

Need a technician? Contact TIMCOD

Scan the QR code or open the contact page. The numbers of our 7 agencies (reception and technical hotline) are on the last page.

<https://www.timcod.fr/contact>



Home › Repair › Barcode scanner troubleshooting › Zebra › MC3400

TROUBLESHOOTING GUIDE

Zebra MC3400 / MC3450 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, MC3400/MC3450 Product Reference Guide (MN-004901-02EN Rev A) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra MC3400 / MC3450 product page →

In brief. The Zebra MC3400 is a rugged Android mobile computer with a physical keypad, available in a pistol-grip (Gun) or straight (Straight Shooter) version; the MC3450 adds a cellular connection. The causes Zebra cites most often are charging (temperature, worn battery, mobile computer not seated correctly in the cradle), DataWedge disabled or misconfigured when the scanner does not read, and applications or the mobile computer no longer responding. This guide links each light to its cause and describes the official procedures: restart, reset, update, DataWedge settings, Wi-Fi and Bluetooth. Click a question to open its entry.

- **A light comes on or flashes:** find the signal in the [lookup table](#) and open the matching entry.
- **The scanner does not read, or the data does not arrive:** see [the scanner does not read](#), [DataWedge disabled](#) and [data missing from the application](#).
- **The mobile computer is frozen or needs to be reset:** see [restart](#) and [reset](#).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights and beeps on my Zebra MC3400 mean? Find the cause by signal

The MC3400 reports charging, notifications and scans through a charging and notification light, a beep and on-screen messages. Paired Zebra Bluetooth scanners report pairing with their own beeps. The table links each signal to its cause and to the matching entry.

Signal or message	Light (Zebra guide)	Likely cause	Entry
Charging light off, mobile computer in the cradle	○ off	Not charging: mobile computer not inserted correctly, cradle not powered or mobile computer not powered	Light off in the cradle
Charging light solid amber	● solid amber	Battery charging	The mobile computer does not charge
Charge light solid green	● solid green	Charging complete	The mobile computer does not charge

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Signal or message	Light (Zebra guide)	Likely cause	Entry
Amber light flashing, battery removed	● amber flashing	Wireless connection maintained during the battery hot swap (30 seconds)	<u>Battery swap</u>
Red light flashing fast (2 per second)	● red flashing fast	Charging error: temperature too low or too high, or charging has gone on too long without completing (usually 8 hours)	<u>Flashing red light</u>
Solid red light	● solid red	Battery charging or charged, but at the end of its useful life	<u>Solid red light</u>
Flashing blue light	flashing blue	Application notification received, or Bluetooth device connected	<u>Blue light</u>
Beep on scanning	on (successful scan)	Barcode decoded (default setting)	<u>The scanner does not scan</u>
Battery warning at 15% then at 8%	—	Low battery: recharge soon, then recharge	<u>Low battery</u>
Shutdown at 6% battery	—	Battery too low: the mobile computer shuts down and must be recharged	<u>Low battery</u>
Memory full message	—	Too many applications installed or internal memory full	<u>Memory full</u>

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Signal or message	Light (Zebra guide)	Likely cause	Entry
Bluetooth scanner: high-low-high-low beeps	● green flashing (scanner's scan light)	The scanner is trying to connect to the mobile computer	Pairing a handheld scanner
Bluetooth scanner: low-high beep	○ off (scanner's scan light)	Scanner connected to the mobile computer	Pairing a handheld scanner
Connected under the Wi-Fi network	—	Connection to the Wi-Fi network established	Wi-Fi

The light states come from the “Charging Indicators” table of the MC3400/MC3450 Product Reference Guide; the battery thresholds from the “Low Battery Notification” section; the Bluetooth scanner beeps from the “Pairing the Bluetooth Scanner Using Simple Serial Interface (SSI)” page. A dash means that the page consulted does not specify the light state.

Zebra MC3400 lights and error messages: causes and solutions

These entries explain the states of the charging and notification light and the error messages described by Zebra.

Why does the light on my Zebra MC3400 mobile computer flash red rapidly while charging?

Charging light: red, fast flashing (2 flashes per second).

Short answer: According to Zebra, this flashing indicates a charging error: temperature too low or too high, or charging taking too long without completing (generally 8 hours). Bring the mobile computer and the cradle back into a room at normal temperature, then restart charging; if the fault persists, try another battery.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



LIKELY CAUSE

The “Charging Indicators” table in the Zebra guide associates fast-flashing red (2 flashes per second) with a charging error: temperature too low or too high, or charging that goes on without completing (generally 8 hours). The troubleshooting guide for the 5-slot Ethernet ShareCradle cites the same causes.

Caution: Zebra asks you to charge only when the ambient temperature of the battery and charger is between 0 °C and 40 °C, and not to use incompatible batteries or chargers, including non-Zebra ones.

WHAT TO DO

1. Check the temperature: according to the “Charging the Device” section, charging stops below 0 °C or above 45 °C. For the 5-slot Ethernet ShareCradle, Zebra recommends a room between 0 °C and 35 °C.
2. If the mobile computer has come out of a cold room or a hot vehicle, let it return to room temperature before placing it back in the cradle.
3. If the light still flashes red after a long charge, test other batteries in the same cradle: if they charge normally, Zebra recommends replacing the faulty battery.
4. Check the condition of the battery in the Battery Manager application (Health field): see [battery wear](#).

When to call a technician: if you suspect damage to the mobile computer or the battery: Zebra then asks you to contact support to have the equipment inspected.

Sources: [Charging Indicators; Charging the Device](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) · [5-Slot Ethernet ShareCradle Troubleshooting](#)  – MC3400/MC3450 Product Reference Guide · [Battery Safety Guidelines](#)  – MC3400/MC3450 Product Reference Guide (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why does the light on my Zebra MC3400 mobile computer stay solid red?

Charging light: solid red.

Short answer: According to the Zebra light table, solid red indicates that the battery is charging or charged, but has reached the end of its useful life. Replace it with a compatible Zebra battery.

LIKELY CAUSE

The Zebra guide describes solid red as follows: spare battery charging and at the end of its useful life, or charging complete on a battery at the end of its useful life. The Battery Manager application shows the same wear: the “Wear” bar turns red beyond 80% wear.

Caution: Do not disassemble, crush, puncture or short-circuit the battery. According to Zebra, a used rechargeable battery must be disposed of in accordance with local regulations and never thrown into a fire.

WHAT TO DO

1. Open the Battery Manager application and look at the information tab: level, wear and condition (Health).
2. If the condition shows “Decommission” or if the wear bar is red, plan to replace the battery.
3. Replace the battery with a compatible Zebra battery: see [replacing the battery](#).
4. Dispose of the used battery in accordance with local regulations, never in a fire.

Sources: [Charging Indicators; Battery Manager Information Tab](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) · [Battery Safety Guidelines](#)  – MC3400/MC3450 Product Reference Guide (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why does the light on my Zebra MC3400 mobile computer flash blue?

