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TROUBLESHOOTING GUIDE

Zebra MC9300 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, MC93XX Mobile Computer Product Reference Guide (Android 10: MN-003904-03EN; Android 11: MN-004165-03EN) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the Zebra MC9300 product page →](#)

In brief. The Zebra MC9300 is a rugged Android mobile computer with a trigger, an interchangeable physical keypad and a choice of scan engine: SE965 1D laser, SE4750 and SE4770 1D/2D imagers, SE4850 long-range imager or DPM version for direct part marking. It comes in a standard version and a Freezer version, with a heated scan window and a battery designed for the cold. The Zebra MC93XX reference guide devotes most of its troubleshooting table to power (battery not charging, light flashing while the mobile computer stays off, battery communication error) and to scanning. This guide covers these causes, the light signals, the DataWedge settings and the hard reset specific to the MC9300. Click a question to open its entry.

- **The light is flashing or a message appears:** find the signal in the [lookup table](#) and open the matching entry.

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- **The mobile computer stays off or no longer responds:** see [light flashing](#), [mobile computer off](#), [the mobile computer stays off](#) and [restart and hard reset](#).
- **The scanner does not read or the barcodes do not arrive:** see [the scanner does not read any barcode](#), [the laser does not come on](#), [unreadable QR codes](#) and [the application receives nothing](#).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the light and messages on my Zebra MC9300 mean? Find the cause by signal

On the MC9300, a single light (Charger/Decode status LED) indicates battery charging, notifications and scan status; other alerts are shown on the display. Each row links a signal described by Zebra to its cause and to the entry that deals with it.

Signal or message	Light (Zebra guide)	Likely cause	Entry
Light off, mobile computer in the cradle	○ off	The battery is not charging: mobile computer incorrectly positioned or cradle not powered	The mobile computer no longer charges
Amber, one flash every 3 seconds	● amber, slow flashing	Battery completely flat, or battery hot swap in progress	Slow orange flashing
Solid amber	● solid amber	Charging	Charging the mobile computer

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Signal or message	Light (Zebra guide)	Likely cause	Entry
Solid green	● solid green	Charging complete	<u>Charging the mobile computer</u>
Red, two flashes per second	● red, fast flashing	Charging error: temperature out of range or charging that does not complete (around 8 hours)	<u>Charging error</u>
Solid red	● solid red	Worn battery, at the end of its useful life	<u>Worn battery</u>
The light flashes, the mobile computer does not start	light bar flashing (colour not specified)	Low battery that retains data, faulty battery, interrupted charging or extreme temperature	<u>Light flashing, mobile computer off</u>
Green scan lights and beep	● green	Barcode decoded (default feedback)	<u>The scanner does not read any barcode</u>
No laser line when the trigger is pressed (SE965)	—	Low battery: the scanner turns off before the low battery alert	<u>The laser does not come on</u>
Blue light	blue	Application notification, or Bluetooth device connected	<u>Bluetooth devices cannot be found</u>

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Signal or message	Light (Zebra guide)	Likely cause	Entry
Battery alert at 15% (30% with the Freezer battery)	—	Warning threshold reached; recharge required at 9% (20% Freezer), shutdown at 6%	<u>Battery threshold</u>
Battery pack communication error	—	Battery not latched properly, vibration or a fall of more than 2.4 m, damaged communication pin	<u>Battery communication error</u>
Memory full	—	Too many files saved or applications installed	<u>Memory full</u>
30-second wait when unlocking	—	Five incorrect codes; a code is required after eight attempts	<u>Unlocking refused</u>

The light states come from the “LED Charge Indicators” table in the MC93XX reference guides for Android 10 and Android 11; the other signals come from the “Troubleshooting the Device” table in the MC93XX guide and from the scanning and battery sections of the Android 11 guide. A dash means that the page consulted does not specify the light state.

Zebra MC9300 lights and alerts: what should I do?

Each state of the charging light and each message quoted in the MC93XX guide, with the solution given by Zebra.

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Why does the charging light on my Zebra MC9300 mobile computer flash red rapidly?

Light: red, two flashes per second.

Short answer: For Zebra, this flashing indicates a charging error: battery too cold or too hot, or charging that does not complete after around eight hours. Let the MC9300 return to a temperature between 0 and 40 °C, then place it back in its cradle.

LIKELY CAUSE

The charging light table in the MC93XX guide associates fast-flashing red with two situations: a temperature out of range, or an abnormally long charging time (generally 8 hours). The Android 10 guide specifies that the batteries charge between 0 and 40 °C and that at around +37 °C charging may be alternately enabled and disabled to protect the battery.

WHAT TO DO

1. Take the mobile computer out of the cradle and wait for it to return to room temperature, particularly after coming out of a cold room.
2. Install the cradle in a room between 0 and 40 °C, away from any heat source.
3. Slide the mobile computer into the slot and press lightly to ensure contact.
4. If the error reappears, check the battery's condition in Battery Manager (see [worn battery](#)).

When to call a technician: the charging error persists at normal temperature, with another battery and in another cradle.

