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TROUBLESHOOTING GUIDE

Zebra TC8300 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, TC8300 Touch Computer Product Reference Guide (MN-004218-02EN) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra TC8300 Touch product page →

In brief. The Zebra TC8300 is an all-touch Android mobile computer with a pistol grip, the successor to the TC8000, available in several configurations: base, condensation resistant, direct part marking (DPM) and extended memory. Its reference guide covers Android 11 and Android 13. Zebra delivers most alerts through the Charging/Scan light and the Battery Manager app: charging error, unhealthy battery, battery too low to start up. This guide also covers the official troubleshooting table, battery hot swap, resets, cradles and care of the desiccant back cover. Click a question to open its entry.

- **The light flashes, stays red or a message appears:** find the signal in the [lookup table](#) and open the matching entry.
- **The mobile computer no longer scans or beeps:** see [the mobile computer no longer scans](#), [no beep](#) and [Picklist mode](#).
- **The mobile computer will not start or stops responding:** see [will not turn on](#), then [soft reset](#) and [hard reset](#).

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- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights on my Zebra TC8300 mean? Find the cause by signal

The TC8300 combines a Charging/Scan light on the front, Android notifications and the Battery Manager app. The cradles have their own lights. The table links each signal to its cause and to the entry that resolves it.

Signal or message	Light (Zebra guide)	Likely cause	Entry
—	○ off, mobile computer in the cradle or on the cable	Not charging: mobile computer not seated correctly or charger not powered	Not charging
—	● solid orange	Healthy battery charging (normal)	Charging and lights
—	● solid green	Charging complete, healthy battery	Charging and lights
—	● red, flashing rapidly (2 per second)	Charging error: temperature too low or too high, or charging not complete after about eight hours	Charging error
—	● solid red	Battery in poor condition, charging or charged	Battery in poor condition

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Signal or message	Light (Zebra guide)	Likely cause	Entry
Red Wear bar or Decommission status in Battery Manager	—	Wear above 80% or battery at the end of its useful life	<u>Battery in poor condition</u>
Brief flash at power-on	one fast flash	Insufficient charge to start the mobile computer	<u>Does not start</u>
Battery removed	● red	Battery hot swap in progress	<u>Hot swap</u>
Notification at 15%, then at 10%	—	Low battery; mobile computer shuts down at 6%	<u>Switches itself off</u>
Scanning a barcode	● green	Barcode decoded successfully	<u>No longer scans</u>
Memory full message	—	Too many files or apps installed	<u>Memory full</u>
Spare battery light (cradle or charger)	● fast flashing red or solid red	Charging error, or unhealthy spare battery	<u>Battery charger</u>
Ethernet cradle: 1000 or 100/10 light	● green, solid or flashing	Ethernet link speed: 1 Gbit/s, or 100 / 10 Mbit/s	<u>Ethernet cradle</u>
30-second wait when unlocking	—	Five incorrect entries of the PIN, password or pattern	<u>Unlocking</u>

The Charging/Scan light states come from the “Charging Indicators” section of the TC8300 Touch Computer Product Reference Guide; those of the cradles come from the TC8300 Integrator Guide for Android 8.1. A dash indicates that the page consulted does not specify a light state.

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Red or flashing light on the Zebra TC8300: causes and solutions

The Charging/Scan light states that signal a charging error or a battery too low to start up.

Why does the light on my Zebra TC8300 mobile computer flash red while charging?

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

Short answer: Zebra treats this as a charging error: it is too cold or too hot, or charging has not completed after about eight hours. Place the cradle in a room between 0 and 40 °C and restart charging.

LIKELY CAUSE

The “Charging Indicators” table in the Zebra guide gives two causes for fast flashing red: a temperature that is too low or too high, and charging that goes on without completing (usually eight hours). The troubleshooting table also cites a cradle that is too hot or too cold.

Caution: Zebra asks you to charge only when the battery and charger are within the specified temperature range, to keep the charging area free of debris, flammable materials and chemicals, and to use only Zebra-compatible batteries and chargers.

