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TROUBLESHOOTING GUIDE

Zebra ZQ630 troubleshooting guide: errors, faults and fixes

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

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Zebra ZQ630 Plus and ZQ630 Plus RFID product page →

In brief. The Zebra ZQ630 is a 4-inch direct thermal mobile printer, with a colour display, a 4-cell PowerPrecision+ smart battery and Bluetooth and Wi-Fi radios; a UHF RFID encoder can be factory-installed. Zebra has no longer sold it since 17 May 2023 and has announced the end of its support on 31 May 2028: it is replaced by the ZQ630 Plus (104 mm print width according to the data sheet), which is also covered by this guide along with its RFID version. The Zebra documentation traces most incidents back to a few causes: media missing or incorrectly loaded, a cover not properly latched, a printhead that needs cleaning, or a battery that is low or at the end of its life. The guide covers the documented alerts, calibration, cleaning, the battery and charging, connections and RFID encoding. Click a question to open its entry.

- **A message is displayed** (Media Out, Media Cover 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](#).
- **RFID labels come out marked VOID:** see the [RFID](#) section, starting with [RFID calibration](#).
- **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 ZQ630 showing? Lookup by message, icon and light

The ZQ630 reports its errors through flashing colour-coded alerts on the display (green for information, yellow for a warning, red for an error), through 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 matching entry.

Message or state	Display and light (Zebra guides)	Likely cause	Entry
Media Out	● Media Out icon flashing red, red alert (Error)	No media detected: end of roll, large high-density batch, dirty or faulty sensor	Media Out
Head Open, Media Cover Open	● Head Latch icon flashing red, red alert (Error)	Media cover not properly closed, or head-open switch needs servicing	Head Open

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Message or state	Display and light (Zebra guides)	Likely cause	Entry
Printhead Over Temperature	● Yellow alert (Warning, identifier HeadOverTemp)	Printhead too hot: very dense batch or ambient temperature too high; printing resumes on its own	<u>Printhead overheating</u>
Data icon flashing	● Data icon flashing green	Receiving data: normal operation	<u>Printer not printing</u>
PaperJam	● Yellow alert (Warning)	Label jam	<u>Jam</u>
ReplaceHead, HeadThermistorFault, HeadIdentificationFailed, HeadAuthenticationFailed, AckAlertHeadElementTestFailed	● Red alert (Error)	Fault reported on the printhead; cause not detailed by Zebra	<u>Printhead error</u>
Battery Low	● ● Yellow alert (Warning), battery icon with no bars and a red outline	Low charge warning threshold reached	<u>Battery Low</u>
Battery Diminished Consider Replacing	—	Message at start-up, with a long beep: battery at 300 to 549 cycles	<u>Worn battery</u>
Warning-Battery Is Past Useful Life	—	Message at start-up, with a long beep: battery at 550 to 599 cycles	<u>Worn battery</u>

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Message or state	Display and light (Zebra guides)	Likely cause	Entry
Replace Battery Shutting Down	—	Battery at 600 cycles or more: flashing message, beep every second, shutdown after 30 seconds	<u>Worn battery</u>
Power ring solid or pulsing red	● Power ring solid red, or pulsing red in sleep mode	Battery in poor condition, charging or charged	<u>Worn battery</u>
Power ring flashing red	● Power ring red, flashing twice per second	Charge fault	<u>Charge fault</u>
BatteryChargeFault, BatteryAuthenticationFail	● Red alert (Error)	Charging fault, or battery not authenticated	<u>Charge fault</u>
BatteryOverTemp, BatteryUnderTemp	● Yellow alert (Warning)	Battery too hot or too cold	<u>Charge fault</u>
Power ring solid or pulsing orange	● Power ring solid orange, or pulsing orange in sleep mode	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>
Charger light flashing red	● Fast red flashing (1-slot or 3-slot charger)	Charging fault detected by the charger	<u>Charger lights</u>

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Message or state	Display and light (Zebra guides)	Likely cause	Entry
BluetoothPairingFailed, BluetoothPairingRejected, BluetoothPinInvalid	● Red alert (Error)	Bluetooth pairing failed or rejected, or invalid PIN code	Bluetooth
WlanLossSignal, CountryCodeNotSelected	● Yellow alert (Warning)	Wi-Fi signal lost, or country code not selected	Wi-Fi
WlanInvalidChannels, WlanInvalidSecurityMode	● Red alert (Error)	Invalid Wi-Fi channels or security mode	Wi-Fi
BadFirmwareDownload	● Red alert (Error)	Faulty firmware download	Firmware
RfidError, VOID printed	● Red alert (Error)	RFID tag cannot be encoded: tags, format or transponder position	RFID VOID
RfidNotPresent	● Green alert (Info)	RFID module not recognised or missing	RFID missing
Blank LCD display	○ Display off	Printer switched off or in sleep mode, or application missing or corrupted	Blank display and sleep mode

The Power ring colours, the icons and the battery health messages come from the ZQ630 guide. The one-word identifiers (PaperJam, ReplaceHead, RfidError...) and their alert colour come from the “Error Messages” page of the ZQ610 Plus/ZQ620 Plus/ZQ630 Plus guide; the ZQ630 guide describes the same

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three alert categories without listing each identifier. The ZQ600 Plus guide only describes two states of the ring in its text (flashing at start-up, pulsing green in sleep mode). A dash means that the page consulted does not specify the state of the lights.

Zebra ZQ630 error messages: causes and solutions

Zebra documents the ZQ630 alerts in its user guide, in the ZQ600 Plus series guide for the ZQ630 Plus 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 need to hand over to a technician.

Why is my Zebra ZQ630 showing “MEDIA OUT” when a roll is loaded?

Message: **Media Out** · Media Out 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 in the print path. Zebra cites four possible causes: a large batch of labels with a high print density, the end of the roll (a missing label between two labels signals the end of the roll, as intended by the label manufacturer), a dirty media sensor, or a sensor that no longer works (corrupted data or a defective component).

Caution: Switch the printer off 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.

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2. If necessary, press FEED once to resume printing or to line up the next label.
3. At the end of the roll, replace the empty roll and continue printing. Do not switch the printer off: the current print job would be lost.
4. Clean the media sensor: Zebra says to gently brush the inside of the printer and keep the windows of the black bar sensor and gap sensor free of dust.
5. According to the ZQ630 guide, the alert flashes on the display: press a function button to indicate that you have taken action. It disappears once the cause has been corrected, for example when media has been loaded.
6. Check the Media Out icon: flashing red, the media is missing; solid white, the media is present. On the ZQ630 Plus, 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 component), Zebra asks you to contact its support.

The alert page consulted is the one for the ZQ6xx series, which includes the ZQ630. The ZQ600 Plus guide classifies the **MediaOut** alert as an error (red background).

Sources: [ZQ6xx Alert: Media Out](#) – Zebra ZQ6xx alert pages · [ZQ630 User Guide](#) – ZQ630 user guide, PDF P1102928-05EN · [ZQ630 printer user guide](#) – French ZQ630 user guide, PDF P1102928-04FR · [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).

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Why is my Zebra ZQ630 showing “HEAD OPEN” or “MEDIA COVER OPEN” when the cover is closed?

Messages: **Head Open** or **Media Cover Open** · Head Latch icon flashing red on the display · Red alert (Error).

Short answer: The printer detects that the printhead or the media cover is not fully closed. Close the cover by pressing on its two upper front corners until it clicks; if the alert persists with the cover latched, contact Zebra support.

LIKELY CAUSE

According to the Zebra ZQ6xx alert page, there are two possible causes: the cover is open or has not been closed properly, or the printer's head-open switch needs servicing. The ZQ630 guide calls this alert “Media Cover Open”.

WHAT TO DO

1. Open the media cover with the button on the side of the printer (Media Cover Button on the ZQ630, release button on the ZQ630 Plus) and check that the roll is properly in place between its supports.
2. Close the cover by pressing on its upper front corners: the latches must engage with a click and the cover must be held securely.
3. Check the Head Latch icon: it flashes red, in the unlatched position, as long as the cover is open, and disappears when it is closed.
4. If the alert stays on the display even though the cover is latched, the head-open switch is at fault.

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

The ZQ600 Plus guide classifies the **HeadOpen** alert as an error (red background).

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Sources: [ZQ6xx Alert: Head Open](#) – Zebra ZQ6xx alert pages · [ZQ630 User Guide](#) – ZQ630 user guide, PDF P1102928-05EN · [ZQ630 printer user guide](#) – French ZQ630 user guide, PDF P1102928-04FR · [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 (official documentation).