Light: blue flashing.

Short answer: This is not a fault. According to Zebra, the light flashes blue when an application has received a notification or when the mobile computer is connected to a Bluetooth device. You can turn off this flashing in Settings > Notifications > Blink light.

LIKELY CAUSE

The “Charging Indicators” table states that blue flashing indicates that an application notification has been received. The “Enabling Blink Light” section specifies that the light also flashes blue when the mobile computer is connected to a Bluetooth device, and that this function is enabled by default.

WHAT TO DO

1. Check the pending notifications on the mobile computer.
2. If a Bluetooth scanner or headset is connected, the blue flashing is normal.
3. To turn off the flashing: open Settings, touch Notifications, then Blink light to disable it.

Source: [Charging Indicators; Enabling Blink Light](#) – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) (official documentation).



Why does my Zebra MC3400 mobile computer say that the memory is full?

Message: mobile computer memory full · Symptoms: files or applications that close as soon as they are opened.

Short answer: Zebra cites two causes: too many applications installed, or internal memory full. Uninstall unneeded applications in Settings > Apps and delete unnecessary files from the internal memory from a computer.

LIKELY CAUSE

The “Troubleshooting the Device” table links the memory full message to too many applications being installed, and files or applications closing automatically when opened to a full internal memory.

WHAT TO DO

1. Open Settings > Apps, select the user-installed applications you no longer use and touch Uninstall.
2. If files or applications close as soon as they are opened, connect the mobile computer to a computer over USB and delete files from the internal memory.

Source: [Troubleshooting the Device](#)  – MC3400/MC3450 Product Reference Guide (official documentation).

My Zebra MC3400 no longer scans barcodes: causes and solutions

When the built-in scanner does not decode or reads poorly, Zebra first points to DataWedge, the condition of the barcode, the distance and the enabled symbologies.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why does my Zebra MC3400 mobile computer no longer scan barcodes?

Symptoms: nothing happens when you press the scan button, or the aiming pattern comes on without the barcode being decoded.

Short answer: According to Zebra, first check that DataWedge is enabled, that the barcode is not damaged and that you are aiming from the right distance. If a particular type of barcode is never read, enable its decoder in the DataWedge profile.

LIKELY CAUSE

The “Troubleshooting the Device” table cites five causes: DataWedge not enabled, unreadable (damaged) barcode, unsuitable scanning distance from the exit window, mobile computer not programmed for this type of barcode, and mobile computer not set to beep (the scan takes place but without an audible signal).

WHAT TO DO

1. Open an application and place the cursor in an input field: according to Zebra, the data is entered in the active field.
2. Aim at the barcode with the exit window at the top of the mobile computer, press and hold the scan button (or the trigger), place the barcode within the aiming pattern (cross and dot), then release.
3. On a successful scan, the light comes on and the mobile computer beeps (default setting). In Picklist mode, decoding only takes place when the red or green cross touches the barcode.
4. If nothing happens, check that DataWedge is enabled: see [DataWedge disabled](#).
5. Test scanning in the DWDemo application: if it works there but not in your application, see [data missing from the application](#).
6. If only one type of barcode is not read, see [symbolologies](#); if scanning is hesitant, see [difficult scanning](#).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



According to Zebra, DataWedge is installed and enabled by default on the mobile computer.

Sources: [Troubleshooting the Device](#)  – MC3400/MC3450 Product Reference Guide · [Scanning with the Internal Imager; DataWedge](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) · [Frequently Asked Questions](#)  – DataWedge documentation (Zebra TechDocs) (official documentation).

Why does my Zebra MC3400 mobile computer struggle to read some barcodes?

Symptoms: several attempts are needed, or scanning only works at a certain distance.

Short answer: Zebra points out that each imager has a scanning range that depends on the density of the barcode: move further away for large barcodes, closer for barcodes with tightly packed bars. Avoid light reflecting straight into the imager and clean the exit window.

LIKELY CAUSE

The “Scanning Considerations” section explains that scanning too close or too far prevents decoding, that an angle that sends light directly back into the imager can blind it, and that too shallow an angle also hinders scanning. Zebra also recommends wiping the camera and the exit window regularly.

Caution: For the exit window, Zebra states that you should use lens tissue or a material intended for optics. According to the guide, acetone, ketones, ethers, aromatic and chlorinated hydrocarbons, aqueous or alcoholic alkaline solutions, ethanolamine, toluene, trichloroethylene, benzene, carbolic acid and TB-Lysoform damage the plastics of the mobile computer and must not come into contact with it.

WHAT TO DO

1. Vary the distance: hold the mobile computer further away for large symbols, closer for barcodes with tightly packed bars.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



2. Tilt the mobile computer slightly to avoid light reflecting directly into the imager, without aiming at too steep an angle.
3. Keep the scan button pressed: on a poor-quality barcode, the mobile computer keeps trying as long as the button is held down.
4. Wipe the exit window with lens tissue or a material suitable for cleaning spectacle lenses.
5. To scan from a distance, check which engine your mobile computer is fitted with: according to the guide, the SE4710 and SE4770 are the standard 1D/2D imagers, and the SE55 (advanced range) and SE58 (extended range) options exist on some versions.

Sources: [Scanning Considerations](#); [Scanning with the Internal Imager](#); [Configurations](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) · [Camera and Exit Window](#)  – MC3400/MC3450 Product Reference Guide · [Harmful Ingredients](#)  – MC3400/MC3450 Product Reference Guide (official documentation).

Why does my Zebra MC3400 mobile computer read some barcodes but not others?

Symptoms: one type of barcode (QR code, Data Matrix, postal code...) is never decoded.

Short answer: According to Zebra, the mobile computer must be programmed to accept the type of barcode being read. In DataWedge, open your application's profile, then Configure scanner settings > Decoders, and tick the missing symbology.

LIKELY CAUSE

The troubleshooting table in the guide cites the case of a mobile computer not programmed for the type of barcode scanned. The DataWedge documentation specifies that common symbologies are enabled by default, and that Zebra recommends disabling those your applications do not need, which can improve scanning performance.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



WHAT TO DO

1. Open the DataWedge application and touch the profile associated with your application (or Profile0, the default profile).
2. Touch Configure scanner settings, then Decoders.
3. Tick the symbology to be read and untick those that are not used.
4. For postal codes, Zebra states that you should select only one of the two decoders “Australian Postal” or “Canadian Postal”.
5. On the SE4710 imager, the decoder table in the guide lists the following as enabled by default: Code 128, Code 39, Codabar, EAN-13, EAN-8, UPC-A, UPC-E0, GS1 DataBar and GS1 DataBar Expanded, QR Code, Data Matrix, PDF417, Aztec, MaxiCode and Mail Mark.
6. Again on the SE4710, the following are disabled by default, among others: Interleaved 2 of 5, Code 93, Code 11, MSI, Discrete 2 of 5, Matrix 2 of 5, GS1 DataMatrix, GS1 QR Code, Micro QR, MicroPDF, DotCode, Han Xin, composite codes and postal codes. These are the ones to tick if one of these codes is never read.