WHAT TO DO

1. Check the ambient temperature around the cradle: it must stay between 0 °C and 40 °C.
2. Move the cradle away from heat sources and cold areas (loading dock, cold room).
3. Be aware that at around +37 °C, charging may stop briefly and then resume to protect the battery: this is not a fault.

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4. Put the mobile computer back in the cradle and watch the light: solid orange, then solid green.
5. If the light turns solid red, see [unhealthy battery](#).

Sources: [Charging Indicators; Device Charging](#)  – TC8300 Touch Computer Product Reference Guide (MN-004218-02EN) · [Troubleshooting the Device](#)  – TC8300 Touch Computer Product Reference Guide · [Battery Safety Guidelines](#)  – TC8300 Touch Computer Product Reference Guide (official documentation).

Why does the light on my Zebra TC8300 mobile computer flash briefly without the display turning on?

Light: one quick flash when Power is pressed, blank display.

Short answer: According to Zebra, this brief flash at power-on means the battery does not have enough charge to start up. Recharge it or replace it with a charged battery.

LIKELY CAUSE

The Zebra guide associates a fast flash of the Charging/Scan light at power-on with insufficient charge to start the mobile computer.

WHAT TO DO

1. Place the mobile computer in a powered cradle: it starts automatically as soon as it receives power.
2. Or replace the battery with a charged one, then press Power.
3. If the light stays off in the cradle, see [the mobile computer will not charge](#).

Source: [Charging Indicators; Powering on the Device](#)  – TC8300 Touch Computer Product Reference Guide (MN-004218-02EN) (official documentation).

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My Zebra TC8300 no longer scans barcodes: causes and solutions

Unreadable barcode, distance, symbology not configured, beep muted or wrong barcode scanned.

Why does my Zebra TC8300 mobile computer no longer respond when I scan a barcode?

Symptoms: no green light and no beep when the trigger is pressed.

Short answer: Zebra cites four causes: damaged barcode, unsuitable scanning distance, symbology not configured, or good-read beep disabled. Check the barcode and the distance, then the scanning settings.

LIKELY CAUSE

For a mobile computer that does not respond to scanning, the “Troubleshooting the Device” table lists: unreadable barcode, scanner outside the scanning range, mobile computer not programmed for this barcode type, good-read beep not enabled.

WHAT TO DO

1. Check that the barcode is neither damaged nor worn off.
2. Move the mobile computer closer to or further from the barcode.
3. Check that the TC8300 supports this barcode type (Specifications chapter of the guide) and that the symbology is enabled in the scanning settings.
4. Enable the good-read beep if it has been turned off (see [no beep](#)).
5. If the scan button has been remapped, restore its function: Zebra advises against remapping the scan button.
6. A successful scan turns the Charging/Scan light green.

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Depending on the configuration, the TC8300 scans with an SE965 laser or an SE4770, SE4750 (MR, DP, DPW) or SE4850 imager; it can also drive RS5100, RS6000, RS507, DS2278, DS3678, LI3678 and DS8178 external scanners.

Sources: [Troubleshooting the Device](#) – TC8300 Touch Computer Product Reference Guide · [Data Capture](#) – TC8300 Touch Computer Product Reference Guide · [Status LED; Remapping a Button](#) – TC8300 Touch Computer Product Reference Guide (MN-004218-02EN) (official documentation).

Why does my Zebra TC8300 mobile computer no longer beep when scanning?

Symptoms: the barcode is scanned, but no beep sounds.

Short answer: By default, the good-read beep follows the system notification volume. If this volume is muted, so is the beep; turn up the notification volume or have the beep adjusted in DataWedge.

LIKELY CAUSE

Zebra states that the good-read beep is set to the “Notifications” volume. DataWedge lets you assign it to another volume (ringer, music and media, alarms), which can be adjusted separately. The troubleshooting table also cites a disabled good-read beep.

