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TROUBLESHOOTING GUIDE

Zebra ZQ320 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 ZQ320 and ZQ320 Plus Series product page** →

In brief. The Zebra ZQ320 Plus is a 3-inch direct thermal mobile printer (paper up to 80 mm) for receipts, labels and labels without a liner (linerless); this guide also covers the first-generation ZQ320. It has no display: it shows its states through the light ring on the Power button and four icons (error, battery, Wi-Fi, Bluetooth). The causes most often cited in the Zebra guide are running out of paper, a cover that is not properly closed, the battery (charging, fault, battery life), a dirty printhead and the wireless link. Each entry follows the cause and the procedure in the official guide. Click a question to open its entry.

- **A light is on or flashing** (yellow error, red ring, battery bar...): find its pattern in the [lookup table](#) and open the matching entry.
- **No error light, but the print is poor:** see the [faded print](#), [partial print](#) and [label detection](#) entries.

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- **The printer no longer communicates:** see the [Bluetooth](#), [Wi-Fi](#) and [no printing](#) entries.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights on my Zebra ZQ320 Plus mean? Lookup by light

The ZQ320 Plus displays no text messages: it shows its states through the light ring on the Power button and four backlit icons (error, battery, Wi-Fi, Bluetooth). The table links each light state documented by Zebra to its cause and to the troubleshooting entry.

Message or state	Lights (Zebra guide)	Likely cause	Entry
Out of Media	● Error solid yellow	No more paper detected	Out of paper
Media Cover Open	● Error yellow flashing once per second	Paper cover open or not properly latched	Cover open
Head Over Temp	● Error yellow flashing once every 2 seconds	Printhead above 70 °C, thermal shutdown	Printhead overheating
Head Element Out	● Error yellow flashing once every 2 seconds	Faulty printhead element	Faulty printhead dot

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Message or state	Lights (Zebra guide)	Likely cause	Entry
Error light flashing, paper loaded and printhead latched	● Error flashing yellow	Printer application missing or corrupted	<u>Flashing error with no visible cause</u>
Charge Fault	● Power ring red, flashing twice per second	Fault while charging the battery	<u>Charge fault</u>
Unhealthy battery	● Power ring solid red (pulsing red in sleep mode)	PowerPrecision+ battery at the end of its life	<u>Faulty battery</u>
Charge below 15%	● Battery: first green bar flashing	Battery almost flat	<u>Low battery</u>
Printer on without a battery	● Battery: all bars flash twice per second	No battery installed	<u>Install and charge the battery</u>
Charging	● Power ring solid yellow (pulsing yellow in sleep mode)	Battery charging, normal operation	<u>Battery charging</u>
Sleep mode	● Power ring pulsing, other lights off	Automatic sleep after 20 minutes of inactivity	<u>Going to sleep</u>
No power	○ No lights	Battery flat, badly installed or new and still in sleep mode	<u>Will not switch on</u>

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Message or state	Lights (Zebra guide)	Likely cause	Entry
Bluetooth: connecting	Bluetooth blue, flashing once every 2 seconds	Bluetooth link being established	Bluetooth
Wi-Fi: association then authentication	● ● Wi-Fi red, then yellow, flashing once every 2 seconds	Connection to the wireless network not completed	Wi-Fi
Forced Download	● ● Wi-Fi alternating yellow and green	Printer waiting for firmware	Forced download mode

The light states come from the “Operator Controls”, “Forced Download Description and LED Behavior” and “Printer Status Indicators” sections of the Zebra ZQ310 Plus/ZQ320 Plus guide; the French labels in quotation marks come from the French guide for the ZQ300 Series. Zebra uses “amber” in English and “jaune” (yellow) in French for the same colour. The Bluetooth light is blue: it has no colour dot in this table.

Zebra ZQ320 Plus error light: causes and solutions

The yellow error light on the ZQ320 Plus has three patterns documented by Zebra (solid, once per second, once every two seconds), plus one case of flashing with no visible cause. For each one: the short answer, the cause, the steps to follow and, where the guide provides for it, the point at which you should hand over to support.

Why does the error light on my Zebra ZQ320 Plus stay solid yellow?

Light: Error solid yellow · State: **Out of Media** (“Fin de papier”, out of paper, in the French guide).

Short answer: According to Zebra, a solid yellow error light means that the printer no longer detects any paper. Open the cover, load a new roll no wider than 80 mm, then close the cover until it clicks, leaving the end of the paper sticking out.

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LIKELY CAUSE

The Zebra guide associates the solid yellow error light with the “out of paper” state: the out-of-paper sensor, present on all versions of the ZQ320 Plus, no longer detects any media. If the cover is also open, the “cover open” state (flashing) takes priority.

Caution: Zebra points out that the edges of the tear bar are very sharp.

WHAT TO DO

1. Push the release button forwards to open the paper compartment cover.
2. Place a new roll in the compartment, in the orientation shown in the illustration in the Zebra guide.
3. Check the width of the roll: 80 mm maximum, or 76.2 mm with the spacer kit (see [loading paper](#)).
4. Close the cover while pulling the end of the paper out by hand: the cover should click into place and the paper feed out on its own.