The default states quoted are those in the “SE4710 Internal Imager Supported Decoders” table; the guide publishes a separate table for each engine (SE4770, SE55, SE58, camera) and for each Bluetooth scanner. The DataWedge menus come from Zebra's online DataWedge documentation, which describes the current version: the labels may vary depending on the version installed.

Sources: [Troubleshooting the Device](#)  – MC3400/MC3450 Product Reference Guide · [SE4710 Internal Imager Supported Decoders](#)  – MC3400/MC3450 Product Reference Guide · [Barcode Input](#)  – DataWedge documentation (Zebra TechDocs) · [DataWedge Profiles](#)  – DataWedge documentation (Zebra TechDocs) (official documentation).

Barcodes scanned by my Zebra MC3400 arrive incorrectly: causes and solutions

Scanning works, but the data does not reach the application, arrives without being validated or with missing characters: everything is set in the DataWedge profile.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why do barcodes scanned by my Zebra MC3400 mobile computer not reach my application?

Symptoms: the aiming pattern comes on and scanning works in DWDemo, but nothing appears in the business application.

Short answer: According to Zebra's DataWedge FAQ, either no profile is associated with your application, or its input or output is misconfigured. Create a DataWedge profile for the application, with the Barcode input enabled and a Keystroke or Intent output.

LIKELY CAUSE

DWDemo has its own built-in profile. For another application without a profile, DataWedge applies the default profile Profile0, which lets the aiming pattern come on but does not transmit the data if it is misconfigured. Each application can only be associated with one profile.

WHAT TO DO

1. Check that the cursor is in an input field of the application at the moment of scanning.
2. Open DataWedge and look for a profile associated with your application; if there is none, create one and associate the application with it.
3. In this profile, enable the Barcode input and an output: Keystroke (simulated keystrokes) or Intent, depending on what the application's developer specifies.
4. Check that the Send data option in Basic Data Formatting is enabled: when disabled, it blocks the sending of data (only the prefix and suffix are sent).
5. If an administrator has disabled Profile0, applications without a profile no longer receive scans: according to Zebra, the purpose of this setting is precisely to prevent scanning in unintended applications.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



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

Why does my Zebra MC3400 mobile computer not validate the field after a scan?

Symptoms: the barcode is entered, but the cursor does not move to the next field, or an expected prefix or suffix is missing.

Short answer: Without any particular setting, DataWedge transmits the barcode without modifying it. In your application's profile, open Basic Data Formatting and tick Send ENTER key (or Send TAB key to move to the next field).

LIKELY CAUSE

According to the DataWedge documentation, Basic Data Formatting lets you add a prefix (Prefix to data), a suffix (Suffix to data), a tab (Send TAB key) or a validation (Send ENTER key) to the scanned data. If this module is not enabled, the data passes through unchanged.

WHAT TO DO

1. Open DataWedge, then the profile associated with your application.
2. In the Keystroke output section, open Basic Data Formatting and enable it.
3. Tick Send ENTER key to validate after each barcode, or Send TAB key to move to the next field.
4. If the application expects a prefix or a suffix, enter it in Prefix to data or Suffix to data.
5. If the barcode itself contains a control character, the Action key character setting in Keystroke Output lets you replace it with Tab, Line feed or Carriage return.

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

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why does my Zebra MC3400 mobile computer send missing or jumbled characters?

Symptoms: characters lost, swapped or misplaced in the field, particularly in a browser or a slow application.

Short answer: The DataWedge documentation recommends increasing the delay between characters (Inter character delay) in steps of 100 ms, up to 1,000 ms, in the event of keystroke transmission errors. This delay can slow down the application: keep the smallest value that solves the problem.

LIKELY CAUSE

With Keystroke output, DataWedge sends the data as simulated keystrokes. For transmission errors, Zebra provides an inter-character delay (0 ms by default), a specific delay for multi-byte characters and a delay before key events (Key event delay), which helps keep the order when text and keys are mixed.

WHAT TO DO

1. Open DataWedge, then the application's profile and the Keystroke output options.
2. Set Inter character delay to 100 ms, test, then increase in steps of 100 ms if necessary, up to 1,000 ms.
3. For Unicode or multi-byte characters sent to the Android browser, enable Multi-byte character delay (only available if the inter-character delay is enabled).
4. If an Enter or Tab key arrives before the end of the data, set Key event delay.

According to Zebra, in web applications, control characters sent as key events do not trigger browser shortcuts.

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



My Zebra MC3400 will not connect over Wi-Fi, Bluetooth or to the PC: solutions

These entries cover the Wi-Fi connection, searching for Bluetooth devices, pairing a Zebra handheld scanner and exchanging data through the cradle.

Why does my Zebra MC3400 mobile computer not connect to Wi-Fi?

Symptoms: network missing from the list, or unable to connect on channels 12-13 or on 5 GHz.

Short answer: If the access point does not broadcast its country code, Zebra states that the mobile computer cannot connect on channels 12-13 or on 5 GHz channels. Disable the 802.11d function by choosing your country in Settings > Wi-Fi > Additional settings > Country Selection.

LIKELY CAUSE

The troubleshooting table cites an access point that does not broadcast its country code. For a secure network, the mobile computer also asks for a password or other credentials, which Zebra recommends obtaining from the system administrator.

WHAT TO DO

1. Open Settings > Network & internet > Internet: the mobile computer searches for and lists nearby Wi-Fi networks.
2. Select the network. Open network: touch Connect. Secure network: enter the password or credentials provided by your administrator, then touch Connect.
3. Once the connection is established, Connected is displayed. The IP address is obtained automatically (DHCP); the guide also describes how to configure a static IP address.
4. If channels 12-13 or the 5 GHz band remain inaccessible, open Settings > Wi-Fi > Additional settings > Country Selection and choose your country: all the channels for that country are then enabled, even if the access point does not broadcast its country code.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



The MC3450 also has a cellular connection (WWAN), described in the Wireless chapter of the guide.

Sources: [Troubleshooting the Device](#) · [Connecting to a Wi-Fi Network](#) – MC3400/MC3450 Product Reference Guide (official documentation).

Why can my Zebra MC3400 mobile computer not find my Bluetooth devices?

Symptoms: the Bluetooth device does not appear in the list, or remains not connected.

Short answer: Zebra cites three causes: device too far away, device switched off or not discoverable. Move within 10 metres, switch the device on and put it in discoverable mode according to its own documentation.

LIKELY CAUSE

The “Troubleshooting the Device” table states that the mobile computer does not find Bluetooth devices if it is too far away from them, if they are switched off or if they are not in discoverable mode.

