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TROUBLESHOOTING GUIDE

Zebra ZQ310 Plus troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, ZQ310 Plus and ZQ320 Plus user guide (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the Zebra ZQ310 and ZQ310 Plus Series product page →](#)

In brief. The Zebra ZQ310 Plus is the 2-inch model in the ZQ300 Plus Series: a 2-inch direct thermal mobile printer (58 mm rolls) for tickets, receipts, labels and labels without a liner (linerless). This guide also applies to the first-generation ZQ310. It has no display and communicates through a light ring around the Power button and four icons (error, battery, Wi-Fi, Bluetooth). The Zebra guide mainly cites paper that has run out or is badly loaded, a cover that is not properly latched, the battery and the wireless connection; each entry follows the official procedure. Click a question to open its entry.

- **A light comes on or flashes** (yellow error icon, red ring, battery bar...): find its pattern in the [lookup table](#), then open the entry shown.
- **No error light, but tickets are unreadable:** see the [faded print](#), [missing text](#) and [unreadable characters](#) entries.
- **The mobile computer can no longer find the printer:** follow the [Bluetooth](#), [NFC](#) and [Wi-Fi](#) entries.

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

Which light is on on my Zebra ZQ310 Plus? Lookup by light

The ZQ310 Plus has no display: each state is shown by the colour and pattern of the ring around the Power button and of the Error, Battery, Wi-Fi and Bluetooth icons. Find the row that matches what you see, then open the entry.

Message or state	Lights (Zebra guide)	Likely cause	Entry
Out of Media	● Error icon solid yellow	Roll used up or paper not detected	Out of paper
Media Cover Open	● Error icon yellow, one flash per second	Paper compartment cover not latched	Cover open
Head Over Temp	● Error icon yellow, one flash every 2 seconds	Printhead thermal shutdown (70 °C)	Printhead too hot
Head Element Out	● Error icon yellow, one flash every 2 seconds	Printhead heating element out of service	Test the printhead
Flashing error with paper and cover in order	● Error icon flashing yellow	Printer program missing or corrupted	Error with no visible cause
Charge Fault	● Power ring red, two flashes per second	Battery charging fault	Charge fault

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Message or state	Lights (Zebra guide)	Likely cause	Entry
Unhealthy battery	● Power ring solid red, or pulsing red in sleep mode	Worn-out battery to be replaced	<u>Worn battery</u>
Charge below 15%	● Battery icon: the first bar flashes	Battery almost flat	<u>Battery bars</u>
No battery installed	● Battery icon: all bars flash twice per second	Printer powered without a battery	<u>Install and recharge</u>
Charging	● Power ring solid yellow, or pulsing yellow in sleep mode	Normal battery charging	<u>Recharge the battery</u>
Sleep mode	● Power ring pulsing, other icons off	20 minutes without activity	<u>Going to sleep</u>
No power	○ Everything is off	Battery flat, badly seated or new and not activated	<u>Will not switch on</u>
Bluetooth: connecting	Bluetooth icon blue, one flash every 2 seconds	Pairing or connection not completed	<u>Bluetooth</u>
Wi-Fi: association then authentication	● ● Wi-Fi icon red, then yellow, one flash every 2 seconds	Wi-Fi network not joined	<u>Wi-Fi</u>
Forced Download	● ● Wi-Fi icon alternating yellow and green	Waiting for firmware	<u>Forced download</u>

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Source of the states: the “Operator Controls”, “Forced Download Description and LED Behavior” and “Printer Status Indicators” sections of the Zebra guide shared by the ZQ310 Plus and ZQ320 Plus. The French labels come from the French guide for the ZQ300 Series (ZQ310 and ZQ320), which translates “amber” as “jaune” (yellow). The Bluetooth icon is blue and therefore has no colour dot here.

Error icon lit on the Zebra ZQ310 Plus: what does it mean?

The ZQ310 Plus Error icon is a single yellow light: solid, it indicates the paper has run out; flashing, an open cover, an overheated printhead or a faulty printhead element. Each entry gives the quick answer, the cause according to Zebra and the steps to follow.

The error icon on my Zebra ZQ310 Plus is solid yellow: how do I load more paper?

Light: Error icon solid yellow · State: **Out of Media** .

Short answer: In the Zebra guide, a solid yellow error icon means the paper has run out. Replace the roll with a roll no wider than 58 mm, then close the cover until it clicks, with the end of the paper sticking out.

LIKELY CAUSE

The out-of-paper sensor, present on all versions of the ZQ310 Plus, no longer sees paper under the printhead. If the cover is open at the same time, the icon flashes: Zebra gives priority to the “cover open” state.

Caution: Zebra warns that the tear bar has very sharp edges.

WHAT TO DO

1. Push the release button forwards: the paper compartment cover opens.

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2. Remove the empty core and drop in a new roll in the direction shown in the illustration in the guide.
3. Check the width: 58 mm maximum, or 50.8 mm (2 inches) with the spacer kit (see [loading the roll](#)).
4. Pull a little paper out of the printer and close the cover: it latches and the paper feeds out on its own.

Zebra also asks you to dust the inside with a brush and keep the sensor windows clean (cleaning table).

Sources: [Operator Controls](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Loading the Media](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Control buttons](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

What does the error icon flashing every second mean on my Zebra ZQ310 Plus?

Light: Error icon yellow, one flash per second · State: **Media Cover Open** .

Short answer: The printer detects that the paper cover is not latched. Close it firmly until it clicks: the paper then comes out a few millimetres and the icon goes off.

LIKELY CAUSE

All versions of the ZQ310 Plus have a cover open sensor (Media Door Open). Zebra gives this state priority over the out-of-paper state. A cover that is not properly latched also appears in the troubleshooting table as a cause of paper not feeding and of partial printing.

WHAT TO DO

1. Check that the paper compartment cover is fully closed along its whole length.
2. Open it again with the release button and check that the roll is in place, with the paper coming out of the printer.

