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### TROUBLESHOOTING GUIDE

# Zebra MC3300 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) and MC33XX mobile computer quick start guide (MN-003143-04FR) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

**See the Zebra MC33 / MC3330R product page** →

**In brief.** The Zebra MC3300 is the first generation of the MC33 Android keypad mobile computer, available in gun-grip, rotating head, straight or 45° versions, with a UHF RFID variant, the MC3330R; it is no longer sold. Zebra reports its faults through the charging/notification light, including slow orange flashing, which indicates a flat battery. This guide covers charging and batteries, including MC32N0 batteries, soft reset and hard reset, scanning depending on the scan engine installed, DataWedge, the USB, MC32N0 and Ethernet cradles, Wi-Fi and RFID reading on the MC3330R. Click a question to open its troubleshooting entry.

- **The light is flashing or stays red:** find the signal in the [lookup table](#) and open the matching entry.
- **The mobile computer does not read certain barcodes, or the data does not arrive:** see [the mobile computer no longer reads](#), [QR codes](#) and [missing data](#).

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- **The mobile computer is frozen:** start with a [soft reset](#), then a [hard reset](#).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

## What do the lights on my Zebra MC3300 mean? Lookup by signal

The MC3300 indicates its status with the charging/notification or decode status light, the decode beep, and the lights on its chargers and cradles. The table links each signal to its cause and to its troubleshooting entry.

| Signal or accessory | Light (Zebra guide)                                             | Likely cause                                                                         | Entry                                               |
|---------------------|-----------------------------------------------------------------|--------------------------------------------------------------------------------------|-----------------------------------------------------|
| —                   | ○ off (mobile computer in the cradle or connected to the cable) | Battery not charging: incorrectly inserted, or cradle and cable not powered          | <a href="#">The mobile computer does not charge</a> |
| —                   | ● orange, flashing slowly (every 3 seconds)                     | Battery fully discharged, charging but not yet enough to power the mobile computer   | <a href="#">Orange flashing slowly</a>              |
| —                   | ● solid orange                                                  | Charging in progress (normal)                                                        | <a href="#">Charging and lights</a>                 |
| —                   | ● solid green                                                   | Charging complete                                                                    | <a href="#">Charging and lights</a>                 |
| —                   | ● red, flashing rapidly (twice per second)                      | Charging error: temperature out of range or charging for more than about eight hours | <a href="#">Charging error</a>                      |

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| Signal or accessory               | Light (Zebra guide)                           | Likely cause                                                      | Entry                                             |
|-----------------------------------|-----------------------------------------------|-------------------------------------------------------------------|---------------------------------------------------|
| —                                 | ● solid red                                   | Battery at the end of its useful life                             | <b><u>Battery at end of life</u></b>              |
| —                                 | flashing blue                                 | App notification received (unrelated to charging)                 | <b><u>Charging and notification lights</u></b>    |
| Beep on scanning                  | ● green scan LED                              | Barcode decoded (default signal)                                  | <b><u>The mobile computer no longer scans</u></b> |
| 4-slot or 20-slot battery charger | ● solid red or red flashing rapidly on a slot | Spare battery at end of life (solid) or charging error (flashing) | <b><u>Spare battery</u></b>                       |
| Ethernet ShareCradle              | ● green “1000” light on or flashing           | Ethernet link at 1 Gbit/s                                         | <b><u>Ethernet cradle</u></b>                     |
| Ethernet ShareCradle              | ● green “100/10” light on or flashing         | Ethernet link at 100 or 10 Mbit/s                                 | <b><u>Ethernet cradle</u></b>                     |

The light states come from table 10 of the French MC33XX quick start guide and from the “Charge LED Indicators”, “Battery LED Charging Indicators” and “LED Indicators” (Ethernet cradle) tables in the MC33XX integrator guide for Android 7.1.2. A dash means that the page consulted does not specify the signal.

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# Orange or red flashing light on the Zebra MC3300: causes and solutions

The charging light states that indicate a flat battery, a charging error or a battery at the end of its life.

## Why is the light on my Zebra MC3300 mobile computer flashing orange slowly?

Light: orange, one flash every 3 seconds · Mobile computer in the cradle or on the cable.

**Short answer:** According to Zebra, this slow flashing indicates a fully discharged battery: it is recharging, but not yet enough to run the mobile computer. Leave it in its cradle or on its cable until the light turns solid orange.

### LIKELY CAUSE

The MC33XX charging light table (quick start guide and integrator guide) associates orange flashing slowly, every 3 seconds, with a completely discharged battery that is charging but not yet sufficiently to power the mobile computer.

