



TROUBLESHOOTING GUIDE FOR DATA CAPTURE PRODUCTS

2026

Troubleshooting Guide → Save Your Time!

To provide our customers with an enhanced level of support, this document outlines the essential steps for basic troubleshooting of your device. Following these steps may help you resolve common technical issues directly on your side, avoiding unnecessary shipment of the device to a repair center. We strongly recommend reviewing this guide before submitting an RMA request. It serves as the ideal starting point and enables users to quickly address the most frequent issues that may arise during daily operation.



Troubleshooting Workflow



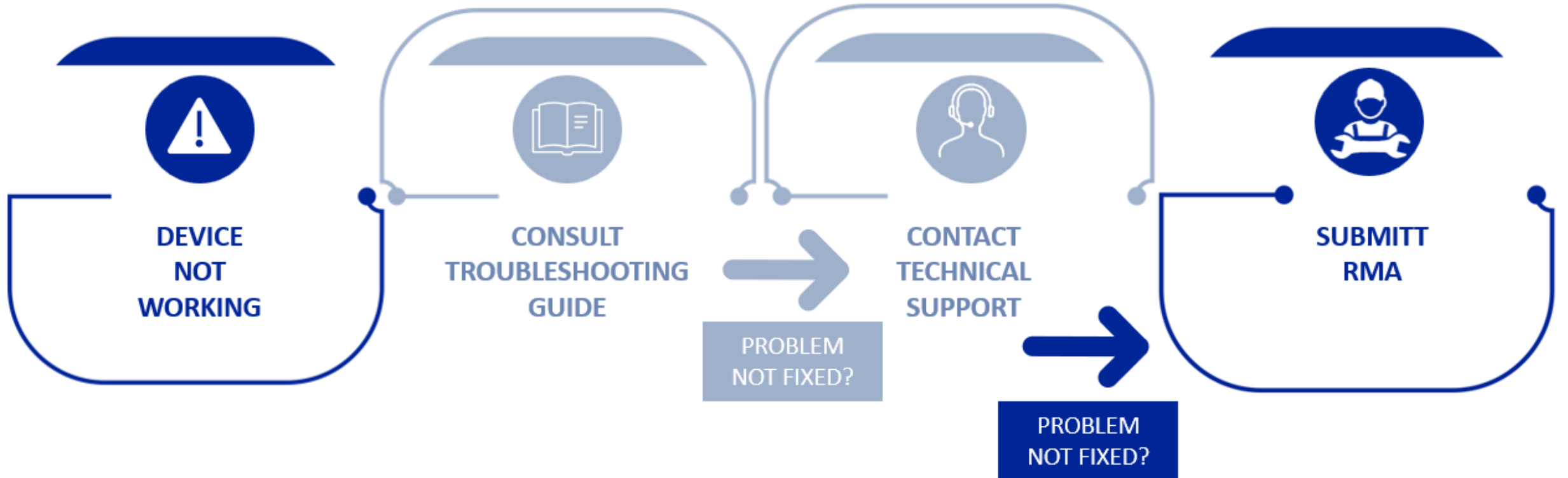
HANDHELD SCANNERS



MOBILE COMPUTERS



FIXED RETAIL SCANNERS



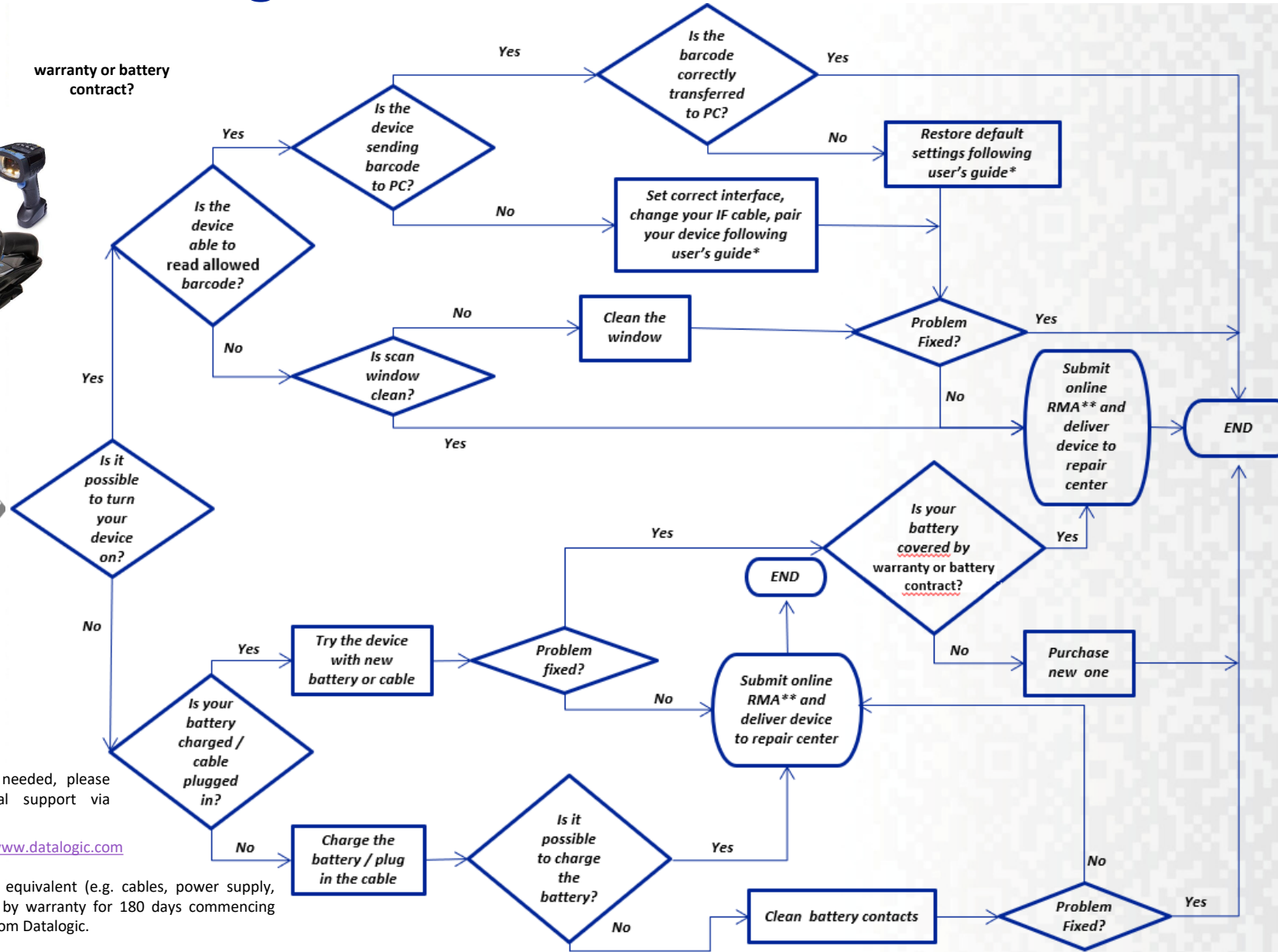
HANDHELD SCANNERS

Troubleshooting Flowchart



**START
HERE**

warranty or battery
contract?



*Perform factory reset. If needed, please contact Datalogic technical support via www.datalogic.com

**OnlineRMA available via www.datalogic.com

Note: Consumable parts or equivalent (e.g. cables, power supply, batteries, etc.) are covered by warranty for 180 days commencing from the date of shipment from Datalogic.



Handheld Scanners



Factory Reset

PowerScan 9100, 9300

Restore Custom Defaults

If you aren't sure what programming options are in your imager, or you've changed some options and want to restore the Custom Default Configuration that may have been saved in the scanner, scan the Restore Custom Default Configuration bar code below. This will restore the custom configuration for the currently active interface.



Custom defaults are based on the interface type. Configure the imager for the correct interface before scanning this label.



