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Home › Repair › Barcode scanner troubleshooting › Zebra › MC9400

TROUBLESHOOTING GUIDE

Zebra MC9400 / MC9450 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, MC9400/MC9450 Product Reference Guide (MN-004782-03EN) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra MC9400 / MC9450 product page →

In brief. The Zebra MC9400 and MC9450 are Android rugged mobile computers with a trigger, a physical keypad and an integrated scanner (SE4770 or SE58 scan engine depending on the configuration); a Freezer configuration is designed for work below 0 °C. The Zebra documentation routes most signals through a single charging and notification light, and gives specific instructions for the cold: condensation on the scan window, heating controlled by the Heater Control app, higher battery thresholds. This guide covers these signals, the troubleshooting table in the product reference guide, the DataWedge settings that prevent scanning or data transmission, and the four ways to restart or reset the device. Click a question to open its entry.

- **The light changes colour or a message appears:** find the signal in the [lookup table](#) and open the matching entry.
- **The device does not charge, switches off or no longer starts:** see [the device does not charge](#), [the device no longer switches on](#) and [soft reset and hard reset](#).

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- **The scanner does not read or the barcodes do not reach the application:** see [the scanner does not read](#), [scanning in cold storage](#) and [the data does not arrive](#).
- **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 MC9400 mean? Lookup by signal

The MC9400 has only one light, which shows battery charging, app notifications and scanning status at the same time; everything else is shown through on-screen messages. The table links each signal documented by Zebra to its cause and to the solution entry.

Signal or message	Light (Zebra guide)	Likely cause	Entry
Light off, device in the cradle	○ off	The battery is not charging: device incorrectly inserted, accessory not powered or device switched off	The mobile computer does not charge
Slow amber flashing (every 3 seconds)	● amber, slow flashing	Battery fully depleted while charging, or hot swap mode after the battery is removed	Empty battery or hot swap
Solid amber light	● solid amber	Battery charging	Charging light colours
Solid green light	● solid green	Charging complete	Charging light colours

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Signal or message	Light (Zebra guide)	Likely cause	Entry
Fast red flashing (2 per second)	● red, fast flashing	Charging error: temperature out of range or charging not complete after about 8 hours	<u>Charging error</u>
Solid red light	● solid red	Battery has reached the end of its useful life	<u>Battery at end of life</u>
Blue light	blue (Blink light option)	App notification or connection to a Bluetooth device	<u>Bluetooth and Bluetooth scanner</u>
Green light and beep during scanning	● green	Barcode decoded (default feedback)	<u>The scanner does not scan</u>
The light flashes but the device does not switch on	flashing (colour not specified)	Battery still has enough charge to retain data, but needs recharging	<u>The device no longer switches on</u>
Low battery notification at 15% (30% with the Freezer battery)	—	Battery alert threshold reached; device shuts down at 6%	<u>Low battery alert</u>
Battery pack communication error	—	Battery incorrectly inserted, contact interrupted by a drop or vibration, or damaged communication pin	<u>Battery communication error</u>

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Signal or message	Light (Zebra guide)	Likely cause	Entry
Thermal notification on the display	—	Internal modem temperature too high	Thermal notification
Memory full	—	Too many files or apps installed on the device	Memory full
High-low-high-low beeps from the Bluetooth scanner	● scanner's scan light flashing green	Zebra Bluetooth scanner pairing in progress (SSI mode); a low-high beep confirms the connection	Bluetooth and Bluetooth scanner

The light states come from the “Charging Indicators” table in the MC9400/MC9450 quick start guide and product reference guide; the messages come from the “Troubleshooting the Device” table and the “Low Battery Notification” and “Pairing a Bluetooth Scanner” sections of the product reference guide. A dash indicates that the page consulted does not specify the light state.

Zebra MC9400 light and error messages: causes and solutions

These entries explain each state of the charging light and the error messages listed in the Zebra troubleshooting table.

What do the charging light colours mean on my Zebra MC9400 mobile computer?

Light: off, amber, green or red, solid or flashing.

Short answer: According to Zebra, a solid amber light means the battery is charging and a solid green light means charging is complete. Red indicates a charging error (fast flashing) or a battery at the end of its life (solid); a light that is

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off means the battery is not charging.

LIKELY CAUSE

The MC9400 uses a single charging and notification light, which shows the battery charging status, app notifications and scanning status. During charging, Zebra assigns it six states.

THE SIX STATES DESCRIBED BY ZEBRA

- 1. Off:** the battery is not charging. The device is incorrectly inserted, the accessory is not powered or the device is switched off (see [the device does not charge](#)).
- 2. Amber, slow flashing (every 3 seconds):** battery fully depleted, or hot swap mode after the battery is removed (see [empty battery or hot swap](#)).
- 3. Solid amber:** the battery is charging.
- 4. Solid green:** charging is complete.
- 5. Red, fast flashing (2 per second):** charging error (see [charging error](#)).
- 6. Solid red:** the battery is charging, or charged, but has reached the end of its useful life (see [battery at end of life](#)).

The same light turns green on a successful scan and blue for notifications or a Bluetooth connection.

Sources: [Charging Indicators](#) · [Device Features](#) – MC9400/MC9450 Quick Start Guide (official documentation).

Why does the light on my Zebra MC9400 mobile computer flash red while charging?

Light: red, fast flashing (2 per second).

Short answer: Zebra indicates a charging error: the temperature is too low or too high, or charging has been going on too long without completing (usually 8 hours). Bring the device back into a room between 0 and 40 °C and put it back on charge on a Zebra accessory.

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LIKELY CAUSE

The Zebra guide gives two causes: a temperature outside the charging range and charging that does not complete, typically after 8 hours. Charging is optimal between 0 and 40 °C and stops below 0 °C or above 40 °C; when the temperature blocks charging, the light and an on-screen notification indicate it.

Caution: For battery safety, Zebra refers to its Battery Best Practices document (zebra.com/powerprecision). Above 58 °C, the device switches off.

