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TROUBLESHOOTING GUIDE

Zebra TC8000 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, TC8000 User Guide (MN002410A01) and TC8000 Operating System Lollipop release notes (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra TC8000 product page →

In brief. The Zebra TC8000 is an all-touch Android mobile computer with a pistol grip, in Standard (TC80N0) or Premium (TC80NH) version, with an SE965 laser scanner or an SE4750 imager depending on the configuration. It is no longer sold, but remains very common in warehouses. Zebra links most signals to the charging and scan light (Charging/Scan LED): charging error, battery in poor condition, battery too low to start. This guide also covers resets (soft reset, hard reset, Enterprise Reset), the update to Android Lollipop, hands-free scanning and Wi-Fi. Click a question to open the entry.

- **The light is flashing or stays red:** find the signal in the [lookup table](#) and open the matching entry.
- **The mobile computer no longer scans, or scans by itself:** see [the mobile computer no longer scans](#), [hands-free scanning](#) and [Pick List mode](#).

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- **The mobile computer is frozen:** start with a [soft reset](#), then a [hard reset](#); the [Enterprise Reset](#) erases data.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights on my Zebra TC8000 mean? Lookup by signal

The TC8000 shows its status through a single light on the front, the Charging/Scan LED, which is used for both charging and scanning, and through Android notifications. 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	Not charging: mobile computer incorrectly seated, cradle or power supply switched off	The mobile computer does not charge
—	● solid orange	Battery in good condition, charging (normal operation)	Charging and lights
—	● solid green	Battery in good condition, fully charged	Charging and lights
—	● red, flashing rapidly (2 per second)	Charging error: temperature out of range or charging too long (about eight hours)	Charging error

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Signal or message	Light (Zebra guide)	Likely cause	Entry
—	● solid red	Battery in poor condition, charging or charged	<u>Battery in poor condition</u>
Brief flash when Power is pressed	one fast flash	Battery too low to start the mobile computer	<u>Does not start</u>
Battery removed	● red for about seven seconds	Battery hot swap in progress, display off	<u>Battery swap</u>
Low battery notification (15%, then 10%)	—	Battery needs recharging; the mobile computer switches off below 5%	<u>Switches itself off</u>
Beep on scanning	● green	Barcode decoded successfully	<u>No longer scans</u>
30-second wait when unlocking	—	Five incorrect entries of the PIN code, pattern or password	<u>Unlocking</u>

The light states come from the “Getting Started” chapter of the TC8000 User Guide (MN002410A01). The dash indicates that the page consulted does not specify a light state.

Red or flashing light on the Zebra TC8000: causes and solutions

These entries cover the Charging/Scan light states that indicate a charging or start-up problem.

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Why is the light on my Zebra TC8000 mobile computer flashing red rapidly?

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

Short answer: According to Zebra, this is a charging error: temperature outside the permitted range, or charging that takes too long (generally eight hours). Bring the mobile computer back into a room between 0 and 40 °C, then restart charging.

LIKELY CAUSE

The Zebra guide attributes this flashing to a charging error, for example a temperature that is too low or too high, or charging that does not complete after about eight hours. The same guide states that a flashing red light indicates that charging is suspended because of an abnormal temperature.

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

WHAT TO DO

1. Check the temperature where charging takes place: Zebra requires batteries to be charged between 0 °C and 40 °C.
2. Near high temperatures (about 37 °C), charging may stop and then resume by itself to keep the battery at a safe temperature: leave the mobile computer in the cradle.
3. Remove the mobile computer from the cradle, then reseal it correctly to restart charging.
4. If the light then changes to solid red, the battery is in poor condition: see [battery in poor condition](#).

When to call a technician: if the light remains flashing red even though the temperature is correct: the guide refers you to Zebra support, with the serial number, model and software version of the mobile computer.

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Source: Chapter 1: Getting Started – TC8000 User Guide (MN002410A01) (official documentation).

Why does my Zebra TC8000 mobile computer not switch on even though the light flashes once?

Light: one fast flash when the Power button is pressed, black display.

Short answer: According to Zebra, this brief flash indicates that the battery does not have enough charge to start the mobile computer. Place it in a powered cradle or fit a charged battery.

LIKELY CAUSE

The Zebra guide states that a fast flash of the light at power-on indicates insufficient charge to start.

