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TROUBLESHOOTING GUIDE

Zebra ZQ620 Plus troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Zebra documentation, ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the **Zebra ZQ620 and ZQ620 Plus Series product page** →

In brief. The Zebra ZQ620 Plus is a 3-inch direct thermal mobile printer (72 mm print width), with a colour display, a PowerPrecision+ smart battery and Bluetooth and Wi-Fi radios; this guide also covers the ZQ620 Plus-HC healthcare version and the previous-generation ZQ620. The Zebra documentation traces most incidents back to a few causes: media missing or badly loaded, a cover that is not properly latched, a printhead that needs cleaning, a low battery or one at the end of its life. The guide covers the documented alerts, calibration, printhead cleaning, the battery and charging, as well as Bluetooth, NFC, Wi-Fi, USB and Ethernet connections. The ZQ620 Plus does not exist in an RFID version: at Zebra, that option is reserved for the ZQ630 Plus. Click a question to open its entry.

- **A message is displayed** (Media Out, Head Open, Battery Low...): find it in the [lookup table](#) and open the matching entry.

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- **No message, but the print quality is poor:** start with [printhead cleaning](#), then check the [calibration](#) and the [label loading](#).
- **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.

What error is my Zebra ZQ620 Plus showing? Lookup by message, icon and light

The ZQ620 Plus reports its errors through colour-coded alerts on the display (green for information, yellow for a warning, red for an error), through flashing icons in the status bar and through the light ring on the POWER button. The table links each documented message or state to its cause and to the troubleshooting entry.

Message or state	Display and light (Zebra guide)	Likely cause	Entry
Media Out	● Media icon flashing red, red alert (Error)	No media detected: end of roll, missing label at the end of the roll, dirty or faulty sensor	Media Out
Head Open	● Cover icon flashing red, red alert (Error)	Media cover not properly closed or head-open switch needing servicing	Head Open
Printhead Over Temperature	● Yellow alert (Warning, identifier HeadOverTemp)	Printhead too hot: very dense batch or ambient temperature too high; printing resumes on its own	Printhead overheating

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Message or state	Display and light (Zebra guide)	Likely cause	Entry
Error icon flashing	● Error icon flashing red	Error other than out of media or cover open: read the alert displayed	<u>Flashing icon</u>
Data icon flashing	● Data icon flashing green	Receiving data: normal operation	<u>Flashing icon</u>
PaperJam	● Yellow alert (Warning)	Label jam	<u>Jam</u>
ReplaceHead, HeadThermistorFault, AckAlertHeadElementTestFailed	● Red alert (Error)	Fault reported on the printhead; cause not detailed in the guide	<u>Printhead error</u>
Battery Low	● ● Yellow alert (Warning), battery icon reduced to a red outline	Low charge warning threshold reached	<u>Battery Low</u>
Battery Diminished, Consider Replacing	—	Message at power-up: battery between 300 and 599 charge cycles	<u>Worn battery</u>
Warning-Battery Is Past Useful Life	—	Battery between 550 and 599 cycles, alert accompanied by a long beep	<u>Worn battery</u>
Replace Battery, Shutting Down	—	Battery at 600 cycles or more: flashing message, beep every second, shutdown after 30 seconds	<u>Worn battery</u>

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Message or state	Display and light (Zebra guide)	Likely cause	Entry
POWER ring solid or pulsing red	● POWER ring solid red, or pulsing red in sleep mode (ZQ610 & ZQ620 guide)	Battery in poor condition, charging or charged	<u>Worn battery</u>
POWER ring flashing red	● POWER ring red, two flashes per second (ZQ610 & ZQ620 guide)	Charge fault	<u>Charge fault</u>
BatteryChargeFault, BatteryOverTemp, BatteryUnderTemp	● ● Red alert (charge fault) or yellow alert (battery temperature)	Battery too hot or too cold to charge, or charge fault	<u>Charge fault</u>
POWER ring solid or pulsing orange	● POWER ring solid orange, or pulsing orange in sleep mode (ZQ610 & ZQ620 guide)	Battery charging: normal operation	<u>Battery charging</u>
POWER ring pulsing green	● POWER ring pulsing green	Sleep mode, battery not charging	<u>Blank display and sleep mode</u>
BluetoothPairingFailed, BluetoothPairingRejected	● Red alert (Error)	Bluetooth pairing failed or rejected	<u>Bluetooth</u>

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Message or state	Display and light (Zebra guide)	Likely cause	Entry
WlanLossSignal, WlanInvalidSecurityM ode, WlanInvalidChannels	● ● Yellow alert (signal lost) or red alert (invalid security or channels)	Wi-Fi network lost or invalid wireless settings	Wi-Fi
BadFirmwareDownload	● Red alert (Error)	Faulty firmware download	Firmware
Blank LCD display	○ Display off	Printer switched off or in sleep mode, or application missing or corrupted	Blank display and sleep mode

The alert colours come from the “Error Messages” page and the icons from the “Status Icons” page of the Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus guide. That guide only shows the POWER ring colours in images, except for pulsing green (sleep mode without charging): the other colours come from the previous-generation ZQ610 & ZQ620 guide. The one-word names (PaperJam, ReplaceHead...) are the alert identifiers listed by Zebra, without any specific on-screen text. A dash means that the page consulted does not specify the light states.

Zebra ZQ620 Plus error messages: causes and solutions

Zebra documents the ZQ620 Plus alerts in the ZQ600 Plus Series guide and in its ZQ6xx alert pages. For each one: the short answer, the cause, the steps to follow and, where Zebra provides for it, the point at which you should hand over to a technician.

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Why does my Zebra ZQ620 Plus show “MEDIA OUT” when a roll is loaded?

Message: **Media Out** · Media icon flashing red · Red alert (Error).

Short answer: The printer no longer detects any media in the print path. Reload the roll, close the cover with the leading edge sticking out, then press FEED once; if the alert persists, clean the media sensor.

LIKELY CAUSE

According to the Zebra ZQ6xx alert page, the printer does not detect any media. Zebra cites four possible causes: a large batch of labels with high print density, a missing label between two labels at the end of the roll (this is the end marker chosen by the roll manufacturer), a dirty media sensor, or a sensor that no longer works (corrupted data or faulty component).

Caution: Switch off the printer before cleaning the inside and never insert sharp or pointed objects into it, as the Zebra guide instructs.

WHAT TO DO

1. Load the media and close the latch: the leading edge of the media must be completely out of the compartment when the cover is closed.
2. If necessary, press FEED once to resume printing or to line up the next label.
3. If a label is missing between two labels at the end of the roll, replace the empty roll and carry on. Do not switch off the printer, otherwise the current print job is lost.
4. Clean the media sensor: the guide asks you to keep the windows of the bar sensor and gap sensor free of dust by gently brushing the inside of the printer.
5. Check the media icon: flashing red, the media is missing; solid white, the media is detected. The Sensors menu also shows whether media is present (Media Status).

When to call a technician: if the media sensor no longer works (corrupted data or faulty

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component), Zebra asks you to contact its support.

The alert page consulted is the one for the ZQ6xx Series (previous generation). The ZQ600 Plus guide classes the MediaOut alert as an error (red background).

