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TROUBLESHOOTING GUIDE

Zebra TC22R troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) and TC22R quick start guide (MN-005319-01FR) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra TC22R (RFID UHF) product page →

In brief. The Zebra TC22R, which Zebra calls an “Integrated Handheld RFID Reader”, combines in a single device an Android mobile computer, a pistol grip, an RFID antenna and an SE4710 barcode imager. By default, the upper trigger starts RFID reading and the lower trigger starts barcode scanning. Its charging light distinguishes a healthy battery from a battery at the end of its life by colour (orange or red) and by flashing rate. This guide also covers RFID reading with 123RFID Mobile, the functions that require a Mobility DNA Enterprise licence, Wi-Fi, NFC and resets. Click a question to open the entry.

- **The light is flashing orange or red:** find the signal in the [lookup table](#) and open the matching entry.
- **RFID tags or barcodes are not read:** see [RFID reading](#), [barcode scanning](#) and [the role of the triggers](#).

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- **A function is missing or a ring scanner will not pair:** see [the Mobility DNA Enterprise licence](#).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights on my Zebra TC22R mean? Lookup by signal

The TC22R has two lights: the charging and notification light, which combines colour and flashing rate, and the data capture light. The 4-battery charger has its own lights. The table links each signal to its cause and to the troubleshooting entry.

Signal or message	Light (Zebra guide)	Likely cause	Entry
—	○ off, mobile computer in the cradle or on the cable	Not charging: mobile computer incorrectly seated, or cradle or charger not powered	Not charging
—	● orange, slow flashing (1 every 4 s)	Charging in progress (normal)	Charging and lights
—	● solid green	Charging complete	Charging and lights
—	● orange, fast flashing (2 per second)	Charging error: temperature out of range or charging too long (about eight hours)	Charging error
—	● red, slow flashing (1 every 4 s)	Charging in progress, battery at the end of its useful life	Battery at end of life

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Signal or message	Light (Zebra guide)	Likely cause	Entry
—	● solid red	Charging complete, battery at the end of its useful life	<u>Battery at end of life</u>
—	● red, flashing rapidly (2 per second)	Charging error and battery at the end of its useful life	<u>Battery at end of life</u>
Red Wear bar or Decommission status in Battery Manager	—	Wear above 80% or battery beyond its useful life	<u>Battery at end of life</u>
Mobile computer shuts down in the heat	—	Temperature above 55 °C; charging already stops above 40 °C	<u>Heat and cold</u>
Notification at 15%, then 10%	—	Low battery; mobile computer shuts down below 7%	<u>Switches itself off</u>
Beep when a code is scanned	data capture light on	Barcode decoded successfully	<u>Does not read codes</u>
4-battery charger	● red, fast flashing	Charging error: check that the battery is correctly inserted	<u>4-battery charger</u>
4-battery charger	● solid red	Battery at the end of its useful life, charging or charged	<u>4-battery charger</u>
30-second wait when unlocking	—	Five incorrect entries of the PIN, password or pattern	<u>Waking and unlocking</u>

The charging light states come from the “Indicateurs de chargement de la batterie” (battery charging indicators) table in the TC22R quick start guide and from the “Battery Charging” section of the Zebra reference guide. The dash indicates that the page consulted does not specify a light state.

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Flashing orange light on the Zebra TC22R: charging error

Fast flashing indicates a charging error; its colour also shows the condition of the battery.

Why is the light on my Zebra TC22R mobile computer flashing orange rapidly?

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

Short answer: According to Zebra, this is a charging error: the temperature is out of range or charging is taking too long (about eight hours). Charge the TC22R between 0 and 40 °C, ideally at room temperature.

LIKELY CAUSE

The Zebra quick start guide links fast orange flashing to a charging error, caused by a temperature out of range or by charging that takes too long. If the same flashing is red, the battery is also at the end of its useful life.

Caution: Zebra recommends using only Zebra batteries and accessories.

WHAT TO DO

1. Place the mobile computer and its cradle in a room between 0 °C and 40 °C: below 0 °C or above 40 °C, charging stops.
2. Between 0 °C and 20 °C, expect slower charging: this is normal.
3. Put the mobile computer in sleep mode while charging, as Zebra recommends.
4. Put the mobile computer back in the cradle and check that the light changes to slow orange, then to solid green.
5. If the fast flashing is red, see [battery at end of life](#).