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3. Close it until it latches: the paper should feed out on its own.
4. Make sure the roll is not catching against the sides (entry [paper does not come out](#)).

Sources: [Operator Controls](#) ⓘ – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Troubleshooting Topics](#) ⓘ – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Control buttons](#) ⓘ – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

Why does my Zebra ZQ310 Plus pause in the middle of printing, with the error icon flashing every two seconds?

Light: Error icon yellow, one flash every 2 seconds · State: **Head Over Temp** .

Short answer: The printhead has overheated: the printer protects itself by suspending printing. Just wait; Zebra states that printing restarts on its own once the printhead has cooled to 62 °C.

LIKELY CAUSE

Thermal shutdown as described by Zebra: at 70 °C (158 °F), the printer stops printing; at 62 °C (144 °F), it resumes. This flash pattern is shared with the “faulty printhead element” state ([Head Element Out](#)) and takes priority over all other states.

Caution: After a long series of prints, the printhead can be very hot: do not touch it until it has cooled, in line with Zebra's warning.

WHAT TO DO

1. Do not send a new print job and let the printhead cool down.
2. Wait: according to Zebra, printing resumes automatically at 62 °C.
3. Check the interrupted ticket or label: according to the English guide, the data being printed may be lost at the moment of shutdown.
4. If the icon is still flashing once the printer has cooled, check the printhead with the [configuration label](#) (entry [test the printhead](#)).

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The English guide states both that the label data may be lost at shutdown and that printing resumes without data loss; the French guide only mentions resuming without loss.

Sources: [ZQ300 Plus Series Technology](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Operator Controls](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [ZQ300 Series technology](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

Why is the error icon on my Zebra ZQ310 Plus flashing for no apparent reason?

Light: Error icon flashing yellow even though the roll is in place and the cover is latched.

Short answer: First rule out the simple causes: roll missing, printhead or cover not properly latched. If everything is in order, Zebra explains that the printer program is missing or damaged and must be reloaded.

LIKELY CAUSE

The Zebra troubleshooting table (“Flashing amber error indicator”) covers this case: with paper present and the latch closed, the icon flashes because no application is loaded or the application is corrupted.

WHAT TO DO

1. Open the cover, check that the roll is there, then close it until it latches.
2. Count the pattern: one flash per second points to an [open cover](#), one every 2 seconds to an [overheated printhead](#) or a [faulty printhead element](#).
3. If none of these causes applies, reload the printer program in [forced download mode](#).

For this case, Zebra does not specify how fast the icon flashes.

Sources: [Troubleshooting Topics](#)  · [Operator Controls](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) (official documentation).

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Labels or black marks not detected properly by the Zebra ZQ310 Plus: sensors and settings

As the Zebra guide has no calibration procedure, this entry brings together what the manufacturer says about the sensors on each version and about preparing the paper.

Why does my Zebra ZQ310 Plus not detect my labels or the black mark on my tickets?

Symptoms: print offset from the labels, black mark ignored, pre-printed tickets badly positioned.

Short answer: Not all ZQ310 Plus printers can detect the gap between two labels: according to Zebra, only the Retail and Distribution versions (indoor use) have this sensor. The guide does not give a calibration using the buttons, but it does set rules for the black mark and for sensor maintenance.

LIKELY CAUSE

Zebra describes two families. Transportation and Logistics (outdoor use, black housing): out-of-paper, black bar and cover open sensors; printing of receipts and linerless labels. Retail and Distribution (indoor use, silver and black): an additional gap sensor, standard labels accepted. The black bar sensor reads the back of the paper along the centre line of the roll; a dark pre-printed graphic in that position fools it.

CHECKS GIVEN BY ZEBRA

1. Check that your version accepts the paper you use: gap labels are reserved for the Retail and Distribution versions.
2. For black mark tickets, place the mark on the back, centred across the width of the roll, with the dimensions given in the guide (“Designing Labels” section).
3. For pre-printed tickets, leave a 15 mm strip blank in the centre of the back: no graphics, text, barcodes or dark solid areas.
4. Dust the inside with a brush and check that the sensor windows are clean.

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5. Print a configuration label: its “Sensors” section shows the sensor readings (front bar, black bar, gap).

There is no calibration procedure in the ZQ310 Plus/ZQ320 Plus guide. The black mark dimensions differ between pages of the guide: at least 15 mm wide by 4.8 to 6.0 mm long in the text, 12.7 mm wide by 2.4 to 11.0 mm long in the specifications.

Sources: [Introduction to the ZQ300 Plus Series](#) · [Designing Labels](#) · [Using Pre-Printed Receipt Media](#) · [ZQ300 Plus Series Cleaning](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) (official documentation).

Roll problems on the Zebra ZQ310 Plus: loading, feeding, jams and linerless

The ZQ310 Plus prints in direct thermal, without a ribbon: everything depends on the 58 mm roll, how it is loaded, how it feeds and, for linerless versions, how the paper sticks.

How do I load a 58 mm roll into a Zebra ZQ310 Plus?

Short answer: Release the cover with the release button, drop the roll into the compartment, then close the cover with the paper sticking out. The ZQ310 Plus takes rolls up to 58 mm wide and 40 mm in diameter; a spacer kit allows 50.8 mm paper.

ZEBRA LOADING PROCEDURE

1. Push the release button forwards to open the cover.
2. Place the roll in the compartment, oriented as shown in the illustration in the Zebra guide.
3. Leave the end of the paper sticking out and close the cover until it clicks: the paper feeds automatically.

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4. For 50.8 mm (2-inch) paper, first fit the KIT-MPM-MD2SPR5-01 spacer kit: slide the spacers into the slots provided, with the rear lugs engaged in the grooves on each side.
5. To remove a spacer, lever it upwards with a flat-blade screwdriver inserted in its top slot.