Why does my Zebra ZQ630 stop with the “PRINTHEAD OVER TEMPERATURE” alert?

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

Short answer: The printhead has overheated: the printer pauses printing to let it cool down, then resumes on its own. To avoid this, space out the labels or reduce the print density, and do not use the printer above 50 °C or in full sun.

LIKELY CAUSE

According to the Zebra ZQ6xx alert page, this pause protects the printhead from damage. Two causes are cited: a large batch of labels with a high print density (a lot of black on the label), or an ambient temperature above the operating range; direct sunlight can raise the temperature inside the printer even further.

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

WHAT TO DO

1. Wait: printing resumes automatically once the printhead has cooled down. This is not a fault.
2. For large batches, add a delay between labels, reduce the print density (blackened area of the label), or both.

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3. Use the printer below 50 °C, the maximum operating temperature given by Zebra, and keep it out of direct sunlight.

The ZQ630 guide and the ZQ600 Plus guide give an operating range of -20 to 50 °C for the battery of the ZQ630 and ZQ630 Plus. According to the ZQ630 guide, the Adaptive Print Performance function also adapts operation in the event of very dense printing: the print speed and noise may change, but not the quality.

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 · [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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 \(PDF\)](#) > [Recommended Cleaning Schedule](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Calibration problems: my Zebra ZQ630 skips labels or cannot find the gap

The ZQ630 is calibrated from the Tools menu, or automatically at start-up or when the cover is closed. These entries cover the procedure, the setting that causes calibration to fail and the causes of skipped labels.

How do I calibrate a Zebra ZQ630?

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

Short answer: Label length calibration is started from the Tools menu, with the “Label Length Cal” function. If it fails, the Label Length Max setting is probably too low: the printer then thinks the media is continuous.



LIKELY CAUSE

Calibration lets the printer adjust the label length. According to the ZQ600 Plus guide, it fails if the maximum label length (Label Length Max) is shorter than the label length: the printer then assumes continuous media. The ZQ630 guide asks for this length calibration before any RFID calibration.

CALIBRATION PROCEDURE (ZEBRA MENUS)

1. Load the roll of labels and close the cover.
2. On the idle screen, press the left function button (LEFT SELECT) to open the Home menu.
3. Use the arrows to move to the Tools icon, then press OK.
4. Scroll through the options with the left and right arrows to “Label Length Cal”, then start the action shown at the bottom right with OK or the right function button: 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, open the Settings menu and set “Label Length Max” to at least 25.4 mm more than the label length, including the gap between labels, then recalibrate.

The Tools and Settings menus are described in the ZQ600 Plus guide, which applies to the ZQ630 Plus. The ZQ630 guide describes the same navigation (left function button for the Home menu, arrows, OK) but refers to its appendix D, which cannot be read as text, for details of the menus. 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 · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Sensors 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 · [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN (official documentation).

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Why is my Zebra ZQ630 skipping labels?

Symptoms: blank label between two printed labels, print shifting from one label to the next.

Short answer: According to Zebra, the printer is not correctly locating the start of the labels. Check that the media has gaps or black marks, that the format does not exceed the print area and that the sensors are not blocked, then recalibrate.

LIKELY CAUSE

The troubleshooting tables in the ZQ630 guide and the ZQ600 Plus guide cite three causes: media with no top-of-form mark or no gap between labels, the maximum print area exceeded, or a blocked or faulty black bar or gap sensor.

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

WHAT TO DO

1. Check that the media has black top-of-label marks or gaps between labels.
2. Check that the format sent does not exceed the maximum print area of the label.
3. Clean the black bar and gap sensor windows: Zebra says to gently brush the inside of the printer.
4. Recalibrate the printer and check the Label Length Max setting (see [calibrating the ZQ630](#)).

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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 \(PDF\)](#) › [Recommended Cleaning Schedule](#)  – 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 (official documentation).

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Label problems: my Zebra ZQ630 no longer feeds the roll or jams

The ZQ630 prints in direct thermal mode, without a ribbon: the incidents in this section concern the label or receipt roll, its loading and its feeding.

How do I load a roll of labels into a Zebra ZQ630?

Symptoms: first loading, roll to be replaced, labels not coming out correctly.

Short answer: Press the cover button on the side of the printer, swing the cover fully back, spread the supports apart and place the roll between them. In tear-off mode, close the cover and pull the media out of the printer.

LIKELY CAUSE

The ZQ630 guide describes loading in tear-off mode (Tear-Off): the adjustable supports adapt to the width of the roll, which must turn freely. The ZQ630 prints in direct thermal mode, without a ribbon.

WHAT TO DO

1. ZQ630: press the cover button (Media Cover Button) on the side of the printer; the cover opens on its own. ZQ630 Plus: press the release button (Latch Release) on the side; the cover is released.
2. Swing the cover fully back to expose the media compartment and the adjustable supports.
3. Spread the supports apart and insert the roll between them, in the direction shown in the guide. The supports adjust to the width of the media and hold it; the roll must turn freely.
4. In tear-off mode, close the cover and then pull the media out of the printer: the leading edge must be fully out of the compartment.

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- 5.** Before connecting the printer to a computer or a terminal, Zebra recommends printing a configuration label to check that it is working (see [configuration label](#)).

To change the media feed length, Zebra refers to an SGD command described in its programming guide. For peel-off mode, see [peeler](#).

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN · [ZQ6xx Alert: Media Out](#)  – Zebra ZQ6xx alert pages (official documentation).

Why is my Zebra ZQ630 not feeding the labels?

Symptoms: the media does not come out, the label stays in place, the FEED button has no effect.

Short answer: Zebra first asks you to check that the media cover is closed and latched. Also check that the roll spindle is not binding, that in peel-off mode the last printed label has been removed and that the label sensor is not blocked.

LIKELY CAUSE

The Zebra troubleshooting tables cite four causes: media cover not properly closed or latched, media spindle binding, last printed label not removed in peel-off mode (Peel), label sensor blocked.

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

WHAT TO DO

1. Close the media cover until it latches.
2. Check that the spindle and the roll supports are not binding: the roll must turn freely.
3. In peel-off mode, remove the last printed label.
4. Check that the label sensor is not blocked and clean the inside of the printer if necessary.

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5. Press FEED to advance the media.

The French version of the table in the ZQ600 Plus guide translates “binding” as “plié” (folded); the English text refers to a spindle that binds.

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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).

How do I clear a label jam in a Zebra ZQ630?

Message: **PaperJam** · Yellow alert (Warning).

Short answer: Open the printhead release latch and the media cover, remove the media, then reinstall it. With linerless labels, also clean the scraper and the platen roller if jams keep recurring.

LIKELY CAUSE

The Zebra troubleshooting tables deal with a label jam by fully reloading the media. The ZQ600 Plus guide lists the PaperJam alert among the warnings (yellow background). For linerless models, the cleaning instructions link jams to a dirty platen roller (platen).

Caution: Switch the printer off before any cleaning and never insert sharp or pointed objects into it. The printhead can be very hot after prolonged printing: let it cool down. Take care with the very sharp edges of the tear bar and use only the cleaning products specified by Zebra.

WHAT TO DO

1. Open the printhead release latch and the media cover.
2. Remove the media, clear the jammed labels, then reinstall the roll (see [loading a roll](#)).

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3. Linerless models: clean the scraper with the adhesive side of the media, and the inside with a fibre-free swab and 90% medical alcohol.
4. If the linerless media no longer comes away from the platen roller, clean the roller with a fibre-free swab moistened with a mixture of one part liquid soap to 25 parts water, then with clean water.
5. If the linerless media still jams after this cleaning and after feeding 1 to 2 m of media, Zebra says to replace the platen roller.

When to call a technician: if jams persist with linerless labels after cleaning and feeding 1 to 2 m of media, Zebra says to replace the platen roller.

Zebra presents cleaning the linerless platen roller with soapy water as an emergency procedure, reserved for contaminants (oil, dirt): it shortens the life of the platen roller.

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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 (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 ZQ630 printing faintly or garbled?

For faded, partial or garbled print, Zebra starts with printhead cleaning and checking the media and the connection. The darkness and speed settings affect barcode readability.

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Why is my Zebra ZQ630 printing faintly or with gaps?

Symptoms: dull, partial or missing print, barcodes difficult to read.

