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TROUBLESHOOTING GUIDE

Zebra ZQ510 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, ZQ500 Series user guide (ZQ510/ZQ520) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra ZQ510 and ZQ520 Series product page →

In brief. The Zebra ZQ510 is a direct thermal mobile printer in the ZQ500 Series, with a 72 mm print width, a smart lithium-ion battery and a Bluetooth 4.0 radio or a dual Bluetooth 3.0 and Wi-Fi radio; this guide also applies to the ZQ520 (104 mm), described in the same manual. Zebra discontinued sales on 30 July 2021 and service and support on 30 June 2026. The Zebra documentation traces most incidents back to a few causes: paper loaded incorrectly or cover not properly latched, printhead needing cleaning, battery at the end of its life, Bluetooth or Wi-Fi link to be restored. The guide covers the documented alert messages, icons and lights, calibration, cleaning, the battery and charging, connections and firmware recovery. Click a question to open its entry.

- **A message is displayed or an icon is flashing** (Paper icon, Charging Temp Fault, Battery Diminished...): find it in the [lookup table](#) and open the matching entry.
- **No message, but the print quality is poor:** start with [printhead cleaning](#), then check the [calibration](#) and the [paper loading](#).

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- **The printer will not connect or does not hold its charge:** see the [connection](#) and [battery and charging](#) sections.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

Which error is my Zebra ZQ510 showing? Lookup by message, icon and light

The ZQ510 signals its problems with two-line alert messages displayed above the status icons, with icons that flash on the LCD display, and with the light around the Power button, which gives information on the battery and sleep mode. The table links each documented message or state to its cause and to the troubleshooting entry.

Message or state	Power button light (Zebra guide)	Likely cause	Entry
Paper icon flashing (Out of media)	—	Out of paper	Paper icon
Cover icon flashing	—	Paper cover open or not properly latched	Paper icon
Error icon flashing	—	Error condition other than cover open or out of paper: read the alert displayed	Icons and alerts
Data icon flashing	—	Receiving data: normal operation	Icons and alerts
PRINTER PAUSED, ALL JOBS CLEARED, ONE JOB CLEARED	—	Information messages: pause, jobs cancelled	Icons and alerts

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Message or state	Power button light (Zebra guide)	Likely cause	Entry
OUT OF MEMORY STORING GRAPHIC / FONT / FORMAT / BITMAP	—	Insufficient memory to save the item; cause not detailed in the guide	Memory and USB
TOO MANY MASS STORAGE DEVICES, UNSUPPORTED USB HOST DEVICE, UNSUPPORTED USB HOST FILESYSTEM	—	USB host mode alerts; cause not detailed in the guide	Memory and USB
BATTERY DIMINISHED CONSIDER REPLACING	—	Message at start-up, one long beep: battery between 300 and 549 charge cycles	Worn battery
WARNING - BATTERY IS PAST USEFUL LIFE	—	Message at start-up, one long beep: battery between 550 and 599 charge cycles	Worn battery
REPLACE BATTERY / SHUTTING DOWN	—	Battery at 600 cycles or more: flashing message, one beep per second, shutdown after 30 seconds	Shutdown due to battery
BATTERY FAILED / REPLACE BATTERY	—	Battery rejected (BatteryAuthenticationFail): genuine Zebra smart battery required	Battery fault
CHARGING FAULT / REPLACE BATTERY	—	Charge fault	Battery fault

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Message or state	Power button light (Zebra guide)	Likely cause	Entry
CHARGING TEMP FAULT / MUST BE 0-40°C	—	Battery too hot or too cold to charge	<u>Charging Temp Fault</u>
Battery icon at 0 bars	—	Low battery	<u>Battery charging</u>
Solid red light	● Solid red	Battery problem	<u>Battery fault</u>
Solid yellow light	● Solid yellow	Battery charging: normal operation	<u>Battery charging</u>
Flashing green light	● Flashing green	Sleep mode	<u>Going to sleep</u>
Flashing yellow light	● Flashing yellow	Sleep mode while charging	<u>Going to sleep</u>
Blank LCD display	—	Printer switched off or in sleep mode, or application missing or corrupted	<u>Will not switch on</u>
Power saving mode icon on	—	Battery under strain (low voltage or cold): printing in segments, slower	<u>Slow printing</u>
Draft mode icon on	—	Draft mode enabled: faster printing, darkness reduced by about 22%	<u>Faded print</u>

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Message or state	Power button light (Zebra guide)	Likely cause	Entry
PRINT HEAD OVERTEMP / PRINTING HALTED	—	Printhead at 65 °C: printing suspended until 60 °C, then resumes by itself	Printhead overheating
HEAD MAINTEN. NEEDED / PRINTING HALTED	—	Printhead maintenance requested, printing stopped	Printhead maintenance
Bluetooth icon greyed out	—	Bluetooth link inactive	Bluetooth
Wi-Fi icon: antenna flashing	—	Searching for an access point; with a solid parenthesis, authentication in progress	Wi-Fi
WIRELESS ERROR / INVALID CHANNEL	—	Invalid wireless channel	Wi-Fi
WIRELESS ERROR / INVALID SECURITY	—	Invalid wireless security mode	Wi-Fi
DOWNLOAD FAILED / PLEASE REBOOT	—	Firmware download failed	Firmware
RECEIVING FIRMWARE / DO NOT POWER OFF!	—	Firmware being received: do not switch off	Firmware

The messages come from the “Alert Messages” appendix of the Zebra ZQ500 Series user guide (English version, P1064404-002 Rev. B), which gives them on two lines (separated here by a slash). The icons and light colours come from the operator controls and troubleshooting chapters of the guide (French and English versions). The light around the Power button only gives information on the battery and sleep mode: the dash indicates that the page consulted does not specify the state of the light.

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Zebra ZQ510 alert messages and icons: causes and solutions

The ZQ510 signals its problems with a flashing icon and a two-line alert message displayed above the status icons. For each one: the short answer, the cause, the steps to follow and, where Zebra provides for it, the point at which to hand over.

Why is the Paper icon flashing on my Zebra ZQ510 when a roll is loaded?

Display: Paper icon flashing (**Out of media**) or cover icon flashing (paper cover open).

Short answer: According to Zebra, the Paper icon flashes when the paper runs out and the cover icon flashes when the paper cover is open. Check that paper is loaded, then close the cover until it clicks so that it is properly latched.

LIKELY CAUSE

The Zebra ZQ500 Series guide gives these states: Paper icon flashing, out of paper; Paper icon steady, paper present; cover icon flashing, paper cover open. The English version of the troubleshooting chapter groups both cases under the media icon, which flashes when media is out or the cover is open. The Zebra knowledge base adds that an out-of-media condition can be reported wrongly when the printer uses the wrong sensor for the media loaded.

Caution: Switch the printer off before cleaning the inside and never insert sharp or pointed objects into it. Beware of the very sharp edges of the tear bars.

WHAT TO DO

1. Press the paper cover button: the cover opens.
2. Check that a roll is correctly placed between the paper holders and that it turns freely.
3. Close the cover until it clicks: the paper feeds.

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4. Check that the paper sensor is not obstructed, and gently brush the inside so that the detection bar and the detection sensor are free of dust.
5. If the icon is still flashing with gap or black mark labels, set the sensor suited to the media: see the [calibration](#) entry.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) · Calibrating Zebra ZQ500/QLn Series Mobile Printers – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) (official documentation).

What does the flashing Error icon on my Zebra ZQ510's display mean?