Zebra data for the ZQ310 Plus: paper 58 mm $\pm$ 0.75 mm (50.8 mm with spacers), outside diameter 40 mm maximum, core 15.875 to 22.22 mm, minimum receipt length 12.5 mm, printable width up to 48 mm.

Sources: [Loading the Media](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Media Spacers](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Specifications](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Loading the paper](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

Paper does not come out of my Zebra ZQ310 Plus: why?

Symptoms: no paper comes out, either when printing or with the paper feed button.

Short answer: Two causes according to Zebra: paper cover not properly latched, or roll rubbing against the sides of the compartment. Latch the cover and let the roll turn freely.

LIKELY CAUSE

“Media does not feed” item in the Zebra troubleshooting table: cover not closed or not latched, paper tight against the sides of the compartment.

WHAT TO DO

1. If the error icon flashes once per second, the cover is not latched: close it.
2. Open the compartment and check that the roll is not pressing against the sides.
3. Close the cover with the end of the paper outside.
4. On a linerless version, if the paper stays stuck to the platen roller, follow the [linerless](#) entry.

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Source: [Troubleshooting Topics](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) (official documentation).

A label is stuck in my Zebra ZQ310 Plus: how do I free it?

Symptoms: label stuck in the compartment or in the paper path.

Short answer: With the printer switched off, open the paper cover and apply medical alcohol where the label is stuck: this is the method in the Zebra guide. Never scrape with a sharp object.

LIKELY CAUSE

Zebra files this case under “Label jam”: an adhesive label has stuck inside.

Caution: No sharp or pointed objects inside the printer. Beware of the very sharp edges of the tear bar and of the printhead, which can be very hot after prolonged use. Zebra also prohibits pouring liquid directly onto the printer or letting it seep into the circuits.

WHAT TO DO

1. Switch off the printer: Zebra requires this before any cleaning operation.
2. Release the cover with the release button.
3. Apply medical alcohol to the area where the label is stuck, then remove it.
4. Put the roll back in place (entry [loading the roll](#)).

Sources: [Troubleshooting Topics](#) · [General Cleaning Instructions](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) (official documentation).

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How do I maintain a linerless Zebra ZQ310 Plus whose labels stick to the roller?

Symptoms: linerless labels staying on the platen roller, repeated jams.

Short answer: A linerless ZQ310 Plus gets dirty more quickly: Zebra asks you to clean the printhead with every roll, and the scraper and the inside every five rolls. When the paper no longer comes away from the platen roller, cleaning with soapy water is provided for, but only as a troubleshooting measure.

LIKELY CAUSE

The adhesive on linerless paper builds up on the printhead, the scraper and the platen roller. According to Zebra, a roller soiled by oils or dirt can hold on to the paper.

Caution: According to Zebra, washing with soapy water is an emergency solution that shortens the life of the platen roller, to the point of wearing it out completely. Switch off the printer before any cleaning.

ZEBRA MAINTENANCE FOR LINERLESS VERSIONS

1. Switch the printer off.
2. After every roll, clean the printhead (method described in the [faded print](#) entry).
3. Every five rolls, or more often if needed, clean the scraper with the adhesive side of the paper, and the inside with a fibre-free cotton bud soaked in 90% medical alcohol.
4. Only if there is a problem (paper not releasing): turn the platen roller while cleaning it with a fibre-free cotton bud dipped in 1 part liquid soap to 25 parts water, then go over it with clean water.
5. If the paper still jams after this cleaning and after feeding 1 to 2 m of paper, Zebra says to replace the platen roller.

When to call a technician: if linerless labels still jam after cleaning the platen roller and feeding 1 to 2 m of paper, the roller needs replacing according to Zebra.

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With linerless media, the ZQ310 Plus prints at 50.8 mm/s (2 inches/s) maximum, compared with 101.6 mm/s with lined paper.

Sources: [ZQ300 Plus Series Cleaning](#) · [Specifications](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) (official documentation).

Several of these faults involve the labels or paper used. TIMCOD, [Zebra reseller](#), supplies [labels and printheads](#) for thermal printers (pages in French).

Faded or incomplete tickets on the Zebra ZQ310 Plus: the Zebra checks

For print defects, Zebra first points to the printhead, the battery, the paper and the cover latch.

Why are the tickets printed by my Zebra ZQ310 Plus faded?

Symptoms: washed-out characters, low-contrast barcodes.

Short answer: Start by cleaning the printhead with a Zebra cleaning pen or a cotton bud with 90% medical alcohol. Zebra then has you check the battery, the paper quality and, for labels, the “Tone” setting (value 50).

LIKELY CAUSE

“Poor or faded print” item in the Zebra guide: dirty printhead, damaged or low battery, unsuitable paper, or a “Tone” setting other than 50 with labels.

Caution: Printer switched off, printhead cooled: the printhead can become very hot. Nothing sharp or pointed inside the printer; the tear bar is very sharp. No liquid poured directly onto the printer, and only the products listed by Zebra.

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OFFICIAL PRINTHEAD CLEANING PROCEDURE

1. Switch off the printer and wait for the printhead to cool.
2. Release the paper compartment cover: the printhead becomes accessible.
3. Wipe the thin grey line on the printhead, working from the middle towards each end, with a Zebra cleaning pen (sold separately) or a cotton bud soaked in 90% medical alcohol.
4. With lined paper, also clean the platen roller while turning it, using a fibre-free cotton bud or a lint-free cloth barely moistened with medical alcohol of 90% or more.
5. Inspect the battery; recharge or replace it if necessary.
6. Check the quality of the roll and, for labels, that “Tone” is set to 50.

Zebra maintenance schedule: printhead and platen roller every five rolls (more often if necessary), printhead with every roll for linerless. Zebra also advises adjusting contrast and speed to the paper in use.

Sources: [Troubleshooting Topics](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [General Cleaning Instructions](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [ZQ300 Plus Series Cleaning](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [General cleaning instructions](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

Why is part of the text missing on the tickets from my Zebra ZQ310 Plus?