Short answer: Zebra first asks you to clean the printhead and check the media quality. Clean the grey line of the printhead with a Zebra cleaning pen, from the centre towards the edges, after every five rolls (after every roll with linerless media).

LIKELY CAUSE

For dull print, the ZQ630 and ZQ600 Plus guides say to clean the printhead and check the media quality. For partial or missing print, the ZQ630 guide says to check the media alignment, clean the printhead and check that the cover is closed and latched; the ZQ600 Plus guide says to clean the printhead and check the media quality. Zebra also points out that draft mode, off by default, reduces optical density by about 22%, and that direct thermal paper becomes less legible over time, especially in heat or sunlight.

Caution: Switch the printer off before any cleaning and never insert sharp or pointed objects into it. The printhead can be very hot after prolonged printing: let it cool down. Take care with the very sharp edges of the tear bar and use only the cleaning products specified by Zebra.

OFFICIAL PRINTHEAD CLEANING PROCEDURE

1. Switch off the printer and let the printhead cool.
2. Open the media cover and remove the roll.
3. Wipe a Zebra cleaning pen (or a cotton swab moistened with 90% medical alcohol) over the thin grey line of the printhead, from the centre towards the edges.
4. Rotate the platen roller and clean it with a fibre-free swab or a lint-free cloth lightly moistened with 90% or stronger medical alcohol (media with liner).
5. Reload the media, checking its alignment, close the cover until it latches and print a configuration label to check the result (see [configuration label](#)).

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6. If the print remains faint, check the media quality, then the Darkness setting in the Settings menu (ZQ630 Plus). Zebra recommends the lowest setting that gives good quality: a value that is too high makes images blurred and barcodes unreadable, and wears the printhead out faster. A slower print speed generally improves quality.
7. Check that draft mode has not been turned on (SGD command `media.draft_mode`, off by default).

Frequency recommended by Zebra: printhead and platen roller after every five rolls, or more often if necessary; printhead after every roll with linerless media. According to the ZQ630 guide, the Adaptive Print Performance function may change the print speed and noise, but not the quality.

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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 \(PDF\)](#) · [Recommended Cleaning Schedule](#)  – 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 (official documentation).

Why is my Zebra ZQ630 printing garbled or distorted labels?

Symptoms: garbled characters, jerky or unreadable print.

Short answer: For the ZQ630, the Zebra guide says to check the baud rate of the connection. For the ZQ630 Plus, it says to check the media alignment, clean the printhead and make sure that the cover is properly closed and latched.

LIKELY CAUSE

The troubleshooting table in the ZQ630 guide links garbled print to the baud rate. The one in the ZQ600 Plus guide links it to misaligned media, a dirty printhead or a cover that is not properly latched.

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WHAT TO DO

1. On a serial connection, check that the printer's baud rate matches that of the terminal or computer.
2. Open the cover and check that the roll is properly positioned between its supports and turns freely.
3. Clean the printhead (see [printhead cleaning](#)).
4. Close the cover until it latches.

The French version of the table in the ZQ600 Plus guide translates “Garbled print” as “Impression saccadée” (jerky print).

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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).

Printhead: my Zebra ZQ630 reports a printhead error

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

My Zebra ZQ630 is showing a printhead error: what should I do?

Messages: `ReplaceHead` , `HeadThermistorFault` , `HeadIdentificationFailed` , `HeadAuthenticationFailed` , `AckAlertHeadElementTestFailed` · Red alert (Error).

Short answer: These red alerts indicate a printhead fault; the Zebra documentation does not detail their cause. Clean the printhead, print a configuration label to check its elements, then, if the alert persists, contact support with the serial number, the model and the PCC code.

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LIKELY CAUSE

The ZQ600 Plus guide lists these identifiers among the errors (red background), with no on-screen text or action. The configuration label begins with a line of interlocking “x” characters used to check that all the printhead elements are working.

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

WHAT TO DO

1. Switch the printer off, let the printhead cool and clean it (see [printhead cleaning](#)).
2. Print a configuration label (see [configuration label](#)) and examine the line of interlocking “x” characters, which checks the printhead elements.
3. Note the serial number, the model and the PCC code (Product Configuration Code, 15 digits): they appear on the label on the back of the printer and on the configuration label.
4. Contact your site's technical support; if the problem lies with the printer itself, they will contact Zebra support (or the Zebra partner who sold you the printer).

When to call a technician: if the printhead alert persists, contact your site's technical support, then Zebra support (serial number, model, PCC code); Zebra may ask for the printer to be returned for repair.

The ZQ600 Plus guide also lists the **HeadMaintenanceNeeded** information alert (green background) and the **PrintHeadShutdown** warning (yellow background), with no associated procedure. For the ZQ630, Zebra has announced the end of support on 31 May 2028; after that date, it refers you to an authorised service provider.

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 · [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Contacting Technical Support](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610](#)

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[Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Recommended Cleaning Schedule](#) [↗](#) – Zebra ZQ610
[Plus/ZQ620 Plus/ZQ630 Plus user guide](#) · [ZQ610, ZQ620 & ZQ630 Mobile Printer Support & Downloads](#) [↗](#)
– Zebra support page (official documentation).

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

Connection problems: my Zebra ZQ630 does not communicate over Bluetooth, Wi-Fi, USB or Ethernet

The ZQ630 connects via Bluetooth, via Wi-Fi depending on the version, via USB or serial, and via Ethernet through its charging cradle. These entries cover the checks and diagnostic tools described by Zebra.

Why is my Zebra ZQ630 not printing anything even though it is switched on?

Symptoms: no labels come out, the print job seems to be lost.

Short answer: According to Zebra, the link with the terminal or computer is most often the cause. Check the cable or the wireless link (Bluetooth, Wi-Fi), the baud rate on a serial connection and the battery; if the label format is in doubt, switch to communications diagnostics mode.

LIKELY CAUSE

The Zebra troubleshooting tables cite: an incorrect baud rate, a battery that needs replacing, a faulty cable to the terminal, no radio (RF) link or a lost network association, or an invalid label format or command structure.

WHAT TO DO

1. Check the battery and recharge or replace it if necessary (see [Battery Low](#)).
2. On a wired connection, check the cable to the terminal and, on a serial connection, the baud rate.

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3. For wireless, restore the Bluetooth link or the Wi-Fi network association (see [Bluetooth](#) and [Wi-Fi](#)).
4. Look at the Data icon: if it is flashing green, the printer is receiving data.
5. If the label format or the commands are in doubt, switch the printer to communications diagnostics mode (Hex Dump) to see the data received (see [communication error](#)).

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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 \(PDF\)](#) › [Communication Issues](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

How do I diagnose a communication error on a Zebra ZQ630?

Symptoms: communication error, data received incorrectly, labels missing or incomplete.

Short answer: Zebra asks you to check the baud rate and replace the cable to the terminal. To see what the printer is actually receiving, print the configuration label and switch to communications diagnostics mode (DUMP), which prints the data received in hexadecimal.

LIKELY CAUSE

The Zebra troubleshooting tables link the communication error to an incorrect baud rate or a faulty cable. Communications diagnostics mode is used when data is not passing correctly between the computer and the printer.

Caution: Switch the printer off before connecting or disconnecting a communication cable, as the Zebra guide instructs. The USB connector only fits one way: do not force it.

WHAT TO DO, THEN DUMP MODE (ZEBRA PROCEDURE)

1. Check the baud rate on a serial connection, then replace the cable to the terminal.

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2. Print a configuration label (see [configuration label](#)).
3. At the end of the report, the printer prompts you to press FEED to enter DUMP mode: press FEED within 3 seconds. Otherwise, it prints “DUMP mode not entered” and returns to normal operation.
4. Send your job: the printer prints the hexadecimal codes of the data received, with their text representation; non-printable characters appear as a dot. It also saves a .dmp file, which can be viewed with ZebraNet Bridge Enterprise.
5. To exit DUMP mode, switch off the printer, wait 5 seconds, then switch it back on.
6. For a permanently connected cable, lock the connector: insert it, align the plastic locking cap and turn it clockwise.

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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 \(PDF\)](#) > [Communication Issues](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Why does my Zebra ZQ630 not pair over Bluetooth?

Messages: `BluetoothPairingFailed` , `BluetoothPairingRejected` ,
`BluetoothPinInvalid` · Red alert (Error).

Short answer: Check that the printer is discoverable (Discovery setting in the Bluetooth menu) and confirm pairing on both devices. With an NFC smartphone, hold it 7.62 cm or less from the Print Touch icon on the side of the printer to pair it automatically.