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Sources: [Battery charging indicators](#); [Charging temperature](#) [↗](#) – TC22R quick start guide (MN-005319-01FR) · [Battery Charging](#) [↗](#) – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

My Zebra TC22R does not read barcodes: causes and solutions

SE4710 imager, camera and Decode, Picklist and MultiBarcode scanning modes.

Why does my Zebra TC22R mobile computer not read barcodes?

Symptoms: no beep or capture light when the trigger is pressed.

Short answer: On the TC22R, barcode scanning is done by default with the lower trigger, the upper trigger being reserved for RFID. Aim at the code with the aiming pattern, at the right distance and without direct reflection.

LIKELY CAUSE

Zebra points out that the imager decodes best within its working range: too close or too far, scanning fails. Glare reflected straight back into the imager can saturate it, and too narrow an angle prevents it from picking up diffused light. A protective film left on the scan window also interferes with scanning.

WHAT TO DO

1. On first use, remove the protective film from the scan window, the display and the camera window.
2. Open an app and place the cursor in an input field.
3. Point the scan window at the code and hold the lower trigger: an aiming pattern appears; in direct sunlight, the red aiming dot helps with aiming.

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4. Keep the code inside the pattern; move the mobile computer further away for a large code, closer for a code with tightly spaced bars.
5. Tilt the mobile computer slightly to avoid direct reflection.
6. A successful scan lights up the data capture light and triggers a beep; then release the trigger.
7. If nothing appears despite the beep, see [DataWedge](#).

Internal SE4710 imager; some symbologies (DotCode, for example) are disabled by default on this imager.

Sources: [Scanning Considerations](#); [Scanning with Internal Imager](#); [SE4710 Internal Imager Supported Decoders](#) [↗](#) – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) · [Scanning with the internal imager](#) [↗](#) – TC22R quick start guide (MN-005319-01FR) (official documentation).

Why does my Zebra TC22R mobile computer scan codes poorly with the camera?

Symptoms: camera preview on the display, slow or impossible scanning in low light.

Short answer: Zebra reserves camera scanning for light use: above 100 scans per day, use the 2D imager. In low light, enable Illumination mode in DataWedge.

LIKELY CAUSE

The built-in camera can decode barcodes, but the guide presents it as a backup solution. In Picklist mode, the code must be centred under the red target.

WHAT TO DO

1. For intensive use, have scanning configured on the 2D imager rather than on the camera.
2. Hold down the scan button: a preview window appears; move the mobile computer until you can see the code on the display.
3. In Picklist mode, centre the code under the red target.

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4. In low light, have Illumination mode enabled in DataWedge.
5. A successful scan lights the decode light green, with a beep and vibration by default.

Source: [Scanning with the Camera](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

Why does my Zebra TC22R mobile computer read several codes at once, or the wrong code?

Symptoms: several codes sent at once, or a neighbouring code decoded.

Short answer: The TC22R imager has three modes: Decode, Picklist and MultiBarcode. For a single code among several, use Picklist; MultiBarcode reads a set number of different codes in one go.

LIKELY CAUSE

According to Zebra, Decode mode decodes the first permitted code; Picklist mode decodes only the code targeted by the crosshair or dot; MultiBarcode mode decodes from 2 to 100 unique codes, ignores duplicates and stays active until it has read them all or until the timeout expires. MultiBarcode does not handle concatenated codes.

WHAT TO DO

1. To target a single code on a busy label, have Picklist mode enabled in DataWedge (or by API command).
2. If the mobile computer waits for several codes and does not hand back control, check the number of codes set for MultiBarcode.
3. For concatenated codes, do not use MultiBarcode.

Source: [Operational Modes](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

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Zebra TC22R Wi-Fi, Bluetooth and NFC: connection problems

Wi-Fi connection, Bluetooth devices and NFC card reading.

Why does my Zebra TC22R mobile computer not connect to the warehouse Wi-Fi?

Symptoms: network missing, connection refused or a saved network that no longer works.

Short answer: Choose the network in Settings > Network & internet > Internet and enter the credentials provided by your administrator. A faulty saved network is removed with “FORGET” before reconnecting.

LIKELY CAUSE

According to Zebra, Wi-Fi on the TC22R requires a configured infrastructure (access points, switches, RADIUS servers). The mobile computer uses DHCP by default; enterprise networks (WPA/WPA2/WPA3 Enterprise) require the correct EAP method and, for WPA3-Enterprise 192-bit, CA and user certificates.