Symptoms: incomplete ticket, unprinted bands or areas.

Short answer: The Zebra guide has you check three points: the position of the paper, the condition of the printhead and the cover latch. Straighten the roll, clean the printhead and close the cover until it clicks.

LIKELY CAUSE

“Partial or missing print” item: misaligned paper, dirty printhead or cover not latched.

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WHAT TO DO

1. Check the alignment of the paper in the compartment.
2. Clean the printhead following the [Zebra method](#).
3. Latch the cover.
4. If gaps remain, print a [configuration label](#): the line of interlocking “x” characters at the top checks each element of the printhead.

On the ZQ310 Plus, the printable area is at most 48 mm wide according to Zebra.

Sources: [Troubleshooting Topics](#) · [Specifications](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) (official documentation).

Zebra ZQ310 Plus printhead: testing it with the configuration report

The configuration report begins with a line of patterns used to check each element of the thermal printhead.

How do I test the printhead on a Zebra ZQ310 Plus?

Light: Error icon yellow, one flash every 2 seconds · State: `Head Element Out`.

Short answer: Print the configuration label: its first line, made up of interlocking “x” characters, is used to check each of the printhead elements. An error icon flashing every two seconds can also indicate a faulty element.

LIKELY CAUSE

Zebra attributes this flash pattern either to a faulty printhead element (Head Element Out) or to an overheated printhead (Head Over Temp). It takes priority over cover open and out of paper.

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Caution: Switch off the printer and let the printhead cool before cleaning it.

WHAT TO DO

1. After a long series of prints, first let the printer cool down: the cause may be an overheated printhead.
2. Load a roll without a black mark (journal paper) and print the configuration label.
3. Examine the line of interlocking “x” characters: Zebra prints it to check all the printhead elements.
4. Clean the printhead as described in the faded print entry, then print the label again.

When to call a technician: if the configuration label will not print or if the fault is not covered by the Troubleshooting section, Zebra refers you to its technical support.

Sources: [Operator Controls](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Verify the Printer Is Working](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Calling Technical Support](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Checking that the printer is working properly](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

TIMCOD supplies [printheads for thermal printers](#) (page in French).

Zebra ZQ310 Plus connection: Bluetooth, NFC, Wi-Fi and USB cable

Depending on the version, the ZQ310 Plus communicates over Bluetooth only or over Wi-Fi and Bluetooth, and always over USB Type-C. Here are the checks Zebra provides for each connection.

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My Zebra ZQ310 Plus is on but does not print: what should I check?

Symptoms: nothing comes out, communication error message in the application.

Short answer: Zebra suggests three lines of enquiry: a replacement battery, the cable to the host device and, for wireless, re-establishing the link. For a communication error, also check the paper, that the printhead is closed and the Wi-Fi or Bluetooth icon.

LIKELY CAUSE

Two items in the Zebra troubleshooting section: “No print” (battery, cable, wireless link interrupted) and “Communication error” (no paper, printhead open, wireless icon off, USB cable at fault).

Caution: Connect and disconnect the communication cable with the printer switched off, as Zebra instructs.

WHAT TO DO

1. If an error icon is lit, identify it in the [lookup table](#).
2. Install a charged battery.
3. Over USB, check the cable to the computer or mobile computer; replace it if there is a communication error.
4. Wireless link: paper present, printhead closed, Wi-Fi or Bluetooth icon lit? Then reconnect the printer ([Bluetooth](#) and [Wi-Fi](#) entries).
5. The [configuration label](#) shows the status of the Bluetooth and Wi-Fi links.

Sources: [Troubleshooting Topics](#)  · [Cable Communication](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) (official documentation).

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How do I connect a Zebra ZQ310 Plus to a smartphone or mobile computer over Bluetooth?

Blue Bluetooth icon: off = no link · one flash every 2 s = connecting · solid = connected · two flashes per second = data received.

Short answer: Stay within about ten metres and check that the printer is visible (discoverable). The simplest method, on an NFC smartphone, is to tap the Print Touch icon on the side of the printer.

LIKELY CAUSE

Zebra quotes a range of about 10 m. A printer that is not discoverable can only be paired by a device that already knows its Bluetooth address (BDADDR) or has already paired with it. The minimum security mode chosen on the printer also matters: in modes 3 and 4, only numeric comparison is accepted.

WHAT TO DO

1. Wake the printer from sleep with a short press (less than 3 seconds) on Power; a Bluetooth-only version also wakes up on its own when a Bluetooth connection arrives.
2. Bring the mobile computer within about 10 m.
3. Get the Bluetooth address by scanning its barcode on the printer, or from the configuration label (“Address”, “Discoverable” and “Minimum Security Mode” lines).
4. With numeric comparison, confirm the pairing only if the same six-digit number appears on both sides.
5. On a smartphone (Android or iOS), the free Zebra Printer Setup Utility app manages the connection; on a Windows PC, Zebra Setup Utilities changes the Bluetooth settings, including the security mode.
6. The pairing is remembered after switching off (bonding enabled by default): there is no need to redo it on every round.

Bluetooth 4.0 Classic and Low Energy; the ZQ310 Plus is MFi certified for Apple devices running iOS.

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Sources: [Bluetooth Networking Overview](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Operator Controls](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Zebra Printer Setup Utilities](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Bluetooth networking overview](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

The NFC Print Touch on my Zebra ZQ310 Plus does not respond: what should I do?

Symptoms: no response when the smartphone touches the printer.

Short answer: Bring the device closer: Zebra sets the read distance at no more than 7.62 cm (3 inches) from the Print Touch icon, located on the side of the printer. Beyond that, the NFC link is not established.

LIKELY CAUSE

The printer's NFC tag is passive: it contains, in a URL, the Bluetooth address that the smartphone reads in order to pair. The “No NFC connectivity” item in the Zebra troubleshooting section cites distance as the cause.