LIKELY CAUSE

According to Zebra, a non-discoverable device can only be paired if the master device already knows its Bluetooth address (BDADDR) or has paired with it before. Between Bluetooth 2.1 or later devices, SSP secure pairing is mandatory, in Numeric Comparison mode (six-digit code to be confirmed on both devices) or Just Works mode. The ZQ600 Plus guide lists pairing failures, rejections and invalid PIN codes among the errors.

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WHAT TO DO

1. In the Bluetooth menu, check the Discovery setting (printer discoverable) and the Connected status.
2. Start the search from the smartphone or terminal. The printer's Bluetooth address also appears as a barcode on the back of the device; on dual radio models, this label only shows the Wi-Fi MAC address.
3. In Numeric Comparison mode, check that the six-digit code is identical on both devices, then confirm.
4. With an NFC device, hold it 7.62 cm or less from the Print Touch icon: the passive, factory-programmed NFC tag allows automatic Bluetooth pairing, within the limits of the security profile in use.
5. With an iPhone or iPad: according to the ZQ630 guide, MFi (Made for iPhone) printers support iOS 10 or later through their Bluetooth 4.1 radio. On Android, the Zebra Android Printer Setup Utility app (Google Play) lets you pair the printer over Bluetooth or connect it via USB.
6. The minimum security level (SGD command `bluetooth.minimum_security_mode`) is set in the Bluetooth menu (Minimum Security Mode) or with Zebra Setup Utilities; the printer always accepts a higher level requested by the master device.

“Bonding” is enabled by default: pairing is retained after a restart or a disconnection. On the ZQ630 Plus, if Protected Mode is enabled, the Discovery and Minimum Security Mode settings cannot be changed from the control panel: Zebra refers you to the Link-OS PrintSecure administration guide.

Sources: [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 \(PDF\)](#) › [Bluetooth Menu](#) ⓘ – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Bluetooth Minimum Security Modes](#) ⓘ – 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 · [ZQ630 User Guide](#) ⓘ – ZQ630 user guide, PDF P1102928-05EN · [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](#)

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(PDF) › [Error Messages](#) – 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 (official documentation).

Why does my Zebra ZQ630 not connect to Wi-Fi?

Messages: `WlanLossSignal` , `CountryCodeNotSelected` (yellow alert) · `WlanInvalidChannels` , `WlanInvalidSecurityMode` (red alert).

Short answer: Configure Wi-Fi with Zebra Setup Utilities and follow the association with the antenna icon. On a ZQ630 Plus purchased in the EMEA region after 1 August 2025, Wi-Fi is disabled by default and passwords must be set before network configuration.

LIKELY CAUSE

According to the ZQ600 Plus guide, the wireless network (WLAN) is disabled by default on printers purchased in the EMEA region after 1 August 2025; Zebra refers you to the Link-OS PrintSecure administration guide to enable it. The guide also lists loss of signal, invalid channels, an invalid security mode and no country code among the alerts.

WHAT TO DO

1. Check that the printer is a Wi-Fi model: the words “Wireless Network Printer” appear on the serial number label.
2. ZQ630 Plus purchased in the EMEA region after 1 August 2025: set the Protected Mode password and the control panel password before any configuration, as Zebra instructs (zebra.com/asr or the Link-OS PrintSecure administration guide).
3. Configure the network with Zebra Setup Utilities, Zebra Mobile Setup Utility or ZebraNet Bridge Enterprise (version 2.8 or later). On the ZQ630 Plus, the ESSID cannot be changed from the control panel.
4. Follow the antenna icon: flashing, the printer is searching for an access point; with one solid signal, it is associated and attempting authentication; with two solid signals, it is associated and authenticated.

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5. Check the signal strength (bars on the 802.11 icon). On the ZQ630 Plus, after a change, “Reset Network” in the Network menu resets the print server and saves the network settings.
6. If the ZQ630 is placed on an Ethernet cradle, Wi-Fi is switched off while the Ethernet link is active.
7. Keep the firmware up to date: the Link-OS 7.6 release notes improve the network stability of the ZQ630 Plus with Cisco access points, and version 7.3 fixes WPA3 SAE roaming and the reconnection of ZQ6 Plus printers after a disconnection from the access point during sleep mode.

Radios: the ZQ630 uses a dual 802.11ac and Bluetooth 4.1 radio; the ZQ630 Plus uses a dual radio with Wi-Fi 6 (802.11ax) and Bluetooth 5.3, or Wi-Fi 5 (802.11ac) and Bluetooth 4.2. The Link-OS 7.5 release notes declare WPA/TKIP obsolete and require WPA2 AES or higher. No default password is given here: refer to the Zebra documentation.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [WLAN Overview](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Zebra Setup Utilities](#)  – 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 \(PDF\)](#) › [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 · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Printer Operation with Cradle](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [Link-OS Release Notes](#)  – Zebra Link-OS v7.6.2 release notes, P1105470-24EN (official documentation).



Why does my Zebra ZQ630 not charge or not communicate on its Ethernet cradle?

Symptoms: printer placed on the cradle with no charging or Ethernet link.

Short answer: Remove the docking contacts cover under the printer before placing it on the cradle, and clean the contacts with a Zebra cleaning pen if they have label residue on them. On the cradle, a solid green light indicates that it is powered; flashing green, Ethernet activity.

LIKELY CAUSE

According to Zebra, the Ethernet and charging cradle (single slot for the ZQ630 Plus) powers the printer, charges its battery and provides a 10/100 Mbps Ethernet port. When placed on the cradle, the printer switches on, charges and connects to Ethernet on its own when it detects power and an active link.

WHAT TO DO

1. Remove the docking contacts cover under the printer.
2. Clean the docking contacts with a Zebra cleaning pen to remove label residue.
3. Place the printer on the cradle and check its light: solid green, the cradle is powered; flashing green, there is Ethernet activity.
4. Connect the AC adapter to the cradle: the printer's power socket cannot be used when it is on the cradle, and the battery only charges with 12 V DC supplied by the Zebra AC adapter.
5. Check the Ethernet icon on the display: it only appears on the cradle; solid green, Ethernet is connected; flashing green, the printer is receiving data.
6. On the cradle, Bluetooth, USB and serial remain active, but Wi-Fi is switched off while the Ethernet link is active.

The printer does not go into sleep mode when it is placed on an Ethernet cradle. According to the ZQ600 Plus guide, the ZQ630 Plus power socket can withstand 0 to 36 V without damage; above that, its fuse opens permanently to limit the risk of fire.

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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 \(PDF\)](#) › [Printer Operation with Cradle](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ630 User Guide](#) [↗](#) – ZQ630 user guide, PDF P1102928-05EN · [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 \(PDF\)](#) › [Sleep Mode](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Peeler problems: my Zebra ZQ630 does not peel the labels

The ZQ630 works in tear-off mode (Tear-Off) or peel-off mode (Peel-Off). The peeler on the ZQ630 and the one on the ZQ630 Plus are engaged and disengaged differently.

Why does the peeler on my Zebra ZQ630 not peel the labels?

Symptoms: labels not peeled from their liner, peel-off mode (Peel-Off) inactive.

Short answer: On the ZQ630, the peeler is engaged after the cover is closed: raise the peeler lever until it locks, after removing a few labels from the start of the roll. Then remove each printed label: in peel-off mode, a label that has not been removed prevents the media from feeding.

LIKELY CAUSE

For the ZQ630 and ZQ630 Plus, the ZQ630 guide and the ZQ600 Plus guide describe a loading procedure specific to peel-off mode: with the cover closed, raising the lever moves the peeler bail into the working position. The troubleshooting table states that in Peel mode, the last printed label must be removed for the media to feed.

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LOADING MEDIA IN PEEL-OFF MODE (ZEBRA PROCEDURE)

1. Remove a few labels from their liner at the start of the roll, then load the roll (see [loading a roll](#)).
2. Close the media cover.
3. Raise the peeler lever until it locks: on the ZQ630, the peeler bail moves into the up position and the media passes between it and the platen roller; on the ZQ630 Plus, the bail folds backwards.
4. Press POWER to switch the printer on, or FEED if it is already on: it advances to the next label (a short strip with journal media).
5. To disable the peeler on the ZQ630: press the lever button, then lower the peeler to its rest position. On the ZQ630 Plus: push the peeler bail button inwards, then downwards; the bail returns to its original position.