WHAT TO DO

1. Remove the device from the cradle and let it return to room temperature, especially if it has come out of a cold store or a hot area.
2. Put it back on charge in a room between 0 and 40 °C: Zebra recommends charging at room temperature, with the device in sleep mode.
3. Check that the device is pushed fully into its slot and that the accessory is powered.
4. Use only Zebra charging accessories and batteries.
5. If the light returns to flashing red, open the Battery Manager app: the **Health** field may show **Charge error** or another fault state (see [battery at end of life](#)).

When to call a technician: the light still flashes red even though charging takes place between 0 and 40 °C, on a Zebra accessory, with a battery that Battery Manager reports as in good condition.

Sources: [Charging Indicators](#)  – MC9400/MC9450 Quick Start Guide · [Charging the Device](#)  – MC9400/MC9450 Product Reference Guide · [Battery Manager](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) (official documentation).

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Why does the charging light on my Zebra MC9400 mobile computer stay solid red?

Light: solid red, while charging or when charging is complete.

Short answer: According to Zebra, a solid red light indicates a battery that has reached the end of its useful life, whether it is charging or already charged. Check its condition in the Battery Manager app and replace it if it is decommissioned.

LIKELY CAUSE

Battery Manager calculates a battery health percentage: its current capacity relative to its original capacity, on a scale of 0 to 100. Below the decommission threshold, set to 80% by default, Zebra considers the battery unfit for use and asks for it to be replaced.

WHAT TO DO

1. Swipe up on the home screen and open the **Battery Manager** app.
2. Read the **Health** field (possible states: **Good** , **Charge error** , **Over Current** , **Dead** , **Over Voltage** , **Below Temperature** , **Failure Detected** , **Unknown**), the **Wear** gauge, which turns red above 80%, and the **Decommission** field.
3. For details, open **Advanced info : Battery health percentage and % decommission threshold** .
4. If the battery is decommissioned, replace it with a Zebra battery (see [replacing the battery](#)).

Sources: [Charging Indicators](#)  – MC9400/MC9450 Quick Start Guide · [Battery Manager](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) (official documentation).

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Why does the light on my Zebra MC9400 mobile computer flash orange every three seconds?

Light: amber, one flash every 3 seconds.

Short answer: Zebra gives two explanations: the battery is fully depleted and cannot yet power the device, or the battery has just been removed and the device is in hot swap mode. In the first case, leave the device on charge; in the second, insert a battery within 5 minutes.

LIKELY CAUSE

With the battery removed, the MC9400 switches off the display and enters low-power mode: a supercapacitor (SuperCap) maintains connectivity and retains RAM for about 5 minutes. Zebra specifies that this SuperCap needs at least 15 minutes of charging to provide this backup.

WHAT TO DO

1. Battery in place and device in its cradle: let it charge until the light changes to solid amber (charging), then solid green (charging complete).
2. Battery removed: insert a charged battery within 5 minutes to retain the data in RAM.
3. After a swap, leave the device powered on for at least 15 minutes before doing another one, to give the SuperCap time to recharge.

Sources: [Charging Indicators](#)  – MC9400/MC9450 Quick Start Guide · [Replacing the Battery](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) (official documentation).

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Why does my Zebra MC9400 mobile computer show a battery communication error?

Message: `Battery pack communication error` (wording from the Zebra guide).

Short answer: According to the Zebra guide, the battery is incorrectly inserted, or its contact has been interrupted by vibration or a drop of more than 2.4 m. Remove and reinsert the battery; if the error returns, the battery's communication pin is damaged and a new battery is needed.

LIKELY CAUSE

Zebra gives three causes: an incorrectly inserted battery, communication interrupted by a vibrating environment or a drop of more than 2.4 m (8 feet), and a damaged battery communication pin.

WHAT TO DO

1. Press the two primary latches: the battery comes slightly out of its compartment. Then press the secondary latches, on the sides of the battery, and remove it.
2. Put it back: align it, push it in, then press firmly until both latches click back into position.
3. Press **Power**.
4. If the message reappears, replace the battery with a new one.

Sources: [Troubleshooting the Device](#)  – MC9400/MC9450 Product Reference Guide · [Replacing the Battery](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) (official documentation).

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Why does my Zebra MC9400 mobile computer show a thermal notification?

Message: thermal notification on the display.

Short answer: According to the Zebra guide, the thermal notification appears when the internal modem temperature is too high. Let the device cool down before restoring cellular transmission.

LIKELY CAUSE

The Zebra troubleshooting table links this notification to the temperature of the internal modem, which handles cellular transmission. The charging guide also states that above 58 °C the device switches off.

WHAT TO DO

1. Move the device away from the heat source and let it cool down.
2. Only restore cellular transmission once the device has cooled down.
3. Avoid charging it while it is hot: above 40 °C, charging stops.

Sources: [Troubleshooting the Device](#) · [Charging the Device](#) – MC9400/MC9450 Product Reference Guide (official documentation).

Why does my Zebra MC9400 mobile computer show “Memory full”?

Message: Memory full .

Short answer: Zebra gives two causes: too many files stored on the device, or too many apps installed by the user. Delete or transfer unnecessary files, then free up space from the storage settings.

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LIKELY CAUSE

The Zebra troubleshooting table associates the **Memory full** message with too many saved files or user-installed apps.

WHAT TO DO

1. Delete unused memos and recordings, or save them to a computer or an SD card (see [USB file transfer](#)).
2. For apps, open **Settings > Storage > Free Up Space > Review Recent Items** and delete those you no longer use.

Source: [Troubleshooting the Device](#) [↗](#) – MC9400/MC9450 Product Reference Guide (official documentation).

My Zebra MC9400 scanner does not read: causes and solutions

Aiming reticle, distance, condensation in cold storage, scan modes and trigger.

Why does the scanner in my Zebra MC9400 mobile computer not read barcodes?

Symptoms: no aiming reticle, or reticle with no green light and no beep.

Short answer: According to Zebra, no scanning application is active, the barcode is damaged, the distance is wrong or the symbology is not enabled. Check that DataWedge is enabled, place the barcode within the aiming reticle and adjust the distance.



LIKELY CAUSE

The Zebra troubleshooting table lists: no scanning application loaded or DataWedge disabled, damaged barcode, wrong distance between the exit window and the barcode, barcode type not programmed, and low battery. A successful scan is indicated, by default, by the green light and a beep.

