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TROUBLESHOOTING GUIDE

CipherLab RK25 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official CipherLab documentation, RK25 Mobile Computer Reference Manual (v1.14 for Android 7.0, v1.01 for Android 11) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the CipherLab RK25 product page →

In brief. The CipherLab RK25 is an Android rugged mobile computer (7.0, 9 or 11 depending on the version), with a 4-inch touchscreen, a 25- or 28-key numeric keypad, Wi-Fi or Wi-Fi + LTE and a built-in 2D scanner. CipherLab has withdrawn it from its catalogue, but it is still widely used in shops and warehouses. Its documentation links most faults to the battery (charging temperature, backup battery, latch sensor), to the ReaderConfig app that controls the scanner, and to Android upgrades, which require an activation key. This guide also covers resets, Wi-Fi, the Ethernet cradle and the UHF RFID handle. Click a question to open the entry.

- **A light is flashing or a message is displayed:** find the signal in the [lookup table](#) and open the matching entry.

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- **The mobile computer no longer reads, or barcodes arrive incorrectly:** see [the mobile computer no longer reads](#), [the beam no longer lights up](#) and [nothing appears in terminal emulation](#).
- **The mobile computer is frozen or no longer switches on:** start with a [forced restart](#), then [restarting after a full discharge](#); a [reset](#) erases the data.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights and messages on my CipherLab RK25 mean? Find your signal

The RK25 shows its status through two lights above the display (LED 1 for power and charging, LED 2 for the scanner), through the light on the cradle or snap-on cable, and through Android notifications. The table links each signal to its cause and to the troubleshooting entry.

Signal or message	Lights (CipherLab manual)	Likely cause	Entry
—	● LED 1 solid red	Charging in progress (0 to 99%), normal operation	The mobile computer does not charge
—	● LED 1 solid green	Charging complete (100%)	The mobile computer does not charge

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Signal or message	Lights (CipherLab manual)	Likely cause	Entry
—	● LED 1 flashing red	Charging temperature out of range (below 0 °C or above 45 °C)	<u>Red light flashing while charging</u>
—	○ off, cable or cradle connected	Cable incorrectly connected, poor battery contact or mains plug disconnected	<u>The mobile computer does not charge</u>
Battery Swap	● LED 1 red, then off	Battery swap started; light off = mobile computer in standby, battery can be removed	<u>Battery swap</u>
—	● cradle: one red flash	No spare battery detected in the cradle	<u>Cradle light</u>
—	● cradle: flashing red	Spare battery charging error (battery too hot, for example)	<u>Cradle light</u>
—	○ cradle: off	The spare battery is not charging	<u>Cradle light</u>
Low Sub Battery	—	Internal backup battery almost empty	<u>Low Sub Battery</u>
Over Battery Temperature	—	Battery at 55 °C; automatic shutdown at 60 °C	<u>Battery too hot</u>

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Signal or message	Lights (CipherLab manual)	Likely cause	Entry
Display switching off	● flashing red, then off	Battery latch unlocked (Battery Sensor)	<u>The display switches off by itself</u>
Scan beep	● LED 2: one green flash	Good read (light only active if the LED notification is enabled in ReaderConfig)	<u>The mobile computer no longer scans</u>
Padlock icon	—	Physical keypad locked	<u>Keys locked</u>
No Internet	—	Access point without Internet access, or captive portal detection	<u>Wi-Fi without Internet</u>
Invalid Activation Key. Please check.	—	Upgrade key entered incorrectly or different serial number	<u>Activation key rejected</u>
To start Android enter your password	—	Android PIN code or password set	<u>Password at start-up</u>
Android Recovery	—	Mobile computer in Recovery mode (data may be erased)	<u>Recovery mode</u>

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Signal or message	Lights (CipherLab manual)	Likely cause	Entry
—	○ charging light off while charging	Mobile computer has entered download mode (power + volume up + volume down)	The device no longer switches on

The light states come from the “Status LED” and “Charge Mobile Computer” tables in the RK25 reference manual and from the Ethernet cradle procedure; the messages come from the manual and the CipherLab knowledge base. A dash means that the page consulted does not specify the state of the light.

CipherLab RK25 red light and error messages: causes and solutions

These entries cover the flashing charging light and the messages displayed by the RK25: backup battery, overheating, activation key.

Why does the light on my CipherLab RK25 mobile computer flash red while charging?

Light: LED 1 (power) flashing red, mobile computer connected.

Short answer: According to CipherLab, flashing red indicates a charging temperature error: the battery is below 0 °C or above 45 °C. Disconnect the mobile computer, let it return to room temperature, then start charging again in a temperate room.

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LIKELY CAUSE

The RK25 reference manual describes LED 1 flashing red as a “Charging temperature error” (below 0 °C or above 45 °C). It adds that a charging error can come from a battery that is too hot, and that at 0 °C or below the red light flashes, a warning is displayed and charging pauses.

Caution: CipherLab asks you to use only its Li-ion / Li-polymer charger and never to leave a battery charging unattended.

WHAT TO DO

1. Disconnect the cable or remove the mobile computer from the cradle.
2. Let the mobile computer return to the permitted range: CipherLab allows charging between 0 °C and 45 °C and recommends 18 to 25 °C.
3. Recharge indoors, in a ventilated room, never in direct sunlight.
4. Reconnect: LED 1 should turn solid red (charging from 0 to 99%), then solid green at 100%.
5. If the flashing continues at a suitable temperature, try another battery and another cable or cradle (see [the mobile computer will not charge](#)).

Sources: [2.4.1 Status LED](#) · [1.2.1 Charge Mobile Computer](#) · [2.1.5 Battery Precautions](#) · [Important Notices](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) (official documentation).

Why does my CipherLab RK25 mobile computer display “Low Sub Battery”?

Message: `Low Sub Battery` (notification).

Short answer: The internal backup battery is almost empty. CipherLab asks you not to remove the main battery while this message is displayed: connect the mobile computer to the mains and wait for the notification to disappear.

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LIKELY CAUSE

The RK25 contains a backup battery that keeps it in standby for about 30 minutes after the main battery runs out, and during a battery swap. When it runs low, the mobile computer displays “Low Sub Battery”.

WHAT TO DO

1. Do not remove the main battery.
2. Connect the mobile computer to its cable or place it on the cradle.
3. Wait for the “Low Sub Battery” notification to disappear.
4. You can then carry out the [battery swap](#).

According to the manual, the backup battery fully recharges in about 3.5 hours.

