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TROUBLESHOOTING GUIDE

Zebra MC9190-G troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, MC9190-G User Guide (72E-140936-02 Rev. B) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra MC91 product page →

In brief. The Zebra MC9190-G, often called the MC91, is a rugged mobile computer with a pistol grip, a physical keypad and a built-in laser scanner or imager. Zebra documents it under two operating systems: Windows CE 6.0 and Windows Mobile 6.5. The topics the manufacturer covers in most detail are charging and the amber lights, the backup battery, warm and cold boots, enabling DataWedge and Wi-Fi, which is off by default at start-up under Windows CE 6.0. This guide brings together 20 entries drawn from the MC9190-G user guide, the regulatory guide and the Zebra support page, which announces the end of manufacturer support in December 2020. 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 mobile computer no longer scans barcodes:** see [the mobile computer does not scan](#) and [DataWedge does not work](#).

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- **The mobile computer is frozen, will not start or has lost Wi-Fi:** see [warm boot](#), [reset](#) and [Wi-Fi](#).
- **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 MC9190-G mean? Find the cause by signal

The MC9190-G indicates charging and scanning through its light bar (Indicator LED Bar), supplemented by a beep on a successful scan. A few states are shown on the display: DataWedge, Fusion icon, BatteryMgmt tab. The table links each signal to its cause and to the matching entry.

Signal or message	Lights (Zebra guide)	Likely cause	Entry
Charging light off	○ off	Mobile computer out of the cradle, or not connected to a CAM or MSR module	The charging light does not come on
Fast amber flashing	● amber, fast flashing	Charging error: check that the mobile computer is seated correctly	Charging error
Slow amber flashing	● amber, slow flashing	Main battery charging	Battery charging
Solid amber	● solid amber	Charging complete	Battery charging

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Signal or message	Lights (Zebra guide)	Likely cause	Entry
One amber flash when the battery is inserted	● amber, one flash	Battery low or not fully inserted	<u>Battery low or not inserted correctly</u>
Solid red while the trigger is pressed	● solid red	Laser on, scan or image capture in progress	<u>The mobile computer does not scan</u>
Solid green and beep	● solid green	Barcode decoded or image captured	<u>The mobile computer does not scan</u>
Scan light off	○ off	No scan in progress: a scanning application must be launched	<u>DataWedge does not work</u>
Bar red, then off, after “Safe Battery Swap”	● ○ red, then off	Shutdown before battery removal: wait for the light to go off before releasing the battery	<u>Removing the battery</u>
DataWedge status “Stopped”	—	DataWedge process stopped	<u>DataWedge does not work</u>
Red cross on the Fusion icon (Windows CE 6.0)	—	Wi-Fi radio disabled, the default state at start-up	<u>Wi-Fi connection</u>

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Signal or message	Lights (Zebra guide)	Likely cause	Entry
State of Health "Unhealthy"	—	Battery reported in poor condition in the BatteryMgmt tab	Worn battery

The light states come from tables 1-1 (charging), 2-9 (light bar) and 3-1 (scan lights) of the MC9190-G user guide; the on-screen messages come from chapters 2 and 3 of the same guide. A dash means that the page consulted does not specify the light state.

Zebra MC9190-G orange light: causes and solutions

Two behaviours of the amber light indicate a charging fault or a battery that is not inserted correctly.

Why does the light bar on my Zebra MC9190-G mobile computer flash orange rapidly?

Light: amber, fast flashing, in the cradle or with a CAM or MSR module.

Short answer: The Zebra guide interprets this fast flashing as a charging error and asks you to check the position of the MC9190-G. Take the mobile computer out of the cradle, reinsert it correctly and wait for the slow flashing that confirms charging.

LIKELY CAUSE

Table 1-1 of the MC9190-G user guide: "Error in charging; check placement of the MC9190-G" (charging error, check that the mobile computer is seated correctly). The same state appears in the light table in chapter 2.

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Caution: According to the Zebra regulatory guide, the battery and the charger must be between 0 and 40 °C during charging. Only use Zebra-approved batteries: an incompatible battery or charger presents a risk of fire, explosion or leakage.

WHAT TO DO

1. Take the MC9190-G out of the cradle, or detach the CAM module or the magnetic stripe reader (MSR).
2. Reinsert it, checking that it sits properly in the cradle, or that the accessory is correctly attached.
3. The light should change to slow amber flashing, then to solid amber when charging is complete.

When to call a technician: the charging error persists after reseating: Zebra ended support for the MC9190-G on 1 December 2020 and refers you to a Zebra Authorized Service Provider.