Sources: [ZQ6xx Alert: Media Out](#) – Zebra ZQ6xx alert pages · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) · [Status Icons](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) · [Recommended Cleaning Schedule](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) · [Sensors Menu](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) · [Error Messages](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Why does my Zebra ZQ620 Plus show “HEAD OPEN” when the cover is closed?

Message: **Head Open** · Cover icon flashing red · Red alert (Error).

Short answer: The printer detects that the printhead or the media cover is not fully closed. Press the front corners of the cover until the latches click; if the alert persists, the head-open switch must be serviced by Zebra support.

LIKELY CAUSE

Zebra cites two causes: the cover is open or not properly closed, or the head-open switch needs servicing.

WHAT TO DO

1. Open the cover fully with the release button (Latch Release) on the side of the printer, check that the roll is correctly positioned between its holders, then close it.
2. Press the upper front corners of the cover until the latches engage.
3. Check the cover icon in the status bar: it flashes red as long as the cover is open.
4. If the alert stays on the display even though the cover is latched, the head-open switch is at fault.

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When to call a technician: if the alert persists with the cover latched, Zebra asks you to contact its support to have the head-open switch serviced.

The guide for the previous-generation ZQ620 also cites “Media Cover Open” among the examples of flashing alerts.

Sources: [ZQ6xx Alert: Head Open](#) – Zebra ZQ6xx alert pages · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Status Icons](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#) – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ610 & ZQ620 User Guide](#) – ZQ610 & ZQ620 User Guide, PDF P1098271-03EN (official documentation).

Why does my Zebra ZQ620 Plus stop with the “PRINTHEAD OVER TEMPERATURE” alert?

Message: `Printhead Over Temperature` (identifier `HeadOverTemp`) · Yellow alert (Warning).

Short answer: The printhead has overheated: printing stops while it cools down, then resumes on its own. If the alert comes back often, space out the labels or reduce the print density, and keep the printer out of the sun.

LIKELY CAUSE

According to Zebra, this pause protects the printhead. Two causes are cited: a large batch of labels with high print density, or an ambient temperature above the operating range, made worse by direct sunlight.

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

WHAT TO DO

1. Wait: printing resumes automatically once the printhead has cooled.
2. For large, heavily printed batches, add pauses between labels or reduce the print density.

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3. Keep the printer below its maximum operating temperature of 50 °C and out of direct sunlight.

The Zebra data sheet for the ZQ6 Series gives an operating range of -20 °C to 50 °C. The alert page consulted is the one for the ZQ6xx Series (previous generation).

Sources: [ZQ6xx Alert: Printhead Over Temperature](#)  – Zebra ZQ6xx alert pages · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Error Messages](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ6 Series Mobile Printers](#)  – Zebra ZQ6 Series data sheet · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Recommended Cleaning Schedule](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

What does a flashing icon on the display of my Zebra ZQ620 Plus mean?

Symptoms: green Data icon, media icon, cover icon or error icon flashing.

Short answer: A flashing green Data icon is normal: the printer is receiving data. If another icon is flashing, check that media is loaded and that the cover is closed and latched; the red error icon indicates another error, described by the alert displayed.

LIKELY CAUSE

According to the Zebra guide, the media icon flashes red when there is no media, the cover icon flashes red when the cover is open, and the error icon flashes red for any error other than out of media or the printhead latch being open.

WHAT TO DO

1. Data icon flashing green: no action needed, data is being received.
2. Media icon or cover icon red: load the media and close the cover until it latches (see [Media Out](#) and [Head Open](#)).
3. Error icon red: read the alert displayed. Zebra classifies alerts by colour: green background for information, yellow for a warning, red for an error.



4. Correct the cause: according to the guide for the previous-generation ZQ620, the alert clears once the condition has been dealt with (for example after loading media) and can be acknowledged with a select key.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Troubleshooting Issues](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Status Icons](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Error Messages](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 & ZQ620 User Guide](#)  – ZQ610 & ZQ620 User Guide, PDF P1098271-03EN (official documentation).

Calibration problems: my Zebra ZQ620 Plus skips labels or cannot find the gap

The ZQ620 Plus is calibrated from the Tools menu, or automatically at start-up or when the cover is closed. These entries cover the procedure and the settings that cause calibration to fail.

How do I calibrate a Zebra ZQ620 Plus?

Symptoms: new type of labels, label length not detected properly, skipped labels.

Short answer: The ZQ620 Plus is calibrated from the Tools menu, using the “Label Length Cal” function, which adjusts the label length. You can also have it calibrate automatically at start-up (Power Up Action) or when the printhead is closed (Head Close Action).

LIKELY CAUSE

Calibration lets the printer adjust the label length. According to Zebra, it fails if the maximum label length (Label Length Max) is set too low.

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CALIBRATION PROCEDURE (ZEBRA MENUS)

1. Load the roll of labels and close the cover.
2. On the Idle Display, press the LEFT SELECT key to open the Home menu.
3. Use the arrows to move to the Tools icon, then press OK.
4. Select “Label Length Cal” and confirm with OK: the printer calibrates to adjust the label length.
5. To calibrate at every start-up or every time the printhead is closed, set “Power Up Action” or “Head Close Action” to calibration in the same menu.
6. If calibration fails, check the Label Length Max setting in the Settings menu (see [calibration failing](#)).

The Zebra guide does not give a step-by-step calibration procedure: the steps above combine menu navigation with the description of the Tools menu. The “Take Label” value in the Sensors menu is set during sensor calibration; Zebra asks you not to change it unless instructed by its technical support or an authorised technician.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Tools Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Settings Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Sensors Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Why can my Zebra ZQ620 Plus not calibrate, as if the media were continuous?

Symptoms: calibration impossible, labels treated as continuous paper.

Short answer: If the maximum label length (Label Length Max) is shorter than the actual length, the printer treats the media as continuous and calibration fails. Set Label Length Max at least 25.4 mm (1 inch) above the length of the label plus the gap, then run the calibration again.

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LIKELY CAUSE

The Zebra guide explains this in the description of the Settings menu: a Label Length Max value that is too low makes the printer assume continuous media, and it can no longer calibrate. The declared media type must also match the media in use.

WHAT TO DO

1. Measure the length of a label and of the gap separating it from the next one.
2. In the Settings menu, set “Label Length Max” to at least this value plus 25.4 mm (1 inch).
3. In the same menu, check that “Media Type” matches the media loaded.
4. Check that the bar and gap sensor windows are clean and free of dust.
5. Run “Label Length Cal” again from the Tools menu (see [How to calibrate](#)).

The guide calls media with no black bars or gaps on the back “journal media”: it is continuous media, used in particular to print the configuration label.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Settings Menu](#) [↗](#) · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Tools Menu](#) [↗](#) · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Recommended Cleaning Schedule](#) [↗](#) · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Printing a Configuration Label](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Why does my Zebra ZQ620 Plus skip labels?

Symptoms: skipped labels (Skip labels).

Short answer: Zebra cites three checks: the media must have top-of-form marks (black bars) or gaps between labels, the format must not exceed the maximum print field, and the bar or gap sensor must not be obstructed or faulty.