The Zebra cleaning table asks you to brush the inside of the printer regularly and keep the sensor windows free of dust.

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).

Why does the error light on my Zebra ZQ320 Plus flash once per second?

Light: Error yellow flashing once per second · State: **Media Cover Open** .

Short answer: This pattern indicates that the paper compartment cover is open or not properly latched. Close it firmly until it clicks; the paper should then feed out on its own.

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LIKELY CAUSE

Zebra links this flashing to the cover open sensor (Media Door Open), present on all versions. This state takes priority over out of paper. A cover that is not properly latched also prevents the paper from feeding and is listed among the causes of partial printing in the troubleshooting table.

WHAT TO DO

1. Check that the paper compartment cover is fully closed.
2. Open it with the release button, and check that the roll is properly in place and that the end of the paper comes out of the printer.
3. Close the cover until it clicks into place: the paper feeds out on its own and the error light should go off.
4. Check that the roll is not rubbing against the sides of the compartment (see [paper not feeding](#)).

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 ZQ320 Plus stop printing with the error light flashing every two seconds?

Light: Error yellow flashing once every 2 seconds · State: **Head Over Temp** .

Short answer: The printhead has exceeded its temperature limit and the printer has suspended printing. Let it cool down: according to Zebra, printing resumes on its own when the printhead drops back to 62 °C.

LIKELY CAUSE

Zebra describes a thermal shutdown: the printer detects printhead overheating at 70 °C (158 °F) and stops printing, then resumes automatically at 62 °C (144 °F). The same flash pattern also indicates a faulty printhead element ([Head Element Out](#)); this state takes



priority over all others.

Caution: The printhead can be very hot after prolonged printing: Zebra asks you to let it cool before doing any work on it.

WHAT TO DO

1. Let the printer cool down without starting another print.
2. Wait for printing to resume automatically, which Zebra puts at 62 °C.
3. Check the receipt or label being printed: the English guide states that its data may be lost at the moment of shutdown.
4. If the light is still flashing once the printhead has cooled, check the printhead with the [configuration report](#) (entry [faulty printhead dot](#)).

The Zebra guides state that printing resumes without loss of quality; the English guide does, however, specify that the data for the label being printed may be lost at the point of shutdown.

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).

The error light on my Zebra ZQ320 Plus is flashing even though paper is loaded and the cover is closed: what should I do?

Light: Error flashing yellow, paper in place and printhead latched.

Short answer: First check that the paper is loaded correctly and that the printhead is closed and latched. If so, the Zebra guide states that the printer application is missing or corrupted: the program must be reloaded.

LIKELY CAUSE

In the Zebra troubleshooting table, a flashing yellow error light when paper is present and the latch is closed means that no application is present or that the application is corrupted.

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WHAT TO DO

1. Check that the roll is in place and that the cover is closed and latched.
2. Identify the pattern: once per second means an open cover; once every 2 seconds, overheating or a faulty printhead dot.
3. If the paper and cover are in order, reload the printer program using forced download mode.

The troubleshooting table does not specify the flash pattern associated with this case.

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

My Zebra ZQ320 Plus does not detect labels or the black mark: sensors and settings

The Zebra guide does not describe a calibration procedure using the buttons; it does, however, specify which sensors each version has and how to prepare the paper so that they detect it.

My Zebra ZQ320 Plus does not detect the gap between labels or the black mark: what should I check?

Symptoms: offset printing, labels not detected, pre-printed receipts misaligned.

Short answer: First check that your version has the right sensor: only the “Retail and Distribution” ZQ320 Plus versions (indoor use) have a gap sensor and accept standard labels. The Zebra guide does not describe a calibration using the buttons; it does, however, give the rules for positioning black marks.



LIKELY CAUSE

According to Zebra, the Transportation and Logistics versions (outdoor use, black housing) have out-of-paper, black bar and cover open sensors, and print receipts and linerless labels. The Retail and Distribution versions (indoor use, silver and black) add a gap sensor and accept standard labels. The black bar sensor reads the back of the paper at the centre of the roll: dark pre-printed graphics in this area interfere with detection.

CHECKS GIVEN BY ZEBRA

1. Make sure the media you use matches your version: gap labels only on the Retail and Distribution versions.
2. For black mark receipts, the mark must be on the back, centred across the width of the roll, and meet the dimensions given in the guide (“Designing Labels” section).
3. On pre-printed receipts, keep a 15 mm central strip on the back clear: no graphics, text, barcodes or dark coloured areas.
4. Brush the inside of the printer and check that the sensor windows are free of dust.
5. Print a configuration report: the “Sensors” section shows the values of the front bar, black bar and gap sensors.

The ZQ310 Plus/ZQ320 Plus user guide contains no calibration procedure. It gives two different values for the black mark: at least 15 mm wide and 4.8 to 6.0 mm long in the text, 12.7 mm wide and 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).

Paper problems on the Zebra ZQ320 Plus: loading, feeding, jams and linerless

The ZQ320 Plus does not use a ribbon: its feed problems concern the roll of paper or labels, how it is loaded, how it feeds and, on linerless versions, how the labels stick.

