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Home › Repair › Barcode scanner troubleshooting › Zebra › MC3300x

TROUBLESHOOTING GUIDE

Zebra MC3300x troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN) and MC3300x quick start guide (MN-003567-01) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra MC33 / MC3300 x product page →

In brief. The Zebra MC3300x is the second generation of the MC33 Android keypad mobile computer, available in gun-grip, rotating head, straight or 45° versions, with a UHF RFID variant, the MC3330xR. Zebra links most signals to the charging/notification light: charging error, battery at end of life, hot swap; the mobile computer also rejects the older MC32N0 batteries. This guide covers charging and battery health (Battery Manager), reset, scanning and sending data with DataWedge, Wi-Fi, the screen and RFID reading on the MC3330xR. Click a question to open its troubleshooting entry.

- **The light is flashing or a battery message appears:** find the signal in the [lookup table](#) and open the matching entry.
- **The mobile computer no longer reads, or the data arrives incorrectly:** see [the mobile computer no longer reads](#), then the [data transmission](#) section (DataWedge).

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- **The mobile computer will not charge, will not start or stays frozen:** see [battery and charging](#), [the mobile computer does not switch on](#) and [reset](#).
- **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 MC3300x mean? Lookup by signal

The MC3300x indicates its status with a charging/notification light (orange, green, red, blue), its scan lights and on-screen notifications. The table links each signal to its cause and to its troubleshooting entry.

Beep or message	Light (Zebra guide)	Likely cause	Entry
—	● solid orange	Battery charging (normal operation)	Charging and lights
—	● solid green	Charging complete	Charging and lights
—	○ off, mobile computer in the cradle or on the cable	Not charging: battery incorrectly inserted, cradle or cable not powered	The mobile computer does not charge
—	● red, flashing rapidly (2 per second)	Charging error: temperature too low or too high, or charging for more than about eight hours	Charging error

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Beep or message	Light (Zebra guide)	Likely cause	Entry
—	● solid red	Battery at the end of its useful life (charging or charged)	<u>Battery at end of life</u>
—	● flashing orange, battery removed	Hot swap: wireless connection maintained for about 30 seconds	<u>Hot swap</u>
—	flashing blue	App notification received or Bluetooth device connected	<u>Blue light</u>
Beep on scanning	● green scan lights	Barcode decoded (default signal)	<u>The mobile computer no longer scans</u>
Incorrect battery message (recurring, cannot be disabled)	—	Battery not intended for the MC3300x, for example an MC32N0 PowerPrecision battery	<u>Incorrect battery</u>
Low battery notification (below 15%, then below 8%)	—	Battery needs recharging	<u>Low battery</u>
Mobile computer shuts down	—	Critical level of 6% reached	<u>The mobile computer switches off</u>
Battery Manager: Decommission	—	Battery past its useful life, needs replacing	<u>Battery at end of life</u>

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Beep or message	Light (Zebra guide)	Likely cause	Entry
Battery Manager: red Wear gauge	—	Battery wear above 80%	Battery life decreasing
Notification panel: Charging this device via USB	—	USB connection in charge-only mode (No data transfer)	USB connection

The light states come from the “Charging Indicators” table in the MC3300x reference guide for Android 11 and from the light tables in the MC3300x quick start guides (English and French); the messages come from the “Low Battery Notification” and “Battery Manager” sections. A dash means that the page consulted does not specify the state of the light.

Red or blue light or battery message on the Zebra MC3300x: what do they mean?

These troubleshooting entries start from a visible signal: the colour of the charging/notification light or a battery notification.

Why is the light on my Zebra MC3300x mobile computer flashing red rapidly while charging?

Light: red, flashing rapidly (2 per second) · Mobile computer in the cradle, on the cable, or battery charging.

Short answer: According to Zebra, this flashing indicates a charging error: temperature too low or too high, or charging that lasts too long without finishing (usually eight hours). Let the mobile computer return to a room between 0 °C and 40 °C, then restart charging.

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LIKELY CAUSE

The charging light table in the MC3300x reference guide (Android 11) and the quick start guide associate red flashing rapidly with a “charging error”: temperature out of range, or charging that does not complete after about eight hours.

Caution: Zebra says to follow the battery safety guidelines in the MC3300x product reference guide and to charge batteries only between 0 °C and 40 °C.

WHAT TO DO

1. Remove the mobile computer from the cradle or cable and let it return to room temperature.
2. Restart charging in a room between 0 °C and 40 °C, the charging range specified by Zebra.
3. Move the cradle away from heat sources: according to the guide, at around 37 °C the mobile computer or cradle may suspend and then resume charging to keep the battery at a safe temperature, and the light indicates this.
4. If the error returns at normal temperature, check the battery's condition in Battery Manager (see [battery at end of life](#)).

Sources: [Charging Indicators](#) – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Charging Temperature](#) – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Charging the Device](#) – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) (official documentation).

Why is the light on my Zebra MC3300x mobile computer flashing blue?

Light: flashing blue · Mobile computer in use.

Short answer: This is not a fault. According to Zebra, the notification light turns blue when an app (messaging, VoIP...) sends a notification or when the mobile computer is connected to a Bluetooth device.