LIKELY CAUSE

According to the Zebra troubleshooting table, the printer skips labels when it cannot find the top-of-form marks or the gaps, when the maximum print field of the label is exceeded, or when the bar or gap sensor is obstructed or faulty.

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

WHAT TO DO

1. Check that the roll does have top-of-form marks (black bars) or gaps between the labels.
2. Check that the label format sent does not exceed the maximum print field size.
3. Make sure the bar or gap sensor is not obstructed: keep its windows free of dust.
4. If the symptom persists, the sensor may be faulty.

The [calibration](#) entry describes the Label Length Cal function in the Tools menu.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Troubleshooting Issues](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [Troubleshooting](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (French version) · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Recommended Cleaning Schedule](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Label problems: my Zebra ZQ620 Plus no longer feeds the roll or jams

The ZQ620 Plus prints in direct thermal, without a ribbon: the incidents in this section concern the roll of labels or receipts, how it is loaded and how it feeds.

How do I load a roll of labels into a Zebra ZQ620 Plus?

Symptoms: changing the roll, loading in tear-off mode (Tear-Off).

Short answer: Press the release button on the side, swing the cover back, spread the holders apart and insert the roll the right way round: it must turn freely. Then close the cover.

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LIKELY CAUSE

The Zebra guide describes two loading modes: tear-off, where you tear off the label or strip of labels after printing, and peel-off, where the printer peels the backing off each label.

Caution: The tear bars have very sharp edges: take care when working near them, as the Zebra guide points out.

OFFICIAL PROCEDURE (TEAR-OFF MODE)

1. Press the release button (Latch Release) on the side of the printer: the media cover is released.
2. Swing the cover all the way back.
3. Spread the roll holders apart and insert the roll between them, in the direction shown in the illustration in the guide.
4. Check that the roll turns freely on its holders.
5. Close the cover. The media icon turns solid white when the media is detected.
6. For peel-off mode, follow the [peeler](#) entry.

Before connecting the printer to a computer or mobile computer, Zebra advises printing a configuration label to check that it is working properly (see [the procedure](#)).

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Loading Media](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Status Icons](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [Recommended cleaning schedule](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (French version) (official documentation).

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Why does my Zebra ZQ620 Plus not feed the labels?

Symptoms: the media does not feed when printing or when FEED is pressed.

Short answer: Check that the media cover is closed and latched, that the roll is not catching on its holders and that the label sensor is not obstructed. In peel-off mode, first remove the last label printed.

LIKELY CAUSE

The Zebra troubleshooting table cites four causes: cover not latched, media spindle catching, last printed label still in place in Peel-Off mode, label sensor obstructed.

WHAT TO DO

1. Close the media cover until it latches.
2. Check that the media spindle is not catching and that the roll turns freely.
3. In peel-off mode (Peel-Off), remove the last label printed: the next label only prints once the previous one has been removed.
4. Make sure the label sensor is not obstructed.
5. Press FEED: this button feeds one blank label, or a length of continuous media set by the software.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Troubleshooting Issues](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [Troubleshooting](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (French version) · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Loading Media](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Control Panel](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

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How do I clear a label jam in a Zebra ZQ620 Plus?

Alert: **PaperJam** (yellow, Warning) · Symptoms: labels jammed.

Short answer: Open the printhead release latch and the media cover, remove the media, then reinstall it. With labels without a liner (linerless), also clean the scraper and the platen roller according to the Zebra schedule if jams keep recurring.

LIKELY CAUSE

The Zebra troubleshooting table deals with jams by completely reloading the media. For linerless models, Zebra provides specific maintenance of the scraper and the platen roller.

Caution: Switch off the printer before any cleaning and never insert sharp or pointed objects. Zebra specifies that emergency cleaning of the linerless platen roller is only for removing contaminants (oil, dirt) that could damage the printhead: it shortens the life of the platen roller.

WHAT TO DO

1. Open the printhead release latch and the media cover.
2. Remove the media, then reinstall it and close the cover.
3. Linerless: clean the scraper with the adhesive side of the media, every five rolls.
4. Linerless: clean the inside of linerless platen units with alcohol and a lint-free cotton bud, every five rolls.
5. Linerless, if there is a print problem (media not releasing): turn the platen roller and clean it with a mixture of one part liquid soap to 25 parts water, then rinse with clean water.
6. If the linerless media keeps jamming after this cleaning and after feeding 1 to 2 m of media, Zebra states that the platen roller must be replaced.

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When to call a technician: if the linerless labels keep jamming after cleaning and after feeding 1 to 2 m of media, Zebra states that the platen roller must be replaced.

Zebra lists PaperJam among the yellow alerts (Warning) for the ZQ600 Plus Series; the guide does not specify the exact text displayed.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Troubleshooting Issues](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Error Messages](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Recommended Cleaning Schedule](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN (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 the print from my Zebra ZQ620 Plus faded, too dark or garbled?

For faded, partial or garbled print, Zebra almost always starts with cleaning the printhead and checking the media. The Darkness and Print Speed settings affect sharpness and barcode readability.

Why does my Zebra ZQ620 Plus print faded or with gaps?

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

Short answer: Zebra gives the same answer for faded print and partial print: clean the printhead and check the quality of the media. Clean the thin grey line on the printhead with a Zebra cleaning pen or a cotton bud soaked in 90% medical alcohol, from the centre towards the edges.

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LIKELY CAUSE

The Zebra troubleshooting table cites a dirty printhead and media of insufficient quality. Draft mode, intended for text only, also reduces optical density by about 22%.

Caution: Always switch off the printer before cleaning it: the printhead can become very hot after prolonged printing. Only use the products specified by Zebra, which accepts no liability for damage caused by other liquids, and never insert sharp or pointed objects into the printer.

OFFICIAL PRINTHEAD CLEANING PROCEDURE

1. Switch off the printer and let the printhead cool.
2. Open the media cover to access the printhead.
3. With a Zebra cleaning pen (not supplied) or a cotton bud soaked in 90% medical alcohol, wipe the thin grey line on the printhead, from the centre towards the outer edges.
4. Model with lined media (labels on a backing): turn the platen roller and clean it with a lint-free cotton bud or lint-free cloth lightly moistened with medical alcohol of 90% or more.
5. Check the quality of the media, the second cause cited by Zebra.
6. If the fading only affects text, check that draft mode is not enabled: it is off by default and is set with the SGD command `media.draft_mode`.
7. Repeat this cleaning every five rolls, or after every roll for media without a liner (linerless).

For the ZQ620 Plus-HC healthcare version, the guide refers you to a separate Zebra document with cleaning and disinfecting instructions.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Recommended Cleaning Schedule](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [Recommended cleaning schedule](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (French version) · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Troubleshooting Issues](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610](#)

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[Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Draft Mode](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#) [↗](#) – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN (official documentation).

Why can the barcodes printed by my Zebra ZQ620 Plus not be read?

Symptoms: print too dark or not sharp, barcodes unreadable by the scanner.

Short answer: A darkness setting (Darkness) that is too high makes labels less sharp, can prevent barcodes from being read and wears the printhead prematurely. Set the darkness to the lowest level that gives good quality, and reduce the print speed if needed.

LIKELY CAUSE

According to the description of the Settings menu, excessive darkness degrades sharpness and barcode readability and speeds up printhead wear. Zebra specifies that a slower print speed generally improves quality.

