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TROUBLESHOOTING GUIDE

Zebra MC3200 (MC32N0) troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, MC32N0 User Guide (MN000886A06-A) and MC3200 Integrator Guide (MN000887A03-A) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra MC3200 product page →

In brief. The Zebra MC3200 (part number MC32N0) is a rugged keypad mobile computer, available in a trigger version (MC32N0-G), a rotating scan turret version (MC32N0-R) and the MC32N0-S; depending on the configuration, it runs Android 4.1.1 or Windows CE 7.0. Zebra stopped supporting this model on 31 August 2026. The causes cited most often in the documentation are charging (amber light, temperature, incorrectly inserted battery), a scanner that sends nothing because there is no DataWedge profile, and freezes that require a restart or a reset, which differs between Android and Windows CE. Click a question to open its troubleshooting entry.

- **A light is flashing or a message is displayed:** find the signal in the [lookup table](#) and open the matching entry.
- **The scanner does not read, or nothing reaches the application:** see [the scanner does not read](#) and [data missing from the application](#).

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- **The mobile computer is frozen or needs to be reset:** see [restart](#), [reset on Android](#) and [cold boot on Windows CE](#).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights and messages on my Zebra MC3200 mean? Lookup by signal

The MC3200 indicates charging with an amber light, a successful read with green lights and a beep, and certain states with on-screen messages. Its cradles and chargers have their own lights. The table links each signal to its cause and to its troubleshooting entry.

Signal or message	Light (Zebra guide)	Likely cause	Entry
Charging light off, mobile computer in the cradle	○ off	Not charging: mobile computer incorrectly inserted, no power source, or cradle or charger not powered	Charging light off
Charging light flashing amber slowly	● amber, flashing slowly	Battery charging	The mobile computer does not charge
Charging light solid amber	● solid amber	Charging complete	The mobile computer does not charge

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Signal or message	Light (Zebra guide)	Likely cause	Entry
Charging light flashing amber rapidly	● amber, flashing rapidly	Charging error: temperature too low or too high, or charging has gone on too long without completing (usually 8 hours)	<u>Amber light flashing rapidly</u>
A single amber flash when the battery is inserted	● amber, one flash	Low battery	<u>Low battery</u>
Right light flashing amber when Power is pressed, display off	● amber flashing (right light)	Critical suspend: battery below the critical level, data preserved	<u>Low battery</u>
Scan light red, then off, after "Battery swap"	● red then off	The mobile computer is ready for the battery to be removed	<u>Battery swap</u>
Beep on scanning	● green (scan lights)	Barcode decoded (default setting)	<u>The scanner does not scan</u>
Windows CE: Battery Health window with a green, yellow or red background	—	Battery healthy (green), nearing the end of its useful life (yellow) or needs replacing (red)	<u>Battery wear</u>
No Wi-Fi signal	—	No Wi-Fi signal available	<u>Wi-Fi</u>

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Signal or message	Light (Zebra guide)	Likely cause	Entry
Connected as a media device or Connected as an installer	—	Android mobile computer connected to a computer by USB, in MTP mode or USB mass storage mode	USB connection to the computer
4-slot Ethernet cradle: speed lights	● green: left (1000) = 1 Gbit/s, right (100) = 100 Mbit/s; both off = 10 Mbit/s	Speed of the cradle's Ethernet link	Ethernet cradle
Universal battery charger (UBC) adapter: STANDBY	● flashing yellow	Deeply discharged battery being slow-charged before normal charging	Spare battery
Universal battery charger (UBC) adapter: FAULT	● solid yellow	Charging error: check that the battery is correctly fitted	Spare battery
Universal battery charger (UBC) adapter: READY	● green	Charging complete	Spare battery

The light states come from the charging tables in the MC32N0 User Guide and the Accessories chapter of the MC3200 Integrator Guide; the battery thresholds come from the “Battery Management” section of the user guide. A dash means that the page consulted does not specify the state of the light.

Orange light on the Zebra MC3200: charging error, causes and solutions

The amber light flashing rapidly is the only error light that the Zebra documentation describes for the mobile computer itself.

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Why is the light on my Zebra MC3200 mobile computer flashing orange rapidly?

Charging light: amber (orange), flashing rapidly.

Short answer: The Zebra guide treats this as a charging error: temperature too low or too high, or charging that lasts too long without completing (usually eight hours). Charge the mobile computer in a room between 0 °C and 40 °C; if the rapid flashing returns, try another battery.

LIKELY CAUSE

The charging light table in the MC32N0 User Guide distinguishes three amber states: flashing slowly while charging, solid when charging is complete, flashing rapidly in the event of a charging error (temperature out of range, or prolonged charging without completing, typically eight hours). The integrator guide also states that charging stops intermittently to keep the battery within an acceptable temperature range, and that the light indicates this.

Caution: According to Zebra, charge the battery only at an ambient temperature between 0 °C and 40 °C (32 °F to 104 °F).

