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TROUBLESHOOTING GUIDE

Zebra MC9200 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, MC92N0-G User Guide (72E-162536-07 Rev. A) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra MC9200 product page →

In brief. The Zebra MC9200 (part number MC92N0-G) is a rugged mobile computer with a pistol grip, a physical keypad and a built-in laser scanner or imager. Zebra documents it in three configurations: Premium running Android 4.4, Premium running Windows Embedded Handheld 6.5.3, Premium or Standard running Windows Embedded Compact 7 (Windows CE 7.0). The topics the manufacturer covers in most detail are battery charging and its amber lights, the backup battery, warm and cold boots, updating Android in recovery mode and the Wi-Fi connection through Fusion. This guide brings together 21 entries drawn from the MC92N0-G user guide and the MC9200 Android release notes. 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.

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- **The mobile computer will not start, freezes or needs to be reset:** see [the mobile computer will not switch on](#), [restarting a frozen mobile computer](#) and [resetting the mobile computer](#).
- **The scanner does not read or Wi-Fi will not connect:** see [the scanner does not read](#), [Wi-Fi connection](#) and [no internet access](#).
- **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 MC9200 mean? Find the cause by signal

The MC9200 reports battery charging and barcode scanning through its light bar (Indicator LED Bar), in amber, red and green. Some states are also shown on the display (PowerKey Action window, Fusion or Android icons, Recovery Mode screen). The table links each signal to its cause and to the matching entry.

Signal or message	Lights (Zebra guide)	Likely cause	Entry
Light off, mobile computer in the cradle	○ off	Mobile computer out of the cradle or accessory, incorrectly positioned, or charger not powered	The charging light stays off
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

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Signal or message	Lights (Zebra guide)	Likely cause	Entry
Solid amber	● solid amber	Charging complete	<u>Battery charging</u>
A single amber flash when the battery is inserted	● amber, one flash	Battery low or battery not fully inserted	<u>Battery low or not inserted correctly</u>
Solid red when the trigger is pressed	● solid red	Laser on, scan or image capture in progress	<u>The scanner does not scan</u>
Solid green after scanning	● solid green	Barcode decoded or image captured successfully	<u>The scanner does not scan</u>
“PowerKey Action” window, “Safe Battery Swap” option	● ○ red, then off	Shutdown before battery removal: remove the battery when the light bar goes off	<u>Change the battery</u>
Red cross on the Fusion icon (Windows CE 7)	—	Wi-Fi radio disabled	<u>Wi-Fi connection</u>
Airplane mode on (Android)	—	All radios are turned off	<u>Wi-Fi connection</u>

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Signal or message	Lights (Zebra guide)	Likely cause	Entry
Very low battery icon (Android)	—	Battery charge very low	The battery drains quickly
Android logo on the “Recovery Mode” screen	—	Recovery mode started (trigger held during restart)	Updating Android

The light states come from tables 1-1 and 1-2 “LED Indicators” of the MC92N0-G user guide; the messages and icons come from chapters 1 to 3 of the same guide and from the MC9200 Android release notes. A dash means that the page consulted does not specify the light state.

Zebra MC9200 error lights: causes and solutions

Two behaviours of the amber light indicate a charging or battery problem.

Why does the light on my Zebra MC9200 mobile computer flash orange rapidly?

Light: amber, fast flashing, mobile computer in a cradle, on a CAM module or on a magnetic stripe reader (MSR).

Short answer: According to Zebra, fast amber flashing indicates a charging error. Remove the mobile computer, put it back properly in the cradle or on the charging accessory, and check that the light changes to slow flashing.

LIKELY CAUSE

Table 1-1 of the MC92N0-G user guide associates fast amber flashing with a charging error and asks you to check that the mobile computer is seated correctly.

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WHAT TO DO

1. Remove the MC9200 from the cradle, or detach the CAM or MSR module.
2. Put it back until it is correctly positioned.
3. Check that the accessory is connected to its power supply: Zebra states that the MC9200 charges in a cradle, on the CAM module or on the MSR, with the appropriate power supply.
4. The light should change to slow amber flashing (charging in progress), then to solid amber (charging complete).

When to call a technician: the light still flashes fast after correct reseating: contact Zebra support in your region with the serial number, model and software version of the mobile computer, as the guide requests.

Sources: [LED Indicators](#) · [Charging the Battery](#) – MC92N0-G User Guide (72E-162536-07) (official documentation).

Why does the light on my Zebra MC9200 flash orange only once when I insert the battery?