WHAT TO DO

1. Turn up the notification volume with the volume buttons or in the sound settings.
2. If the beep has been assigned to another volume in DataWedge (Ringer, Music and Media, Alarms), adjust that volume.
3. Check in DataWedge that the good-read beep is enabled.

Sources: [Data Capture](#) · [Troubleshooting the Device](#) – TC8300 Touch Computer Product Reference Guide (official documentation).

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Why does my Zebra TC8300 mobile computer scan a nearby barcode instead of the one I am aiming at?

Symptoms: several barcodes in the field of view, the wrong one is decoded.

Short answer: In Decode mode, the imager decodes the first permitted barcode it sees. Picklist mode, enabled in DataWedge or by an API command, decodes only the barcode under the crosshair or aiming dot.

LIKELY CAUSE

Zebra describes two imager modes: Decode, active as long as the scan button is held or until a barcode is decoded, and Picklist, intended for when several barcodes are in the field of view.

WHAT TO DO

1. Have Picklist mode enabled in the app's DataWedge profile.
2. Aim at the barcode you want with the crosshair or aiming dot.
3. Press the trigger and wait for the green light.

Source: [Operational Modes](#)  – TC8300 Touch Computer Product Reference Guide (MN-004218-02EN) (official documentation).

Wi-Fi, USB and Ethernet cradle on the Zebra TC8300: connection problems

Wi-Fi connection on Android 11 and 13, data transfer to a computer and Ethernet cradle lights.

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Why is the data transfer from my Zebra TC8300 mobile computer to the computer incomplete?

Symptoms: no data transmitted, or partial data.

Short answer: According to Zebra, the mobile computer was disconnected during the transfer, or the communication software is incorrectly installed or configured. Reconnect the cable, resend and, if necessary, contact your administrator.

LIKELY CAUSE

For an empty or incomplete transfer, the troubleshooting table cites: disconnection during the transfer, a cable that is not properly connected, or communication software that is missing or incorrectly configured.

WHAT TO DO

1. Reconnect the programming cable and resend the data.
2. Over USB, check the cable connection according to the Accessories chapter of the guide.
3. If the communication software is the cause, call on your system administrator.

When to call a technician: if the communication software is incorrectly installed or configured: the guide refers you to the system administrator.

Source: [Troubleshooting the Device](#) – TC8300 Touch Computer Product Reference Guide (official documentation).

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Why can my Zebra TC8300 mobile computer not find the Wi-Fi network on Android 13?

Symptoms: Wi-Fi menu cannot be found, or status other than “Connected”.

Short answer: On Android 13, the network list is under Settings > Network & internet > Internet, and no longer under Wi-Fi as on Android 11. Choose the network, enter the credentials and check that the status shows “Connected”.

LIKELY CAUSE

The TC8300 guide covers Android 11 and Android 13, whose menus differ. The mobile computer obtains its address via DHCP; a static IP address is configured separately.

CONNECTING TO WI-FI

1. Open Settings > Network & internet.
2. Tap Wi-Fi (Android 11) or Internet (Android 13): the mobile computer displays the networks in range.
3. For an open network, tap it once, or touch and hold it and choose Connect.
4. For a secured network, enter the password or credentials, then Connect; if in doubt, ask your administrator for them.
5. Check that the Wi-Fi field shows “Connected”.
6. For a static address, follow the “Configuring the Device to Use a Static IP Address” section.

Source: [Connecting to a Wi-Fi Network](#)  – TC8300 Touch Computer Product Reference Guide (official documentation).

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Why does the Ethernet cradle of my Zebra TC8300 mobile computer light the 100/10 light instead of the 1000 light?

Lights: two green lights per port, “1000” and “100/10”, solid or flashing.

Short answer: The two green lights indicate the Ethernet link speed. The 1000 light comes on or flashes at 1 Gbit/s; the 100/10 light at 100 or 10 Mbit/s.

LIKELY CAUSE

On the 5-slot Ethernet cradle, each port and the side of the cradle have two green lights that come on and flash according to the data transfer rate.