Restore Custom Default Configuration

Restore Factory Configuration

If you want to restore the Factory Configuration for your imager, scan either the Restore USA Factory Configuration bar code or the Restore EU Factory Configuration bar code below. Both labels restore the scanner configuration to the factory settings, including the interface type.



Restore USA Factory Configuration



Restore EU Factory Configuration



Handheld Scanners



Factory Reset

PowerScan 9500/9600

Restore Custom Defaults

If you aren't sure what programming options are in your imager, or you've changed some options and want to restore the Custom Default Configuration that may have been saved in the scanner, scan the Restore Custom Default Configuration bar code below. This will restore the custom configuration for the currently active interface.



Custom defaults are based on the interface type. Configure the imager for the correct interface before scanning this label.



Restore Custom Default Configuration

Restore Factory Configuration

The "Restore Custom Default Configuration" command above is normally enough to restart the machine from a known status (set in the factory or by the customer via configuration file). The machine is set as it arrived to you from the factory or according to the custom configuration file you loaded afterward.

If you want to **permanently cancel** the setup defined by the configuration file follow instructions in product's manual.

The programming items listed in the following sections show the factory default settings for each of the menu commands. If no configuration file has been loaded, the above command restores the factory default.



Restore EU Factory Configuration



Handheld Scanners



Factory Reset

Gryphon, Quickscan, Touch, Heron

Restore Custom Defaults

If you aren't sure what programming options are in your imager, or you've changed some options and want to restore the Custom Default Configuration that may have been saved in the scanner, scan the Restore Custom Default Configuration bar code below. This will restore the custom configuration for the currently active interface.



Custom defaults are based on the interface type. Configure the imager for the correct interface before scanning this label.



Restore Custom Default Configuration

Restore Factory Configuration

The "Restore Custom Default Configuration" command above is normally enough to restart the machine from a known status (set in the factory or by the customer via configuration file). The machine is set as it arrived to you from the factory or according to the custom configuration file you loaded afterward.

If you want to **permanently cancel** the setup defined by the configuration file use "Restore Factory Configuration"

The programming items listed in the following sections show the factory default settings for each of the menu commands. If no configuration file has been loaded, the above command restores the factory default.



Restore EU Factory Configuration



Handheld Scanners



Factory Reset

CODIScan

Restore Factory Configuration

If you want to restore the Factory Configuration for your reader, scan either the Restore USA Factory Configuration bar code or the Restore EU Factory Configuration bar code below. Both labels restore the reader configuration to the factory settings, including the interface type. The USA label restores Label IDs to those historically used in the USA. The EU label restores Label IDs to those historically used in Europe. The Label ID sets for USA and EU are shown in the “Label ID” Section



Restore EU Factory Configuration



Restore USA Factory Configuration

The programming items listed in the following sections show the factory default settings for each of the menu commands.



Handheld Scanners



Factory Reset

GFS 4100, DSM0400

Restore Custom Defaults

If you aren't sure what programming options are in your imager, or you've changed some options and want to restore the Custom Default Configuration that may have been saved in the scanner, scan the Restore Custom Default Configuration bar code below. This will restore the custom configuration for the currently active interface.



Custom defaults are based on the interface type. Configure the imager for the correct interface before scanning this label.



Restore Custom Default Configuration

Restore Factory Configuration

The "Restore Custom Default Configuration" command above is normally enough to restart the machine from a known status (set in the factory or by the customer via configuration file). The machine is set as it arrived to you from the factory or according to the custom configuration file you loaded afterward.

If you want to **permanently cancel** the setup defined by the configuration file follow instructions in product's manual.

The programming items listed in the following sections show the factory default settings for each of the menu commands. If no configuration file has been loaded, the above command restores the factory default.