WHAT TO DO

1. Check the ambient temperature: Zebra says to charge only between 0 °C and 40 °C (32 °F to 104 °F).
2. If the mobile computer has come from a cold or hot area, let it return to room temperature before putting it back in the cradle.
3. Remove and reinsert the mobile computer (or the battery) to make sure it is seated correctly.
4. If the rapid flashing persists after a long charge, try another battery: see [the mobile computer does not charge](#).

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Sources: [Charging the Battery \(charging light table\)](#) [↗](#) – MC32N0 User Guide (PDF, MN000886A06-A) · [Setup; Single Slot Serial/USB Cradle](#) [↗](#) – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).

My Zebra MC3200 no longer reads barcodes: causes and solutions

Imager or turret laser scanner, active field, DataWedge and decoders: what the Zebra documentation tells you to check.

Why has my Zebra MC3200 mobile computer stopped reading barcodes?

Symptoms: no beam, no beep, or a beam but no decode.

Short answer: Open an app with an active input field, then press and hold the scan button or the trigger: with the imager, place the barcode in the red aiming pattern; with the laser on the MC32N0-R, the red line must cross all the bars. If nothing happens, check that DataWedge is enabled and that the symbology is ticked.

LIKELY CAUSE

According to the integrator guide, scanning requires an app with an active field and, on Android, goes through DataWedge. On a successful read, the scan lights turn green and a beep sounds (default setting). Common decoders are enabled by default; the others must be enabled in the DataWedge profile.

Caution: On the MC32N0-R, Zebra warns against forcing the turret past its side stops: this can damage the mobile computer.

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WHAT TO DO

1. Open an app and place the cursor in an input field.
2. Imager: point the exit window at the barcode and press and hold the scan button or the trigger; a red aiming pattern helps you aim.
3. Laser (MC32N0-R): turn the turret to the most suitable scanning position, press and hold the scan button and pass the red line across all the bars and spaces of the barcode.
4. On a successful read, the scan lights turn green and the mobile computer beeps; the data appears in the field.
5. Test in the DWDemo app (scan button or the app's yellow button): the scanned data appears under the yellow button.
6. If DWDemo does not read either, check that DataWedge is enabled (see [DataWedge disabled](#)); if it does read, see [data missing from the application](#).
7. If one type of barcode is never read, open the DataWedge profile, then Barcode Input > Decoders, and tick the symbology; Zebra recommends disabling unnecessary decoders for better performance.

The DataWedge settings described in the integrator guide apply to the Android versions of the MC3200.

Sources: [Basic Scanning; Profile Configuration \(Barcode Input, Decoders\)](#) [↗](#) – MC3200 Integrator Guide (PDF, MN000887A03-A) · [DataWedge Demonstration; MC32N0-R Features](#) [↗](#) – MC32N0 User Guide (PDF, MN000886A06-A) (official documentation).

Barcodes scanned by my Zebra MC3200 do not reach the application: solutions

On Android, DataWedge profiles decide where and how scanned data is sent.

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Why do barcodes scanned by my Zebra MC3200 mobile computer not appear in my application?

Symptoms: scanning works in DWDemo, but the business application receives nothing.

Short answer: On Android, DataWedge applies a profile to each application. If your application has no profile and the generic Profile0 is disabled, it receives nothing: create a profile for that application, with Barcode Input and Keystroke output enabled.

LIKELY CAUSE

According to the integrator guide, Profile0 is the generic profile used when no user-created profile is associated with the application in the foreground. It can be disabled so that DataWedge only sends data to applications that have a profile. Enabled profiles appear in white, disabled profiles in grey.

WHAT TO DO

1. Open DataWedge and look at the list of profiles: Profile0, Launcher and DWDemo are preconfigured; a greyed-out profile is disabled.
2. Create a profile for your application and associate the application with it under Applications.
3. In the profile, check Profile enabled, then tick Enabled in Barcode Input and in Keystroke output (or use Intent Output if the application's developer provides for it).
4. In Basic data formatting, check that Send data is enabled: when disabled, it prevents the data from being sent (only the prefix and suffix are sent).

Profile0 can be edited, but not associated with a specific application.

Source: [Profiles; Profile Configuration; Keystroke Output](#)  – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).



Why does my Zebra MC3200 mobile computer not move to the next field after a scan?

Symptoms: the barcode is entered, but you have to press Enter or Tab manually.

Short answer: In DataWedge, the Send ENTER key and Send TAB key options in Basic data formatting are disabled by default. Tick one of them in your application's profile to confirm the entry or move to another field after each scan.

LIKELY CAUSE

The integrator guide lists the options in Basic data formatting (enabled by default): Prefix to data, Suffix to data, Send data (enabled by default), Send as hex, Send TAB key and Send ENTER key (disabled by default).

WHAT TO DO

1. Open DataWedge, then your application's profile.
2. In Keystroke output, open Basic data formatting.
3. Tick Send ENTER key to confirm after each scan, or Send TAB key to move to the next field.
4. If required, add a prefix or a suffix (Prefix to data, Suffix to data).
5. If the barcode itself contains a control character, the Action key character option (Tab, Line feed or Carriage return) lets you use it to move to the next field in native Android applications.