Sources: [Charging the Battery](#)  – MC9190-G User Guide (72E-140936-02) · [LED Indicators](#)  – MC9190-G User Guide (72E-140936-02) · [MC9190-G Series Regulatory Guide](#)  – MC9190-G Series Regulatory Guide (72-139207-06) (official documentation).

Why does the orange light on my Zebra MC9190-G flash once when the battery is inserted?

Light: a single amber flash when the battery is inserted.

Short answer: Zebra explains this flash as a battery with a low charge or inserted crookedly. Slide the battery in until you hear two clicks, then recharge it.

LIKELY CAUSE

Note to table 1-1 of the MC9190-G user guide: on insertion, the amber light flashes once if the charge is low or if the battery is not fully in place.

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Caution: The guide warns that a half-inserted battery can cause unintentional data loss.

WHAT TO DO

1. Slide the battery into the mobile computer until you hear two clicks, a sign of full insertion according to Zebra.
2. If the single flash repeats, place the MC9190-G in a cradle or attach a powered CAM or MSR module.
3. Check that the light then flashes amber slowly (charging in progress).

Sources: [Charging the Battery](#) · [Installing the Main Battery](#) – MC9190-G User Guide (72E-140936-02) (official documentation).

My Zebra MC9190-G no longer scans barcodes: causes and solutions

Distance, angle and scanning application are the points Zebra asks you to check.

Why does my Zebra MC9190-G mobile computer not scan barcodes?

Light: solid red during scanning; solid green and beep on a successful scan.

Short answer: First launch a scanning application such as DataWedge, then aim at the barcode with the scan window on the top of the mobile computer. If the light stays red without changing to green, move the mobile computer closer or further away to find the right distance and avoid the beam reflecting directly back to the scanner.

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LIKELY CAUSE

The MC9190-G user guide (chapter 3, “Data Capture”) cites the scanning distance and angle: too close or too far, the barcode is not decoded; a beam reflected directly back to the scanner (specular reflection) can blind it, but too narrow an angle prevents it from collecting the scattered light.

Caution: According to the Zebra regulatory guide, with a Class 2 laser device, avoid staring directly into the beam; using controls, adjustments or procedures other than those specified may result in exposure to hazardous laser radiation.

WHAT TO DO

1. Launch a scanning application, for example DataWedge or ScanSamp2 (see [DataWedge](#)).
2. Point the scan window, on the top of the MC9190-G, at the barcode.
3. Press the trigger or the scan button: with a laser scanner, the red beam must cover the entire barcode.
4. Solid red light: scanning is in progress. Green light and beep: the barcode has been decoded. Then release the trigger.
5. If there is no green light, move the mobile computer closer and then further away: Zebra states that the scanning range depends on the density of the barcode and the scanner's optics.
6. Tilt the mobile computer so that the beam does not reflect directly back to the scanner, without aiming at too narrow an angle.

With an imager, the MC9190-G offers three modes activated by the scan button: Decode (decoding of enabled barcodes in the field of view), Pick List (selective decoding when several barcodes are in the field of view) and Image Capture (capturing an image, for example a signature or a damaged parcel).



Sources: [Laser Scanning](#)  – MC9190-G User Guide (72E-140936-02) · [Scanning Considerations](#)  – MC9190-G User Guide (72E-140936-02) · [Imaging](#)  – MC9190-G User Guide (72E-140936-02) · [Scan LED Indicators](#)  – MC9190-G User Guide (72E-140936-02) · [MC9190-G Series Regulatory Guide](#)  – MC9190-G Series Regulatory Guide (72-139207-06) (official documentation).

My Zebra MC9190-G will not connect over Wi-Fi or Bluetooth: causes and solutions

Wi-Fi is managed by Fusion and Bluetooth depends on the stack chosen (Microsoft or StoneStreet One).

Why does my Zebra MC9190-G mobile computer not connect to Wi-Fi?

Display: red cross on the Fusion Signal Strength icon (Windows CE 6.0).

Short answer: Under Windows CE 6.0, Zebra states that Wi-Fi is off by default when the MC9190-G starts up: re-enable the radio from the Fusion icon. Wi-Fi profiles are then created in Fusion, from the Wireless Launcher menu.

LIKELY CAUSE

Note in the “Wireless LAN” section of the MC9190-G user guide: “By default, the WLAN is off when the MC9190-G boots up”. Under Windows Mobile 6.5, the radios are managed in Wireless Manager.