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How do I load a roll of paper into a Zebra ZQ320 Plus?

Short answer: Open the cover with the release button, place the roll in the compartment in the direction shown, then close the cover with the paper sticking out. The ZQ320 Plus accepts rolls up to 80 mm wide and 40 mm in diameter.

ZEBRA LOADING PROCEDURE

1. Push the release button forwards to open the paper compartment cover.
2. Insert the roll into the compartment, in the orientation shown in the illustration in the Zebra guide.
3. Pull the end of the paper out by hand and close the cover until it clicks: the paper then feeds out on its own.
4. For a 76.2 mm (3-inch) roll, first fit the KIT-MPM-MDSPR5-01 spacer kit: slide each spacer into the areas provided, with the lugs engaged in the side grooves of the compartment.
5. To remove a spacer, insert a flat-blade screwdriver into the top slot and pull upwards.

Zebra specifications for the ZQ320 Plus: paper 80 mm ± 0.75 mm (76.2 mm with spacers), outside diameter 40 mm maximum, core 15.875 to 22.22 mm, receipts 12.5 mm minimum, print width up to 72 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).

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Why does the paper not feed in my Zebra ZQ320 Plus?

Symptoms: nothing comes out when you press the paper feed button or start a print.

Short answer: Zebra cites two causes: a paper cover that is not properly closed, or a roll rubbing against the sides of the compartment. Close the cover until it latches and check that the roll turns freely.

LIKELY CAUSE

Zebra troubleshooting table (“Media does not feed”): paper cover not closed and not latched, or paper jammed against the sides of the compartment.

WHAT TO DO

1. Check that the cover is closed and latched: the error light should not be flashing once per second.
2. Open the cover and check that the roll is not pressing against the sides of the compartment.
3. Close the cover, leaving the end of the paper sticking out.
4. With linerless labels that stay stuck to the platen roller, see the [linerless](#) entry.

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

How do I remove a label stuck in my Zebra ZQ320 Plus?

Symptoms: label stuck in the paper path.

Short answer: Switch off the printer, open the paper cover, then apply medical alcohol where the label is stuck to loosen it. Never use a sharp object.

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LIKELY CAUSE

The Zebra troubleshooting table covers label jams (“Label jam”): a label is sticking in the compartment or in the paper path.

Caution: Never insert sharp or pointed objects into the printer. The edges of the tear bar are very sharp and the printhead can be very hot after prolonged printing. The guide also prohibits pouring liquid directly onto the printer and letting it get into the circuits.

WHAT TO DO

1. Switch off the printer, as Zebra requires before any cleaning.
2. Open the paper cover with the release button.
3. Apply medical alcohol to the area of the stuck label, then remove it.
4. Reload the paper (see [loading paper](#)).

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

Why do labels without a liner (linerless) stick or jam in my Zebra ZQ320 Plus?

Symptoms: the label stays stuck to the platen roller, repeated jams with linerless paper.

Short answer: Linerless versions require closer maintenance: according to Zebra, the printhead is cleaned after every roll, and the scraper and the inside every five rolls. If the label no longer comes away from the platen roller, clean the roller with soapy water, a procedure reserved for emergencies.

LIKELY CAUSE

Linerless paper is adhesive over its entire surface. Zebra states that a platen roller contaminated with oils or dirt may no longer release the paper.

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Caution: Zebra presents cleaning with soapy water as an emergency procedure: it shortens the life of the platen roller, or even wears it out. Switch off the printer before cleaning.

ZEBRA PROCEDURE FOR LINERLESS VERSIONS

1. Switch off the printer before any cleaning.
2. Printhead: clean it after every roll (method in the [faded print](#) entry).
3. Scraper (linerless versions only): clean it with the adhesive side of the paper, every five rolls or more often if needed.
4. Inside: clean it with 90% medical alcohol and a fibre-free cotton bud, every five rolls or more often.
5. Platen roller, only if there is a problem (paper no longer coming away): turn it and clean it with a fibre-free cotton bud dipped in one part liquid soap to 25 parts water, then rinse with clean water.
6. If the linerless paper still jams after this cleaning and after feeding 1 to 2 m of paper, the platen roller needs replacing.

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

Print speed of the ZQ320 Plus according to Zebra: 76.2 mm/s (3 inches/s) with linerless, compared with 101.6 mm/s (4 inches/s) with lined media.

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).

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Faded or incomplete print on the Zebra ZQ320 Plus: what should I do?

Zebra links most print defects to the cleanliness of the printhead, the condition of the battery, the paper and whether the cover is closed.

Why is the print from my Zebra ZQ320 Plus faded or of poor quality?

Symptoms: faded text and barcodes, uneven printing.

Short answer: Zebra first advises cleaning the printhead with a cleaning pen or a cotton bud soaked in 90% medical alcohol. Then check the battery and the paper quality; for labels, the “Tone” setting must be at 50.

LIKELY CAUSE

The Zebra troubleshooting table (“Poor or faded print”) cites four causes: dirty printhead, damaged or flat battery, paper of insufficient quality and, for labels, a “Tone” setting other than 50.