On the ZQ630, the cover is closed before raising the lever; the sequence for the ZQ610 Plus and ZQ620 Plus is different.

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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 \(PDF\)](#) › [Troubleshooting Issues](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Battery and charging: my Zebra ZQ630 does not switch on, does not charge or runs down too quickly

The ZQ630 runs on a 4-cell PowerPrecision+ smart lithium-ion battery, which tracks its number of cycles and its state of health. These entries cover battery alerts, charging, the Power ring and Zebra chargers.

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Why does my Zebra ZQ630 not switch on?

Symptoms: no response to the Power button, display and light ring off.

Short answer: Check that the battery is correctly installed, then recharge or replace it. With a new battery, remove the insulating tape and connect the AC adapter or place the battery in a charger: according to Zebra, batteries are shipped in sleep mode and must be woken up before first use.

LIKELY CAUSE

The Zebra troubleshooting tables cite a battery that is incorrectly installed, flat or in need of replacement. According to the ZQ630 guide, batteries are shipped in sleep mode to preserve their capacity during storage; they are woken up by connecting the AC adapter or placing them in a charger. The guide also says to remove the insulating tape (tape insulator) from the battery.

Caution: According to Zebra, a battery that is incorrectly charged or exposed to high temperatures can explode, leak or catch fire. Do not disassemble, crush or puncture it, do not short-circuit its contacts, do not throw it into fire or water and do not expose it to more than 65 °C. Charge it only with a Zebra-approved lithium-ion charger: any other charger can damage the battery or the printer and voids the warranty.

WHAT TO DO

1. Remove the insulating tape: lift its tab under the battery, then peel it off the top of the battery and throw it away.
2. Install the battery: move aside or remove the belt clip, insert the battery (it only fits one way) and tilt it into its compartment until it locks.
3. Connect the AC adapter: open the protective cover of the DC input socket, connect the mains cord to the adapter and to a wall socket, then insert the adapter plug into the printer's socket. The printer switches on and starts charging.
4. Press Power: during start-up, the light ring flashes green, orange and red, then stays lit in the colour of the charging status.

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5. If the printer still does not start, try a charged battery.

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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 Tape Insulator](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Installing 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 · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Battery Safety](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Why is my Zebra ZQ630 showing “BATTERY LOW”?

Message: **Battery Low** · Yellow alert (Warning) · Battery icon with no bars, red outline.

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

LIKELY CAUSE

According to the Zebra ZQ6xx alert page, the battery has reached its low charge warning level. The ZQ600 Plus guide classifies the BatteryLow alert among the warnings (yellow background).

Caution: According to Zebra, a battery that is incorrectly charged or exposed to high temperatures can explode, leak or catch fire. Do not disassemble, crush or puncture it, do not short-circuit its contacts, do not throw it into fire or water and do not expose it to more than 65 °C. Charge it only with a Zebra-approved lithium-ion charger: any other charger can damage the battery or the printer and voids the warranty.



WHAT TO DO

1. Either replace the battery with a charged battery, connect the AC adapter to the printer's DC input socket, or place the printer on a charging cradle.
2. To charge faster, switch the printer off: according to Zebra, charging in the printer is faster with the printer switched off, and slower if you print while charging.
3. Follow the charging with the battery icon: a lightning bolt appears and the bars flash while charging; four green bars indicate more than 80%.

If the alert comes back quickly after each charge, see [reduced battery life](#) and [worn battery](#).

Sources: [ZQ6xx Alert: Battery Low](#)  – Zebra ZQ6xx alert pages · [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [ZQ630 printer user guide](#)  – French ZQ630 user guide, PDF P1102928-04FR · [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 \(PDF\)](#) > [Status Icons](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

What does “REPLACE BATTERY SHUTTING DOWN” mean on my Zebra ZQ630?

Messages at start-up: Battery Diminished Consider Replacing , Warning-Battery Is Past Useful Life , Replace Battery Shutting Down .

Short answer: The PowerPrecision+ battery has reached 600 charge cycles: the printer displays this message flashing, beeps once per second and switches off after 30 seconds. Replace the battery; the “Battery Diminished” and “Past Useful Life” messages warn you from 300 and then 550 cycles.

LIKELY CAUSE

The PowerPrecision+ smart battery counts its charge cycles and derives its state of health from them. According to the ZQ630 guide: fewer than 300 cycles, GOOD state, no message; from 300 to 549 cycles, REPLACE state, “Battery Diminished Consider

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Replacing” with a long beep; from 550 to 599 cycles, “Warning-Battery Is Past Useful Life” with a long beep; from 600 cycles, POOR state, “Replace Battery Shutting Down” flashes with one beep per second, then the printer switches off after 30 seconds.

Caution: According to Zebra, a battery that is incorrectly charged or exposed to high temperatures can explode, leak or catch fire. Do not disassemble, crush or puncture it, do not short-circuit its contacts, do not throw it into fire or water and do not expose it to more than 65 °C. Charge it only with a Zebra-approved lithium-ion charger: any other charger can damage the battery or the printer and voids the warranty.

WHAT TO DO

1. As soon as the “Battery Diminished Consider Replacing” message appears, plan for a replacement battery.
2. When the “Replace Battery Shutting Down” message appears, replace the battery: the printer switches itself off after 30 seconds.
3. On the ZQ630 Plus, check the battery status in the Battery menu: Health (state of health), Cycle Count (number of cycles) and Battery Health.
4. Switch the printer off before removing the battery, to limit the risk of corruption according to Zebra: move aside or remove the belt clip, press the battery latch, rotate the battery out of its compartment and lift it out.
5. Hand the used battery over to a suitable recycling scheme, as Zebra requests.

On the ZQ630, the Power ring turns solid red (pulsing red in sleep mode) when the battery, charging or charged, is in poor condition. The ZQ600 Plus guide gives the same messages for the ZQ630 Plus but only gives the ring colours as pictograms.

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [ZQ630 printer user guide](#)  – French ZQ630 user guide, PDF P1102928-04FR · [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 \(PDF\)](#) › [Battery Menu](#)  – 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 \(PDF\)](#) › [Battery Safety](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

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Why does the battery in my Zebra ZQ630 run down so quickly?

Symptoms: reduced battery life, frequent Battery Low alert.

Short answer: If the battery is more than a year old, reduced battery life may be due to normal ageing, according to Zebra. Check its state of health and replace it if necessary; also adjust the print darkness and speed to suit your media.

LIKELY CAUSE

The Zebra troubleshooting tables attribute reduced battery life to the normal ageing of a battery that is more than a year old. Rechargeable batteries gradually lose capacity and can only withstand a limited number of recharges. According to the ZQ630 guide, the Adaptive Print Performance function also adapts operation when the charge is low, the battery is in poor condition, in extreme cold or when printing is very dense, to preserve the battery and keep printing.

Caution: According to Zebra, a battery that is incorrectly charged or exposed to high temperatures can explode, leak or catch fire. Do not disassemble, crush or puncture it, do not short-circuit its contacts, do not throw it into fire or water and do not expose it to more than 65 °C. Charge it only with a Zebra-approved lithium-ion charger: any other charger can damage the battery or the printer and voids the warranty.

WHAT TO DO

1. Check the battery's state of health (messages at start-up, Battery menu on the ZQ630 Plus) and replace it if necessary (see [worn battery](#)).
2. Adjust the print darkness and speed to suit your media, and use media suited to your application.
3. Use pre-printed labels if the same text or the same graphic appears on every label.
4. Use software flow control (XON/XOFF) where possible.
5. Remove the battery if the printer is left unused for a day or more, unless it is on maintenance charging. Do not charge it in full sun or above 40 °C.

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6. Leave automatic sleep mode enabled (SGD command `power.sleep.enable`, enabled by default): the printer goes to sleep after 20 minutes of inactivity.
7. Keep a spare battery on hand.

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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 \(PDF\)](#) · [Extending Battery Life](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) · [Battery 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 (official documentation).

Why is the battery in my Zebra ZQ630 not charging?

Power ring flashing red twice per second · Messages: `BatteryChargeFault`, `BatteryAuthenticationFail` (red alert), `BatteryOverTemp`, `BatteryUnderTemp` (yellow alert).

Short answer: A Power ring flashing red twice per second indicates a charging fault. The ZQ630 battery charges between 0 and 40 °C: bring it back to room temperature and recharge it, ideally with the printer switched off, using a Zebra smart battery and charger.