WHAT TO DO

1. Open Settings > Network & internet > Internet and choose the network.
2. For an enterprise network, enter the EAP method and the certificates provided by the administrator.
3. For a saved network that no longer works, tap FORGET, then reconnect.
4. If a fixed address is required, set IP settings to Static in the advanced options and enter the address, gateway, prefix length and DNS.
5. If a proxy is required, set it to Manual (host name, port, comma-separated exclusion list, without spaces).
6. In the advanced Wi-Fi settings, check the frequency band (Auto, 5 GHz or 2.4 GHz).

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The status bar icon shows the standard in use: Wi-Fi 6, Wi-Fi 5 or Wi-Fi 4. Zebra advises turning Wi-Fi off when it is not in use.

Source: [Wireless Local Area Networks; Connecting to a Wi-Fi Network; WLAN Configuration](#) [↗](#) – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

Why does my Zebra TC22R mobile computer not detect any Bluetooth devices?

Symptoms: empty device list, or a connection that fails at a distance.

Short answer: Bluetooth on the TC22R is disabled by default and its range is about 10 metres. Enable it, bring the device closer and search again.

LIKELY CAUSE

According to Zebra, the TC22R is a Class 2 Bluetooth device (maximum power 2.5 mW, range of about 10 m) whose radio is off by default; once enabled, it stays on in sleep mode.

WHAT TO DO

1. Enable Bluetooth in the settings.
2. Bring the device within 10 metres and make it discoverable.
3. Start device discovery, then connect to the desired device.
4. To start again from scratch, unpair the device: this erases all pairing information.
5. For a Zebra ring scanner, see [the Mobility DNA Enterprise licence](#).

Zebra advises against starting a Bluetooth search when high-rate 802.11b Wi-Fi operation is required.

Source: [Bluetooth; Bluetooth Power States; Unpairing a Bluetooth Device](#) [↗](#) – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

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Why does my Zebra TC22R mobile computer not read an NFC card?

Symptoms: the card held close is not detected by the app.

Short answer: NFC reading requires an NFC-compatible app to be open, and a card held near the NFC area and kept still until the exchange is complete. Also check the Enterprise NFC settings: detection mode and accepted card technologies.

LIKELY CAUSE

The NFC on the TC22R operates at 13.56 MHz (ISO/IEC 14443 A and B, ISO/IEC 15693, FeliCa). The Enterprise NFC settings set the detection mode (Low, Hybrid by default, Standard) and the accepted technologies (All by default, or a single standard).

WHAT TO DO

1. Open an NFC-compatible app.
2. Hold the card near the NFC area of the mobile computer and keep it still until the transaction is complete.
3. In the Enterprise NFC settings, check that Supported Card Technology includes the card type (All by default).
4. If detection is erratic, check the Card Detection Mode (Hybrid by default).

NFC is also used for Bluetooth pairing; it does not replace RFID reading by the antenna of the TC22R.

Source: [Near Field Communications; Reading NFC Cards; Enterprise NFC Settings](#) – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

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My Zebra TC22R does not charge or switches off: battery, temperatures and chargers

Battery at end of life, temperature ranges, replacing the battery, low battery thresholds and 4-battery charger.

Why is the charging light on my Zebra TC22R mobile computer red instead of orange?

Charging light: red, slow, solid or fast · Battery Manager: red Wear bar or **Decommission** status.

Short answer: On the TC22R, red replaces orange when the battery is at the end of its useful life: slow red while charging, solid red when charging is complete, fast red in the event of an error. Check the status in Battery Manager and replace the battery.

LIKELY CAUSE

The TC22R charging light encodes two pieces of information: the rate (slow while charging, solid when charging is complete, fast in the event of an error) and the colour (orange or green for a healthy battery, red for a battery at the end of its life). Battery Manager shows wear (Wear, in red above 80%) and the state of health: Good, Decommission (battery to be replaced), Dead, Charge error, Over Current, Over Voltage, Below Temperature, Failure Detected or Unknown.

Caution: Use only Zebra batteries intended for the TC22R.

WHAT TO DO

1. Open Battery Manager (swipe up on the screen and tap its icon) and read the Wear bar and the Health field.
2. If the status shows Decommission or Dead, or if the Wear bar is red, replace the battery.

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3. For certain statuses (Charge error, Over Current, Over Voltage, Failure Detected...), Battery Manager refers you to the system administrator.
4. Use the intended battery: TC22R 7000 mAh PowerPrecision Plus (BTRY-RFD49-70MA1-01, or BTRY-RFD49-70MA1-IN in India). See [replacing the battery](#).