WHAT TO DO

1. Open an app and place the cursor in an input field.
2. Aim at the barcode with the exit window and hold the trigger or the centre scan button. The aiming reticle is red with the SE4770 engine, green with the SE58.
3. Keep the barcode within the reticle area, then release after the green light and the beep.
4. No reticle: swipe up on the home screen, open **DataWedge**, tap the menu then **Settings**, and tick **DataWedge enabled**.
5. Adjust the distance: move the device further away for large barcodes, closer for dense barcodes, and avoid the angle that reflects light straight back into the scanner.
6. Check the symbology: in the DataWedge profile, open **Configure scanner settings** > **Decoders** and tick the barcode type you use.
7. Check the battery level: a low level is one of the causes listed by Zebra.

When to call a technician: the scanner still reads nothing with DataWedge enabled, a charged battery and barcodes in good condition: the guide then refers you to the distributor or Zebra customer support.

Sources: [Scanning with the Internal Imager](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) · [Enabling DataWedge](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) · [Troubleshooting the Device](#)  – MC9400/MC9450 Product Reference Guide · [Barcode Input](#)  – DataWedge (Zebra TechDocs) · [About DataWedge](#)  – DataWedge (Zebra TechDocs) (official documentation).

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Why does my Zebra MC9400 mobile computer scan poorly when entering cold storage?

Symptoms: degraded scanning when entering cold storage, fogging on the display when leaving.

Short answer: Zebra explains that when moving from an area above 0 °C into cold storage, condensation can form on the inside of the scanner exit window. Check that the heater (Heater app) is enabled on your MC9400 Freezer.

LIKELY CAUSE

The change in temperature creates condensation: on the scanner window when entering the cold, on the display when leaving. The guide adds that in cold storage a fully charged device lasts about three hours.

Caution: According to Zebra, going back into cold storage with condensation on the display causes it to freeze and makes the display difficult to read.

WHAT TO DO

1. Before entering cold storage, check in Heater Control that the window heater (**Scanner Window**) is active (see [heater control](#)).
2. When leaving the cold, let the condensation evaporate completely before going back in: Zebra indicates at least five minutes, depending on use.
3. Have a charged spare battery to hand: battery life in cold storage is about three hours.

Sources: [Freezer Applications](#)  – MC9400/MC9450 Product Reference Guide · [Heater Control](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) (official documentation).



Why does my Zebra MC9400 mobile computer read a different barcode from the one I am aiming at?

Symptoms: a neighbouring barcode is read instead of the one you are aiming at.

Short answer: In normal decode mode, the MC9400 decodes any enabled barcode within its field of view. Enable Picklist mode in DataWedge: only the barcode under the aiming reticle will be decoded.

LIKELY CAUSE

Zebra describes three scan modes: Decode (any enabled barcode in the field of view), Picklist (only the barcode under the reticle or aiming dot) and MultiBarcode (from 2 to 100 unique barcodes in a single scan).

WHAT TO DO

1. Open DataWedge and your application's profile.
2. In the scanner parameters, set **Picklist** to **Hardware Picklist** or **Software Picklist**.
3. Aim: in Picklist mode, decoding only takes place when the reticle touches the barcode.
4. To read several barcodes on the same label in one go, use MultiBarcode mode instead.

Zebra notes that performance may vary on some devices in Picklist mode.

Sources: [Operational Modes](#) – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) · [Barcode Input](#) – DataWedge (Zebra TechDocs) (official documentation).

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Why does the trigger on my Zebra MC9400 mobile computer no longer do anything?

Symptoms: no beam when you press the trigger, or the device does not wake from sleep.

Short answer: The trigger only starts a scan if a scanning application is active, and the DataWedge Hardware Trigger option must be enabled (this is the default setting). With the display off, only the Power button wakes the device, unless the trigger has been added to the wake-up sources.

LIKELY CAUSE

Zebra specifies that the trigger and the centre scan button start capture when a scanning application is enabled. If Hardware Trigger is disabled, pressing it does not bring up the beam. A button reprogrammed in Key Programmer may also have changed function.

WHAT TO DO

1. Check that DataWedge is enabled and that the application profile has **Hardware Trigger** ticked.
2. Open **Settings > Key Programmer** and check that no other function has been assigned to the trigger; Zebra advises against reprogramming the scan button.
3. To wake the device with the trigger, open **Settings > Wake-Up Sources** and tick **GRIP_TRIGGER** , **SCAN** or **P1** .

Sources: [Device Features](#)  – MC9400/MC9450 Quick Start Guide · [Barcode Input](#)  – DataWedge (Zebra TechDocs) · [Remapping a Button](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) · [Setting Wake-Up Sources](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) (official documentation).



Scanned barcodes do not reach the application on the Zebra MC9400: DataWedge

On the MC9400, the DataWedge service passes scanned barcodes to the applications: the profile, the Enter key and lost characters are all set in DataWedge.

Why do the barcodes scanned by my Zebra MC9400 mobile computer not reach my application?

Symptoms: the beam lights up and the barcode is read, but nothing appears in the application.

Short answer: According to Zebra, no DataWedge profile is associated with your application, or its input or output is incorrectly configured. Create a profile for the application, with the Barcode input and a Keystroke or Intent output, or configure the default profile, Profile0.

LIKELY CAUSE

DataWedge loads the profile associated with the application in the foreground. An application without a profile uses Profile0, which brings up the beam but cannot send the data until it is configured. The DWDemo demonstration app has its own profile: it can scan while your application receives nothing.

WHAT TO DO

1. Test scanning in the DataWedge Demonstration app (DWDemo).
2. If it works, open DataWedge and create a profile associated with your application (“Create Profiles” procedure in the DataWedge documentation).
3. In this profile, enable **Barcode Input** and an output: **Keystroke Output** for keyboard-style entry, or an Intent output if the application supports it.
4. Otherwise, configure the input and output of Profile0. On a managed device, ask the administrator: Profile0 may have been disabled deliberately to block scanning in unconfigured applications.

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

Why does my Zebra MC9400 mobile computer not send an Enter key after each scan?