**Caution:** The MC33XX integrator guide says to charge batteries between 0 °C and 40 °C and to follow the battery safety guidelines in the MC33XX user guide.

### WHAT TO DO

1. Leave the mobile computer charging without trying to switch it on.
2. Wait for the light to turn solid orange (normal charging), then switch on the mobile computer.
3. Before first use, the integrator guide says to charge fully, until the light stays green.
4. If the light stays off, see [the mobile computer does not charge](#).

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Sources: [Charging/notification lights \(table 10\)](#)  – MC33XX mobile computer quick start guide (MN-003143-04FR Rev. A) · [Charge LED Indicators](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) (official documentation).

## Why is the light on my Zebra MC3300 mobile computer flashing red while charging?

Light: red, flashing rapidly (2 per second) · Mobile computer or battery charging.

**Short answer:** The MC33XX integrator guide treats this as a charging error: temperature out of range, or a charge of about eight hours that does not complete. Bring the mobile computer back to a temperature between 0 °C and 40 °C, then restart charging.

### LIKELY CAUSE

Charging error according to the light table: temperature too low or too high, or charging that goes on too long without finishing (usually eight hours). The guide states that the mobile computer or accessory may suspend charging to keep the battery within a safe range, and that the light indicates this.

**Caution:** The MC33XX integrator guide says to charge batteries between 0 °C and 40 °C and to follow the battery safety guidelines in the MC33XX user guide.

### WHAT TO DO

1. Remove the mobile computer from the cradle and let it adjust to the temperature.
2. Check the battery temperature: **About phone** > **Battery information**.
3. Restart charging in a room between 0 °C and 40 °C.
4. With an MC32N0 battery, charging takes longer (see [MC32N0 batteries](#)).
5. If the light then turns solid red, the battery is at the end of its life: see [solid red light](#).

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Sources: [Charge LED Indicators](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) ·  
[Charging Temperature](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) ·  
[Charging/notification lights \(table 10\)](#)  – MC33XX mobile computer quick start guide (MN-003143-04FR Rev. A) (official documentation).

## Why does the light on my Zebra MC3300 mobile computer stay solid red?

Light: solid red · Mobile computer battery or spare battery, charging or charged.

**Short answer:** Solid red indicates a battery at the end of its useful life, whether it is still charging or already charged, according to the Zebra MC33XX guides. Replace it with a battery compatible with your configuration.

### LIKELY CAUSE

The MC33XX light table gives two cases of solid red: spare battery charging and at the end of its useful life, or charging complete and battery at the end of its useful life. The same state exists on the 4-slot and 20-slot spare battery chargers.

**Caution:** The MC33XX integrator guide says to charge batteries between 0 °C and 40 °C and to follow the battery safety guidelines in the MC33XX user guide.

### WHAT TO DO

1. Identify the battery: the one in the mobile computer, or a spare battery in a cradle or charger.
2. Take it out of service.
3. Replace it with a battery from the list in the guide: MC33XX PowerPrecision+ 2,740 mAh or 5,200 mAh, or MC32N0 PowerPrecision (see [compatible batteries](#)).

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Sources: [Charging/notification lights \(table 10\)](#)  – MC33XX mobile computer quick start guide (MN-003143-04FR Rev. A) · [Charge LED Indicators](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) · [4-Slot Spare Battery Charger](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) (official documentation).

## My Zebra MC3300 no longer reads barcodes or QR codes: causes and solutions

Beam, scan engine installed depending on the configuration, and symbologies enabled in DataWedge.

### Why has my Zebra MC3300 mobile computer stopped reading barcodes?

Symptoms: no aiming pattern or red line, or a beam with no green light and no beep.

**Short answer:** The scan button only starts capture if a scanning application is enabled (Zebra MC33XX guide). With the imager, a red aiming pattern should appear; with the SE965 laser, a red line. If the beam appears but the barcode is not decoded, check that its symbology is enabled in DataWedge.

#### LIKELY CAUSE

The quick start guide describes scanning with the imager (SE4750-SR, SE4850-ER) and with the SE965 laser: red beam while the button is pressed, then green scan light and a beep on decoding. The DataWedge documentation points out that each symbology must be ticked in the profile's decoders.

#### WHAT TO DO

1. Open a data entry app with an active field.
2. Imager: press and hold the scan button or the trigger; the red aiming pattern comes on. Laser: press and hold the scan button; the red scan line comes on.