When to call a technician: if Battery Manager shows an error status that refers you to the system administrator (Charge error, Over Current, Over Voltage, Failure Detected).

Sources: [Battery charging indicators](#); [Charging the battery](#)  – TC22R quick start guide (MN-005319-01FR)
· [Battery Manager Information](#); [Battery Charging](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

Why does my Zebra TC22R mobile computer not charge in its cradle?

Charging light: off.

Short answer: A light that is off means that the TC22R is not charging: it is incorrectly inserted, or the cradle or charger is not powered. Seat it correctly and check the power supply; normal charging makes the light flash slowly in orange.

LIKELY CAUSE

According to the Zebra indicator table, no charging is caused by incorrect placement of the mobile computer or by no power to the cradle or charger.

Caution: Charge at room temperature, with the mobile computer in sleep mode, using Zebra accessories.

WHAT TO DO

1. Put the mobile computer back in the cradle (1-slot cradle CRD-TC2R-BS1CG-01, 4-slot cradle CRD-TC2R-BS4CG-01 or 4-slot Ethernet cradle CRD-TC2R-SE4ET-01), or connect the USB-C cable, which clips under the device.
2. Check that the cradle is powered.

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3. Check the light: slow flashing orange while charging, solid green when charging is complete.
4. Before first use, charge until the light is solid green. Allow about four hours from 5% to 95%.
5. If the light flashes fast or turns red, see [charging error](#) or [battery at end of life](#).

Sources: [Battery charging indicators](#); [Charging accessories](#)  – TC22R quick start guide (MN-005319-01FR)
· [Battery Charging](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

Why does my Zebra TC22R mobile computer switch off or stop charging when it is hot?

Symptoms: charging interrupted, mobile computer switching off in direct sunlight or near a heat source.

Short answer: According to Zebra, charging stops below 0 °C and above 40 °C, and the mobile computer switches off above 55 °C. Move it away from the heat, let it cool down, then recharge it between 0 and 40 °C.

LIKELY CAUSE

The quick start guide sets four thresholds: 0 to 40 °C, optimum charging range; 0 to 20 °C, slower charging to meet the JEITA requirements of the cell; below 0 °C or above 40 °C, charging stopped; above 55 °C, device shutdown.

Caution: Do not charge the battery outside the 0 to 40 °C range.

WHAT TO DO

1. Keep the mobile computer away from direct sunlight and heat sources.
2. Let it return to room temperature before switching it back on or recharging it.
3. Recharge it between 0 °C and 40 °C; in the cold (0 to 20 °C), allow for longer charging.

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4. The reference guide devotes a section to best practices in hot environments and direct sunlight (Maintenance and Troubleshooting chapter).

Sources: [Charging temperature](#) – TC22R quick start guide (MN-005319-01FR) · [Maintenance and Troubleshooting](#) – TC22R Integrated Handheld RFID Reader Product Reference Guide (official documentation).

Why will the battery of my Zebra TC22R mobile computer not come out of the handle?

Symptoms: battery stuck, latches that do not release it.

Short answer: You must first switch off the TC22R, then press both latches down before pushing them towards the centre. Do not slide your fingers under the latches when pulling the battery out: you risk damaging them.

LIKELY CAUSE

The TC22R battery fits into the handle and is locked by two latches. The Zebra guide describes replacement with the mobile computer switched off; it does not describe hot-swapping for this model.

Caution: Do not stick any label or marking in the battery compartment and do not place anything in it: according to Zebra, any modification may degrade sealing, drop resistance and temperature performance. Handle the microSD card with antistatic (ESD) precautions.

REPLACING THE BATTERY

1. Switch off the mobile computer: power button, then Power Off.
2. Press both latches down, then push them towards the centre until the battery is released.
3. Remove the battery without putting your fingers under the latches.
4. Do not remove or add a microSD card while replacing the battery.

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5. Insert the new battery, notch towards the back of the mobile computer, and press until the latches engage.
6. Press the power button to switch the mobile computer back on.

Compatible battery: TC22R 7000 mAh PowerPrecision Plus Li-Ion (BTRY-RFD49-70MA1-01; BTRY-RFD49-70MA1-IN in India).

Sources: [Replacing the Battery](#); [Installing the Battery](#); [Installing a microSD Card](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) · [Installing the battery](#)  – TC22R quick start guide (MN-005319-01FR) (official documentation).

Why does my Zebra TC22R mobile computer switch off before the end of the day?