Symptoms: the barcode appears but the field is not validated.

Short answer: Without formatting, DataWedge sends the barcode as is, without an Enter key. Enable Basic Data Formatting in the application profile and tick Send ENTER key, or Send TAB key to move to the next field.

LIKELY CAUSE

If Basic Data Formatting is not enabled, DataWedge sends the captured data without modifying it. Its **Prefix to data**, **Suffix to data**, **Send TAB key** and **Send ENTER key** options add characters before or after the data.

WHAT TO DO

1. Open DataWedge and your application's profile.
2. Enable **Basic Data Formatting** for the output used (Keystroke Output).
3. Tick **Send ENTER key** to validate the entry, or **Send TAB key** to move to the next field; use **Prefix to data** and **Suffix to data** for other characters.
4. If the barcode already contains a special character, the **Action key character** option in Keystroke Output can convert it into Tab, Line feed or Carriage return.

Zebra specifies that, by default, Enter and Tab are sent as key events, not as text.

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

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Why does my Zebra MC9400 mobile computer lose characters when entering a barcode?

Symptoms: incomplete barcode, missing characters or characters out of order.

Short answer: When the application cannot keep up, simulated keystrokes can be lost. Zebra advises increasing the delay between characters (Inter-character delay) in steps of 100 ms, up to 1,000 ms.

LIKELY CAUSE

DataWedge's Keystroke output simulates typing on a keyboard. The delay between characters is 0 by default; Zebra names it as the setting to increase if keystrokes are lost, warning that it can slow down the application.

WHAT TO DO

1. Open the application's DataWedge profile, **Keystroke Output** section.
2. Set **Inter-character delay** to 100 ms, test, then increase in steps of 100 ms without exceeding 1,000 ms.
3. If the text and keys (Enter, Tab) arrive out of order, adjust **Key event delay**.
4. For a web application, note that control characters (ASCII 1 to 31) are sent as text by default (**Send Control Characters as Events** disabled) and that browsers do not respond to these events in the same way as an Android application.

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

Zebra MC9400 Wi-Fi, Bluetooth and USB: connection problems

Connecting to the wireless network, pairing a Bluetooth scanner and transferring files to a computer.

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Why does my Zebra MC9400 mobile computer not connect to Wi-Fi?

Symptoms: no network, connection refused or incomplete data over Wi-Fi.

Short answer: According to Zebra, the Wi-Fi radio is disabled or the device is out of range of the access point. Enable Wi-Fi, move closer to an access point, then select the network in Settings > Network & internet > Internet.

LIKELY CAUSE

The Zebra troubleshooting table links missing data over Wi-Fi to a radio that is switched off or an access point that is out of range. On a secured network, you also need the credentials provided by the system administrator.

STEP BY STEP

1. Open **Settings > Network & internet > Internet** and enable Wi-Fi: the device searches for nearby networks.
2. Open network: tap it once, or touch and hold then tap **Connect**.
3. Secured network: tap it, enter the password or the credentials provided by the administrator, then tap **Connect**.
4. The device obtains its address via DHCP; the network shows **Connected** once the link is established.
5. If the connection drops as you move around, move closer to an access point.

For a static IP address, Zebra refers to the “Configuring the Device to Use a Static IP Address” page of the product reference guide.

Sources: [Connecting to a Wi-Fi Network](#) · [Troubleshooting the Device](#) – MC9400/MC9450 Product Reference Guide (official documentation).

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Why can my Zebra MC9400 mobile computer not find my Bluetooth scanner?

Symptoms: Bluetooth device not found, or incomplete data over Bluetooth.

Short answer: The Zebra guide lists a disabled Bluetooth radio, a device that is too far away (more than 10 metres), switched off or not discoverable. For a Zebra scanner or ring scanner, the simplest method is to scan the pairing barcode shown on the mobile computer's display with the scanner.

LIKELY CAUSE

The causes listed by Zebra: Bluetooth radio disabled, devices more than 10 m (32.8 feet) away, devices switched off or not discoverable. The device's notification light turns blue during a Bluetooth connection if the Blink light option is active (default setting).

WHAT TO DO

1. Enable Bluetooth on the device and stay within 10 metres of the other device.
2. Pairing in SSI mode: swipe up on the home screen, tap the pairing icon and scan the displayed barcode with the scanner. The scanner emits a series of high-low-high-low beeps while its scan light flashes green; once connected, this light goes off and the scanner emits a low-high beep.
3. Via NFC (premium configurations only, the only ones fitted with the NFC antenna): enable NFC and place the scanner's NFC icon against the mobile computer's antenna; the scanner's status light flashes blue during connection.
4. In HID mode: put the scanner into HID mode (see its guide), then on the mobile computer open the quick access panel > Settings > **Bluetooth** > **Pair new device** and select the scanner (name followed by its serial number). **Connected** appears under its name.
5. For another Bluetooth device, check that it is switched on and in discoverable mode.

To disable the blue light: **Settings** > **Notifications** > **Blink light**.

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Sources: [Pairing a Bluetooth Scanner](#) – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) · [Blink Light](#) – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) · [Troubleshooting the Device](#) – MC9400/MC9450 Product Reference Guide · [Device Features](#) – MC9400/MC9450 Quick Start Guide (official documentation).

Why can my computer not see the files on my Zebra MC9400 mobile computer over USB?

Symptoms: the device charges over USB but does not appear in File Explorer.

Short answer: By default, the MC9400's USB connection is set to No data transfer. In the notification panel, tap Charging this device via USB, then File Transfer: the device appears as a portable device in File Explorer.

LIKELY CAUSE

The setting reverts to No data transfer each time the cable is disconnected. The Zebra troubleshooting table adds that an interrupted transfer (device removed from the cradle, cable unplugged), an incorrectly configured cable or incorrectly installed communication software prevent the exchange with the computer; for cabling, it refers you to the system administrator.

STEP BY STEP

1. Connect the device to the computer with a USB accessory.
2. Open the notification panel, tap **Charging this device via USB**, then **File Transfer**.
3. On the computer, open File Explorer, then the device's **Internal storage** folder.
4. If the transfer was interrupted, put the device back in the cradle or reconnect the cable, then restart the transfer.
5. Before removing the USB accessory, unmount (eject) the device on the computer.