Sources: [Charging Indicators](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Charging the Battery](#)  – MC93XX Mobile Computer Product Reference Guide for Android 10 (MN-003904-03EN Rev A, PDF) (official documentation).

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Why does my Zebra MC9300 mobile computer show a solid red light when charging?

Light: solid red, during or after charging.

Short answer: According to Zebra, solid red indicates a worn battery that has reached the end of its useful life, whether charging is in progress or complete. Check its wear in Battery Manager and plan to replace it.

LIKELY CAUSE

Battery Manager tracks the wear of each battery. By default, Zebra sets the decommission threshold at 80% and turns the **Wear** bar red when wear exceeds 80%.

WHAT TO DO

1. Swipe up from the home screen and launch Battery Manager.
2. Look at the **Wear** bar, the **Health** status and the **Decommission** indicator.
3. In **Advanced info**, compare **Battery health percentage** with the decommission threshold (80% by default).
4. Replace the battery if it has passed this threshold (see [replacing the battery](#)).

Sources: [Charging Indicators](#) · [Battery Manager](#) – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) (official documentation).

What does slow orange flashing of the light on my Zebra MC9300 mobile computer mean?

Light: amber, slow flashing (once every 3 seconds).

Short answer: An amber flash every 3 seconds indicates either a completely flat battery, still unable to power the mobile computer, or the hot swap mode that follows battery removal. Let it charge, or reinsert a battery within 5 minutes.

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LIKELY CAUSE

During a hot swap, the MC9300 maintains connectivity and memory thanks to its SuperCap, which must have been charged for at least 15 minutes to perform this role.

WHAT TO DO

1. Flat battery: leave the mobile computer in the powered cradle until the light changes to solid amber.
2. Battery removed: put a charged battery back within 5 minutes, the time during which the RAM is retained.

Sources: [Charging Indicators](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [LED Charge Indicators](#)  – MC93XX Mobile Computer Product Reference Guide for Android 10 (MN-003904-03EN Rev A, PDF) (official documentation).

Why will my Zebra MC9300 mobile computer not switch on even though its light is flashing?

Light: light bar flashing; the mobile computer stays off when Power is pressed.

Short answer: The MC93XX guide lists four causes: battery too low to start but still retaining data, faulty battery, mobile computer removed from the cradle while charging, or battery at an extreme temperature. Recharge or replace the battery, at a temperature between 0 and 40 °C.

LIKELY CAUSE

In the Zebra troubleshooting table, this symptom is dealt with separately from a completely dead mobile computer. The first cause cited is a low battery that still retains data; next come a battery that no longer recharges, interrupted charging and an extreme battery temperature.

WHAT TO DO

1. Put the mobile computer back in the cradle: according to the guide, the 7,000 mAh battery fully recharges in less than 5 hours at room temperature.

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2. Do not remove the mobile computer before charging is complete.
3. If the battery has been exposed to cold or heat, bring it back to between 0 and 40 °C: outside this range, it does not charge.
4. If it still does not charge, replace it; if the mobile computer stays off with another battery, reset it (see [restart and hard reset](#)).

When to call a technician: the MC9300 does not start with a new, charged battery, even after a hard reset.

Source: [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide (official documentation).

Why does my Zebra MC9300 mobile computer report a battery communication error?

Message: `Battery pack communication error` (wording in the Zebra troubleshooting table).

Short answer: The MC93XX guide explains it as a battery that is not latched properly, a contact disturbed after vibration or a fall of more than 2.4 m, or a damaged communication pin. Remove the battery and put it back; if the error persists, install a new battery.

LIKELY CAUSE

Three causes in the Zebra troubleshooting table: battery not inserted correctly, environment subject to vibration or a fall of more than 2.4 m (8 feet), damaged battery communication pin.

WHAT TO DO

1. Release the battery with the two primary latches, then with the secondary latches on its sides.
2. Reinsert it and press until the two side latches click.

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3. Switch back on with **Power**.

4. If the message returns, Zebra states that you should remove the battery and insert a new one.

Sources: [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide · [Replacing the Battery](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) (official documentation).

Why does my Zebra MC9300 mobile computer say that the memory is full?

Message: `Memory full`.

Short answer: According to Zebra, the “Memory full” message comes from too many saved files or too many user-installed applications. Delete or transfer the files, and uninstall unneeded applications from Storage.

LIKELY CAUSE

The MC93XX guide attributes the full memory to two causes: too many files kept on the mobile computer, or too many applications added by the user.

WHAT TO DO

1. Delete the memos and records you no longer need, or copy them to the host computer or to an SD card.
2. Open **Storage** > **FREE UP SPACE** > **REVIEW RECENT ITEMS**, tick the unused programs and touch **FREE UP**.

Source: [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide (official documentation).



My Zebra MC9300 no longer scans barcodes: laser, imager and extreme cold

Scanning behaviour depends on the engine installed: SE965 1D laser or 1D/2D imager.

Why does the scanner on my Zebra MC9300 mobile computer not read any barcode?

Symptoms: no beam, or a beam without a green light or beep.