Caution: Switch off the printer before any cleaning; the printhead can be very hot after prolonged printing. Never insert sharp or pointed objects, and beware of the very sharp edges of the tear bar. Never pour liquid directly onto the printer and only use the products in the Zebra cleaning table.

OFFICIAL PRINTHEAD CLEANING PROCEDURE

1. Switch off the printer and let the printhead cool.
2. Open the paper cover to access the printhead.
3. Wipe a Zebra cleaning pen (not supplied) or a cotton bud soaked in 90% medical alcohol along the thin grey line on the printhead, from the centre towards the edges.
4. With lined paper, turn the platen roller and clean it with a fibre-free cotton bud or a lint-free cloth lightly moistened with medical alcohol of 90% or more.
5. Check that the battery is not damaged, then recharge or replace it if necessary.

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6. Check the quality of the paper and, for labels, check that the “Tone” setting is at 50.

Frequency recommended by Zebra: printhead and platen roller every five rolls, or more often if necessary; printhead after every roll with linerless paper. The guide also recommends adjusting the print contrast and speed to the paper.

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 does my Zebra ZQ320 Plus print incomplete receipts or receipts with missing areas?

Symptoms: partial printing, missing areas or lines.

Short answer: Zebra gives three checks: paper alignment, printhead cleanliness and whether the cover is closed. Reposition the roll, clean the printhead and close the cover until it clicks.

LIKELY CAUSE

Zebra troubleshooting table (“Partial or missing print”): paper misaligned, dirty printhead, or paper cover not properly closed and latched.

WHAT TO DO

1. Open the cover and check the alignment of the paper in the compartment.
2. Clean the printhead following the [Zebra procedure](#).
3. Close the cover until it locks.
4. If areas are still missing, print a [configuration report](#): its line of interlocking “x” characters is used to check all the printhead elements.

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

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Zebra ZQ320 Plus printhead: checking for a faulty dot

The error light and the configuration report let you check the condition of the thermal printhead.

How can I tell whether the printhead on my Zebra ZQ320 Plus is faulty?

Light: Error yellow flashing once every 2 seconds · State: `Head Element Out` .

Short answer: An error light flashing every two seconds can indicate a faulty printhead element. Print a configuration report: its line of interlocking “x” characters lets you check each printhead element.

LIKELY CAUSE

Zebra associates this flashing with two states: faulty printhead element (Head Element Out) or printhead overheating (Head Over Temp). This state takes priority over cover open and out of paper.

Caution: The printhead can be very hot after prolonged printing: let it cool and switch off the printer before cleaning it.

WHAT TO DO

1. If the printer has just been printing for a long time, let it cool down: it may be overheating.
2. Load journal paper (without a black mark) and print a configuration report.
3. Examine the line of interlocking “x” characters at the top of the report: Zebra prints it to check that all the printhead elements are working.
4. Clean the printhead (procedure in the faded print entry), then print the report again.

When to call a technician: if the configuration report does not print or if the problem is not solved by the Troubleshooting section, Zebra asks you to contact its technical support.

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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) · [Control buttons](#) – ZQ300 Series – User Guide (P1093810-04FR) (official documentation).

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

The Zebra ZQ320 Plus will not connect: Bluetooth, NFC, Wi-Fi and USB

The ZQ320 Plus communicates over USB Type-C, Bluetooth and, on the Retail and Distribution versions, Wi-Fi. These entries cover the checks and tools given by Zebra.

Why does my Zebra ZQ320 Plus print nothing even though it is switched on?

Symptoms: no printing, communication error reported by the application.

Short answer: Zebra advises replacing the battery, checking the cable to the host device and, on wireless models, re-establishing the connection. In the event of a communication error, also check that paper is loaded, the printhead is closed and the Wi-Fi or Bluetooth icon is lit.

LIKELY CAUSE

The Zebra troubleshooting table distinguishes between “No print” (battery, cable, wireless link lost) and “Communication error” (no paper, printhead open, wireless icon off, faulty USB cable).

Caution: Switch off the printer before connecting or disconnecting a communication cable.

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WHAT TO DO

1. Look at the lights: if an error light is on, refer to the [lookup table](#).
2. Replace the battery with a charged battery.
3. Over USB, check the cable to the host device and replace it if there is a communication error.
4. Over wireless, check that paper is loaded, the printhead is closed and the Wi-Fi or Bluetooth icon is lit, then re-establish the connection ([Bluetooth](#) and [Wi-Fi](#) entries).
5. Print a [configuration report](#) to check the status of the Bluetooth and wireless links.

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

My Zebra ZQ320 Plus will not connect over Bluetooth: what should I check?

Blue Bluetooth light: off = no connection · flashing every 2 s = connecting · solid = connected · flashing twice per second = receiving data.

Short answer: Bring the device within about 10 m and check that the printer is discoverable. You can also pair it by tapping the Print Touch icon (NFC) with a compatible smartphone.