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LIKELY CAUSE

The reference guide describes the “Blink light” function: the notification light comes on blue for a programmable app notification or a Bluetooth connection. The quick start guide states “Flashing blue: indicates that an app notification has been received”.

WHAT TO DO

1. Open the notification panel to see which app sent the notification.
2. If a Bluetooth device (scanner, headset) is connected, the blue light is normal.
3. To turn this light off: **Settings** > **Apps & notifications** > **Notifications** > **Advanced** , then tap **Blink light** . Light notifications are enabled by default.

The menu labels are those in the English Zebra guide; they appear translated if the mobile computer is set to French.

Sources: [Blink Light](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Charging/notification lights](#)  – MC3300x mobile computer quick start guide (MN-003567-01FR Rev. A) (official documentation).

Why does my Zebra MC3300x mobile computer keep showing an incorrect battery message?

Message: incorrect battery notification, which comes back every time the battery is used.

Short answer: Zebra states that this message appears every time an unsupported battery is used in the MC3300x and that it cannot be disabled. The older MC32N0 PowerPrecision batteries are not compatible: install a battery from the MC33 range.

LIKELY CAUSE

The quick start guide states that the MC3300x is not compatible with the MC32N0 PowerPrecision batteries and that an incorrect battery triggers a recurring message that cannot be disabled.



Caution: Zebra reminds you to follow the battery safety guidelines described in the MC3300x product reference guide.

WHAT TO DO

1. Remove the battery and read its part number on the label.
2. MC3300x-G (gun-grip): use a 7,000 mAh or 5,200 mAh PowerPrecision+ battery.
3. MC3300x-R and MC3300x-S: both of these batteries are suitable, as is the 2,740 mAh standard battery.
4. The Zebra data sheet states that the MC3300x remains compatible with the 2,740 mAh (1X) and 5,200 mAh (2X) batteries of the first-generation MC3300.

Sources: [Installing the Battery](#)  – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) · [Incorrect battery message](#)  – MC3300x mobile computer quick start guide (MN-003567-01FR Rev. A) · [Battery](#)  – Product Spec Sheet – MC3300x Mobile Computer (official documentation).

Why does my Zebra MC3300x mobile computer show a low battery alert?

Message: notification prompting you to connect the mobile computer to power (below 15%, then below 8%).

Short answer: The Zebra guide sets three thresholds: below 15%, a notification prompts you to connect the mobile computer to power; below 8%, the mobile computer again displays a notice prompting you to connect it; below 6%, the mobile computer switches off. Place it in its cradle or on its cable as soon as the first alert appears.

LIKELY CAUSE

“Low Battery Notification” section of the reference guide: notification below 15%, a new notice prompting you to connect the mobile computer below 8%, shutdown below 6% (critical level).

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WHAT TO DO

1. Connect the mobile computer to a cradle or charging cable and check that the light turns solid orange.
2. Check the exact level: **Settings** > **About phone** > **Battery Information**, or open the Battery Manager app.
3. In a cold store, Zebra states that below 0 °C the battery level displayed may be lower than the actual level.
4. If the alert returns very soon after a full charge, see [the battery runs down too quickly](#).

Sources: [Low Battery Notification](#) ⓘ · [Checking Battery Status](#) ⓘ – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) (official documentation).

My Zebra MC3300x no longer reads barcodes: causes and solutions

Scan button, aiming pattern, picklist mode and symbologies enabled in DataWedge.

Why has my Zebra MC3300x mobile computer stopped reading barcodes?

Symptoms: no beam, or a beam with no beep and no green light.

Short answer: Open an app with an active input field: according to Zebra, the scan button and the trigger only start capture if a scanning application is enabled. If the beam comes on without decoding, check that the barcode's symbology is ticked in the DataWedge profile.

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LIKELY CAUSE

The quick start guide states that the scan button, the trigger (MC3300x-G) and the side button only trigger capture when a scanning application is enabled. The DataWedge documentation points out that the barcode's symbology must be enabled in the profile's decoders.

WHAT TO DO

1. Open an app, place the cursor in a text field, point the top of the mobile computer at the barcode and press and hold the scan button or the trigger.
2. Imager: the red aiming pattern should come on. A successfully read barcode is indicated by default by the green scan lights and a beep.
3. SE965 laser scanner: the scan line must cross all the bars and spaces of the barcode.
4. Test in the DataWedge Demonstration app: press the programmable button or tap the yellow button. If scanning works there but not in your application, see [data not received](#).
5. In DataWedge, open the profile, tap **Configure scanner settings > Decoders** and tick the barcode's symbology. Common formats are enabled by default.
6. Check that DataWedge is enabled: **DataWedge enabled** box in the DataWedge settings.

According to the data sheet, the MC3300x is available with three scan engines: SE965 laser (1D), SE4720/SE4770 imager (1D/2D) and SE4850 ERI extended-range imager, depending on the form factor of the mobile computer.

Sources: [Scanning with the Internal Imager](#)  – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) · [Scanning with the Laser Scanner](#)  – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) · [DataWedge Demonstration](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Barcode Input](#)  – Zebra TechDocs – DataWedge · [DataWedge Settings](#)  – Zebra TechDocs – DataWedge · [Data Capture](#)  – Product Spec Sheet – MC3300x Mobile Computer (official documentation).