WHAT TO DO

1. Bring the mobile computer within 10 m (32.8 feet) of the Bluetooth device.
2. Switch on the device to be connected and put it in discoverable mode by following its documentation.
3. Once the device is paired, connect it from Settings > Connected devices > Connection preferences > Bluetooth by touching the unconnected device: Connected appears under its name.
4. For a Zebra scanner (DS3678, RS6000 ring scanner...), use barcode pairing instead: see [pairing a handheld scanner](#).

Sources: [Troubleshooting the Device](#) · [Connecting to a Bluetooth Device](#) – MC3400/MC3450 Product Reference Guide (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why will my Zebra Bluetooth handheld scanner not connect to my MC3400 mobile computer?

Scanner beeps: high-low-high-low during the attempt, then low-high on connection · Scanner's scan light: green flashing, then off.

Short answer: According to Zebra, place the scanner within 10 metres, open the Bluetooth Pairing Utility application on the mobile computer and scan the barcode displayed on the screen with the scanner. A low-high beep and the scanner icon in the status bar confirm the connection.

LIKELY CAUSE

The guide describes two connection modes for Zebra Bluetooth scanners such as the DS3678: SSI (Simple Serial Interface), by scanning the barcode in the Bluetooth Pairing Utility application, and HID (Bluetooth Human Interface Device), through the Android Bluetooth menu. Ring scanners can also pair via NFC.

WHAT TO DO

1. Place the scanner within 10 m (32.8 feet) of the mobile computer and insert its battery.
2. On the mobile computer, swipe up from the home screen and touch the blue Bluetooth Pairing Utility icon.
3. Scan the barcode displayed on the screen with the scanner. During the attempt, the scanner emits high-low-high-low beeps and its scan light flashes green.
4. On connection, the light goes off, the scanner emits a low-high beep, a notification is displayed and the scanner icon appears in the status bar.
5. Ring scanner in SSI mode: enable NFC on the mobile computer and align the NFC logos of the two devices; the ring scanner's status light flashes blue, then goes off, and the ring scanner emits a series of low-high beeps.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



6. HID mode: enable Bluetooth on both devices, put the scanner in HID mode (HID barcode in the scanner's documentation), then touch Bluetooth > Pair new device in the quick access panel and select the scanner.
7. If the scans do not arrive, select the scanner in the DataWedge profile or reselect Auto: according to Zebra, DataWedge does not automatically reconnect a Bluetooth scanner while another scanner is automatically selected.

The beeps and lights quoted are those of the Bluetooth scanner, not the mobile computer. According to Zebra, the Bluetooth scanner must be connected for its settings to be changed in DataWedge.

Sources: [Pairing the Bluetooth Scanner Using Simple Serial Interface \(SSI\)](#)  – MC3400/MC3450 Product Reference Guide · [Pairing a Bluetooth Ring Scanner](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) · [Barcode Input](#)  – DataWedge documentation (Zebra TechDocs) (official documentation).

Why does my Zebra MC3400 mobile computer not send its data to the computer from the cradle?

Symptoms: no data, or incomplete data, transmitted to the host computer.

Short answer: According to Zebra, the mobile computer was probably removed from the cradle or disconnected during communication. Put it back in the cradle or reconnect the cable, then restart the transmission; if the problem persists, have your administrator check the cable and the communication software.

LIKELY CAUSE

The troubleshooting tables for the mobile computer and the 1-slot USB cradle cite three causes: mobile computer removed or disconnected during communication, incorrect cable configuration, communication software incorrectly installed or configured.

WHAT TO DO

1. Put the mobile computer back in the cradle, or reconnect the communication cable, then restart the transmission.



2. Do not remove the mobile computer from the cradle during data exchange.
3. If the transmission still fails, have your system administrator check the cable and communication software configuration, as Zebra recommends.

Sources: [Troubleshooting the Device](#) · [1-Slot USB Charge Cradle Troubleshooting](#) – MC3400/MC3450 Product Reference Guide (official documentation).

Zebra MC3400 battery and charging: problems and solutions

Charging that does not start, spare battery, hot swap, wear and low battery thresholds, based on the Zebra guides for the mobile computer and its cradles.

Why does my Zebra MC3400 mobile computer no longer charge?

Symptoms: battery level not rising, charging light off or red.

Short answer: Zebra cites three causes: faulty battery, mobile computer removed from the cradle during charging, temperature out of range. Put the mobile computer back in the cradle in a room at normal temperature and let charging complete; if other batteries charge normally, replace this one.

LIKELY CAUSE

The troubleshooting table cites a faulty battery, a mobile computer removed from the cradle during charging and an extreme battery temperature. The temperature ranges vary between pages of the guide: charging interrupted below 0 °C or above 45 °C (“Charging the Device” section), no charging below 0 °C or above 40 °C (mobile computer troubleshooting table), no charging below 5 °C or above 40 °C (1-slot USB cradle).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Caution: Only use Zebra batteries and chargers. For USB charging, Zebra asks you to connect the mobile computer only to products bearing the USB-IF logo or that are USB-IF certified.

WHAT TO DO

1. Check that the cradle or the USB-C cable is powered and that the mobile computer is seated correctly: the light should change to solid amber (charging in progress).
2. Let charging complete: at room temperature, the 7,000 mAh extended PowerPrecision+ battery reaches 90% in less than 5.2 hours and the 5,200 mAh high-capacity PowerPrecision+ battery in less than 3.8 hours. The light changes to solid green when charging is complete.
3. Preferably charge between 0 °C and 40 °C, the range given in the Zebra safety instructions. Above 58 °C, the mobile computer shuts down.
4. Check Battery Manager: the Charge Status field shows, for example, Charging-AC, Charging-USB, Not charging or Full.
5. Test another battery: if it charges, replace the original battery. If the mobile computer still does not work, perform a restart.

According to the “Charging the Device” section, a 90% charge is often enough for a day, and a full charge can last around 20 hours depending on use.

Sources: [Troubleshooting the Device](#)  – MC3400/MC3450 Product Reference Guide · [Charging the Device; Charging Indicators; Battery Manager Information Tab](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) · [1-Slot USB Charge Cradle Troubleshooting](#)  – MC3400/MC3450 Product Reference Guide · [Battery Safety Guidelines](#)  – MC3400/MC3450 Product Reference Guide (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why does the charging light on my Zebra MC3400 mobile computer stay off in the cradle?

Charging light: off while the mobile computer is in the cradle.

Short answer: According to Zebra, the cradle is not powered or the mobile computer is not inserted correctly. Check the cradle's power cord and the mains socket, then remove and reinsert the mobile computer.

LIKELY CAUSE

The “Charging Indicators” table associates the light being off with a battery that is not charging: mobile computer not inserted correctly in the cradle, no power source or mobile computer not powered. The guide for the 5-slot Ethernet ShareCradle adds a faulty battery and an excessively high ambient temperature around the cradle.

WHAT TO DO

1. Check that the power cord is properly connected to the cradle and to a mains socket.
2. Remove the mobile computer, reinsert it and check that it is seated correctly.
3. On a 5-slot Ethernet ShareCradle, check the charging status in Settings > About phone > Battery Information > Charge Status.
4. If the room is too hot, move the cradle to a room between 0 °C and 35 °C.
5. If the light stays off with this mobile computer only, test other batteries: if they charge, replace the faulty battery.