Sources: [2.1.3 Replace Main Battery](#) [↗](#) · [1.2.1 Charge Mobile Computer](#) [↗](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) (official documentation).

Why does my CipherLab RK25 mobile computer display “Over Battery Temperature”?

Message: `Over Battery Temperature`.

Short answer: The battery has reached 55 °C: the RK25 asks you to remove it, and it switches itself off at 60 °C. Move the mobile computer away from the heat source, remove the battery and let it cool down before refitting it.

LIKELY CAUSE

The RK25 manual sets these two thresholds in its battery precautions. It also states that charging pauses when the temperature is too high, and that intensive use during long charging periods can cause the battery to swell.

Caution: CipherLab recommends replacing the battery every year or after 500 charge cycles, whichever comes first.

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WHAT TO DO

1. Stop using it and move the mobile computer away from any heat source.
2. Remove the battery and let it cool down.
3. Avoid intensive use of the mobile computer while it is charging.
4. If the mobile computer is to remain on mains power or on the cradle for a long time, keep “Balance Mode” (Settings > Battery > “Battery Mode Selection”); any change of mode requires a restart.

Sources: [2.1.5 Battery Precautions](#) · [Important Notices](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) (official documentation).

Why does my CipherLab RK25 mobile computer display “Invalid Activation Key. Please check.”?

Message: Invalid Activation Key. Please check.

Short answer: The activation key for the Android upgrade is rejected. According to CipherLab, either the key was entered incorrectly, or the system serial number no longer matches the one on the label, often after parts have been replaced.

LIKELY CAUSE

The CipherLab FAQ “Not able to upgrade Android system” gives two causes: a typing error in the key, or a system serial number that differs from the one on the label, usually following a component replacement.

WHAT TO DO

1. Take a screenshot of the key entered and compare it character by character with the one supplied.
2. Compare the serial number on the label with the one in the system (Settings > About phone > Status).

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3. If they differ, have the mobile computer's repair (RMA) history and the purchased Android licence checked.

When to call a technician: if the system serial number does not match the label: the CipherLab FAQ asks you to check the mobile computer's RMA history with the sales department.

Sources: [Not able to upgrade Android system](#) ↗ – CipherLab Technical FAQ (support knowledge base) · [RK25 OS Image Upgrade SOP \(from Android Nougat to Android Pie\) v1.02](#) ↗ – RK25 OS Image Upgrade SOP (from Android Nougat to Android Pie) v1.02 (official documentation).

My CipherLab RK25 no longer reads barcodes: causes and solutions

Symbologies, ReaderConfig settings and missing beam, in the order suggested by CipherLab.

Why does my CipherLab RK25 mobile computer no longer read barcodes?

Symptoms: the trigger turns the beam on, but there is no beep and no green flash.

Short answer: The RK25 only reads the symbologies enabled in the ReaderConfig app. Open ReaderConfig, check that “Enable Reader” is ticked and that the barcode type is enabled, then try a test with “Scan Test”.

LIKELY CAUSE

According to the RK25 manual, the mobile computer does not read a symbology that is not enabled in ReaderConfig. The ReaderConfig guide adds that the “Enable Reader” box switches off all reading and that the “Decode Timeout” is 3 seconds by default;

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according to the manual, the beam goes out as soon as the barcode is decoded or this timeout expires. A dirty scan window also hinders reading.

Caution: The scanner emits class 2 laser light (FDA / IEC): do not stare into the beam or point it at anyone's eyes.

WHAT TO DO

1. Open ReaderConfig from the list of apps.
2. Check that the “Enable Reader” box is ticked.
3. Open the “Default” profile, then the symbology of the barcode to be read, and enable it.
4. Test with the menu button in the action bar > “Scan Test”, pressing the scan key or a side trigger.
5. Clean the scan window with a glasses cloth, without spraying a product directly onto it, then dry it.
6. If the beam no longer comes out at all, see [the beam no longer lights up](#).

A good read is signalled by a beep and a green flash of LED 2. This light only works if the LED notification is enabled in ReaderConfig.

Sources: [2.8.1 Barcode Reader](#)  – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) · [2.8.1 Barcode Reader](#)  – RK25 Mobile Computer Reference Manual for Android 11 v1.01 · [2.4.1 Status LED](#)  – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) · [1.2.3 Scan Test](#), [1.2.5 Enable Reader](#), [2.2.1 Scan Mode](#)  – ReaderConfig User Guide for Android v1.03 · [Mobile Computers - CipherLab Co., Ltd.](#)  – CipherLab website, Support and Services, Device Cleaning & Disinfecting · [Important Notices](#)  – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) · [Safety Precautions](#)  – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) (official documentation).

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Why does the scan beam on my CipherLab RK25 mobile computer no longer light up?

Symptoms: no beam or aiming pattern when the trigger is pressed.

Short answer: CipherLab suggests four steps, in order: re-enable “Decode Aiming Pattern” in ReaderConfig, reset the “Default” profile, restart and then wait 30 seconds, and as a last resort reset the mobile computer. If none of this works, the scan engine is probably faulty.

LIKELY CAUSE

The CipherLab FAQ on the loss of the beam and aiming pattern applies to the RK25 among others. It considers a disabled aiming setting, a modified reading profile, then a hardware failure of the engine.

CIPHERLAB PROCEDURE

1. In ReaderConfig, enable “Decode Aiming Pattern”.
2. Reset the “Default” profile (Reset).
3. Restart the mobile computer and wait about 30 seconds for the scanner to be fully activated.
4. As a last resort, carry out a factory reset.
5. If the scanner comes back and then fails again, CipherLab support asks for the BcScannerLog.txt file (ReaderService_Data folder), the hostlog folder under qcom and the system version.

When to call a technician: if the beam does not come back after the reset: CipherLab concludes that the scan engine has a hardware failure and asks for a return for repair (RMA).

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Sources: [What can I do if Scan Beam didn't come out/ Aiming Pattern disappeared?](#) [↗](#) – CipherLab Technical FAQ (support knowledge base) · [2.2.2 Aiming](#) [↗](#) – ReaderConfig User Guide for Android v1.03 (official documentation).

Barcodes read by my CipherLab RK25 arrive incorrectly: data output

Keyboard emulation mode, Enter key, prefix and suffix in ReaderConfig.

Why do barcodes read by my CipherLab RK25 mobile computer not appear in terminal emulation?

Symptoms: the read beep sounds, but nothing appears in Remote Desktop (RDC) or terminal emulation (TE).