WHAT TO DO

1. Use a smartphone or tablet with NFC.
2. Bring it up to the Print Touch icon on the side of the printer, no more than 7.62 cm away.
3. The device reads the Bluetooth address and pairs without any further action.
4. If NFC pairing does not succeed, pair the printer using standard Bluetooth (entry [Bluetooth](#)).

According to Zebra, the NFC tag can also open an app (Zebra or third-party) or a support web page.

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Sources: [NFC Use Cases](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Troubleshooting Topics](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [NFC applications](#) – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

My Zebra ZQ310 Plus will not join the Wi-Fi network: why?

Wi-Fi icon: flashing red = associating · flashing yellow = authenticating · solid green = connected · fast flashing green = data received.

Short answer: First check that your ZQ310 Plus actually has Wi-Fi: models fitted with it carry the words “Wireless Network Printer” on the serial number label. If the Wi-Fi icon keeps flashing red or yellow, association or authentication is failing: redo the network configuration with Zebra Setup Utilities.

LIKELY CAUSE

The Zebra guide reserves the dual Wi-Fi and Bluetooth radio for the Retail and Distribution versions; the Transportation and Logistics versions only have Bluetooth. The Wi-Fi icon flashes red while the printer associates with the network, yellow during authentication, then stays green once both steps have succeeded.

WHAT TO DO

1. Read the serial number label: without the words “Wireless Network Printer”, the printer has no Wi-Fi module.
2. Print a [configuration label](#): the wireless section gives the radio, the MAC address, the IP address and the association status (“Associated”).
3. Set up the network with Zebra Setup Utilities, the reference tool for WLAN, or Zebra Net Bridge 2.8 and later.
4. For details of the commands, Zebra refers you to the “Wireless Configuration for 802.11n and Bluetooth Radios” guide (P1048352-001).
5. The WLAN address can be read by scanning the barcode provided under the printer.

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USB communication does not light any indicator: only the Wi-Fi and Bluetooth links show their activity.

Sources: [WLAN Overview](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Operator Controls](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Introduction to the ZQ300 Plus Series](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Wireless local area network \(WLAN\) overview](#) – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

Why does my Zebra ZQ310 Plus print meaningless symbols?

Symptoms: a string of characters unrelated to the document sent (garbled print).

Short answer: The Zebra guide points to the communication speed (baud rate). To find out what the printer is actually receiving, put it in DUMP mode, the communications diagnostics provided by Zebra.

LIKELY CAUSE

“Garbled print” item in the Zebra troubleshooting section: communication speed to be checked.

WHAT TO DO (DUMP MODE)

1. Compare the baud rate shown on the configuration label with that of the application.
2. Start printing the configuration label using the two-button method (entry [configuration label](#)).
3. At the end of the second diagnostic report, press the paper feed button within 3 seconds: “Entering DUMP mode” is printed. If you are too late, the printer prints “DUMP mode not entered” and returns to normal mode.
4. Send the print again from the application: each item of data received is printed as ASCII hexadecimal code with its text equivalent (a full stop if the character is not printable). A “.dmp” file is also saved; the Label Vista application can open it.
5. Exiting DUMP mode: switch off, wait 5 seconds, switch back on.

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Sources: [Troubleshooting Topics](#) · [Communications Diagnostics](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) (official documentation).

Zebra ZQ310 Plus battery: charging, red lights and battery life

On a printer worn on the belt, the PowerPrecision+ battery is the first suspect. These entries explain the charge lights and repeat Zebra's usage advice.

Why does my Zebra ZQ310 Plus stay off when I press the Power button?

Symptoms: no lights, no response to the button.

Short answer: Keep your finger on Power until the light comes on, check that the battery is seated correctly, then recharge or replace it. Note: a new battery leaves the factory in sleep mode and must first be put on charge.

LIKELY CAUSE

The Zebra troubleshooting section (“No power”) cites a battery that is badly installed or flat. New batteries are shipped in sleep mode, with their contacts protected by insulating tape. Only genuine Zebra PowerPrecision+ batteries will run the ZQ310 Plus.

Caution: Remove the battery with the printer switched off, to limit the risk of corruption. Do not short-circuit its terminals (risk of burns, injury or fire); do not burn it, open it or expose it to more than 65 °C.

WHAT TO DO

1. Hold Power until the light comes on: all the icons light up while the button is pressed.
2. Do not exceed 5 seconds during start-up, otherwise the sequence stops and everything switches off.

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3. Check the battery: its clip towards the rear of the printer, the front engaged in the compartment, the rear pushed in until it clicks. If a belt clip is in the way, swivel it.
4. New battery: peel off the insulating tape starting from the tab underneath, then activate it by charging it (AC-to-USB adapter and Type-C cable, or 1-slot or 3-slot charger). Give it a full charge before the first round.
5. Recharge or replace the battery.

Sources: [Troubleshooting Topics](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) ·

[Installing/Removing Battery and Battery Tape Insulator](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Battery Safety](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) ·

[Installing/removing the battery and the battery insulating tape](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

How do I charge a Zebra ZQ310 Plus and tell whether the battery is full?

Light: Power ring solid yellow while charging, solid green when the battery is full, pulsing yellow if charging in sleep mode.

Short answer: Connect the AC-to-USB adapter to the USB Type-C port, hidden under a rubber flap: the Power ring stays yellow while charging and turns solid green when the battery is full. For a fleet, Zebra offers 1-slot and 3-slot chargers and 1-bay and 5-bay cradles.

Caution: Only use chargers approved by Zebra: an unapproved charger can damage the battery or the printer and voids the warranty. Keep chargers away from liquids and from metal objects that could fall into the slots.

ZEBRA CHARGING PROCEDURE

1. Connect the USB cable to the AC adapter and plug the adapter in.
2. Rotate the rubber flap in an anticlockwise direction so as to uncover the USB port.
3. Insert the reversible Type-C plug: charging starts whether the printer is on or off.
Printing while charging makes it take longer.