WHAT TO DO

1. Windows CE 6.0: touch the Fusion Signal Strength icon in the taskbar; a red cross indicates a disabled radio, which you can re-enable from this menu.
2. Under Windows CE 6.0, the same icon opens the Wireless Launcher menu, from which Wi-Fi profiles are managed.



3. Windows Mobile 6.5: on the home screen, select the Fusion module then the “Fusion Menu” key to open the Wireless Launcher.
4. Windows Mobile 6.5: in Wireless Manager (Start > Settings > Connections > Wireless), touch the blue Wi-Fi bar to enable it.
5. Create or correct your network profile by following the Wireless Fusion Enterprise Mobility Suite guide (version 3.00) to which Zebra refers.
6. Check the Fusion version in Wireless Status > Versions (see [software versions](#)).

Sources: [Wireless LAN](#) · [Turning Off the Radios](#) – MC9190-G User Guide (72E-140936-02) (official documentation).

Why does the Bluetooth icon not appear on my Zebra MC9190-G mobile computer?

Symptoms: no Bluetooth icon in the taskbar, BTE Explorer cannot be found.

Short answer: The MC9190-G uses the Microsoft Bluetooth stack by default. The Bluetooth icons in the taskbar and the BTE Explorer application only appear if the StoneStreet One stack is enabled. With the Microsoft stack, Bluetooth is enabled in Wireless Manager.

LIKELY CAUSE

Notes in the MC9190-G user guide: “By default, the Microsoft Bluetooth stack is enabled” and “BTE Explorer application is only available when the StoneStreet One Bluetooth stack is enabled”. The icon tables in chapter 2 specify that the Bluetooth icons are only displayed with this stack.

WHAT TO DO

1. With the Microsoft stack (default) under Windows Mobile 6.5, enable Bluetooth in Wireless Manager (Start > Settings > Connections > Wireless).
2. If your application requires BTE Explorer, enable the StoneStreet One stack as described in the MC9190-G integrator guide.

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3. Under Windows CE 6.0 with the StoneStreet One stack, touch the Bluetooth icon in the taskbar to enable or disable the radio.
4. For a Bluetooth headset, set the volume before putting it on: Zebra specifies that the loudspeaker is muted while the headset is connected.

Sources: [Software Versions](#) · [Using Bluetooth](#) · [Using a Bluetooth Headset](#) – MC9190-G User Guide (72E-140936-02) (official documentation).

My Zebra MC9190-G will not charge or loses its data: causes and solutions

Charging, temperature conditions, backup battery, removing the battery and battery life.

Why does the charging light on my Zebra MC9190-G not come on?

Light: off during the charging attempt.

Short answer: For Zebra, a charging light that is off means that the MC9190-G is not in a cradle or connected to a CAM or MSR module. Put it back in place and check that the accessory is powered.

LIKELY CAUSE

Table 1-1 of the MC9190-G user guide: “MC9190-G not in cradle or connected to a CAM or MSR” (mobile computer out of the cradle or not connected to a CAM or MSR module).

Caution: The Zebra regulatory guide requires an approved power supply, for example type 50-14000 (12 V DC, 3.33 A): a different power supply invalidates the approvals and can be dangerous.

WHAT TO DO

1. Put the mobile computer back in the cradle, or reattach the CAM or MSR module.

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2. Check that the accessory is connected to an approved power supply that is plugged in.
3. Check that the battery is inserted until it clicks twice.
4. The light should start flashing amber slowly.

Sources: [Charging the Battery](#)  – MC9190-G User Guide (72E-140936-02) · [MC9190-G Series Regulatory Guide](#)  – MC9190-G Series Regulatory Guide (72-139207-06) (official documentation).

How long does the battery in my Zebra MC9190-G mobile computer take to charge?

Light: amber flashing slowly (charging in progress), solid amber (charging complete).

Short answer: According to the user guide, the main battery fully recharges in less than four hours. While charging, the amber light flashes slowly; it stays solid once charging is complete.

LIKELY CAUSE

The MC9190-G user guide (“Charging the Battery”) and the regulatory guide set the charging conditions: approved battery, Zebra charging accessory, temperature between 0 and 40 °C.

Caution: The Zebra regulatory guide requires a battery and charger temperature between 0 and 40 °C during charging and only allows approved batteries: the charging accessories are approved for the 21-65587-03 battery (7.4 V DC, 2,200 mAh). An incompatible battery or charger presents a risk of fire, explosion or leakage.

WHAT TO DO

1. Place the MC9190-G in a cradle, or attach a CAM or MSR module connected to its power supply.
2. Check for slow amber flashing, then wait for solid amber.