WHAT TO DO

1. From the idle display, press LEFT SELECT to open the Home menu, then open the Settings menu.
2. Lower “Darkness” to the lowest level that still gives acceptable print.
3. If the quality is still insufficient, reduce “Print Speed” (expressed in inches per second).
4. Print a label and check that the barcodes scan.

The guide links darkness to the SGD command `print.tone_zpl` and speed to `media.speed`.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Settings Menu](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#) [↗](#) – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN (official documentation).

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Why does my Zebra ZQ620 Plus print garbled or distorted labels?

Symptoms: jerky, distorted or scrambled print (garbled print).

Short answer: For the ZQ620 Plus, Zebra advises checking the media alignment, cleaning the printhead and making sure the cover is closed and latched. The guide for the previous-generation ZQ620 adds checking the baud rate.

LIKELY CAUSE

The troubleshooting table in the ZQ600 Plus guide cites misaligned media, a dirty printhead or a cover that is not properly latched. The ZQ610 & ZQ620 guide says to check the baud rate for garbled print.

WHAT TO DO

1. Open the cover and check the alignment of the roll between its holders.
2. Clean the printhead (see [the procedure](#)).
3. Close the cover until it latches.
4. Serial link: check the baud rate.
5. If you suspect the data received, switch to communications diagnostics mode (see [communication error](#)).

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Troubleshooting Issues](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [Troubleshooting](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (French version) · [ZQ610 & ZQ620 User Guide](#)  – ZQ610 & ZQ620 User Guide, PDF P1098271-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Communication Issues](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

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Printhead: my Zebra ZQ620 Plus reports a printhead error

The guide lists several red alerts relating to the printhead. The configuration label lets you check all the printhead elements before contacting support.

My Zebra ZQ620 Plus shows a printhead error: what should I do?

Alerts: `ReplaceHead` , `HeadThermistorFault` , `AckAlertHeadElementTestFailed` , `HeadAuthenticationFailed` , `HeadIdentificationFailed` (red, Error).

Short answer: Zebra classes these printhead alerts as errors (red background), without detailing their cause. Print a configuration label: its line of interlocking “x” characters is used to check that all the printhead elements are working. If the error persists, contact support with the serial number and the PCC code.

LIKELY CAUSE

The “Error Messages” page in the ZQ600 Plus guide lists these identifiers in the Error category, with no associated cause or action.

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

WHAT TO DO

1. Switch off the printer, let the printhead cool and clean it (see [the procedure](#)).
2. Load continuous media (journal media), with no black bars or gaps on the back.
3. Hold the FEED key down, then press and release POWER.
4. Release FEED when printing starts.
5. Check the line of interlocking “x” characters: it confirms that all the printhead elements are working. The report then shows the software version, model, serial number, baud rate and the other settings.

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6. If the alert persists, have ready the serial number, the model and the 15-digit product configuration code (PCC), found on the rear label and on the configuration label, then contact support.

When to call a technician: if the printhead alert persists, the Zebra guide asks you to contact your site's technical support, which will involve Zebra support if needed; the printer may have to be returned for repair.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Error Messages](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Printing a Configuration Label](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Recommended Cleaning Schedule](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

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

Connection problems: my Zebra ZQ620 Plus will not communicate over Bluetooth, NFC, Wi-Fi, USB or Ethernet

The ZQ620 Plus connects over Bluetooth, over Wi-Fi depending on the version, over USB or serial, and over Ethernet through its charging cradle. These entries cover the checks and diagnostic tools described by Zebra.

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Why does my Zebra ZQ620 Plus print nothing even though it is switched on?

Symptoms: no printing, no alert.

Short answer: Zebra advises checking the baud rate, the battery, the cable to the host device and the wireless link. If the printer receives data but prints nothing, the label format or commands may be invalid: diagnostics mode (Hex Dump) lets you check this.

LIKELY CAUSE

The Zebra troubleshooting table cites: incorrect baud rate, battery needing replacement, cable to the host faulty or disconnected, radio (RF) link or association with the local network lost, invalid label format or command structure.

WHAT TO DO

1. Serial link: check the baud rate.
2. Replace the battery with a charged battery.
3. Check the cable connecting the printer to the host device.
4. Re-establish the radio link or the association with the wireless network (see [Bluetooth](#) and [Wi-Fi](#)).
5. If the format or commands are at fault, put the printer into Communications Diagnostic mode (Hex Dump) (see [the procedure](#)).

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Troubleshooting Issues](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [Troubleshooting](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (French version) (official documentation).

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How do I diagnose a communication error on a Zebra ZQ620 Plus?

Symptoms: communication error, data received but incorrect labels.

Short answer: Check the baud rate and replace the cable connected to the host device. To see what the printer is actually receiving, put it into communications diagnostics mode (DUMP): it prints the data received in hexadecimal and in text.

LIKELY CAUSE

According to Zebra, a communication error comes from an incorrect baud rate or a faulty cable. DUMP mode is used to check the data sent from the computer to the printer.

OFFICIAL PROCEDURE (DUMP MODE)

1. Check the baud rate and, if necessary, replace the cable connected to the host.
2. Print a configuration label: with the printer switched off, hold FEED, press POWER, then release FEED when printing starts.
3. At the end of the report, the printer prompts you to press FEED: do so within 3 seconds. Otherwise, it cancels and returns to normal operation.
4. Send the print job: the printer prints the hexadecimal codes received and their text equivalent; non-printable characters appear as a full stop.
5. A .dmp file containing this data is saved in the printer's memory; you can view, copy or delete it with ZebraNet Bridge.
6. To exit DUMP mode, switch off the printer, wait 5 seconds, then switch it back on.

The Tools menu also offers “Diagnostic Mode”, which outputs all the data received by the printer in hexadecimal.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Communication Issues](#) ⓘ · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Troubleshooting Issues](#) ⓘ · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Printing a Configuration Label](#) ⓘ · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Tools Menu](#) ⓘ – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

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Why will my Zebra ZQ620 Plus not pair over Bluetooth?

Alerts: `BluetoothPairingFailed` , `BluetoothPairingRejected` (red) · Bluetooth icon missing or flashing blue.

Short answer: Check in the Bluetooth menu that the printer is visible (Discovery set to ON); otherwise, only a device that knows its Bluetooth address or has already been paired can connect to it. Stay within about 10 metres and check the minimum security mode set on the printer.

LIKELY CAUSE

According to Zebra, a device can only pair with a printer that is not visible if it knows its Bluetooth address (BDADDR) or has already been paired with it. The minimum security mode sets the lowest level the printer accepts. The Bluetooth range is limited to about 10 metres.

WHAT TO DO

1. Open the Bluetooth menu: “Bluetooth Address” confirms that the radio is present and “Connected” shows whether a connection is active (YES or NO).
2. Set “Discovery” to ON to make the printer visible. In Protected Mode, this setting cannot be changed from the control panel.
3. Otherwise, use the Bluetooth address printed as a barcode on the back of the printer. On dual-radio models, this label only shows the Wi-Fi MAC address.
4. Check the minimum security mode in the same menu: the host device can request a higher level of security, but not a lower one.
5. On a smartphone or tablet, use the free Zebra Printer Setup Utility app (Android or Apple).
6. Check the Bluetooth icon: solid blue, the link is established; flashing blue, connecting or sending labels; absent, link inactive.