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3. A successful decode is indicated by the green scan LED and a beep, by default.
4. If the beam does not come on, check that DataWedge is enabled ( **DataWedge enabled** box in its settings).
5. If the beam comes on without decoding, open the DataWedge profile, **Configure scanner settings** > **Decoders** , and tick the barcode's symbology.
6. For QR codes and other 2D barcodes, see [2D barcodes](#).

Sources: [Scanning barcodes](#) ↗ – MC33XX mobile computer quick start guide (MN-003143-04FR Rev. A) · [Barcode Input](#) ↗ – Zebra TechDocs – DataWedge · [DataWedge Settings](#) ↗ – Zebra TechDocs – DataWedge (official documentation).

## Why won't my Zebra MC3300 mobile computer read QR codes?

Symptoms: 1D barcodes are read, but QR codes and DataMatrix codes are not.

**Short answer:** Check your mobile computer's configuration: according to the MC33XX integrator guide, the rotating head model (MC33XX-R) is only available with the SE965 1D laser scanner, and some G and S versions are also fitted with it. Only the SE4750-SR and SE4850-ER imagers are 2D engines.

### LIKELY CAUSE

The configuration table in the integrator guide associates a scan engine with each version: SE965 1D, SE4750-SR 2D or SE4850-ER 2D depending on the model (G, R, S, S45) and the range (Standard, Premium, Premium+).

### CONFIGURATIONS LISTED BY ZEBRA

1. MC33XX-G: SE965 1D or SE4750-SR 2D in Standard; SE965, SE4750-SR or SE4850-ER in Premium and Premium+.
2. MC33XX-R (rotating head): SE965 1D only.
3. MC33XX-S: SE965, SE4750-SR or SE4850-ER; SE4750-SR or SE4850-ER in Premium+.

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4. MC33XX-S45: SE4750-SR 2D only.
5. If your mobile computer has a 2D imager, check that the symbology (QR Code, DataMatrix...) is ticked in the DataWedge profile's decoders.

Sources: [Configurations](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) · [Barcode Input](#)  – Zebra TechDocs – DataWedge (official documentation).

## Barcodes scanned by my Zebra MC3300 do not arrive or arrive incomplete: DataWedge

DataWedge profile associated with the application, and inter-character delay.

### Why does my Zebra MC3300 mobile computer read barcodes but the data never reaches my software?

Symptoms: beam, green light and beep, but the field stays empty.

**Short answer:** The beam can come on with the default profile Profile0 without DataWedge knowing which application to send the data to. Zebra recommends associating a DataWedge profile with your software, with Keystroke or Intent output.

#### LIKELY CAUSE

The DataWedge FAQ links this symptom to there being no profile associated with the application or to an incorrectly configured input/output; Profile0 then applies by default.

#### WHAT TO DO

1. In DataWedge, create a profile dedicated to your software and associate the application with it.
2. Enable the Barcode input and an output: Keystroke for keyboard entry, Intent for an application developed for it.

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3. Test again. If the device has just restarted, give DataWedge a few seconds to initialise.

Sources: [Frequently Asked Questions](#) · [DataWedge Profiles](#) – Zebra TechDocs – DataWedge (official documentation).

## Why are characters missing from barcodes scanned by my Zebra MC3300 mobile computer?

Symptoms: truncated barcodes or characters out of order in the application.

**Short answer:** If characters are entered incorrectly, the DataWedge documentation advises increasing the inter-character delay of the Keystroke output in steps of 100 ms. According to Zebra, a longer delay can affect the application's performance.

### LIKELY CAUSE

DataWedge's Keystroke output sends the data as keystrokes; a delay between each character can be added for applications that do not accept fast input.

### WHAT TO DO

1. Open the application's DataWedge profile, then **Keystroke output**.
2. Increase the inter-character delay by 100 ms, test, and repeat if necessary.
3. For a web application or barcodes containing control characters, the **Send Characters as Events** and **Send Control Characters as Events** options send these characters as key events.

Source: [Keystroke Output](#) – Zebra TechDocs – DataWedge (official documentation).



# Zebra MC3300 Wi-Fi, USB and Ethernet: connection problems

Wi-Fi after a battery change, Wi-Fi country, MC32N0 cradle and Ethernet cradle.

## Why does my Zebra MC3300 mobile computer lose Wi-Fi after a battery change?

Symptoms: Wi-Fi and Bluetooth devices disconnected after replacing the battery.

**Short answer:** According to the MC33XX integrator guide, during a hot swap Wi-Fi and Bluetooth only stay connected for 30 seconds; after that, Wi-Fi is disabled and then re-enabled when the device exits the mode, and Bluetooth is reset. Change the battery quickly and let the mobile computer reconnect.