Sources: [Charging Indicators](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) · [1-Slot USB Charge Cradle Troubleshooting](#)  – MC3400/MC3450 Product Reference Guide · [5-Slot Ethernet ShareCradle Troubleshooting](#)  – MC3400/MC3450 Product Reference Guide (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why does the spare battery for my Zebra MC3400 not charge?

Symptoms: spare battery light off on the 1-slot cradle or on the 4-slot charger.

Short answer: Zebra mainly cites a battery that is not inserted correctly or a charger that is not powered. On the 1-slot USB cradle, the battery is placed contacts down, facing the back of the cradle; reinsert it firmly and check the mains cord.

LIKELY CAUSE

The troubleshooting guides for the 1-slot USB cradle and the 4-slot battery charger cite a battery inserted incorrectly or upside down, a charger that is not powered, a battery removed or a charger unplugged too early, and a faulty battery.

WHAT TO DO

1. Check that the power cord is properly connected to the charger and to the mains.
2. Remove the battery and reinsert it firmly in the charging slot. On the 1-slot USB cradle, align the battery contacts with those of the cradle, face down and towards the back.
3. Do not remove the battery or unplug the charger before charging is complete.
4. If the light stays solid red, the battery has reached the end of its life: see [solid red light](#).
5. Test other batteries: if they charge, replace the faulty battery.

Sources: [1-Slot USB Charge Cradle Troubleshooting](#)  – MC3400/MC3450 Product Reference Guide · [4-Slot Spare Battery Charger Troubleshooting](#)  – MC3400/MC3450 Product Reference Guide · [Charging Indicators; Charging the Spare Battery](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Does my Zebra MC3400 mobile computer lose its data when the battery is removed?

Light: amber flashing during the battery swap.

Short answer: Not if you are quick. According to Zebra, once the battery is removed, the display turns off, the wireless connection is maintained for 30 seconds (amber light flashing) and the RAM is retained for around five minutes: insert the new battery within this time.

LIKELY CAUSE

The guide describes the hot swap: without a battery, the mobile computer goes into a low-power state. The wireless connection persists for 30 seconds, indicated by the amber light flashing, then the data in RAM is retained for around five minutes.

Caution: According to Zebra, the mobile computer does not switch on if the battery voltage drops below 3.45 V (voltage visible in Battery Manager). Do not use incompatible or non-Zebra batteries.

WHAT TO DO

1. Loosen the hand strap if necessary.
2. Press the two battery release buttons until the battery comes slightly free, then remove it.
3. Align the new battery in its compartment, slide the front in first, then press firmly until the two side buttons return to position.
4. The mobile computer resumes automatically. Only press the Power button if it was switched off or was left without a battery for a long time.
5. Battery with a BLE beacon: switch on the mobile computer after installation so that the system transfers the BLE settings to the battery.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Sources: [Replacing the Battery](#); [Installing the Battery](#); [Charging Indicators](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) · [Battery Safety Guidelines](#)  – MC3400/MC3450 Product Reference Guide (official documentation).

Why is the battery life of my Zebra MC3400 mobile computer getting shorter and shorter?

Symptoms: decreasing battery life, red wear bar in Battery Manager.

Short answer: Open the Battery Manager application: the “Wear” bar turns red beyond 80% wear and the Health field reports faults (Decommission, Dead...). According to Zebra, a battery that reaches its replacement threshold must be changed.

LIKELY CAUSE

Battery Manager calculates a health percentage (current capacity relative to rated capacity) and a usage count: the higher this count, the lower the battery health. Zebra states that the battery should be replaced when this count reaches or exceeds the defined threshold (Usage decommission threshold).

Caution: Do not leave the mobile computer or the battery in a very hot place, for example a parked vehicle or near a heat source. In the event of a leak, avoid contact with the skin and eyes; in the event of contact, rinse with water for 15 minutes and consult a doctor.

WHAT TO DO

1. Open Battery Manager and read the information tab: level, wear, condition (Health) and charging status (Charge Status).
2. In the advanced information, compare the health percentage (Battery health) with the decommission threshold (Decommission threshold, 80% by default).
3. If the condition shows Decommission or if the wear bar is red, replace the battery.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



4. For a mobile computer stored for a long time, Zebra recommends Shelf Mode: battery charged to between 60 and 80%, room below 40 °C; this mode preserves a usable charge for up to a year.

Sources: [Battery Manager Information Tab](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) · [Shelf Mode](#)  – MC3400/MC3450 Product Reference Guide · [Battery Safety Guidelines](#)  – MC3400/MC3450 Product Reference Guide (official documentation).

Why does my Zebra MC3400 mobile computer switch off when there is still battery left?

Message: low battery warnings at 15% then at 8% · shutdown at 6%.

Short answer: This is the behaviour intended by Zebra: the mobile computer displays a warning at 15%, a second at 8%, then shuts down at 6% and must be recharged. Recharge it or swap the battery as soon as the first warning appears.

LIKELY CAUSE

The “Low Battery Notification” section sets three thresholds: at 15%, the mobile computer prompts you to recharge soon; at 8%, it prompts you to recharge; at 6%, it shuts down and must be recharged.

WHAT TO DO

1. As soon as the 15% warning appears, plan a recharge or a battery swap.
2. After a shutdown at 6%, place the mobile computer in its cradle or connect the USB-C cable: it switches on and starts charging.
3. To change the battery without switching off the mobile computer, follow the [hot swap](#) procedure.
4. If battery life drops noticeably, check the wear in Battery Manager: see [battery wear](#).

Source: [Low Battery Notification; Charging the Device](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Resetting a Zebra MC3400 or its DataWedge settings: procedures

The official procedures for resetting the mobile computer or DataWedge, with what they erase.

How do I reset my Zebra MC3400 mobile computer to factory defaults?

Symptoms: mobile computer to be wiped before reassignment, or persistent software fault after a restart.

Short answer: Zebra offers two resets from the Android Recovery screen, with a package downloaded from the Zebra Support & Downloads website and copied to a microSD card: Enterprise Reset and Factory Reset. The factory reset erases all data from the /data and /enterprise partitions: back up first.

LIKELY CAUSE

According to the “Performing a Factory Reset Using a microSD Card” page, the factory reset erases all data from the /data and /enterprise partitions of the internal memory, erases all settings and returns the mobile computer to the last installed system image. The guide also describes the Enterprise Reset, with the same sequence in the Recovery screen.

Caution: The factory reset erases all data and all settings, and returns the mobile computer to the last installed version of the system: to go back to an earlier version, you must reinstall that image.