Short answer: Set the ReaderConfig “Keyboard Emulation” setting to “Key Event”. According to CipherLab, Remote Desktop and terminal emulation receive nothing until this mode is selected.

LIKELY CAUSE

By default, ReaderConfig sends data via “Input Method”. The CipherLab FAQ, which mentions the RK25, states that RDC and TE need “Key Event” mode.

WHAT TO DO

1. Open ReaderConfig, then the profile used (usually “Default”).
2. In the data output settings (Data Output), open “Keyboard Emulation”.
3. Choose “Key Event”.
4. The associated settings, “KeyEvent Delay Time” (0 ms by default) and “Send Control Characters”, are in the same place.
5. Restart the application and scan again.

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Sources: [Why do not RDC or Terminal Emulation receiving or showing scanned data? ↗](#) – CipherLab Technical FAQ (support knowledge base) · [2.3.1 Keyboard Emulation ↗](#) – ReaderConfig User Guide for Android v1.03 (official documentation).

Why does my CipherLab RK25 mobile computer confirm the field after each read?

Symptoms: a carriage return follows each barcode read, or, on the contrary, none does.

Short answer: By default, ReaderConfig adds a carriage return after each barcode (“Decoded data + Enter char”). In “Auto Enter”, choose “Disable” to remove it, or change “Auto Enter Character” to send a tab, for example.

LIKELY CAUSE

The ReaderConfig guide describes the automatically added character: the “Auto Enter” setting (Disable, Decoded data + Enter char, Enter char + Decoded data) and the character sent, “Auto Enter Character” (Carriage Return by default, or Tab, Space, Comma, Semicolon, LF, CR, CRLF, IME Action, None).

WHAT TO DO

1. Open ReaderConfig and the profile used.
2. In the output settings (Data Output), open “Auto Enter”.
3. Choose “Disable” to add nothing, or “Enter char + Decoded data” to place the character before the barcode.
4. For another character, set “Auto Enter Character” (Tab, CRLF...).
5. To add fixed text, use Prefix and Suffix (0 to 20 characters each).
6. Check the result with “Scan Test” or in your application.

Source: [2.3 Data Output ↗](#) – ReaderConfig User Guide for Android v1.03 (official documentation).

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CipherLab RK25 Wi-Fi, Ethernet and USB: connecting to the network and to the PC

“No Internet” message, hidden network, roaming, Ethernet cradle and file transfer over USB.

Why does my CipherLab RK25 mobile computer display “No Internet” on Wi-Fi?

Message: **No Internet** under the Wi-Fi network name.

Short answer: According to CipherLab, the mobile computer is properly connected to the access point, but the access point has no Internet access, or captive portal detection is the cause. Test another network (SSID) to check the mobile computer's Wi-Fi, then enable “Captive Portal Detection”.

LIKELY CAUSE

The CipherLab FAQ attributes this message to a problem between the access point and the Internet, or to the captive portal detection setting. Without Internet access, a CipherLab Android mobile computer may also no longer reconnect automatically to the access point.

WHAT TO DO

1. Connect the mobile computer to another Wi-Fi network to check that its Wi-Fi is working.
2. Have your IT department check the access point's Internet access.
3. Enable captive portal detection: Settings => More (Wireless & networks) => “Captive Portal Detection”.
4. For a hidden network (Android 8 and later): Settings > Network & Internet > Wi-Fi > “Add network”, enter the SSID, choose the security, then, in “Advanced options”, set “Hidden network” to “Yes” and tap “SAVE”.

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5. If the connection drops as you move around, set roaming (“Roaming Enable”, “WiFi Trigger”, “Roaming Delta”) in the advanced Wi-Fi options, according to your network.

Sources: [\[Android\] Why my WiFi connection shows "No Internet"? ↗](#) · [How to solve when WiFi has no Internet service? ↗](#) · [How to manually connect to hidden WiFi \(SSID\) on Android 8 or later version? ↗](#) · [How to set roaming trigger in CipherLab Android devices? ↗](#) – CipherLab Technical FAQ (support knowledge base) (official documentation).

How can I connect my CipherLab RK25 mobile computer to the network via the Ethernet cradle?

Short answer: Place the RK25 on the Ethernet cradle, connect the network cable to the RJ45 port, then turn on the switch in Settings > Ethernet (Android 7) or Settings > Network & internet > Ethernet (Android 9). An icon appears in the status bar once connected.

LIKELY CAUSE

The CipherLab procedure for the RK25 Ethernet cradle specifies that the connection is enabled on the mobile computer, and that the IP address and proxy are set according to your network.

CIPHERLAB PROCEDURE

1. Remove the micro-USB cable from the mobile computer if it is connected.
2. Place the RK25 on the cradle; there is no need to remove the case or the hand strap.
3. Connect the adapter to the cradle's DC socket, then the network cable to the RJ45 port.
4. Open Settings > Ethernet (Android Nougat) or Settings > Network & internet > Ethernet (Android Pie) and turn on the switch.
5. For a fixed address, tap “Ethernet configuration”, choose “Static” for the IP settings and “Manual” for the proxy, then enter the values for your network.

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Source: [RK25 Ethernet Cradle SOP v1.00](#) – RK25 Ethernet Cradle SOP v1.00 (official documentation).

Why can my computer not see the files on my CipherLab RK25 mobile computer?

Symptoms: the mobile computer charges on the PC, but no folder appears.

Short answer: When connected over USB, the RK25 is in charge-only mode by default, which blocks access to the files. Swipe down the status bar, tap the USB notification and choose “Transfer files”.

LIKELY CAUSE

The RK25 manual specifies that the default USB mode is charge only. “Transfer files” gives access to all files; “Transfer photos (PTP)” only shares the photos and videos in the DCIM and Pictures folders.

WHAT TO DO

1. Connect the mobile computer to the PC with the USB cable, the snap-on cable or the communication cradle.
2. Swipe the status bar down.
3. Tap the USB charging notification.
4. Choose “Transfer files”.

Source: [1.2.2 Wired Data Transmission](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) (official documentation).

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My CipherLab RK25 will not charge or switches off: battery and power supply

Charging, cradle, hot battery swap, latch sensor and battery life, according to the RK25 reference manual.

Why will my CipherLab RK25 mobile computer not charge?

Light: off even though the cable, the snap-on cable or the cradle is connected.

Short answer: According to CipherLab, a light that is off means that the cable is not connected properly. Remove the micro-USB cable before placing the RK25 on its cradle or fitting the snap-on cable, check the mains socket, then reconnect.