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3. For faster charging, Zebra recommends switching off the mobile computer while it charges.
4. For spare batteries, Zebra cites three accessories: the Single Slot Serial/USB Cradle, the Four Slot Spare Battery Charger and the UBC adapter (Universal Battery Charger).
5. Check the charge level: Start > Settings > Control Panel > Power under Windows CE 6.0, Start > Settings > System > Power under Windows Mobile 6.5.

Sources: [Charging the Battery](#)  – MC9190-G User Guide (72E-140936-02) · [Charging Spare Batteries](#)  – MC9190-G User Guide (72E-140936-02) · [Checking Battery Status](#)  – MC9190-G User Guide (72E-140936-02) · [Battery Saving Tips](#)  – MC9190-G User Guide (72E-140936-02) · [MC9190-G Series Regulatory Guide](#)  – MC9190-G Series Regulatory Guide (72-139207-06) (official documentation).

Why does my Zebra MC9190-G lose its data when I remove the battery?

Symptoms: settings or entries lost after removing the battery.

Short answer: The MC9190-G contains a backup battery that retains data for at least 30 minutes without the main battery, provided it is charged. Zebra asks you not to remove the main battery during the first 15 hours of use, while this backup battery charges fully.

LIKELY CAUSE

MC9190-G user guide, “Charging the Main Battery and Memory Backup Battery” section: the backup battery charges from the main battery. Removing it too early, or a main battery that is not inserted correctly, can cause data loss.

WHAT TO DO

1. When first putting the device into service, keep the main battery in place for 15 hours.
2. Before removing a battery, follow the procedure in the [removing the battery](#) entry.
3. Swap the battery quickly: data retention is only guaranteed for a minimum of 30 minutes.

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4. Reinsert the battery until it clicks twice.

When the main battery is very low, Zebra states that the main battery and the backup battery together retain data for at least 72 hours.

Sources: [Charging the Main Battery and Memory Backup Battery](#) · [Installing the Main Battery](#) – MC9190-G User Guide (72E-140936-02) (official documentation).

How do I remove the battery from my Zebra MC9190-G mobile computer?

Message: **Safe Battery Swap** (Windows Mobile 6.5) · Light: bar red, then off.

Short answer: First press the red Power button; under Windows Mobile 6.5, touch “Safe Battery Swap”. When the red light bar goes off, press the primary latches, wait three to four seconds, then release the secondary latch and take out the battery.

LIKELY CAUSE

The MC9190-G user guide (“Removing the Main Battery”) provides for a shutdown before the battery is removed: the mobile computer needs three to four seconds to complete it after the primary latches are pressed.

Caution: Only use Zebra-approved batteries (MC9190-G regulatory guide).

WHAT TO DO

1. Press the red Power button.
2. Under Windows Mobile 6.5, the “PowerKey Action” window opens: touch “Safe Battery Swap”.
3. The light bar turns red; wait for it to go off.
4. Press the primary battery latches.
5. Wait three to four seconds while the battery removal shutdown takes place.

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6. Press the secondary latch on the top of the battery and slide the battery out of the MC9190-G.
7. Insert the replacement battery until it clicks twice.

Sources: [Removing the Main Battery](#)  – MC9190-G User Guide (72E-140936-02) · [MC9190-G Series Regulatory Guide](#)  – MC9190-G Series Regulatory Guide (72-139207-06) (official documentation).

How can I tell if the battery in my Zebra MC9190-G is worn?

Display: `BatteryMgmt` tab, `Healthy` or `Unhealthy` state.

Short answer: Open the Power applet (Start > Settings > Power) then the “BatteryMgmt” tab: the State of Health field shows “Healthy” (good condition) or “Unhealthy” (poor condition). Zebra also displays the wear indicator, the wear threshold and the battery serial number there.

LIKELY CAUSE

“Battery Health” section of the MC9190-G user guide (table 2-10): the Power applet displays the battery's state of health, its wear indicator (Battery Usage Indicator), the wear threshold (Battery Usage Threshold) and its serial number.

WHAT TO DO

1. Touch Start > Settings, then the Power icon.
2. Open the “BatteryMgmt” tab.
3. Read the State of Health field: “Healthy” or “Unhealthy”.
4. If necessary, note the Battery Usage Indicator and the battery serial number (Battery Serial #).

The user guide does not specify what to do with an “Unhealthy” battery; if it is replaced, the regulatory guide requires a Zebra-approved battery.

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Sources: [Battery Health](#) – MC9190-G User Guide (72E-140936-02) · [MC9190-G Series Regulatory Guide](#)
– MC9190-G Series Regulatory Guide (72-139207-06) (official documentation).