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

Short answer: According to Zebra, this single flash indicates that the battery is low or that it is not fully inserted. Push the battery in until it clicks twice, then put the mobile computer on charge.

LIKELY CAUSE

The note to table 1-1 of the MC92N0-G user guide specifies that the amber light flashes once when the battery is inserted if it is low or if it is not fully inserted.

Caution: Zebra warns that a partially inserted battery can cause unintentional data loss.

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WHAT TO DO

1. Push the battery into the mobile computer until you hear two clicks: according to Zebra, these two clicks confirm full insertion.
2. If the light still flashes only once, place the mobile computer in a powered cradle or charging accessory.
3. Wait for slow amber flashing, a sign that charging has started.

When a battery is fully inserted for the first time, the mobile computer starts up by itself.

Sources: [LED Indicators](#) · [Installing the Main Battery](#) – MC92N0-G User Guide (72E-162536-07) (official documentation).

The scanner on my Zebra MC9200 no longer reads barcodes: causes and solutions

The scan lights and the scanning application tell you whether the problem lies with the scanner or the software.

Why does the scanner on my Zebra MC9200 mobile computer not read barcodes?

Light: solid red when the trigger is pressed (scanning in progress), solid green on a successful scan.

Short answer: Press the trigger and look at the light bar: according to Zebra, solid red indicates that the laser is active and solid green that a barcode has been decoded. If nothing lights up under Windows, check the DataWedge scanning application; under Android, Zebra fixed a built-in scanner lock-up in BSP 02.13.1108.

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LIKELY CAUSE

Table 1-2 of the MC92N0-G user guide describes the scan lights. Under Windows, DataWedge is the scanning application supplied: under Windows CE 7, its icon appears in the control panel after installation; under Windows Embedded Handheld, it is in Settings > System. Under Android, the release notes for BSP 02.13.1108 list fix SPR-28611 “The devices inbuilt scanner locks up”.

WHAT TO DO

1. Aim at the barcode and press the trigger: the light bar should turn solid red.
2. If the light changes to solid green, the barcode has been decoded.
3. If the light stays off under Windows, open DataWedge, the scanning application supplied by Zebra: Start > Settings > Control Panel under Windows CE 7 (the icon only appears after installation), Start > Settings > System under Windows Embedded Handheld.
4. Under Android, if the built-in scanner locks up, note the build number (Settings > About device) and install BSP 02.13.1108, which fixes this lock-up (see [Android update](#)).
5. Before this update, check your mobile computer's scan engine: the SE4600, SE4500 DL and SE4500 DPM versions are excluded from BSP 02.13.1108.

When to call a technician: the red light never comes on when the trigger is pressed after these checks: contact Zebra support in your region.

The same Android version also fixes the reading of a UPC-E0 barcode identified as UPC-E1 on the first scan, which could make DataWedge crash (SPR-30166).

Sources: [LED Indicators](#)  – MC92N0-G User Guide (72E-162536-07) · [Windows CE 7.0](#)  – MC92N0-G User Guide (72E-162536-07) · [Windows Embedded Handheld](#)  – MC92N0-G User Guide (72E-162536-07) · [MC9200 Operating System BSP 02.13.1108 - Recovery Update Package Release Notes](#)  – Zebra release notes (official documentation).

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My Zebra MC9200 will not connect over Wi-Fi or Bluetooth: causes and solutions

Wi-Fi is managed with Fusion under Windows and in the quick settings under Android; Bluetooth depends on the active stack under Windows.

Why does my Zebra MC9200 mobile computer not connect to Wi-Fi?

Display: red cross on the Fusion icon (Windows CE 7) or airplane mode on (Android).

Short answer: First check that the Wi-Fi radio is active: under Windows CE, a red cross on the Fusion icon indicates a disabled radio, and under Android airplane mode turns off all radios. Then create a Wi-Fi profile in Fusion with the parameters provided by your network administrator.

LIKELY CAUSE

According to the MC92N0-G user guide, under Windows CE 7 Wi-Fi is active by default at start-up, but it can be turned off from the Fusion icon. Networks are configured in Fusion (“Manage Profiles”) under Windows and in the Wi-Fi settings under Android.