Display: Error icon flashing, alert shown above the status icons.

Short answer: It signals an error condition other than cover open or out of paper, which have their own icons. Read the alert shown above the status icons: an alert requiring acknowledgement is cleared with the select key, an error alert remains displayed until its cause is corrected.

LIKELY CAUSE

According to the Zebra guide, the Error icon flashes in the event of an error condition, except cover open or paper out, and it is absent when there is no error. The guide distinguishes three types of alert: alerts requiring acknowledgement, which remain displayed until the select key is pressed (it gives “BATTERY LOW” as an example); alerts not requiring acknowledgement, which disappear after 5 seconds; error alerts, which remain displayed as long as the condition persists.

WHAT TO DO

1. Read the message displayed above the status icons and look it up in the [lookup table](#).
2. For an alert requiring acknowledgement, press the select key to clear it.
3. For an error alert, correct the cause: the alert then disappears by itself.
4. A flashing Data icon is not an error: it indicates that the printer is receiving data.

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5. “PRINTER PAUSED”, “ALL JOBS CLEARED” and “ONE JOB CLEARED” also appear in the list of alerts: their wording indicates a paused printer, or the cancellation of all print jobs or of one job.
6. If no cause is apparent, print a [configuration label](#).

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 · ZQ500 Series User Guide – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 Rev. B, January 2016 · [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) (official documentation).

What does “OUT OF MEMORY STORING GRAPHIC” mean on my Zebra ZQ510?

Messages: OUT OF MEMORY STORING GRAPHIC , OUT OF MEMORY STORING FONT , OUT OF MEMORY STORING FORMAT , OUT OF MEMORY STORING BITMAP ; USB messages: TOO MANY MASS STORAGE DEVICES , UNSUPPORTED USB HOST DEVICE , UNSUPPORTED USB HOST FILESYSTEM .

Short answer: The message indicates that there is not enough memory to save a graphic, a font, a format or an image. The Zebra guide lists these alerts without detailing their cause or what to do: print a configuration label, which shows the memory and the files loaded, and send it to support if the message recurs.

LIKELY CAUSE

These messages appear in the “Alert Messages” appendix of the Zebra ZQ500 Series user guide, without explanation. The wording of the three USB messages relates to the printer's USB host mode: too many mass storage devices, unsupported USB device or file system.

WHAT TO DO

1. Note the exact message.
2. Print a [configuration label](#): it shows the flash and RAM memory and the files loaded in memory.

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3. If the message recurs, contact support with the model, the serial number and the 15-digit product configuration code (PCC).

When to call a technician: if a memory or USB message recurs, the guide offers no solution: contact support (for the ZQ510, an authorised Zebra service provider) with the configuration label.

Sources: ZQ500 Series User Guide – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 Rev. B, January 2016 · [Troubleshooting](#) – ZQ500 Series User Guide, troubleshooting chapter (English version) (official documentation).

Calibration problems: my Zebra ZQ510 skips labels or does not detect the marks

The ZQ510 is calibrated by commands sent from a computer. These entries cover the procedure from the Zebra knowledge base and the requirements for black marks and gaps.

How do I calibrate a Zebra ZQ510?

Symptoms: skipped labels, incorrect feed, print drifting vertically, out-of-paper reported wrongly.

Short answer: The ZQ510 is calibrated by commands sent from a computer, with Zebra Setup Utilities or the send file function of the ZDesigner driver. Specify the media type, send the calibration command, then switch the printer off and on again.

LIKELY CAUSE

According to the Zebra knowledge base, calibration sets the printer for the media loaded (gap, notch, black mark, hole or continuous paper). It corrects incorrect feed, skipped labels, vertical print drift and out-of-media errors due to the wrong sensor being used.

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OFFICIAL CALIBRATION PROCEDURE

1. Identify the type of media loaded: gap labels, black mark labels, or continuous paper (journal).
2. Connect the printer to a computer that communicates with it, and open Zebra Setup Utilities or the Send File function of the ZDesigner driver.
3. Gap labels: set `media.type` to `label` and `media.sense_mode` to `gap`.
4. Black mark labels: set `media.type` to `label` and `media.sense_mode` to `bar`.
5. Continuous paper: set only `media.type` to `journal`; the length specified in the print job determines where printing stops.
6. For gap or black mark labels, add the ZPL calibration command `~jc^xa^jus^xz`, gather the commands in a text file and send it to the printer.
7. The printer feeds a few labels to calibrate itself. Switch it off and on again to complete the calibration.
8. Check: each press of the Feed button should feed a single label.

The Zebra article covers the ZQ510 and ZQ520 as well as the QLn220, QLn320 and QLn420. By default, the printer uses the black mark sensor: gap media generally requires this manual setting.

Source: Calibrating Zebra ZQ500/QLn Series Mobile Printers – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) (official documentation).

Why does my Zebra ZQ510 skip labels or fail to detect black marks?

Symptoms: several labels feed with each print, print out of position, black marks not detected.

Short answer: The sensor used does not match the media, or the marks and notches are not where the sensor expects them. By default, the ZQ510 uses the black mark sensor: with gap labels, set the detection mode then recalibrate.



LIKELY CAUSE

According to the Zebra knowledge base, the printer uses the black mark sensor by default; gap media therefore generally requires manual configuration. Black marks must be 2.4 to 11.0 mm long and at least 12.7 mm wide, centred on the media and have an optical density greater than 1.0. Notches and holes must be centred and positioned where the sensor can detect them.

Caution: Switch the printer off before cleaning it and never insert sharp or pointed objects inside.

WHAT TO DO

1. Check the media type and, for black mark media, the dimensions and centring of the marks given above.
2. Clean the inside by brushing gently: the detection bar and the detection sensor must be free of dust.
3. Set the detection mode suited to the media and run the calibration ([calibration](#) entry).
4. Switch the printer off and on again, then check that pressing Feed feeds a single label.

Sources: Calibrating Zebra ZQ500/QLn Series Mobile Printers – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) · [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 (official documentation).

Paper problems: my Zebra ZQ510 no longer feeds the roll or jams

The ZQ510 prints in direct thermal mode, without a ribbon: the incidents in this section concern the roll of paper or labels, its loading, its feed and jams.

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How do I load a roll of paper or labels into a Zebra ZQ510?

Short answer: Press the paper cover button, swing the cover back, spread the holders apart and place the roll between them in the direction shown. Close the cover until it clicks: the paper feeds.

LOADING PROCEDURE (ZEBRA GUIDE)

1. Press the paper cover button: the cover opens.
2. Swing the cover fully back to expose the compartment and the paper holders.
3. Spread the paper holders apart.
4. Insert the roll in the direction shown in the guide: the holders adjust to its width, and the roll must turn freely.
5. Close the cover until it clicks: the paper feeds.

The paper feed length is set with an SGD command, described in the Zebra programming guide.

Source: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 (official documentation).

Why won't the paper feed on my Zebra ZQ510?

Symptoms: the roll does not turn, no label comes out.

Short answer: Zebra gives three checks: the paper cover must be closed and latched, the core that carries the roll must not bind, and the paper sensor must not be obstructed.

LIKELY CAUSE

The ZQ500 Series troubleshooting guide attributes this symptom to a cover not properly latched, a binding core or a blocked paper sensor.

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Caution: Switch the printer off before cleaning the inside and never insert sharp or pointed objects into it.

WHAT TO DO

1. Close the paper cover until it clicks.
2. Open the cover and check that the roll turns freely between its holders, without binding.
3. Check that nothing is obstructing the paper sensor; gently brush the inside to remove dust from the detection bar and the detection sensor.
4. Close the cover and press the Feed button to check the feed.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) (official documentation).