Why does the battery in my Zebra MC9190-G not last the day?

Symptoms: short battery life, low or very low battery icon.

Short answer: Zebra recommends setting a quick switch-off after inactivity, shortening the display and keypad backlight and turning off unused wireless radios. Also leave the mobile computer on mains power when it is not in use.

LIKELY CAUSE

“Battery Management” section of the MC9190-G user guide (“Battery Saving Tips”, power settings and turning off the radios).

WHAT TO DO

1. Switch-off after inactivity: Start > Settings > Control Panel > Power > Advanced (Windows CE 6.0) or Start > Settings > System > Power > Advanced (Windows Mobile 6.5); tick “On battery power: Turn off device if not used for” and choose a delay.
2. Set the display to turn off or dim its backlight, and the keypad backlight to turn off, after a short period of inactivity.
3. Windows Mobile 6.5: open Wireless Manager (Connectivity icon in the status bar, or Start > Settings > Connections > Wireless) and touch the blue bar of a connection to turn it off.
4. Windows CE 6.0: touch the Fusion Signal Strength icon and choose “Disable Radio” for Wi-Fi; with the StoneStreet One stack, touch the Bluetooth icon and choose “Disable Bluetooth”.
5. Leave the MC9190-G connected to mains power when it is not in use, as Zebra advises.

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Sources: [Battery Management](#) · [Turning Off the Radios](#) – MC9190-G User Guide (72E-140936-02) (official documentation).

How do I reset my Zebra MC9190-G?

A cold boot does not have the same effect under Windows CE 6.0 and under Windows Mobile 6.5.

How do I reset my Zebra MC9190-G mobile computer?

Message: **Safe Battery Swap** (Windows Mobile 6.5).

Short answer: The reset is done with a cold boot: battery partially ejected, trigger and Power button pressed simultaneously, then battery pushed back into place. Under Windows CE 6.0, it erases data not stored in flash memory and restores the factory settings; under Windows Mobile 6.5, it keeps the files.

LIKELY CAUSE

The MC9190-G user guide describes two cold boot procedures, one for Windows CE 6.0 and the other for Windows Mobile 6.5. Zebra asks you never to perform one if a warm boot solves the problem.

Caution: Under Windows CE 6.0, a cold boot erases all records and entries not saved in flash memory (Application and Platform folders) or on a memory card, and restores the factory settings. Do not hold down any key other than those in the procedure. According to Zebra, data previously synchronised with a computer can be restored at the next ActiveSync synchronisation.

PROCEDURE

1. Start with a [warm boot](#).

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2. Windows Mobile 6.5 only: press the red Power button and touch “Safe Battery Swap” in the “PowerKey Action” window; the light bar turns red.
3. Press the primary latch to partially eject the battery.
4. With the battery half out, simultaneously press and release the handle trigger and the Power button.
5. Push the battery all the way in (one click) and wait for initialisation to finish.
6. Under Windows CE 6.0, then calibrate the display (see [touch screen](#)).

Under Windows Mobile 6.5, Zebra specifies that a cold boot restarts the operating system and the applications while keeping the files, and that it is normally only needed when a warm boot does not start.

Sources: [Resetting the MC9190-G](#) · [Using the Power Button](#) – MC9190-G User Guide (72E-140936-02) (official documentation).

My Zebra MC9190-G will not start or freezes: restart, DataWedge and versions

Start-up, warm boot, the DataWedge scanning application and software versions.

Why will my Zebra MC9190-G mobile computer no longer switch on?

Symptoms: nothing appears after pressing the red Power button.

Short answer: The Zebra guide is explicit: if the MC9190-G does not switch on with the red Power button, perform a cold boot. First check that the battery is charged and inserted until it clicks twice.

LIKELY CAUSE

“Starting the MC9190-G” section of the user guide: “If the MC9190-G does not power on, perform a cold boot”.

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WHAT TO DO

1. Press the red Power button.
2. If the display stays black, check the battery: it must be inserted until it clicks twice and charged; a single amber flash on insertion indicates a battery that is low or not inserted correctly (see [this entry](#)).
3. Put the mobile computer on charge in a cradle.
4. If it still does not start, perform the cold boot for your operating system (Windows CE 6.0 or Windows Mobile 6.5), described in the [reset](#) entry.
5. The very first time it is powered on, the MC9190-G initialises its system: let the operation finish.

When to call a technician: the mobile computer does not switch on after charging and a cold boot: Zebra support for the MC9190-G ended on 1 December 2020 and Zebra refers you to an authorised service provider (Zebra Authorized Service Provider).