LIKELY CAUSE

The RK25 manual gives three normal states of the light while charging: solid red while charging, solid green at 100%, off if the cable is incorrectly connected. It lists as causes of no charging a damaged battery, a battery that is not touching the connector or a disconnected mains plug. Charging from a computer's USB port is slower than with the snap-on cable or the cradle.

Caution: Recharge only with the CipherLab charger, between 0 °C and 45 °C.

WHAT TO DO

1. Disconnect the micro-USB cable: the manual asks you to remove it before fitting the snap-on cable or placing the mobile computer on the cradle.
2. Check that the mains adapter is connected to the cradle or the cable, then to a socket.
3. Check that the battery is locked and that its contacts are touching the connector properly.
4. Reconnect: the light should come on solid red.

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5. Allow about 4 hours for an empty main battery, and 8 to 12 hours for the very first charge.
6. At 100%, charging stops; it resumes by itself when the battery drops back to about 90%.

Source: [1.2.1 Charge Mobile Computer](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) (official documentation).

Why does the light on my CipherLab RK25 mobile computer's cradle flash red?

Cradle light: a single red flash, flashing red or off.

Short answer: The cradle light only concerns the spare battery placed in its slot. A single red flash means that no battery is detected, flashing red a charging error. The status of the main battery is shown on the mobile computer's display.

LIKELY CAUSE

According to the RK25 manual and the Ethernet cradle procedure, the cradle light follows the spare battery: solid red while charging, solid green once charged, flashing red in the event of an error, one red flash with no battery, off when charging is not taking place. The error can come from a battery that is too hot; no charging, from a damaged battery, poor contact or a disconnected mains plug.

WHAT TO DO

1. Set the spare battery latch to “Unlock”.
2. First insert the top of the battery, the contacts end, into the cradle slot.
3. Press the bottom of the battery, the latch end, then slide the latch to the left to “Lock”.
4. Check that the adapter is connected to the cradle's DC socket and to the mains.

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5. If the light flashes red, let the battery cool down and then reinsert it; if the fault persists, try another battery.

Sources: [1.2.1 Charge Mobile Computer](#)  – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) · [RK25 Ethernet Cradle SOP v1.00](#)  – RK25 Ethernet Cradle SOP v1.00 (official documentation).

How can I change the battery in my CipherLab RK25 mobile computer without switching it off?

Light: LED 1 red after “Battery Swap”, then off when the mobile computer is in standby.

Short answer: Hold down the power button, choose “Battery Swap” then “OK”, and wait for the red light to go out before removing the battery. The RK25 stays in standby for at least 5 minutes without its main battery: insert a charged battery, lock the latch, then press the power button.

LIKELY CAUSE

The RK25 manual provides two methods: a complete shutdown (“Power off”) or “Battery Swap” mode, which puts the mobile computer in standby on its backup battery for the duration of the swap.

Caution: Do not start a battery swap before the system has finished starting up, or while “Low Sub Battery” is displayed.

WHAT TO DO

1. Check that the spare battery is charged.
2. Hold down the power button, at the top of the mobile computer, then tap “Battery Swap” and “OK”.
3. The red light comes on; wait for it to go out: the mobile computer is then fully in standby.
4. Press the lock button and slide the latch to the right, then lift the battery cover from the bottom.

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5. Insert the charged battery top end first, press the bottom, then slide the latch to the left to “Lock”.
6. Press the power button to wake the mobile computer.

If the latch is opened without going through “Battery Swap”, the battery sensor switches off the display: see [the display switches off by itself](#).

Sources: [2.1.3 Replace Main Battery](#) · [1.1.1 Install/ Remove Battery](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) (official documentation).

Why does the display on my CipherLab RK25 mobile computer switch off by itself?

Symptoms: the display switches off, the red light flashes and then goes out.

Short answer: On the RK25, the “Battery Sensor” switches off the display as soon as the battery latch is unlocked, to allow a swap without a complete shutdown. Check that the latch is properly set to “Lock”. If it opens too easily, this sensor can be disabled in the developer options.

LIKELY CAUSE

According to the RK25 manual, the “Battery Sensor”, enabled by default, detects when the latch is opened: the display switches off, the red light flashes and then goes out, and the mobile computer switches to low power. CipherLab advises disabling it if the latch is likely to come loose accidentally. A sleep time that is too short can also switch off the display.

WHAT TO DO

1. Set the battery latch back to “Lock”, then press the power button.
2. If this happens again, enable the developer options: Settings > About phone, tap “Build number” seven times.
3. Open Settings > Developer options and disable “Battery Sensor”.



4. Also check the display sleep time: Settings > Display > “Sleep”.

Sources: [2.1.6 Battery Sensor](#) [↗](#) · [2.3 Touch Screen](#) [↗](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) (official documentation).

Why does the battery in my CipherLab RK25 mobile computer run down so quickly?

Symptoms: reduced battery life, low battery alert below 15%.

Short answer: CipherLab advises switching off unnecessary radios (Bluetooth, Wi-Fi, NFC, GPS), shortening the sleep time and reducing the brightness. “Performance Mode” gives 10 to 20% more battery life, but can reduce the battery's lifespan.

LIKELY CAUSE

The RK25 runs on a 4000 mAh Li-polymer battery, rated for at least 8 hours under the manufacturer's test conditions. The manual lists the settings that save it: display, radios, account synchronisation and battery mode. It also warns that a very low battery exposes you to data loss.

WHAT TO DO

1. Disable Bluetooth, Wi-Fi, NFC and GPS when you are not using them.
2. Shorten the sleep time and reduce the brightness (Settings > Display).
3. Switch off automatic account synchronisation (email, calendar, contacts) that does not need to be in real time.
4. Enable “Battery saver” and battery optimisation.
5. Carry a charged spare main battery.
6. For more working hours, choose “Performance Mode” in Settings > Battery > “Battery Mode Selection” (restart required).

Save your work as soon as the low battery alert appears (below 15%).

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Sources: [2.1.4 Power Management](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) · [2.1.5 Battery Precautions](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) · [2.1.1 Battery Status Indicators](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) · [RK25 Series Rugged Mobile Computer | CipherLab](#) – CipherLab product page (official documentation).

How do I reset a CipherLab RK25? Factory defaults, Recovery and AppLock

Resetting from the settings or through Recovery mode, Google account protection and exiting AppLock.