READING THE LIGHTS

1. 1000 light on or flashing, 100/10 light off: link at 1 Gbit/s.
2. 100/10 light on or flashing, 1000 light off: link at 100 Mbit/s or 10 Mbit/s.
3. If no light comes on, check the cradle's power supply (Power light) and the network cable.

The Zebra guide describes what the lights mean, without a network troubleshooting procedure.

Source: [Accessories: 5-Slot Ethernet Cradle \(LED Indicators\)](#)  – Touch Computer TC8300 Integrator Guide for Android 8.1 Oreo (MN-003403-04EN) (official documentation).

My Zebra TC8300 will not charge or switches off: battery, cradles and chargers

Charging, battery health in Battery Manager, hot swap, automatic shutdowns and battery chargers.

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How do I know if the battery in my Zebra TC8300 mobile computer is worn out, and why does the light stay red?

Light: solid red · Battery Manager: red Wear bar or **Decommission** status.

Short answer: A solid red light indicates an unhealthy battery. Open Battery Manager: a red Wear bar (wear above 80%) or the “Decommission” status indicates that the battery must be replaced.

LIKELY CAUSE

Zebra distinguishes a healthy battery, which charges in orange and then turns green, from an unhealthy battery, indicated by solid red. The Battery Manager app displays wear and health status (Health): Good, Decommission (battery at the end of its useful life, to be replaced), Dead, Charge error, Over Current, Over Voltage, Below Temperature, Failure Detected or Unknown.

Caution: According to Zebra, never disassemble, crush, bend or puncture a battery; a hard drop onto a hard surface can cause it to overheat. If it leaks, avoid any contact with skin and eyes; in case of contact, rinse with water for 15 minutes and seek medical advice.

CHECK AND THEN REPLACE THE BATTERY

1. Open Battery Manager and look at the Wear bar and the Health field; tap any critical error icon to read its description.
2. For the charge level, first disconnect the mobile computer from any power source, then go to About phone > Battery Information.
3. To replace the battery, do not press the trigger, then pull the battery out of the handle: the Charging/Scan light turns red.
4. Align the new battery with the notch towards the back of the mobile computer, slide it into the handle and push until it clicks.

When to call a technician: if you suspect damage to the mobile computer or the battery:

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Zebra asks you to contact support for an inspection.

Sources: [Charging Indicators](#); [Battery Manager](#); [Checking Battery Status](#); [Replacing the Battery](#) [↗](#) – TC8300 Touch Computer Product Reference Guide (MN-004218-02EN) · [Battery Safety Guidelines](#) [↗](#) – TC8300 Touch Computer Product Reference Guide (official documentation).

Why will my Zebra TC8300 mobile computer not charge in its cradle?

Light: off, or battery still low after charging.

Short answer: A light that is off means the mobile computer is not charging: it is not seated correctly or the cradle is not powered. If the battery stays low, Zebra also cites removing it from the cradle too soon, a cradle that is too hot or too cold, or a faulty battery.

LIKELY CAUSE

The Zebra troubleshooting table gives three causes for a battery that does not charge: faulty battery, mobile computer removed from the cradle before charging finished, cradle outside the 0 to 40 °C range.

Caution: When charging over USB, Zebra asks you to connect the mobile computer only to products bearing the USB-IF logo or that have passed USB-IF compliance testing.

WHAT TO DO

1. Seat the mobile computer fully in the cradle and check the cradle's power supply.
2. Let charging run to completion: from empty to 90%, allow less than four hours for the 6,700 mAh battery and less than five hours for the 7,000 mAh battery, at room temperature.
3. Keep the cradle between 0 °C and 40 °C.
4. If the battery is faulty, replace it; if the mobile computer still does not work, perform a soft reset and then a hard reset (see [reset](#)).