Source: [Keystroke Output; Basic Data Formatting](#)  – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).



My Zebra MC3200 will not connect over Wi-Fi, Bluetooth, Ethernet or to the PC: solutions

Wi-Fi and Bluetooth connection on Android, 4-slot Ethernet cradle and USB connection to a computer.

Why won't my Zebra MC3200 mobile computer running Android connect to Wi-Fi?

Message: `No Wi-Fi signal` in the status bar.

Short answer: Check that the Wi-Fi switch is on in Settings, then select the network and enter its credentials. If the network does not broadcast its name (SSID) or is out of range, the Zebra guide says to add it manually.

LIKELY CAUSE

The user guide describes connecting to Wi-Fi on Android: the mobile computer lists nearby networks and obtains its address by DHCP. A network that does not broadcast its SSID, or that is out of range, does not appear in the list and must be added manually. The message `No Wi-Fi signal` indicates that no signal is available.

WHAT TO DO

1. Open Settings and turn on the Wi-Fi switch.
2. Tap Wi-Fi: the mobile computer lists nearby networks.
3. Open network: tap the profile, or touch and hold it and choose Connect to network.
Secure network: enter the password or credentials, then tap Connect.
4. Once connected, Connected appears under the Wi-Fi setting. The address is obtained by DHCP; the guide also describes a static IP address.
5. If the network does not appear (hidden SSID or out of range), add it manually.
6. To save battery, turn off Wi-Fi when you are not using it.

This procedure is the one for the Android versions of the MC3200.

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Source: [Wireless Local Area Networks](#) – MC32N0 User Guide (PDF, MN000886A06-A) (official documentation).

Why can't my Zebra MC3200 mobile computer find my Bluetooth device?

Symptoms: device missing from the AVAILABLE DEVICES list, or pairing impossible.

Short answer: On Android, the MC3200's Bluetooth radio is disabled by default and turns off in Airplane mode. Turn it on, make the other device discoverable and stay within 10 metres, then tap SCAN FOR DEVICES.

LIKELY CAUSE

According to the user guide, the Bluetooth radio is off by default, stays on in suspend mode and turns off in Airplane mode. It is Class 2 (range of about 10 metres). Pairing requires the other device to be in discoverable mode.

Caution: Zebra recommends pairing only in a secure environment and not saving PINs on the mobile computer.

WHAT TO DO

1. Turn on Bluetooth on the mobile computer and on the other device, and check that Airplane mode is off.
2. Put the other device in discoverable mode and bring it within 10 metres.
3. On the Bluetooth screen, tap SCAN FOR DEVICES: the devices found appear under AVAILABLE DEVICES.
4. Tap the device, then enter the same PIN on both devices; with Simple Pairing, tap Pair on both.
5. To connect a device that is already paired: in PAIRED DEVICES, touch and hold the device and tap Connect.

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6. If the problem persists, remove the pairing (icon next to the name, then Unpair) and start again.

Zebra also recommends avoiding Bluetooth device discovery during heavy 802.11b Wi-Fi traffic. This procedure is the one for the Android versions.

Source: [Bluetooth \(Android\)](#)  – MC32N0 User Guide (PDF, MN000886A06-A) (official documentation).

Why does my Zebra MC3200 mobile computer have no network connection in the Ethernet cradle?

Symptoms: no network connection or very low speed in the 4-slot Ethernet cradle.

Short answer: Check that the cradle's Primary port is connected to a switch or a router and read the green speed lights: if they are all off, the link is at 10 Mbit/s. On Android, enable Ethernet in the settings; on Windows CE, the drivers start automatically when the mobile computer is placed in the cradle.

LIKELY CAUSE

According to the integrator guide, the 4-slot Ethernet cradle indicates the speed with green lights (left 1000 = 1 Gbit/s, right 100 = 100 Mbit/s, all off = 10 Mbit/s). Zebra advises against daisy-chaining cradles if the main link of the first one runs at 10 Mbit/s, as this can cause throughput problems.

WHAT TO DO

1. Connect the cradle's power supply and connect its Primary port to a switch, a router, a hub or a host port.
2. Read the green speed lights on the front or on the Primary port.
3. To daisy-chain up to four cradles, connect the Secondary port (behind the label flap) to the Primary port of the next cradle; avoid daisy-chaining if the first cradle's link is at 10 Mbit/s.



4. Android: enable Ethernet in the settings, place the mobile computer in the cradle, then touch and hold Eth0 to set a proxy (Modify Proxy) or a static IP address (Disconnect, IP Static, then Connect).
5. Windows CE: place the mobile computer in the cradle; the LAN icon confirms the connection, and double-tapping it opens the LANNDS1 window with the TCP/IP details.

Source: [Four Slot Ethernet Cradle](#)  – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).

Why does my Zebra MC3200 mobile computer not appear on the computer over USB?