WHAT TO DO

1. Place the mobile computer in a powered cradle: according to Zebra, it starts automatically as soon as it is powered.
2. Or fit a charged battery, then press the Power button.
3. On first start-up, the Zebra splash screen and then the start-up animation appear before the Android home screen.

Source: Chapter 1: Getting Started – TC8000 User Guide (MN002410A01) (official documentation).

My Zebra TC8000 no longer reads barcodes: causes and solutions

Laser or imager scanning, hands-free mode and Pick List mode.

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Why does my Zebra TC8000 mobile computer no longer read barcodes?

Symptoms: no beep, light does not turn green when the trigger is pressed.

Short answer: Check that a data entry app is open, that the scanning distance and angle are suitable and that DataWedge is enabled. A successful scan is indicated by a green light and a beep.

LIKELY CAUSE

Zebra points out that each scanner has a working range: too close or too far, the code is not decoded. The angle also matters: a beam reflected straight back to the scanner or too narrow an angle prevents scanning. DataWedge, enabled by default, sends the data to the app.

WHAT TO DO

1. Open a data entry app and place the cursor in a field.
2. Point the scan window at the code and press the trigger; with the laser, the red beam must cover the whole code.
3. Move the mobile computer closer or further away until the code is decoded.
4. Avoid aiming exactly perpendicular to a shiny surface, but do not tilt too sharply either.
5. Open the DataWedge app, Settings menu, and check that the “DataWedge enabled” box is ticked.
6. A successful scan turns the light green and triggers a beep; then release the trigger.

The TC8000 is available with an SE965 laser scanner or an SE4750-SR or SE4750-MR imager. The guide refers you to the TC8000 Integrator Guide for the detailed configuration of DataWedge profiles.

Source: Chapter 3: Data Capture – TC8000 User Guide (MN002410A01) (official documentation).

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Why does my Zebra TC8000 mobile computer scan without me pressing the trigger?

Symptoms: scans triggered as soon as a code passes in front of the window.

Short answer: Hands-Free Scanning mode is probably enabled: it triggers scanning as soon as a code enters the field of the proximity sensor. Return to “Hands Free Off” in the Hands Free Scanning settings.

LIKELY CAUSE

The TC8000 with an imager can scan without the trigger thanks to the optional long-range proximity sensor. The mode is disabled by default and applies only to imager models.

SETTING UP HANDS-FREE SCANNING

1. Open Settings > Hands Free Scanning.
2. Under Scanning Mode, choose Hands Free in Holster/Mount (in a holder), Hands Free Always On (always active) or Hands Free Off (default value).
3. Set Proximity Trigger Range: Near (0 to 20 cm, default) or Far (0 to 60 cm).
4. If scans trigger too early, switch back to Near; if the mobile computer does not trigger in its holder, check that hands-free mode is actually enabled.

Function specific to TC8000 units fitted with an imager and the long-range proximity sensor.

Sources: Chapter 3: Data Capture · Chapter 2: Using the TC8000 – TC8000 User Guide (MN002410A01) (official documentation).

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Why does my Zebra TC8000 mobile computer read the wrong code on a label that contains several?

Symptoms: a neighbouring code is decoded instead of the code aimed at.

Short answer: In Decode mode, the imager decodes the first valid code it finds. Pick List mode decodes only the code placed under the centre dot of the aiming pattern.

LIKELY CAUSE

Zebra describes two imager modes: Decode, which keeps searching as long as the button is held, and Pick List, which selects a single code when several are visible.

WHAT TO DO

1. Have Pick List mode enabled in DataWedge (the guide refers you to the TC8000 Integrator Guide for this setting).
2. Place the centre dot of the aiming pattern exactly on the desired code.
3. Press the trigger and wait for the green light and the beep.

Mode reserved for imager models.

Source: Chapter 3: Data Capture – TC8000 User Guide (MN002410A01) (official documentation).

Zebra TC8000 Wi-Fi and Bluetooth: connection and pairing

Connecting to the Wi-Fi network, pairing a Bluetooth device and the RS507 ring scanner.

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Why does my RS507 ring scanner not connect to my Zebra TC8000 mobile computer?

Symptoms: the Scan light on the ring scanner flashes endlessly, no data received.

Short answer: The RS507 pairs either in SSI mode with the Bluetooth Pairing Utility, or in HID mode from the Bluetooth settings. Stay within 10 metres and follow the method that matches the mode of the ring scanner.