How can I reset my CipherLab RK25 mobile computer to factory defaults?

Short answer: In Settings, open “Backup & reset” > “Reset phone” > “Erase everything”, or, depending on the Android version, System > Advanced > Reset options > “Erase all data (factory reset)”. A CipherLab verification code is requested. All data on the mobile computer is erased.

LIKELY CAUSE

The reset returns the mobile computer to its factory state. The two CipherLab FAQs on the brand's Android mobile computers, which mention the RK25, describe these two paths and entering a verification code. It is also the last step when the scanner or the system remains stuck.

Caution: All data, installed applications and settings are erased. If Android no longer starts, use [Recovery mode](#).

CIPHERLAB PROCEDURE

1. Back up your data: the reset erases all content on the mobile computer.

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2. Sign the Google account out of the mobile computer (see [Google account requested after the reset](#)).
3. Connect the mobile computer or place it on its cradle.
4. Open Settings > “Backup & reset” > “Reset phone” > “Erase everything”.
5. If this menu does not exist, go to Settings > System > Advanced > Reset options > “Erase all data (factory reset)”.
6. Enter the verification code: it is given in the CipherLab FAQ, or by your IT department.
7. Confirm with “OK” and let the mobile computer restart.

Sources: [How to do reset CipherLab Android Devices to factory default in Android System?](#) · [How to do Factory Reset in CipherLab Android device?](#) · [\[Android\] What to do if my CipherLab Android devices asks Google account password after factory reset?](#) – CipherLab Technical FAQ (support knowledge base) (official documentation).

How can I reset my CipherLab RK25 mobile computer when Android no longer starts?

Display: green Android robot, then **Android Recovery** menu.

Short answer: Use Recovery mode: with the mobile computer switched off, switch it back on while holding volume up and power, choose “Recovery Mode”, then the option to erase the data (wipe data / factory reset). The volume keys are used to move and the power button to confirm.

LIKELY CAUSE

CipherLab's “Recovery mode for Android devices” FAQ describes this method for erasing user data without a PC or a working Android system. It lists the RK25 among the models concerned.

Caution: All user data is erased. If possible, sign out of the Google account before the

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operation.

CIPHERLAB PROCEDURE

1. Switch off the mobile computer.
2. Switch it back on while holding volume up and the power button.
3. If a boot menu appears, move to “Recovery Mode” with volume up, then select it with volume down.
4. When the green Android robot appears, press power and then volume up, and release both together.
5. On the “Android Recovery” screen, move to the erase option (wipe data / factory reset) with the volume keys, then confirm with the power button.
6. Choose “Yes” with the volume keys and confirm with the power button.
7. Once the erasure is complete, select the restart option and confirm with the power button.

Sources: [Recovery mode for Android devices](#) · [\[Android\] What to do if my CipherLab Android devices asks Google account password after factory reset?](#) – CipherLab Technical FAQ (support knowledge base) (official documentation).

Why does my CipherLab RK25 mobile computer ask for a Google password after a reset?

Symptoms: after the reset, the setup wizard asks for the password of the previous Google account.

Short answer: This is a Google protection: if the account was not signed out before the reset, the mobile computer asks for its password again. Recover the account using the Google recovery procedure, or have the mobile computer reset by the CipherLab repair centre (RMA).

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LIKELY CAUSE

According to the CipherLab FAQ, this Google security mechanism is triggered when the user does not sign out of their account before restoring factory settings.

WHAT TO DO

1. If you know the account, enter the password of the Google account used on this mobile computer.
2. Otherwise, start the Google account recovery from a computer (security questions, then new password).
3. Failing that, send the mobile computer to the CipherLab RMA centre, which can restore it to factory settings.
4. In future, sign out of the Google account before any reset.

When to call a technician: if the Google account cannot be recovered: CipherLab offers a reset through its repair centre (RMA).

Source: [\[Android\] What to do if my CipherLab Android devices asks Google account password after factory reset?](#) ↗ – CipherLab Technical FAQ (support knowledge base) (official documentation).

How can I exit AppLock mode on my CipherLab RK25 mobile computer?

Symptoms: restricted home screen, no access to the settings.

Short answer: AppLock is CipherLab's restricted home screen, offered at first start-up alongside “Launcher”. To exit it, switch to administrator mode: “MENU” > “Admin Mode” > “Login”, with the password set by your administrator.

LIKELY CAUSE

At first launch, the RK25 displays “Select Home app”: “AppLock” opens a limited interface for users, “Launcher” the standard Android home screen.

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WHAT TO DO

1. Tap the AppLock “MENU” icon.
2. Choose “Admin Mode”, then “Login”.
3. Enter the administrator password provided by your IT department.
4. To change this password: “MENU” > “Options” > “Security” > “Set Login Password”.

When to call a technician: if the AppLock administrator password is lost: the CipherLab FAQ refers you to its technical support, with the model and serial number of the mobile computer.

Sources: [1.1.4 Homescreen Selection](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) · [How to get off from APPLOCK?](#) – CipherLab Technical FAQ (support knowledge base) (official documentation).

My CipherLab RK25 will not start: restarting and Android updates

Starting up after a full discharge, forced restart, OTA updates and upgrading from Android 7 to Android 9 or 11.

Why will my CipherLab RK25 mobile computer no longer switch on?

Symptoms: black screen, no response to the power button or to charging.

Short answer: After a full discharge, the CipherLab FAQ recommends a “hibernation reset”: remove the battery, hold down the power button for about one minute, refit the battery and charge for about ten minutes. Switch the mobile computer on as soon as it shows 5 to 10% charge.

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LIKELY CAUSE

The CipherLab FAQ on its Android mobile computers links this lock-up to a completely drained battery. It also points out a trap: pressing power, volume up and volume down for about 2 seconds puts the mobile computer into download mode (engineering download mode), in which the charging light stays off.

WHAT TO DO

1. Remove the battery.
2. Hold down the power button for about one minute to drain the residual energy.
3. Refit the battery and charge for about 10 minutes.
4. Wait until the battery icon shows a percentage: charging has started.
5. Switch the mobile computer on once it reaches 5 to 10%, holding down the power button (at the top of the mobile computer) until the home screen appears, then let it charge fully.
6. If the mobile computer is in download mode (charging light off while charging), hold down the power button for more than 15 seconds to switch it back on.

For a mobile computer that is on but frozen, see [forced restart](#).

Sources: [When devices not power on](#)  – CipherLab Technical FAQ (support knowledge base) · 1.1.3 [Power On/Off Mobile Computer](#)  – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) (official documentation).