Sources: [Starting the MC9190-G](#)  – MC9190-G User Guide (72E-140936-02) · [MC9190-G Support & Downloads](#)  – Zebra support page (official documentation).

How do I restart my Zebra MC9190-G mobile computer when it stops responding?

Symptoms: display frozen, keys have no effect.

Short answer: Perform a warm boot: press and hold the Power button for around five seconds and release it as soon as the restart begins. The procedure is the same under Windows CE 6.0 and under Windows Mobile 6.5.

LIKELY CAUSE

“Resetting the MC9190-G” section of the user guide: Zebra asks you to try a warm boot first. Under Windows Mobile 6.5, it restarts the system and the applications while keeping the files.

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Caution: Zebra instruction: do not hold down any key other than the Power button during a reset.

WHAT TO DO

1. Press and hold the Power button for around five seconds.
2. Release it as soon as the MC9190-G starts to restart.
3. If the mobile computer still does not respond, move on to a cold boot ([reset](#) entry).

Sources: [Resetting the MC9190-G](#) · [Using the Power Button](#) – MC9190-G User Guide (72E-140936-02) (official documentation).

Why does DataWedge not work on my Zebra MC9190-G mobile computer?

Status shown: **Stopped** in DataWedge, instead of **Ready**.

Short answer: According to Zebra, a scanning application such as DataWedge must be running in order to scan. Open DataWedge, check that the scanner is ticked “Enabled”, then touch “Running” until the status shows “Ready”.

LIKELY CAUSE

The MC9190-G user guide (chapter 3, “DataWedge”) states that the status changes to “Stopped” when the DataWedge process is stopped and to “Ready” when it is running. Under Windows CE 6.0, the DataWedge icon only appears in the Control Panel after installation.

ENABLING DATAWEDGE

1. Open DataWedge: Start > Settings > System > DataWedge (Windows Mobile 6.5) or Start > Settings > Control Panel > DataWedge (Windows CE 6.0).
2. Touch Basic configuration > 1. Barcode input.

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3. Touch 1. 1D Scanner Driver or 1. Block Buster Imager, depending on the scanner installed.
4. Check that a tick appears next to 1. Enabled; if not, touch 1. Enabled.
5. Tap OK.
6. Touch Running to start the process: the DataWedge status changes to “Ready”.
7. Tap OK.

To stop DataWedge, touch Running again: the status changes to “Stopped”.

Sources: [DataWedge](#) · [Control Panel](#) – MC9190-G User Guide (72E-140936-02) (official documentation).

How do I find out the AKU or OEM version of my Zebra MC9190-G mobile computer?

Display: [About](#) > [Version](#) , [System Information](#) .

Short answer: Under Windows Mobile 6.5, touch Start > Settings > System > About > Version: the last part of the build number is the AKU number. The OEM version can be read in System Information > System, under Windows Mobile 6.5 as under Windows CE 6.0.

LIKELY CAUSE

“Software Versions” section of the MC9190-G user guide, which states where to read the AKU, OEM, BTE Explorer and Fusion versions.

WHERE TO READ EACH VERSION

1. AKU (Windows Mobile 6.5): Start > Settings > System > About > Version.
2. OEM: Start > Settings > System > System Information > System (Windows Mobile 6.5) or Start > Settings > Control Panel > System Information > System (Windows CE 6.0).
3. BTE Explorer: Start > BTE Explorer > Menu > About (Windows Mobile 6.5) or BTE Explorer icon > Show BTE Explorer > File > About (Windows CE 6.0).

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4. Fusion: Start > Wireless Companion > Wireless Status > Versions (Windows Mobile 6.5) or Wireless Strength icon > Wireless Status > Versions (Windows CE 6.0).

Source: [Software Versions](#) – MC9190-G User Guide (72E-140936-02) (official documentation).

Zebra MC9190-G touch screen, sleep mode and sound: causes and solutions

Display calibration, wake-up conditions and volume setting.

Why does the touch screen on my Zebra MC9190-G not respond in the right place?

Symptoms: the stylus activates an item next to the one you are aiming at.

Short answer: Start calibration with FUNC + ESC, then tap briefly with the stylus in the centre of each target. Calibration is also available through the Stylus applet under Windows CE 6.0 and through Settings > System > Screen under Windows Mobile 6.5.

LIKELY CAUSE

“Calibrating the Screen” section of the MC9190-G user guide; Zebra also asks you to calibrate the display after a cold boot under Windows CE 6.0.