Restore EU Factory Configuration



Handheld Scanners



Factory Reset

GPS 4400

Restore Factory Configuration

If you want to restore the Factory Configuration for your imager, scan either the Restore USA Factory Configuration bar code or the Restore EU Factory Configuration bar code below. Both labels restore the scanner configuration to the factory settings, including the interface type. The USA label restores Label IDs to those historically used in the USA. The EU label restores Label IDs to those historically used in Europe. The Label ID sets for USA and EU are shown in the [Label ID Control](#)



Restore USA Factory Configuration



Restore EU Factory Configuration

The programming items listed in the following sections show the factory default settings for each of the menu commands.



Handheld Scanners



FIXED RETAIL SCANNERS

Factory Reset

Magellan

Return to Factory Settings

Scan the bar code below to return the scanner to the default settings configured at the factory for the currently active interface. This bar code is typically used to return the scanner to a “known” operating state when the present programming status is not known, faulty, or suspect.



CAUTION

Use this bar code with caution, since it will reset ALL features that may have been programmed since the scanner’s installation.



NOTE

DO NOT scan the Enter/Exit Programming Mode bar code before and after scanning this bar code.



RETURN TO FACTORY SETTINGS

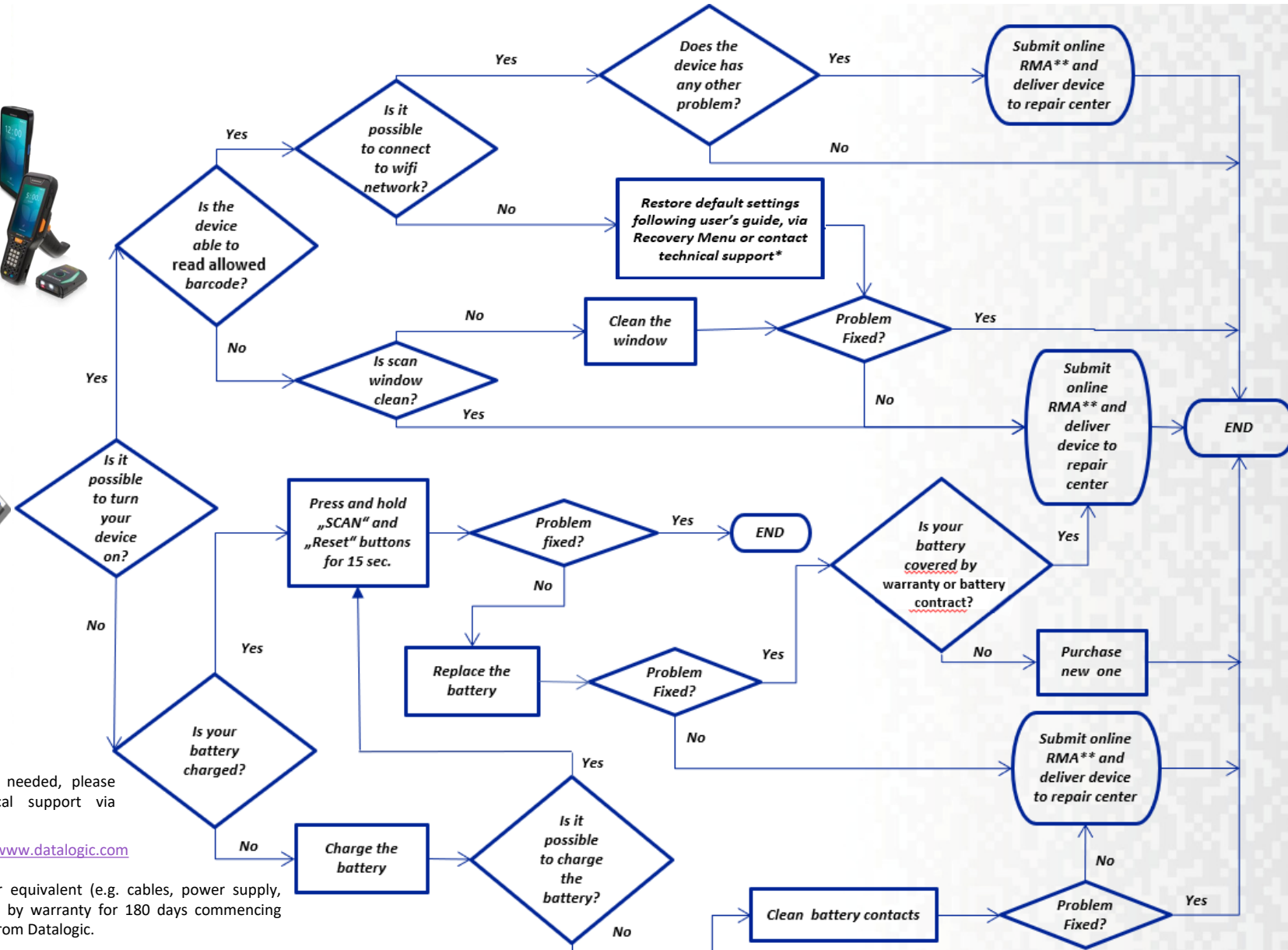


MOBILE COMPUTERS

Troubleshooting Flowchart



**START
HERE**



*Perform factory reset. If needed, please contact Datalogic technical support via www.datalogic.com

**OnlineRMA available via www.datalogic.com

Note: Consumable parts or equivalent (e.g. cables, power supply, batteries, etc.) are covered by warranty for 180 days commencing from the date of shipment from Datalogic.



Mobile Computers



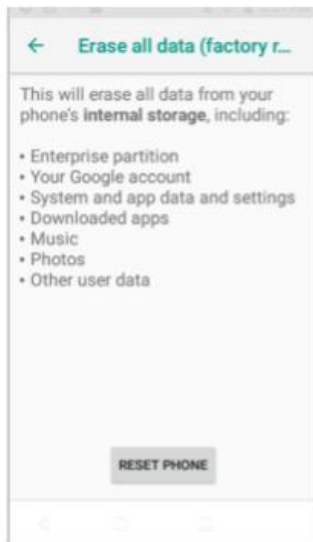
Factory Reset

Memor 1; Memor K; Memor 10/11; Memor 12/17 Memor 20; Memor 30-35; Skorpio X5; JoyaTouch 22, Joya Smart

Factory Reset

Brings the device to the default configuration, clearing all the user-customized settings.

1. Tap **Settings > System > Reset options > Erase all data (factory reset)**.