LIKELY CAUSE

According to Zebra, the Bluetooth range is about 10 m. If the printer is not discoverable, the device can only pair with it if it already knows its Bluetooth address (BDADDR) or has already been paired. The minimum security mode set on the printer also limits the pairing methods: modes 3 and 4 only accept numeric comparison.

WHAT TO DO

1. Wake the printer if it is in sleep mode (press Power for less than 3 seconds); a Bluetooth-only printer also wakes up on its own when a Bluetooth connection is initiated.

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2. Place the device within about 10 m of the printer.
3. Note the Bluetooth address by scanning the barcode provided on the printer, or read it on the [configuration report](#) (Bluetooth section: “Address”, “Discoverable”, “Minimum Security Mode”).
4. When pairing with numeric comparison, check that the six-digit number is the same on both devices.
5. On Android or iOS, use the Zebra Printer Setup Utility app; on Windows, Zebra Setup Utilities lets you change the Bluetooth settings, including the security mode.
6. There is no need to pair again each time you use it: the pairing is remembered (bonding enabled by default).

The ZQ320 Plus supports Bluetooth 4.0 (Classic and Low Energy) and Apple's MFi programme for iOS devices.

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).

How do I pair my Zebra ZQ320 Plus with a smartphone using NFC (Print Touch)?

Symptoms: nothing happens when the smartphone touches the printer.

Short answer: Tap the Print Touch icon, on the side of the printer, with an NFC smartphone or tablet. Zebra asks you to hold the device no more than 7.62 cm (3 inches) from the icon; any further away and the NFC link fails.

LIKELY CAUSE

The printer has a built-in passive NFC tag that contains its Bluetooth address in a URL: the device reads it and starts pairing. The Zebra troubleshooting table (“No NFC connectivity”) cites too great a distance as the cause of failure.

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WHAT TO DO

1. Use an NFC-compatible smartphone or tablet.
2. Bring it within 7.62 cm of the Print Touch icon, on the side of the printer.
3. The device reads the Bluetooth address from the tag, then connects and pairs automatically.
4. If it fails, use standard Bluetooth pairing (entry [Bluetooth](#)).

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

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).

Why will my Zebra ZQ320 Plus not connect to Wi-Fi?

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

Short answer: First check that your ZQ320 Plus has Wi-Fi: only the Retail and Distribution versions (indoor use) have the dual Wi-Fi and Bluetooth radio. If the Wi-Fi light keeps flashing red or yellow, the printer is failing to associate or authenticate: check its network configuration with Zebra Setup Utilities.

LIKELY CAUSE

The Transportation and Logistics versions are supplied with Bluetooth only. According to Zebra, the Wi-Fi light flashes red while associating with the network and yellow during authentication; it turns solid green when the printer is associated and authenticated.

WHAT TO DO

1. Check the serial number label: printers fitted with the Wi-Fi module carry the words “Wireless Network Printer”.

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2. Print a [configuration report](#): the wireless section shows the radio, the MAC address, the IP address and whether the printer is associated (“Associated”).
3. Configure or correct the network settings with Zebra Setup Utilities, the main tool for WLAN, or with Zebra Net Bridge (version 2.8 or later).
4. For detailed configuration commands, Zebra refers you to its “Wireless Configuration for 802.11n and Bluetooth Radios” guide (P1048352-001).
5. To note the WLAN address, scan the corresponding barcode under the printer.

Data received over USB produces no indication on the panel; only the Wi-Fi and Bluetooth links have an activity light.

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 ZQ320 Plus print unreadable characters?

Symptoms: meaningless characters, “scrambled” print (garbled print).

Short answer: Zebra says to check the baud rate of the link. To see exactly what the printer is receiving, use the communications diagnostics mode, known as DUMP mode.

LIKELY CAUSE

The Zebra troubleshooting table (“Garbled print”) associates garbled print with the communication speed.

WHAT TO DO (COMMUNICATIONS DIAGNOSTICS)

1. Check the baud rate: its value appears on the configuration report.
2. To start the diagnostics, print the configuration report using the two-key method (entry [configuration report](#)).

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3. At the end of the second diagnostic report, press the paper feed button within 3 seconds: the printer prints “Entering DUMP mode”. If you do not press it, it prints “DUMP mode not entered” and returns to normal operation.
4. Send the print from the application: the printer prints the ASCII hexadecimal codes received and their text equivalent (a full stop for non-printable characters). It also saves a “.dmp” file, which can be viewed with the Label Vista application.
5. To exit DUMP mode, switch off the printer, wait 5 seconds, then switch it back on.

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

Zebra ZQ320 Plus battery: charging, lights and battery life

The PowerPrecision+ lithium-ion battery is at the heart of most faults on a mobile printer. These entries explain the charge lights, the faults and Zebra's advice for extending battery life.

My Zebra ZQ320 Plus will not switch on: what should I do?

Symptoms: no light comes on when you press Power.

Short answer: Hold the Power button down until the light comes on, check that the battery is installed correctly, then recharge or replace it. A new battery is supplied in sleep mode: it must be put on charge before first use.

LIKELY CAUSE

Zebra cites a battery that is badly installed or flat. New batteries are shipped in sleep mode to preserve their capacity, with insulating tape over the contacts. The printer only works with genuine Zebra PowerPrecision+ batteries.