### LIKELY CAUSE

Section of the integrator guide on backup power and Hot Swap mode: a supercapacitor powers the mobile computer during the replacement; RAM is retained for about five minutes, wireless connections for 30 seconds.

### WHAT TO DO

1. Press the two release buttons, remove the battery and install a charged battery within five minutes to preserve memory.
2. To keep Wi-Fi and Bluetooth without interruption, make the swap in less than 30 seconds.
3. After that, Wi-Fi is re-enabled when the device exits the mode and Bluetooth is reset: wait for it to reconnect before resuming work.
4. Avoid two replacements in quick succession: according to Zebra, the supercapacitor takes about 10 minutes to recharge, and Hot Swap mode only retains data if it is fully charged.

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Sources: [Backup Power](#) – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) · [Hot Swap Mode](#) – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) · [Replacing the battery](#) – MC33XX mobile computer quick start guide (MN-003143-04FR Rev. A) (official documentation).

## Why can't my Zebra MC3300 mobile computer find certain Wi-Fi networks?

Symptoms: network missing from the list, or connection impossible on certain channels.

**Short answer:** The Wi-Fi country determines the channels that can be used. According to Zebra's Wi-Fi Manager documentation, the “AUTO” setting relies on the network's 802.11d country beacon, and countries whose infrastructure does not support it must be selected manually.

### LIKELY CAUSE

The MC33XX supports the 802.11a/b/g/n/ac/d/h/i/k/r/w standards (integrator guide). Not all channels are available in all countries (Wi-Fi Manager).

### WHAT TO DO

1. Check that Wi-Fi is enabled: most Wi-Fi settings can only be changed when Wi-Fi is enabled.
2. Check the Wi-Fi country: in “AUTO”, the mobile computer waits for an 802.11d beacon; if your network does not transmit one, select the country manually.
3. If the fleet is managed, ask the administrator whether a band or a channel mask has been enforced.
4. After a battery change, see [loss of Wi-Fi after a battery change](#).

Sources: [Configurations](#) – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) · [Wi-Fi Manager](#) – Zebra TechDocs – MX (official documentation).

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## Why does my Zebra MC3300 mobile computer not communicate with the computer in an MC32N0 cradle?

Symptoms: the mobile computer charges in the MC32N0 cradle, but the computer does not detect it.

**Short answer:** In an MC32N0 cradle, the MC3300 needs the MC33XX charge-only adapter (ADP-MC33-CRDCUP-01), which, according to Zebra, provides charging only, with no communication. To exchange data over USB, use the MC33XX single-slot USB charging cradle, which has a USB port for communication with the computer.

### LIKELY CAUSE

The integrator guide presents the adapter as a backward-compatibility accessory for MC32 cradles: “charge only; no communication”. The MC33XX single-slot USB cradle has a USB port for communication with the host.

### WHAT TO DO

1. To charge only, install the ADP-MC33-CRDCUP-01 adapter in the MC32N0 cradle.
2. To transfer data, place the mobile computer in the MC33XX single-slot USB cradle connected to the computer.
3. For networking, use a 5-slot Ethernet ShareCradle (see [Ethernet cradle](#)).

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Sources: [MC33XX Charge Only Adapter](#) · [1-Slot USB Charge Cradle](#) – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) (official documentation).



## Why does my Zebra MC3300 mobile computer have no network connection in the Ethernet cradle?

Cradle lights: two green “1000” and “100/10” lights on the side.

**Short answer:** First enable Ethernet in the Quick Access panel, then place the mobile computer in the 5-slot Ethernet ShareCradle: the Ethernet icon should appear in the status bar. The cradle's two green lights indicate the link speed: “1000” for 1 Gbit/s, “100/10” for 100 or 10 Mbit/s.

### LIKELY CAUSE

The integrator guide describes establishing the Ethernet connection, the proxy and static IP address settings ( `eth0` interface) and the meaning of the cradle lights.

### WHAT TO DO

1. Open the Quick Access panel, tap Ethernet and enable it, then insert the mobile computer into a cradle slot.
2. Tap `eth0` to display the connection details.
3. Static IP address: tap `eth0` , then **Disconnect** ; tap `eth0` again, choose **Static** , enter the IP address (and the gateway, netmask and DNS if required), then **CONNECT** .
4. Proxy: touch and hold `eth0` , tap **Modify Proxy** , choose **Manual** , enter the host name and port, then **MODIFY** .
5. If several cradles are daisy-chained, Zebra advises against daisy-chaining when the main connection of the first cradle is at 10 Mbit/s: throughput problems are almost certain.