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Sources: [Troubleshooting the Device](#)  – TC8300 Touch Computer Product Reference Guide · [Charging Indicators; Device Charging](#)  – TC8300 Touch Computer Product Reference Guide (MN-004218-02EN) · [Battery Safety Guidelines](#)  – TC8300 Touch Computer Product Reference Guide (official documentation).

Why does my Zebra TC8300 mobile computer lose its data when I hot swap the battery?

Light: red when the battery is removed, display off.

Short answer: Hot Swap mode only preserves data if the supercapacitor is fully charged, and RAM is only retained for about five minutes. Leave the mobile computer switched on for at least ten minutes on a charged battery before the swap, and insert the new battery quickly.

LIKELY CAUSE

When the battery is removed, the TC8300 turns off the display and enters low-power mode. According to Zebra, RAM is retained for about five minutes; Wi-Fi and Bluetooth stay connected for 30 seconds. After that, Wi-Fi is disabled and then re-enabled, and Bluetooth resets on exiting Hot Swap mode. The supercapacitor recharges in about ten minutes from the main battery.

Caution: Zebra prohibits hot swapping while the mobile computer is starting up (booting).

HOW TO HOT SWAP SUCCESSFULLY

1. Before the swap, let the mobile computer run for about ten minutes on a charged battery to charge the supercapacitor.
2. Remove the battery without pressing the trigger; the light turns red.
3. Insert a charged battery, notch towards the back, until it clicks: within 30 seconds to keep Wi-Fi and Bluetooth, within five minutes to keep RAM.
4. Never swap the battery while the mobile computer is starting up.

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The TC8300 Integrator Guide for Android 8.1 stated that RAM was retained for 20 minutes; the values above are those of the current reference guide.

Source: [Hot Swap Mode; Device Charging; Replacing the Battery](#)  – TC8300 Touch Computer Product Reference Guide (MN-004218-02EN) (official documentation).

Why does my Zebra TC8300 mobile computer switch off by itself?

Message: low battery notification at 15%, then 10%; shutdown at 6%.

Short answer: The TC8300 switches off at 6% battery, sometimes earlier if scanning and the radios are used heavily. It also goes into sleep mode after a period of inactivity: check the charge, how the battery is seated and the sleep timeout.

LIKELY CAUSE

The Zebra troubleshooting table gives four causes: inactivity, empty battery, incorrectly installed battery, and protective shutdown when the battery is low. Notifications appear at 15% (recharge soon) and at 10% (recharge required).

WHAT TO DO

1. Recharge the mobile computer as soon as the 15% notification appears.
2. Remove and then reinstall the battery if it is not properly in place.
3. Increase the sleep timeout if necessary: on battery, it can be set to 15 s, 30 s, 1, 2, 5, 10 or 30 minutes.
4. Turn off unused radios to save battery.

Sources: [Troubleshooting the Device](#)  – TC8300 Touch Computer Product Reference Guide · [Low Battery Notification; Battery Management](#)  – TC8300 Touch Computer Product Reference Guide (MN-004218-02EN) (official documentation).

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Why does the spare battery light on my Zebra TC8300 cradle flash red?

Spare battery light: fast flashing red (2 per second), or solid red.

Short answer: As on the mobile computer, fast flashing red indicates a charging error (excessive temperature or duration) and solid red an unhealthy battery. A light that is off indicates a battery that is not seated correctly or a charger that is not powered.

LIKELY CAUSE

According to Zebra, the spare battery lights follow the same code on the 2-slot cradle, the 5-slot cradles with battery charger and the 4-battery charger: solid orange while charging, solid green when charging is complete.

Caution: Use only Zebra-compatible chargers and batteries; keep metal objects away from the terminals to avoid a short circuit.

WHAT TO DO

1. Light off: reinsert the battery and check the charger's power supply.
2. Fast flashing red: bring the charger back to between 0 °C and 40 °C and let charging resume.
3. Solid red: the spare battery is unhealthy; replace it.
4. Solid green: the battery is charged and ready for a swap.