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Why does my Zebra MC3300x mobile computer only read the barcode when the crosshair is on it?

Symptoms: the beam comes on, but no barcode is read until the centre of the aiming pattern is on the barcode.

Short answer: The mobile computer is in picklist mode (Picklist): according to Zebra, it then only decodes the barcode touched by the centre of the aiming pattern. Aim precisely, or disable this mode in DataWedge if your application does not need it.

LIKELY CAUSE

The quick start guide explains that in picklist mode the mobile computer only decodes when the centre of the crosshair touches the barcode. In DataWedge, the **Picklist** parameter accepts **Disable**, **Hardware Picklist** or **Software Picklist**.

WHAT TO DO

1. Place the centre of the crosshair on the barcode you want, especially on labels that carry several barcodes.
2. For testing, the DataWedge Demonstration app has an icon that switches between picklist mode and normal scanning.
3. To read any barcode in the field of view, set **Picklist** to **Disable** in the reader parameters (**Reader params**) of the application's DataWedge profile.

Sources: [Scanning with the Internal Imager](#)  – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) · [DataWedge Demonstration](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Barcode Input](#)  – Zebra TechDocs – DataWedge (official documentation).

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Barcodes scanned by my Zebra MC3300x do not arrive correctly: DataWedge, Enter and characters

DataWedge profile, keystroke output, Enter key and missing characters, according to Zebra's DataWedge documentation.

Why does my Zebra MC3300x mobile computer read the barcode without sending anything to my application?

Symptoms: beep and green light on scanning, but the application field stays empty.

Short answer: According to Zebra's DataWedge FAQ, the beam comes on thanks to the default profile Profile0, but this profile does not know where to send the data for your application. Create a DataWedge profile associated with the application, with keystroke or Intent output.

LIKELY CAUSE

Zebra explains that, without a profile associated with the application or with an incorrectly configured input/output, DataWedge uses Profile0: the scan takes place but the data does not reach the application.

WHAT TO DO

1. Check scanning in the DataWedge Demonstration app: if it works, the scanner is not the cause.
2. In DataWedge, create a profile and associate your application with it. An application can only belong to one profile.
3. In this profile, enable the appropriate output: **Keystroke output** (tick box) for keyboard entry, or Intent if the application is developed for it.
4. In the profile's basic data formatting, the **Send data** option must remain ticked (it is ticked by default).
5. Just after a restart, give DataWedge a few seconds to initialise before scanning.

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If Profile0 is disabled, Zebra states that scanning is impossible in applications that do not have a dedicated profile.

Sources: [Frequently Asked Questions](#) · [DataWedge Profiles](#) · [Keystroke Output](#) · [Basic Data Formatting](#) – Zebra TechDocs – DataWedge (official documentation).

How can my Zebra MC3300x mobile computer confirm each scan with the Enter key?

Symptoms: the barcode appears, but you have to press Enter to confirm.

Short answer: In the application's DataWedge profile, open Basic Data Formatting and tick “Send ENTER key”: according to Zebra, this option adds an Enter character at the end of the data. “Send TAB key” adds a tab.

LIKELY CAUSE

The DataWedge guide describes the basic formatting options: prefix, suffix, sending the data, sending as hexadecimal, adding a tab or an Enter. Without formatting enabled, the data goes to the output unchanged.

WHAT TO DO

1. Open DataWedge, then the profile associated with your application.
2. In the **Keystroke output**, open **Basic Data Formatting**.
3. Tick **Send ENTER key** (or **Send TAB key** to move to the next field).
4. To add fixed characters, fill in **Prefix to data** or **Suffix to data**.
5. Scan a test barcode in the application to check.

Sources: [Basic Data Formatting](#) · [Keystroke Output](#) – Zebra TechDocs – DataWedge (official documentation).

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Why does my Zebra MC3300x mobile computer send barcodes with missing or incorrect characters?

Symptoms: characters missing, swapped or spurious 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. Barcodes that contain control characters can also be sent as key events.

LIKELY CAUSE

DataWedge's Keystroke output simulates keyboard input. Zebra states that some applications lose characters if the keystrokes are too fast, and that web applications listen to these keystrokes in their own way.

WHAT TO DO

1. In the DataWedge profile, open **Keystroke output**.
2. Increase the inter-character delay in steps of 100 ms, then test. Zebra states that this setting may slow down the application.
3. For barcodes containing control characters, enable **Send Control Characters as Events** (ASCII codes 1 to 31); **Send Characters as Events** covers ASCII codes 32 to 126.
4. On Android 10 and later, it is normal for the keyboard to disappear briefly during scanning.

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

Zebra MC3300x Wi-Fi and USB: connection problems

Supported Wi-Fi bands, Wi-Fi country and file transfer over USB.

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Why won't my Zebra MC3300x mobile computer connect to Wi-Fi?

Symptoms: network not found, connection refused or lost.

Short answer: Check that your network transmits in a supported band: according to the data sheet, the MC3300x works with 802.11a/b/g/n/ac on 2.4 GHz and 5 GHz. Also check the mobile computer's Wi-Fi country, which determines the permitted channels.