WHAT TO DO

1. Windows CE 7: touch the Fusion Signal Strength icon in the taskbar; if a red cross appears, choose “Enable Radio”.
2. Windows Embedded Handheld: on the home screen, select the Fusion module then the “Fusion Menu” key to open the Wireless Launcher; also check in Wireless Manager that Wi-Fi is enabled.
3. Android: open the quick settings, disable “Airplane Mode” if it is on, then touch the Wi-Fi tile.
4. Under Windows, “Find WLANs” displays the networks present; “Manage Profiles” lets you create a profile: name, ESSID, mode (Infrastructure or Ad-hoc), security and encryption, IP addressing.

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5. Ask your network administrator for the Wi-Fi parameters before creating the profile, as Zebra recommends.
6. If it fails, run “Wireless Diagnostics” from the Fusion menu: this tool provides diagnostics for the wireless connection.

Sources: [Wireless LAN](#) · [Fusion Setup](#) · [Turning Off the Radios](#) – MC92N0-G User Guide (72E-162536-07) (official documentation).

Why does my Zebra MC9200 mobile computer have no internet access even though it is connected to Wi-Fi?

Setting: **My network card connects to** (Fusion Wireless Companion, Windows).

Short answer: According to Zebra, to access the internet over Wi-Fi with Fusion Wireless Companion, the “My network card connects to” setting must be set to “The Internet”. Change it in the mobile computer's Wi-Fi settings.

LIKELY CAUSE

The MC92N0-G user guide (“Wireless LAN” section) states that the network card must be set to Internet in order to connect to the internet over the Wi-Fi network.

WHAT TO DO

1. Open the mobile computer's Wi-Fi settings.
2. In the “My network card connects to” list, select “The Internet”.
3. Confirm, then check the connection status in “Wireless Status” in the Fusion menu.

Source: [Wireless LAN](#) – MC92N0-G User Guide (72E-162536-07) (official documentation).



Why does the BTE Explorer application not appear on my Zebra MC9200 mobile computer?

Symptoms: BTE Explorer missing, no Bluetooth icon in the taskbar (Windows).

Short answer: Under Windows, the Microsoft Bluetooth stack is enabled by default and BTE Explorer is only available when the StoneStreet One stack is enabled. With the Microsoft stack, check in Wireless Manager that Bluetooth is enabled; under Android, use the Bluetooth tile in the quick settings.

LIKELY CAUSE

Note in the “Software Versions” section of the MC92N0-G user guide. Under Windows CE, the Bluetooth icon in the taskbar, which is used to turn the radio on or off, belongs to the StoneStreet One stack.

WHAT TO DO

1. Check which Bluetooth stack is active: by default, it is the Microsoft stack.
2. If your application requires BTE Explorer, the StoneStreet One stack must be selected: Zebra describes this setting in the MC92N0-G integrator guide, not in the user guide.
3. Under Windows CE with the StoneStreet One stack, touch the Bluetooth icon in the taskbar and choose “Enable Bluetooth” if the radio is turned off.
4. Under Windows Embedded Handheld, check in Wireless Manager that Bluetooth is enabled; under Android, touch the Bluetooth tile in the quick settings.

Sources: [Software Versions](#) · [Turning Off the Radios](#) – MC92N0-G User Guide (72E-162536-07) (official documentation).

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My Zebra MC9200 will not charge or drains quickly: causes and solutions

Charging, backup battery, battery replacement and battery life, based on the Zebra user guide.

Why does the charging light on my Zebra MC9200 stay off in the cradle?

Light: off while the mobile computer is in a cradle or connected to a charging accessory.

Short answer: According to the Zebra guide, a light that is off means that the mobile computer is not in a cradle or on an accessory, that it is incorrectly positioned, or that the charger is not powered. Reposition the mobile computer and check the cradle's power supply.

LIKELY CAUSE

Table 1-1 of the MC92N0-G user guide gives three causes for the light being off: mobile computer not in the cradle or charging accessory (CAM, MSR), mobile computer incorrectly positioned, charger not powered.

WHAT TO DO

1. Check that the cradle, the CAM module or the MSR is connected to its power supply and that the power supply is plugged in.
2. Remove the mobile computer and put it back correctly.
3. Check that the battery is fully inserted (two clicks).
4. The light should change to slow amber flashing.

Source: [LED Indicators](#)  – MC92N0-G User Guide (72E-162536-07) (official documentation).



How long does it take to charge the battery in my Zebra MC9200 mobile computer?

Light: amber flashing slowly while charging, solid amber when charging is complete.

Short answer: Zebra states that the main battery generally charges fully in less than four hours. The amber light flashes slowly while charging and stays solid when charging is complete.