Sources: [Accessories: Spare Battery Charging LED](#)  – Touch Computer TC8300 Integrator Guide for Android 8.1 Oreo (MN-003403-04EN) · [Accessories](#)  – TC8300 Touch Computer Product Reference Guide · [Battery Safety Guidelines](#)  – TC8300 Touch Computer Product Reference Guide (official documentation).

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How do I reset a Zebra TC8300? Soft reset, hard reset and Enterprise Reset

Restarts that keep your data, then resets that erase it.

Why does my Zebra TC8300 mobile computer stay frozen, and how do I perform a soft reset or a hard reset?

Symptoms: apps no longer responding, mobile computer frozen.

Short answer: If apps stop responding, perform a soft reset: hold Power until the menu appears, then tap Restart. If the mobile computer does not respond at all, the hard reset consists of holding Power, the trigger and the PTT button together for five seconds.

LIKELY CAUSE

Zebra provides two restarts: the soft reset when an app freezes, the hard reset when the mobile computer stops responding. Neither erases data.

Caution: Zebra reserves the hard reset for a mobile computer that no longer responds.

SOFT RESET, THEN HARD RESET

1. Soft reset: keep your finger on Power until the menu opens.
2. Tap Restart: the mobile computer restarts.
3. Hard reset, only if the mobile computer no longer responds: hold Power, the trigger and the PTT button (programmable button on the back) at the same time for five seconds.
4. Release the buttons as soon as the mobile computer restarts.

The hard reset combination comes from the TC8300 Integrator Guide for Android 8.1. Resets that erase data are described in the [Enterprise Reset](#) entry.

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Sources: [Performing a Soft Reset](#) – TC8300 Touch Computer Product Reference Guide · [Resetting the TC8300: Performing a Hard Reset](#) – Touch Computer TC8300 Integrator Guide for Android 8.1 Oreo (MN-003403-04EN) (official documentation).

What does an Enterprise Reset erase on my Zebra TC8300 mobile computer, and what does it keep?

Symptoms: mobile computer needs to be reset before being reassigned or after a persistent software problem.

Short answer: According to Zebra, the Enterprise Reset erases user data in the /data partition and primary storage (/sdcard and emulated storage). Only the /enterprise folder and its subfolders are kept.

LIKELY CAUSE

The guide distinguishes the Enterprise Reset, which keeps the /enterprise folder, from the Factory Reset. The Enterprise Reset is started from the mobile computer's settings, from a microSD card or via ADB; the Factory Reset via microSD card or ADB.

Caution: The Enterprise Reset erases the user data and primary storage of the mobile computer; the Factory Reset is even more thorough.

BEFORE RESETTING

1. Back up everything that is not in the /enterprise folder.
2. Prepare the configuration files you need: Zebra asks you to provision them before the reset and restore them afterwards.
3. For the microSD or ADB methods, download the Enterprise Reset package from the Zebra Support & Downloads site.
4. Choose the method: from the mobile computer's settings, with a microSD card containing the package, or via ADB from a computer.
5. After the reset, restore the provisioned configuration files.

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The step-by-step procedure for the Enterprise Reset from the settings could not be read for the TC8300.

Sources: [Android Enterprise Reset](#) [↗](#) · [Accessories](#) (guide's table of contents: [Android Enterprise Reset](#), [Android Factory Reset](#)) [↗](#) – TC8300 Touch Computer Product Reference Guide (official documentation).

My Zebra TC8300 will not start or its memory is full: causes and solutions

The start-up and memory cases from the Zebra troubleshooting table.

Why will my Zebra TC8300 mobile computer no longer turn on?

Symptoms: blank display, no response to the Power button.

Short answer: Zebra cites three causes: discharged battery, incorrectly installed battery, or system freeze. Recharge or reinstall the battery, then perform a soft reset and, if necessary, a hard reset.

LIKELY CAUSE

The “Troubleshooting the Device” table links failure to start to an uncharged battery, a battery that is not properly in place or a system crash.

Caution: Zebra advises against hot swapping the battery during start-up.