LIKELY CAUSE

The Zebra guide describes two pairing methods, depending on the communication mode of the RS507 (SSI or Bluetooth HID).

PAIRING THE RS507

1. SSI mode: keep both devices within 10 metres of each other and install the battery in the RS507.
2. Open Bluetooth Pairing Utility on the TC8000 and scan the barcode shown on the display with the RS507.
3. Wait for the Scan light on the RS507 to stop flashing and for a tone to confirm the connection.
4. HID mode: turn on Bluetooth on both devices and make the TC8000 discoverable.
5. If the RS507 is not in HID mode, switch it to this mode with the Restore key and the HID barcode, then reinstall its battery.
6. In Bluetooth, tap Scan for devices, select RS507 and wait for “Connected”.

Source: Chapter 3: Data Capture – TC8000 User Guide (MN002410A01) (official documentation).

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Why does my Zebra TC8000 mobile computer not find my Bluetooth device?

Symptoms: the device does not appear in the list, or pairing fails.

Short answer: Both devices must have Bluetooth enabled, and the device being searched for must be discoverable and within about 10 metres. Then start the search from the Bluetooth menu on the TC8000 and accept the pairing request on both devices.

LIKELY CAUSE

The Zebra guide makes discovery subject to three conditions: Bluetooth active on both sides, the device being searched for in discoverable mode, and a distance of about 10 metres at most. Pairing is then done by PIN code or by simple pairing.

PAIRING A BLUETOOTH DEVICE

1. Turn on Bluetooth on the TC8000 and on the other device.
2. Put the device to be found into discoverable mode and bring it within 10 metres.
3. In the TC8000 settings, open Bluetooth and start the device search: devices appear in the list of available devices.
4. Tap the desired device: a pairing request opens.
5. PIN pairing: enter a code on the TC8000, tap OK, then enter the same code on the other device. Simple pairing: tap Pair on both devices.
6. The device joins the list of paired devices.

For an RS507 ring scanner, see the [RS507](#) entry.

Source: Chapter 4: Wireless – TC8000 User Guide (MN002410A01) (official documentation).

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Why does my Zebra TC8000 mobile computer not connect to Wi-Fi?

Symptoms: network missing from the list, or “Connected” does not appear.

Short answer: Turn on Wi-Fi in Settings, choose the network and enter the credentials provided by your administrator. If a saved network is causing problems, delete it (Forget network) and then reconnect.

LIKELY CAUSE

The TC8000 gets its address via DHCP by default; a fixed address is set in the advanced options. The guide also mentions the Fusion Status and Fusion Logger screens for monitoring the connection status.

WHAT TO DO

1. Open Settings and turn on Wi-Fi, then tap Wi-Fi to display the networks.
2. Select the network; for a secured network, enter the password or credentials and tap Connect.
3. Check that “Connected” appears under Wi-Fi.
4. If addressing must be fixed, enter the IP address in the advanced options.
5. For a faulty saved network, press and hold its name and choose Forget network, then reconnect.
6. Check Fusion Status for the link status, or send the Fusion Logger logs to your administrator.

Zebra advises turning Wi-Fi off when it is not in use, to save battery.

Source: Chapter 4: Wireless – TC8000 User Guide (MN002410A01) (official documentation).

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My Zebra TC8000 does not charge or switches off: battery and power supply

Charging, battery in poor condition, hot-swapping and automatic shutdowns, according to the Zebra user guide.

Why does the light on my Zebra TC8000 mobile computer stay solid red while charging?

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

Short answer: According to Zebra, solid red indicates a battery in poor condition (“unhealthy”), whether it is charging or already charged. Replace the battery with one in good condition.

LIKELY CAUSE

The Zebra guide distinguishes between a battery in good condition (orange then green) and a battery in poor condition, indicated by solid red during or after charging.

Caution: Do not press the trigger while removing the battery (Zebra caution).

REPLACING THE BATTERY

1. Press the two battery release latches, without pressing the trigger.
2. Remove the battery from the handle.
3. Line up the new battery, with the notch facing the back of the mobile computer: the battery is keyed and fits only one way.
4. Slide it into the handle and press until it clicks.
5. Put the mobile computer back in its cradle: the light should change to solid orange, then solid green.

The TC8000 user guide does not mention any tool for measuring battery wear.

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Source: Chapter 1: Getting Started – TC8000 User Guide (MN002410A01) (official documentation).