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The pairing is remembered (bonding enabled by default): devices remain paired after a power cut or a disconnection. Depending on the version, the ZQ620 Plus uses Bluetooth 5.3 (with Wi-Fi 6) or 4.2 (with Wi-Fi 5). Data received over Bluetooth wakes the printer from sleep mode.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Bluetooth Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Bluetooth Networking Overview](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Status Icons](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Error Messages](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Sleep Mode](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Why does the NFC (Print Touch) on my Zebra ZQ620 Plus not respond?

Symptoms: no NFC connection with the smartphone or tablet.

Short answer: Hold the smartphone 7.62 cm (3 inches) or less from the Print Touch icon, on the side of the printer. The printer's NFC tag is passive: it is the NFC-compatible device that reads it.

LIKELY CAUSE

According to Zebra, the printer contains a factory-programmed passive NFC tag. It simply provides information to devices that read it, at very short range.

WHAT TO DO

1. Use an NFC-compatible smartphone, tablet or mobile computer.
2. Bring it within 7.62 cm of the Print Touch icon on the side of the printer.
3. Depending on the security profile in use, the contact starts automatic Bluetooth pairing, opens an app or displays a web support page.
4. If pairing does not happen, pair the printer directly over Bluetooth (see [the Bluetooth entry](#)).

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Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Troubleshooting Issues](#) [↗](#) – [Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide](#) · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Print Touch/NFC](#) [↗](#) – [Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide](#) · [ZQ610 & ZQ620 User Guide](#) [↗](#) – [ZQ610 & ZQ620 User Guide, PDF P1098271-03EN](#) (official documentation).

Why will my Zebra ZQ620 Plus not connect to Wi-Fi?

Alerts: `WlanLossSignal` (yellow), `WlanInvalidSecurityMode`, `WlanInvalidChannels` (red) · Antenna icon flashing.

Short answer: First check that your model has the Wi-Fi radio (the words “Wireless Network Printer” on the serial number label). For a printer purchased in the EMEA region after 1 August 2025, WLAN is disabled by default and must be enabled following the Zebra Link-OS PrintSecure administration guide.

LIKELY CAUSE

According to Zebra, dual-radio ZQ600 Plus printers come with Wi-Fi 6 (802.11ax) and Bluetooth 5.3, or with Wi-Fi 5 (802.11ac) and Bluetooth 4.2. On printers purchased in the EMEA region after 1 August 2025, WLAN is disabled by default.

WHAT TO DO

1. Check the serial number label on the back: wireless network models carry the words “Wireless Network Printer”.
2. Printer purchased in the EMEA region after 1 August 2025: enable WLAN by following the Zebra Link-OS PrintSecure Printer Administration Guide.
3. Configure the network with Zebra Setup Utilities or Zebra Mobile Setup Utility. ZebraNet Bridge Enterprise (version 2.8 or later) also offers network configuration tools.
4. Read the antenna icon: flashing on its own, the printer is looking for an access point; with one solid signal bar, it is associated and authenticating; with two solid signal bars, it is associated and authenticated; signal bars flashing, it is receiving data.

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5. In the Network menu, check the WLAN IP address, the ESSID, the channel and the signal strength. The ESSID cannot be changed from the control panel.
6. After making a change, use “Reset Network”: it resets the print server and saves the network changes.

In Protected Mode, many network settings cannot be changed from the control panel. The administration usernames and passwords are described in the Zebra documentation: this guide does not reproduce them. Data received over Wi-Fi wakes the printer from sleep mode.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [WLAN Overview](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Network Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Status Icons](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Error Messages](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Sleep Mode](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Why does Windows not recognise my Zebra ZQ620 Plus connected over USB?

Symptoms: printer listed as an unspecified device (Unspecified) in Windows.

Short answer: According to Zebra, this happens when the printer is connected before the drivers are installed. Install the drivers from zebra.com/drivers, then update the printer driver in Device Manager.

LIKELY CAUSE

Zebra asks you to install the drivers before connecting the printer. Otherwise, Windows lists it as an unspecified device.

WHAT TO DO

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



2. The USB connectors are keyed: do not force the cable if it does not go in.
3. Install the Zebra drivers downloaded from zebra.com/drivers.
4. Open Device Manager, right-click the Zebra printer and choose to update the driver.
5. Choose to browse the computer for the driver and point to the Downloads folder.
6. Then configure the printer with Zebra Setup Utilities.

The guide also describes the RS-232C serial link: the 14-pin connector on the communication cable plugs into the printer's serial port.

Source: [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#) – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN (official documentation).

Why does my Zebra ZQ620 Plus not charge or not communicate on its Ethernet cradle?

Cradle light: solid green (power), flashing green (Ethernet activity).

Short answer: Remove the docking contact cover under the printer before placing it in the cradle, and clean these contacts with a Zebra cleaning pen to remove label residue. The solid green light on the cradle shows that it is powered; flashing green indicates Ethernet activity.

LIKELY CAUSE

According to Zebra, the Ethernet and charging cradle (one or four bays for the ZQ620 Plus) charges the printer, provides a 10/100 Mb/s Ethernet port and acts as a backup power supply. Zebra asks you to clean the docking contacts to remove label residue from them.

WHAT TO DO

1. Remove the docking contact cover located under the printer.
2. Clean the contacts with a Zebra cleaning pen to remove label residue.

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3. Place the printer in the cradle and check the light: solid green, the cradle is powered; flashing green, there is Ethernet activity.
4. In the Network menu, check the wired IP address, the subnet mask, the gateway and the IP protocol.
5. In the cradle, the printer remains usable: display, charge light, keys, printing and changing the roll.

The printer does not go into sleep mode when it is placed in an Ethernet cradle. According to the Zebra data sheet, the Ethernet port of the ZQ620 Plus is provided by the charging cradle.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Ethernet and Charging Cradle](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Network Menu](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Sleep Mode](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ6 Series Mobile Printers](#) – Zebra ZQ6 Series data sheet (official documentation).

Peeler problems: my Zebra ZQ620 Plus does not peel the labels

The Zebra guide describes two modes for the ZQ620 Plus: tear-off and peel-off. In Peel-Off mode, the printer peels the backing off each label during printing.

Why does the peeler on my Zebra ZQ620 Plus not peel the labels?

Symptoms: the label is not peeled, or the next label does not print.

Short answer: In peel-off mode (Peel-Off), the next label only prints once the previous one has been removed. If the label is not peeled, reload the roll in Peel-Off mode, raising the peeler lever before closing the cover.



LIKELY CAUSE

According to the Zebra guide, in Peel-Off mode the printer peels the backing off each label during printing and waits for the label to be removed before printing the next one. The peeler (peeler bail) must have been released when loading.

OFFICIAL PROCEDURE (PEEL-OFF MODE, ZQ610 PLUS/ZQ620 PLUS)

1. Peel a few labels off their backing at the start of the roll.
2. Open the cover with the release button and insert the roll between its holders.
3. Push the peeler lever upwards to release the peeler into the raised position.
4. Close the cover: the peeler folds back and the printer is ready to peel the labels.
5. Press POWER to switch the printer on, or FEED if it is already on.
6. To return to tear-off mode: open the cover (the peeler rises on its own), lower it until it latches, then close the cover.