How can I force a restart of my frozen CipherLab RK25 mobile computer?

Symptoms: frozen screen, the mobile computer no longer responds.

Short answer: Hold down the power button and a volume key at the same time for 13 seconds: this is the combination given in the CipherLab FAQ to force the RK25 to restart.

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LIKELY CAUSE

When the shutdown menu no longer responds, CipherLab's "Force Reboot" FAQ provides a combination specific to each model. For the RK25 (written "RS25" in the article), it is the power button and the volume key, held for 13 seconds.

WHAT TO DO

1. First try a normal shutdown: hold down the power button for more than 3 seconds, then tap "Power off".
2. If the screen does not respond, hold down the power button and the volume key together for 13 seconds.
3. Release them when the mobile computer restarts and wait for the home screen.
4. If it does not restart, see [the mobile computer will no longer switch on](#).

The CipherLab article does not specify which of the two volume keys to use.

Sources: [Force Reboot on RS30,RS31,RS50,RK25,9700A Android Products](#) [↗](#) – CipherLab Technical FAQ (support knowledge base) · [1.1.3 Power On/Off Mobile Computer](#) [↗](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) (official documentation).

How can I update the system on my CipherLab RK25 mobile computer?

Short answer: In Settings > About phone > System updates, the RK25 looks for an online update (OTA) or installs a zip file copied to the root of its storage. CipherLab requires more than 50% battery and a verification code before installation.

LIKELY CAUSE

The CipherLab FAQ on OTA and SD card updates mentions the RK25. A change of major Android version follows a different procedure: see [upgrading to Android 9 or 11](#).

Caution: Do not start an update with less than 50% battery.

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CIPHERLAB PROCEDURE

1. Charge the battery above 50%.
2. Online: connect the mobile computer to the Internet, open Settings > About phone > System updates, enter the verification code, then tap “Download” and “Install” if a newer version is offered.
3. From a file: copy the complete image zip file to the root of the storage, open Settings > About phone > System updates, enter the code, then tap “Install”.
4. The verification code is given in the CipherLab FAQ or by your administrator.

Source: [How to update the OS image for CipherLab Android Devices via OTA or SD Card](#) – CipherLab Technical FAQ (support knowledge base) (official documentation).

How can I upgrade my CipherLab RK25 mobile computer from Android 7 to Android 9 or 11?

Message from the PC tool at the end of the procedure: **Completing Image Download**.

Short answer: Upgrading from Android 7 to Android 11 takes two conversions: first to Android 9 with the “ImageDownload” PC tool, then to Android 11 with the “CipherLabOSUpgrade” app. The upgrade requires an activation key purchased from CipherLab, and going back from Android 9 to Android 7 is impossible.

LIKELY CAUSE

According to CipherLab, Android 9 uses different partitioning from Android 7: you have to go through Android 9, and going back is only possible through a return for repair (RMA). The Nougat to Pie procedure resets the mobile computer and erases applications, data and MDM data.

Caution: Do not disconnect the mobile computer or press any key during the upgrade.

CIPHERLAB PROCEDURE (ANDROID 7 TO ANDROID 9)

1. Back up user data, application data and settings: the upgrade erases everything.

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2. Note the serial number (Settings > About phone > Status) and request the activation key from your CipherLab sales contact.
3. Prepare a PC running Windows 10 (the tool does not work on Windows 7 or 8), a micro-USB cable and the Qualcomm USB, ADB and Fastboot drivers.
4. Unzip the package into a folder whose path contains no spaces, and place the activation key in it.
5. Charge the battery above 50%, switch the mobile computer off, then enter Download mode by pressing volume up, volume down and power together.
6. Connect the mobile computer (only one at a time), start “ImageDownload” and follow the instructions: allow about 15 minutes.
7. When the tool displays “Completing Image Download”, click “Finish”: the mobile computer restarts on the “Welcome Wizard”.
8. Check the version in Settings > About Phone > Android version. To then upgrade to Android 11, CipherLab provides the “CipherLabOSUpgrade” app.

When to call a technician: if the upgrade fails: check the USB drivers, then contact CipherLab support with the log (.txt) created in the tool's folder; the “ImageDownloadRepairTool” restore tool can be used if the automatic backup succeeded.

If the mobile computer does not enter Fastboot mode, the CipherLab FAQ gives the combination power + volume down + yellow scan key (on the same side as the volume keys) and advises updating the Fastboot driver. If no log is created, copy the package folder elsewhere, for example to drive D.

Sources: [RK25 OS Image Upgrade SOP \(from Android Nougat to Android Pie\) v1.02](#)  – RK25 OS Image Upgrade SOP (from Android Nougat to Android Pie) v1.02 · [RK25 Android 7 upgrade to Android 11 must be converted twice](#)  – CipherLab Technical FAQ (support knowledge base) · [Can RK25 be downgraded from Android 9 \(Pie\) to Android 7 \(Nougat\)?](#)  – CipherLab Technical FAQ (support knowledge base) · [RK25 Android 7 Upgrade Android 9 fail](#)  – CipherLab Technical FAQ (support knowledge base) (official documentation).

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CipherLab RK25 keypad and display: locked keys and virtual keyboard

Locking the physical keypad, on-screen keyboard and Android start-up code.

Why do the keys on my CipherLab RK25 mobile computer no longer respond?

Symptoms: physical keypad inactive, padlock icon in the status bar.

Short answer: If a padlock appears in the status bar, the keypad is locked. The RK25 manual describes this lock, which is activated with Shift then Backspace on the 28-key model, or Shift then Delete on the 25-key model.

LIKELY CAUSE

Keypad lock is used to prevent accidental presses: all keys are blocked and a padlock icon is displayed. The shortcut does not work in Alpha mode. Another case: if only the Function and Alpha keys or the triggers seem inactive in an application, the “Disable Special KeyEvent” setting in Enterprise Settings blocks their special codes.

WHAT TO DO

1. Look at the status bar: the padlock confirms that the keypad is locked.
2. Identify your keypad (25 or 28 keys): the combination differs.
3. Exit Alpha mode before using the lock shortcut.
4. If only the special keys are causing problems, open Enterprise Settings and check that “Disable Special KeyEvent” is disabled (default setting); scanning with the trigger is not affected.

The manual consulted describes how to activate the lock, but not how to release it.