Message: `Connected as a media device` or `Connected as an installer`.

Short answer: On Android, the MC3200 connects either as a media device (MTP) or as an installer (USB mass storage of the microSD card). Tap the USB notification to choose the right mode, then look for the mobile computer in the computer's file explorer.

LIKELY CAUSE

According to the integrator guide, media device mode (MTP) gives access to the microSD card and the internal memory, whereas installer mode only gives access to the microSD card, which appears as “Removable Disk”.

WHAT TO DO

1. Connect the mobile computer to the computer with the USB client charging cable, or place it in a single-slot cradle connected to the computer.
2. Read the status bar: `Connected as a media device` or `Connected as an installer`.



3. To switch to MTP, open the notification panel, tap the USB notification and choose Media device (MTP); the mobile computer appears as a portable device on the computer.
4. For installer mode, deselect Media device (MTP), then tap Turn on USB Storage; tap Turn off USB storage when you have finished.
5. Before disconnecting, eject the mobile computer properly following the computer's instructions to avoid losing data.

According to the integrator guide, this USB procedure only applies to the Android versions of the MC3200.

Source: [USB Communication](#)  – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).

Zebra MC3200 battery and charging: problems and solutions

Charging lights, cradles and chargers, battery swap, low battery and wear thresholds, on Android and Windows CE alike.

Why does the charging light on my Zebra MC3200 mobile computer not come on in the cradle?

Charging light: off, mobile computer in the cradle.

Short answer: According to Zebra, the mobile computer is not correctly inserted in the cradle, or the cradle (or charger) is not powered. Check the power supply, then insert the mobile computer, pressing gently until it is seated correctly.



LIKELY CAUSE

The charging light table associates a light that is off with a mobile computer that is not charging, for one of these reasons: incorrect insertion in the cradle, no power source, charger or cradle not powered.

WHAT TO DO

1. Check that the cradle is connected to the mains and powered.
2. Slide the mobile computer into its slot and press gently so that it is seated correctly: the amber light should start flashing slowly.
3. With a communication and charging cable, check that it is connected both to the power source and to the mobile computer.
4. If the light stays off, try another slot in the cradle or another cradle.

Sources: [Charging the Battery \(charging light table\)](#)  – MC32N0 User Guide (PDF, MN000886A06-A) · [Setup; Single Slot Serial/USB Cradle](#)  – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).

Why does my Zebra MC3200 mobile computer take so long to charge?

Symptoms: charging that never seems to finish, amber light flashing slowly for hours.

Short answer: According to Zebra, the standard battery charges fully in less than five hours and the extended battery in less than eight hours. The amber light flashes slowly while charging and stays solid when charging is complete.

LIKELY CAUSE

The integrator guide states that the standard battery (1X) is fitted to the MC32N0-R and the extended battery (2X) to the MC32N0-S and MC32N0-G: charging times therefore differ by model. Charging also stops intermittently if the battery needs to stay within an acceptable temperature range.

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Caution: Zebra limits charging to an ambient temperature of 0 °C to 40 °C; outside this range, charging stops to protect the battery.

WHAT TO DO

1. Before first use, charge the main battery until the amber charging light stays solid.
2. Allow less than five hours for a standard battery and less than eight hours for an extended battery.
3. Charge between 0 °C and 40 °C: outside this range, or after charging for too long, the light switches to rapid flashing (see [amber light flashing rapidly](#)).
4. On Android, disconnect the mobile computer from the power supply, then check the level in Settings > About device > Status (Battery level field).
5. On Windows CE, disconnect the mobile computer, then open Settings > Control Panel > Power, Battery tab (Battery Power remaining field).

The main battery can be charged before or after it is installed in the mobile computer.

Sources: [Setup](#)  – MC3200 Integrator Guide (PDF, MN000887A03-A) · [Charging the Battery; Battery Management on Android Devices; Battery Management on WinCE Devices](#)  – MC32N0 User Guide (PDF, MN000886A06-A) (official documentation).

Why won't the spare battery for my Zebra MC3200 charge in the charger?

Symptoms: spare battery light off or flashing rapidly, on the single-slot cradle or the 4-slot charger.

Short answer: On both the single-slot cradle and the 4-slot battery charger, the MC3200 battery charges in a Battery Adapter installed in the slot. Check the adapter, reinsert the battery bottom first and press to engage it on the contacts.



LIKELY CAUSE

According to the integrator guide, a light that is off indicates no battery, a battery or adapter that is incorrectly fitted, or a charger that is not powered; rapid amber flashing indicates a charging error, and Zebra then says to check that the battery is correctly fitted.

Caution: Zebra limits charging to a temperature between 0 °C and 40 °C; charging stops briefly if the battery needs to stay within a safe temperature range.