Message: low battery notification below 15%, then below 10%; shutdown below 7%.

Short answer: The TC22R switches off when the battery drops below 7%, after two alerts at 15% and 10%. Recharge it at the first alert and apply the power-saving settings recommended by Zebra.

LIKELY CAUSE

Zebra sets three thresholds: below 15%, recharge soon; below 10%, recharge required; below 7%, the device switches off. A full charge gives about 14 hours of use according to the quick start guide.

WHAT TO DO

1. Place the TC22R in its cradle as soon as the 15% alert appears, without waiting for the 10% alert.
2. Check the level with no power connected: Settings > About phone > Battery information, or Battery Manager.
3. Set the display sleep to a short delay (Zebra recommends 15 seconds).
4. Lower the brightness (Zebra recommends 30 to 50%).

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5. Turn off unused radios and automatic sync, and limit apps that prevent sleep mode.

Sources: [Low Battery Notification](#); [Battery Management](#); [Checking Battery Status](#) [↗](#) – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) · [Charging the battery](#) [↗](#) – TC22R quick start guide (MN-005319-01FR) (official documentation).

Why is the light on my Zebra TC22R 4-battery charger flashing red?

Slot light: fast flashing red, solid red or off.

Short answer: Fast flashing red indicates a charging error: Zebra says to check that the battery is correctly inserted. Solid red indicates a battery at the end of its useful life.

LIKELY CAUSE

The 4-battery charger (SAC-TC8X-4SCHG-01) has one light per slot: solid orange while charging, solid green when charging is complete, solid red for a battery at the end of its life, fast flashing red in the event of an error, off if the slot is empty, if the battery is incorrectly inserted or if the charger is not powered.

Caution: Use only Zebra chargers and batteries.

WHAT TO DO

1. Fast flashing red: remove the battery and reinsert it correctly in its slot.
2. Light off with a battery in place: check its placement and the power supply to the charger.
3. Solid red: the battery is at the end of its useful life; replace it.
4. Solid green: the battery is charged.

Source: [4-slot battery charger](#) [↗](#) – TC22R quick start guide (MN-005319-01FR) (official documentation).

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How do I reset a Zebra TC22R? Restart, Enterprise Reset, Factory Reset and licence

The resets described by Zebra, from the lightest to the most complete, and the functions subject to the Mobility DNA Enterprise licence.

Why has my Zebra TC22R mobile computer stopped responding, and how do I restart it?

Symptoms: frozen app, display no longer responding.

Short answer: Zebra provides a soft reset for when apps stop responding: press and hold the power button; the long press lets you restart or switch off the device. If the problem persists after restarting, the Enterprise Reset erases user data.

LIKELY CAUSE

The TC22R reference guide describes two restarts, the soft reset and the hard reset, which do not erase data. The soft reset is intended for when apps stop responding.

WHAT TO DO

1. Press and hold the power button: according to Zebra, this long press is used to reset (restart) or switch off the device.
2. Wait for the home screen to return before relaunching the app.
3. If the freezes recur, consider an [Enterprise Reset](#), which erases data.

Sources: [Resetting the Device](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide · [Features](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

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How can my Zebra TC22R mobile computer be reset from the settings?

Menu: `System` > `Reset options` > `Erase all data (enterprise reset)`.

Short answer: Open Settings, then System > Reset options > “Erase all data (enterprise reset)”, and tap “Erase all data” twice to confirm. As its name suggests, the operation erases data: back it up first.

LIKELY CAUSE

The Enterprise Reset is started directly from the TC22R settings; the guide also provides a microSD card method and an ADB method.

Caution: The Enterprise Reset erases the data on the mobile computer (“Erase all data”): back up everything you want to keep.

ENTERPRISE RESET FROM THE SETTINGS

1. Back up the data and note the configuration (Wi-Fi, DataWedge profiles, apps).
2. Open Settings.
3. Go to System > Reset options > “Erase all data (enterprise reset)”.
4. Tap “Erase all data” twice to confirm.

For a complete reset, see [Factory Reset](#).

Source: [Performing an Enterprise Reset From Device Settings](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide (official documentation).

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How do I perform a Factory Reset on my Zebra TC22R mobile computer via ADB?

Display: System Recovery , Apply upgrade from ADB option.

Short answer: Download the TC22R Factory Reset file from the Zebra Support & Downloads site, enable USB debugging, then restart in Recovery mode with the `adb reboot recovery` command. Choose “Apply upgrade from ADB” and send the file with `adb sideload` .