2. Tap **RESET PHONE**.



Mobile Computers



Factory Reset

SkorpioX3/X4; Falcon X3/X3+/X4 (Windows)

Resetting the Terminal

There are several reset methods for the Skorpio X4.

A warm boot terminates an unresponsive application and clears the working RAM, but preserves the file system. The Registry is restored from persistent memory if available or returned to factory default.

A cold boot forces all applications to close, completely reinitializing the system. It clears the working RAM, but the file system is preserved. The Registry is restored from persistent memory.

A clean boot restores the Skorpio X4 to a clean configuration: both the Registry and the file system returns to a clean status that conforms to factory default.

Warm Boot

To perform a warm boot, press and hold the following keys simultaneously:



Cold Boot

To perform a cold boot, do the following steps:

1. Turn off the Skorpio X4 by pressing the ON/OFF Power button.
2. Pull the battery latch down and remove the battery pack.
3. Simultaneously press the SCAN key and the Reset button in the battery compartment.
4. Insert the battery pack.
5. Turn on the Skorpio X4 by pressing the ON/OFF Power button.

Clean Boot

To perform a clean boot, do the following steps:

1. Perform a Cold Boot (see Cold Boot).
2. Press and hold down the 'Esc' + '0' keys simultaneously, promptly after resetting:



A dialog box will appear asking for confirmation. Press the Enter Key.

	Warm Boot	Cold Boot	Clean Boot
Registry	Restored from flash	Restored from flash	Clean configuration (no user config)
File System	Preserved	Preserved	Clean Installation (no user files)



Mobile Computers



Factory Reset

Memor X3

4.3.1 Resetting the Memor X3

There are several reset methods for the Memor X3. A warm boot terminates an unresponsive application and clears the working RAM, but preserves both the file system and the registry. A cold boot forces all applications to close and clears working RAM and files not resident on the persistent flash memory. Registry is restored from persistent memory if available or returned to factory default. A clean boot restores the Memor X3 to factory configuration: registry and file system return to factory default.