Why does my Zebra TC8000 mobile computer not charge in its cradle?

Light: off while the mobile computer is in the cradle.

Short answer: According to Zebra, a light that is off means that the mobile computer is not charging: it is incorrectly seated, or the cradle or power supply is switched off. Reseat the mobile computer and check the power to the cradle.

LIKELY CAUSE

The Charging/Scan light table gives three causes for no charging: mobile computer incorrectly inserted in the cradle, cradle switched off or power source cut off.

Caution: Charge between 0 °C and 40 °C, as Zebra requires.

WHAT TO DO

1. Push the mobile computer fully back into the cradle.
2. Check that the cradle is powered and that the socket works.
3. Check the light: solid orange while charging, solid green when the battery is full.
4. Allow about four hours for a full charge of the 6,700 mAh battery at room temperature.
5. If the light turns red, open the [charging error](#) or [battery in poor condition](#) entry.

Source: Chapter 1: Getting Started – TC8000 User Guide (MN002410A01) (official documentation).

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Why does my Zebra TC8000 mobile computer lose Wi-Fi when I change the battery?

Light: red for about seven seconds after the battery is removed, display off.

Short answer: The TC8000 supports battery hot-swapping, but according to Zebra the Wi-Fi connection is maintained for only 30 seconds. Insert the charged battery within that time to keep the session; beyond that, the mobile computer goes into standby.

LIKELY CAUSE

When the battery is removed, the display turns off and the light stays red for about seven seconds. Wi-Fi stays connected for 30 seconds, then the mobile computer goes into standby. RAM is preserved for 20 minutes; without a charged battery within that time, the data in RAM is lost.

Caution: Do not press the trigger while removing the battery.

CHANGING THE BATTERY WITHOUT LOSING THE SESSION

1. Have a charged battery ready before removing the old one.
2. Press the two latches, without touching the trigger, and remove the battery.
3. Insert the charged battery within 30 seconds to keep the Wi-Fi connection.
4. If you exceed that time, insert it within 20 minutes at the latest to keep the contents of RAM.

The user guide mentions neither a supercapacitor nor a backup battery for the TC8000.

Source: Chapter 1: Getting Started – TC8000 User Guide (MN002410A01) (official documentation).

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Why does my Zebra TC8000 mobile computer switch itself off during the day?

Message: low battery notification at 15%, then at 10%; shutdown below 5%.

Short answer: According to Zebra, the TC8000 switches off when the battery drops below 5%, after two alerts at 15% and 10%. Recharge it in a cradle at the first alert and reduce the consumption of the display and radios.

LIKELY CAUSE

The Zebra guide describes three thresholds: below 15%, a notification prompts you to plug in the mobile computer; below 10%, charging becomes mandatory; below 5%, the mobile computer switches off.

WHAT TO DO

1. At the first alert (15%), place the mobile computer in a charging cradle.
2. Check the level in Settings > About device > Status (Battery status, Battery level).
3. Look at the Battery screen to identify the apps that use the most power.
4. Shorten the display sleep timeout and lower the brightness.
5. Turn off unused radios: hold down the Power button until the menu appears, then tap Airplane mode.
6. Disable automatic sync; Zebra also notes that an animated wallpaper (Live Wallpaper) can reduce battery life.

Sources: Chapter 1: Getting Started · Chapter 2: Using the TC8000 – TC8000 User Guide (MN002410A01) (official documentation).

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How do I reset a Zebra TC8000? Soft reset, hard reset and Enterprise Reset

From a simple restart to the reset that erases data, in the order in which Zebra proposes them.

Why has my Zebra TC8000 mobile computer stopped responding, and how do I reset it?

Symptoms: frozen apps, display no longer responding.

Short answer: First do a soft reset: hold down Power until the menu appears, then tap Reset. If the mobile computer does not respond at all, do a hard reset by holding down Power, the trigger and the PTT button for five seconds.

LIKELY CAUSE

Zebra suggests the soft reset when apps stop responding, and reserves the hard reset for a mobile computer that does not respond at all.

Caution: According to Zebra, the hard reset should be done only if the mobile computer is not responding.

SOFT RESET, THEN HARD RESET

1. Soft reset: hold down the Power button until the menu appears.
2. Tap Reset: the mobile computer restarts.
3. Hard reset, if the mobile computer no longer responds: hold down the Power button, the trigger and the PTT button simultaneously for five seconds.
4. Release the buttons when the mobile computer restarts.