LIKELY CAUSE

The Zebra guide describes the TC22R Factory Reset via microSD card or via ADB, with a package supplied by Zebra.

Caution: The factory reset wipes the mobile computer: back up all data and the configuration before you start.

FACTORY RESET VIA ADB

1. Download the Factory Reset file from the Zebra Support & Downloads site onto the computer.
2. Connect the mobile computer to the computer via USB.
3. On the mobile computer, open Settings > System > Developer options and turn on USB debugging; accept “Allow USB debugging?” then OK.
4. On the computer, open a command prompt in the platform-tools folder and type `adb reboot recovery` .
5. On the System Recovery screen, select “Apply upgrade from ADB” with the volume buttons and confirm with the power button.
6. On the computer, type `adb sideload` followed by the path of the .zip file.
7. When the System Recovery screen returns, press the power button to restart.

If the command does not put the mobile computer into Recovery mode, the Zebra guide describes a manual entry (“Entering Android Recovery Manually”).

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Source: [Performing a Factory Reset Using ADB](#) – TC22R Integrated Handheld RFID Reader Product Reference Guide (official documentation).

Why does my Zebra TC22R mobile computer refuse to pair a Zebra ring scanner?

Symptoms: ring scanner that does not connect, Enterprise Keyboard missing, advanced Wi-Fi functions unavailable.

Short answer: According to Zebra, pairing and connecting Zebra ring scanners requires a Mobility DNA Enterprise licence on the TC22R. A single licence unlocks all the premium functions; ask your Zebra sales contact for it.

LIKELY CAUSE

The reference guide lists the functions subject to the licence: Enterprise Keyboard, PowerPrecision Console, Device Tracker, FOTA, NG SimulScan and Secure NFC; for Wi-Fi (Fusion), Fast Roam, 5 GHz band only, Fusion Logger, Wireless Analyzer; for connectivity, Bluetooth silent pairing, NFC Tap and Pair, SmartLeash.

Caution: Zebra states that Android multi-user mode is not supported with the licence: enabling it with an active licence may cause unpredictable behaviour.

WHAT TO DO

1. Check with your IT department whether a Mobility DNA Enterprise licence is active on the mobile computer.
2. For an evaluation or a trial, contact your Zebra sales contact (customer, partner or distributor).
3. Note that Enterprise Keyboard is not preinstalled and also requires the licence.

Source: [Mobility DNA Enterprise License; Near Field Communications; Enterprise Keyboard](#) – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

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DataWedge on the Zebra TC22R: scanned data does not arrive

DataWedge sends scans to apps as keystrokes.

Why do the scans from my Zebra TC22R mobile computer not arrive in my app?

Symptoms: scan beep, but no characters in the input field.

Short answer: On the TC22R, it is DataWedge that sends scanned data to the app as keystrokes. Check in the DataWedge app, Settings menu, that the “DataWedge enabled” box is ticked.

LIKELY CAUSE

DataWedge runs in the background, controls the built-in readers and sends the data to the target app. Its input sources include the barcode scanner, RFID, MSR, voice and the serial port. If it is disabled, the data no longer arrives.

WHAT TO DO

1. Swipe up on the home screen and open DataWedge.
2. Open Settings and tick “DataWedge enabled”: a blue tick confirms that it is enabled.
3. Place the cursor in an input field of the app before scanning.
4. If the problem affects only one app, have your administrator check its DataWedge profile.

Source: [DataWedge; Enabling DataWedge](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).



Zebra TC22R triggers, display and lights: settings and lock-ups

Role of the triggers, waking the mobile computer, touch display with gloves and notification light.

Why does the trigger on my Zebra TC22R mobile computer start RFID instead of scanning the barcode?

Symptoms: the trigger used does not start the expected type of reading.

Short answer: By default, the upper trigger is used for RFID and the lower trigger for barcode scanning; the programmable button on the left side is also used for scanning. If the roles have changed, check the remappings in Key Programmer.

LIKELY CAUSE

The Zebra guide describes the default assignments: SCAN for the left programmable button, BUTTON_L1 for the lower trigger of the pistol grip, SYMBOL_TRIGGER_1 for the trigger of a remote Bluetooth scanner. Buttons are remapped in Settings > Key Programmer.

WHAT TO DO

1. Use the lower trigger for barcodes and the upper trigger for RFID.
2. If the roles have been changed, open Settings > Key Programmer and check the button concerned.
3. Choose the function in the SHORTCUT, KEYS and BUTTONS or TRIGGER tab, then tap it to assign it.
4. Avoid remapping the scan button: Zebra advises against it.