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4. Spare batteries: 1-slot or 3-slot charger, less than 4 hours for a full charge.
5. In a cradle: 1-bay (about 3 h 30 min) or 5-bay (less than 4 hours). The paper compartment cannot be accessed while in the cradle; remove the shoulder strap before placing the printer in it.
6. Keep to the 0 to 37 °C range for charging: around 37 °C, charging may cut out intermittently to protect the battery, which the light indicates.
7. Are the three bars of the Battery icon flashing together, twice per second? No battery is in place: install one.

The guide mentions three charging temperature ranges: 0 to 37 °C (charging section), 0 to 40 °C (specifications), 0 to 45 °C (battery overview). A vehicle adapter is also available.

Sources: [Charging the Battery](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Charger Safety](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Operator Controls](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Charging the battery](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

What does the fast red flashing mean on my Zebra ZQ310 Plus while it is charging?

Light: Power ring red, two flashes per second · State: **Charge Fault** .

Short answer: Two red flashes per second: this is Zebra's code for a charge fault. Check the ambient temperature and the charger, then recharge or replace the battery.

LIKELY CAUSE

Zebra uses this code for a charge fault, whether or not the battery is healthy; the 1-slot and 3-slot chargers display it in the same way.

Caution: Zebra warns that an unapproved charger may damage the battery or the printer, and that it voids the warranty.

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WHAT TO DO

1. Charge within the range specified by Zebra (0 to 37 °C in the charging section): as it approaches 37 °C, charging may be interrupted.
2. Only use a charger approved by Zebra.
3. Check that the battery is a genuine Zebra PowerPrecision+ and that it is properly clicked in.
4. Restart charging or fit another battery.

When to call a technician: if the charge fault reappears after these checks, Zebra asks you to contact its technical support for any problem that the Troubleshooting section does not solve.

Zebra does not provide a specific procedure for charge faults: these checks follow its charging and troubleshooting instructions.

Sources: [Printer Status Indicators](#) ↗ – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Charging the Battery](#) ↗ – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Charging the battery](#) ↗ – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

My Zebra ZQ310 Plus has a solid red light: does the battery need replacing?

Light: solid red ring around Power, pulsing red if the printer is in sleep mode · State: “unhealthy” battery.

Short answer: Yes: according to Zebra, a solid red ring indicates an unhealthy battery, both while charging and once charged. Replace it with a genuine Zebra PowerPrecision+ battery.

LIKELY CAUSE

Each PowerPrecision+ battery tracks its own wear in real time: cumulative cycles, charging time and when it should be taken out of service. A healthy battery shows yellow then green; an unhealthy battery stays solid red.

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Caution: Do not burn or open the used battery, and protect its terminals from any short circuit, which can cause burns, injury or fire according to Zebra.

WHAT TO DO

1. Check the “Battery Health” and “Battery Cycle Count” lines on the [configuration label](#).
2. Install a genuine Zebra PowerPrecision+ battery: Zebra specifies that the printer only works correctly with this model.
3. Take the old battery to a recycling scheme, as the disposal instructions in the guide require.

The guide points out that any rechargeable battery can only take a limited number of charges before it needs replacing.

Sources: [ZQ300 Plus Series Technology](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Operator Controls](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Printing a Configuration Report](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [ZQ300 Series technology](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

What do the bars on the battery light of my Zebra ZQ310 Plus mean, and why is one of them flashing?

Light: Battery icon, first bar flashing = less than 15% charge.

Short answer: Three green bars indicate 66% or more, two bars 33% or more, one bar 15% or more. When the first bar flashes, less than 15% is left: recharge or change the battery.

LIKELY CAUSE

Three-bar charge indicator described by Zebra, off when the printer is switched off.

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WHAT TO DO

1. Recharge the battery or replace it with a fully charged battery (entry [recharge the battery](#)).
2. If all three bars flash together twice per second, there is no battery in the printer.
3. Low battery or cold: printing may also slow down (entry [slow printing](#)).

Sources: [Operator Controls](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Control buttons](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

How do I extend the battery life of a Zebra ZQ310 Plus?

Symptoms: battery no longer lasts the day, frequent recharging.

Short answer: First look at the battery date code: after one year, Zebra considers that a drop in battery life may be due to normal ageing. Recharge or replace it, then follow the usage advice in the guide.

LIKELY CAUSE

Over time, a rechargeable battery holds its charge less well and can only be recharged a limited number of times.

ZEBRA ADVICE

1. Check the battery date code; recharge or replace the battery.
2. Protect the battery from direct sunlight and from temperatures above 40 °C.
3. Only charge it with a Zebra charger for lithium-ion batteries.
4. Set the print contrast and speed to suit the paper, and enable XON/XOFF software flow control if possible.
5. For a logo or text repeated on every label, consider pre-printed paper.
6. If the printer is not going to be used for at least a day, remove the battery (except for maintenance charging); keep a spare battery available.

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Sources: [Troubleshooting Topics](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Extending Battery Life](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Extending battery life](#) – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

My Zebra ZQ310 Plus switches off after a few minutes: how do I set the sleep mode?

Light: Power ring pulsing (green, yellow or red depending on the charge), other icons off.

Short answer: It does not switch off: it goes into sleep mode after 20 minutes without activity, a setting enabled by default. A press of less than 3 seconds on Power wakes it up; Zebra Setup Utilities lets you change the delay.

LIKELY CAUSE

Automatic sleep after 20 minutes of inactivity is enabled at the factory (`power.sleep.enable` parameter).

WHAT TO DO

1. Wake the printer with a short press (less than 3 seconds) on Power; a Bluetooth-only version also wakes up when a Bluetooth connection arrives.
2. To switch off completely, press for about 3 seconds: the error icon lights up, the ring flashes, then everything goes off.
3. Change the delay with `power.sleep.timeout` (value in seconds), or disable sleep mode with `power.sleep.enable` , from Zebra Setup Utilities.