WHAT TO DO

1. Back up the data you want to keep: the factory reset erases it.
2. On a computer, download the appropriate Enterprise Reset or Factory Reset package from the Zebra Support & Downloads website.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



3. Copy the ZIP file to the root of the microSD card (from the computer, or by connecting the mobile computer with the card installed), then install the card in the mobile computer.
4. Press and hold the Power button until the menu appears, then touch Restart.
5. Press and hold the right scan button (Straight Shooter version) or the trigger (pistol-grip version) until the mobile computer vibrates: the Android Recovery screen appears.
6. Using the Up and Down arrows, select Apply upgrade from SD card and press Enter; then select Full OTA Package and press Enter to start the reset.
7. The mobile computer returns to the Recovery screen: select Reboot system now and press Enter.

The guide also describes these resets via ADB (Android development tool), and the Enterprise Reset from the mobile computer's settings. The same Recovery sequence is used for both packages: it is the downloaded ZIP file (Enterprise Reset or Factory Reset) that determines which reset is performed.

Sources: [Performing a Factory Reset Using a microSD Card](#) · [Performing an Enterprise Reset Using a microSD Card](#) – MC3400/MC3450 Product Reference Guide (official documentation).

How do I reset DataWedge on my Zebra MC3400 mobile computer?

Symptoms: scan settings changed, inconsistent profiles, scanning that no longer works after configuration attempts.

Short answer: DataWedge has a Restore function that restores its factory settings. In DataWedge, open the menu, then Settings > Restore, and confirm with Yes; the operation is irreversible.

LIKELY CAUSE

According to the DataWedge documentation, Restore returns DataWedge to factory defaults and deletes the current configuration file (.db). Zebra specifies that the operation cannot be undone.



Caution: Zebra advises against stopping DataWedge by unsupported methods (force stop, disabling from App Info), which can cause unexpected behaviour. Importing a configuration file overwrites all existing settings and profiles.

WHAT TO DO

1. To be able to go back, first export the configuration: Settings > Export (datawedge.db file), or Export Profile for a single profile.
2. Open DataWedge, touch the menu, then Settings.
3. Touch Restore, then Yes to confirm (No to cancel).
4. Then recreate or re-import your applications' profiles (Import or Import Profile).

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

My Zebra MC3400 will not start or stays frozen: solutions

Starting up, restarting, updating Android and enabling DataWedge, the application that controls the scanner.

Why will my Zebra MC3400 mobile computer no longer switch on?

Symptoms: nothing happens when you press the Power button.

Short answer: According to Zebra, the battery is discharged or not inserted correctly, or the system has frozen. Recharge or replace the battery, reinsert it until the two release buttons return to position, then press and hold the Power button; if nothing changes, perform a hard reset.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



LIKELY CAUSE

The “Troubleshooting the Device” table cites three causes: battery not charged, battery not inserted correctly, system crash. The guide adds that the mobile computer does not switch on if the battery voltage is below 3.45 V.

WHAT TO DO

1. Place the mobile computer in its cradle or connect the USB-C cable: it switches on and starts charging if the battery was simply flat.
2. Remove the battery, then reinstall it by pressing firmly until the two release buttons return to position.
3. Press and hold the Power button until the Zebra start-up screen appears.
4. If the screen stays black, perform a hard reset: press and hold Power, the left scan button and Volume Up for at least 4 seconds (see [restart](#)).
5. Try with a charged battery: the mobile computer does not start below 3.45 V.

When to call a technician: if the mobile computer still does not start with a charged battery and after a hard reset: contact Zebra support or your service provider, giving the serial number, the model and the software version, as the guide requests.

Sources: [Troubleshooting the Device](#)  – MC3400/MC3450 Product Reference Guide · [Installing the Battery; Charging the Device; Service Information](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) · [Performing a Hard Reset](#)  – MC3400/MC3450 Product Reference Guide (official documentation).

How do I restart my Zebra MC3400 mobile computer when it has frozen?

Symptoms: application frozen, or mobile computer no longer responding.

Short answer: If an application stops responding, perform a soft reset: press and hold Power, then touch Restart. If the whole mobile computer stops responding, perform a hard reset: press and hold Power, the left scan button and Volume Up for

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



at least 4 seconds, then release when the screen turns off.

LIKELY CAUSE

Zebra distinguishes between two restarts: the soft reset, when applications stop responding, and the hard reset, when the mobile computer itself no longer responds. The troubleshooting table also recommends a reset in the event of a system crash.

Caution: Zebra warns that a hard reset performed with a microSD card installed can damage the card or corrupt its data.

WHAT TO DO

1. Soft reset: press and hold the Power button until the menu appears, then touch Restart. The mobile computer restarts.
2. Hard reset: press and hold Power, the left scan button and Volume Up simultaneously for at least 4 seconds.
3. Release the keys when the screen goes off: the mobile computer restarts.
4. If applications close by themselves when opened, Zebra cites a full internal memory: see [memory full](#).

Sources: [Performing a Soft Reset](#) · [Performing a Hard Reset](#) · [Troubleshooting the Device](#) – MC3400/MC3450 Product Reference Guide (official documentation).

How do I update the Android system on my Zebra MC3400 mobile computer?

Symptoms: Android version or patch to install.

Short answer: Zebra provides System Update packages on its Support & Downloads website. Copy the ZIP file to the root of a microSD card, restart into the Android Recovery screen (right scan button or trigger held down) and choose Apply upgrade from SD card.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



LIKELY CAUSE

According to the Zebra guide, the Android system is updated from an official package, installed via microSD card or via ADB (Android development tool).

WHAT TO DO

1. Zebra strongly recommends formatting the microSD card on the mobile computer before using it.
2. Download the appropriate System Update package from the Zebra Support & Downloads website and copy the ZIP file to the root of the card.
3. Press and hold Power, touch Restart, then press and hold the right scan button (Straight Shooter) or the trigger (pistol grip) until it vibrates: the Android Recovery screen appears.
4. Using the Up and Down arrows, choose Apply upgrade from SD card and press Enter, then select the update file and press Enter.
5. When installation is complete, the mobile computer returns to the Recovery screen: select Reboot system now and press Enter.
6. To find out the installed version, check About phone > Android version in the settings.

Sources: [Performing a System Update Using a microSD Card](#)  – MC3400/MC3450 Product Reference Guide · [Determining Software Versions](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) (official documentation).

Why does the scan button on my Zebra MC3400 mobile computer no longer turn on the aiming pattern?

Symptoms: no aiming pattern when you press the scan button or the trigger.

Short answer: According to Zebra, DataWedge may no longer be enabled. Open DataWedge, touch the menu (three dots) > Settings and tick DataWedge enabled.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



LIKELY CAUSE

DataWedge is the service that manages the built-in scanners; it is installed and enabled by default. The troubleshooting table cites “DataWedge not enabled” among the causes of failure to decode. In a profile, the Hardware Trigger option (enabled by default) may also have been disabled: the trigger then no longer turns on the aiming pattern and only applications can start a scan.

Caution: Zebra advises against stopping DataWedge by unsupported methods (force stop, disabling from App Info): use the DataWedge enabled checkbox.