Sources: [Features; Remapping a Button](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) · [Optimal RFID tag decoding; Scanning with the internal imager](#)  – TC22R quick start guide (MN-005319-01FR) (official documentation).

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Why does my Zebra TC22R mobile computer not wake up when I press the scan button?

Symptoms: black display despite pressing the scan button; enforced wait after several wrong codes.

Short answer: By default, only the power button wakes the TC22R. To wake it with the left programmable button, enable SCAN in Settings > Wake-Up Sources.

LIKELY CAUSE

The mobile computer goes into sleep mode when the power button is pressed or after the inactivity timeout. On waking, the lock screen appears; after five incorrect entries of the PIN, password or pattern, you must wait 30 seconds.

WHAT TO DO

1. Press the power button to wake the mobile computer, then swipe up.
2. To wake it with the left scan button, open Settings > Wake-Up Sources and enable SCAN.
3. After five incorrect code entries, wait 30 seconds before trying again.
4. Forgotten code: only the system administrator can help you, according to Zebra.

Source: [Waking the Device; Setting Wake-Up Sources](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

Why does the display on my Zebra TC22R mobile computer not respond with gloves?

Symptoms: touch display unresponsive with gloves.

Short answer: The display may be set to “Finger Only”. Switch it to “Glove and Finger” in Settings > Display > Touch panel mode.

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LIKELY CAUSE

The TC22R touch mode can be set to finger only or to glove and finger. Zebra mentions medical latex, leather, cotton or wool gloves, and recommends a Zebra-certified stylus for best performance.

WHAT TO DO

1. Open Settings > Display > Touch panel mode.
2. Choose Glove and Finger, then return to the home screen.
3. For precise input, use a Zebra-certified stylus.

Source: [Setting Touch Panel Mode](#) – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

Why has the notification light on my Zebra TC22R mobile computer stopped flashing?

Symptoms: notifications received without the light flashing.

Short answer: Flashing is controlled by the Blink light setting, enabled by default. Check it in Settings > Notifications, then the light intensity in Settings > Display.

LIKELY CAUSE

The charging and notification light is also used for app notifications. Its flashing depends on Blink light and its intensity on the Notification LED brightness level setting (15 by default).

WHAT TO DO

1. Open Settings > Notifications and turn on Blink light.
2. Open Settings > Display > Notification LED brightness Level and move the slider up if necessary.

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Source: [Notification LED Brightness Level; Enabling Blink Light](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

My Zebra TC22R does not read RFID tags: causes and solutions

RFID reading works through the upper trigger and the 123RFID Mobile app.

Why does my Zebra TC22R mobile computer not read RFID tags?

On-screen buttons: “Read Start” and “Stop Read” in 123RFID Mobile.

Short answer: RFID reading is started with the upper trigger or the “Read Start” button in the 123RFID Mobile app. Point the mobile computer at the tag, taking its orientation into account, and stay within reading range.

LIKELY CAUSE

The TC22R reads tags through its built-in RFID antenna, which converts the reader's signal into radio waves picked up by the tag. According to Zebra, the upper trigger is assigned to RFID by default, the orientation of the tag matters, and the distance between the tag and the antenna corresponds to the approximate reading range.

READING TAGS WITH 123RFID MOBILE

1. Launch the 123RFID Mobile app (123RFID), the RFID reader demo app.
2. Point the mobile computer at the tag, held horizontally or vertically according to the orientation of the tag.
3. Press the upper trigger or tap the “Read Start” button.
4. Stop by releasing the trigger or tapping “Stop Read”.
5. If the trigger starts barcode scanning instead of RFID, see [the role of the triggers](#).

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6. For tags to reach a business app, check that DataWedge is enabled: RFID is one of its input sources.

The NFC on the TC22R (13.56 MHz) is a separate function from RFID reading by the antenna: see [NFC](#).

Sources: [Optimal RFID tag decoding](#); [Features](#) [↗](#) – TC22R quick start guide (MN-005319-01FR) · [TC22R Integrated Handheld RFID Reader Quick Start Guide \(Optimum RFID Tag Decoding\)](#) [↗](#) – TC22R Integrated Handheld RFID Reader Quick Start Guide · [Features; DataWedge](#) [↗](#) – TC22R Integrated Handheld RFID Reader Product Reference Guide (MN-005405-02EN) (official documentation).