Short answer: According to the MC93XX guide, no scanning application is loaded or DataWedge is not enabled, the barcode is damaged, the distance is not suitable, or the mobile computer is not programmed for this type of barcode. Enable DataWedge, position yourself within the scanning range and enable the symbology in the profile.

LIKELY CAUSE

With an imager (SE4750, SE4770, SE4850), a red crosshair appears when Scan is pressed, supplemented by an aiming dot for very bright environments; a successful scan turns the scan lights green and triggers a beep, by default. The SE965 laser has its own symptom (see [the laser does not come on](#)).

WHAT TO DO

1. Place the cursor in an input field of the application.
2. Point the exit window at the barcode and press and hold **Scan** (trigger or centre button).
3. If no beam appears, check that a scanning application is loaded or that DataWedge is enabled: DataWedge profile list > menu > **Settings** > **DataWedge enabled** ticked. Failing that, contact the system administrator.
4. Adjust the distance: each engine has its working range; move closer for a dense barcode, further away for a large barcode.

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5. Enable the barcode type in the DataWedge profile (**Configure scanner settings > Decoders**) or via the EMDK.
6. Check the label: a damaged barcode may remain unreadable.

Sources: [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide · [Scanning with the Internal Imager](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [DataWedge Settings](#)  – DataWedge (Zebra TechDocs) · [Barcode Input](#)  – DataWedge (Zebra TechDocs) (official documentation).

Why does the laser on my Zebra MC9300 mobile computer not come on when I press the trigger?

Symptoms: no laser line when the trigger is pressed (SE965 engine).

Short answer: The MC93XX guide blames a low battery: the scanner turns off even before the low battery notification appears. Check the battery level and recharge; if the laser stays off, contact your distributor or Zebra support.

LIKELY CAUSE

The Zebra troubleshooting table specifies that the scanner stops working before the low battery alert is displayed. With the SE965 laser engine, scanning is done with a red line that must cross all the bars and spaces of the barcode.

WHAT TO DO

1. Check the battery level in Battery Manager or in the quick access panel.
2. Recharge or swap the battery, then try again.
3. When scanning, pass the red line across the full width of the barcode, including bars and spaces; the green light and a beep confirm the scan.
4. Check in the DataWedge profile that **Hardware Trigger** is ticked (default setting): otherwise, the trigger does not activate the beam.

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When to call a technician: the laser still does not come on with a charged battery: the Zebra guide then refers you to the distributor or to Zebra's Global Customer Support Center.

Sources: [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide · [Scanning with the Internal Laser Scanner](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Barcode Input](#)  – DataWedge (Zebra TechDocs) (official documentation).

Why does my Zebra MC9300 mobile computer not read QR codes?

Symptoms: linear barcodes are read, but QR codes and other 2D codes remain unreadable.

Short answer: Check your MC9300's scan engine: the SE965 is a 1D laser, limited to linear barcodes. 2D codes such as QR Code require an imager (SE4750, SE4770 or SE4850); on these models, check that the symbology is enabled in DataWedge.

LIKELY CAUSE

Zebra offers the MC9300 with several engines: SE965 (1D laser, standard range), SE4750 and SE4770 (omnidirectional 1D/2D imagers, standard range), SE4750 DPM (direct part marking) and SE4850 (long-range 1D/2D imager, stated as 3 inches to 70 feet, i.e. about 7.6 cm to 21.3 m).

WHAT TO DO

1. Identify the engine when you press Scan: the SE965 projects a red line, the imagers a red aiming crosshair.
2. With an SE965, only 1D barcodes can be read. On configurations fitted with a rear camera, the Zebra data sheet states that it can also read barcodes.
3. With an imager, check in the DataWedge profile that **QR Code** is ticked in **Decoders**: it is one of the decoders enabled by default.
4. For codes marked directly on parts, Zebra provides the SE4750 DPM version.

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Sources: [MC9300 Handheld Mobile Computer Specification Sheet](#) – MC9300 data sheet (Zebra) · [Scanning with the Internal Laser Scanner](#) – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Barcode Input](#) – DataWedge (Zebra TechDocs) (official documentation).

Why does my Zebra MC9300 mobile computer work poorly in a cold room?

Symptoms: degraded scanning or erratic mobile computer in a cold room.

Short answer: First check the version: according to the Zebra data sheet, the standard MC9300 operates from -20 to +50 °C and the Freezer version from -30 to +50 °C, with a heated scan window and a battery suited to the cold. On a Freezer model, check that the window heating is enabled in Heater Control.

LIKELY CAUSE

Only the Freezer configuration is designed for intense cold: heated exit window, Freezer battery, display optically bonded to the touch panel and Heater Control application. The data sheet describes it as condensation resistant.

WHAT TO DO

1. Identify the configuration: the Heater Control application only exists on the Freezer version.
2. With a standard model, stay within the range of -20 to +50 °C.
3. With a Freezer model, check in Heater Control that **Scanner Window** is enabled (see [window heating](#)).
4. Take into account the thresholds of the Freezer battery, which warns from 30% (see [battery thresholds](#)).
5. Do not put a mobile computer that is still frozen on charge: below 0 °C, the battery does not charge.