WHAT TO DO

1. Press FUNC + ESC.
2. Or open Start > Settings > Control Panel > Stylus (Windows CE 6.0), or Start > Settings > System > Screen (Windows Mobile 6.5).
3. With the tip of the stylus, tap briefly in the centre of each target, each time it moves.
4. Press ESC to cancel if necessary.

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Sources: [Calibrating the Screen](#) · [Control Panel](#) – MC9190-G User Guide (72E-140936-02) (official documentation).

Why does my Zebra MC9190-G mobile computer not wake up when I press a key?

Symptoms: display off, the mobile computer responds neither to touch nor to the keypad.

Short answer: It all depends on how the MC9190-G went into sleep mode. After pressing the Power button, only the Power button, a USB connection or disconnection and Bluetooth activity wake it up; after automatic sleep, a key or the trigger is enough. Touching the display never wakes it up.

LIKELY CAUSE

Table 2-11 of the MC9190-G user guide (default wake-up conditions), which distinguishes between sleep triggered by the Power button and automatic sleep after the delay set in the control panel.

WHAT TO DO

1. Press the red Power button to turn the display back on.
2. In automatic sleep, a key, the trigger, placing the device in or removing it from the cradle, connecting mains power or a serial device, or moving the mobile computer also wake it up.
3. In sleep triggered by the Power button, only connecting or disconnecting a USB device and Bluetooth activity wake it up, in addition to the Power button.
4. Touching the display, plugging in the audio jack or pressing the audio button do not wake it up in either case.

Source: [Waking the MC9190-G](#) – MC9190-G User Guide (72E-140936-02) (official documentation).

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Why does my Zebra MC9190-G mobile computer no longer make any sound?

Symptoms: loudspeaker silent, no notification sound.

Short answer: Under Windows Mobile 6.5, touch the status bar then the speaker icon: the Volume window lets you set the level and turn the loudspeaker on or off. If a Bluetooth headset is connected, Zebra specifies that the loudspeaker is muted.

LIKELY CAUSE

“Speaker Icon” and “Using a Bluetooth Headset” sections of the MC9190-G user guide.

WHAT TO DO

1. Windows Mobile 6.5: touch the status bar, then the speaker icon (Speaker).
2. Move the slider to set the volume.
3. Select “On” to turn on the loudspeaker.
4. Zebra states that the volume can also be set in the Sounds & Notifications window or with the keypad.
5. If a Bluetooth headset is connected, the loudspeaker stays silent: disconnect the headset to hear it again.

Sources: [Speaker Icon](#)  · [Using a Bluetooth Headset](#)  – MC9190-G User Guide (72E-140936-02) (official documentation).

Other questions about the Zebra MC9190-G

Product status and manufacturer support.

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Does Zebra still support my MC9190-G mobile computer?

Status: product discontinued, manufacturer support ended.

Short answer: No. According to the Zebra support page, the MC9190-G has not been sold since 14 September 2015 and its service and support ended on 1 December 2020. Zebra now refers you to a Zebra Authorized Service Provider.

LIKELY CAUSE

The “MC9190-G Support & Downloads” page states that the product resources remain available but are no longer updated, and that customer support is no longer provided after the end of service and support date.

WHAT TO DO

1. The product resources remain available on the Zebra website, without updates.
2. For any assistance, Zebra refers you to a Zebra Authorized Service Provider.

When to call a technician: any fault not resolved by the entries in this guide: as Zebra no longer provides support for the MC9190-G, contact a Zebra-authorized service provider.

Source: [MC9190-G Support & Downloads](#) – Zebra support page (official documentation).

When should you call a technician for a Zebra MC9190-G mobile computer?

The entries above first suggest a setting, a recharge or a reset. In the following cases, the documentation refers you to an authorised service provider, as Zebra has no longer provided support for this model since 1 December 2020:

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- **Persistent charging error:** the amber light still flashes fast after the mobile computer has been correctly reseated in its cradle or accessory.
- **The mobile computer does not turn on:** the mobile computer stays off after charging and a cold boot.
- **Any other unresolved fault:** Zebra refers you to a Zebra Authorized Service Provider.

Avoiding recurring faults on the Zebra MC9190-G mobile computer: preventive maintenance

Worn battery, unstable Wi-Fi, system not up to date: several entries in this guide cover points that a preventive maintenance visit checks before they cause a breakdown.

TIMCOD preventive maintenance is part of the through-life maintenance (MCO). TIMCOD provides for your fleet (page in French). In particular, it includes:

Preventive battery replacement

Recommended every 18 to 24 months, for removable batteries.

Wi-Fi coverage audit

Installation, coverage survey (site survey) and improvement.