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Sources: [USB Communication](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) · [Troubleshooting the Device](#)  – MC9400/MC9450 Product Reference Guide (official documentation).

My Zebra MC9400 does not charge or switches off: battery and cradles

Charging, temperature ranges, alert thresholds, battery hot swap and 4-slot cradle, according to the Zebra product reference guide.

Why does my Zebra MC9400 mobile computer not charge in its cradle?

Light: off, device placed in the cradle.

Short answer: According to Zebra, a light that is off means the battery is not charging: the device is incorrectly inserted, the cradle is not powered, or the temperature is outside the 0 to 40 °C range. Connect the cradle to power, gently push the device into its slot and check that it switches on and starts charging.

LIKELY CAUSE

The Zebra guide lists a device incorrectly placed in the cradle, an unpowered accessory, a faulty battery, a device removed from the cradle before charging is complete, and a battery temperature out of range: charging does not take place below 0 °C or above 40 °C.

Caution: Zebra recommends using only its own charging accessories and batteries.

WHAT TO DO

1. Connect the cradle to its power source.

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2. Insert the device into the slot and press gently to seat it properly: according to Zebra, it switches on and starts charging.
3. Leave it in place until charging is complete: the guide states that a 7,000 mAh battery charges fully in less than 5 hours at room temperature.
4. If the device has come out of the cold or a hot area, wait until it is back between 0 and 40 °C.
5. If the battery still does not charge, replace it; if the device does not work with another battery either, perform a forced restart (see [soft reset and hard reset](#)).

When to call a technician: the device does not charge either in its cradle or with a replacement battery, at a temperature between 0 and 40 °C.

Sources: [Charging Indicators](#)  – MC9400/MC9450 Quick Start Guide · [Charging the Device](#)  – MC9400/MC9450 Product Reference Guide · [Troubleshooting the Device](#)  – MC9400/MC9450 Product Reference Guide (official documentation).

Why does my Zebra MC9400 mobile computer take so long to charge?

Symptoms: solid amber light for several hours.

Short answer: According to Zebra, a depleted standard battery reaches 90% in about 4 hours and 100% in about 5 hours. Charging slows down between 0 and 20 °C and between 37 and 40 °C to protect the battery.

LIKELY CAUSE

The MC9400 adapts charging to the battery temperature, in line with JEITA requirements: it is optimal between 0 and 40 °C, slowed at both ends of this range and interrupted outside it.

WHAT TO DO

1. Charge at room temperature, with the device in sleep mode, as Zebra recommends.

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2. Allow about 4 hours to reach 90%: Zebra states that this level is often enough for a working day.
3. Allow about 5 hours for a full charge; the light then changes to solid green.
4. A full battery can last about 14 hours, depending on use.

Sources: [Charging the Device](#)  – MC9400/MC9450 Product Reference Guide · [Charging Indicators](#)  – MC9400/MC9450 Quick Start Guide (official documentation).

Why does my Zebra MC9400 Freezer mobile computer report a low battery as early as 30%?

Message: low battery notification (at 15% or 30% depending on the battery).

Short answer: Zebra sets higher thresholds for the Freezer battery: alert at 30%, mandatory charging at 20% and shutdown at 6%. With the standard battery, the alert appears at 15%, charging becomes mandatory at 9% and the device switches off at 6%.

LIKELY CAUSE

The notification thresholds depend on the type of battery installed. In cold storage, Zebra also states that a fully charged device runs for about three hours.

WHAT TO DO

1. Check the level in **Settings > About phone > Battery Information**, or in the Battery Manager app.
2. First remove the device from any power source (cradle or cable): Zebra requires this to read the actual level.
3. The percentage also appears next to the battery icon in the quick access panel (swipe down with two fingers from the status bar).
4. Recharge at the first alert, or hot swap the battery (see [replacing the battery](#)).

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Sources: [Low Battery Notification](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) · [Checking Battery Status](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) · [Freezer Applications](#)  – MC9400/MC9450 Product Reference Guide (official documentation).

Why does my Zebra MC9400 mobile computer switch off on its own?

Symptoms: black screen, device switched off during use.

Short answer: The Zebra guide gives three causes: the display has gone to sleep after a period of inactivity, the battery is empty (the device shuts down at 6%), or the temperature exceeds 58 °C. Press Power, then recharge or replace the battery if necessary.

LIKELY CAUSE

In the Zebra troubleshooting table, a device that “switches off” corresponds either to the display going to sleep or to a depleted battery. The charging guide adds that above 58 °C the device switches off, and Shelf Mode deliberately shuts it down.

WHAT TO DO

1. Press **Power**: if the display comes back on, it was the sleep mode.
2. To lengthen the delay, open **Settings > Display > Screen timeout**: the guide offers 15 seconds to 30 minutes.
3. If the battery is empty, recharge or replace it.
4. If the device has overheated, let it cool down before switching it back on.
5. A device placed in Shelf Mode (very low-power storage mode) shuts down on its own: place it on a charger or switch it back on.

Sources: [Troubleshooting the Device](#)  – MC9400/MC9450 Product Reference Guide · [Charging the Device](#)  – MC9400/MC9450 Product Reference Guide · [Shelf Mode](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) (official documentation).

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How do I change the battery in my Zebra MC9400 mobile computer without losing my data?

Symptoms: battery needs replacing during a shift.

Short answer: The MC9400 supports hot swapping: without a battery, it switches off the display and keeps its RAM for about 5 minutes. Press the two primary latches then the side latches, remove the battery and insert a charged one within that time.

LIKELY CAUSE

In Hot Swap mode, the device enters low-power mode as soon as the battery is removed and retains the data in RAM for about 5 minutes thanks to its SuperCap.

Caution: Use only Zebra batteries. For safety instructions, Zebra refers to its Battery Best Practices document (zebra.com/powerprecision).