	Warm Boot	Cold Boot	Clean Boot
Registry	Preserved	Restored from flash (if available)	Factory default
Flash Disk (Backup Folder)	Preserved	Preserved	Clean disk
RAM File System	Preserved	Factory default	Factory default

Warm Boot

A warm boot closes all applications, clears the working RAM, but preserves the file system and registry. If an application "hangs" initiate a warm boot to terminate the application.

To perform a warm boot, press these keys simultaneously:



Cold Boot

A cold boot is a complete reset of the Memor X3 in which all applications are forcibly closed and RAM is completely cleared. Registry is restored from persistent memory if a saved copy is available (see 4.5.7) and RAM file system completely erased. You will lose any applications and data (registry too) which are not stored in persistent flash memory.

A cold boot is necessary when the Windows CE operating system locks up and the warm boot command does not work.

To perform a cold boot, press these keys simultaneously:



Clean Boot

A clean boot is a cold boot that causes the device to be restored to factory configuration. The Memor X3 will reset to its factory configuration, clear the working RAM and initialize the file system. You will lose any applications and data stored in persistent flash memory. At the next startup the system will ask to recalibrate the touch screen.

To perform a clean boot, follow these steps:

1. Perform a Cold Boot (see Cold Boot).
2. Quickly release all the keys when the screen goes black.
3. Within 1 second press and hold down the Esc and 0 keys until the Clean boot confirmation shows up.
4. Release the Esc and 0 keys.
5. Enter 1 to proceed with the Clean Boot sequence. Enter 0 to cancel the Clean Boot and proceed with a Cold Boot.



Mobile Computers



Factory Reset

Skorpio X4; Falcon X4; JoyaTouch; Memor 1 (Android)

Resetting the Terminal

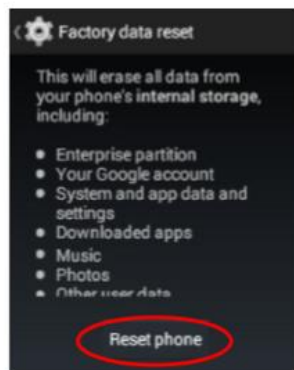
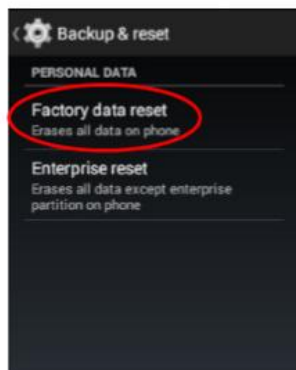
Configuration Reset

Configuration reset sets the configuration of the device (all its settings) to a known status: the factory status or an enterprise-user-defined status.