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Caution: Switch off the printer before removing the battery to limit the risk of corruption. Avoid any short circuit of the terminals (burns, injury, fire); do not incinerate or dismantle the battery and do not expose it to more than 65 °C.

WHAT TO DO

1. Hold the Power button down until the light comes on: all the lights come on while the button is held down.
2. Do not hold it for more than 5 seconds during start-up: this cancels the sequence and turns off all the lights.
3. Check how the battery is installed: battery clip facing the rear of the printer, front of the battery slid into the compartment, rear pushed in until it clicks.
4. On a new battery, remove the insulating tape (pull the tab under the battery) and wake it up by putting it on charge: AC-to-USB adapter with Type-C cable, or 1-slot or 3-slot charger. Charge it fully before first use.
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 the battery in my Zebra ZQ320 Plus, and what do the charge lights mean?

Light: Power ring solid yellow = charging · solid green = charged · pulsing yellow = charging in sleep mode.

Short answer: Connect the AC-to-USB adapter to the printer's USB Type-C port, under the rubber cover: the Power button ring turns yellow while charging, then solid green. Zebra also offers 1-slot and 3-slot chargers and 1-bay and 5-bay cradles.

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Caution: Only use chargers approved by Zebra: any other charger can damage the battery or the printer and voids the warranty. Do not place chargers where liquids or metal objects could fall into the slots.

ZEBRA CHARGING PROCEDURE

1. Connect the USB cable to the AC adapter, then plug the adapter into a socket.
2. Turn the rubber cover anticlockwise to uncover the USB port.
3. Plug in the Type-C end, which fits either way round: the printer starts charging whether it is on or off. Charging takes longer if you print at the same time.
4. Spare battery: 1-slot or 3-slot charger, full charge in less than 4 hours.
5. Printer in a cradle: 1-bay cradle (about 3 h 30 min, paper compartment inaccessible) or 5-bay cradle (less than 4 hours). Move the shoulder strap out of the way before placing the printer in it.
6. Charge between 0 and 37 °C: close to 37 °C, charging may stop briefly to protect the battery, which the light indicates.
7. If all the bars on the battery light flash twice per second, the printer is running without a battery: install one.

The Zebra guide gives several charging temperature ranges: 0 to 37 °C for the chargers, 0 to 40 °C in the specifications, 0 to 45 °C in the 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).

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Why is the Power button light on my Zebra ZQ320 Plus flashing red rapidly?

Light: Power button ring flashing red twice per second · State: **Charge Fault** .

Short answer: According to Zebra, fast red flashing (twice per second) indicates a charge fault. Check the charging temperature and the charger in use, then recharge or replace the battery.

LIKELY CAUSE

The Zebra guide defines a charge fault by this pattern, whether or not the battery is in good condition. The same code appears on the 1-slot and 3-slot chargers.

Caution: Do not use an unapproved charger: it can damage the battery or the printer and voids the warranty.

WHAT TO DO

1. Check that charging takes place within the temperature range given by Zebra (0 to 37 °C in the charging section); close to 37 °C, charging may be suspended.
2. Only use a charger approved by Zebra.
3. Check that the battery is a genuine Zebra PowerPrecision+ battery, correctly installed.
4. Recharge or replace the battery.

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

The guide does not detail a procedure specific to charge faults: the checks above follow its charging and troubleshooting instructions.

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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).

Why does the Power button light on my Zebra ZQ320 Plus stay solid red?

Light: Power ring solid red (pulsing red in sleep mode) · State: unhealthy battery.

Short answer: According to Zebra, a solid red ring indicates an unhealthy battery, whether it is charging or charged. PowerPrecision+ batteries record their wear: replace it with a genuine Zebra battery.

LIKELY CAUSE

The PowerPrecision+ battery continuously measures its condition, including the total number of cycles and when it should be taken out of service. Zebra distinguishes between batteries operating normally (yellow while charging, green once charged) and unhealthy ones (solid red in both cases).

Caution: Do not incinerate or dismantle the used battery and avoid any short circuit of its terminals: Zebra warns of a risk of burns, injury or fire.

WHAT TO DO

1. Print a [configuration report](#): the “Battery Health” and “Battery Cycle Count” lines show the battery's condition and number of cycles.
2. Replace the battery with a genuine Zebra PowerPrecision+ battery, the only one with which the printer works correctly.
3. Have the used battery recycled in line with the disposal instructions in the Zebra guide.

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

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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).

Why is one bar of the battery light on my Zebra ZQ320 Plus flashing?

Light: Battery, first green bar flashing (charge below 15%).

Short answer: The first bar flashes when the charge drops below 15%. Recharge the battery or replace it with a charged battery.

LIKELY CAUSE

The Zebra battery indicator has three green bars: three bars for 66% or more, two for 33% or more, one for 15% or more. Below 15%, the first bar flashes. The bars are off when the printer is switched off.

WHAT TO DO

1. Put the printer on charge or install a charged battery (entry [charging the battery](#)).
2. If all the bars flash twice per second, no battery is installed.
3. A low or cold battery can also slow printing 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).