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Sources: [Establishing Ethernet Connection](#) · [Ethernet Settings](#) · [LED Indicators](#) · [Daisy-chaining Ethernet Cradles](#) – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) (official documentation).

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# My Zebra MC3300 will not charge: batteries, cradles and chargers

Charging the mobile computer and spare batteries, and compatibility with MC32N0 batteries.

## Why won't my Zebra MC3300 mobile computer charge?

Light: off, mobile computer in the cradle or on the cable.

**Short answer:** If the light stays off, Zebra cites an incorrectly inserted battery, a cradle or cable that is not powered, or no power source. On the single-slot USB cradle, also remove the lower part of the rubber boot (or the whole boot) before charging.

### LIKELY CAUSE

Light table in the integrator guide: “Off” means that the battery is not charging, that it is not correctly inserted or that the cradle or cable is not powered.

**Caution:** The MC33XX integrator guide says to charge batteries between 0 °C and 40 °C and to follow the battery safety guidelines in the MC33XX user guide.

### WHAT TO DO

1. Check the power supply to the cradle or USB charging cable; to charge from the mains, the cable must be connected to its power supply unit.
2. Remove the lower part of the rubber boot, or the whole boot, before placing the mobile computer in the single-slot USB cradle.
3. Slide the mobile computer into the cradle slot, or push it into the cable until it reaches the bottom of the holder.
4. Check the battery: pressed in firmly, with both release buttons back in position.

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5. Charge between 0 °C and 40 °C. The light turns solid orange, then solid green. Zebra states, from 0 to 90% at room temperature, less than 2.2 h for the 2,740 mAh MC33XX battery and less than 3.8 h for the 5,200 mAh one.
6. A flashing blue light is not related to charging: it indicates that an app notification has been received.

Sources: [Charge LED Indicators](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) · [Charging the Battery](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) · [1-Slot USB Charge Cradle](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) · [USB Charge Cable](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) · [Charging/notification lights \(table 10\)](#)  – MC33XX mobile computer quick start guide (MN-003143-04FR Rev. A) (official documentation).

## Does my Zebra MC3300 mobile computer accept MC32N0 batteries?

**Short answer:** Yes: the MC33XX quick start guide lists the MC32N0 PowerPrecision batteries among the compatible batteries, in 5,200 mAh for the MC33XX-G and in 2,740 or 5,200 mAh for the MC33XX-R and MC33XX-S. They charge more slowly than the MC33XX PowerPrecision+ batteries.

### LIKELY CAUSE

Batteries cited by the quick start guide: MC33XX-G, 5,200 mAh extended batteries MC33XX (PowerPrecision+) and MC32N0 (PowerPrecision); MC33XX-R/S, 2,740 mAh standard and 5,200 mAh extended batteries, MC33XX or MC32N0. The integrator guide gives the charging time for each one.

**Caution:** The MC33XX integrator guide says to charge batteries between 0 °C and 40 °C and to follow the battery safety guidelines in the MC33XX user guide.

### CHARGING TIMES FROM 0 TO 90% (ROOM TEMPERATURE, ZEBRA GUIDE)

1. MC33XX PowerPrecision+ 2,740 mAh: less than 2.2 hours.

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2. MC33XX PowerPrecision+ 5,200 mAh: less than 3.8 hours.
3. MC32N0 PowerPrecision 2,740 mAh: less than 3 hours.
4. MC32N0 PowerPrecision 5,200 mAh: less than 5.5 hours.

This is no longer the case on the second-generation MC3300x: its quick start guide states that it is not compatible with the older MC32N0 PowerPrecision batteries.

Sources: [Batteries](#)  – MC33XX mobile computer quick start guide (MN-003143-04FR Rev. A) · [Charging the Battery](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) · [Installing the Battery](#)  – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) (official documentation).

## Why won't the spare battery for my Zebra MC3300 charge in the cradle or charger?

Spare slot light: off, flashing red or solid red.

**Short answer:** In the single-slot USB cradle, insert the battery bottom first, then pivot the top onto the contact pins, as Zebra instructs. In a 4-slot charger, press gently on the battery to ensure contact: the light then turns solid orange, then green.

### LIKELY CAUSE

The integrator guide gives the same table for the spare slot of the USB cradle and for the 4-slot and 20-slot chargers: off (not charging, battery incorrectly inserted or charger not powered), solid orange (charging), solid green (charging complete), red flashing rapidly (charging error), solid red (end of life).