LIKELY CAUSE

According to the ZQ630 guide, the battery charges between 0 and 40 °C and the printer only works with genuine Zebra smart batteries. The ZQ600 Plus guide states that at high temperatures charging may stop and then resume, and that at an abnormal temperature the lights and the display indicate that charging cannot start; it lists the charging fault and battery authentication failure among the errors.

Caution: According to Zebra, a battery that is incorrectly charged or exposed to high temperatures can explode, leak or catch fire. Do not disassemble, crush or puncture it, do not short-circuit its contacts, do not throw it into fire or water and do not expose it to more

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than 65 °C. Charge it only with a Zebra-approved lithium-ion charger: any other charger can damage the battery or the printer and voids the warranty. Do not place a charger where liquids or metal objects could fall into the charging bays.

WHAT TO DO

1. Bring the printer and the battery back to room temperature (ideally between 5 and 40 °C), then restart charging, preferably with the printer switched off.
2. Check that the AC adapter is connected to the DC input socket (under the protective cover) and to a wall socket; on the Ethernet cradle, connect the adapter to the cradle.
3. Use only Zebra smart batteries and Zebra-approved chargers: any other charger can damage the battery or the printer and voids the warranty.
4. Follow the Power ring: solid orange, charging in progress; pulsing orange, charging during sleep mode; solid green, battery charged; solid or pulsing red, battery in poor condition.
5. On a ZQ630 Plus, if the battery is no longer recognised or the charge status is inconsistent after an update, install recent firmware: the Link-OS 6.8 (Release 2) release notes fix the detection of PowerPrecision+ batteries by ZQ6 Plus printers after a firmware update.

The ZQ600 Plus guide only gives the Power ring colours as pictograms; the states above come from the ZQ630 guide.

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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 \(PDF\)](#) · [Error Messages](#)  – 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 \(PDF\)](#) · [Printer Operation with Cradle](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) · [Battery Safety](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [Link-OS Release Notes](#)  – Zebra Link-OS v7.2 release notes, P1105470-20EN · [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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What does the fast flashing red light on the battery charger for my Zebra ZQ630 mean?

Symptoms: red, orange or green light on a Zebra 1-slot or 3-slot battery charger.

Short answer: On the 1-slot and 3-slot chargers, a fast flashing red light indicates a charging fault; solid red, a battery in poor condition. Solid orange indicates charging in progress and solid green indicates charging complete.

LIKELY CAUSE

The 1-slot and 3-slot chargers described by Zebra for the series indicate the status of each battery with a green, red or orange light next to its slot. They charge the 4-cell batteries of the ZQ630 and ZQ630 Plus.

Caution: Do not place a charger where liquids or metal objects could fall into the charging bays. Use only chargers approved by Zebra for its batteries. According to Zebra, a battery that is incorrectly charged or exposed to high temperatures can explode, leak or catch fire. Do not disassemble, crush or puncture it, do not short-circuit its contacts, do not throw it into fire or water and do not expose it to more than 65 °C. Charge it only with a Zebra-approved lithium-ion charger: any other charger can damage the battery or the printer and voids the warranty.

WHAT TO DO

1. Fast flashing red: charging fault.
2. Solid orange: charging in progress, healthy battery; solid green: charging complete, healthy battery.
3. Solid red: charging in progress or complete on a battery in poor condition; plan for its replacement (see [worn battery](#)).
4. Orange or green punctuated by brief brighter flashes: best battery available (Best Battery), charging or charged.
5. Charging time: the 1-slot charger charges a 4-cell battery in 6 hours at most; the 3-slot charger charges three 4-cell batteries at the same time in 6 hours at most.

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The charger light table cannot be read in the text of the ZQ630 guide: the states above come from the page of the ZQ600 Plus guide dedicated to the 1-slot and 3-slot chargers.

Sources: [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 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) › 3-Slot Battery Charger](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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 \(PDF\) › Battery Safety](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

Firmware and reset: restoring a Zebra ZQ630

Zebra provides the firmware on its support page and provides for a forced download, a return to the factory WML and, on the ZQ630 Plus, a return to factory settings function in the Tools menu.

How do I update or recover the firmware on a Zebra ZQ630?

Message: `BadFirmwareDownload` · Red alert (Error).

Short answer: Download the Link-OS version from the Downloads tab of the Zebra support page for your model, then send it to the printer with the ZDownloader utility. If the download failed, restart the printer in forced download mode: hold both function buttons while pressing Power.

LIKELY CAUSE

The ZQ600 Plus guide lists the `BadFirmwareDownload` alert (faulty firmware download) among the errors. According to the ZQ630 guide, the “Forced Download” start-up sequence makes the printer start up running only the code responsible for firmware downloads.

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UPDATING WITH ZDOWNLOADER (ZEBRA PROCEDURE)

1. On the Zebra support site, open the page for your model (Downloads tab) and download the firmware. According to Zebra, Link-OS updates are free.
2. Download the ZDownloader utility and run it as administrator (right-click the file, then run as administrator).
3. Connect the printer via USB. In the Printer tab, click Auto-Detect and select the printer whose port is USB.
4. In the File tab, click Select Firmware File and open the firmware file.
5. In the Download File tab, right-click the printer and choose "Download To Selected". Be patient: verification and decompression may continue with no visible indication after the transfer.
6. If it fails (BadFirmwareDownload alert), switch the printer off, hold down both function buttons (LEFT SELECT and RIGHT SELECT) while pressing Power to enter forced download mode, then send the firmware again.
7. Print a configuration label to check the installed version.

According to the Link-OS 7.5 release notes, ZQ630 Plus printers placed on the EMEA market comply with the EU RED directive: firmware download is disabled by default and Protected Mode is enabled. The previous-generation ZQ630 follows a different firmware branch from the ZQ630 Plus.

Sources: [Link-OS Release Notes](#)  – Zebra Link-OS v7.6.2 release notes, P1105470-24EN · [Link-OS Release Notes](#)  – Zebra Link-OS v7.2 release notes, P1105470-20EN · Using the ZDownloader Utility from the Zebra's Website – Zebra knowledge base (link removed on 21 October 2026: the page is no longer available at its former address) · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Power-up and Runtime Sequences](#)  · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Error Messages](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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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How do I reset a Zebra ZQ630 to factory settings?

Symptoms: inconsistent settings, missing menus, network configuration to be redone.

Short answer: If menus have disappeared, revert to the factory WML: hold the up and down arrows while pressing Power. On the ZQ630 Plus, “Load Defaults” in the Tools menu also restores the factory values of certain printer, print server and network settings.

LIKELY CAUSE

According to the ZQ630 guide, the “Revert to Factory WML” start-up sequence restores the full menu if a custom WML has disabled functions, or allows a temporary restart after the WML has locked up. The ZQ600 Plus guide also describes “Load Defaults” (Tools menu): settings that were changed manually must then be re-entered.

WHAT TO DO

1. First print a configuration label: it details the current settings, which will need to be re-entered (see [configuration label](#)).
2. To revert to the factory WML, switch the printer off, then hold down the up and down arrows while pressing Power.
3. On the ZQ630 Plus, open the Home menu (LEFT SELECT), then the Tools menu, and select “Load Defaults”.
4. For the ZQ630 Plus network settings only, the Network menu also offers “Load Defaults”, as well as “Reset Network”, which resets the print server and saves the changes.

The ZQ630 Plus Tools menu lets you protect the menus with a password (Password Protect). On EMEA printers purchased after 1 August 2025, the Protected Mode password and the control panel code must be set before use. No default password is given here: refer to the Zebra documentation.

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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

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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).

RFID: my Zebra ZQ630 RFID does not encode labels or prints VOID

The UHF RFID encoder is a factory-installed option on the ZQ630 and ZQ630 Plus. These entries cover RFID calibration, VOID printing and a missing RFID module.

How do I run an RFID calibration on a Zebra ZQ630 RFID?

Symptoms: new type of RFID labels, tags encoded incorrectly, programming position to be reviewed.

Short answer: Load the RFID media and run the label length calibration first. Press FEED once, open the Home menu, then the RFID menu, and start “RFID CALIBRATE” with OK: the printer slowly advances a label during the adjustment, then displays READY.

LIKELY CAUSE

According to Zebra, RFID calibration sets up communication with the type of tag used: programming position and read and write power. It is done after the label length calibration and must be repeated, together with it, every time the media type changes; it is not needed when you replace an empty roll with the same media. It is not the same calibration as the media calibration.