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Sources: [MC9300 Handheld Mobile Computer Specification Sheet](#)  – MC9300 data sheet (Zebra) · [Configurations](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Heater Control](#)  – MC93XX Mobile Computer Product Reference Guide for Android 10 (MN-003904-03EN Rev A, PDF) · [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide (official documentation).

Barcodes scanned by the Zebra MC9300 do not reach the application: DataWedge

DataWedge profile missing, Enter key missing or characters lost.

Why does my application not receive the barcodes scanned by my Zebra MC9300 mobile computer?

Symptoms: scanning works in DWDemo, but nothing arrives in the business application.

Short answer: If scanning works in DWDemo but not in your application, no DataWedge profile is sending the data to it. Associate a profile with the application, with the Barcode input and a Keystroke or Intent output, or configure Profile0.

LIKELY CAUSE

DataWedge, installed and enabled by default on the MC9300, applies to each application the profile associated with it; applications without a profile go through Profile0. This default profile makes the beam appear without transmitting the data until it is configured.

WHAT TO DO

1. Scan a barcode in the DataWedge Demonstration application: if it receives it, the scanner is working.
2. In DataWedge, create a profile for your application and associate it (an application can only belong to one profile).

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3. Enable the Barcode input and the appropriate output: Keystroke for keyboard-style input, Intent for an application that uses Android intents.
4. On managed mobile computers, report the problem: Profile0 may have been disabled to block scanning in unintended applications.

Sources: [Frequently Asked Questions](#) – DataWedge (Zebra TechDocs) · [DataWedge Profiles](#) – DataWedge (Zebra TechDocs) · [DataWedge](#) – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) (official documentation).

Why do barcodes scanned by my Zebra MC9300 mobile computer arrive incomplete or without validation?

Symptoms: missing characters, or barcode entered without moving to the next field.

Short answer: Two DataWedge settings are involved. Without Basic Data Formatting, the barcode is sent without an Enter key: tick Send ENTER key. If characters are missing, increase Inter-character delay in steps of 100 ms, up to 1,000 ms.

LIKELY CAUSE

By default, DataWedge transmits the raw data, without prefix or suffix, and simulates keystrokes without any delay between characters (value 0). Some applications then lose keystrokes; Zebra warns that a longer delay can slow down the application.

WHAT TO DO

1. Open the application's DataWedge profile.
2. To validate each scan: enable Basic Data Formatting and tick **Send ENTER key**, or **Send TAB key** to move to the next field.
3. To add text before or after the barcode: **Prefix to data** and **Suffix to data**.
4. For lost characters: in Keystroke Output, set **Inter-character delay** to 100 ms, then increase it gradually without exceeding 1,000 ms.

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

Zebra MC9300 Wi-Fi, Bluetooth and host computer: connection problems

Connecting to Wi-Fi, Bluetooth devices that cannot be found and missing data when exchanging with a computer.

Why does my Zebra MC9300 mobile computer no longer connect to the Wi-Fi network?

Symptoms: network cannot be found, connection refused, or data missing or incomplete over Wi-Fi.

Short answer: The Zebra troubleshooting table gives two causes: Wi-Fi radio turned off, or mobile computer out of range of an access point. Re-enable Wi-Fi, move closer to an access point, then choose the network in Settings > Network & internet > Wi-Fi.

LIKELY CAUSE

According to the Zebra data sheet, the MC9300 uses an 802.11 a/b/g/n/ac 2x2 MU-MIMO Wi-Fi radio, on 2.4 and 5 GHz. According to the guide, missing or incomplete data comes from a disabled radio or insufficient coverage; on a secure network, the password or credentials must be obtained from the system administrator.

WHAT TO DO

1. Open **Settings > Network & internet > Wi-Fi**: the mobile computer searches for nearby wireless networks and displays them.
2. Scroll through the list and select the network you want.

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3. Open network: touch it once, or touch and hold it and choose **Connect**. Secure network: enter the password or credentials provided by the administrator, then **Connect**.
4. The mobile computer obtains its address and network parameters via DHCP; **Connected** is displayed under the network once the link is established.
5. If transmissions fail when you move around, move closer to an access point and resend.

For a static IP address, the guide refers to the “Configuring the Device to Use a Static IP Address” procedure.

Sources: [Connecting to a Wi-Fi Network](#) – MC93XX Mobile Computer Product Reference Guide for Android 11 · [Troubleshooting the Device](#) – MC93XX Mobile Computer Product Reference Guide · [MC9300 Handheld Mobile Computer Specification Sheet](#) – MC9300 data sheet (Zebra) (official documentation).

Why does my Zebra MC9300 mobile computer not detect nearby Bluetooth devices?

Symptoms: Bluetooth scanner or device missing from the list, incomplete data over Bluetooth.

Short answer: According to the MC93XX guide, the device is more than 10 metres away, switched off, or not in discoverable mode. Move closer, switch the device on and put it in discoverable mode by following its documentation.

LIKELY CAUSE

The Zebra table also cites a Bluetooth radio that is turned off when data arrives incorrectly. The Zebra Bluetooth scanners supported by the MC9300 (RS507/RS507X, RS5100, RS6000, LI3678, DS2278, DS3678) must be paired with the mobile computer before they can scan. A Bluetooth connection can turn the notification light blue.