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Sources: [3.7 Keypad Lock](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) · [3.7 Keypad Lock](#) – RK25 Mobile Computer Reference Manual for Android 11 v1.01 · [3.8.1 Disable Special KeyEvent](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) (official documentation).

Why does the virtual keyboard no longer appear on my CipherLab RK25 mobile computer?

Symptoms: no on-screen keyboard when you tap an input field.

Short answer: The CipherLab FAQ refers to the “Show virtual keyboard” setting: enable it in Settings > System > Language & input > Physical keyboard.

LIKELY CAUSE

On CipherLab Android mobile computers, whether the on-screen keyboard is displayed depends on the “Show virtual keyboard” setting in the physical keyboard settings.

WHAT TO DO

1. Open Settings > System > “Language & input”.
2. Tap “Physical keyboard”.
3. Enable “Show virtual keyboard”.
4. Tap an input field to check that the keyboard appears.

Source: [Why the Android device cannot display virtual keyboard on the screen?](#) – CipherLab Technical FAQ (support knowledge base) (official documentation).

Why does my CipherLab RK25 mobile computer display “To start Android enter your password”?

Message: To start Android enter your password .

Short answer: A PIN code or password has been set in Android. Enter it or ask

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your fleet manager for it; failing that, only a factory reset will let you start again.

LIKELY CAUSE

According to the CipherLab FAQ, this message appears when a PIN code or password has been set in the mobile computer's Android system.

WHAT TO DO

1. Enter the device's PIN code or password.
2. Ask your fleet manager or your IT department for it.
3. Without the code, reset the mobile computer through Recovery mode: all data is erased.

Sources: [How to solve or bypass when CipherLab Android devices show "To start Android enter your password"?](#) [↗](#) · [Recovery mode for Android devices](#) [↗](#) – CipherLab Technical FAQ (support knowledge base) (official documentation).

CipherLab RK25 UHF RFID handle: connection and charging

Minimum system and firmware versions, EPC code conversion and charging the handle.

Why does my CipherLab RK25 mobile computer not communicate with the UHF RFID handle?

Symptoms: the UHF RFID handle attached to the RK25 does not read or is not recognised.

Short answer: CipherLab requires three prerequisites: the RK25 system image at version V2090, the UHF RFID handle firmware at v1.0.1 or later (updated with the EZConfig app), and resetting the handle to its default settings in EZConfig.

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LIKELY CAUSE

The RK25's UHF RFID reader is a handle that attaches to the mobile computer (more than 700 tags per second and more than 8 m range according to CipherLab). The FAQ “How to connect RK25 to UHF RFID Reader?” links the connection to the system and firmware versions.

CIPHERLAB PROCEDURE

1. Update the RK25 system image to V2090 via OTA; if this fails, ask CipherLab support for the download link.
2. Update the handle firmware to v1.0.1 or later, with the EZConfig app.
3. In EZConfig, reset the handle to its default settings (load default).
4. To display EPC codes as text, enable “Convert UHF EPC to ASCII” in Enterprise Settings: the conversion only takes place if each value corresponds to a visible character.

The handle only recharges through the RK25 if the assembly is on mains power: see [charging the RFID handle](#).

Sources: [\[RK25\] How to connect RK25 to UHF RFID Reader?](#) [↗](#) – CipherLab Technical FAQ (support knowledge base) · [RK25 Series Rugged Mobile Computer | CipherLab](#) [↗](#) – CipherLab product page · [3.8 Enterprise Settings](#) [↗](#) – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) (official documentation).

Why will the UHF RFID handle of my CipherLab RK25 mobile computer not recharge?

Symptoms: the handle battery stays empty even though the RK25 is connected.

Short answer: The UHF RFID handle battery only recharges through the RK25 if the assembly is powered from the mains: snap-on cable, cradle or micro-USB cable plugged into a socket. When connected to a computer, only the RK25 recharges.

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LIKELY CAUSE

According to the CipherLab FAQ, three set-ups recharge the handle: RK25 with snap-on cable on mains power, RK25 on a cradle on mains power, or RK25 on micro-USB on mains power. A computer only recharges the mobile computer.

WHAT TO DO

1. Connect the RK25 + handle assembly to a mains power supply: snap-on cable, cradle or micro-USB with adapter.
2. Do not rely on a computer's USB port to recharge the handle.

Source: [\[RK25\] Can the UHF gun charged by RK25? ↗](#) – CipherLab Technical FAQ (support knowledge base) (official documentation).

When should you call a technician for a CipherLab RK25 mobile computer?

The entries above first suggest a setting, recharging or a reset. In the following cases, the documentation refers you to support or a technician:

- **Scan beam missing after reset:** CipherLab concludes that the scan engine has a hardware failure and asks for a return for repair (RMA).
- **Google account cannot be recovered:** The CipherLab repair centre (RMA) can restore the mobile computer to factory settings.
- **Failed upgrade from Android 7 to Android 9:** After checking the USB drivers, CipherLab asks you to contact its support with the tool's log; a restore tool exists if the backup succeeded. Returning to Android 7 also requires an RMA.
- **Activation key rejected, different serial number:** The CipherLab FAQ asks you to check the mobile computer's repair (RMA) history and the purchased Android licence.
- **AppLock password lost:** The CipherLab FAQ refers you to its technical support, with the model and serial number of the mobile computer.

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Avoiding recurring faults on the CipherLab RK25 mobile computer: preventive maintenance

Worn battery, unstable Wi-Fi, system not up to date: several entries in this guide cover points that 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). In particular, it includes:

Preventive battery replacement

Recommended every 18 to 24 months, for removable batteries.

Wi-Fi coverage audit

Installation, coverage survey (site survey) and improvement.

General check of the devices

Each device checked and cleaned, minor faults fixed and a report provided.

Security patch updates

Installation of Android updates, where feasible.

Inventory of the fleet under contract

Type, configuration and IP address of each device.

Training and skills transfer

Transfer of technical skills on using the equipment.

Detailed report

Inventory, condition of the fleet and optimisation advice.

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

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CipherLab RK25 mobile computer troubleshooting: frequently asked questions

How do I reset a CipherLab RK25?

Open Settings > Backup & reset > Reset phone > Erase everything, or, depending on the Android version, System > Advanced > Reset options > Erase all data (factory reset). A CipherLab verification code is requested and all data is erased. If Android no longer starts, use Recovery mode (volume up + power at start-up). [See the detailed entry.](#)

How do I force a frozen CipherLab RK25 to restart?