LIKELY CAUSE

The MC92N0-G user guide asks you to charge until the amber light stays solid. Charging takes place in a cradle, on the CAM module or on the magnetic stripe reader (MSR), with the appropriate power supply.

WHAT TO DO

1. Place the mobile computer in a cradle, or attach the CAM or MSR module connected to its power supply.
2. Check that the amber light is flashing slowly: the main battery is charging.
3. Wait for solid amber: charging is complete.
4. For faster charging, Zebra recommends switching off the mobile computer while it charges.
5. Check the level: under Windows CE, Start > Settings > Control Panel > Power; under Windows Embedded Handheld, Start > Settings > System > Power; under Android, Settings > About device > Status.

Sources: [Charging the Battery](#) · [Checking Battery Status](#) · [Battery Management](#) – MC92N0-G User Guide (72E-162536-07) (official documentation).

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Why has my Zebra MC9200 mobile computer lost its data after a battery change?

Symptoms: data or settings lost after removing the main battery.

Short answer: The MC9200's backup battery retains data for at least 30 minutes without the main battery, but Zebra states that it needs around 15 hours to charge when first used. Do not remove the main battery during these 15 hours and always use "Safe Battery Swap" before removing it.

LIKELY CAUSE

According to the MC92N0-G user guide, the backup battery recharges automatically from the main battery, whether the mobile computer is on or in sleep mode. When first used, it needs around 15 hours; if the main battery is removed before then, data may be lost. A main battery that is not inserted correctly can also cause data loss.

WHAT TO DO

1. When first putting the device into service, leave the main battery in place for at least 15 hours.
2. Before any removal, press the red Power button and touch "Safe Battery Swap" (see [changing the battery](#)).
3. Zebra guarantees data retention for at least 30 minutes without the main battery: do not leave the mobile computer without a battery for longer than that.
4. Insert the new battery until it clicks twice.

Zebra also specifies that, when the main battery is very low, the two batteries together retain data for at least 72 hours.

Sources: [Charging the Battery](#) · [Installing the Main Battery](#) – MC92N0-G User Guide (72E-162536-07) (official documentation).

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How do I change the battery in my Zebra MC9200 mobile computer?

Message: **PowerKey Action** · **Safe Battery Swap** · Light: red, then off.

Short answer: Press the red Power button, touch “Safe Battery Swap”, then wait for the light bar to turn red and go off. Then press the primary latches, then the secondary latch on the battery, and slide the battery out of the mobile computer.

LIKELY CAUSE

The MC92N0-G user guide describes a shutdown procedure before removing the battery, started from the “PowerKey Action” window that opens when the Power button is pressed.

WHAT TO DO

1. Press the red Power button.
2. In the “PowerKey Action” window, touch “Safe Battery Swap”.
3. Wait for the light bar to turn red, then go off.
4. Press the primary latches (primary battery releases): the battery comes partially out.
5. Press the secondary latch on the top of the battery and slide the battery out of the mobile computer.
6. Insert a charged battery until it clicks twice.

Source: [Removing the Main Battery](#)  – MC92N0-G User Guide (72E-162536-07) (official documentation).



How do I check the battery health of my Zebra MC9200 mobile computer?

Display: **BatteryMgmt** tab in the Power applet (Windows).

Short answer: Under Windows, open the Power applet then the “BatteryMgmt” tab: Zebra displays the battery's state of health, its wear indicator, the wear threshold and its serial number there. Under Android, the charge level can be read in Settings > About device > Status.

LIKELY CAUSE

The MC92N0-G user guide (“Battery Health” section) states that battery health can be checked in the Power applet, BatteryMgmt tab, under Windows CE as under Windows Embedded Handheld.

WHAT TO DO

1. Windows CE: touch Start > Settings > Control Panel > Power, then the “BatteryMgmt” tab.
2. Windows Embedded Handheld: touch Start > Settings > System > Power, then the “BatteryMgmt” tab.
3. Note the state of health, the wear indicator (Battery Usage Indicator) and the battery serial number.
4. Android: open Settings > About device > Status, or touch the “Battery” tile in the quick settings to open the battery screen.

The MC9200 Android release notes (BSP 02.13.0309 and 02.13.1108) mention the addition of a preinstalled Battery Manager application.

Sources: [Battery Health](#)  – MC92N0-G User Guide (72E-162536-07) · [Checking Battery Status](#)  – MC92N0-G User Guide (72E-162536-07) · [MC9200 Operating System BSP 02.13.1108 - Recovery Update Package Release Notes](#)  – Zebra release notes (official documentation).