How do I clear a paper jam in a Zebra ZQ510?

Symptom: paper or labels stuck in the printer.

Short answer: Open the printhead locking latch and the paper cover, remove the paper and then put it back in place. Close the cover until it clicks.

LIKELY CAUSE

The Zebra troubleshooting guide deals with a paper jam by opening the cover and reloading the media.

Caution: Never use a sharp or pointed object to free the paper, and beware of the very sharp edges of the tear bars.

WHAT TO DO

1. Open the printhead locking latch and the paper cover.

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2. Remove the paper, then put it back in place as for [normal loading](#).
3. Close the cover until it clicks.
4. With linerless paper that stays stuck to the platen roller, follow the [linerless paper](#) entry.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) (official documentation).

Why does linerless paper stick to the platen roller on my Zebra ZQ510?

Symptom: the linerless paper stays stuck on the platen roller.

Short answer: The platen roller on linerless models needs cleaning. Zebra provides an emergency cleaning with soapy water; if the paper still sticks after this cleaning and after feeding 1 to 2 metres of paper, the platen roller must be replaced.

LIKELY CAUSE

According to the Zebra guide, on linerless units, the platen roller is only cleaned if there is a print problem, for example when the paper stays stuck on the platen roller. This soap procedure is an emergency measure that removes oils and dirt likely to damage the printhead; it wears the platen roller and can shorten its life.

Caution: Switch the printer off before cleaning and do not insert any sharp or pointed object inside.

WHAT TO DO

1. Switch the printer off.
2. Rotate the platen roller and clean it with a fibre-free swab dipped in a mixture of one part liquid soap to 25 parts water, then rinse with clean water.
3. Clean the scraper with the adhesive side of the paper, and the inside of the unit with a fibre-free swab moistened with 90% medical alcohol.

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4. Feed 1 to 2 metres of linerless paper.
5. If the paper still sticks, replace the platen roller.

When to call a technician: if the linerless paper still sticks after cleaning and feeding 1 to 2 metres of paper, the Zebra guide asks for the platen roller to be replaced.

Zebra mentions a liquid soap such as Palmolive. For linerless units, the scraper and the inside are cleaned after five rolls, or more often if necessary.

Source: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 (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).

Print quality: why is my Zebra ZQ510 printing faintly or with missing areas?

For faded or partial print, the Zebra guide starts with printhead cleaning, paper quality and cover latching. Distorted print relates to the link with the terminal: see the [no printing](#) entry.

Why is my Zebra ZQ510 printing faintly or with missing parts?

Symptoms: poor or faded print, partial or missing print.

Short answer: Clean the printhead with a Zebra cleaning pen or a cotton bud moistened with 90% medical alcohol, then check the paper quality. If the print is partial, also check the paper alignment and the cover latching.

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LIKELY CAUSE

The Zebra troubleshooting guide associates poor or faded print with a dirty printhead or poor-quality paper, and partial or missing print with incorrect paper alignment, a dirty printhead or a cover not properly latched. The guide also states that in draft mode, intended for text only, the optical density drops by about 22%.

Caution: The printhead can become very hot after prolonged printing: let it cool down. Switch the printer off before any cleaning, use only the products specified by Zebra and do not insert any sharp or pointed object.

OFFICIAL PRINTHEAD CLEANING PROCEDURE

1. Switch off the printer and let the printhead cool.
2. Open the paper cover.
3. Rub the thin grey line of the printhead with a Zebra cleaning pen, or a cotton bud moistened with 90% medical alcohol, from the centre towards the edges.
4. On a model with liner, rotate the platen roller and clean it with a fibre-free swab or a clean, soft, lint-free cloth lightly moistened with 90% or stronger medical alcohol.
5. Reload the paper, checking its alignment, then close the cover until it clicks.
6. Check the paper quality and, if the print is still light, check that draft mode (`media.draft_mode` , disabled by default) is not enabled: its icon is then shown on the display.

Zebra recommends cleaning the printhead after five rolls, or more often if necessary, and after every roll with linerless paper. Draft mode increases the print speed from 4 to 5 inches per second.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) (official documentation).

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Printhead: my Zebra ZQ510 is asking for maintenance or stops due to overheating

Two alerts concern the ZQ510 printhead: the maintenance request and overheating. The guide also sets a cleaning schedule.

What does “HEAD MAINTEN. NEEDED” mean on my Zebra ZQ510, and when should the printhead be cleaned?

Message: HEAD MAINTEN. NEEDED / PRINTING HALTED (identifier HeadMaintenanceNeeded).

Short answer: The message indicates that printhead maintenance is required and that printing has stopped. The Zebra guide does not detail the cause; the printhead maintenance it describes is cleaning, recommended after five rolls, or after every roll with linerless paper.

LIKELY CAUSE

The message appears in the “Alert Messages” appendix of the Zebra ZQ500 Series guide (HeadMaintenanceNeeded), without explanation. The same guide sets the cleaning schedule below.

Caution: Switch the printer off before any cleaning and let the printhead cool down, as it can become very hot after prolonged printing. Never insert sharp or pointed objects, beware of the very sharp edges of the tear bars, and use only the products specified by Zebra: the manufacturer accepts no liability for damage caused by other products.

CLEANING SCHEDULE (ZEBRA GUIDE)

1. Printhead: Zebra cleaning pen on the thin grey line, from the centre towards the edges; after five rolls, or after every roll with linerless paper.
2. Platen roller (models with liner): fibre-free swab or lint-free cloth lightly moistened with 90% or stronger medical alcohol; after five rolls.

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3. Platen roller (linerless models): only if there is a print problem, see the [linerless paper](#) entry.
4. Tear bars: cotton bud moistened with 90% medical alcohol; as needed.
5. Exterior: cloth dampened with water or 90% medical alcohol; as needed.
6. Interior: gentle brushing, making sure the detection bar and the detection sensor are free of dust; as needed.

When to call a technician: if the message recurs after cleaning, the guide provides no other action: contact support (for the ZQ510, an authorised Zebra service provider).

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · ZQ500 Series User Guide – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 Rev. B, January 2016 (official documentation).

Why does my Zebra ZQ510 display “PRINT HEAD OVERTEMP PRINTING HALTED”?

Message: **PRINT HEAD OVERTEMP** / **PRINTING HALTED** (identifier HeadOverTemp) · printing resumes by itself.

Short answer: This is the thermal shutdown that protects the printhead: according to Zebra, printing stops when the printhead reaches 65 °C and resumes when it has cooled back down to 60 °C. Label data is not lost and quality is not affected: you just need to wait.

LIKELY CAUSE

The ZQ500 Series guide describes printhead overheating protection: the printer detects overheating at 65 °C and suspends printing until the printhead cools to 60 °C. The “Alert Messages” appendix associates this message with the HeadOverTemp alert.

Caution: The printhead can become very hot after prolonged printing: let it cool before touching or cleaning it.

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WHAT TO DO

1. Wait: printing resumes by itself once the printhead has cooled to 60 °C.
2. Do not touch the printhead during this pause.

The operating range given by Zebra for the ZQ500 Series is from -20 °C to +55 °C.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · ZQ500 Series User Guide – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 Rev. B, January 2016 (official documentation).

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

Connection problems: my Zebra ZQ510 will not communicate via Bluetooth, NFC, Wi-Fi or USB

The ZQ510 connects via USB, Bluetooth and, with the dual radio, Wi-Fi. These entries cover the checks, settings and communication diagnostics mode described by Zebra.