WHAT TO DO

1. Enable Bluetooth on the mobile computer.
2. Stay within 10 metres (32.8 feet) of the other device.

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3. Switch the device on and put it in discoverable mode.
4. For a Zebra scanner, pair it before the first scan; on configurations fitted with NFC, pairing can be done by contact (Tap to Pair).

Sources: [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide · [Data Capture](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Configurations](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) (official documentation).

Why does my Zebra MC9300 mobile computer not send its data to the computer?

Symptoms: no data, or incomplete data, when exchanging with the host computer.

Short answer: For Zebra, the mobile computer was removed from the cradle or disconnected during the exchange, the cable is incorrectly configured, or the communication software is incorrectly installed. Put the mobile computer back in the cradle or reconnect the cable, then restart the transmission.

LIKELY CAUSE

The MC93XX troubleshooting table cites three causes: a disconnection during communication, an incorrect cable configuration and communication software incorrectly installed or configured.

Caution: Before unplugging the USB cable, follow the computer's disconnection procedure so as not to lose data, as Zebra requests.

WHAT TO DO

1. Put the mobile computer back in the cradle or reconnect the cable, then resend the data.
2. Do not remove the mobile computer during transmission.
3. If the cable or its configuration is the cause, contact the system administrator.

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4. If the communication software is incorrectly installed or configured, reinstall it.

Sources: [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide · [USB Communication](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) (official documentation).

Zebra MC9300 battery and charging: faults and solutions

Cradle, standard 7,000 mAh battery or Freezer battery, hot swap and display sleep.

Why does my Zebra MC9300 mobile computer no longer charge in its cradle?

Light: off, mobile computer in the cradle.

Short answer: A charging light that is off means that the battery is not charging: mobile computer not pushed fully into the cradle or cradle without power. Check the cradle's connection, slide the mobile computer into its slot and press lightly to ensure contact.

LIKELY CAUSE

Zebra cites a mobile computer incorrectly positioned, a cradle not powered, a faulty battery or a battery outside the charging range. The Android 10 guide states that batteries should be charged between 0 and 40 °C. While charging, the light changes to solid amber, then to solid green once charging is complete.

WHAT TO DO

1. Check that the cradle is connected to its power supply.
2. Slide the mobile computer into the slot, then press gently to ensure contact; the charging light then shows the battery status.

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3. For a spare battery: plug in the charger, insert the battery in a slot and press lightly; the lights on the front of the charger show the charging status.
4. If nothing changes, try another battery: Zebra asks you to replace a faulty battery.

Sources: [Charging the Battery](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Charging the Spare Battery](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Charging the Battery](#)  – MC93XX Mobile Computer Product Reference Guide for Android 10 (MN-003904-03EN Rev A, PDF) · [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide (official documentation).

Why does my Zebra MC9300 Freezer mobile computer ask for a recharge as early as 30% battery?

Message: low battery notification (15% with the standard battery, 30% with the Freezer battery).

Short answer: The MC9300 Freezer battery has its own thresholds: warning at 30%, recharge required at 20%, shutdown at 6%. The standard battery warns at 15% and requires recharging at 9%, with the same shutdown at 6%.

LIKELY CAUSE

Zebra fits the Freezer version with a 5,000 mAh battery suited to the cold, compared with 7,000 mAh for the standard battery, and applies higher notification thresholds to it.

WHAT TO DO

1. Check the level in **Settings > About phone > Battery Information**, or in Battery Manager.
2. Open the quick access panel (two fingers down from the status bar) to see the percentage next to the battery icon.
3. Recharge at the first warning, or hot swap the battery (see [replacing the battery](#)).

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Sources: [Low Battery Notification](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Checking Battery Status](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [MC9300 Handheld Mobile Computer Specification Sheet](#)  – MC9300 data sheet (Zebra) (official documentation).

How do I replace the battery in my Zebra MC9300 mobile computer during the day?

Symptoms: battery to be swapped without switching off the mobile computer.

Short answer: The MC9300 retains its RAM for around 5 minutes once the battery is removed (Hot Swap mode). Press the two primary latches, then the side latches, take out the battery, insert a charged one until it clicks and press Power.

LIKELY CAUSE

As soon as the battery comes out, the display turns off and the mobile computer goes into a low-power state that preserves the data in RAM for around 5 minutes.

STEP BY STEP

1. Press the two primary latches: the battery comes partially out.
2. Press the secondary latches on the sides and remove the battery.
3. Align the charged battery with the compartment, push it in and press firmly until the two latches engage with a click.
4. Press **Power** to switch the mobile computer back on.
5. Complete the whole operation in less than 5 minutes so as not to lose the memory.

This retention relies on the SuperCap, which must have charged for at least 15 minutes; during the swap, the light flashes amber every 3 seconds.

Sources: [Replacing the Battery](#)  · [Charging Indicators](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) (official documentation).



Why does the display on my Zebra MC9300 mobile computer turn off during use?