LIKELY CAUSE

The data sheet lists the supported standards and bands (2.4 GHz and 5 GHz, 2x2 MU-MIMO). Zebra's Wi-Fi Manager documentation states that the "AUTO" country setting relies on the 802.11d standard and that not all channels are available in all countries.

WHAT TO DO

1. Check that the access point transmits on 2.4 GHz or 5 GHz, with an 802.11a/b/g/n/ac standard.
2. Check that Wi-Fi is enabled: according to Zebra, most Wi-Fi settings can only be changed when Wi-Fi is enabled.
3. Country: in "AUTO", the mobile computer listens for an 802.11d country beacon. According to Zebra, countries whose infrastructure does not support 802.11d must be selected manually.
4. After a battery replacement, the connection is only maintained for about 30 seconds: see [hot swap](#).

When to call a technician: the problem persists on a correctly configured network: according to Zebra, advanced Wi-Fi logging (Fusion), stored in the `/fusionlogs` folder, is generally used at the request of Zebra support.

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Sources: [WLAN](#) – Product Spec Sheet – MC3300x Mobile Computer · [Hot Swap Mode/Backup Power](#) – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Wi-Fi Manager](#) – Zebra TechDocs – MX (official documentation).

Why does my Zebra MC3300x mobile computer not appear on my computer over USB?

Message: `Charging this device via USB` in the notification panel.

Short answer: By default, the USB connection is only used for charging (“No data transfer”). Open the notification panel, tap “Charging this device via USB” and choose “File Transfer” for files or “PTP” for photos.

LIKELY CAUSE

“USB Communication” section of the reference guide: the default USB option is `No data transfer`.

WHAT TO DO

1. Connect the mobile computer to the computer with a USB accessory (cradle or cable).
2. Pull down the notification panel and tap `Charging this device via USB`.
3. Choose `File Transfer` to copy files, or `PTP` for photos.
4. Before disconnecting, eject the mobile computer on the computer, then remove it from the USB accessory.

Sources: [USB Communication](#) – [Transferring Files](#) – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) (official documentation).

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My Zebra MC3300x will not charge or switches off: battery and power

Charging, lights, battery health in Battery Manager, hot swap and battery life, according to the Zebra guides.

Why has my Zebra MC3300x mobile computer stopped charging?

Light: off even though the mobile computer is in its cradle or on its cable.

Short answer: If the light stays off, Zebra cites an incorrectly inserted battery or a cradle (or cable) that is not powered. Check the power supply, reinsert the battery and charge between 0 °C and 40 °C.

LIKELY CAUSE

In the charging light table in the reference guide, “Off” means that the battery is not charging, that it is not correctly inserted in the cradle or that it is not connected to a power source.

Caution: Zebra says to follow the battery safety guidelines in the MC3300x product reference guide and to charge batteries only between 0 °C and 40 °C.

WHAT TO DO

1. Check that the cradle or charging cable is properly powered.
2. Remove the mobile computer and put it back in the cradle.
3. Check the battery: it must be pushed in until both release buttons return to their original position.
4. Charge in a room between 0 °C and 40 °C.
5. While charging, the light is solid orange, then solid green once charging is complete.
At room temperature, Zebra states less than 5.2 h to reach 90% with the 7,000 mAh battery, less than 3.8 h with the 5,200 mAh one and less than 2.2 h with the 2,740

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mAh one.

6. If the light flashes red, see [charging error](#).

When to call a technician: the mobile computer does not charge in any cradle or on any cable: the quick start guide refers you to your site's technical or IT support.

Sources: [Charging the Battery](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Charging Indicators](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Charging the Device](#)  – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) (official documentation).

Why does the battery light on my Zebra MC3300x mobile computer stay solid red?

Light: solid red · Battery Manager: **Decommission**.

Short answer: According to Zebra, a solid red light indicates a battery that has reached the end of its useful life, whether it is charging or already charged. Confirm in the Battery Manager app: the value “Decommission” means that it needs replacing.

LIKELY CAUSE

The quick start guide associates solid red with a battery at the end of its useful life. In Battery Manager, the reference guide states that “Decommission” indicates a battery that has exceeded its useful life and must be replaced.

Caution: Zebra reminds you to follow the battery safety guidelines in the MC3300x product reference guide.

WHAT TO DO

1. Swipe up on the home screen and open the **Battery Manager** app.

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2. In the information tab, read the **Health** field: **Good** indicates a healthy battery, **Decommission** a battery that needs replacing. The other possible values are **Charge error**, **Over Current**, **Dead**, **Over Voltage**, **Below Temperature**, **Failure Detected** and **Unknown**.
3. Look at the **Wear** gauge: it turns red when wear exceeds 80%.
4. Replace the battery with a compatible model (see [compatible batteries](#)).

When to call a technician: the Battery Manager app shows **Decommission**: the Zebra guide refers you to the system administrator to replace the battery.

Sources: [Charging/notification lights](#) ↗ – MC3300x mobile computer quick start guide (MN-003567-01FR Rev. A) · [Spare Battery LED](#) ↗ – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) · [Battery Manager Information Tab](#) ↗ – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) (official documentation).

Why does the light on my Zebra MC3300x mobile computer flash orange when I remove the battery?

Light: flashing orange · Display off, battery removed.