OFFICIAL RFID CALIBRATION PROCEDURE

1. Load the RFID media without removing any label or tag from its liner: the printer uses them to find settings that do not encode the neighbouring tags.
2. Run the label length calibration (see [calibrating the ZQ630](#)).

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3. Press FEED once to advance one label.
4. Press LEFT SELECT to open the Home menu, go to the RFID menu and press OK.
5. Select RFID CALIBRATE with the left and right arrows, then press OK: the printer slowly advances a label while adjusting the position and the RFID communication settings. It may advance one more label; the display then shows READY.
6. Remove the excess media: the printer is ready to print.

The “restore” option of the SGD command `rfid.tag.calibrate` restores the default programming position at any time. If the calibration does not achieve the required position or power, the RFID menu lets you set them manually (RFID Programming Position, RFID Read Power, RFID Write Power).

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [RFID Calibration Process](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [RFID Calibration](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [RFID Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN (official documentation).

Why does my Zebra ZQ630 RFID print “VOID” on the labels?

Symptom: `VOID` printed on the label · Message: `RfidError` · Red alert (Error).

Short answer: The printer was unable to encode the label's RFID tag: it then prints “VOID” and tries again on the following labels. If the failure is repeated, check the tags, the label format and the transponder position, then run the RFID calibration again.

LIKELY CAUSE

According to Zebra, encoding generally succeeds at the first attempt; repeated failures can come from the tags, the label format or the transponder position. When a tag cannot be encoded, the printer prints VOID, then tries again on a number of labels set by



the ZPL command `^RS` (from 1 to 10, 3 by default). After that, the default action discards the label format concerned. The Zebra ZQ6xx Plus alert page describes the RFID error as an RFID label format that has failed after 3 attempts.

WHAT TO DO

1. Clear the current format and restart printing, as the Zebra alert page instructs.
2. Check that the media is Zebra RFID media with passive UHF EPC Gen 2 Class 1 tags: according to Zebra, these are the tags the printer can encode and verify.
3. Run the RFID calibration again after any change of media type (see [RFID calibration](#)).
4. In the RFID menu, use “RFID Test” to attempt a read and a write on a transponder, and “RFID Status” for the status of the module.
5. If the calibration does not give the required result, adjust the programming position and the read and write power in the RFID menu.
6. The RFID menu also lets you reset the counters of valid RFID labels (RFID Valid Count) and voided labels (RFID Void Count).

The position of the VOID printout cannot be adjusted, but its length can: the VOID image starts at the programming position. Zebra refers you to the RFID programming guide (RFID Programming Guide 3) for the `^RS` command.

Sources: [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Radio Frequency Identification \(RFID\)](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [RFID Menu](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [RFID Calibration](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ6xx Plus Alert: RFID Error](#) – Zebra ZQ6xx Plus alert pages · [ZQ630 User Guide](#) – ZQ630 user guide, PDF P1102928-05EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Error Messages](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).



Why is my Zebra ZQ630 showing “RFID NOT PRESENT”?

Message: `RfidNotPresent` · Green alert (Info).

Short answer: The printer does not recognise an RFID module. Check that your model is actually fitted with the RFID option: it is factory-installed only, on the ZQ630 as on the ZQ630 Plus.

LIKELY CAUSE

According to the Zebra ZQ6xx Plus alert page, the printer does not recognise its RFID components; Zebra asks you to confirm that the RFID option is installed. The ZQ630 and ZQ600 Plus guides state that RFID is a factory-installed option only.

WHAT TO DO

1. Check that the printer is an RFID version (ZQ630 with the RFID option, or ZQ630 Plus RFID).
2. Open the RFID menu and check “RFID Status”, which shows the status of the RFID module.
3. On a ZQ630 Plus RFID, update the firmware: the Link-OS 6.9 release notes fix the display of the RFID module status on ZQ6 Plus printers when it is disabled at start-up (see [firmware](#)).
4. For other solutions, Zebra refers you to the ZQ6xx Plus series support page.

Sources: [ZQ6xx Plus Alert: RFID Not Present](#) ⓘ – Zebra ZQ6xx Plus alert pages · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Radio Frequency Identification \(RFID\)](#) ⓘ – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [ZQ630 User Guide](#) ⓘ – ZQ630 user guide, PDF P1102928-05EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [RFID Menu](#) ⓘ – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide · [Link-OS Release Notes](#) ⓘ – Zebra Link-OS v7.2 release notes, P1105470-20EN · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Error Messages](#) ⓘ – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

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Other problems: black display and configuration label on the Zebra ZQ630

A black display is not always a fault: after 20 minutes of inactivity, the ZQ630 goes into sleep mode. The configuration label remains the first diagnostic tool.

Why does the display on my Zebra ZQ630 stay black?

Symptoms: blank LCD display, Power ring pulsing green.

Short answer: After 20 minutes of inactivity, the ZQ630 goes into sleep mode: the display switches off and the Power ring pulses green about every three seconds. Press any button to wake it up; if the display stays blank while the printer is on, Zebra says to reload the program.

LIKELY CAUSE

According to the ZQ630 guide, the printer goes into sleep mode after 20 minutes of inactivity, or after Power is pressed for less than three seconds (“Sleeping” alert). The troubleshooting tables also cite a printer that is switched off, or a missing or corrupted application.

WHAT TO DO

1. Press any button: the printer wakes up from sleep mode. It also wakes up when it receives Bluetooth data or a Wi-Fi network message.
2. If nothing happens, press Power to switch the printer on and check the battery (see [the printer does not switch on](#)). Pressing Power for about three seconds switches the printer off, with the “Shutting Down” alert.
3. To disable sleep mode or change its timeout, use Zebra Setup Utilities to send the SGD commands `power.sleep.enable` (enabled by default) or `power.sleep.timeout` (timeout in seconds).
4. On the ZQ630 Plus, how long the display stays lit is set in the Tools menu (Backlight Timeout).

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5. If the display stays blank while the printer is on, the application is missing or corrupted: reload the program (see [firmware](#)).

The printer does not go into sleep mode when it is placed on an Ethernet cradle. In sleep mode, the Power ring pulses orange if the battery is charging, and red if the battery is in poor condition.

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [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 \(PDF\)](#) › [Troubleshooting Issues](#)  – 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 · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) › [Tools Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

How do I print the configuration label on a Zebra ZQ630?

Symptoms: checking the firmware, the printhead and the settings before a diagnosis.

Short answer: Switch the printer off, load journal paper (with no black bar or gap on the back), hold down FEED and briefly press Power. Release FEED when printing starts.

LIKELY CAUSE

The configuration label (“two-key” report) lets you check that the printer is working: a line of interlocking “x” characters checks all the printhead elements, followed by the software version and the configuration report (model, serial number, baud rate, parameters).

OFFICIAL PROCEDURE (TWO-KEY REPORT)

1. Switch the printer off.
2. Load journal paper, that is, paper with no black bar or gap on the back.
3. Hold down the FEED button, then press Power and release it.
4. Release FEED as soon as printing starts.

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5. The report can also be printed from the Info (Help) menu on the ZQ630 display, or from the Tools menu (Print Information) on the ZQ630 Plus.

Zebra recommends printing this label before connecting the printer to a computer or a terminal. It carries the PCC code (Product Configuration Code) requested by Zebra support and serves as the starting point for communications diagnostics mode.

Sources: [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN · [ZQ630 printer user guide](#)  – French ZQ630 user guide, PDF P1102928-04FR · [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#)  › [Printing a Configuration Label](#)  – 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 \(PDF\)](#) › [Contacting Technical Support](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (official documentation).

When should you call a technician for a Zebra ZQ630?

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.
- **“Head Open” or “Media Cover Open” persisting 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:** your site's technical support, then Zebra support, with the serial number, the model and the PCC code; the printer may need to be returned for repair (ZQ630 support announced until 31 May 2028).

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Avoiding recurring faults on the Zebra ZQ630: 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 ZQ630 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 ZQ630 troubleshooting: frequently asked questions

How do I calibrate a Zebra ZQ630?

Open the Home menu with the left function button, go into the Tools menu and run “Label Length Cal”: the printer adjusts the label length. The Power Up Action and Head Close Action settings also allow calibration at start-up or when the printhead is closed. If calibration fails, increase the Label Length Max setting in the Settings menu. [See the detailed entry.](#)

What does “Media Out” mean on a Zebra ZQ630?