WHAT TO DO

1. Check that the Battery Adapter is installed in the slot before putting the battery in.
2. On the single-slot cradle: insert the battery bottom first, pivot the top onto the contact pins and press down. To remove it, press the clip and lift.
3. Check that the cradle or charger is powered.
4. Read the battery light: amber flashing slowly while charging, solid amber when charging is complete, amber flashing rapidly in the event of an error.
5. With the universal battery charger (UBC) adapter: POWER green = powered, CHARGING solid yellow = normal charging, STANDBY flashing yellow = deeply discharged battery being slow-charged, READY green = charging complete, FAULT solid yellow = error (check that the battery is correctly fitted).

Charging times given for the chargers: less than five hours for a standard battery, less than eight hours for an extended battery.

Source: [Single Slot Serial/USB Cradle](#); [Four Slot Spare Battery Charger](#); [Universal Battery Charger Adapter](#)

🔗 – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).

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How do I change the battery in my Zebra MC3200 mobile computer without losing my data?

Scan light: red, then off, before the battery is removed.

Short answer: Press and hold the Power button, tap Battery swap (Android) or Safe Battery Swap (Windows CE), and wait for the scan light to turn red and then go off before removing the battery. According to Zebra, the mobile computer retains the data in memory for at least five minutes without the main battery.

LIKELY CAUSE

The user guide provides a battery swap command in the Power button menu. The scan light turning red, then off, indicates that the mobile computer is ready for the battery to be removed. The integrator guide adds that data is retained for at least five minutes with the battery removed or fully discharged, and for at least 36 hours in a very low battery state.

Caution: Put a battery back in within five minutes: this is the minimum time for which Zebra guarantees that data is retained in memory.

WHAT TO DO

1. Press and hold the Power button until the menu appears, then tap Battery swap (Android) or Safe Battery Swap (Windows CE).
2. Wait for the scan light to turn red and then go off.
3. MC32N0-R and MC32N0-S: loosen and lift the hand strap to access the battery.
4. Press the two release buttons: the battery comes out slightly; remove it.
5. Fit the new battery (MC32N0-G: pivot the bottom into the compartment; MC32N0-R/S: align the top first), then press firmly until the two release buttons return to position.
6. Retighten the hand strap if necessary and press Power to switch the mobile computer back on.

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Sources: [Replacing the MC32N0-G Battery](#); [Replacing the MC32N0-R/S Battery](#) [↗](#) – MC32N0 User Guide (PDF, MN000886A06-A) · [Setup](#) [↗](#) – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).

Why won't my Zebra MC3200 mobile computer switch back on, and why is its light flashing orange?

Display off · Right light: amber, flashing when Power is pressed.

Short answer: The mobile computer is in critical suspend: the battery has dropped below the critical level and the device has gone into suspend to preserve data. Put it in its cradle or change the battery.

LIKELY CAUSE

According to the user guide, on Android a warning appears below 23% (standard battery) or 11% (extended battery), then the mobile computer goes into critical suspend below 17% (standard) or 8% (extended). On Windows CE, the warning appears below 15% (default setting) and critical suspend below 10%. In both cases, the display goes off and pressing Power makes the right light flash amber.

WHAT TO DO

1. Recharge the mobile computer in its cradle or with the charging cable, or swap the battery (see [change the battery](#)).
2. Do not leave the mobile computer in this state for too long: according to the integrator guide, data is retained for at least 36 hours in a very low battery state.
3. As soon as the low battery warning appears, plan to recharge.
4. When a battery is inserted, a single flash of the amber light also indicates a low battery.

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Sources: [Battery Management on Android Devices](#); [Battery Management on WinCE Devices](#); [Charging the Battery](#) [🔗](#) – MC32N0 User Guide (PDF, MN000886A06-A) · [Setup](#) [🔗](#) – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).

How can I tell whether the battery in my Zebra MC3200 mobile computer is worn out?

Windows CE: Battery Health window with a green, yellow or red background.

Short answer: On Windows CE, the Battery Health icon in the taskbar opens a coloured window: green for a healthy battery, yellow for a battery nearing the end of its useful life, red for a battery that needs replacing. The Control Panel > Power menu, BatteryMgmt tab, also shows the state (Healthy or Unhealthy).

LIKELY CAUSE

For Windows CE, the user guide describes a five-star health rating based on a usage threshold, a cycle counter and a State of Health of Healthy or Unhealthy. The window can be set to appear when the mobile computer wakes up or according to the battery's state of health.

WHAT TO DO

1. Tap the Battery Health icon in the taskbar: the window shows the charge (Battery Power), the health (Battery Health, in stars) and the number of cycles (Cycle Count).
2. Note the background colour: green = healthy, yellow = nearing the end of its useful life, red = needs replacing.
3. For details, open Start > Settings > Control Panel > Power, BatteryMgmt tab: State of Health, Battery Usage Indicator, Battery Usage Threshold and battery serial number.
4. If the battery is shown as red or Unhealthy, replace it (see [change the battery](#)).

On Android, the user guide only describes the charge level (Settings > About device > Status, mobile computer disconnected).

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Source: [Battery Health Management; Battery Health](#)  – MC32N0 User Guide (PDF, MN000886A06-A) (official documentation).