Why does my Zebra ZQ510 print nothing or print garbled characters?

Symptoms: no printing, or distorted print (garbled characters).

Short answer: For distorted print, Zebra asks you to check the baud rate. If nothing prints, also check the battery, the radio link or the wireless network association, and the label format sent, using communication diagnostics mode (Hex Dump).

LIKELY CAUSE

The ZQ500 Series troubleshooting guide gives only one check for distorted print: the baud rate. For “no printing”, it adds a battery that needs replacing, a lost RF link or LAN association, and an invalid label format or command structure.

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WHAT TO DO

1. Check the baud rate.
2. Replace the battery with a charged battery.
3. Restore the radio link or the wireless network association: the Bluetooth icon is on when the link is established, and the Wi-Fi icon shows the antenna and two solid parentheses when the printer is associated and authenticated.
4. Check the label format or the command structure sent by the application.
5. Switch to communication diagnostics mode to see the data received ([communication error](#) entry).

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · ZQ500 Series User Guide – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 Rev. B, January 2016 · [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) (official documentation).

How do I diagnose a communication error on a Zebra ZQ510?

Symptoms: the printer does not receive data, or receives it incorrectly.

Short answer: Check the baud rate and replace the cable connected to the terminal. To see what the printer receives, print a configuration label then switch to communication diagnostics mode (DUMP): the printer prints the data received in hexadecimal and text.

LIKELY CAUSE

The Zebra guide gives two causes of communication error: an incorrect baud rate and a faulty cable to the terminal.

WHAT TO DO

1. Check the baud rate and replace the cable connected to the terminal.

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2. USB cable: switch the printer off before connecting or disconnecting it. The small 5-pin connector only fits one way: do not force it. Turn the locking cap clockwise to hold the cable in place.
3. The USB drivers are included in the Zebra Designer driver, which can be downloaded from zebra.com/drivers.
4. DUMP mode: print a [configuration label](#). At the end, the printer prompts you to press FEED: press it within 3 seconds. Otherwise, it indicates that DUMP mode is not enabled and returns to normal operation.
5. In DUMP mode, the printer prints the hexadecimal codes of the data received with their text equivalent, and saves a .dmp file in memory, which can be viewed with ZebraNet Bridge.
6. To exit DUMP mode: switch the printer off, wait 5 seconds, then switch it back on.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) (official documentation).

Why doesn't my Zebra ZQ510 appear in my phone's Bluetooth list?

Display: Bluetooth icon greyed out (link inactive) or absent.

Short answer: On the dual radio version (Bluetooth and Wi-Fi), Zebra ships the printer with Wi-Fi enabled and Bluetooth disabled: you must first enable Bluetooth. A non-discoverable printer can only be paired by a device that knows its Bluetooth address or has already paired with it; stay within about 10 metres.

LIKELY CAUSE

According to the Zebra guide, all dual radio units ship with the 802.11n radio enabled and the Bluetooth radio disabled. A non-discoverable device can only be paired if its Bluetooth address (BDADDR) is known or if it has already been paired. Bluetooth range is about 10 metres.

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WHAT TO DO

1. Identify your printer's radio option: Bluetooth 4.0 only, or dual radio Bluetooth 3.0 and Wi-Fi 802.11a/b/g/n.
2. Enable Bluetooth and make it discoverable with Zebra Setup Utilities: with the printer connected via USB, choose Configure Printer Connectivity, then Bluetooth, and set Enabled and Discoverable to ON.
3. If the printer is still not visible, use its Bluetooth address, printed as a barcode on the printer.
4. Bring the phone within about 10 metres.
5. With an NFC smartphone, hold it near the Print Touch icon ([NFC entry](#)).

According to the Zebra article on Zebra Setup Utilities, the Bluetooth name (Friendly Name) can be up to 17 characters long; if left blank, it is replaced by the printer's serial number.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · Configure Printer Bluetooth Setup Using the Zebra Setup Utilities (ZSU) – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) · [ZQ500 Series User Guide](#) (PDF, FR) > [Communications sans fil avec la fonction Bluetooth](#)  (official documentation).

Why does my Zebra ZQ510 pair via Bluetooth without asking for a PIN?

Short answer: When both devices are Bluetooth 2.1 or later, pairing must use Secure Simple Pairing (SSP): depending on the minimum security mode set on the printer, it is done without a code (Just Works) or by numeric comparison. The authentication code (PIN) is only used with Bluetooth 2.0 and earlier devices.

LIKELY CAUSE

According to the Zebra guide, security modes 1 to 3 provide compatibility with Bluetooth 2.0, and mode 4 (SSP) applies when both devices are 2.1 or later. SSP offers four methods: numeric comparison, passkey entry, Just Works (without confirmation, and

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therefore without protection against a man-in-the-middle attack) and Out of Band, for example via NFC. The Zebra article on Zebra Setup Utilities states that the authentication code is used for Bluetooth 2.0 and earlier.

WHAT TO DO

1. Check the minimum security mode (`bluetooth.minimum_security_mode`): with values 1 and 2, the printer accepts Just Works or numeric comparison; with 3 and 4, only numeric comparison. The printer moves to the higher level if the master device requires it.
2. For a Bluetooth 2.0 device, set your own authentication code (Authentication pin) with Zebra Setup Utilities.
3. Bonding (`bluetooth.bonding`) is enabled by default: the printer keeps the pairing information, which avoids having to pair again after each restart.
4. iPhone and iPad: the ZQ510 is MFi (Made for iPhone) certified for iOS 5 or later. In Zebra Setup Utilities, the Enable Reconnect option is set to iOS Only for iOS devices.
5. The Bluetooth controller mode of the ZQ5xx (Classic and Low Energy, Classic only or Low Energy only) is chosen in Zebra Setup Utilities: Zebra recommends Bluetooth Classic for printing, as Low Energy is slow and better suited to configuration.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · Configure Printer Bluetooth Setup Using the Zebra Setup Utilities (ZSU) – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) · [ZQ500 Series User Guide](#) (PDF, FR) › [Communications sans fil avec la fonction Bluetooth](#)  (official documentation).

Why does Windows show “Error printing” with my Zebra ZQ510 paired via Bluetooth?

Windows message: `Error printing` (system and Devices and Printers).

Short answer: First check that the printer is not in sleep mode: a job sent during sleep mode can cause a temporary “Error printing”, which disappears once the printer is switched back on. Also check that the ZDesigner driver is using the

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outgoing COM port created by Windows for the printer.

LIKELY CAUSE

According to the Zebra knowledge base, the error comes from a job sent during sleep mode, the wrong COM port chosen in the driver, or a missing Microsoft update on Windows 10. Zebra states that this last case is an operating system problem that affects all driver manufacturers.

ZEBRA PROCEDURE UNDER WINDOWS 10

1. Install the ZDesigner driver, connect the printer via USB and check that it communicates.
2. In Zebra Setup Utilities, choose Configure Printer Connectivity, then Bluetooth, and enter a name (Friendly name) and an authentication code of your choice. The ZQ510 displays RESTARTING after receiving the settings.
3. Disconnect the USB cable, open the Windows Bluetooth settings, select the printer by its name, click Pair and enter the code you chose.
4. Open More Bluetooth options, COM Ports tab, and note the printer's Outgoing port.
5. Install the printer with the ZDesigner v5 or v10 driver on this COM port (Other Port option with the v10 driver), then print a test page.
6. Wake the printer up before sending a print job. If "Error printing" recurs while it is switched on, install the missing Windows 10 updates.