Sources: [Operator Controls](#) – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Control buttons](#) – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

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Why does my Zebra ZQ310 Plus print more slowly in the cold?

Symptoms: tickets coming out more slowly, outdoors in winter or when the battery is nearly flat.

Short answer: The battery is under strain (low voltage or cold): the printer activates its power-saving mode and prints each line in several segments, and therefore more slowly. Recharge the battery; this behaviour is set by the SGD command `print.cold_temp_comp` .

LIKELY CAUSE

Power Save mode as described by Zebra: when the battery condition drops because of low voltage or cold, the printer splits the lines to prevent the battery from shutting down, at the cost of speed.

WHAT TO DO

1. Fit a charged battery or recharge the one in place.
2. Power-saving mode is switched on or off with the SGD command `print.cold_temp_comp` .

Zebra also describes a draft mode (`media.draft_mode` , off by default), optimised for text-only tickets with no reversed images, solid black areas or barcodes. Maximum speed of the ZQ310 Plus: 101.6 mm/s with lined media, 50.8 mm/s with linerless.

Sources: [Power Save Mode](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Draft Mode](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Power save mode](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

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Windows driver and firmware for the Zebra ZQ310 Plus

Installing the right driver before connecting the USB cable and reloading the printer program: the two procedures provided by Zebra.

How do I install the driver for a Zebra ZQ310 Plus on Windows when it appears as an “unspecified device”?

Symptoms: printer connected over USB, not found in the Windows printer list.

Short answer: Zebra recommends installing the driver before connecting over USB for the first time. If it is too late, use Device Manager: update the printer driver by pointing it to the folder of the downloaded Zebra driver.

LIKELY CAUSE

If it is connected before the driver is installed, Windows lists the printer as an unspecified device in “Devices and Printers”.

Caution: Switch the printer off to connect or disconnect the USB cable.

WHAT TO DO

1. Get the Windows driver for the ZQ310 Plus from the Zebra support page (v10 driver recommended) and install it before connecting the printer.
2. The installation wizard has you accept the licence, then choose the model (shown on the printer label) and the USB port.
3. Printer already connected: open Device Manager, select the printer and update its driver by browsing to the folder of the downloaded driver.
4. Connect the USB 2.0 cable (Type-C on the printer, Type-A on the computer) with the printer switched off; the Type-C plug fits either way round, without forcing.

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5. Zebra Setup Utilities can also add the printer (Install New Printer) and change its settings.

Sources: [What to Do If You Forget to Install Printer Drivers First](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Installing Drivers and Connecting to a Windows-Based Computer](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Cable Communication](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [ZQ310 Plus/ZQ320 Plus Mobile Printer Support](#)  – Zebra ZQ310 Plus/ZQ320 Plus support page (official documentation).

How do I put a Zebra ZQ310 Plus into forced download mode to reload the firmware?

Light: Wi-Fi icon alternating yellow and green = ready to receive · flashing green = downloading · solid green = finished.

Short answer: A combination of the paper feed and Power buttons puts the ZQ310 Plus into forced download mode, which Zebra provides for when the printer no longer works. The firmware (Printer OS) and the ZDownloader utility are available on the Zebra support page.

ZEBRA PROCEDURE: FORCED DOWNLOAD MODE

1. Press and hold the paper feed button, then hold Power until the power light flashes (about 1/4 of a second).
2. Release Power: the error icon starts pulsing.
3. Keep pressing the paper feed button until the Wi-Fi icon turns yellow then green; then release it.
4. The Wi-Fi icon alternates yellow and green: send the firmware.
5. During the transfer, the Wi-Fi icon flashes green; it turns solid green at the end, then the printer restarts.

Same combination as for the configuration label: for the label, you release the paper feed button as soon as the icon turns yellow. Firmware listed on the Zebra support page at the time of consultation: Printer OS v101.21.30Z (Link-OS v6.9). No factory reset is described in the guide.

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Sources: [Forced Download Description and LED Behavior](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [ZQ310 Plus/ZQ320 Plus Mobile Printer Support](#)  – Zebra ZQ310 Plus/ZQ320 Plus support page · [Description of forced download and LED indicator behaviour](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

Zebra ZQ310 Plus diagnostics: the configuration label

The configuration label summarises the printer's status; several entries in this guide refer to it.

How do I print a configuration label on a Zebra ZQ310 Plus?

Short answer: Zebra calls this the two-key method: with the printer switched off and journal paper loaded, hold down the paper feed button, press Power until the light flashes and release it, then release the paper feed button when the Wi-Fi icon turns yellow. “Building Two-Key Report” is printed, followed by the report.

TWO-KEY METHOD (ZEBRA PROCEDURE)

1. Switch off the printer and load a roll of journal paper, with no black mark on the back.
2. Press and hold the paper feed button.
3. While holding it, press Power until the power light flashes (about 1/4 of a second), then release Power: the error icon pulses.
4. Keep the paper feed button pressed until the Wi-Fi icon lights up yellow, then release it: the Wi-Fi icon goes off and the error icon stops pulsing.
5. The Zebra logo, “Building Two-Key Report” and then the report are printed: a line of interlocking “x” characters (printhead test), software version, model, serial number, baud rate, Bluetooth and wireless settings, battery status.

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When to call a technician: if the configuration label does not print, or if the fault is not covered in the Troubleshooting section, Zebra asks you to call its technical support with the model, the serial number and the 15-digit product configuration code (PCC).

Serial number and PCC code: on the label on the back of the printer. The report also shows the serial number.

Sources: [Printing a Configuration Report](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Verify the Printer Is Working](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Calling Technical Support](#)  – ZQ310 Plus and ZQ320 Plus User Guide (P1131153-01EN) · [Checking that the printer is working properly](#)  – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

When should you call a technician for a Zebra ZQ310 Plus?