**Caution:** The MC33XX integrator guide says to charge batteries between 0 °C and 40 °C and to follow the battery safety guidelines in the MC33XX user guide.

### WHAT TO DO

1. Connect the cradle or charger to its power supply.

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2. Single-slot USB cradle: insert the battery bottom first, then fold the top down onto the contact pins.
3. 4-slot charger: insert the battery and press gently on it to ensure contact. On the 20-slot charger, each slot has its own light.
4. Red flashing rapidly: temperature out of range or charging for more than about eight hours; solid red: battery at end of life (see [solid red light](#)).

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Sources: [1-Slot USB Charge Cradle](#) · [4-Slot Spare Battery Charger](#) · [20-Slot Spare Battery Charger](#) – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) (official documentation).

## How do I reset a Zebra MC3300? Soft reset, hard reset, Enterprise Reset and Factory Reset

The soft reset and hard reset procedure from the integrator guide, and what the deeper resets erase.

### How do I reset my Zebra MC3300 mobile computer?

**Short answer:** If an app stops responding, press and hold the power button, tap “Reboot” then “OK” (soft reset). If the mobile computer does not respond at all, press the power button and the 1 and 9 keys simultaneously, then release them when the screen goes off (hard reset).

#### LIKELY CAUSE

The MC33XX integrator guide distinguishes four resets: soft reset, hard reset, Enterprise Reset and Factory Reset. The last two erase data; according to Zebra's MX documentation, Enterprise Reset preserves the `/enterprise` partition, while Factory Reset erases it along with `/data` and `/cache`.

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**Caution:** Zebra warns that a hard reset performed with an SD card installed may damage the card or corrupt its data. Enterprise Reset and Factory Reset erase the user's data and apps.

### WHAT TO DO, IN ORDER

1. Soft reset (apps that stop responding): press and hold the power button until the menu appears, tap **Reboot** , then **OK** . The mobile computer restarts.
2. Hard reset (mobile computer no longer responding): press the power button and the **1** and **9** keys at the same time.
3. Release the keys when the screen goes off: the mobile computer restarts.
4. Enterprise Reset: according to Zebra, it works like a Factory Reset but keeps the **/enterprise** partition; the mobile computer restarts in Recovery mode.
5. Factory Reset: it erases **/data** , **/cache** and **/enterprise** ; removable storage cards are not erased.

The Enterprise Reset and Factory Reset procedures for the MC33XX are in the “Application Deployment” chapter of the integrator guide, which could not be read: only the definitions from the MX documentation are given here.

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Sources: [Resetting the Device](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) · [Power button menu](#)  – MC33XX mobile computer quick start guide (MN-003143-04FR Rev. A) · [Power Manager](#)  – Zebra TechDocs – MX (official documentation).

## My Zebra MC3300 will not start or is asking for a Google account: what should I do?

Powering on, flat battery and the first start-up wizard.

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## Why won't my Zebra MC3300 mobile computer start any more?

Symptoms: black screen, no response to the power button.

**Short answer:** Check that the battery is in place and charged: the MC33XX guide says to press it in firmly until both release buttons return to position, then press the power button. An orange light flashing slowly indicates a flat battery that is not yet charged enough to start.

### LIKELY CAUSE

The quick start guide details how to install the battery and how to power on with the power button; the light table indicates a fully discharged battery.

### WHAT TO DO

1. MC33XX-G: loosen the hand strap, align the battery, pivot the bottom into the compartment and press firmly. MC33XX-R/S: same principle, aligning the top of the battery first.
2. Check that both release buttons have returned to their original position, then retighten the hand strap.
3. Press and hold the power button.
4. If nothing happens, put the mobile computer on charge: see [orange light flashing slowly](#).
5. If the mobile computer switches on but stops responding, see [reset the MC3300](#).

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Sources: [Installing the battery](#)  – MC33XX mobile computer quick start guide (MN-003143-04FR Rev. A) · [Installing the MC33XX-G Battery](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) · [Charging/notification lights \(table 10\)](#)  – MC33XX mobile computer quick start guide (MN-003143-04FR Rev. A) (official documentation).

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## Why does my Zebra MC3300 mobile computer ask me for a Google account at first start-up?

**Short answer:** The setup wizard runs at first start-up. According to Zebra, a Google account is only needed on mobile computers with Google services (GMS), and an Internet connection is required to set it up.