WHAT TO DO

1. Recharge the battery or replace it with a charged battery.
2. Remove and then reinstall the battery until it clicks, notch towards the back.
3. Press Power; when placed in a powered cradle, the mobile computer starts on its own.
4. If the system is frozen, perform a soft reset, then a hard reset if the mobile computer still does not turn on (see [reset](#)).

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Sources: [Troubleshooting the Device](#)  – TC8300 Touch Computer Product Reference Guide · [Powering on the Device; Hot Swap Mode](#)  – TC8300 Touch Computer Product Reference Guide (MN-004218-02EN) (official documentation).

Why does my Zebra TC8300 mobile computer display a memory full message?

Message: the mobile computer's memory is full.

Short answer: According to Zebra, too many files are stored or too many apps are installed. Delete unnecessary files or back them up to a computer, and uninstall the added apps you no longer need.

LIKELY CAUSE

The Zebra troubleshooting table attributes this message to too many files or apps installed on the mobile computer.

WHAT TO DO

1. Delete unnecessary memos and records, or back them up to the host computer.
2. Uninstall the apps you added that are no longer used (“Uninstalling an Application” section of the guide).

Source: [Troubleshooting the Device](#)  – TC8300 Touch Computer Product Reference Guide (official documentation).

Locked screen on the Zebra TC8300: waking it up and forgotten code

Waking the mobile computer and temporary lockout after several incorrect code entries.

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Why does my Zebra TC8300 mobile computer reject my code for 30 seconds?

Symptoms: lock screen blocked after several attempts.

Short answer: After five incorrect entries of the PIN, password or pattern, the TC8300 imposes a 30-second wait. If you have forgotten the code, contact your system administrator.

LIKELY CAUSE

On waking (Power button), the lock screen appears; depending on the setting, an upward swipe is enough or a PIN, password or pattern is requested.

WHAT TO DO

1. Press Power to wake the mobile computer, then swipe up on the screen.
2. After five errors, wait 30 seconds before trying again.
3. If you have forgotten the code, contact your system administrator.

Source: [Waking the Device](#)  – TC8300 Touch Computer Product Reference Guide (MN-004218-02EN) (official documentation).

Condensation-resistant Zebra TC8300: back cover maintenance

The Condensation Resistant configuration requires periodic replacement of the desiccant back cover.

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Why do I need to replace the back cover of my condensation-resistant Zebra TC8300 mobile computer?

Symptoms: Condensation Resistant configuration, desiccant pack to be renewed.

Short answer: On “Condensation Resistant” TC8300 units, the back cover contains a desiccant pack that absorbs moisture. Zebra asks you to replace it every five months by changing the complete back cover, which is supplied vacuum-packed.

LIKELY CAUSE

The desiccant is part of the back cover: replacing the cover amounts to replacing the desiccant. Once the packaging is opened, the desiccant is exposed to the air.

Caution: Do not open the packaging before the step indicated, and fit the cover immediately after opening, as the desiccant is exposed to the air.

REPLACING THE BACK COVER

1. Remove the six screws that hold the back cover.
2. Lift off the back cover.
3. Only now open the vacuum packaging of the new cover, using scissors.
4. Take out the new cover and align it with the mobile computer.
5. Secure it with the six screws, tightened to 4.5 ± 0.2 kgf·cm.

Applies only to the Condensation Resistant configurations of the TC8300.

Source: [Condensation Resistant Rear Bezel Replacement](#)  – TC8300 Touch Computer Product Reference Guide (official documentation).

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When should you call a technician for a Zebra TC8300 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:

- **Damaged battery or mobile computer:** If you suspect damage to the mobile computer or the battery, Zebra asks you to contact support for an inspection.
- **Faulty communication software:** If a transfer remains empty or incomplete because of the communication software, the guide refers you to the system administrator.

Avoiding recurring faults on the Zebra TC8300 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 TC8300 mobile computer troubleshooting: frequently asked questions

How do I do a hard reset on a Zebra TC8300?