Neither of these restarts erases data. To wipe the mobile computer, see [Enterprise Reset and Factory Reset](#).

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Source: Chapter 2: Using the TC8000 – TC8000 User Guide (MN002410A01) (official documentation).

What data does an Enterprise Reset erase on my Zebra TC8000 mobile computer?

Symptoms: mobile computer to be wiped before reassignment, or switch between GMS and non-GMS.

Short answer: According to Zebra, the Enterprise Reset package erases all partitions and data except the Enterprise partition and the internal storage (/sdcard). The Factory Reset also erases the Enterprise partition; only /sdcard is kept.

LIKELY CAUSE

On the TC8000, both resets are applied with a .zip package downloaded from Zebra and installed from Recovery mode. The release notes make them mandatory when switching from a GMS version to a non-GMS version, or vice versa.

Caution: Both resets erase the data on the mobile computer: only the Enterprise partition (Enterprise Reset) and the /sdcard storage are kept.

APPLYING A RESET PACKAGE (ANDROID LOLLIPOP)

1. Back up the data and configuration you want to keep.
2. Connect the TC8000 to the PC via USB: it appears as a media device.
3. Copy the Enterprise Reset or Factory Reset package (.zip) downloaded from the Zebra website to the storage of the mobile computer.
4. Hold down Power until the “Reset” option appears, release, tap “Reset”, then immediately hold down Power and the Scan button until the Zebra boot screen appears.
5. In the Recovery screen, choose the file with the volume buttons and confirm with the Scan button.
6. When installation is complete, choose “reboot system now” with the Scan button.

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The exact package names depend on the Android version: use those given in the Zebra release notes for your version.

Source: [TC8000 Operating System Lollipop Rev A v22.06 Non-GMS Release Notes](#) [↗](#) – Zebra release notes (official documentation).

Zebra TC8000 Android update: Lollipop and Recovery mode

What the Zebra release notes say about moving from KitKat to Lollipop.

Why does my Zebra TC8000 mobile computer take so long to restart after the Lollipop update?

Message: `Android is upgrading...` before the home screen.

Short answer: According to Zebra, the first update from KitKat to Lollipop takes about 8 minutes, including nearly 7 minutes of start-up for optimisation. Wait without switching off the mobile computer; start-up also takes longer after a Factory Reset or an Enterprise Reset.

LIKELY CAUSE

The move to Android 5.1.1 (Lollipop) changes the partition structure. The release notes state that a reset is then required and that user data is not backed up by default, as with an Enterprise Reset.

Caution: The update to Lollipop is not backed up by default: back up the data before you start.

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UPDATING AND CHECKING

1. Check in the release notes that the part number of your mobile computer supports Lollipop: some part numbers support only Lollipop.
2. Copy the full update package (Full Package Update) to the storage of the mobile computer, connected to the PC via USB.
3. Enter Recovery mode (see the [Enterprise Reset](#) entry) and install the full package first.
4. Then install the Factory Reset or Enterprise Reset package if the release notes require it.
5. Choose “reboot system now” and let the mobile computer display “Android is upgrading...”.
6. Check the build number in Settings > About Device.
7. Set the date and time: turn off “Automatic date & time” and “Automatic time zone”, enter the time zone, date and time, then turn both options back on.

The Zebra release notes also state that reverting to KitKat automatically triggers an Enterprise Reset and that it is prohibited on mobile computers fitted with the Kepler engine and on Premium models with 2 GB of RAM.

Source: [TC8000 Operating System Lollipop Rev A v22.06 Non-GMS Release Notes](#)  – Zebra release notes (official documentation).

Zebra TC8000 display and unlocking: sleep mode and forgotten code

Display sleep, waking and lock-out after several incorrect code entries.

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Why does my Zebra TC8000 mobile computer make me wait 30 seconds before unlocking it?

Symptoms: lock screen blocked after several attempts.

Short answer: After five incorrect entries of the PIN code, pattern or password, the TC8000 enforces a 30-second wait. If you have forgotten it, Zebra refers you to the system administrator.

LIKELY CAUSE

The TC8000 screen lock works in single-user mode (PIN, pattern or password) or in multi-user mode (user name and password).

WHAT TO DO

1. Wait 30 seconds, then enter the code again.
2. In multi-user mode, check the user name being used.
3. If you have forgotten the code, contact your system administrator.

