zebra scanners and mobile computers ([DS3600](#), [FS10](#), [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/fs20>, updated on 21 October 2026.

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