Why does the battery in my Zebra ZQ320 Plus last less and less time?

Symptoms: reduced battery life, more frequent recharging.

Short answer: Check the battery date code: after more than a year, Zebra considers that reduced battery life may be down to normal ageing. Recharge or

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replace it, and follow Zebra's advice for extending its service life.

LIKELY CAUSE

A rechargeable battery gradually loses its ability to hold a charge and can only take a limited number of recharges.

ZEBRA ADVICE FOR EXTENDING BATTERY LIFE

1. Check the battery date code, then recharge or replace it.
2. Do not expose the battery to direct sunlight or to more than 40 °C.
3. Only use a Zebra charger designed for lithium-ion batteries.
4. Adjust the print contrast and speed to the paper; use XON/XOFF software flow control if possible.
5. If all the labels carry the same text or the same logo, consider pre-printed labels.
6. Remove the battery if the printer will be left unused for a day or more and you are not doing maintenance charging; keep a spare battery available.

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).

Why does my Zebra ZQ320 Plus go into sleep mode on its own?

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

Short answer: The ZQ320 Plus goes into sleep mode after 20 minutes of inactivity; this setting is enabled by default. A press of less than 3 seconds on Power wakes it up, and the delay can be changed with Zebra Setup Utilities.

LIKELY CAUSE

Zebra enables automatic sleep after 20 minutes of inactivity by default (`power.sleep.enable` parameter).

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WHAT TO DO

1. Press Power for less than 3 seconds to wake the printer. A Bluetooth-only printer also wakes up on its own when a Bluetooth connection is initiated.
2. To switch it off completely, hold the button for about 3 seconds: the error light comes on, the ring flashes, then everything goes off.
3. To change the delay, send the `power.sleep.timeout` parameter (in seconds) with Zebra Setup Utilities; `power.sleep.enable` turns sleep mode on or off.

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

Why does my Zebra ZQ320 Plus print more slowly in cold weather or when the battery is low?

Symptoms: slower printing, especially in the cold or when the battery is nearly flat.

Short answer: When the battery is under strain (low voltage or cold), the printer switches to power-saving mode: it splits each line into smaller segments, which slows printing down. Recharge the battery; this mode is set with the SGD command `print.cold_temp_comp` .

LIKELY CAUSE

According to Zebra, Power Save mode is triggered when the battery condition deteriorates because of low voltage or low temperature; it prevents the battery from shutting down at the cost of slower printing.

WHAT TO DO

1. Recharge the battery or replace it with a charged battery.
2. Turn power-saving mode on or off with the SGD command `print.cold_temp_comp` .

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The guide also describes a draft mode (`media.draft_mode` , off by default), optimised for receipts made up only of text, with no reversed images, solid black areas or barcodes. Maximum speed of the ZQ320 Plus according to Zebra: 101.6 mm/s with lined media, 76.2 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).

Zebra ZQ320 Plus driver and firmware: installation and reloading

Installing the Windows driver and reloading the firmware using forced download mode, according to the Zebra guide and support page.

My Zebra ZQ320 Plus appears as an “unspecified device” in Windows: how do I install the driver?

Symptoms: printer connected over USB but missing from the list of printers.

Short answer: Zebra asks you to install the driver before connecting the printer over USB. If it was connected first, open Device Manager, select the printer and update its driver by pointing to the folder of the downloaded Zebra driver.

LIKELY CAUSE

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

Caution: Switch off the printer before connecting or disconnecting the USB cable.



WHAT TO DO

1. Download the Windows driver for the ZQ320 Plus from the Zebra support page (v10 driver recommended) and run the installation before connecting anything.
2. Follow the wizard: accept the licence, choose the model shown on the printer label and the USB port offered.
3. If the printer was already connected: Device Manager, printer, update driver by browsing to the folder of the downloaded driver.
4. Connect the USB 2.0 cable (Type-C on the printer side, Type-A on the computer side) with the printer switched off; the Type-C connector fits either way round, so do not force it.
5. Zebra Setup Utilities can also add the printer (Install New Printer) and adjust 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 reload the firmware on my Zebra ZQ320 Plus using forced download mode?

Light: Wi-Fi alternating yellow and green = forced download · flashing green = download in progress · solid green = finished.

Short answer: If the printer no longer works or its application is corrupted, Zebra provides a forced download mode, activated with the paper feed and Power buttons. The Zebra support page offers the firmware (Printer OS) and the ZDownloader utility to send it.



ZEBRA PROCEDURE: FORCED DOWNLOAD MODE

1. Hold the paper feed button down, then press Power until the power light flashes (about 1/4 of a second).
2. Release Power: the error light starts pulsing.
3. Keep the paper feed button held down until the Wi-Fi light comes on yellow then turns green, then release it.
4. The Wi-Fi light alternates yellow and green: the printer is waiting for the firmware. Send it.
5. During the download, the Wi-Fi light flashes green; it stays solid green at the end, then the printer restarts.