The Zebra article applies to Zebra printers paired under Windows 10; it uses the ZQ510 as an example.

Sources: Windows 10 Bluetooth Setup with Zebra Printers – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) · [ZQ500 Series User Guide \(PDF, FR\)](#) › [Communications sans fil avec la fonction Bluetooth](#)  (official documentation).

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Why won't my smartphone pair with my Zebra ZQ510 via NFC (Print Touch)?

Short answer: Place the smartphone 7.62 cm (3 inches) or less from the Print Touch icon, on the side of the printer. An NFC-enabled smartphone then reads the printer's NFC tag, which contains its Bluetooth address, and pairs with it automatically.

LIKELY CAUSE

According to the Zebra guide, the printer carries a passive NFC tag that contains its Bluetooth address; an NFC smartphone accesses it when brought within 3 inches (7.62 cm) of the Print Touch icon, and Bluetooth pairing is done with a simple tap.

WHAT TO DO

1. Check that the smartphone is NFC-enabled.
2. Bring it within 7.62 cm of the Print Touch icon, on the side of the printer.
3. On a dual radio, Bluetooth is disabled on delivery: enable it first ([Bluetooth](#) entry).

According to Zebra, the ZQ500 supports the ISO 14443A/B, ISO 15693, ISO 18000-3 and ISO 18092 standards.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) (official documentation).

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Why does my Zebra ZQ510 show “WIRELESS ERROR” or fail to connect to Wi-Fi?

Messages: **WIRELESS ERROR** / **INVALID CHANNEL** or **INVALID SECURITY** · Wi-Fi icon: antenna flashing (searching for an access point), or antenna flashing with one solid parenthesis (association or authentication in progress).

Short answer: The Zebra guide lists these two alerts without detailing them: their wording refers to an invalid wireless channel or security mode. Reconfigure the network (band and country, ESSID, security type, Wi-Fi password) with Zebra Setup Utilities, then check the Wi-Fi icon: antenna and two solid parentheses means the printer is associated and authenticated.

LIKELY CAUSE

The WlanInvalidChannels and WlanInvalidSecurityMode alerts appear in the “Alert Messages” appendix of the Zebra guide, without explanation. According to the guide, the Wi-Fi icon is absent when no WLAN radio is detected, and printers fitted with the Zebra WLAN module bear the words “Wireless Network Printer” on the serial number label.

WHAT TO DO

1. Check for the words “Wireless Network Printer” on the serial number label.
2. Connect the printer via USB, open Zebra Setup Utilities, then Configure Printer Connectivity and the wireless configuration.
3. Enter the network parameters, the band and country, the ESSID and the security type, then your Wi-Fi network password (String option if it contains letters and numbers and is not in hexadecimal).
4. Finish: the utility sends the settings. According to the Zebra article, a Link-OS printer receives a software reset; any other printer must be switched off and on again.
5. Check the Wi-Fi icon: antenna flashing, searching for an access point; antenna and one solid parenthesis, authentication in progress; antenna and two solid parentheses, printer associated and authenticated. Signal: 4 bars above 75%, 0 bars with no

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signal. The IP address can be obtained by sending `! U1 getvar "wlan.ip.addr"` from Zebra Setup Utilities.

On the ZQ510, Wi-Fi is only available with the dual radio (Bluetooth 3.0 and 802.11a/b/g/n), which ships with Wi-Fi enabled. ZebraNet Bridge (version 2.8 or later) can also be used to configure the wireless network.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 · ZQ500 Series User Guide – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 Rev. B, January 2016 · Configuring Printer Connectivity for Wired or Wireless Networks Using the Zebra Setup Utilities – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) · [ZQ500 Series User Guide \(PDF, FR\)](#) · [Présentation du réseau local sans fil \(WLAN\)](#)  · [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) (official documentation).

Battery and charging: my Zebra ZQ510 will not switch on, will not charge or discharges too quickly

The ZQ510 runs on a smart lithium-ion battery that counts its charge cycles and displays warnings at start-up. These entries cover these messages, charging, battery life and sleep mode.

Why won't my Zebra ZQ510 switch on, or why does the display stay blank?

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

Short answer: Check that the battery is correctly installed and charged, or that the AC adapter is connected to a power source. If the display is blank but the light is flashing, the printer is in sleep mode: press the Power button or the select key.



LIKELY CAUSE

For no power, the Zebra guide cites a battery that is incorrectly installed, discharged or needs replacing, or an AC adapter that is not properly connected; for a blank display, a printer that is off or in sleep mode, or a missing or corrupted application.

Caution: Switch the printer off before removing the battery, to reduce the risk of data corruption. Never short-circuit the battery: contact between its terminals and a conductive material can cause burns or a fire.

WHAT TO DO

1. Reinstall the battery: insert it into the compartment under the printer (it cannot be fitted the wrong way round) and tilt it until it locks.
2. Recharge the battery or replace it if necessary. A new battery is shipped in sleep mode: charge it for the first time to activate it.
3. With an AC adapter, check that it is connected to a power source.
4. Blank display: if the light is flashing green, or yellow while charging, the printer is in sleep mode; press Power or the select key for less than 3 seconds.
5. If the application is missing or corrupted, reload the program.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) (official documentation).

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What does “BATTERY DIMINISHED CONSIDER REPLACING” mean when my Zebra ZQ510 starts up?

Message at start-up: **Battery Diminished Consider Replacing** (battery weakened, consider replacing it) or **Warning-Battery Is Past Useful Life** (warning: the battery has exceeded its useful life) · One long beep.

Short answer: The smart battery has exceeded 300 charge cycles: Zebra then classifies its state as “Replace”. The printer still works, but plan for a new battery: at 600 cycles, it will shut itself down at start-up.

LIKELY CAUSE

The ZQ500 Series lithium-ion battery contains electronics that allow the printer to track its number of charge cycles. According to Zebra: fewer than 300 cycles, Good state, no message; from 300 to fewer than 550 cycles, Replace state, “Battery Diminished Consider Replacing” message and one long beep; from 550 to fewer than 600 cycles, Replace state, “Warning-Battery Is Past Useful Life” message and one long beep.

Caution: Do not burn, disassemble or short-circuit the battery, and do not expose it to more than 65 °C. Use only a Zebra-approved charger: another charger can damage the battery or the printer and voids the warranty.

WHAT TO DO

1. Note the message displayed at start-up.
2. Plan for a new Zebra battery, and use only a Zebra-approved charger.
3. Replace the battery: switch the printer off, remove the battery, then install the new one in the compartment under the printer, tilting it until it locks.
4. Charge the new battery before using it for the first time: it is shipped in sleep mode.
5. Dispose of the old battery in accordance with local regulations.

The Zebra FAQ on mobile printer batteries generally recommends replacement after 300 to 500 charge cycles, or when a full battery only lasts half its original time.

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Sources: [ZQ500 Series user guide](#) – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · ZQ500 Series User Guide – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 Rev. B, January 2016 · [Guía del usuario de la impresora serie ZQ500](#) – Zebra ZQ500 Series guide in Spanish, PDF P1064404-042 (English wording of the messages) · [Zebra Mobile Printer Batteries \(Frequently Asked Questions\)](#) – Zebra FAQ on mobile printer batteries (official documentation).

Why does my Zebra ZQ510 display “REPLACE BATTERY SHUTTING DOWN” and then switch off?