Hold the Power button, the trigger and the PTT button at the same time for five seconds, then release when the mobile computer restarts. Zebra reserves the hard reset for a mobile computer that no longer responds; if only the apps are frozen, a soft reset is enough (Power, then Restart). [See the detailed entry.](#)

Why is the light on my Zebra TC8300 flashing red?

Fast flashing red indicates a charging error: temperature too low or too high, or charging not complete after about eight hours. Place the cradle between 0 and 40 °C. Solid red indicates an unhealthy battery. [See the detailed entry.](#)

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How do I check the battery health of a Zebra TC8300?

Open the Battery Manager app. The Wear bar turns red above 80% wear, and the “Decommission” status indicates a battery that needs replacing. [See the detailed entry.](#)

How long does it take to charge a Zebra TC8300?

According to Zebra, at room temperature the 6,700 mAh battery goes from empty to 90% in less than four hours, and the 7,000 mAh battery in less than five hours. Do not remove the mobile computer from the cradle before charging is complete. [See the detailed entry.](#)

Can I change the battery on a Zebra TC8300 without switching it off?

Yes, thanks to Hot Swap mode, provided the supercapacitor is fully charged. RAM is retained for about five minutes, Wi-Fi and Bluetooth for 30 seconds. Never swap the battery during start-up. [See the detailed entry.](#)

At what battery level does the Zebra TC8300 switch off?

The TC8300 switches off at 6% battery, after notifications at 15% and 10%. Heavy use of scanning or the radios can cause it to shut down before 6%. [See the detailed entry.](#)

What does an Enterprise Reset erase on a Zebra TC8300?

According to Zebra, the Enterprise Reset erases user data in the /data partition and primary storage (/sdcard and emulated storage). Only the /enterprise folder is kept; back up everything else before starting the reset. [See the detailed entry.](#)

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How often should I change the desiccant in a condensation-resistant Zebra TC8300?

Zebra asks you to replace the desiccant pack every five months. It is part of the back cover, which is replaced in full using six screws; the new cover is supplied vacuum-packed. [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.

- [TC8300 Touch Computer Product Reference Guide](#) [↗](#) – TC8300 Touch Computer Product Reference Guide **official**
- [TC8300 Touch Computer Product Reference Guide \(PDF, MN-004218-02EN Rev A\)](#) [↗](#) – TC8300 Touch Computer Product Reference Guide **official**
- [Troubleshooting the Device](#) [↗](#) – TC8300 Touch Computer Product Reference Guide **official**
- [Performing a Soft Reset](#) [↗](#) – TC8300 Touch Computer Product Reference Guide **official**
- [Battery Safety Guidelines](#) [↗](#) – TC8300 Touch Computer Product Reference Guide **official**
- [Android Enterprise Reset](#) [↗](#) – TC8300 Touch Computer Product Reference Guide **official**
- [Connecting to a Wi-Fi Network](#) [↗](#) – TC8300 Touch Computer Product Reference Guide **official**
- [Data Capture](#) [↗](#) – TC8300 Touch Computer Product Reference Guide **official**
- [Accessories](#) [↗](#) – TC8300 Touch Computer Product Reference Guide **official**
- [Condensation Resistant Rear Bezel Replacement](#) [↗](#) – TC8300 Touch Computer Product Reference Guide **official**
- [Touch Computer TC8300 Integrator Guide for Android 8.1 Oreo \(MN-003403-04EN\)](#) [↗](#) – TC8300 Integrator Guide **official**

The “Performing a Hard Reset”, “Performing an Enterprise Reset From Device Settings”, “Android Factory Reset”, “Exit Window” (cleaning), “Enabling DataWedge”, “Getting Started” and “Specifications” pages of the TC8300 reference guide on docs.zebra.com were not consulted for this guide and are not cited. If the

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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 TC8300 Touch](#)
- 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](#), [TC8000](#))
- [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/tc8300>, updated on 21 October 2026.

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