Short answer: The mobile computer is in hot swap mode: according to Zebra, flashing orange indicates that the wireless connection is maintained for about 30 seconds. Insert a charged battery within five minutes to retain the data in RAM.

LIKELY CAUSE

“Hot Swap Mode/Backup Power” section of the reference guide: when the battery is removed, the screen goes off, wireless connections are maintained for about 30 seconds (flashing orange light), then the mobile computer goes into critical suspend and retains RAM for about five minutes.

WHAT TO DO

1. Press the battery's two release buttons and remove it.

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2. Insert the replacement battery and press firmly until both release buttons return to their original position.
3. Do this within five minutes: after that, the data in RAM is no longer retained.
4. The mobile computer resumes automatically. Only press the Power button if it was switched off or has been without a battery for a long time.

Zebra states that hot swap only retains data if the backup supercapacitor is fully charged, which can take up to 10 minutes. The French quick start guide mentions the MC3300x-R/S for maintaining the wireless connection for 30 seconds.

Sources: [Hot Swap Mode/Backup Power](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Replacing the Battery in the MC3300x-R/S](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Replacing the battery](#)  – MC3300x mobile computer quick start guide (MN-003567-01FR Rev. A) (official documentation).

Why does the battery in my Zebra MC3300x mobile computer run down so quickly?

Symptoms: battery life decreasing, frequent low battery alerts.

Short answer: Zebra recommends identifying the apps that use the most power in the battery settings, then disabling them or forcing them to stop. Also check battery wear in Battery Manager: above 80%, the gauge turns red.

LIKELY CAUSE

The reference guide links battery life to app power consumption (“Monitoring Battery Usage” section) and to battery wear, shown by Battery Manager.

WHAT TO DO

1. Open **Settings** > **Battery** to see overall consumption.
2. For an app: **Settings** > **Apps & notifications**, choose the app, then **Advanced** > **Battery**. Use **DISABLE** or **FORCE CLOSE** for those that use too much power.

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3. The screen sleep delay is set in **Settings** > **Display** > **Screen timeout** (from 15 seconds to 30 minutes, or never).
4. In Battery Manager, a red **Wear** gauge indicates a battery that is more than 80% worn: plan to replace it.

Sources: [Monitoring Battery Usage](#) · [Setting Screen Timeout](#) · [Battery Manager Information Tab](#) – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) (official documentation).

Why does my Zebra MC3300x mobile computer switch itself off?

Symptoms: the mobile computer shuts down, or only the screen goes black.

Short answer: According to Zebra, the mobile computer shuts down when the battery reaches the critical level of 6%. If only the screen goes off, the mobile computer is simply in suspend mode: press the Power button to wake it.

LIKELY CAUSE

The reference guide states that the mobile computer switches off when the main battery reaches 6% and that it goes into suspend mode after the period of inactivity set in the display settings.

WHAT TO DO

1. Put the mobile computer on charge: below 6%, it cannot stay on.
2. If the screen is only black, press the Power button, then swipe up on the screen to unlock it.
3. By default, the Power button and the trigger (MC3300x-G) or the centre scan button (MC3300x-R/S) wake the mobile computer. Other buttons can be added in **Settings** > **Wake-Up Sources** (**GUN_TRIGGER** , **LEFT_TRIGGER_1** , **RIGHT_TRIGGER_1** , **SCAN**).
4. If necessary, lengthen the sleep delay: **Settings** > **Display** > **Screen timeout** .

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Sources: [Charging the Battery](#) · [Waking the Device](#) · [Setting Wake-Up Sources](#) – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) (official documentation).

How do I reset a Zebra MC3300x? Restart, Enterprise Reset and Factory Reset

From a simple restart to resets that erase data, with what each one keeps according to Zebra.

How do I reset my Zebra MC3300x mobile computer?

Short answer: Start with a restart: press and hold the Power button and choose “Restart”, which Zebra provides for when the software stops responding. If the problem persists, Enterprise Reset and then Factory Reset reset the mobile computer, but erase data.

LIKELY CAUSE

Zebra distinguishes four levels: restart (soft reset), hard reset, Enterprise Reset and Factory Reset. According to Zebra's MX documentation, a restart keeps settings, apps and their data; Enterprise Reset erases data like a Factory Reset but preserves the `/enterprise` partition; Factory Reset erases the `/data`, `/cache` and `/enterprise` partitions.

Caution: Enterprise Reset and Factory Reset erase the user's data and apps; Factory Reset also erases the `/enterprise` partition, which contains the company configuration. According to Zebra, a removable storage card is not erased by a Factory Reset, unlike a “Full Device Wipe”. Before sending the device for repair, Zebra says to remove the microSD card.

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WHAT TO DO, IN ORDER

1. Restart: press and hold the Power button, then tap **Restart** . According to Zebra, only volatile data (app state, temporary data) is lost.
2. Enterprise Reset: the reference guide offers it from the mobile computer's settings, via microSD card or via ADB; for the last two methods, Zebra provides an Enterprise Reset package to download. The mobile computer restarts in Recovery mode and keeps the company configuration (**/enterprise**).
3. Factory Reset: via microSD card or ADB, with the Factory Reset package provided by Zebra. The mobile computer restarts in Recovery mode and returns to its factory state, without the company configuration.