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Why does the battery in my Zebra MC9200 mobile computer drain too quickly?

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

Short answer: Zebra recommends turning off unused radios, reducing the display and keypad backlight and setting a quick switch to sleep mode. Under Android, airplane mode turns off all radios in a single action.

LIKELY CAUSE

The MC92N0-G user guide (“Battery Management” section) lists the items to adjust to save battery power: active wireless radios, display and keypad backlight, switch-off delay after inactivity.

WHAT TO DO

1. Set sleep mode under Windows: Settings > Power > Advanced, tick switch-off after inactivity (“turn off device if not used for”) and choose a short delay.
2. Reduce the backlight: under Windows, Backlight > Battery Power; under Android, Display > Brightness for the display and Display > Key light for the keypad.
3. Turn off unused radios: Wireless Manager under Windows Embedded Handheld, Fusion icon > Disable Radio under Windows CE, “Airplane Mode” in the quick settings under Android.
4. Zebra specifies that, on a mobile computer fitted with several radios, turning off those that are not in use gives the best battery life.
5. Then check the [battery's state of health](#).

Sources: [Battery Management](#)  · [Turning Off the Radios](#)  – MC92N0-G User Guide (72E-162536-07) (official documentation).

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How do I reset my Zebra MC9200?

The procedure and its effects differ depending on the operating system: Windows CE 7, Windows Embedded Handheld or Android.

How do I reset my Zebra MC9200 mobile computer?

Message: PowerKey Action · Safe Battery Swap .

Short answer: Under Windows, the reset is done with a cold boot: Power button, “Safe Battery Swap”, battery half out, then trigger and Power button pressed simultaneously. Under Windows CE 7, it erases data not saved in flash memory and restores the factory settings; under Windows Embedded Handheld, it keeps the files.

LIKELY CAUSE

The MC92N0-G user guide distinguishes between the warm boot and the cold boot. Zebra asks you to perform a cold boot only if the warm boot does not solve the problem.

Caution: Under Windows CE 7, a cold boot erases all records and entries that are not stored in flash memory (Application and Platform folders) or on a memory card, and restores the factory settings; applications placed in the Application folder are kept. According to Zebra, data previously synchronised with a computer can be restored at the next ActiveSync synchronisation. Do not hold down any keys other than those indicated.

PROCEDURE (WINDOWS CE 7 AND WINDOWS EMBEDDED HANDHELD)

1. First try a warm boot.
2. Press the red Power button: the “PowerKey Action” window appears.
3. Touch “Safe Battery Swap” (under Windows Embedded Handheld, the light bar turns red).
4. Press the primary battery latch to partially eject the battery.

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5. With the battery half out, press and release the trigger and the Power button at the same time.
6. Push the battery all the way in: a click confirms that it is in place, then the mobile computer restarts.
7. Under Windows CE 7, then recalibrate the display (see [touch screen](#)).

Under Windows Embedded Handheld, a cold boot restarts the system and the applications, installs certain drivers and keeps files in flash memory or on a memory card. Under Android, Zebra provides “Enterprise Reset” and “Factory Reset” packages, which can be downloaded separately from the MC92 utilities section of the Zebra website; the release notes consulted do not detail how to install them or which data they erase.

Sources: [Resetting the MC92N0-G](#)  – MC92N0-G User Guide (72E-162536-07) · [Using the Power Button](#)  – MC92N0-G User Guide (72E-162536-07) · [MC9200 Operating System BSP 02.13.1108 - Recovery Update Package Release Notes](#)  – Zebra release notes · [MC9200 Operating System BSP 02.13.0309 - Update Loader Image Release Notes](#)  – Zebra release notes (official documentation).

My Zebra MC9200 will not start or freezes: restart and updates

Start-up, warm boot, Android update and software versions.

Why will my Zebra MC9200 mobile computer not switch on?

Symptoms: black display after pressing the red Power button.

Short answer: First check that the battery is charged and fully inserted. If the mobile computer still does not switch on, Zebra asks you to perform a cold boot.



LIKELY CAUSE

The MC92N0-G user guide states that, if the mobile computer does not switch on when the red Power button is pressed, you must perform a cold boot. A battery that is low or not inserted correctly is indicated by a single amber flash on insertion.