Why does the battery in my Zebra MC3200 mobile computer run down so quickly?

Symptoms: battery life not long enough for a working day.

Short answer: Zebra recommends reducing the display brightness and the time before the display goes to sleep, turning off unused radios and automatic synchronisation, and leaving the mobile computer on mains power when it is not in use. If battery life is still poor, check the battery for wear.

LIKELY CAUSE

The “Battery Optimization” section of the user guide lists the settings that use the most power: display, wireless radios, automatic app synchronisation, and apps that prevent sleep mode (music, video).

WHAT TO DO

1. Leave the mobile computer on mains power (cradle or cable) when it is not in use.
2. Set the display to turn off after a short period of inactivity and lower the brightness.
3. Turn off Wi-Fi, Bluetooth and the other radios when you are not using them.
4. Disable automatic synchronisation of email, calendar, contacts and other apps; the Power Control widget lets you manage radios, brightness and synchronisation.
5. Limit the apps that prevent sleep mode, such as music or video players.
6. If battery life is still poor, check the battery's health: see [worn battery](#).

Source: [Battery Optimization](#)  – MC32N0 User Guide (PDF, MN000886A06-A) (official documentation).

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Resetting a Zebra MC3200 on Android or Windows CE: procedures

Enterprise Reset and Factory Reset on Android, cold boot on Windows CE: what each procedure erases.

How do I reset my Zebra MC3200 mobile computer running Android?

Symptoms: Android mobile computer needs to be reset, or a software fault persists after a restart.

Short answer: Zebra offers two resets using a microSD card and the recovery screen: Enterprise Reset, which keeps the /enterprise partition, and Factory Reset, which erases everything. Download the file from the Zebra support website, copy it to the root of the card, then run it from the “apply update from sdcard” menu.

LIKELY CAUSE

According to the integrator guide, Enterprise Reset erases all data in the /cache and /data partitions and all settings, except those in the /enterprise partition. Factory Reset erases the /cache, /data and /enterprise partitions and all settings, and returns the mobile computer to the last system image installed.

Caution: Factory Reset erases all data and apps, including the /enterprise partition. To go back to an older version of the operating system, you need to reinstall that image.

WHAT TO DO

1. Before an Enterprise Reset, copy the apps and the key remapping file you want to keep to the /enterprise/usr/persist folder.
2. Download the Enterprise Reset file (M32N0JXXRE...zip) or Factory Reset file (M32N0JXXRF...zip) from the Zebra support website, then copy it to the root of the microSD card.
3. Press and hold Power until the menu appears, then tap Reset.

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4. Immediately press and hold the trigger (MC32N0-G) or the right scan button (MC32N0-R/S); release it when the Recovery Mode screen appears.
5. Press the key shown by an icon in step 7 of the procedure in the integrator guide: the System Recovery screen appears.
6. Using the navigation keys, choose “apply update from sdcard”, press Enter, select the ZIP file and press Enter: the reset runs and the mobile computer restarts.

On Windows CE, a reset is done with a cold boot: see [cold boot](#).

Source: [Resetting the Android Device \(Enterprise Reset, Factory Reset\)](#) – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).

How do I perform a cold boot on my Zebra MC3200 mobile computer running Windows CE?

Symptoms: Windows CE mobile computer still not responding after a warm boot.

Short answer: Press the 1, 9 and Power keys at the same time, then release them, without holding down any other key: the splash screen appears, then calibrate the touch screen. Be careful: a cold boot erases added apps and data, so Zebra requires the administrator's approval.

LIKELY CAUSE

According to the integrator guide, a cold boot restarts the mobile computer, erases all user records and entries from RAM and returns formats, preferences and other settings to their factory values. Zebra reserves it for cases where a warm boot does not solve the problem.

Caution: Do not perform a cold boot without the administrator's approval: according to Zebra, all added apps and all saved data are deleted.

WHAT TO DO

1. Try a warm boot first (see [restart](#)).

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2. Get your administrator's approval: a cold boot deletes all added apps and saved data.
3. Press the 1, 9 and Power keys at the same time, then release them, without holding down any other key or button.
4. When the splash screen appears, calibrate the touch screen (see [touch screen](#)).

Source: [Resetting the WinCE Device](#)  – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).

My Zebra MC3200 is frozen or no longer scans: restart and DataWedge

Restarts on Android (soft and hard reset) and on Windows CE (warm boot), and re-enabling DataWedge.

How do I restart my Zebra MC3200 mobile computer when it stops responding?

Symptoms: app frozen, or mobile computer no longer responding to the keys.

Short answer: On Android: soft reset (press and hold Power, then Reset) if an app is frozen, hard reset (Power + keys 1 and 9 at the same time) if the mobile computer no longer responds. On Windows CE: warm boot, by holding Power for five seconds.

LIKELY CAUSE

The Zebra guides provide a different restart depending on the operating system. On Android, the soft reset is for apps that stop responding and the hard reset for a frozen mobile computer. On Windows CE, Zebra says to start with a warm boot and only move on to a cold boot if that is not enough.