When should you call a technician for a Zebra TC22R mobile computer?

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

- **Battery error in Battery Manager:** If Battery Manager shows an error status (Charge error, Over Current, Over Voltage, Failure Detected), it refers you to the system administrator.

Avoiding recurring faults on the Zebra TC22R 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

Wi-Fi coverage audit

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Recommended every 18 to 24 months, for removable batteries.

Installation, coverage survey (site survey) and improvement.

General check of the devices

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

Security patch updates

Installation of Android updates, where feasible.

Inventory of the fleet under contract

Type, configuration and IP address of each device.

Training and skills transfer

Transfer of technical skills on using the equipment.

Detailed report

Inventory, condition of the fleet and optimisation advice.

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

Zebra TC22R mobile computer troubleshooting: frequently asked questions

How do I read RFID tags with the Zebra TC22R?

Launch the 123RFID Mobile app, point the mobile computer at the tag, taking its orientation into account, then press the upper trigger or “Read Start”. Release the trigger or tap “Stop Read” to stop. [See the detailed entry](#).

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Which trigger on the Zebra TC22R is used for RFID?

By default, the upper trigger is used for RFID and the lower trigger for barcode scanning. The programmable button on the left side is also used for scanning. The assignments are changed in Settings, Key Programmer. [See the detailed entry.](#)

Why is the light on my Zebra TC22R flashing orange?

Slow orange flashing indicates normal charging. Fast orange flashing indicates a charging error: temperature out of range or charging too long (about eight hours). Recharge the mobile computer between 0 and 40 °C. [See the detailed entry.](#)

What does the red light on the Zebra TC22R mean?

On the TC22R, red indicates a battery at the end of its useful life: slow red while charging, solid red when charging is complete, fast red in the event of an error. Check the status in Battery Manager and replace the battery. [See the detailed entry.](#)

At what temperature should the Zebra TC22R be charged?

According to Zebra, the optimum range is 0 to 40 °C, with slower charging between 0 and 20 °C. Charging stops below 0 °C and above 40 °C, and the mobile computer switches off above 55 °C. [See the detailed entry.](#)

How do I do an Enterprise Reset on a Zebra TC22R?

Open Settings, then System, Reset options, “Erase all data (enterprise reset)”, and tap “Erase all data” twice. The operation erases data: back it up first. [See the detailed entry.](#)

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Why does a Zebra ring scanner not pair with the TC22R?

According to Zebra, pairing and connecting Zebra ring scanners requires a Mobility DNA Enterprise licence on the TC22R. A single licence unlocks all the premium functions; ask your Zebra sales contact for it. [See the detailed entry.](#)

Which battery should I use for the Zebra TC22R?

Zebra specifies the TC22R 7000 mAh PowerPrecision Plus Li-Ion battery (BTRY-RFD49-70MA1-01). It charges from 5 to 95% in about four hours; switch off the mobile computer before replacing it. [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.

- [TC22R Integrated Handheld RFID Reader Product Reference Guide](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide **official**
- [TC22R Integrated Handheld RFID Reader Product Reference Guide \(PDF, MN-005405-02EN Rev. A\)](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide **official**
- [TC22R Quick start guide \(MN-005319-01FR, rev. A\)](#)  – TC22R quick start guide **official**
- [TC22R Integrated Handheld RFID Reader Quick Start Guide](#)  – TC22R Integrated Handheld RFID Reader Quick Start Guide **official**
- [Maintenance and Troubleshooting](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide **official**
- [Resetting the Device](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide **official**
- [Performing an Enterprise Reset From Device Settings](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide **official**

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- [Performing a Factory Reset Using ADB](#)  – TC22R Integrated Handheld RFID Reader Product Reference Guide **official**

The “Performing a Soft Reset”, “Performing a Hard Reset” and “Troubleshooting the Device” pages, the cradle troubleshooting pages, and the “Android Enterprise Reset”, “Android Factory Reset” and “Battery Safety Guidelines” pages of the TC22R reference guide on docs.zebra.com, as well as the Application Deployment and Maintenance and Troubleshooting chapters of the PDF of the reference guide, 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 TC22R \(RFID UHF\)](#)
- [All troubleshooting guides for Zebra scanners and mobile computers](#) (DS3600, FS10, FS20, FS40 / FS70, MC3200, MC3300, MC3300ax, MC3300x, MC3400, MC9190-G, MC9200, MC9300, MC9400, 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/tc22r>, updated on 21 October 2026.

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