Source: Chapter 2: Using the TC8000 – TC8000 User Guide (MN002410A01) (official documentation).

Why does the display on my Zebra TC8000 mobile computer turn off after a few minutes?

Symptoms: black display after a period without use.

Short answer: The mobile computer goes into sleep mode after the delay set in Display > Sleep: 5 minutes by default, from 15 seconds to 30 minutes. Wake it with the Power button or the trigger.

LIKELY CAUSE

Sleep mode is triggered when Power is pressed or after the inactivity timeout set in the display settings.

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WHAT TO DO

1. Press Power or the trigger to wake the mobile computer.
2. Open Settings > Display > Sleep and choose a longer delay if necessary.
3. Adjust other wake-up sources in the Wake-Up Sources setting.
4. Bear in mind that a short delay saves battery.

Source: Chapter 2: Using the TC8000 – TC8000 User Guide (MN002410A01) (official documentation).

When should you call a technician for a Zebra TC8000 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:

- **Persistent charging error:** If the light remains flashing red even though the temperature is correct, the guide refers you to Zebra support, with the serial number, model and software version.

Avoiding recurring faults on the Zebra TC8000 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 TC8000 mobile computer troubleshooting: frequently asked questions

How do I do a hard reset on a Zebra TC8000?

Hold down the Power button, the trigger and the PTT button simultaneously for five seconds, then release when the mobile computer restarts. Zebra reserves the hard reset for a mobile computer that no longer responds; try the soft reset first (Power, then Reset). [See the detailed entry.](#)

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Why is the light on my Zebra TC8000 flashing red?

According to Zebra, fast flashing red indicates a charging error: temperature outside the 0 to 40 °C range, or charging that lasts about eight hours without completing. Solid red indicates rather a battery in poor condition. [See the detailed entry.](#)

How long does it take to charge a Zebra TC8000?

According to Zebra, the 6,700 mAh battery charges fully in about four hours at room temperature. The light is solid orange while charging and solid green when charging is complete. [See the detailed entry.](#)

Can I change the battery on the Zebra TC8000 without switching it off?

Yes, the TC8000 supports hot-swapping. Wi-Fi stays connected for 30 seconds and RAM is preserved for 20 minutes. Insert the charged battery within 30 seconds to keep the session. [See the detailed entry.](#)

What is the difference between Enterprise Reset and Factory Reset on the Zebra TC8000?

According to Zebra, the Enterprise Reset erases all partitions and data except the Enterprise partition and the /sdcard storage. The Factory Reset also erases the Enterprise partition; only /sdcard is kept. Both are installed from Recovery mode. [See the detailed entry.](#)

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How do I disable hands-free scanning on the Zebra TC8000?

Open Settings > Hands Free Scanning and choose Hands Free Off under Scanning Mode. This is the default value; hands-free scanning applies only to imager models. [See the detailed entry.](#)

Why does my Zebra TC8000 take so long to start after the update?

According to Zebra, the first update from KitKat to Lollipop takes about 8 minutes, including nearly 7 minutes of start-up for optimisation. Start-up also takes longer after a Factory Reset or an Enterprise Reset. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and signals in this guide come from the official Zebra documentation listed below, consulted on 20 October 2026.

- TC8000 User Guide (MN002410A01, Rev. A, December 2015), chapters 1 to 5 – TC8000 User Guide **official**
- [TC8000 Operating System Lollipop Rev A v22.06 Non-GMS Release Notes](#) [↗](#) – Zebra release notes **official**
- [TC8000 Touch Computer Support](#) [↗](#) – Zebra Support & Downloads **official**

The official PDFs of the TC8000 Touch Computer User Guide (MN002410A03) and the TC8000 Touch Computer Integrator Guide (MN002157A03), listed on the Zebra support page, chapters 6 (Accessories) and 7 (Maintenance and Troubleshooting) of the user guide and the KitKat release notes (tc8000-kk-mr2-rev20000) were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

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See also

- [Product page on timcod.fr \(in French\): Zebra TC8000](#)
- [All troubleshooting guides for Zebra scanners and mobile computers \(DS3600, FS10, FS20, FS40 / FS70, MC3200, MC3300, MC3300ax, MC3300x, MC3400, MC9190-G, MC9200, MC9300, MC9400, TC22R, TC8300\)](#)
- [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/tc8000>, updated on 21 October 2026.

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