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Caution: An Android hard reset loses all unsaved data. A Windows CE warm boot closes all programs: unsaved data is lost, and files left open may not be kept.

WHAT TO DO

1. Android, soft reset: press and hold Power until the menu appears, then tap Reset. The mobile computer restarts.
2. Android, hard reset: press Power and the 1 and 9 keys at the same time. The mobile computer restarts.
3. Windows CE, warm boot: press and hold Power for five seconds, then release it as soon as the mobile computer starts to restart; the Warm Boot splash screen appears.
4. Windows CE: if the mobile computer still does not respond, see [cold boot](#).

Sources: [Resetting the Android Device](#); [Resetting the WinCE Device](#)  – MC3200 Integrator Guide (PDF, MN000887A03-A) · [Resetting the Android Device](#)  – MC32N0 User Guide (PDF, MN000886A06-A) (official documentation).

Why does the scan button on my Zebra MC3200 mobile computer running Android no longer do anything?

Symptoms: no beam, even in the DWDemo app.

Short answer: DataWedge may be disabled. Open DataWedge, tap the options menu, then Settings, and tick DataWedge enabled: the blue tick shows that it is enabled.

LIKELY CAUSE

On Android, scanning goes through DataWedge. The integrator guide states that a DataWedge enabled box without a blue tick means that DataWedge is disabled. In a profile, the Barcode Input entry also has its own Enabled box.

WHAT TO DO

1. Open the DataWedge app.

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2. Tap the options menu, then Settings.
3. Tap DataWedge enabled: the blue tick should appear.
4. Open the profile in use and check that Profile enabled and the Barcode Input Enabled box are ticked, and that Scanner selection is set to Auto or to the right scanner.
5. Test scanning in DWDemo.

Source: [DataWedge Settings; Profile Configuration](#)  – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).

Zebra MC3200 touch screen and lock: problems and solutions

Poorly calibrated touch screen, sleep mode and lock screen.

Why does the touch screen on my Zebra MC3200 mobile computer respond in the wrong place?

Symptoms: taps are offset from the items touched.

Short answer: The screen needs to be recalibrated. On Android (Rev B software), open Settings > Display > Touch Calibration and tap the centre of each target with the stylus; on Windows CE, the calibration screen appears at start-up and after a cold boot.

LIKELY CAUSE

The user guide describes a touch screen calibration function, available on Android mobile computers with Rev B software. On Windows CE, the integrator guide says to calibrate the screen after a cold boot, and the user guide states that a calibration screen appears at start-up on mobile computers with Rev B software.

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WHAT TO DO

1. Take the stylus out of its holder.
2. Android: open Settings > Display > Touch Calibration.
3. Briefly press the tip of the stylus on the centre of each target, which moves and stops at several places on the screen.
4. The new settings are saved after the last target.
5. Windows CE: follow the calibration screen that appears at start-up or after a cold boot.

Sources: [Calibration Screen; Setup](#)  – MC32N0 User Guide (PDF, MN000886A06-A) · [Resetting the WinCE Device](#)  – MC3200 Integrator Guide (PDF, MN000887A03-A) (official documentation).

Why is my Zebra MC3200 mobile computer stuck on the lock screen?

Symptoms: black screen after a period of inactivity, lock screen or login screen (Login) that keeps coming back.

Short answer: The mobile computer is in suspend mode: press Power, swipe up, then enter the PIN or password if prompted. After five failed attempts, wait 30 seconds; if you have forgotten it, contact your system administrator.

LIKELY CAUSE

According to the user guide, the mobile computer goes into suspend mode when you press Power or after the period of inactivity set in Display. In multi-user mode (MultiUser), a login screen asks for a user name and password at power-on, after a restart and on waking.

WHAT TO DO

1. Press Power to wake the mobile computer, then swipe the lock screen up.
2. If a PIN or password is enabled, enter it.
3. In MultiUser mode, enter your user name and password, then tap OK.

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4. After five incorrect PIN, password or pattern entries, wait 30 seconds before trying again.
5. If you have forgotten it, contact your system administrator.

Source: [Un-Locking the Screen; Suspend Mode](#)  – MC32N0 User Guide (PDF, MN000886A06-A) (official documentation).

Support for the end-of-life Zebra MC3200: what you need to know

The MC3200 is no longer sold and Zebra support for it has ended: what this changes for troubleshooting.

Is the Zebra MC3200 still supported by Zebra?

Symptoms: no updates, manufacturer support unavailable.

Short answer: No. According to the Zebra support page, the MC3200 has not been sold since 17 May 2021 and the end of service and support was set for 31 August 2026: after this date, Zebra customer support is no longer available. Zebra names the MC3300x as the replacement model and refers customers to its authorised service providers.

LIKELY CAUSE

The MC3200 support page states that Zebra no longer offers this product for sale and that its specifications will no longer be updated, although the documentation remains available.

WHAT TO DO

1. Keep the Zebra guides for the MC3200 (user guide MN000886 and integrator guide MN000887): they remain the reference for troubleshooting.