When to call a technician: the mobile computer remains frozen despite these resets: the reference guide refers you to Zebra support, with the mobile computer's serial number, model and software version.

Sources: [On/Off button](#)  – MC3300x mobile computer quick start guide (MN-003567-01FR Rev. A) · [Power Key Menu](#)  – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) · [Enterprise Reset](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Performing a Factory Reset](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Service Information](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Power Manager](#)  – Zebra TechDocs – MX (official documentation).

My Zebra MC3300x will not switch on or needs updating: start-up and Android

Starting the mobile computer and updating the Android operating system, based on the reference guide and the data sheet.

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Why won't my Zebra MC3300x mobile computer switch on?

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

Short answer: First check that the battery is properly locked in and charged, then press and hold the Power button until the Zebra splash screen appears. If the mobile computer starts but stays frozen, move on to a reset.

LIKELY CAUSE

The quick start guide says to install the battery until both release buttons return to position, then press and hold the Power button until the Zebra splash screen appears. The reference guide states that the mobile computer switches off when the battery reaches 6%.

WHAT TO DO

1. Remove the battery and reinstall it: on the MC3300x-G, loosen the hand strap, align the battery, slide the front into the compartment and press firmly until both release buttons return to position, then retighten the hand strap.
2. Press and hold the Power button until the Zebra splash screen appears.
3. If there is no response, place the mobile computer in its cradle: a solid orange light confirms that the battery is charging.
4. Try a charged, compatible battery (MC32N0 batteries are not compatible).
5. If the mobile computer starts but stops responding, see [reset the MC3300x](#).

Sources: [Installing the Battery](#)  – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) · [Charging the Device](#)  – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) · [Charging the Battery](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) (official documentation).

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How do I update Android on my Zebra MC3300x mobile computer?

Short answer: According to the Zebra data sheet, the MC3300x can be upgraded to Android 14 and receives security patches through the LifeGuard programme. First note the installed version in “About phone”, then apply the Zebra update package via microSD card or ADB.

LIKELY CAUSE

The data sheet presents the MC3300x as upgradeable to Android 14, with LifeGuard for Android security updates. The reference guide (Android 11) provides two ways of installing a system update: microSD card and ADB. According to Zebra's MX documentation, the update replaces or patches the operating system from a Zip file and restarts the mobile computer in Recovery mode.

WHAT TO DO

1. Note the installed version: open the settings (Quick Access panel, two-finger swipe down from the status bar), tap **About phone** and read **Build number** and **Android security update**.
2. Obtain the Zebra system update package for your mobile computer.
3. Install it via microSD card or ADB: the mobile computer restarts in Recovery mode during the operation.
4. After the restart, check **Build number** in **About phone** again.

According to Zebra's MX documentation (Power Manager), from Android 8 onwards the operating system update action can only be used to upgrade.

Sources: [Performing a System Update](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Determining Software Versions](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Operating System](#)  – Product Spec Sheet – MC3300x Mobile Computer · [Power Manager](#)  – Zebra TechDocs – MX (official documentation).

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Zebra MC3300x touch screen, buttons, sound and keyboard: settings

Remapped scan button, touch mode for gloves or stylus, no vibration and Enterprise Keyboard.

Why has the scan button on my Zebra MC3300x mobile computer stopped responding?

Symptoms: pressing the button or the trigger produces no beam and no effect.

Short answer: The button may have been remapped in Key Programmer, which Zebra advises against for the scan button. If the mobile computer is in suspend mode, only certain buttons wake it: by default, Power and the trigger (MC3300x-G) or the centre scan button (MC3300x-R/S).

LIKELY CAUSE

The reference guide allows buttons to be remapped (Key Programmer) while stating that remapping the scan button is not recommended. It also defines the buttons that wake the mobile computer.

WHAT TO DO

1. Open **Settings** > **Key Programmer** and check the assignment of the **SCAN**, **GRIP_TRIGGER**, **LEFT_TRIGGER_1** and **RIGHT_TRIGGER_1** buttons.
2. If the mobile computer is in suspend mode, wake it with the Power button; the other wake-up buttons are set in **Settings** > **Wake-Up Sources**.
3. Reminder: the Power button and the Back, Home and Recent apps buttons cannot be remapped.
4. If the button does trigger the beam but nothing is read, see [the mobile computer no longer reads](#).

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Sources: [Remapping a Button](#) · [Remappable Keys](#) · [Setting Wake-Up Sources](#) – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) (official documentation).

Why does the touch screen on my Zebra MC3300x mobile computer respond poorly with gloves or a stylus?

Symptoms: touches not registered with gloves or a stylus.

Short answer: The MC3300x offers two touch modes: “Stylus and Finger” and “Glove and Finger”. Choose the mode that suits your use in the display settings.

LIKELY CAUSE

“Touch Panel Mode” section of the reference guide: the touch mode is set according to whether a stylus or gloves are used.

WHAT TO DO

1. Open **Settings** > **Display** > **Advanced** > **TouchPanelUI**.
2. Choose **Glove and Finger (Screen Protector OFF)** for use with gloves, or **Stylus and Finger (Screen Protector OFF)** for a stylus.
3. Test a few touches with the operator's usual equipment.