WHAT TO DO

1. Press the red Power button.
2. If nothing happens, remove the battery and reinsert it until it clicks twice; a single amber flash indicates a battery that is low or not inserted correctly (see [this entry](#)).
3. Put the mobile computer on charge in a powered cradle.
4. If the mobile computer still does not start, perform a cold boot, as Zebra requests: under Windows, follow the [reset](#) entry.
5. On the very first start-up, the mobile computer initialises and briefly displays a splash screen: let it finish.

When to call a technician: the mobile computer does not start after a full charge and a cold boot: contact Zebra support in your region, giving the serial number, the model and the software version.

Sources: [Starting the MC92N0-G](#) [Service Information](#) – MC92N0-G User Guide (72E-162536-07) (official documentation).

How do I restart my Zebra MC9200 mobile computer when it has frozen?

Symptoms: display frozen, application no longer responding.

Short answer: Under Windows, press and hold the Power button for around five seconds and release it as soon as the warm boot begins. Under Android, press and hold the Power button until the “Device options” menu appears, then touch “Reset”.

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LIKELY CAUSE

According to the MC92N0-G user guide, a warm boot restarts the mobile computer by closing open programs and keeps stored records. Zebra recommends always trying it before a cold boot.

Caution: Zebra asks you not to hold down any key other than the Power button during a reset.

WHAT TO DO

1. Windows CE 7 or Windows Embedded Handheld: press and hold the Power button for around five seconds.
2. Release it as soon as the mobile computer starts to restart.
3. Android: press and hold the Power button until the “Device options” menu appears, then touch “Reset”.
4. If the mobile computer remains frozen, move on to the cold boot described in the [reset](#) entry.

Sources: [Resetting the MC92N0-G](#)  – MC92N0-G User Guide (72E-162536-07) · [MC9200 Operating System BSP 02.13.1108 - Recovery Update Package Release Notes](#)  – Zebra release notes (official documentation).

How do I update the Android system on my Zebra MC9200 mobile computer?

Display: Android logo on the **Recovery Mode** screen, **apply update from sdcard** and **apply update from emulated storage** options.

Short answer: Copy the Zebra update package to an SD card or to the internal memory, then restart through “Device options” > “Reset” while holding the trigger to enter recovery mode. Choose the file using the arrows and the Enter key on the keypad, then “reboot system now”.

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LIKELY CAUSE

The Zebra release notes for the MC9200 running Android 4.4.4 (KitKat) describe how to install system packages through recovery mode, from an SD card or from the internal memory via USB.

Caution: Zebra warns that the mobile computer may no longer start if an incorrect recovery package is loaded: check that the package matches the mobile computer's part number (SKU) before installing it.

PROCEDURE

1. Check that the battery is charged to at least 30%.
2. Check that your mobile computer's part number (MC92N0-G...) appears in the compatibility list in the package's release notes.
3. SD card: copy the .zip file to the card, remove the keypad (the mobile computer goes into sleep mode), insert the card, refit the keypad, then press Power to wake the mobile computer.
4. USB: connect the mobile computer to an MTP-compatible PC and copy the .zip file to the internal memory (MC92N0\Internal storage).
5. Press and hold the Power button until the “Device options” menu appears, then touch “Reset”.
6. During the restart, hold down the pistol-grip trigger; release it when the Android logo on the Recovery Mode screen appears.
7. Using the arrows and the Enter key on the keypad, choose “apply update from sdcard” (SD card) or “apply update from emulated storage” (internal memory), then the .zip file.
8. Choose “reboot system now”.

The release notes for BSP 02.13.1108 specify that MC9200 units fitted with the SE4600, SE4500 DL or SE4500 DPM scan engines are not supported by this package.

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Sources: [MC9200 Operating System BSP 02.13.1108 - Recovery Update Package Release Notes](#) ·

[MC9200 Operating System BSP 02.13.0309 - Update Loader Image Release Notes](#) · Zebra release notes (official documentation).

How do I find out the system version of my Zebra MC9200 mobile computer?

Display: **About** and **System Information** (Windows), **About device** (Android).

Short answer: Under Windows Embedded Handheld, touch Start > Settings > System > About > Version: the last part of the build number gives the AKU version. Under Android, open Settings > About device, which displays the Android version, the kernel version and the build number.

LIKELY CAUSE

Zebra asks you to state the software type and version when calling support; the “Software Versions” section of the MC92N0-G user guide states where to read them.