Symptoms: black display after a few moments without use, or complete shutdown of the mobile computer.

Short answer: Zebra cites two causes: the display going to sleep after a period of inactivity, and an exhausted battery. Set the delay in Settings > Display > Screen timeout, or replace the battery if the mobile computer has actually shut down.

LIKELY CAUSE

The display sleep delay is adjustable; Zebra gives 30 minutes as the default. In addition, the mobile computer shuts down by itself when the battery drops to 6%.

WHAT TO DO

1. Briefly press **Power**: if the display comes back, it was only asleep.
2. Open **Settings** > **Display** > **Screen timeout** and choose 15 or 30 seconds, 1, 2, 5, 10 or 30 minutes, or Never.
3. If the mobile computer does not switch back on, the battery is flat: replace it with a charged battery.

Sources: [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide · [Display Settings](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Low Battery Notification](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) (official documentation).

Resetting a Zebra MC9300: Enterprise Reset and DataWedge

The Enterprise Reset via microSD card, which erases user data, and resetting the DataWedge configuration alone.

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How do I reset my Zebra MC9300 mobile computer with a microSD card?

Symptoms: mobile computer to be wiped before reassignment or after a persistent problem.

Short answer: Zebra provides an Enterprise Reset file to be copied to the root of a microSD card. Restart the MC9300 while holding the trigger until it vibrates, then choose Apply upgrade from SD card, Full OTA Package and the file. All user data in the /data partition is erased.

LIKELY CAUSE

The MC93XX guide distinguishes four resets: the soft reset when applications no longer respond, the hard reset when the mobile computer no longer responds, the Enterprise Reset and the Factory Reset. The Enterprise Reset erases all user data in the /data partition, including primary storage (/sdcard and emulated storage).

Caution: The Enterprise Reset erases all user data in the /data partition, including /sdcard and emulated storage: back it up first. Handle the microSD card while observing the anti-static precautions required by Zebra.

STEP BY STEP (ENTERPRISE RESET VIA MICROSD CARD)

1. Preferably format the microSD card on the mobile computer before using it, as Zebra recommends.
2. Download the appropriate Enterprise Reset file from the Zebra Support & Downloads website (zebra.com/support) and copy the .zip file to the root of the card: from the computer before installing the card, or by connecting the mobile computer, already fitted with its card, to the computer.
3. Press and hold **Power** until the menu appears, touch **Restart**, then press and hold the trigger until the mobile computer vibrates: the System Recovery screen appears.
4. Using the up and down keys, select **Apply upgrade from SD card** and press **Enter**; do the same for **Full OTA Package**.

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5. Select the Enterprise Reset file and press **Power**: the reset runs, then the mobile computer returns to the Recovery screen.

6. Press **Power** to restart.

The guide also describes the Enterprise Reset via ADB (USB debugging enabled, file sent from the computer with `adb sideload`) and a Factory Reset, via microSD card or via ADB, using separate procedures.

Sources: [Resetting the Device](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 · [Performing an Enterprise Reset Using microSD Card](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 · [Performing an Enterprise Reset Using ADB](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 · [Installing a microSD Card](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) (official documentation).

How do I restore the DataWedge factory settings on my Zebra MC9300 mobile computer?

Symptoms: DataWedge profiles misconfigured after configuration attempts.

Short answer: In DataWedge, open the menu, then Settings, touch Restore and confirm with Yes. All custom profiles and settings are permanently lost: export the configuration first if you want to keep it.

LIKELY CAUSE

The restore only affects DataWedge: it returns all user-configured parameters to their factory values. Zebra offers the same action through the Restore Config API.

Caution: The operation cannot be undone, Zebra warns; an import also replaces all DataWedge profiles and settings.

STEP BY STEP

1. Backup: in DataWedge, menu > **Settings** > **Export**; the datawedge.db file is placed by default in the Download folder of the internal storage.

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2. Restore: touch **Restore**, then **Yes**.
3. To deploy a reference configuration, use **Import** instead.

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

My Zebra MC9300 will not switch on or freezes: start-up and hard reset

Start-up, restart, the hard reset specific to the MC9300 and checking the heating on Freezer versions.

Why does my Zebra MC9300 mobile computer stay off when I press Power?

Symptoms: black display, no light when Power is pressed.

Short answer: The Zebra guide cites a battery that is not charged, a battery that is not installed correctly or a system crash. Charge or replace the battery, check that it is properly latched, then perform a hard reset by pressing and holding Power for at least 16 seconds.

LIKELY CAUSE

The MC93XX troubleshooting table distinguishes this case, where nothing lights up, from the one where the light flashes without the device starting. Here, the three causes cited are the battery charge, its installation and a system freeze.

WHAT TO DO

1. Keep your finger on **Power** for a few seconds: the MC9300 switches on with a long press.
2. Check the battery: push it in until the two side latches return to position with a click.

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3. Charge it in the cradle, or replace it with a charged battery.
4. If the light flashes without the mobile computer starting, see [light flashing, mobile computer off](#).
5. If the system has frozen, perform a hard reset (see [restart and hard reset](#)).