The “Take Label” setting in the Sensors menu sets the intensity of the “take label” LED; Zebra asks you not to change it unless instructed by its technical support or an authorised technician.

Sources: [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Loading Media](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Troubleshooting Issues](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Sensors Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Battery and charging: my Zebra ZQ620 Plus will not switch on, will not charge or runs down too quickly

The ZQ620 Plus runs on a PowerPrecision+ smart lithium-ion battery, which tracks its number of cycles and its state of health. These entries cover battery alerts, charging and Zebra chargers.

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Why will my Zebra ZQ620 Plus not switch on?

Symptoms: no response when POWER is pressed, display and light ring off.

Short answer: Check that the battery is installed correctly, then recharge or replace it. On a new battery, first remove the insulating tape (tape insulator) stuck to the battery.

LIKELY CAUSE

The Zebra troubleshooting table cites a battery that is badly installed, flat or needing replacement.

Caution: According to Zebra: avoid short-circuiting the battery, do not burn it, do not dismantle it and do not expose it to more than 65 °C; only use chargers approved by Zebra. The DC socket handles 0 to 36 V: above 36 V, the DC line fuse opens permanently. The battery only charges at 12 V DC, with the Zebra AC adapter.

WHAT TO DO

1. Remove the battery: swivel or remove the belt clip if it is in the way, press the battery latch, rotate the battery out of its compartment and lift it out.
2. New battery: pull the tab of the insulating tape under the battery, peel the tape off the top of the battery and throw it away.
3. Refit the battery by tilting it into its compartment, then rotate it until it locks into place, flush with the housing.
4. Recharge: connect the mains cord for your country to the Zebra adapter, open the protective cover, insert the plug into the printer's DC input socket, then plug the cord into the wall. Connecting it switches the printer on and starts charging.
5. Press POWER: the light ring flashes during start-up, then stays lit.
6. If nothing happens, replace the battery with a charged Zebra battery.

The guide specifies that batteries are shipped in sleep mode to preserve their capacity during storage, before first use.

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Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Troubleshooting Issues](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Removing the Battery](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Charging the Battery](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#) – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Control Panel](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Why does my Zebra ZQ620 Plus show “BATTERY LOW”?

Message: **Battery Low** · Yellow alert (Warning) · Battery icon reduced to a red outline.

Short answer: The battery has reached the low charge warning threshold: the printer may switch off at any moment if you continue printing. Replace the battery with a charged battery, connect the AC adapter or place the printer in a charging cradle.

LIKELY CAUSE

According to the Zebra ZQ6xx Plus alert page, the battery has reached the low charge warning threshold.

WHAT TO DO

1. Replace the battery with a charged battery, connect the AC adapter or place the printer in a charging cradle.
2. For faster charging in the printer, switch it off while charging.
3. Follow the level on the battery icon: four green bars above 80%, three green from 60 to 80%, two yellow from 40 to 60%, one red from 20 to 40%, empty red outline when the battery is low. While charging, a lightning bolt flashes on the icon.

If the alert comes back soon after a full charge, see the [reduced battery life](#) entry.

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Sources: [ZQ6xx Plus Alert: Battery Low](#) – Zebra ZQ6xx Plus alert pages · [ZQ6xx Alert: Battery Low](#) – Zebra ZQ6xx alert pages · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Status Icons](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Error Messages](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

What does “BATTERY DIMINISHED, CONSIDER REPLACING” mean on my Zebra ZQ620 Plus?

Messages: **Battery Diminished, Consider Replacing**, **Warning-Battery Is Past Useful Life**, **Replace Battery, Shutting Down** · POWER ring red (battery in poor condition).

Short answer: The PowerPrecision+ smart battery counts its charge cycles and warns you as it wears out. From 300 to 599 cycles, Zebra classes it as due for replacement; at 600 cycles or more, the printer displays “Replace Battery, Shutting Down” and switches off after 30 seconds.

LIKELY CAUSE

According to the Zebra guide, the battery's state of health depends on the number of cycles: fewer than 300 cycles, good condition and no message; from 300 to 599 cycles, the message “Battery Diminished, Consider Replacing”; from 550 to 599 cycles, the alert “Warning-Battery Is Past Useful Life” with a long beep; from 600 cycles, the message “Replace Battery, Shutting Down”, which flashes with one beep per second, then the printer shuts down after 30 seconds.

Caution: Always dispose of used batteries appropriately, as Zebra requires.

WHAT TO DO

1. Open the Battery menu: it shows, among other things, the state of health, the number of cycles (Cycle Count), the voltage, the capacity and whether a charger is present.



2. From 300 to 599 cycles, Zebra classes the battery in the “Replace” state: plan to replace it.
3. From 600 cycles (“Poor” state), the printer shuts down 30 seconds after the message: replace the battery.
4. On the Smart Charger 2, the health light shows: green, battery in good condition; yellow, reduced capacity; flashing yellow, end of useful life reached; orange, unusable battery to be replaced and recycled.
5. Replace it with a Zebra smart battery: the ZQ620 Plus uses a 2-cell PowerPrecision+ lithium-ion battery.

The guide for the previous-generation ZQ620 describes the same messages and specifies the colour of the POWER ring: solid red for a battery in poor condition (charging or charged), pulsing red in the same situation in sleep mode.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Using Batteries](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Smart Charger 2 - Battery Health Indicator](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 & ZQ620 User Guide](#)  – ZQ610 & ZQ620 User Guide, PDF P1098271-03EN (official documentation).

Why does the battery in my Zebra ZQ620 Plus run down so quickly?

Symptoms: reduced battery life, frequent “Battery Low” alert.

Short answer: According to Zebra, a battery more than a year old can lose battery life through normal ageing. Check its state of health in the Battery menu and replace it if necessary.

LIKELY CAUSE

The Zebra troubleshooting table links reduced battery life to the normal ageing of a battery more than a year old. The guide also lists precautions that extend the battery's service life.

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WHAT TO DO

1. Check the state of health and the number of cycles in the Battery menu (see [battery wear](#)).
2. Replace the battery if it is worn out.
3. Never expose it to direct sunlight or to more than 40 °C while charging.
4. Always use a Zebra charger designed for lithium-ion batteries.
5. Remove the battery if the printer will be left unused for a day or more and you are not doing maintenance charging.
6. Leave sleep mode enabled (by default after 20 minutes of inactivity) and set the backlight duration (Backlight Timeout) in the Tools menu: the display dims after an adjustable delay to save power.

The guide for the previous-generation ZQ620 describes the Adaptive Print Performance feature: when the charge is low, the battery is worn, it is very cold or the printing is dense, the printer adapts its performance; speed and noise may change, but not print quality. The Zebra data sheet mentions an optional extended-capacity battery for the ZQ620 Plus, which adds 16 mm to the height of the printer.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Troubleshooting Issues](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#) [↗](#) – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Sleep Mode](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Tools Menu](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Control Panel](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 & ZQ620 User Guide](#) [↗](#) – ZQ610 & ZQ620 User Guide, PDF P1098271-03EN · [ZQ6 Series Mobile Printers](#) [↗](#) – Zebra ZQ6 Series data sheet (official documentation).