STEP BY STEP

1. On non-premium models, Zebra states that Battery Manager can put the device into **Battery Swap** mode before the swap.
2. Press the two primary latches: the battery ejects slightly.
3. Press the secondary latches, on the sides of the battery, and remove it.
4. Align the charged battery with the compartment, push it in and press firmly until both latches click.
5. Press **Power**.
6. Complete the swap in less than 5 minutes to retain the memory; during the operation, the amber light flashes every 3 seconds.

The SuperCap that provides this backup needs at least 15 minutes of charging; avoid two swaps in quick succession.

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Sources: [Replacing the Battery](#) · [Battery Manager](#) – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) (official documentation).

Why does the spare battery for my Zebra MC9400 mobile computer not charge in the 4-slot cradle?

Symptoms: spare battery not charging in the adapter of the 4-slot Charge Only cradle.

Short answer: According to the Zebra guide, the cradle is not powered, the battery or the battery adapter is not seated properly, the battery was removed too early, or it is faulty. Check the power cable, reseal the adapter then the battery, and leave it to charge for about 4 hours to reach 90%.

LIKELY CAUSE

For spare batteries, the troubleshooting table for the 4-slot Charge Only cradle lists: charger not powered, battery incorrectly inserted in the adapter, adapter incorrectly inserted in the cradle, battery removed or charger unplugged too early, faulty battery. For a device placed in this cradle, it adds incorrect insertion, removal too soon and too high an ambient temperature around the cradle.

WHAT TO DO

1. Check that the power cable is firmly connected to the cradle and to the mains socket.
2. Remove the battery adapter, reinsert it in the cradle and check that it is properly seated.
3. Remove the battery, reinsert it in the adapter and check that it is correctly positioned.
4. Leave it to charge without removing it: an empty battery reaches 90% in about 4 hours and 100% in about 5 hours.
5. If other batteries charge normally, replace the battery that does not charge: Zebra considers it faulty.
6. For a device placed in the cradle: remove it and reinsert it correctly, then check the charge in **System > About phone > Status**.

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The Zebra table mentions too high an ambient temperature around the cradle without giving a clear range: refer to the cradle's technical specifications for where to place it.

Source: [4-Slot Charge Only Cradle Troubleshooting](#) – MC9400/MC9450 Product Reference Guide (official documentation).

Resetting a Zebra MC9400: Enterprise Reset, Factory Reset and DataWedge

The resets that erase data, and resetting the DataWedge configuration only.

How do I reset my Zebra MC9400 mobile computer to factory defaults?

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

Short answer: Zebra provides two resets that erase data. The Enterprise Reset, started from Settings > System > Reset Options, keeps the /enterprise folder; the Factory Reset erases everything and is started from recovery mode with a file downloaded from the Zebra website. Back up your data first.

LIKELY CAUSE

The Enterprise Reset erases all user data in the /data partition, including /sdcard and emulated storage, but keeps the /enterprise folder and its subfolders. The Factory Reset erases the /data and /enterprise partitions, removes all settings and returns the device to the last installed system image.

Caution: The Enterprise Reset and the Factory Reset erase the device's data; the Factory Reset also removes the /enterprise folder and all settings. The microSD card is installed under the keypad module (Torx T8 screwdriver); Zebra asks you to switch off the device, remove the battery and follow anti-static precautions.

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STEP BY STEP

- 1. Enterprise Reset:** open **Settings > System > Reset Options > Erase all data (enterprise reset)**, then tap **Erase all data** twice to confirm.
- 2. Factory Reset:** download the device's Factory Reset file from the Zebra Support & Downloads site (zebra.com/support) and copy the .zip file to the root of a microSD card installed in the device.
- 3.** Press and hold **Power** until the menu appears and tap **Restart**, then hold the trigger until the device vibrates: the System Recovery screen appears.
- 4.** Using the up and down arrows, select **Apply upgrade from SD card** and confirm with Power, then **Full OTA Package** (Power), then the Factory Reset file (Power).
- 5.** Once the reset is complete, the device returns to the Recovery screen: press Power to restart.

To go back to an earlier version of the system, Zebra states that you must reinstall the corresponding image. The guide also describes these resets via microSD card or via ADB.

Sources: [Resetting the Device](#)  – MC9400/MC9450 Product Reference Guide · [Performing an Enterprise Reset From Device Settings](#)  – MC9400/MC9450 Product Reference Guide · [Performing a Factory Reset Using a microSD Card](#)  – MC9400/MC9450 Product Reference Guide · [Installing a microSD Card](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) (official documentation).

How do I reset DataWedge on my Zebra MC9400 mobile computer?

Symptoms: DataWedge profiles modified, scanning or transmission has become inconsistent.

Short answer: Open DataWedge, the menu, Settings, then Restore, and confirm with Yes: all custom settings and profiles return to their factory values. Zebra warns that the operation cannot be undone; export the configuration first.

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LIKELY CAUSE

The Restore function returns all user-defined DataWedge parameters to their factory values, without affecting the rest of the device. It also exists as an API (Restore Config) for remotely managed devices.

Caution: Zebra specifies that the restore cannot be undone and that the import overwrites all DataWedge parameters and profiles saved on the device.

STEP BY STEP

1. To keep a copy: DataWedge > menu > **Settings** > **Export**. The datawedge.db file is saved by default in /storage/emulated/0/Download/.
2. On the same screen, tap **Restore**, then **Yes** (**No** to cancel).
3. To reload a reference configuration, use **Import**: the imported file replaces all existing settings and profiles.

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

My Zebra MC9400 does not start or stops responding: start-up and system

Startup, forced restart and heater control for Freezer configurations.

Why does my Zebra MC9400 mobile computer no longer switch on?

Symptoms: nothing appears when you press Power.

Short answer: According to the Zebra guide, the battery is discharged or incorrectly installed, or the system has crashed. Press and hold Power, recharge the device in its cradle, and perform a forced restart (hard reset) if it still does not respond.

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LIKELY CAUSE

The Zebra troubleshooting table lists a discharged battery, an incorrectly installed battery and a system crash. If the light flashes but the device does not start, the battery still retains the data but needs recharging.