Flashing message: **REPLACE BATTERY / SHUTTING DOWN** (replace the battery, shutdown in progress) · One beep per second, shutdown after 30 seconds.

Short answer: The battery has reached 600 charge cycles: Zebra classifies its state as “Poor”. The printer flashes the warning, beeps once per second and then switches off after 30 seconds; only a new battery solves the problem.

LIKELY CAUSE

According to the ZQ500 Series guide, a battery at 600 charge cycles or more goes into the Poor state: the warning flashes, the printer beeps once per second and switches off after 30 seconds.

Caution: Do not burn, disassemble or short-circuit the battery, and do not expose it to more than 65 °C. Use only Zebra-approved chargers.

WHAT TO DO

1. Replace the battery with a new Zebra battery, with the printer switched off.
2. Charge the new battery before using it for the first time: it is shipped in sleep mode.
3. In the meantime, a ZQ500 Series AC adapter allows the printer to be used without a battery in a vehicle.
4. Dispose of the old battery in accordance with local regulations.

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Sources: [ZQ500 Series user guide](#) – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · ZQ500 Series User Guide – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 Rev. B, January 2016 · [Guía del usuario de la impresora serie ZQ500](#) – Zebra ZQ500 Series guide in Spanish, PDF P1064404-042 (English wording of the messages) (official documentation).

What should I do when my Zebra ZQ510 displays “CHARGING FAULT” or “BATTERY FAILED”, or the battery will no longer charge?

Messages: **CHARGING FAULT** / **REPLACE BATTERY** or **BATTERY FAILED** / **REPLACE BATTERY** · Light around the Power button: solid red = battery problem; solid yellow = normal charging.

Short answer: Both messages ask you to replace the battery. According to Zebra, the ZQ510 only works correctly with genuine Zebra smart batteries, charged between 0 and 40 °C with an approved charger; a solid red light around the Power button signals a battery problem.

LIKELY CAUSE

The “Alert Messages” appendix of the Zebra guide associates “CHARGING FAULT / REPLACE BATTERY” with the BatteryChargeFault alert and “BATTERY FAILED / REPLACE BATTERY” with the BatteryAuthenticationFail alert, with no further explanation. The guide states that the ZQ510 and ZQ520 only work correctly with genuine Zebra smart batteries. The battery charges between 0 and +40 °C; the light around the Power button is solid yellow during charging, solid green when the battery is charged and solid red in the event of a battery problem.

Caution: Do not place the charger where liquids or metal objects could fall into the charging bays. Use only Zebra-approved chargers, and never short-circuit the battery.

WHAT TO DO

1. Check that the battery is a genuine Zebra smart battery.
2. A new battery is shipped in sleep mode: charge it for the first time to activate it.

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3. Connect the AC adapter to the charging socket: the printer powers up and starts charging; charging continues whether the printer is on or off. Charge between 0 and 40 °C.
4. On the Smart Charger 2, read the charge status light: green, battery charged; yellow, charging; orange, fault; off with a battery inserted, Poor state.
5. On the 4-battery charger (Quad Charger UCLI72-4): solid orange, charging; solid green, fully charged; flashing orange, fault. Try again at room temperature; if the orange light flashes again, replace the battery. Do not block the ventilation openings.
6. If the message recurs or if the printer light stays solid red, replace the battery.

On the Quad Charger, a standard battery reaches 80% in under 2 hours and full charge in under 3 hours; an extended-life battery, in under 4 and 5 hours, and a safety timer stops charging after six hours. The Smart Charger 2 also has a health light: green (Good), yellow (reduced capacity), flashing yellow (past useful life), orange (battery unusable). The Zebra battery FAQ advises against batteries from other manufacturers, which may void the printer warranty.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · ZQ500 Series User Guide – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 Rev. B, January 2016 · [Zebra Mobile Printer Batteries \(Frequently Asked Questions\)](#)  – Zebra FAQ on mobile printer batteries (official documentation).

Why does my Zebra ZQ510 display “CHARGING TEMP FAULT MUST BE 0-40°C” while charging?

Message: CHARGING TEMP FAULT / MUST BE 0-40°C (identifiers BatteryOverTemp and BatteryUnderTemp).

Short answer: The battery is too hot or too cold to be charged: according to Zebra, it charges between 0 and 40 °C. Bring the printer or the battery back to room temperature, out of direct sunlight, then restart charging.



LIKELY CAUSE

The “Alert Messages” appendix of the Zebra guide associates this message with the BatteryOverTemp (battery too hot) and BatteryUnderTemp (battery too cold) alerts. The guide sets the charging range at 0 to +40 °C and asks you never to charge the battery in direct sunlight or above 40 °C. On the Quad Charger, a battery that is too hot or too cold can also cause a fault.

Caution: Do not burn, disassemble or short-circuit the battery, and do not expose it to more than 65 °C. Do not place the charger where liquids or metal objects could fall into the charging bays.

WHAT TO DO

1. Bring the printer or the battery into a room between 0 and 40 °C.
2. Restart charging out of direct sunlight, never above 40 °C.
3. On the Quad Charger, if the orange light flashes (fault), try again at room temperature; if it flashes again, replace the battery.
4. Use only a Zebra-approved adapter or charger.

The Zebra battery FAQ gives the same charging range, from 0 to 40 °C, for Zebra lithium-ion batteries.

Sources: ZQ500 Series User Guide – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 Rev. B, January 2016 · [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · [Zebra Mobile Printer Batteries \(Frequently Asked Questions\)](#)  – Zebra FAQ on mobile printer batteries (official documentation).

Why does the battery in my Zebra ZQ510 run down so quickly?

Symptom: reduced battery run time.

Short answer: According to Zebra, a battery more than a year old may normally last less long. Check its state of health and replace it if necessary; also set the contrast and print speed according to the paper, and remove the battery if the

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printer is left unused for a day or more.

LIKELY CAUSE

The Zebra troubleshooting guide states that reduced run time can be normal for a battery more than a year old: a rechargeable battery loses capacity over time and can only be recharged a limited number of times.

Caution: Use only a Zebra charger: another charger can damage the battery.

ZEBRA ADVICE FOR EXTENDING BATTERY LIFE

1. Check the condition of the battery and replace it if necessary ([worn battery](#) entry).
2. Never charge the battery in direct sunlight or above 40 °C, and use only a Zebra charger designed for lithium-ion batteries.
3. Choose paper suited to your needs, and consider pre-printed labels if the same text or graphic appears on all the labels.
4. Set the contrast and print speed according to the paper, and use XON/XOFF flow control if possible.
5. Remove the battery if the printer is left unused for a day or more, unless it is on maintenance charge, and consider a spare battery.

The Zebra battery FAQ gives squeaking noises, poor print quality and communication problems (skipped labels, no response) as signs of wear. It mentions an extended-capacity battery for the ZQ500 Series that lasts about twice as long.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · [Zebra Mobile Printer Batteries \(Frequently Asked Questions\)](#)  – Zebra FAQ on mobile printer batteries (official documentation).

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Why does my Zebra ZQ510 print more slowly when the battery is low or when it is cold?

Power saving mode icon on · different motor noise.

Short answer: This is power saving mode: when the battery is under strain (low voltage or cold), the printer splits each line into smaller segments, which slows printing down. An icon is displayed and the motor noise changes; this is not a fault.

LIKELY CAUSE

According to the ZQ500 Series guide, power saving mode is activated when the battery is under strain, from low voltage or from cold. The printer then prints each line in segments, resulting in slower printing.