WHERE TO READ EACH VERSION

1. AKU version (Windows Embedded Handheld): Start > Settings > System > About > Version; example given by Zebra: build 23103.5.3.3 corresponds to AKU 5.3.3.
2. OEM version: Start > Settings > System > System Information > System (Windows Embedded Handheld) or Start > Settings > Control Panel > System Information > System (Windows CE).
3. Fusion version (Wi-Fi): Start > Wireless Companion > Wireless Status > Versions (Windows Embedded Handheld) or Wireless Strength icon > Wireless Status > Versions (Windows CE).
4. Android: Settings > About device displays the serial number, the model, the Android version, the kernel version and the build number.

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Sources: [Software Versions](#) · [Service Information](#) – MC92N0-G User Guide (72E-162536-07) (official documentation).

Zebra MC9200 touch screen, sleep mode and sound: causes and solutions

Display calibration, waking from sleep, screen rotation and loudspeaker.

Why does the touch screen on my Zebra MC9200 mobile computer respond next to the spot touched?

Symptoms: stylus taps are not registered in the right place.

Short answer: Recalibrate the display: Zebra states that the FUNC + ESC combination starts the calibration application at any time. Then tap briefly with the stylus in the centre of each target displayed.

LIKELY CAUSE

The MC92N0-G user guide provides for display calibration at first start-up and after a cold boot under Windows CE 7; it can be restarted at any time with FUNC + ESC.

WHAT TO DO

1. Press FUNC + ESC to start the calibration application.
2. Under Android, calibration is also available through Settings > Display > Touch calibration.
3. With the tip of the stylus, tap briefly in the centre of each target; repeat each time the target moves.
4. Press ESC to cancel the calibration.

Source: [Calibrating the Screen](#) – MC92N0-G User Guide (72E-162536-07) (official documentation).

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Why does my Zebra MC9200 mobile computer not wake from sleep when I touch the display?

Symptoms: display off, the mobile computer does not respond to touch.

Short answer: According to the factory settings described by Zebra, touching the display never wakes the MC9200. Press the red Power button; after automatic sleep, a key on the keypad or the trigger also wakes the mobile computer.

LIKELY CAUSE

Table 2-11 “Wakeup Default Settings” of the MC92N0-G user guide distinguishes between sleep triggered by the Power button and automatic sleep (control panel delay). Touching the display does not wake the mobile computer in either case.

WHAT TO DO

1. Press the red Power button: it turns the display on and off (sleep).
2. If the mobile computer went into sleep mode by itself, after the inactivity delay, pressing a key or the trigger is enough to wake it.
3. If the mobile computer was put into sleep mode with the Power button, neither the keys nor the trigger wake it: use the Power button.
4. By default, connecting a USB device, Bluetooth activity and the clock alarm wake the mobile computer in both cases.

Sources: [Waking the MC92N0-G](#) · [Using the Power Button](#) – MC92N0-G User Guide (72E-162536-07) (official documentation).

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Why does the display on my Zebra MC9200 mobile computer rotate by itself?

Symptoms: the display switches from portrait to landscape mode.

Short answer: On Premium configurations, Interactive Sensor Technology (IST) rotates the display in 90° steps depending on how the mobile computer is held. This behaviour is set in “IST Settings”.

LIKELY CAUSE

The MC92N0-G user guide describes the IST “Display Orientation” function, available only on Premium configurations.

WHAT TO DO

1. Under Windows CE 7, open Start > Settings > Control Panel > IST Settings.
2. Under Windows Embedded Handheld, open Start > Settings > System > IST Settings.
3. Adjust the IST settings to suit your use.

IST also manages the backlight and sleep mode according to the mobile computer's movements, and records free falls of more than 450 ms (around one metre) with their date, time and duration.

Source: [Interactive Sensor Technology](#)  – MC92N0-G User Guide (72E-162536-07) (official documentation).

Why does the loudspeaker on my Zebra MC9200 mobile computer no longer make any sound?

Symptoms: no sound from the loudspeaker, often after connecting a Bluetooth headset.

Short answer: Zebra states that connecting a Bluetooth headset mutes the mobile computer's loudspeaker. Disconnect the headset, then set the volume through the speaker icon, the Sounds & Notifications window or the keypad.

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LIKELY CAUSE

“Using a Bluetooth Headset” section of the MC92N0-G user guide: when a Bluetooth headset is connected, the loudspeaker is muted.

WHAT TO DO

1. Check whether a Bluetooth headset is connected; disconnect it to restore the loudspeaker.
2. Under Windows Embedded Handheld, touch the speaker icon (Speaker) to set the volume.
3. The volume can also be set in Sounds & Notifications or with the keypad.
4. Before putting on a headset, set the mobile computer's volume, as Zebra advises.