Hold down the power button and a volume key at the same time for 13 seconds. This is the combination given in the CipherLab FAQ for the RK25. First try a normal shutdown, holding down the power button for more than 3 seconds. [See the detailed entry.](#)

Why does the light on my RK25 flash red?

According to CipherLab, LED 1 flashing red indicates a charging temperature error: below 0 °C or above 45 °C. Disconnect the mobile computer, let it return to room temperature, then start charging again. CipherLab recommends charging between 18 and 25 °C. [See the detailed entry.](#)

What does “Low Sub Battery” mean on an RK25?

The internal backup battery is almost empty. Do not remove the main battery while the message is displayed: connect the mobile computer and wait for the notification to disappear. [See the detailed entry.](#)

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How do I change the battery in an RK25 without switching it off?

Hold down the power button, choose Battery Swap then OK, and wait for the red light to go out. The RK25 stays in standby for at least 5 minutes without its main battery. Insert a charged battery, lock the latch, then press the power button. [See the detailed entry.](#)

How do I enable a barcode type on an RK25?

Open the ReaderConfig app, then the Default profile, and enable the required symbology. Also check that the Enable Reader box is ticked. The Scan Test menu lets you check reading. [See the detailed entry.](#)

Can an RK25 be taken back from Android 9 to Android 7?

No. According to CipherLab, Android 9 uses different partitioning from Android 7, and going back requires a repair request (RMA) to support. To go from Android 7 to Android 11, two successive conversions are needed, via Android 9. [See the detailed entry.](#)

How do I exit AppLock on an RK25?

Tap MENU, then Admin Mode and Login, and enter the administrator password set by your IT department. If this password is lost, the CipherLab FAQ refers you to its technical support, with the model and serial number of the mobile computer. [See the detailed entry.](#)

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Sources consulted

All the causes, procedures and signals in this guide come from the documents of the official CipherLab documentation listed below (reference manuals, procedures, product page and support knowledge base), consulted on 20 October 2026.

- [RK25 Mobile Computer Reference Manual_v1.14](#)  – RK25 Mobile Computer Reference Manual v1.14 (Android 7.0 Nougat) **official**
- [RK25 Ethernet Cradle SOP v1.00](#)  – RK25 Ethernet Cradle SOP v1.00 **official**
- [RK25 Series Rugged Mobile Computer | CipherLab](#)  – CipherLab product page **official**
- [When devices not power on](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [Force Reboot on RS30,RS31,RS50,RK25,9700A Android Products](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [How to do reset CipherLab Android Devices to factory default in Android System?](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [How to do Factory Reset in CipherLab Android device?](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [\[Android\] What to do if my CipherLab Android devices asks Google account password after factory reset?](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [Recovery mode for Android devices](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [RK25 Mobile Computer Reference Manual for Android 11_v1.01](#)  – RK25 Mobile Computer Reference Manual for Android 11 v1.01 **official**
- [ReaderConfig User Guide for Android_v1.03](#)  – ReaderConfig User Guide for Android v1.03 **official**
- [Mobile Computers - CipherLab Co., Ltd.](#)  – CipherLab website, Support and Services, Device Cleaning & Disinfecting **official**
- [What can I do if Scan Beam didn't come out/ Aiming Pattern disappeared?](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [Why do not RDC or Terminal Emulation receiving or showing scanned data?](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [Why the Android device cannot display virtual keyboard on the screen?](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [How to solve or bypass when CipherLab Android devices show "To start Android enter your password"?](#)  – CipherLab Technical FAQ (support knowledge base) **official**

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- [\[Android\] Why my WiFi connection shows "No Internet"? ↗](#) – CipherLab Technical FAQ (support knowledge base) **official**
- [How to solve when WiFi has no Internet service? ↗](#) – CipherLab Technical FAQ (support knowledge base) **official**
- [How to manually connect to hidden WiFi \(SSID\) on Android 8 or later version? ↗](#) – CipherLab Technical FAQ (support knowledge base) **official**
- [How to set roaming trigger in CipherLab Android devices? ↗](#) – CipherLab Technical FAQ (support knowledge base) **official**
- [How to update the OS image for CipherLab Android Devices via OTA or SD Card ↗](#) – CipherLab Technical FAQ (support knowledge base) **official**
- [RK25 OS Image Upgrade SOP \(from Android Nougat to Android Pie\) v1.02 ↗](#) – RK25 OS Image Upgrade SOP (from Android Nougat to Android Pie) v1.02 **official**
- [RK25 Android 7 upgrade to Android 11 must be converted twice ↗](#) – CipherLab Technical FAQ (support knowledge base) **official**
- [Can RK25 be downgraded from Android 9 \(Pie\) to Android 7 \(Nougat\)? ↗](#) – CipherLab Technical FAQ (support knowledge base) **official**
- [RK25 Android 7 Upgrade Android 9 fail ↗](#) – CipherLab Technical FAQ (support knowledge base) **official**
- [Not able to upgrade Android system ↗](#) – CipherLab Technical FAQ (support knowledge base) **official**
- [\[RK25\] How to connect RK25 to UHF RFID Reader? ↗](#) – CipherLab Technical FAQ (support knowledge base) **official**
- [\[RK25\] Can the UHF gun charged by RK25? ↗](#) – CipherLab Technical FAQ (support knowledge base) **official**
- [How to get off from APPLOCK? ↗](#) – CipherLab Technical FAQ (support knowledge base) **official**

The online versions of the manuals (hosted on doc.cipherlab.com and cipherlab-co-ltd.document360.io), the pages of the RK25 v1.14 and Android 11 v1.01 reference manuals beyond about pages 143 to 151 (including the OS Update, Reset to Factory Default, Wireless Radios and CipherLab Utilities chapters), the “RK25 Mobile Computer Reference Manual for Android Pie_v1.06” manual and the RK25WO manual were not consulted for this guide and are not cited. The quick start guide “RK25 Mobile Computer QSG v1.01” is provided as an image. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

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See also

- [Product page on timcod.fr \(in French\): CipherLab RK25](#)
- [All troubleshooting guides for CipherLab mobile computers \(RK26, RK95\)](#)
- [Maintenance and repair of CipherLab mobile computers](#)
- [All barcode scanner and mobile computer troubleshooting guides, all brands](#)
- [TIMCOD repair and maintenance](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance \(in French\)](#)
- [Industrial scanners and mobile computers \(in French\)](#)

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PDF version of the page <https://www.timcod.fr/reparation/en/barcode-scanner-troubleshooting/cipherlab/rk25>, updated on 21 October 2026.

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