Source: [Touch Panel Mode](#) – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) (official documentation).

Why does my Zebra MC3300x mobile computer never vibrate?

Symptoms: no vibration when scanning or for notifications.

Short answer: According to the Zebra reference guide, the MC3300x does not support haptic feedback: it does not vibrate. Alerts are given by sound, which can be adjusted in the “Sound” settings.

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LIKELY CAUSE

“General Sound Setting” section of the reference guide: the mobile computer has no haptic feedback.

WHAT TO DO

1. Open **Settings** > **Sound** and adjust **Media volume**, **Alarm volume** and **Notification volume**.
2. Check that **Do Not Disturb** mode is not active.
3. In **Other sounds and vibrations**, enable the screen locking, charging and touch sounds if required.
4. The good read beep sounds by default for each decoded barcode.

Sources: [General Sound Setting](#) – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) · [Scanning with the Internal Imager](#) – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) (official documentation).

Why doesn't Enterprise Keyboard appear on my Zebra MC3300x mobile computer?

Symptoms: only the Android keyboard or Gboard is offered.

Short answer: According to the Android 11 reference guide, Enterprise Keyboard is not preinstalled on the MC3300x: you need to request it from Zebra support. Once installed, it is enabled in the virtual keyboard management settings.

LIKELY CAUSE

The reference guide states that Enterprise Keyboard is not preinstalled and that Enterprise Keyboard and the virtual keyboard are disabled by default. The mobile computer has the Android keyboard (AOSP version) or Gboard (GMS version).



WHAT TO DO

1. Enable the keyboard: **Settings** > **System** > **Languages & input** > **Virtual keyboard** > **Manage keyboards** , then tap the keyboard you want.
2. To switch keyboards from Gboard or the Android keyboard, press and hold the comma key.
3. Enterprise Keyboard has a numeric tab (**123**), an alphabetic tab, a special characters tab (**#*/**) and a scan tab (**Scan**).

When to call a technician: Enterprise Keyboard is not installed: the reference guide refers you to Zebra support to obtain it.

Sources: [Keyboard Configuration](#) · [Using the Enterprise Keyboard](#) – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) (official documentation).

My Zebra MC3330xR does not read RFID tags: what should I check?

Reading UHF tags with the RFID version of the MC3300x, based on the Zebra quick reference guide and data sheet.

Why won't my Zebra MC3330xR mobile computer read RFID tags?

Symptoms: the trigger does not start any tag reading, or few tags are read.

Short answer: According to Zebra, RFID reading must first be enabled in an RFID reading application; the trigger or the application's "Read" command then starts the inventory. Hold the mobile computer horizontally or vertically depending on the orientation of the tag.

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LIKELY CAUSE

The MC3330xR quick reference guide describes reading in four steps: enable reading in an RFID application, point the mobile computer, press the trigger (or “Read”), release it (or “Stop Read”). The data sheet gives a nominal range of 12 m and a band of 865 to 928 MHz.

Caution: The quick reference guide says to use the device only as instructed and advises against third-party accessories, which may not ensure compliance with radio frequency exposure requirements; under Canadian regulations, it says to keep the front of the RFID antenna at least 55 mm from any person. Battery: do not short-circuit it and do not replace it with an incorrect type (risk of explosion).

WHAT TO DO

1. Open an RFID reading application and enable tag reading.
2. Point the mobile computer at the tag, horizontally or vertically depending on the orientation of the tag.
3. Press the trigger or tap **Read** in the application to inventory all the tags; release it or tap **Stop Read** to stop.
4. Move closer: according to the guide, the distance between the tag and the antenna corresponds to the approximate read range (nominal range of 12 m according to the data sheet).
5. Check that the tags are UHF EPC Gen2 tags compatible with the 865 to 928 MHz band specified by Zebra.

The data sheet presents the MC3330xR as the successor to the MC3300R family and states that the same RFID SDK is used for the MC3330xR, MC3390xR, MC3330R and MC3390R.

Sources: [Reading RFID Tags](#)  – MC3330xR Integrated UHF RFID Hand-held Reader Quick Reference Guide for Android 10 (MN-003890-03EN-P Rev. A) · [RFID](#)  – Product Spec Sheet – MC3330xR UHF RFID Reader (official documentation).

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When should you call a technician for a Zebra MC3300x mobile computer?

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

- **The mobile computer does not charge on any accessory:** The mobile computer does not charge in any cradle or on any cable: the quick start guide refers you to your site's technical or IT support.
- **Battery shown as “Decommission”:** The Battery Manager app shows **Decommission**: the Zebra guide refers you to the system administrator to replace the battery.
- **Mobile computer still frozen after a reset:** The mobile computer remains frozen despite these resets: the reference guide refers you to Zebra support, with the mobile computer's serial number, model and software version.
- **Wi-Fi failing on a correctly configured network:** The problem persists on a correctly configured network: according to Zebra, advanced Wi-Fi logging (Fusion), stored in the `/fusionlogs` folder, is generally used at the request of Zebra support.
- **Enterprise Keyboard needs installing:** Enterprise Keyboard is not installed: the reference guide refers you to Zebra support to obtain it.