Sources: [Using a Bluetooth Headset](#) · [Speaker Icon](#) – MC92N0-G User Guide (72E-162536-07) (official documentation).

When should you call a technician for a Zebra MC9200 mobile computer?

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

- **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 will not start:** the mobile computer stays off after a full charge and a cold boot.
- **The scanner never activates:** the red light never comes on when the trigger is pressed, despite checking DataWedge or updating Android.

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Avoiding recurring faults on the Zebra MC9200 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

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).

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Zebra MC9200 mobile computer troubleshooting: frequently asked questions

How do I reset a Zebra MC9200?

Under Windows, first try a warm boot by pressing and holding the Power button for around five seconds. If the problem persists, perform a cold boot: Power button, Safe Battery Swap, battery half out, trigger and Power button pressed simultaneously, then battery pushed back into place. Under Windows CE 7, this cold boot erases data not saved in flash memory and restores the factory settings; under Windows Embedded Handheld, it keeps the files. [See the detailed entry.](#)

How do I restart a frozen Zebra MC9200?

Under Windows, press and hold the Power button for around five seconds and release it as soon as the restart begins. Under Android, press and hold the Power button until the Device options menu appears, then touch Reset. [See the detailed entry.](#)

Why is the orange light on my MC9200 flashing?

Slow amber flashing indicates that the main battery is charging and solid amber that charging is complete. Fast amber flashing indicates a charging error: reseal the mobile computer correctly in the cradle or on the accessory. A single flash when the battery is inserted indicates a battery that is low or not inserted correctly. [See the detailed entry.](#)

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How long does it take to charge a Zebra MC9200?

Zebra states that the main battery generally charges fully in less than four hours. Charging takes place in a cradle, on the CAM module or on the MSR, with the appropriate power supply. [See the detailed entry.](#)

Why does my MC9200 lose its data when I change the battery?

When first used, the backup battery needs around 15 hours to charge: if the main battery is removed before then, data may be lost. After that, it retains data for at least 30 minutes without the main battery. Always use Safe Battery Swap before removing the battery. [See the detailed entry.](#)

How do I update Android on a Zebra MC9200?

Copy the Zebra package to an SD card or to the internal memory, with the battery charged to at least 30%. Restart through Device options then Reset while holding the trigger to enter recovery mode, then choose apply update from sdcard or apply update from emulated storage. Zebra warns that an incorrect package can prevent the mobile computer from starting. [See the detailed entry.](#)

Why does Wi-Fi not work on my MC9200?

Check that the radio is active: under Windows CE, a red cross on the Fusion icon indicates a disabled radio, and under Android airplane mode turns off all radios. Then create a profile in Fusion with the parameters provided by your network administrator. [See the detailed entry.](#)

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How do I calibrate the display on a Zebra MC9200?

Press FUNC + ESC to start the calibration application, then tap briefly with the stylus in the centre of each target. Under Android, calibration is also available through Settings, Display, Touch calibration. [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.

- [MC92N0-G User Guide \(72E-162536-07 Rev. A, janvier 2019\)](#) [🔗](#) – MC92N0-G User Guide **official**
- [MC9200 Operating System BSP 02.13.1108 - Recovery Update Package Release Notes](#) [🔗](#) – Zebra release notes **official**
- [MC9200 Operating System BSP 02.13.0309 - Update Loader Image Release Notes](#) [🔗](#) – Zebra release notes **official**
- [MC9200 Support & Downloads](#) [🔗](#) – Zebra support page (list of documents) **official**

The MC92N0-G integrator guide (72E-162537-08), the MC92N0-G quick start guide, the “Android KK OS Update Instruction for MC92” document, the Windows CE 7.0 v06.57.22 release notes and the Zebra knowledge base articles on resetting the MC92N0 (support.zebra.com, articles 000018993, 000026436 and 000012961) 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 MC9200](#)
- [All troubleshooting guides for Zebra scanners and mobile computers \(DS3600, FS10, FS20, FS40 / FS70, MC3200, MC3300, MC3300ax, MC3300x, MC3400, MC9190-G, MC9300, MC9400, TC22R, TC8000, TC8300\)](#)
- [Maintenance and repair of Zebra mobile computers](#)

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- [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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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.

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PDF version of the page <https://www.timcod.fr/reparation/en/barcode-scanner-troubleshooting/zebra/mc9200>, updated on 21 October 2026.

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