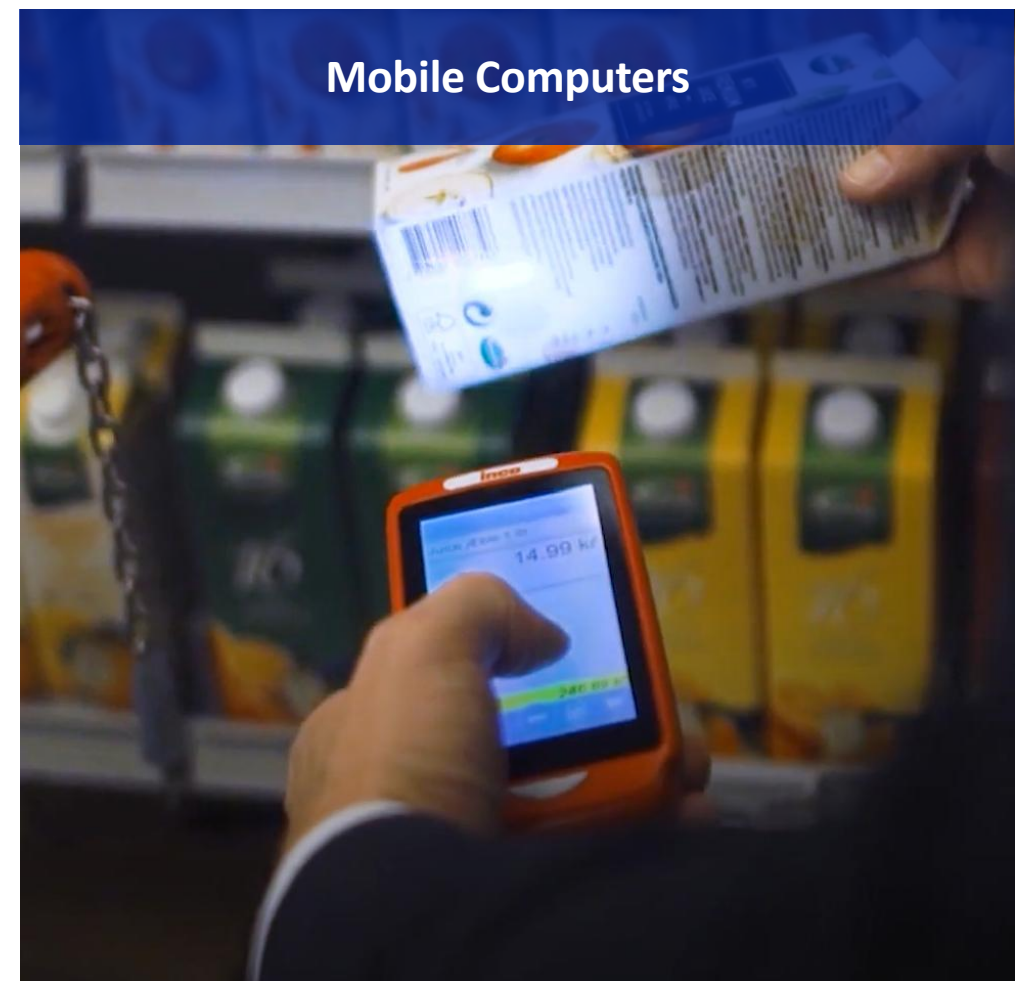
Factory Reset

Brings the device to the default configuration, clearing all the user-customized settings.

1. Tap **Settings > Backup&reset**.
2. Tap **Factory data reset**
3. Tap **Reset phone**.



Mobile Computers



Factory Reset

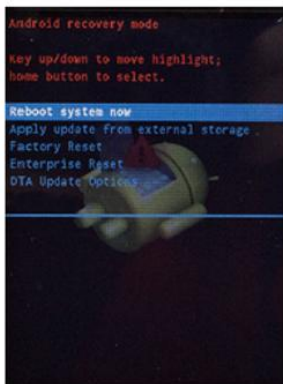
SkorpioX3/X4; Falcon X3/X3+/X4 (Android)

RECOVERY MODE

Recovery is an independent, runtime environment that's included on a separate bootable partition from the main Android OS. It contains tools to help repair your installations as well as install official OS updates by using a combination of key presses. Its main purpose is to reset the device, wipe data or perform system updates when the system crashes and the screen is unresponsive.

To enter **Recovery Menu**:

1. Turn off the Falcon
2. Press and hold down the **BACK + 0** keys simultaneously.
3. Press the **Power Button** while keeping pressed the **BACK + 0** keys.
4. The **Recovery Menu** displays on the screen:



5. Use the **Up** and **Down** arrows to navigate the menu. You can apply/force updates and perform a configuration reset. Press the **Home Button** to select.
6. Select **Reboot system now**. The device reboot is complete.