WHAT TO DO

1. Press and hold **Power**: this is how the MC9400 switches on.
2. Remove and reinsert the battery until both latches click, then press Power.
3. Place the device in a powered cradle: it switches on and starts charging. Zebra specifies that it also wakes up when power is detected while it is in sleep mode or switched off.
4. If the light flashes amber every 3 seconds, the battery is completely empty: leave it to charge.
5. If it stays frozen, perform a hard reset (see [soft reset and hard reset](#)).
6. After storage in Shelf Mode, the device has switched itself off deliberately: you exit this mode by placing it on a charger or by switching it on.

When to call a technician: the device does not switch on either with a charged battery or in a powered cradle, even after a hard reset.

Sources: [Troubleshooting the Device](#)  – MC9400/MC9450 Product Reference Guide · [Device Features](#)  – MC9400/MC9450 Quick Start Guide · [Waking the Device](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) · [Shelf Mode](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) (official documentation).

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Why has my Zebra MC9400 mobile computer stopped responding, and how do I restart it?

Symptoms: frozen application, screen no longer responds to touch.

Short answer: Zebra provides two types of restart. If an application stops responding, perform a soft reset: press and hold Power, then tap Restart. If the whole device is frozen, perform a hard reset by holding the trigger, Power and Scan for at least 6 seconds.

LIKELY CAUSE

The Zebra troubleshooting table calls for a reset when buttons and icons no longer respond to touch. Zebra describes the soft reset and hard reset as simple restarts; data erasure only applies to the Enterprise Reset and the Factory Reset.

Caution: Zebra warns that a hard reset performed with a USB flash drive connected to the device can damage the drive or corrupt its data: remove it first.

STEP BY STEP

- 1. Soft reset** (an application stops responding): press and hold **Power** until the menu appears, then tap **Restart**. The device restarts.
- 2. Hard reset** (the device stops responding): press and hold the trigger, **Power** and **Scan** together for at least 6 seconds.
- 3.** Release when the Zebra logo appears: the device restarts.

Sources: [Resetting the Device](#) · [Performing a Soft Reset](#) · [Performing a Hard Reset](#) · [Troubleshooting the Device](#) – MC9400/MC9450 Product Reference Guide (official documentation).

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How do I check that the heater in my Zebra MC9400 Freezer mobile computer is working?

Symptoms: fogging on the scan window or on the display in cold storage.

Short answer: Open the Heater Control app, which is only present on Freezer configurations: the Status tab shows the temperatures, humidity and heater status. Leave the Scanner Window option enabled and run TEST HEATER from the Advanced tab, at an ambient temperature below +30 °C.

LIKELY CAUSE

The MC9400 Freezer heats the scanner exit window to limit condensation. According to Zebra, the touch panel heater switches off when the battery drops below 30% and the device is not charging.

STEP BY STEP

1. Swipe up on the home screen and tap the **Heater Control** icon.
2. **Status** tab: note **Temperature** , **Display** , **Vent** , **Scanner Window** , **Scanner Bay** and **Humidity** .
3. Check that **Scanner Window** is enabled (default setting). If the **Touch Panel Heater** option is present, the guide also recommends leaving it enabled.
4. **Advanced** tab: tap **TEST HEATER** to run the diagnostic, in surroundings below +30 °C.
5. For monitoring over time, enable **Logging** : the logs are saved as .csv files in `/sdcard/Android/data/com.symbol.heatercontrolserv/files/HeaterLogs/`.

Sources: [Heater Control](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) · [Freezer Applications](#)  – MC9400/MC9450 Product Reference Guide (official documentation).

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Zebra MC9400 touch screen and sound: solutions

Touch screen sensitivity and scan beep settings.

Why does the touch screen on my Zebra MC9400 mobile computer respond poorly with gloves?

Symptoms: touches ignored with gloves or a stylus.

Short answer: The MC9400 offers several touch modes: finger only, finger and stylus, finger and gloves, with or without a screen protector. Choose the one that matches your use in Settings > Display > Touch panel mode.

LIKELY CAUSE

Zebra offers five modes: Stylus and Finger and Glove and Finger, each in a Screen Protector OFF or Screen Protector ON version, and Finger Only. The mode must match the way the screen is used and whether a screen protector is fitted.

WHAT TO DO

1. Open **Settings > Display > Touch panel mode**.
2. With gloves, choose **Glove and Finger**; with a stylus, **Stylus and Finger**.
3. Choose the **Screen Protector ON** variant if a screen protector is fitted, **Screen Protector OFF** otherwise.
4. If the screen no longer responds to touch at all, restart the device (see [soft reset and hard reset](#)).
5. In cold storage, frozen condensation on the screen makes the display hard to read (see [condensation](#)).

Sources: [Display Settings](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) · [Troubleshooting the Device](#)  – MC9400/MC9450 Product Reference Guide (official documentation).

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Why does my Zebra MC9400 mobile computer no longer beep when scanning?

Symptoms: successful scan (green light) but no sound.

Short answer: According to Zebra, the volume is too low or muted, or the application is not set to beep after a successful scan. Turn the volume up, then check the audio feedback in the application or in its DataWedge profile.

LIKELY CAUSE

By default, the MC9400 beeps and lights its light green on each successful scan. The Zebra troubleshooting table gives two causes for the lack of sound: a low or muted volume, and an application not configured to beep on a successful scan.

WHAT TO DO

1. Turn the volume up with the volume buttons, or in **Settings > Sound & vibration** (Media, Call, Notification and Alarm volumes).
2. If the light turns green without a beep, configure the application or its DataWedge profile so that it beeps on a successful scan.

Sources: [Troubleshooting the Device](#)  – MC9400/MC9450 Product Reference Guide · [Sound Settings](#)  – MC9400/MC9450 Mobile Computer Product Reference Guide (MN-004782-03EN Rev A, PDF) (official documentation).

When should you call a technician for a Zebra MC9400 / MC9450 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:

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- **Persistent charging error:** The light still flashes red even though charging takes place between 0 and 40 °C, on a Zebra accessory, with a battery that Battery Manager reports as in good condition.
- **The mobile computer no longer charges:** The device does not charge either in its cradle or with a replacement battery, at a temperature between 0 and 40 °C.
- **The device no longer switches on:** The device does not switch on either with a charged battery or in a powered cradle, even after a hard reset.
- **The scanner no longer reads anything:** The scanner still reads nothing with DataWedge enabled, a charged battery and barcodes in good condition: the Zebra guide then refers you to the distributor or Zebra customer support.