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2. For a repair or assistance, contact a Zebra authorised service provider, as the support page indicates.
3. For a replacement, Zebra names the MC3300x as the replacement model.

When to call a technician: for any hardware fault after 31 August 2026: as Zebra customer support is no longer available, Zebra refers customers to an authorised service provider.

Source: [MC3200 suporte de computador móvel | Zebra](#) – Zebra support page for the MC3200 (official documentation).

When should you call a technician for a Zebra MC3200 (MC32N0) mobile computer?

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

- **End of Zebra support:** Since 31 August 2026, Zebra customer support is no longer available for the MC3200: for a hardware fault, Zebra refers customers to an authorised service provider.

Avoiding recurring faults on the Zebra MC3200 (MC32N0) mobile computer: preventive maintenance

Worn battery, unstable Wi-Fi, system not up to date: 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

Wi-Fi coverage audit

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Recommended every 18 to 24 months, for removable batteries.

Installation, coverage survey (site survey) and improvement.

General check of the devices

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

Security patch updates

Installation of Android updates, where feasible.

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 MC3200 (MC32N0) mobile computer troubleshooting: frequently asked questions

How do I reset a Zebra MC3200?

On Android, Zebra offers Enterprise Reset, which keeps the /enterprise partition, and Factory Reset, which erases everything: copy the downloaded file to the root of a microSD card, restart using Reset while holding down the trigger or the right scan button, then choose “apply update from sdcard”. On Windows CE, a reset is done with a cold boot (1,

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9 and Power keys). [See the detailed entry.](#)

How do I perform a cold boot on a Zebra MC3200?

On Windows CE, press the 1, 9 and Power keys at the same time, then release them, without holding down any other key. The splash screen appears; then calibrate the touch screen. A cold boot deletes added apps and data: Zebra requires the administrator's approval. [See the detailed entry.](#)

How do I perform a hard reset on an Android Zebra MC3200?

Press Power and the 1 and 9 keys at the same time: the mobile computer restarts. All unsaved data is lost. If only one app is frozen, a soft reset is enough: press and hold Power, then tap Reset. [See the detailed entry.](#)

Why is the light on the Zebra MC3200 flashing orange?

Slow flashing indicates that charging is in progress. Rapid flashing indicates a charging error: temperature too low or too high, or charging that lasts too long without completing (usually eight hours). Charge between 0 °C and 40 °C. [See the detailed entry.](#)

How long does it take to charge a Zebra MC3200?

According to Zebra, the standard battery charges fully in less than five hours and the extended battery in less than eight hours. The amber light flashes slowly while charging and stays solid when charging is complete. [See the detailed entry.](#)

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Why has my Zebra MC3200 stopped scanning?

Open an app with an active input field, then press and hold the scan button or the trigger. Test in DWDemo: if it does not read either, check that DataWedge is enabled; if it does read, create a DataWedge profile for your application. If one type of barcode is never read, tick its symbology in the profile's decoders. [See the detailed entry.](#)

Does the Zebra MC3200 run Android or Windows?

The Zebra guides cover two operating systems depending on the configuration: Android 4.1.1 on the Premium versions, and Windows CE 7.0. The restart, reset and connection procedures differ depending on the operating system.

Is the Zebra MC3200 still supported by Zebra?

No. The MC3200 has not been sold since 17 May 2021 and the end of Zebra service and support was set for 31 August 2026. Zebra names the MC3300x as the replacement model and refers customers to its authorised service providers. [See the detailed entry.](#)

Sources consulted

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

- [MC32N0 User Guide \(MC3200 User Guide, PDF\)](#) [🔗](#) – MN000886A06-A, May 2021 **official**
- [MC3200 Integrator Guide \(PDF\)](#) [🔗](#) – MN000887A03-A, December 2018 **official**
- [MC3200 suporte de computador móvel | Zebra](#) [🔗](#) – Zebra support page for the MC3200 **official**

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The Zebra knowledge base articles “Steps to Factory Reset MC32N0 Running CE 7.0” and “Cold Boot Tool for CE Devices”, the “Android L OS Update Instruction for MC32” notice and, in both PDF guides, the pages beyond about page 94 of the user guide and about page 70 of the integrator guide (the Troubleshooting and Data Capture chapters of the user guide, Wi-Fi and Bluetooth on Windows CE, DataWedge Settings (Restore), operating system update and Windows CE settings) were not consulted for this guide and 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 MC3200](#)
- All troubleshooting guides for Zebra scanners and mobile computers ([DS3600](#), [FS10](#), [FS20](#), [FS40 / FS70](#), [MC3300](#), [MC3300ax](#), [MC3300x](#), [MC3400](#), [MC9190-G](#), [MC9200](#), [MC9300](#), [MC9400](#), [TC22R](#), [TC8000](#), [TC8300](#))
- [Maintenance and repair of Zebra mobile computers](#)
- [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/mc3200>, updated on 21 October 2026.

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