The printer no longer detects media in the print path: end of the roll, large high-density batch, dirty or faulty sensor. Reload the roll with the leading edge sticking out, close the cover and press FEED. If the alert persists, clean the sensor; a faulty sensor is a matter for Zebra support. [See the detailed entry.](#)

Why is my Zebra ZQ630 showing “Media Cover Open”?

The printhead or the media cover is not fully closed; Zebra also calls this alert Head Open. Close the cover by pressing on its two upper front corners until it clicks. If the alert persists with the cover latched, the head-open switch needs to be serviced by Zebra support. [See the detailed entry.](#)

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How do I clean the printhead of a Zebra ZQ630?

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

What does “Replace Battery Shutting Down” mean on a Zebra ZQ630?

The PowerPrecision+ battery has reached 600 charge cycles: the message flashes with one beep per second and the printer switches off after 30 seconds. The battery must be replaced. The Battery Diminished Consider Replacing (from 300 cycles) and Warning-Battery Is Past Useful Life (from 550 cycles) messages give warning before this shutdown. [See the detailed entry.](#)

Why does my Zebra ZQ630 RFID print “VOID”?

The printer was unable to encode the label's RFID tag: it prints VOID, then tries again on the following labels, 3 times by default. Repeated failures come from the tags, the label format or the transponder position. Run the RFID calibration again after every change of media type. [See the detailed entry.](#)

How do I pair a Zebra ZQ630 over Bluetooth?

In the Bluetooth menu, check that the printer is discoverable (Discovery), then start the search from the smartphone or terminal and confirm the code shown on both devices. With an NFC device, simply hold it 7.62 cm or less from the Print Touch icon on the side of the printer. Pairing is then retained after a restart. [See the detailed entry.](#)

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Is the Zebra ZQ630 still sold and supported by Zebra?

Zebra has no longer sold the ZQ630 since 17 May 2023 and has announced the end of its support on 31 May 2028; after that, it refers you to an authorised service provider. The replacement model is the ZQ630 Plus, which is also covered in this guide.

Sources consulted

All the causes, procedures and messages in this guide come from the pages of the official Zebra documentation listed below (ZQ630 user guide in English and French, ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide online and in PDF, ZQ6xx and ZQ6xx Plus alert pages, Link-OS release notes, knowledge base, data sheet and support pages), consulted on 20 October 2026.

- [ZQ6xx Alert: Media Out](#)  – Zebra ZQ6xx alert pages **official**
- [ZQ630 User Guide](#)  – ZQ630 user guide, PDF P1102928-05EN **official**
- [ZQ630 printer user guide](#)  – French ZQ630 user guide, PDF P1102928-04FR **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Status Icons](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Recommended Cleaning Schedule](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Sensors Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\)](#) > [Error Messages](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ6xx Alert: Head Open](#)  – Zebra ZQ6xx alert pages **official**
- [MOBILE PRINTER ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide](#)  – ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide, PDF P1134139-03EN **official**
- [ZQ6xx Alert: Printhead Over Temperature](#)  – Zebra ZQ6xx alert pages **official**

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- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Using Batteries](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Tools Menu](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Settings Menu](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Troubleshooting Issues](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [Troubleshooting](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide (French version) **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Printing a Configuration Label](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Contacting Technical Support](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610, ZQ620 & ZQ630 Mobile Printer Support & Downloads](#) [↗](#) – Zebra support page **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Communication Issues](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Bluetooth Networking Overview](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Bluetooth Menu](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Bluetooth Minimum Security Modes](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Print Touch/NFC](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > WLAN Overview](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Zebra Setup Utilities](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Network Menu](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Printer Operation with Cradle](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [Link-OS Release Notes](#) [↗](#) – Zebra Link-OS v7.6.2 release notes, P1105470-24EN **official**

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- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Ethernet and Charging Cradle](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Sleep Mode](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Removing the Battery Tape Insulator](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Installing the Battery](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Charging the Battery](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Battery Safety](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ6xx Alert: Battery Low](#)  – Zebra ZQ6xx alert pages **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Battery Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Removing the Battery](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Extending Battery Life](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [Link-OS Release Notes](#)  – Zebra Link-OS v7.2 release notes, P1105470-20EN **official**
- [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 **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > 3-Slot Battery Charger](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- Using the ZDownloader Utility from the Zebra's Website – Zebra knowledge base (link removed on 21 October 2026; the page is no longer available at its former address) **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Power-up and Runtime Sequences](#)  **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > RFID Calibration Process](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > RFID Calibration](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > RFID Menu](#)  – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**

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- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Radio Frequency Identification \(RFID\)](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ6xx Plus Alert: RFID Error](#) [↗](#) – Zebra ZQ6xx Plus alert pages **official**
- [ZQ6xx Plus Alert: RFID Not Present](#) [↗](#) – Zebra ZQ6xx Plus alert pages **official**
- [ZQ610 Plus/ZQ620 Plus/ZQ630 Plus User Guide \(PDF\) > Status Lights](#) [↗](#) – Zebra ZQ610 Plus/ZQ620 Plus/ZQ630 Plus user guide **official**
- [ZQ610 Plus, ZQ620 Plus & ZQ630 Plus Mobile Printer Support](#) [↗](#) – Zebra support page **official**
- [ZQ6 Series Mobile Printers](#) [↗](#) – Zebra data sheet **official**

The following pages were not consulted for this guide: the ZQ600 Plus online guide pages “Charger Safety”, “Power-up and Runtime Sequences”, “Navigating through Screens in the Printer Display”, “Modifying or Viewing Secured Features”, “Cleaning the Linerless Printer (ZQ630 Plus)” and the home page of the “Troubleshooting” section, the Zebra ZQ6xx alert pages “RFID Error”, “RFID Not Present” and the generic ZQ6xx page, the ZQ6xx Plus alert pages “Media Out” and “Head Open”, and the ZQ600 Plus product page on zebra.com; the content used for these topics comes from the official ZQ630 and ZQ600 Plus PDF guides. 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 ZQ630 Plus and ZQ630 Plus RFID](#)
- [All Zebra printer troubleshooting guides](#) (ZT230, ZT410, ZT421, ZT420, ZT411, S4M, GK420, ZD421, GX420, QLn420, ZQ511, ZQ610 Plus, ZQ510, ZC100 and ZC300, ZD410, ZD411, ZD420, ZD500R, ZD510-HC, ZD611, ZD620, ZD621, ZQ310 Plus, ZQ320 Plus, ZQ620 Plus, ZT231, ZT510, ZT610 and ZT620, ZXP Series 7)
- [Maintenance and repair of Zebra printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [TIMCOD, Zebra reseller](#) (in French)
- [Zebra labels and consumables for thermal printers](#) (in French)
- [RFID labels and RFID printers](#) (in French)

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- [Printer cleaning kits](#) (in French)

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TIMCOD Nord

495 rue Lavoisier
59112 Annoeullin

📞 RECEPTION	+33 3 74 45 45 35
🔊 TECHNICAL HOTLINE	+33 3 74 45 45 37

TIMCOD Île-de-France

10 A rue Blaise Pascal, Bâtiment C
78990 Élancourt

📞 RECEPTION	+33 1 77 04 86 26
🔊 TECHNICAL HOTLINE	+33 1 77 04 86 30

TIMCOD Est

7 rue Icare
67960 Entzheim

📞 RECEPTION	+33 3 68 33 29 10
🔊 TECHNICAL HOTLINE	+33 3 68 41 90 80

TIMCOD Ouest

7 bis rue Augustin Fresnel
44470 Carquefou

📞 RECEPTION	+33 2 28 00 99 99
🔊 TECHNICAL HOTLINE	+33 2 28 00 99 84

TIMCOD Rhône-Alpes

40 route de Lyon, PA de Chambetière
69960 Corbas

📞 RECEPTION	+33 4 26 22 15 20
🔊 TECHNICAL HOTLINE	+33 4 26 22 15 15

TIMCOD Sud-Ouest

3 impasse de los Appares
31790 Saint-Jory

📞 RECEPTION	+33 5 34 66 61 46
🔊 TECHNICAL HOTLINE	+33 5 34 66 76 88

TIMCOD Sud-Est

545 rue François Hennebique, ZI Milles
13290 Aix-en-Provence

📞 RECEPTION	+33 4 42 60 78 78
🔊 TECHNICAL HOTLINE	+33 4 42 60 78 76

PDF version of the page <https://www.timcod.fr/repair/en/printer-troubleshooting/zebra/zq630>, updated on 21 October 2026.

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