### LIKELY CAUSE

The MC33XX integrator guide describes the first start-up Setup Wizard: Google account, Google Wallet for purchases on the Play Store, personal information, backup and restore. The MC33XX is available in an AOSP or GMS version.

### WHAT TO DO

1. First connect the mobile computer to the Internet (Wi-Fi).
2. Follow the wizard: Google account, then personal information and backup options.
3. On an AOSP mobile computer (without Google services), no Google account is required.

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Sources: [Google Account Setup](#) · [Configurations](#) – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) (official documentation).

## My Zebra MC3330R does not read RFID tags: what should I check?

Trigger assignment, DataWedge RFID input and reader disconnections.

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## Why won't my Zebra MC3330R mobile computer read RFID tags with DataWedge?

Symptoms: the trigger starts barcode scanning, not RFID reading.

**Short answer:** According to the DataWedge documentation, the triggers on the MC3300R are assigned by default to barcode scanning and SimulScan: you need to assign a trigger to RFID in Key Programmer, then enable the RFID input ("Enabled") in the profile. The antenna transmit power sets the range.

### LIKELY CAUSE

The DataWedge 7.3 "RFID Input" page states that RFID input was then only supported on the MC3300R, and that its triggers are reserved by default for barcodes and SimulScan. The MC3330R data sheet gives a nominal range of about 6 m, in the 865–928 MHz band.

### WHAT TO DO

1. Assign a trigger to RFID: **Settings** > **Key Programmer**, code **SYMBOL\_RFID** (DataWedge 7.3). Recent versions of DataWedge give the code **SYMBOL\_TRIGGER\_6** for the MC3300R.
2. In the application's DataWedge profile, enable the RFID input ( **Enabled** ) and, if required, **Hardware trigger** with its trigger mode.
3. Increase the antenna transmit power if distant tags are not read: the higher the value, the greater the range (5 to 30 dBm in DataWedge 7.3).
4. With Keystroke output, Zebra requires an inter-character delay of 50 ms.
5. To find a specific tag, the data sheet mentions "Geiger Counter" mode.

The data sheet states that the same RFID SDK is used for the MC3330R, the MC3390R and the RFD2000 and RFD8500 readers.



Sources: [RFID Input \(DataWedge 7.3\)](#)  – Zebra TechDocs – DataWedge · [RFID Input](#)  – Zebra TechDocs – DataWedge · [RFID](#)  – Product Spec Sheet – MC3330R Integrated UHF RFID Reader (official documentation).

## Why does the RFID reader on my Zebra MC3330R mobile computer stop responding after a battery change or recharge?

Symptoms: the RFID input no longer reads anything after a battery change, sleep mode, Airplane mode or charging.

**Short answer:** The DataWedge “RFID Input” page cites four causes of the RFID reader disconnecting: battery reinsertion, idle timeout, Airplane mode and charging mode. The DataWedge profile must then be re-enabled to restore the connection.

### LIKELY CAUSE

According to Zebra, connections established with RFID readers in the active profile may be lost in these four situations; they are only restored when the profile is re-enabled.

### WHAT TO DO

1. After a battery change, a period of inactivity, leaving Airplane mode or charging, re-enable the relevant DataWedge profile.
2. Check that only one RFID reader is being used: the RFID input only handles one active reader at a time.
3. Try reading again with the trigger assigned to RFID.

Source: [RFID Input](#)  – Zebra TechDocs – DataWedge (official documentation).

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## Other questions about the Zebra MC3300: rotating scan head

Precaution for using the rotating head on the MC33XX-R.

### How far can the scan head on my Zebra MC3300-R mobile computer rotate?

**Short answer:** The head on the MC33XX-R rotates between position detents. Zebra warns: do not try to rotate it beyond these detents, as this could damage the mobile computer.

#### LIKELY CAUSE

Warning in the MC33XX quick start guide for the rotating scan configuration.

**Caution:** “Do not attempt to rotate the device beyond its position detents. This could damage it.” (Zebra quick start guide)

#### WHAT TO DO

1. Turn the head to the required detent, without forcing it beyond the position detents.

The MC33XX-R configuration is only available with the SE965 1D laser scanner.

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Sources: [MC33XX-R features](#)  – MC33XX mobile computer quick start guide (MN-003143-04FR Rev. A) · [Configurations](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) (official documentation).

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## When should you call a technician for a Zebra MC3300 mobile computer?

The troubleshooting entries above first suggest a setting, recharging or a reset. The pages consulted in the MC33XX guides do not identify specific cases in which to call support or a technician.

## Avoiding recurring faults on the Zebra MC3300 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

Recommended every 18 to 24 months, for removable batteries.

