

Troubleshooting Bluetooth Connectivity for ZQ520 and ZQ521 Printers

If you're experiencing difficulty connecting your mobile device to a **Zebra ZQ520** or **ZQ521** mobile printer via Bluetooth, here are some common troubleshooting steps you can take. These issues often relate to the pairing process or a temporary communication glitch.

1. Initiate Bluetooth Discovery Mode on the Printer

The printer must be in a discoverable state for a new mobile device to detect and pair with it.

- **Locate the Paper Feed Button:** Find the **Paper Feed** button on the front of the ZQ520/ZQ521 printer.
- **Hold Down the Button:** With the printer powered on, press and **hold down the Paper Feed button** for a few seconds.
- **Observe the Bluetooth Light:** The **Bluetooth status light** (often a small blue icon) should begin to **blink**. This indicates the printer is in discoverable/pairing mode.
- **Attempt Pairing:** While the light is blinking, go to the Bluetooth settings on your mobile device (phone or tablet) and look for the printer in the list of available devices. Select the printer to pair.

2. Standard Device and Printer Reset Procedures

If the printer is discoverable but still won't connect, or if the connection is intermittent, a simple restart of the equipment can often resolve the issue by clearing temporary memory or communication errors.

A. Restart Your Mobile Device

- **Restart the Phone/Tablet:** Completely **turn off** your mobile device (phone or tablet) and then **turn it back on**.
- **Re-attempt Connection:** After the device has fully restarted, try connecting to the ZQ520/ZQ521 printer again.

B. Perform a Hard Reset of the Printer

A hard reset can clear temporary data on the printer and re-initialize its components, including the Bluetooth module.

1. **Turn Off the Printer:** Use the power button to turn the ZQ520/ZQ521 printer off.
2. **Remove the Battery:** Open the battery compartment (typically on the back or bottom) and **remove the battery**.

3. **Wait for 1 Minute:** Leave the battery out of the printer for approximately **60 seconds**. This ensures all residual power drains from the internal components.
 4. **Reinsert and Power On:** Reinsert the battery securely and turn the printer back on.
 5. **Re-attempt Connection:** Follow the steps in section 1 to put the printer into discovery mode and attempt the connection from your mobile device.
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Additional Considerations

- **Check Bluetooth Status:** Ensure **Bluetooth is enabled** on your mobile device.
- **Forget and Re-pair:** If the device was previously paired, go to the Bluetooth settings on your phone, "**Forget**" or "**Unpair**" the ZQ520/ZQ521, and then attempt a fresh pairing as described in section 1.
- **Proximity:** Make sure the mobile device is **within close range** of the printer during the pairing process.
- **Printer Driver/App:** Ensure you have the **correct mobile application or printer driver/utility** installed on your phone or tablet, as required by your specific system.