WHAT TO DO

1. Swipe up from the home screen and touch the DataWedge icon.
2. Touch the three vertical dots, then Settings.
3. Tick DataWedge enabled: a blue tick confirms that it is enabled.
4. If DataWedge is already enabled, open your application's profile and check that the Barcode input is enabled and that Hardware Trigger is not disabled.
5. Then test scanning with the DWDemo application.

Sources: [Enabling DataWedge](#)  – MC3400/MC3450 Product Reference Guide · [Troubleshooting the Device](#)  – MC3400/MC3450 Product Reference Guide · [DataWedge Settings](#)  – DataWedge documentation (Zebra TechDocs) · [Barcode Input](#)  – DataWedge documentation (Zebra TechDocs) (official documentation).

Zebra MC3400 display, touch and sound: problems and solutions

Display that turns off, touch screen unresponsive with gloves and no beep when scanning.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why does the display on my Zebra MC3400 mobile computer turn off by itself?

Symptoms: black display, mobile computer in sleep mode, or switching off after a period without use.

Short answer: According to Zebra, the display turns off after an adjustable period of inactivity, from 15 seconds to “Never” (1 minute by default). Press Power to wake the mobile computer; if it has switched off completely, the battery is probably flat.

LIKELY CAUSE

The “Troubleshooting the Device” table cites two cases: a mobile computer that is switched off, when nothing appears on the display, and a mobile computer that switches off by itself, either after a period of inactivity (display sleep) or because the battery is exhausted.

WHAT TO DO

1. Press Power: the lock screen appears; swipe up to unlock.
2. To lengthen the delay: Settings > Display > Screen timeout, then choose a value between 15 seconds and Never. The Screen attention option keeps the display on as long as you are looking at it.
3. If the mobile computer switches off completely, recharge or replace the battery: see [low battery](#).
4. After five incorrect entries of the PIN, password or pattern, wait 30 seconds before trying again; if you have forgotten it, contact your system administrator.

Sources: [Troubleshooting the Device](#)  – MC3400/MC3450 Product Reference Guide · [Setting Screen Timeout; Waking the Device](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why does the touch screen on my Zebra MC3400 mobile computer not respond with gloves?

Symptoms: touch screen unresponsive to a gloved finger or a stylus.

Short answer: By default, the display is set for finger only. In Settings > Display > Touch panel mode, choose Glove and Finger or Stylus and Finger, in the variant that matches whether or not a screen protector is fitted.

LIKELY CAUSE

According to the guide, the display detects a finger, a conductive-tip stylus or a gloved finger, but Finger Only mode is set by default. The glove and stylus modes come in two variants, with or without a screen protector.

WHAT TO DO

1. Open Settings > Display > Touch panel mode.
2. Choose Glove and Finger to work with gloves, or Stylus and Finger for a conductive-tip stylus.
3. Choose the “Screen Protector ON” variant if a protective film is fitted on the display, otherwise “Screen Protector OFF”.
4. For a stylus, Zebra states that a Zebra-certified stylus gives the best results.

Source: [Setting Touch Panel Mode](#) – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) (official documentation).



Why does my Zebra MC3400 mobile computer no longer beep when scanning?

Symptoms: scanning works but without a beep, or the mobile computer no longer makes any sound.

Short answer: According to Zebra, the volume may be low or muted, or the application is not set to beep on a successful scan. Turn up the volume with the volume buttons or in Settings > Sound & Vibration, then check the application's beep setting.

LIKELY CAUSE

The “Troubleshooting the Device” table cites two causes: volume low or muted when the mobile computer makes no sound, and mobile computer not set to beep when scanning takes place without a beep. By default, the mobile computer beeps and the light comes on at each successful scan.

WHAT TO DO

1. Press the volume buttons: the volume controls appear on the display; turn up the volume.
2. Open Settings > Sound & Vibration and check the various volumes (media, ring and notifications, alarms).
3. If scanning takes place without a beep, set the scanning application to beep on a successful scan.
4. In the meantime, rely on the light, which comes on at each successful scan.

According to the guide, the administrator can also manage audio profiles (Zebra Volume Controls, Audio Volume UI Manager tool).

Sources: [Troubleshooting the Device](#)  – MC3400/MC3450 Product Reference Guide · [General Sound Setting](#)  – MC3400/MC3450 Product Reference Guide · [Sound Options; Zebra Volume Controls; Scanning with the Internal Imager](#)  – MC3400/MC3450 Mobile Computer Product Reference Guide (PDF, MN-004901-02EN Rev A) (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



When should you call a technician for a Zebra MC3400 / MC3450 mobile computer?

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

- **Damaged battery or mobile computer:** If you suspect damage to the mobile computer or the battery (for example after a persistent charging error or a drop), Zebra asks you to contact support to have the equipment inspected.
- **Mobile computer that no longer starts:** If the mobile computer does not start with a charged battery, even after a hard reset, contact Zebra support or your service provider, giving the serial number, the model and the software version.

Avoiding recurring faults on the Zebra MC3400 / MC3450 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.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



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 MC3400 / MC3450 mobile computer troubleshooting: frequently asked questions

How do I reset a Zebra MC3400?

Zebra describes two resets from the Android Recovery screen: Enterprise Reset and Factory Reset. Copy the package downloaded from the Zebra Support & Downloads website to the root of a microSD card, restart while holding down the right scan button or the trigger, then choose Apply upgrade from SD card and Full OTA Package. The factory reset erases all data from the /data and /enterprise partitions: back up first. [See the detailed entry.](#)

How do I perform a hard reset on a Zebra MC3400?

Press and hold Power, the left scan button and Volume Up simultaneously for at least 4 seconds, then release when the screen turns off: the mobile computer restarts. Zebra warns that a hard reset with a microSD card installed can damage the card or corrupt its

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



data. If only one application has frozen, a soft reset is enough: press and hold Power, then touch Restart. [See the detailed entry.](#)

Why does the light on the Zebra MC3400 flash red?

According to Zebra, fast red flashing (2 per second) indicates a charging error: temperature too low or too high, or charging taking too long without completing (generally 8 hours). Bring the mobile computer and the cradle back into a room at normal temperature, then restart charging. A solid red light, on the other hand, indicates a battery at the end of its useful life. [See the detailed entry.](#)

Why does my Zebra MC3400 no longer scan?

According to Zebra, first check that DataWedge is enabled, that the barcode is not damaged and that you are aiming from the right distance. If a particular type of barcode is never read, enable its decoder in the DataWedge profile. If scanning works in DWDemo but not in your application, a DataWedge profile is missing for that application. [See the detailed entry.](#)

How do I enable DataWedge on a Zebra MC3400?

Swipe up from the home screen and open DataWedge. Touch the three vertical dots, then Settings, and tick DataWedge enabled: a blue tick confirms that it is enabled. Zebra advises against stopping it any other way, for example with a force stop. [See the detailed entry.](#)

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



How long does it take to charge a Zebra MC3400?