### Wi-Fi coverage audit

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

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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 MC3300 mobile computer troubleshooting: frequently asked questions

### How do I perform a hard reset on a Zebra MC3300?

Press the power button and the 1 and 9 keys at the same time, then release them when the screen goes off: the mobile computer restarts. Zebra reserves this reset for a mobile computer that no longer responds and warns that it may damage an installed SD card. Try a soft reset first: hold down the power button, then tap Reboot and OK. [See the detailed entry.](#)

### Why is the light on my Zebra MC3300 flashing orange?

Slow orange flashing, every three seconds, indicates a fully discharged battery that is recharging but cannot yet power the mobile computer. Leave it charging until the light is solid orange. [See the detailed entry.](#)

### What does the red light on a Zebra MC3300 mean?

Red flashing rapidly indicates a charging error: temperature outside the 0 to 40 degree range or a charge of about eight hours that does not complete. Solid red indicates a

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battery at the end of its useful life that needs replacing. [See the detailed entry.](#)

### **Can I put an MC3200 (MC32N0) battery in a Zebra MC3300?**

Yes, the MC33XX quick start guide lists the MC32N0 PowerPrecision batteries among the compatible batteries. They charge more slowly: less than 5.5 hours from 0 to 90% for the 5,200 mAh battery, compared with less than 3.8 hours for the equivalent MC33XX battery. [See the detailed entry.](#)

### **Why won't a Zebra MC3300 read QR codes?**

Some configurations only have an SE965 1D laser scanner, which does not read 2D barcodes: this applies to all MC33XX-R models with a rotating head and to some G and S versions. Models with an SE4750-SR or SE4850-ER imager read 2D barcodes if the symbology is enabled in DataWedge. [See the detailed entry.](#)

### **Does the MC3200 (MC32N0) cradle work with a Zebra MC3300?**

Yes, with the MC33XX charge-only adapter (ADP-MC33-CRDCUP-01). According to Zebra, this adapter allows charging but not communication with the computer; to exchange data, use the MC33XX single-slot USB cradle. [See the detailed entry.](#)

### **How do I enable RFID reading on a Zebra MC3330R with DataWedge?**

Assign a trigger to RFID in Key Programmer, as the triggers are reserved by default for barcodes and SimulScan. Then enable the RFID input in the application's DataWedge profile and set the antenna transmit power according to the range you need. [See the detailed entry.](#)

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## Sources consulted

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

- [MC33XX Integrator Guide for Android 7.1.2 Nougat](#)  – MC33XX Integrator Guide for Android 7.1.2 Nougat (MN-003136-07) **official**
- [MC33XX mobile computer quick start guide](#)  – MC33XX mobile computer quick start guide (MN-003143-04FR Rev. A) **official**
- [MC3330R Integrated UHF RFID Reader](#)  – Product Spec Sheet – MC3330R Integrated UHF RFID Reader **official**
- [MC3300x Mobile Computer Quick Start Guide](#)  – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) **official**
- [Barcode Input](#)  – Zebra TechDocs – DataWedge **official**
- [DataWedge Settings](#)  – Zebra TechDocs – DataWedge **official**
- [DataWedge Profiles](#)  – Zebra TechDocs – DataWedge **official**
- [Frequently Asked Questions](#)  – Zebra TechDocs – DataWedge **official**
- [Keystroke Output](#)  – Zebra TechDocs – DataWedge **official**
- [RFID Input](#)  – Zebra TechDocs – DataWedge **official**
- [RFID Input \(DataWedge 7.3\)](#)  – Zebra TechDocs – DataWedge **official**
- [Power Manager](#)  – Zebra TechDocs – MX **official**
- [Wi-Fi Manager](#)  – Zebra TechDocs – MX **official**

The MC33XX integrator guide for Android 8.1 (mc33-android-v8.1-ig-en.pdf, MN-003229-06EN), the MC3330R quick reference guide (mc3330r-qrg-en.pdf), the Zebra support article “Performing Hard Reset on MC3300” (support.zebra.com, 000021416) and the pages of the Android 7.1.2 integrator guide beyond page 78 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 MC33 / MC3330R](#)

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- [All troubleshooting guides for Zebra scanners and mobile computers \(DS3600, FS10, FS20, FS40 / FS70, MC3200, MC3300ax, MC3300x, MC3400, MC9190-G, MC9200, MC9300, MC9400, TC22R, TC8000, TC8300\)](#)
- [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/mc3300>, updated on 21 October 2026.

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