The sequence is the same as for the configuration report, with one difference: for the report, you release the paper feed button as soon as the Wi-Fi light comes on yellow. Version listed on the Zebra support page at the time of consultation: Printer OS v101.21.30Z (Link-OS v6.9). The guide does not describe a factory reset.

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).

Other questions about the Zebra ZQ320 Plus: configuration report and support

The configuration report is the basic diagnostic tool for the ZQ320 Plus: it is used in several entries in this guide.

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How do I print a configuration report on a Zebra ZQ320 Plus?

Short answer: With the printer switched off and journal paper loaded, hold the paper feed button, press Power until the light flashes, release Power, then release the paper feed button as soon as the Wi-Fi light comes on yellow. The printer prints “Building Two-Key Report”, then the report.

TWO-KEY METHOD (ZEBRA PROCEDURE)

1. Switch off the printer and load journal paper, with no black mark on the back.
2. Hold the paper feed button down.
3. Without releasing it, hold Power until the power light flashes (about 1/4 of a second), then release Power: the error light pulses.
4. Keep holding the paper feed button until the Wi-Fi light comes on yellow, then release it: the Wi-Fi light goes off and the error light stops pulsing.
5. The printer prints the Zebra logo and “Building Two-Key Report”, then the report: a line of interlocking “x” characters to test the printhead, software version, model, serial number, baud rate, Bluetooth and wireless settings, battery status.

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

The serial number and PCC code are on the label on the back of the printer; the serial number is also printed on the report.

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).

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When should you call a technician for a Zebra ZQ320 Plus?

The entries above first suggest reloading, recharging, cleaning or checking the link. In the following cases, the Zebra guide refers you to its technical support or to replacing a part:

- **Linerless still jamming after cleaning:** replacement of the platen roller recommended by Zebra.
- **Faulty printhead dot not resolved:** contact Zebra technical support if the problem persists after the checks in the guide.
- **Persistent “charge fault”:** contact Zebra technical support after checking the temperature, the charger and the battery.
- **Configuration report impossible to print:** contact Zebra technical support with the model, serial number and PCC code.

Avoiding recurring faults on the Zebra ZQ320 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 ZQ320 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.

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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.

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 ZQ320 Plus troubleshooting: frequently asked questions

How do I print a configuration page on a Zebra ZQ320 Plus?

With the printer switched off and journal paper loaded, hold the paper feed button, press Power until the light flashes, then release Power. Release the paper feed button as soon as the Wi-Fi light comes on yellow. The printer prints “Building Two-Key Report”, then the report. [See the detailed entry.](#)

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Why is the error light on my Zebra ZQ320 Plus on?

According to Zebra, a solid yellow error light means that the printer no longer detects any paper. If it flashes once per second, the paper cover is open; once every two seconds, the printhead is overheating or a printhead element is faulty. [See the detailed entry.](#)

What does the flashing red light mean on a Zebra ZQ320 Plus?

A red Power ring flashing twice per second indicates a charge fault. Check the charging temperature and the charger in use, then recharge or replace the battery. A solid red ring, on the other hand, indicates an unhealthy battery. [See the detailed entry.](#)

How do I pair a Zebra ZQ320 Plus over Bluetooth?

Bring the device within about 10 m and check that the printer is discoverable. When pairing with numeric comparison, check that the six-digit number is the same on both devices. You can also tap the Print Touch icon (NFC) with a compatible smartphone. [See the detailed entry.](#)

How long does it take to charge the battery in a Zebra ZQ320 Plus?

According to Zebra, the 1-slot and 3-slot chargers and the 5-bay cradle charge a flat battery in less than 4 hours, the 1-bay cradle in about 3 h 30 min. Charging takes longer if you print at the same time. Charge between 0 and 37 °C. [See the detailed entry.](#)

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How do I clean the printhead on a Zebra ZQ320 Plus?

Switch off the printer and let the printhead cool. Wipe a Zebra cleaning pen or a cotton bud soaked in 90% medical alcohol along the thin grey line on the printhead, from the centre towards the edges. Zebra advises doing this every five rolls, and after every roll with linerless paper. [See the detailed entry.](#)

What paper width does the Zebra ZQ320 Plus accept?

The ZQ320 Plus accepts rolls up to 80 mm wide and 40 mm in diameter. For a 76.2 mm (3-inch) roll, fit the KIT-MPM-MDSPR5-01 spacer kit. The print width reaches 72 mm. [See the detailed entry.](#)

How do I calibrate a Zebra ZQ320 Plus?

The Zebra user guide does not describe a calibration procedure using the buttons. First check that your version has the right sensor: only the Retail and Distribution versions have a gap sensor for standard labels. Also follow the rules for positioning black marks and keep the sensor windows clean. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and light states in this guide come 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**

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- [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 the [docs.zebra.com](#) pages 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 ZQ320 and ZQ320 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, ZQ310 Plus, ZQ620 Plus, ZT231, ZT510, ZT610 and ZT620, ZXP Series 7)
- [Maintenance and repair of Zebra printers](#)
- [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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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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PDF version of the page <https://www.timcod.fr/reparation/en/prINTER-troubleshooting/zebra/zq320-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