Mobile Computers



Recovery Mode

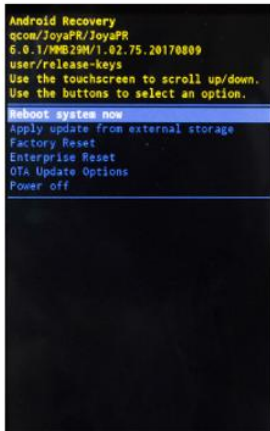
Memor 1; JoyaTouch

Recovery Mode

Recovery is an independent, runtime environment that's included on a separate bootable partition from the main Android OS. It contains tools to help repair your installations as well as install official OS updates by using a combination of key presses. Its main purpose is to reset the device, wipe data or perform system updates when the system crashes and the screen is unresponsive.

To enter **Recovery Menu**:

1. Turn off the Joya Touch
2. Press the Power key with a metallic clip and, immediately after, press the Scan Key.
3. The Recovery Menu displays on the screen:



4. Use the touch screen to navigate the menu. You can apply/force updates and perform a configuration reset. Press the Scan Key or the Scan Trigger to select.
5. Select **Reboot system now**. The device reboot is complete.



Mobile Computers



Recovery Mode

Skorpio X5

RECOVERY MODE

Recovery is an independent, runtime environment that's included on a separate bootable partition from the main Android OS. It contains tools to help repair your installations as well as install official OS updates by using a combination of key presses. Its main purpose is to reset the device, wipe data or perform system updates when the system crashes and the screen is unresponsive.

To enter boot menu:

1. Turn off the Skorpio X5
2. Press the power key and the right trigger simultaneously.
3. The device turns on and the Recovery Mode screen appears.



4. Use the right/left triggers to navigate the menu. You can apply/force updates and perform a configuration reset. Press the power key to select.
5. Select Reboot system now. The device reboot is complete.



Mobile Computers



Recover Mode

Joya Touch 22; Joya Smart

RECOVERY MODE

To access the recovery menu manually:

1. Perform a full shutdown by pressing and holding the power key with a metallic clip for about 15 seconds
2. Press and hold down in quick succession the paper clip into the back hole first, and then the ScanButton and hold them both down for a while to restart the device. An Android standard BootLoader menu will appear.



Recovery Menu



Use a finger on the TouchScreen to scroll the Recovery Menu.

1. Select one of the available options (e.g. Factory Reset).
2. Press the SCAN button to confirm.

The device will perform the selected action (e.g. Factory Reset).



Mobile Computers



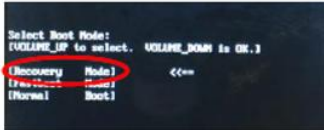
Factory Reset

Memor K; Memor 10/11; Memor 12/17 Memor 20;
Memor 30-35

RECOVERY MODE

To enter boot menu:

1. Turn off the Memor
2. Press the power button and the volume up button simultaneously.
3. The device turns on and the Boot Menu appears. Select Recovery Mode.



4. Use the volume up/down buttons to navigate the menu. You can apply/force updates and perform a configuration reset. Press the power key to select.



5. Select Reboot system now. The device reboot is complete.



Mobile Computers



THANK YOU

This presentation contains statements that are neither reported financial results nor other historical information. These statements are forward-looking statements. These forward-looking statements rely on a number of assumptions and are subject to a number of risks and uncertainties, many of which are outside the control of Datalogic S.p.A., that could cause actual results to differ materially from those expressed in or implied by such statements, such as future market conditions, currency fluctuations, the behavior of other market participants and the actions of governmental and state regulators

© 2025 Datalogic S.p.A. and/or its affiliates - All rights reserved. • Without limiting the rights under copyright, no part of this documentation may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means, or for any purpose, without the express written permission of Datalogic S.p.A. and/or its affiliates • Datalogic and the Datalogic logo are registered trademarks of Datalogic S.p.A. in many countries, including the U.S. and the E.U. • All other trademarks and brands are property of their respective owners.

Datalogic S.p.A.

Via Candini, 2 - 40012 Lippo di Calderara di Reno - Bologna (Italy)

Tel. +39 051 3147011 | Fax +39 051 3147205

corporate@datalogic.com

www.datalogic.com