Sources: [Troubleshooting the Device](#) – MC93XX Mobile Computer Product Reference Guide · [Installing the Battery](#) – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Performing a Hard Reset](#) – MC93XX Mobile Computer Product Reference Guide (official documentation).

How do I perform a hard reset on my frozen Zebra MC9300 mobile computer?

Symptoms: display frozen, icons and buttons no longer respond to touch.

Short answer: On the MC9300, the hard reset is done with the Power button alone: press and hold it for at least 16 seconds and release as soon as the Zebra logo appears. If the system is still responding, a simple restart is preferable: long press on Power, then Restart.

LIKELY CAUSE

The MC93XX guide reserves the soft reset for applications that no longer respond and the hard reset for a mobile computer that no longer responds; its troubleshooting table calls for a reset when the on-screen buttons and icons no longer have any effect, or after a system crash.

Caution: According to Zebra, a hard reset performed while a USB flash drive is connected to the mobile computer can damage the drive or corrupt its data.

STEP BY STEP

1. Simple restart: press and hold **Power** until the menu appears, then choose **Restart**.
2. Hard reset: press and hold **Power** for at least 16 seconds.

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3. Release the button as soon as the Zebra logo appears; the mobile computer restarts.

Sources: [Resetting the Device](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 · [Performing a Hard Reset](#)  – MC93XX Mobile Computer Product Reference Guide · [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide · [Device Features](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) (official documentation).

How do I check the scan window heating on my Zebra MC9300 Freezer mobile computer?

Symptoms: degraded scanning in a cold room on an MC9300 Freezer.

Short answer: The Heater Control application, available only on Freezer configurations, displays the temperature, the humidity and the heating status. The Scanner Window option, enabled by default, must stay enabled; the TEST HEATER test is started from the Advanced tab, at an ambient temperature below +30 °C.

LIKELY CAUSE

According to Zebra, heating the scanner exit window maintains optimum scanning performance in a cold room. The guide asks you to leave the **Scanner Window** option enabled so that the heating works correctly.

STEP BY STEP

1. Open Heater Control from the list of applications.
2. **Status** tab: read the temperature and humidity readings, and check that **Scanner Window** is ticked.
3. **Advanced** tab: check that the window heating has not been disabled, then touch **TEST HEATER** in a room below +30 °C (86 °F).
4. To keep a record, enable **Logging** : the readings are saved in .csv format in /sdcard/HeaterLogs.

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Sources: [Heater Control](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Heater Control](#)  – MC93XX Mobile Computer Product Reference Guide for Android 10 (MN-003904-03EN Rev A, PDF) (official documentation).

Zebra MC9300 touch screen, sound and lock screen: solutions

Glove touch mode, scan beep and lock screen.

How do I set the touch screen on my Zebra MC9300 mobile computer for use with gloves?

Symptoms: screen not very responsive with gloves, a stylus or a screen protector.

Short answer: The MC9300 has touch modes dedicated to gloves and to the stylus. Open Settings > Display > Advanced > TouchPanelUI and choose Glove and Finger, in the Screen Protector ON version if a film protects the display.

LIKELY CAUSE

The Android 11 guide offers five settings: Stylus and Finger or Glove and Finger, each with Screen Protector OFF or Screen Protector ON, and Finger Only.

STEP BY STEP

1. Open **Settings > Display > Advanced > TouchPanelUI**.
2. Select the mode that matches your use: gloves, stylus or finger only, with or without a protective film.
3. If the display no longer responds to any touch, the Zebra table recommends resetting the mobile computer (see [restart and hard reset](#)).

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Sources: [Display Settings](#) – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Troubleshooting the Device](#) – MC93XX Mobile Computer Product Reference Guide (official documentation).

Why does my Zebra MC9300 mobile computer stay silent after a scan?

Symptoms: barcode read, but no beep.

Short answer: The Zebra troubleshooting table distinguishes two cases: volume turned down or muted, or application not set to beep on a successful scan. Turn the volume back up; if the scan light turns green without sound, configure the beep in the application.

LIKELY CAUSE

By default, a successful scan on the MC9300 turns the scan lights green and triggers a beep. If one of these is missing, the guide points to the volume or the application setting.

WHAT TO DO

1. Turn the mobile computer's volume back up.
2. If the light turns green without a beep, set the application to beep on each successful scan.

Sources: [Troubleshooting the Device](#) – MC93XX Mobile Computer Product Reference Guide · [Scanning with the Internal Imager](#) – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) (official documentation).

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Why will my Zebra MC9300 mobile computer not unlock?

Symptoms: code refused, then a forced wait on the lock screen.

Short answer: The password entered is incorrect. After five incorrect attempts, the MC9300 imposes a 30-second wait; after eight, a code is required before you can try again. If you have forgotten it, Zebra refers you to the system administrator.

LIKELY CAUSE

The Android 11 guide describes the 30-second wait after five incorrect entries of the PIN, password or pattern; the troubleshooting table adds the lock after eight attempts.

WHAT TO DO

1. Wait 30 seconds, swipe up on the lock screen and enter the code again.
2. If the code has been lost, contact the system administrator: the guide does not provide any other recourse.