At room temperature, the 7,000 mAh extended PowerPrecision+ battery reaches 90% in less than 5.2 hours and the 5,200 mAh high-capacity PowerPrecision+ battery in less than 3.8 hours. The light stays solid amber while charging and changes to solid green when charging is complete. Preferably charge between 0 °C and 40 °C. [See the detailed entry.](#)

Why will my Zebra MC3400 not connect to Wi-Fi?

If the access point does not broadcast its country code, Zebra states that the mobile computer cannot connect on channels 12-13 or on 5 GHz channels. Choose your country in Settings, Wi-Fi, Additional settings, Country Selection. For a secure network, ask your administrator for the password or credentials. [See the detailed entry.](#)

How do I change the battery on a Zebra MC3400 without switching it off?

Press the two release buttons, remove the battery and insert the new one until the buttons return to position. According to Zebra, the wireless connection is maintained for 30 seconds (amber light flashing) and the RAM for around five minutes. The mobile computer then resumes automatically. [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.

- [MC3400/MC3450 Product Reference Guide](#)  – MC3400/MC3450 Product Reference Guide official

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



- [MC3400/MC3450 Mobile Computer Product Reference Guide \(PDF\)](#)  – MN-004901-02EN Rev A
official
- [Troubleshooting the Device](#)  – MC3400/MC3450 Product Reference Guide **official**
- [Performing a Soft Reset](#)  – MC3400/MC3450 Product Reference Guide **official**
- [Performing a Hard Reset](#)  – MC3400/MC3450 Product Reference Guide **official**
- [Performing a Factory Reset Using a microSD Card](#)  – MC3400/MC3450 Product Reference Guide
official
- [Performing an Enterprise Reset Using a microSD Card](#)  – MC3400/MC3450 Product Reference Guide
official
- [Performing a System Update Using a microSD Card](#)  – MC3400/MC3450 Product Reference Guide
official
- [Battery Safety Guidelines](#)  – MC3400/MC3450 Product Reference Guide **official**
- [1-Slot USB Charge Cradle Troubleshooting](#)  – MC3400/MC3450 Product Reference Guide **official**
- [5-Slot Ethernet ShareCradle Troubleshooting](#)  – MC3400/MC3450 Product Reference Guide **official**
- [4-Slot Spare Battery Charger Troubleshooting](#)  – MC3400/MC3450 Product Reference Guide **official**
- [Shelf Mode](#)  – MC3400/MC3450 Product Reference Guide **official**
- [Camera and Exit Window](#)  – MC3400/MC3450 Product Reference Guide **official**
- [Harmful Ingredients](#)  – MC3400/MC3450 Product Reference Guide **official**
- [SE4710 Internal Imager Supported Decoders](#)  – MC3400/MC3450 Product Reference Guide **official**
- [Enabling DataWedge](#)  – MC3400/MC3450 Product Reference Guide **official**
- [Pairing the Bluetooth Scanner Using Simple Serial Interface \(SSI\)](#)  – MC3400/MC3450 Product Reference Guide **official**
- [Connecting to a Wi-Fi Network](#)  – MC3400/MC3450 Product Reference Guide **official**
- [Connecting to a Bluetooth Device](#)  – MC3400/MC3450 Product Reference Guide **official**
- [General Sound Setting](#)  – MC3400/MC3450 Product Reference Guide **official**
- [DataWedge Settings](#)  – DataWedge documentation (Zebra TechDocs) **official**
- [DataWedge Profiles](#)  – DataWedge documentation (Zebra TechDocs) **official**
- [Barcode Input](#)  – DataWedge documentation (Zebra TechDocs) **official**
- [Keystroke Output](#)  – DataWedge documentation (Zebra TechDocs) **official**
- [Basic Data Formatting](#)  – DataWedge documentation (Zebra TechDocs) **official**
- [Frequently Asked Questions](#)  – DataWedge documentation (Zebra TechDocs) **official**

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



The “Android Enterprise Reset”, “Performing an Enterprise Reset From Device Settings”, “Performing an Enterprise Reset Using ADB”, “Android Factory Reset”, “Resetting the Device”, “Using Shelf Mode”, “Zebra Volume Controls”, “Discovering Bluetooth Device(s)”, “Unpairing a Bluetooth Device”, “Verifying System Update Installation”, “Cleaning Battery Connectors” and “SE4770 Internal Imager Supported Decoders” pages of the MC3400/MC3450 Product Reference Guide on docs.zebra.com, as well as the PDF version of the guide from the Data Capture chapter onwards (around page 88), 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 MC3400 / MC3450](#)
- All troubleshooting guides for Zebra scanners and mobile computers ([DS3600](#), [FS10](#), [FS20](#), [FS40 / FS70](#), [MC3200](#), [MC3300](#), [MC3300ax](#), [MC3300x](#), [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)

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



OUR AGENCIES IN FRANCE

7 TIMCOD agencies covering all of France

125 experts across 7 agencies, from Lille to Aix-en-Provence. Call the reception desk or the technical hotline of the agency nearest to your sites.

Contact TIMCOD

A question, a persistent fault, a repair request? Write to us from the contact page on [timcod.fr](https://www.timcod.fr), or call one of our 7 agencies below.

<https://www.timcod.fr/contact>

TIMCOD Nord

495 rue Lavoisier
59112 Annoeullin

📞 RECEPTION	+33 3 74 45 45 35
📞 TECHNICAL HOTLINE	+33 3 74 45 45 37

TIMCOD Île-de-France

10 A rue Blaise Pascal, Bâtiment C
78990 Élancourt

📞 RECEPTION	+33 1 77 04 86 26
📞 TECHNICAL HOTLINE	+33 1 77 04 86 30

TIMCOD Est

7 rue Icare
67960 Entzheim

📞 RECEPTION	+33 3 68 33 29 10
📞 TECHNICAL HOTLINE	+33 3 68 41 90 80

TIMCOD Ouest

7 bis rue Augustin Fresnel
44470 Carquefou

📞 RECEPTION	+33 2 28 00 99 99
📞 TECHNICAL HOTLINE	+33 2 28 00 99 84

TIMCOD Rhône-Alpes

40 route de Lyon, PA de Chambetière
69960 Corbas

📞 RECEPTION	+33 4 26 22 15 20
📞 TECHNICAL HOTLINE	+33 4 26 22 15 15

TIMCOD Sud-Ouest

3 impasse de los Appares
31790 Saint-Jory

📞 RECEPTION	+33 5 34 66 61 46
📞 TECHNICAL HOTLINE	+33 5 34 66 76 88

TIMCOD Sud-Est

545 rue François Hennebique, ZI Milles
13290 Aix-en-Provence

📞 RECEPTION	+33 4 42 60 78 78
📞 TECHNICAL HOTLINE	+33 4 42 60 78 76

PDF version of the page <https://www.timcod.fr/reparation/en/barcode-scanner-troubleshooting/zebra/mc3400>, updated on 21 October 2026.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page