WHAT TO DO

1. Look for the power saving mode icon: when it is on (out-of-paper icon off), the printer is in segmentation mode.
2. Check the battery charge on the battery icon: 0 bars indicates a low battery.
3. Recharge the battery or use a charged battery ([battery charging entry](#)).

Source: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 (official documentation).

How do I stop my Zebra ZQ510 going into sleep mode after two minutes?

Display and backlight off · light around the Power button flashing slowly green (yellow while charging).

Short answer: By default, the ZQ510 goes into sleep mode after 2 minutes of inactivity. The delay is set with `power.sleep.timeout` (in seconds) and sleep mode is disabled by setting `power.sleep.enable` to off, with Zebra Setup

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Utilities.

LIKELY CAUSE

According to the Zebra guide, the printer goes into sleep mode after 2 minutes of inactivity: the display and backlight switch off and the green light flashes slowly. Wake On Bluetooth is only available with the Bluetooth 4.0 radio.

WHAT TO DO

1. To wake the printer up, press Power or the select key for less than 3 seconds.
2. Pressing Power for less than 3 seconds puts the printer into sleep mode; pressing it for more than 3 seconds switches it off completely.
3. With Zebra Setup Utilities, send `power.sleep.timeout` with the delay you want in seconds, or `power.sleep.enable` set to off to disable sleep mode (on by default).
4. Without a Bluetooth 4.0 radio, wake the printer up before sending a job: under Windows, a job sent during sleep mode can cause a temporary “Error printing”.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · Windows 10 Bluetooth Setup with Zebra Printers – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) · [ZQ500 Series User Guide \(PDF, FR\)](#) > [Communications sans fil avec la fonction Bluetooth](#)  (official documentation).

Firmware: updating or recovering a Zebra ZQ510

The guide lists the firmware download and automatic update messages, and Zebra provides a forced download mode for a printer stuck at start-up.

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What should I do when my Zebra ZQ510 displays “DOWNLOAD FAILED PLEASE REBOOT” or is stuck at start-up?

Messages: `DOWNLOAD FAILED / PLEASE REBOOT` ; during an update: `DOWNLOADING FIRMWARE , FIRMWARE WRITING TO FLASH , RECEIVING FIRMWARE / DO NOT POWER OFF!` · Symptoms: stuck at start-up, restarting in a loop.

Short answer: The firmware download has failed: restart the printer, as the message asks. If it remains stuck at start-up or restarts in a loop, Zebra provides a forced download mode, started by holding down the select key and the feed button at power-on, followed by sending the firmware with ZDownloader.

LIKELY CAUSE

The “Alert Messages” appendix of the Zebra guide associates “DOWNLOAD FAILED / PLEASE REBOOT” with the BadFirmwareDownload alert. According to the Zebra knowledge base, a corrupted firmware file can leave the printer stuck at start-up or restarting in a loop when a normal update fails; the problem mainly affected early firmware versions.

Caution: Never switch the printer off while the firmware is being written (“Saving Firmware to Flash”), or when the display shows “RECEIVING FIRMWARE / DO NOT POWER OFF!”. Connect the USB cable before putting the battery back.

OFFICIAL FORCED DOWNLOAD PROCEDURE

1. Switch the printer off and remove the battery.
2. Load a roll of paper or labels.
3. Connect the USB cable, with the battery still removed, then reinstall the battery.
4. Hold down the select key (tick) and the feed button, then switch the printer on. When the light comes on, release the Power button, then the other keys: the display switches to forced download mode.
5. Open ZDownloader: Printer menu, Auto Detect, then select the printer whose port is USB.

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6. File menu, Select Firmware File: choose the saved firmware file, then Printer menu, Download All.
7. Follow the installation on the display: do not switch the printer off during the “Saving Firmware to Flash” stage. A message is displayed at the end of the installation.

The messages “LOOKING FOR UPDATES”, “MIRRORING COMMANDS”, “SENDING FEEDBACK” and “MIRROR PROCESSING FINISHED” accompany the automatic update (mirroring). The Zebra article covers QLn, ZQ6 and ZQ5 series mobile printers; the ZQ500 Series guide confirms the select and feed key sequence at power-on for forced download.

Sources: Mobile Printer Firmware Download Failure and Force Download Mode – Zebra knowledge base (link removed on 21 October 2026; the page is no longer available at its former address) · [ZQ500 Series User Guide \(PDF, FR\)](#) › [Séquences de mise sous tension \(touches\)](#) ⓘ · ZQ500 Series User Guide – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 Rev. B, January 2016 · [ZQ500 Series user guide](#) ⓘ – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 (official documentation).

Other problems: card reader, configuration label and end of support for the Zebra ZQ510

These entries cover the optional magnetic card reader, the configuration label to prepare before any call to support, and the end of Zebra support for this model.

Why won't the magnetic card reader on my Zebra ZQ510 read the card?

Symptom: no beep after swiping the card.

Short answer: Check that the card is inserted with the magnetic stripe facing the right way, then that the card is not too worn and that its stripe is not damaged. A beep confirms a successful read.



LIKELY CAUSE

The Zebra troubleshooting guide gives two causes: a card inserted with the magnetic stripe the wrong way round, or a worn card with a damaged stripe.

WHAT TO DO

1. Swipe the card again with the magnetic stripe facing the right way.
2. Check that the card is not too worn and that the stripe is not damaged.
3. Wait for the beep: the reader confirms a successful read with a sound, not with a light.

The reader is an option (part numbers P1063406-021 or P1072539-014) that replaces the front panel of the printer. It reads bank, AAMVA and JIS cards, on three tracks at once, or two if the configuration requires it.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) (official documentation).

How do I print a configuration label on a Zebra ZQ510?

Short answer: Switch the printer off and load continuous paper (journal) with no black bars on the back. Hold down the feed button (Feed), press Power and release it, and release Feed when printing starts.

PROCEDURE (ZEBRA GUIDE)

1. Switch the printer off and load continuous paper, with no black bars printed on the back.
2. Press and hold the feed button (Feed).
3. Without releasing Feed, press Power and then release it.
4. Release Feed when printing starts.

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5. To also get the network label, hold down the select key instead of Feed when switching the printer on.
6. The label includes, among other things, the printhead test, the serial number, the 802.11 radio settings, the flash and RAM memory, the resident fonts and the files loaded in memory.

When to call a technician: if the configuration label does not print, or for a problem not covered by the troubleshooting guide, Zebra refers you to its technical support, with the model, the serial number and the 15-digit product configuration code (PCC).

The serial number is on the large label on the back of the printer and on the configuration label; the 15-digit PCC code is on the label on the back.

Sources: [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 · [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) (official documentation).

Has Zebra support for the ZQ510 ended, and how do I get the printer repaired?

Short answer: Yes. Zebra has not sold the ZQ510 since 30 July 2021 and ended its service and support on 30 June 2026: Zebra customer support is no longer available for this model. For assistance, Zebra refers you to an authorised Zebra service provider (Zebra Authorized Service Provider).

LIKELY CAUSE

According to the Zebra ZQ510 support page, the end of sale date is 30 July 2021 and the end of service and support date is 30 June 2026; customer support is no longer provided after that date.

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WHAT TO DO

1. Prepare the information any technical service will ask for: model (ZQ510), serial number and 15-digit product configuration code (PCC), taken from the label on the back of the printer.
2. Print a [configuration label](#) to attach the printer's status.
3. Contact an authorised Zebra service provider.
4. The ZQ510 documentation (ZQ500 Series user guide, accessory guides) is still listed on the Zebra support page.