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Why will the battery in my Zebra ZQ620 Plus not charge?

Alerts: `BatteryChargeFault` (red), `BatteryOverTemp`, `BatteryUnderTemp` (yellow) ·
POWER ring flashing red.

Short answer: According to Zebra, a charge fault is most often caused by a battery that is too hot or too cold. Let it return to room temperature, then restart charging with the printer switched off, ideally between 5 °C and 40 °C. If the fault persists, the battery should be recycled.

LIKELY CAUSE

According to Zebra, the battery is best charged at room temperature with the printer switched off, ideally between 5 °C and 40 °C (charging range 0 °C to 40 °C for the ZQ620 Plus, 0 °C to 50 °C for the HC version). At high temperature, the printer may suspend and then resume charging; at an abnormal temperature, the lights and alerts indicate that charging cannot start.

Caution: Do not place a charger where liquids or metal objects could fall into the charging slots.

WHAT TO DO

1. Let the battery return to room temperature, then restart charging with the printer switched off.
2. Use the Zebra AC adapter (12 V DC) or a charger approved by Zebra.
3. Read the POWER ring: according to the guide for the previous-generation ZQ620, solid orange while charging, solid green when the battery is charged, red flashing twice per second if there is a charge fault.
4. 1-slot or 3-slot charger: fast flashing red, charge fault; solid orange, charging; solid green, charging complete; solid red, battery in poor condition.

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5. Quad charger: flashing orange with green off indicates a fault. Let the battery return to room temperature and recharge it; if the orange light still flashes, recycle the battery. The charger stops after 6 hours: a battery that is not full by then should also be recycled.

6. Note that charging takes longer if you use the printer while it is charging.

Smart Charger 2: according to the Zebra guide, the charge light turns orange if there is a fault, and a full charge takes 2 hours.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Using Batteries](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Charging the Battery](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Quad Charger Status Indicators](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [1- and 3-Slot Battery Charger Status Indicators](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 & ZQ620 User Guide](#)  – ZQ610 & ZQ620 User Guide, PDF P1098271-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Error Messages](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN (official documentation).

Firmware and reset: restoring a Zebra ZQ620 Plus to working order

The Zebra guide provides a forced firmware download mode and a factory reset function in the Tools menu.

How do I update or recover the firmware on a Zebra ZQ620 Plus?

Alert: `BadFirmwareDownload` (red) · Symptoms: blank display, application missing or corrupted.

Short answer: If the printer application is missing or corrupted, Zebra provides for reloading the program. To force the download, hold the LEFT SELECT and RIGHT SELECT keys while pressing POWER: the printer starts in a mode that allows the



firmware to be downloaded.

LIKELY CAUSE

The Zebra guide lists BadFirmwareDownload among the red alerts. The troubleshooting table states that a blank display may be caused by a missing or corrupted application, which needs reloading.

WHAT TO DO

1. Print a configuration label: it shows the software version loaded in the printer (see [the procedure](#)).
2. For a forced download, start with the printer switched off, hold LEFT SELECT and RIGHT SELECT, then press POWER: the printer starts in firmware download mode.
3. Load the firmware with the tool specified by Zebra: the support page for the series offers the articles “How to Find Out Printer OS (Firmware) Version” and “Upgrade Printer OS (Firmware) using ZDownloader”.
4. During the operation, the printer displays information messages (identifiers DownloadingFirmware and WritingFirmwareToFlash).

The guide for the previous-generation ZQ620 specifies that during a forced download, the printer only runs the code needed to download the firmware.

Sources: [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Error Messages](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Troubleshooting Issues](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus, ZQ620 Plus & ZQ630 Plus Mobile Printer Support](#)  – Zebra ZQ600 Plus support page · [ZQ610 & ZQ620 User Guide](#)  – ZQ610 & ZQ620 User Guide, PDF P1098271-03EN (official documentation).

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How do I reset a Zebra ZQ620 Plus to factory settings?

Symptoms: settings changed by mistake, inconsistent behaviour after configuration.

Short answer: In the Tools menu, the “Load Defaults” function restores the factory values of certain printer, print server and network settings. Settings that were changed manually must then be redone.

WHAT TO DO

1. Before resetting, print a configuration label: it lists the current settings and parameters.
2. From the idle display, press LEFT SELECT to open the Home menu, then open the Tools menu.
3. Select “Load Defaults” and confirm with OK.
4. For the network only, the Network menu has its own “Load Defaults”, as well as “Reset Network”, which resets the wired or wireless print server and saves the changes.
5. Then reconfigure the settings you had changed manually.
6. The guide also lists a start-up sequence, “Revert to factory WML”: hold the UP and DOWN arrows while pressing POWER.

The menus can be password-protected (Password Protect) and, in Protected Mode, some settings cannot be changed from the panel. On printers purchased in the EMEA region after 1 August 2025, the Protected Mode and front panel passwords must be set before use. For these codes, refer to the Zebra documentation.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Tools Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Network Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › Printing a Configuration Label](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

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Other problems: the display on my Zebra ZQ620 Plus stays blank

A blank display is not always a fault: after 20 minutes of inactivity, the ZQ620 Plus goes into sleep mode and turns off its display.

Why does the display on my Zebra ZQ620 Plus stay blank?

Symptoms: blank LCD display · POWER ring pulsing (sleep mode) or off.

Short answer: First check that the printer is switched on: after 20 minutes of inactivity, it goes into sleep mode and turns off the display and its backlight. Press a key to wake it up; if the display stays blank, the application may be missing or corrupted and must be reloaded.

LIKELY CAUSE

The Zebra troubleshooting table cites two causes: printer switched off, or application missing or corrupted. In sleep mode, the display is off as normal.

WHAT TO DO

1. Look at the ring on the POWER button: in sleep mode, it pulses slowly in green, orange or red depending on the charge status; pulsing green means sleep mode without charging.
2. Press any key to exit sleep mode. Data received over Bluetooth or Wi-Fi also wakes the printer.
3. If the ring is off, press POWER (see [printer will not switch on](#) if nothing happens). A press of less than 3 seconds puts the printer into sleep mode; a press of about 3 seconds switches it off, after the message “SHUTTING DOWN”.
4. To change the sleep delay, send the command `power.sleep.timeout` (in seconds); `power.sleep.enable` turns sleep mode on or off. Zebra cites the Printer Setup Utilities tool for these commands.

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5. If the display stays blank while the printer is switched on, reload the application (see [firmware](#)).

The printer does not go into sleep mode when it is placed in an Ethernet cradle.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Troubleshooting Issues](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Sleep Mode](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Control Panel](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Status Lights](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#) [↗](#) – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN (official documentation).

When should you call a technician for a Zebra ZQ620 Plus?

The entries above first suggest reloading, cleaning or adjusting a setting. In the following cases, the Zebra documentation refers you to its support or to replacing a part:

- **Persistent “Media Out”, with media loaded and a clean sensor:** faulty media sensor (corrupted data or faulty component): Zebra asks you to contact its support.
- **Persistent “Head Open”, with the cover latched:** head-open switch to be serviced by Zebra support.
- **Repeated jams with linerless labels:** after cleaning and feeding 1 to 2 m of media, Zebra says to replace the platen roller.
- **Persistent printhead alert:** site technical support, then Zebra support, with the serial number, model and PCC code; the printer may have to be returned for repair.