The entries favour recharging, cleaning, reloading paper and checking the links. The Zebra guide provides for contacting technical support or replacing a part in these situations:

- **Linerless labels still jamming after cleaning:** platen roller to be replaced according to Zebra.
- **Faulty printhead element that persists:** call Zebra technical support once the checks in the guide have been exhausted.
- **“Charge fault” that keeps returning:** call Zebra technical support after checking the temperature, the charger and the battery.
- **Configuration label impossible to print:** call Zebra technical support, with the model, serial number and PCC code to hand.

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Avoiding recurring faults on the Zebra ZQ310 Plus: preventive maintenance

Several entries in this guide point to sensors that are badly positioned or dirty, a printhead or platen roller that needs cleaning, or unsuitable settings or consumables. These are exactly the points 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): scheduled preventive visits by certified technicians, with a detailed report. What it brings to a ZQ310 Plus fleet:

Fewer breakdowns, less downtime

Fewer production interruptions caused by label printers.

Worn parts detected in time

Printhead, platen roller, sensors: spotted before they cause a breakdown.

Regular cleaning and checks

Printhead, rollers and sensors cleaned and checked at every visit.

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

Legible barcodes, with darkness and printhead pressure suited to your consumables.

Fewer emergency call-outs

Incidents are handled during scheduled visits rather than as emergency repairs.

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Zebra technicians

Support from teams who know your equipment.

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

Zebra ZQ310 Plus troubleshooting: frequently asked questions

What does the yellow light mean on a Zebra ZQ310 Plus?

According to Zebra, a solid yellow error icon means the paper has run out. If it flashes once per second, the paper cover is not latched; if it flashes every two seconds, the printhead is too hot or a printhead element is faulty. [See the detailed entry.](#)

Why is the light on my Zebra ZQ310 Plus flashing red?

Two red flashes per second on the Power ring indicate a charge fault. Check the ambient temperature and the charger, then recharge or replace the battery. Solid red instead indicates an unhealthy battery that needs replacing. [See the detailed entry.](#)

How do I print the configuration label on a Zebra ZQ310 Plus?

With the printer switched off and journal paper loaded, hold down the paper feed button, press Power until the light flashes and release it. Release the paper feed button when the Wi-Fi icon turns yellow: “Building Two-Key Report” is printed, followed by the report. [See the detailed entry.](#)

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What roll size does a Zebra ZQ310 Plus take?

The ZQ310 Plus takes rolls up to 58 mm wide and 40 mm in diameter. A spacer kit (KIT-MPM-MD2SPR5-01) allows 50.8 mm paper to be used. The printable area reaches 48 mm. [See the detailed entry.](#)

How do I connect a Zebra ZQ310 Plus to a phone?

The simplest way is to hold an NFC smartphone within 7.62 cm of the Print Touch icon: it reads the Bluetooth address and pairs without any further action. Otherwise, pair it over Bluetooth within about 10 m, using the Zebra Printer Setup Utility app. [See the detailed entry.](#)

How long does a Zebra ZQ310 Plus take to charge?

Zebra quotes less than 4 hours with the 1-slot and 3-slot chargers or the 5-bay cradle, and about 3 h 30 min with the 1-bay cradle. Printing while charging makes it take longer. Charge between 0 and 37 °C. [See the detailed entry.](#)

How do I clean the printhead on a Zebra ZQ310 Plus?

With the printer switched off and the printhead cooled, wipe the thin grey line on the printhead from the middle towards the ends with a Zebra cleaning pen or a cotton bud soaked in 90% medical alcohol. Zebra advises doing this every five rolls, and with every roll for linerless. [See the detailed entry.](#)

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My Zebra ZQ310 Plus switches itself off: is this normal?

Yes: it goes into sleep mode after 20 minutes without activity, a setting enabled by default. A press of less than 3 seconds on Power wakes it up. The delay can be changed with Zebra Setup Utilities. [See the detailed entry.](#)

Sources consulted

The causes, procedures and light states in this guide are taken from the official Zebra documents below, consulted on 20 October 2026.

- [ZQ310 Plus and ZQ320 Plus User Guide](#)  – Zebra ZQ310 Plus and ZQ320 Plus user guide (P1131153-01EN, PDF) **official**
- [ZQ300 Series – Mobile printers – User guide](#)  – Zebra ZQ310 and ZQ320 French user guide (P1093810-04FR, PDF) **official**
- [ZQ310 Plus/ZQ320 Plus Mobile Printer Support](#)  – Zebra support page **official**

The “Dépannage” (Troubleshooting) chapter and the cleaning table in the French guide P1093810-04FR, the English ZQ310/ZQ320 guide (P1093810-04EN), the [zebra.com/us](#) support pages for the ZQ300 Series and [docs.zebra.com](#) were not consulted for this guide and are not cited; no [supportcommunity.zebra.com](#) article was consulted. 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 ZQ310 and ZQ310 Plus Series](#)
- All Zebra printer troubleshooting guides ([ZT230](#), [ZT410](#), [ZT421](#), [ZT420](#), [ZT411](#), [S4M](#), [GK420](#), [ZD421](#), [GX420](#), [QLn420](#), [ZQ630](#), [ZQ511](#), [ZQ610 Plus](#), [ZQ510](#), [ZC100](#) and [ZC300](#), [ZD410](#), [ZD411](#), [ZD420](#), [ZD500R](#), [ZD510-HC](#), [ZD611](#), [ZD620](#), [ZD621](#), [ZQ320 Plus](#), [ZQ620 Plus](#), [ZT231](#), [ZT510](#), [ZT610](#) and [ZT620](#), [ZXP Series 7](#))
- [Maintenance and repair of Zebra printers](#)

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- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [TIMCOD, Zebra reseller](#) (in French)
- [Zebra labels and consumables for thermal printers](#) (in French)
- [Printer cleaning kits](#) (in French)

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

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

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

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🔧 TECHNICAL HOTLINE	+33 3 74 45 45 37

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44470 Carquefou

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PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/zebra/zq310-plus>, updated on 21 October 2026.

Need a technician? Contact TIMCOD

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