Avoiding recurring faults on the Zebra MC3300x 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 MC3300x mobile computer troubleshooting: frequently asked questions

How do I reset a Zebra MC3300x?

Press and hold the Power button and choose Restart: Zebra provides this restart for when the software stops responding. If the problem persists, Enterprise Reset erases the data but keeps the company configuration, and Factory Reset also erases the /enterprise partition. Both of these resets are started via microSD card or ADB, and Enterprise Reset

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can also be started from the settings. [See the detailed entry.](#)

Why is the light on my Zebra MC3300x flashing red?

According to Zebra, rapid red flashing while charging indicates a charging error: temperature too low or too high, or charging that lasts about eight hours without finishing. Recharge the mobile computer between 0 and 40 °C. Solid red indicates a battery at the end of its life instead. [See the detailed entry.](#)

Why has a Zebra MC3300x stopped charging?

If the light stays off in the cradle, Zebra cites an incorrectly inserted battery or a cradle or cable that is not powered. Reinsert the battery until both release buttons return to position and charge between 0 and 40 °C. The light should turn solid orange, then solid green. [See the detailed entry.](#)

How long does it take to charge a Zebra MC3300x?

At room temperature, Zebra states less than 5.2 hours to reach 90% with the 7,000 mAh battery, less than 3.8 hours with the 5,200 mAh one and less than 2.2 hours with the 2,740 mAh one. The light turns solid green when charging is complete. [See the detailed entry.](#)

Which battery should I use in a Zebra MC3300x?

The MC3300x-G accepts 7,000 and 5,200 mAh PowerPrecision+ batteries; the MC3300x-R and S also accept the 2,740 mAh standard battery. The older MC32N0 PowerPrecision batteries are not compatible and cause a recurring message that cannot

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be disabled. [See the detailed entry.](#)

How do I add the Enter key after a scan on a Zebra MC3300x?

Open your application's DataWedge profile, then the Basic Data Formatting of the keystroke output. Tick Send ENTER key: according to Zebra, an Enter character is added at the end of the data. Send TAB key adds a tab. [See the detailed entry.](#)

Can the Zebra MC3300x be upgraded to Android 14?

Yes, according to the Zebra data sheet, the MC3300x can be upgraded to Android 14 and is covered by the LifeGuard security update programme. The reference guide describes updating via microSD card or ADB. [See the detailed entry.](#)

How do I read RFID tags with a Zebra MC3330xR?

Open an RFID reading application and enable tag reading. Point the mobile computer at the tag, horizontally or vertically depending on its orientation, then press the trigger or Read. The Zebra data sheet gives a nominal range of 12 m. [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.

- [MC3300x Mobile Computer Product Reference Guide for Android 11](#)  – MC3300x Mobile Computer Product Reference Guide for Android 11 (MN-004219-01EN Rev A) **official**
- [MC3300x Mobile Computer Quick Start Guide](#)  – MC3300x Mobile Computer Quick Start Guide (MN-003567-01EN Rev. A) **official**

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- [MC3300x mobile computer quick start guide](#)  – MC3300x mobile computer quick start guide (MN-003567-01FR Rev. A) **official**
- [MC3300x Mobile Computer](#)  – Product Spec Sheet – MC3300x Mobile Computer **official**
- [MC3330xR Integrated UHF RFID Hand-held Reader Quick Reference Guide](#)  – MC3330xR Integrated UHF RFID Hand-held Reader Quick Reference Guide for Android 10 (MN-003890-03EN-P Rev. A) **official**
- [MC3330xR UHF RFID Reader](#)  – Product Spec Sheet – MC3330xR UHF RFID Reader **official**
- [Barcode Input](#)  – Zebra TechDocs – DataWedge **official**
- [DataWedge Settings](#)  – Zebra TechDocs – DataWedge **official**
- [DataWedge Profiles](#)  – Zebra TechDocs – DataWedge **official**
- [Keystroke Output](#)  – Zebra TechDocs – DataWedge **official**
- [Basic Data Formatting](#)  – Zebra TechDocs – DataWedge **official**
- [Frequently Asked Questions](#)  – Zebra TechDocs – DataWedge **official**
- [Power Manager](#)  – Zebra TechDocs – MX **official**
- [Wi-Fi Manager](#)  – Zebra TechDocs – MX **official**

The MC3300x reference guide for Android 10 (mc3300x-android-v10-prg-en.pdf), the MC3300xR integrator guide (mc3300xr-ig.pdf, MN-003889-02EN), the MC3300x accessories guide, the support.zebra.com articles (000033839 on RFID reading on the MC3300xR, “Performing a factory reset”) and the pages of the Android 11 reference guide beyond the first 70 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 pages on timcod.fr (in French): [Zebra MC33 / MC3300 x](#), [Zebra MC3330xR \(RFID UHF\)](#)
- [All troubleshooting guides for Zebra scanners and mobile computers \(DS3600, FS10, FS20, FS40 / FS70, MC3200, MC3300, MC3300ax, MC3400, MC9190-G, MC9200, MC9300, MC9400, TC22R, TC8000, TC8300\)](#)
- [Maintenance and repair of Zebra mobile computers](#)
- [All barcode scanner and mobile computer troubleshooting guides, all brands](#)
- [TIMCOD repair and maintenance](#)

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- [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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