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Avoiding recurring faults on the Zebra ZQ620 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 ZQ620 Plus fleet:

Fewer breakdowns, less downtime

Fewer production interruptions caused by label printers.

Worn parts detected in time

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

Regular cleaning and checks

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

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

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

Fewer emergency call-outs

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

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Zebra technicians

Support from teams who know your equipment.

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

Zebra ZQ620 Plus troubleshooting: frequently asked questions

How do I calibrate a Zebra ZQ620 Plus?

Open the Home menu with the LEFT SELECT key, then the Tools menu, and run “Label Length Cal”, which calibrates the printer to adjust the label length. The Power Up Action and Head Close Action settings also let you calibrate automatically at start-up or when the printhead is closed. If calibration fails, set Label Length Max at least 25.4 mm above the length of the label plus the gap. [See the detailed entry.](#)

What does “Media Out” mean on a Zebra ZQ620 Plus?

The printer no longer detects any media in the print path. Reload the roll, close the cover with the leading edge sticking out, then press FEED once; if the alert persists, clean the media sensor. If the sensor no longer works, Zebra asks you to contact its support. [See the detailed entry.](#)

How do I clean the printhead on a Zebra ZQ620 Plus?

Switch off the printer and let the printhead cool. Wipe the thin grey line on the printhead with a Zebra cleaning pen or a cotton bud soaked in 90% medical alcohol, from the centre towards the edges. Zebra advises this cleaning every five rolls, or after every roll for media without a liner (linerless). [See the detailed entry.](#)

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How do I print a configuration label on a Zebra ZQ620 Plus?

Switch off the printer and load continuous media, with no black bars or gaps on the back. Hold the FEED key, press and release POWER, then release FEED when printing starts. The label begins with a line of interlocking “x” characters that checks the printhead elements, then shows the software version and settings. [See the detailed entry.](#)

When should the battery in a Zebra ZQ620 Plus be replaced?

The PowerPrecision+ battery counts its charge cycles. From 300 to 599 cycles, the printer displays “Battery Diminished, Consider Replacing”; from 600 cycles, it displays “Replace Battery, Shutting Down” and switches off after 30 seconds. The Battery menu shows the state of health and the number of cycles. [See the detailed entry.](#)

How do I connect a Zebra ZQ620 Plus over Bluetooth?

Check in the Bluetooth menu that the printer is visible (Discovery set to ON); otherwise, only a device that knows its Bluetooth address or has already been paired can connect to it. Stay within about 10 metres. On a smartphone, use the free Zebra Printer Setup Utility app, or bring the device within 7.62 cm of the Print Touch icon to pair using NFC. [See the detailed entry.](#)

Why is Wi-Fi disabled on my Zebra ZQ620 Plus?

On printers purchased in the EMEA region after 1 August 2025, Zebra disables WLAN by default. It is enabled by following the Zebra Link-OS PrintSecure administration guide. Also check that your model carries the words “Wireless Network Printer” on the serial number label. [See the detailed entry.](#)

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Is there an RFID version of the Zebra ZQ620 Plus?

No. According to the Zebra documentation for the ZQ600 Plus Series, the RFID option is reserved for the ZQ630 Plus, which has it fitted at the factory. The ZQ620 Plus prints in direct thermal, with a print width of 72 mm.

Sources consulted

All the causes, procedures and messages in this guide come from the pages below of the official Zebra documentation (ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide online and in PDF, previous-generation ZQ610 & ZQ620 guide, ZQ6xx alert pages, data sheet and support page), consulted on 20 October 2026.

- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Troubleshooting Issues](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [Troubleshooting](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide (French version) **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Error Messages](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Error Indicators](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Communication Issues](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Printing a Configuration Label](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Control Panel](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Status Icons](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Status Lights](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**

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- [Status lights](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide (French version) **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Sleep Mode](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Draft Mode](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Loading Media](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Using Batteries](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Removing the Battery](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Charging the Battery](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Smart Charger 2 - Battery Health Indicator](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Quad Charger Status Indicators](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > 1- and 3-Slot Battery Charger Status Indicators](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Ethernet and Charging Cradle](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Settings Menu](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Tools Menu](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
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- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Bluetooth Networking Overview](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**

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- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > WLAN Overview](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Print Touch/NFC](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Radio Frequency Identification \(RFID\)](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Recommended Cleaning Schedule](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide **official**
- [Recommended cleaning schedule](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide (French version) **official**
- [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – PDF P1134139-03EN **official**
- [ZQ610 & ZQ620 User Guide](#)  – PDF P1098271-03EN (previous generation) **official**
- [ZQ6xx Alert: Media Out](#)  – Zebra ZQ6xx alert pages **official**
- [ZQ6xx Alert: Head Open](#)  – Zebra ZQ6xx alert pages **official**
- [ZQ6xx Alert: Printhead Over Temperature](#)  – Zebra ZQ6xx alert pages **official**
- [ZQ6xx Alert: Battery Low](#)  – Zebra ZQ6xx alert pages **official**
- [ZQ6xx Plus Alert: Battery Low](#)  – Zebra ZQ6xx Plus alert pages **official**
- [ZQ6 Series Mobile Printers](#)  – Zebra data sheet **official**
- [ZQ610 Plus, ZQ620 Plus & ZQ630 Plus Mobile Printer Support](#)  – Zebra support page **official**

The following pages and documents were not consulted for this guide: the Zebra ZQ6xx Plus alert pages “Head Open”, “Media Out”, “Printhead Over Temperature” and the generic page (zebra.com, support-downloads/qerrors/mobile/zq6p), the Zebra ZQ620 Plus support page and the ZQ600 Plus data sheet on zebra.com, the online guide pages “Loading Media in Tear-Off Mode”, “Loading Media in Peel-Off Mode (ZQ610 Plus/ZQ620 Plus)”, “Power-up and Runtime Sequences”, “Navigating through Screens in the Printer Display”, “Bluetooth Minimum Security Modes”, “Printer Specifications” and “Media Specifications”, as well as the French versions of “Status Icons” and “Tools Menu”; the content used for these topics comes from the official PDF of the guide. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

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See also

- [Product page on timcod.fr \(in French\): Zebra ZQ620 and ZQ620 Plus Series](#)
- [All Zebra printer troubleshooting guides \(ZT230, ZT410, ZT421, ZT420, ZT411, S4M, GK420, ZD421, GX420, QLn420, ZQ630, ZQ511, ZQ610 Plus, ZQ510, ZC100 and ZC300, ZD410, ZD411, ZD420, ZD500R, ZD510-HC, ZD611, ZD620, ZD621, ZQ310 Plus, ZQ320 Plus, ZT231, ZT510, ZT610 and ZT620, ZXP Series 7\)](#)
- [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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🔧 TECHNICAL HOTLINE	+33 3 68 41 90 80

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🔧 TECHNICAL HOTLINE	+33 4 26 22 15 15

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