Sources: [Waking the Device](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 (MN-004165-03EN Rev A, PDF) · [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide (official documentation).

When should you call a technician for a Zebra MC9300 mobile computer?

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

- **Persistent charging error:** The charging error persists at normal temperature, with another battery and in another cradle.
- **The mobile computer no longer starts:** The MC9300 does not start with a new, charged battery, even after a hard reset.

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- **The laser stays off:** The laser still does not come on with a charged battery: the Zebra guide then refers you to the distributor or to Zebra's Global Customer Support Center.

Avoiding recurring faults on the Zebra MC9300 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.

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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 MC9300 mobile computer troubleshooting: frequently asked questions

How do I perform a hard reset on the Zebra MC9300?

Press and hold the Power button for at least 16 seconds, then release as soon as the Zebra logo appears: the mobile computer restarts. Zebra recommends first removing any connected USB flash drive, which could be damaged. [See the detailed entry.](#)

How do I reset a Zebra MC9300?

For an Enterprise Reset, copy the file provided by Zebra to the root of a microSD card, restart while holding the trigger until it vibrates, then choose Apply upgrade from SD card, Full OTA Package and the file. All user data in the /data partition is erased: back it up first. [See the detailed entry.](#)

Why will my Zebra MC9300 not switch on even though the light is flashing?

The Zebra guide cites a low battery that still retains data, a faulty battery, interrupted charging or an extreme temperature. Put the mobile computer back in its cradle between 0 and 40 °C: the 7,000 mAh battery recharges in less than 5 hours. [See the detailed entry.](#)

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What does the red light on the Zebra MC9300 mean?

Fast-flashing red indicates a charging error: temperature out of range or charging that does not complete after around 8 hours. Solid red indicates a worn battery at the end of its useful life. [See the detailed entry.](#)

Can the Zebra MC9300 read QR codes?

Yes, with an SE4750, SE4770 or SE4850 imager, which reads 1D and 2D codes. The SE965 engine is a 1D laser, limited to linear barcodes. [See the detailed entry.](#)

Why does the laser on the Zebra MC9300 not come on?

According to Zebra, the battery is low: the scanner turns off even before the low battery alert. Recharge or swap the battery; if the laser stays off, contact the distributor or Zebra support. [See the detailed entry.](#)

Can the Zebra MC9300 work in a cold room?

The Zebra data sheet gives -20 to +50 °C for the standard version and -30 to +50 °C for the Freezer version, which has a heated scan window and a battery suited to the cold. On the Freezer version, the heating is controlled in the Heater Control application. [See the detailed entry.](#)

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How long does the Zebra MC9300 battery take to charge?

According to the Zebra troubleshooting guide, the 7,000 mAh battery fully recharges in less than 5 hours at room temperature. Charging only takes place between 0 and 40 °C. [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.

- [Troubleshooting the Device](#)  – MC93XX Mobile Computer Product Reference Guide **official**
- [Performing a Hard Reset](#)  – MC93XX Mobile Computer Product Reference Guide **official**
- [Resetting the Device](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 **official**
- [Performing an Enterprise Reset Using microSD Card](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 **official**
- [Performing an Enterprise Reset Using ADB](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 **official**
- [Connecting to a Wi-Fi Network](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 **official**
- [MC93XX Mobile Computer Product Reference Guide for Android 11 \(MN-004165-03EN Rev A, 27 novembre 2023, PDF\)](#)  – MC93XX Mobile Computer Product Reference Guide for Android 11 **official**
- [Mobile Computer MC93XX Product Reference Guide for Android 10 \(MN-003904-03EN Rev A, PDF\)](#)  – MC93XX Mobile Computer Product Reference Guide for Android 10 **official**
- [MC9300 Handheld Mobile Computer Specification Sheet](#)  – MC9300 data sheet (Zebra) **official**
- [DataWedge Settings](#)  – DataWedge (Zebra TechDocs) **official**
- [DataWedge Profiles](#)  – DataWedge (Zebra TechDocs) **official**
- [Barcode Input](#)  – DataWedge (Zebra TechDocs) **official**
- [Keystroke Output](#)  – DataWedge (Zebra TechDocs) **official**
- [Basic Data Formatting](#)  – DataWedge (Zebra TechDocs) **official**

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- [Frequently Asked Questions](#)  – DataWedge (Zebra TechDocs) **official**

The Zebra pages “Performing a Soft Reset”, “Performing an Enterprise Reset From Device Settings”, “Android Enterprise Reset”, “Android Factory Reset”, “Performing a Factory Reset Using microSD Card” and “Troubleshooting the Device” (Android 11 version) of the MC93XX guide on docs.zebra.com, the MC9300 FAQ (zebra.com PDF) and the Application Deployment and Maintenance and Troubleshooting chapters of the PDFs 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 MC9300](#)
- [All troubleshooting guides for Zebra scanners and mobile computers](#) (DS3600, FS10, FS20, FS40 / FS70, MC3200, MC3300, MC3300ax, MC3300x, MC3400, MC9190-G, MC9200, 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/mc9300>, updated on 21 October 2026.

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