When to call a technician: since 30 June 2026, Zebra refers you to an authorised Zebra service provider for any assistance with the ZQ510.

Sources: ZQ510 Mobile Printer Support – Zebra ZQ510 support page (link removed on 21 October 2026: the page is no longer available at its former address) · [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022 (official documentation).

When should you call a technician for a Zebra ZQ510?

The entries above first suggest reloading, cleaning or adjusting. In the following cases, the Zebra documentation refers you to its support, to an authorised provider or to the replacement of a part:

- **Recurring “OUT OF MEMORY...” or USB alert:** the guide gives no solution: support, with the configuration label.
- **Linerless paper still stuck to the platen roller:** after cleaning and feeding 1 to 2 metres of paper, Zebra asks for the platen roller to be replaced.
- **“HEAD MAINTEN. NEEDED” persisting after cleaning:** the guide provides no other action: support.
- **Configuration label impossible to print:** or problem not covered by the troubleshooting guide: technical support, with the model, the serial number and the PCC code.

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- **Any repair after 30 June 2026:** Zebra support for the ZQ510 has ended: Zebra refers you to an authorised Zebra service provider.

Avoiding recurring faults on the Zebra ZQ510: 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 ZQ510 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

Specialist Zebra technicians

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A predictable budget instead of unplanned repairs.

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 ZQ510 troubleshooting: frequently asked questions

How do I calibrate a Zebra ZQ510?

Connect the printer to a computer and send commands with Zebra Setup Utilities or the ZDesigner driver: media.type to label and media.sense_mode to gap (gap labels) or bar (black mark), then the calibration command ~jc^xa^jus^xz. The printer feeds a few labels; switch it off and on again to finish. Each press of Feed should then feed a single label. [See the detailed entry.](#)

Why is the Paper icon flashing on a Zebra ZQ510?

According to Zebra, the Paper icon flashes when the paper runs out and the cover icon flashes when the paper cover is open. Check that paper is loaded, then close the cover until it clicks so that it is properly latched. If the icon is still flashing with gap or black mark labels, set the appropriate sensor and recalibrate. [See the detailed entry.](#)

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How do I clean the printhead on a Zebra ZQ510?

Switch the printer off and let the printhead cool down. Rub the thin grey line of the printhead with a Zebra cleaning pen, or a cotton bud moistened with 90% medical alcohol, from the centre towards the edges. Zebra recommends this cleaning after five rolls, or after every roll with linerless paper. [See the detailed entry.](#)

What does “BATTERY DIMINISHED CONSIDER REPLACING” mean on a Zebra ZQ510?

The smart battery has exceeded 300 charge cycles: Zebra then classifies its state as “Replace”. Between 550 and 599 cycles, the message becomes “Warning-Battery Is Past Useful Life”. At 600 cycles, the printer displays “Replace Battery Shutting Down” and switches off after 30 seconds: plan for a new battery. [See the detailed entry.](#)

What does “CHARGING TEMP FAULT” mean on a Zebra ZQ510?

The battery is too hot or too cold to be charged: according to Zebra, it charges between 0 and 40 °C. Bring the printer or the battery back to room temperature, out of direct sunlight, then restart charging. Use only a Zebra-approved adapter or charger. [See the detailed entry.](#)

How do I print a configuration label on a Zebra ZQ510?

Switch the printer off and load continuous paper with no black bars on the back. Hold down the feed button (Feed), press Power and release it, and release Feed when printing starts. The label shows, among other things, the printhead test, the serial number and the radio settings. [See the detailed entry.](#)

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Why doesn't my Zebra ZQ510 show up on Bluetooth?

On the dual radio version, Zebra ships the printer with Wi-Fi enabled and Bluetooth disabled: enable Bluetooth and set Discoverable to ON with Zebra Setup Utilities. A non-discoverable printer can only be paired by a device that knows its Bluetooth address or has already paired with it. Stay within about 10 metres. [See the detailed entry.](#)

Has Zebra support for the ZQ510 ended?

Yes. Zebra has not sold the ZQ510 since 30 July 2021 and ended its service and support on 30 June 2026. For assistance, Zebra refers you to an authorised Zebra service provider. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and messages in this guide come from the pages below of the official Zebra documentation (ZQ500 Series user guide in English, French and Spanish, troubleshooting chapter of the English version, Zebra knowledge base articles, battery FAQ and ZQ510 support page), consulted on 20 October 2026. The English version of the user guide is cited by its title and reference.

- [ZQ500 Series user guide](#)  – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-022, November 2015 **official**
- ZQ500 Series User Guide – Zebra ZQ500 Series user guide (ZQ510/ZQ520), PDF P1064404-002 Rev. B, January 2016 **official**
- [Guía del usuario de la impresora serie ZQ500](#)  – Zebra ZQ500 Series guide in Spanish, PDF P1064404-042 **official**
- [Troubleshooting](#)  – ZQ500 Series User Guide, troubleshooting chapter (English version) **official**

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- Calibrating Zebra ZQ500/QLn Series Mobile Printers – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) **official**
- Mobile Printer Firmware Download Failure and Force Download Mode – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) **official**
- [ZQ500 Series User Guide \(PDF, FR\) > Séquences de mise sous tension \(touches\)](#) **official**
- Windows 10 Bluetooth Setup with Zebra Printers – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) **official**
- [ZQ500 Series User Guide \(PDF, FR\) > Communications sans fil avec la fonction Bluetooth](#) **official**
- Configure Printer Bluetooth Setup Using the Zebra Setup Utilities (ZSU) – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) **official**
- [ZQ500 Series User Guide \(PDF, FR\) > Communications sans fil avec la fonction Bluetooth](#) **official**
- Configuring Printer Connectivity for Wired or Wireless Networks Using the Zebra Setup Utilities – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) **official**
- [ZQ500 Series User Guide \(PDF, FR\) > Présentation du réseau local sans fil \(WLAN\)](#) **official**
- [Zebra Mobile Printer Batteries \(Frequently Asked Questions\)](#) **official** – Zebra FAQ on mobile printer batteries, 13/07/2023
- ZQ510 Mobile Printer Support – Zebra ZQ510 support page (link removed on 21 October 2026: the page is no longer available at its former address) **official**

The following documents and pages were not consulted for this guide: appendix B “Alert Messages” of the French, Spanish, Italian, German and Japanese versions of the ZQ500 Series guide published on zebra.com, Zebra knowledge base articles 000022822 (black marks on the front on ZQ510/ZQ520) and 000022839 (“Unsupported USB Host Filesystem” during an OTG update), the Zebra Bluetooth guide (P1068791) and the French version of the ZQ510 support page; nothing was taken from them. 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 ZQ510 and ZQ520 Series](#)
- All Zebra printer troubleshooting guides ([ZT230](#), [ZT410](#), [ZT421](#), [ZT420](#), [ZT411](#), [S4M](#), [GK420](#), [ZD421](#), [GX420](#), [QLn420](#), [ZQ630](#), [ZQ511](#), [ZQ610 Plus](#), [ZC100](#) and [ZC300](#), [ZD410](#), [ZD411](#), [ZD420](#), [ZD500R](#), [ZD510-HC](#), [ZD611](#), [ZD620](#), [ZD621](#), [ZQ310 Plus](#), [ZQ320 Plus](#), [ZQ620 Plus](#), [ZT231](#), [ZT510](#), [ZT610](#) and

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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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PDF version of the page <https://www.timcod.fr/repair/en/printer-troubleshooting/zebra/zq510>, updated on 21 October 2026.

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