Avoiding recurring faults on the Zebra MC9400 / MC9450 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

Training and skills transfer

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Type, configuration and IP address of each device.

Transfer of technical skills on using the equipment.

Detailed report

Inventory, condition of the fleet and optimisation advice.

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

Zebra MC9400 / MC9450 mobile computer troubleshooting: frequently asked questions

How do I reset a Zebra MC9400?

Zebra provides two resets that erase data. The Enterprise Reset is started from Settings > System > Reset Options > Erase all data (enterprise reset) and keeps the /enterprise folder. The Factory Reset erases everything, settings included, and is started from recovery mode with a file downloaded from the Zebra website. [See the detailed entry.](#)

How do I perform a hard reset on a Zebra MC9400?

Press and hold the trigger, Power and Scan together for at least 6 seconds, then release when the Zebra logo appears: the device restarts. Zebra advises removing any connected USB flash drive beforehand, as it could be damaged. [See the detailed entry.](#)

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What does the flashing red light on a Zebra MC9400 mean?

Fast red flashing (2 per second) indicates a charging error: temperature outside the 0 to 40 °C range, or charging not complete after about 8 hours. A solid red light, on the other hand, indicates a battery at the end of its life. [See the detailed entry.](#)

How long does it take to charge a Zebra MC9400?

According to Zebra, a depleted standard battery reaches 90% in about 4 hours and 100% in about 5 hours. Charging slows down between 0 and 20 °C and between 37 and 40 °C, and stops outside the 0 to 40 °C range. [See the detailed entry.](#)

Why is the scanner on my Zebra MC9400 not working?

Zebra lists a missing scanning application or DataWedge disabled, a damaged barcode, the wrong distance, a symbology not enabled or a low battery. First check that DataWedge is enabled, then place the barcode within the aiming reticle. [See the detailed entry.](#)

How do I enable DataWedge on a Zebra MC9400?

Swipe up on the home screen, open DataWedge, tap the menu then Settings, and tick DataWedge enabled. DataWedge comes preinstalled on Zebra Android mobile computers. [See the detailed entry.](#)

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Does the Zebra MC9400 work in cold storage?

Zebra describes using the MC9400 below 0 °C with precautions: in the Freezer configuration, the scanner window is heated (Heater Control app) to limit condensation. Let condensation evaporate for at least five minutes before going back into the cold; a charged device lasts about three hours there. [See the detailed entry.](#)

What is the difference between Enterprise Reset and Factory Reset on a Zebra MC9400?

The Enterprise Reset erases user data in the /data partition but keeps the /enterprise folder. The Factory Reset erases /data and /enterprise, removes all settings and returns the device to the last installed system image. [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.

- [MC9400/MC9450 Mobile Computer Product Reference Guide \(MN-004782-03EN Rev A, PDF\)](#) [↗](#) – MC9400/MC9450 Mobile Computer Product Reference Guide **official**
- [Troubleshooting the Device](#) [↗](#) – MC9400/MC9450 Product Reference Guide **official**
- [4-Slot Charge Only Cradle Troubleshooting](#) [↗](#) – MC9400/MC9450 Product Reference Guide **official**
- [Resetting the Device](#) [↗](#) – MC9400/MC9450 Product Reference Guide **official**
- [Performing a Soft Reset](#) [↗](#) – MC9400/MC9450 Product Reference Guide **official**
- [Performing a Hard Reset](#) [↗](#) – MC9400/MC9450 Product Reference Guide **official**
- [Performing an Enterprise Reset From Device Settings](#) [↗](#) – MC9400/MC9450 Product Reference Guide **official**
- [Performing a Factory Reset Using a microSD Card](#) [↗](#) – MC9400/MC9450 Product Reference Guide **official**

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- [Charging the Device](#)  – MC9400/MC9450 Product Reference Guide **official**
- [Freezer Applications](#)  – MC9400/MC9450 Product Reference Guide **official**
- [Connecting to a Wi-Fi Network](#)  – MC9400/MC9450 Product Reference Guide **official**
- [Charging Indicators](#)  – MC9400/MC9450 Quick Start Guide **official**
- [Device Features](#)  – MC9400/MC9450 Quick Start Guide **official**
- [About DataWedge](#)  – DataWedge (Zebra TechDocs) **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**
- [Frequently Asked Questions](#)  – DataWedge (Zebra TechDocs) **official**

The Zebra pages “1-Slot USB Charging Cradle Troubleshooting”, “4-Slot Ethernet Cradle Troubleshooting”, “4-Slot Spare Battery Charger Troubleshooting” and “16-Slot Spare Battery Charger Troubleshooting” in the MC9400/MC9450 guide, the “Performing an Enterprise Reset Using ADB” page, the “Enabling DataWedge” HTML page, the MC9400/MC9450 data sheet on zebra.com and the “Battery Safety Guidelines”, “Cleaning Instructions” and “Android System Update” sections of the PDF 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 MC9400 / MC9450](#)
- All troubleshooting guides for Zebra scanners and mobile computers ([DS3600](#), [FS10](#), [FS20](#), [FS40 / FS70](#), [MC3200](#), [MC3300](#), [MC3300ax](#), [MC3300x](#), [MC3400](#), [MC9190-G](#), [MC9200](#), [MC9300](#), [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)

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- [Industrial scanners and mobile computers](#) (in French)

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

Contact TIMCOD

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

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

TIMCOD Nord

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📞 TECHNICAL HOTLINE	+33 3 74 45 45 37

TIMCOD Île-de-France

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

TIMCOD Est

7 rue Icare
67960 Entzheim

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

TIMCOD Ouest

7 bis rue Augustin Fresnel
44470 Carquefou

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TIMCOD Rhône-Alpes

40 route de Lyon, PA de Chambetière
69960 Corbas

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TIMCOD Sud-Ouest

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TIMCOD Sud-Est

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Need a technician? Contact TIMCOD

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