General check of the devices

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

Security patch updates

Installation of Android updates, where feasible.

Inventory of the fleet under contract

Type, configuration and IP address of each device.

Training and skills transfer

Transfer of technical skills on using the equipment.

Detailed report

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Inventory, condition of the fleet and optimisation advice.

In addition, TIMCOD corrective maintenance includes phone support (hotline), repair to working order, express exchange with a replacement device and, as an option, SWAP. Maintenance contracts come in three levels (Essentiel, Confort, Premium).

Zebra MC9190-G mobile computer troubleshooting: frequently asked questions

How do I reset a Zebra MC9190-G?

First try a warm boot by pressing and holding the Power button for around five seconds. If the mobile computer still does not respond, perform a cold boot: battery partially ejected, trigger and Power button pressed simultaneously, then battery pushed back into place; under Windows Mobile 6.5, first touch Safe Battery Swap. Under Windows CE 6.0, this cold boot erases data not stored in flash memory and restores the factory settings. [See the detailed entry.](#)

How do I perform a warm boot on an MC9190-G?

Press and hold the Power button for around five seconds and release it as soon as the restart begins. The procedure is the same under Windows CE 6.0 and under Windows Mobile 6.5. Do not hold down any other key during the operation. [See the detailed entry.](#)

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Why is Wi-Fi disabled on my MC9190-G?

Under Windows CE 6.0, Zebra states that Wi-Fi is off by default when the MC9190-G starts up. Re-enable the radio from the Fusion Signal Strength icon: a red cross indicates a disabled radio. Under Windows Mobile 6.5, enable Wi-Fi in Wireless Manager. [See the detailed entry.](#)

How do I enable DataWedge on an MC9190-G?

Open DataWedge in Start, Settings, System under Windows Mobile 6.5, or in the Control Panel under Windows CE 6.0. In Basic configuration, Barcode input, check that the scanner is ticked Enabled, then touch Running: the status changes to Ready. [See the detailed entry.](#)

What does the orange light on the MC9190-G mean?

On the MC9190-G, slow-flashing amber indicates charging in progress and solid amber indicates charging complete. Fast flashing corresponds to a charging error: check that the mobile computer is seated correctly. If the light flashes only once when you insert the battery, the battery is low or not pushed in properly. [See the detailed entry.](#)

At what temperature should an MC9190-G battery be charged?

The Zebra regulatory guide requires the battery and the charger to be between 0 and 40 °C during charging. The main battery fully recharges in less than four hours. Only use Zebra-approved batteries. [See the detailed entry.](#)

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Is the MC9190-G still supported by Zebra?

No. According to the Zebra support page, the MC9190-G has not been sold since 14 September 2015 and its service and support ended on 1 December 2020. Zebra refers you to an authorised service provider. [See the detailed entry.](#)

How do I calibrate the display on an MC9190-G?

Press FUNC + ESC, then tap briefly with the stylus in the centre of each target. Calibration is also available through the Stylus applet in the Control Panel under Windows CE 6.0 and through Settings, System, Screen under Windows Mobile 6.5. [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.

- [MC9190-G User Guide \(72E-140936-02 Rev. B, avril 2015\)](#) [🔗](#) – MC9190-G User Guide **official**
- [MC9190-G Series Regulatory Guide \(72-139207-06 Rev. A, octobre 2016\)](#) [🔗](#) – MC9190-G Series Regulatory Guide **official**
- [MC9190-G Support & Downloads](#) [🔗](#) – Zebra support page **official**

The MC9190-G integrator guide (72E-140937), the MC9190-G quick start guide (English and Spanish versions), the “MC9190 Windows CE Clean Boot Package 1.0” release notes, the Zebra support page in German and the “Clean Boot and Blank Files” article in the Zebra knowledge base (support.zebra.com) 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.

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See also

- Product page on timcod.fr (in French): [Zebra MC91](#)
- All troubleshooting guides for Zebra scanners and mobile computers (DS3600, FS10, FS20, FS40 / FS70, MC3200, MC3300, MC3300ax, MC3300x, MC3400, MC9200, MC9300, MC9400, TC22R, TC8000, TC8300)
- [Maintenance and repair of Zebra mobile computers](#)
- [All barcode scanner and mobile computer troubleshooting guides, all brands](#)
- [TIMCOD repair and maintenance](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [TIMCOD, Zebra reseller](#) (in French)
- [Industrial scanners and mobile computers](#) (in French)

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PDF version of the page <https://www.timcod.fr/reparation/en/barcode-scanner-troubleshooting/zebra/mc91>, updated on 21 October 2026.

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