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### TROUBLESHOOTING GUIDE

# CipherLab RK26 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official CipherLab documentation, RK26 Mobile Computer Reference Manual (v1.03, and v1.00 for Android 14) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the CipherLab RK26 product page →](#)

**In brief.** The CipherLab RK26 is the Wi-Fi 6 successor to the RK25: a rugged mobile computer running Android 12, upgradable to Android 14, with a 4-inch touchscreen, a 25- or 28-key numeric keypad, USB-C charging and a built-in 2D scanner. Its documentation focuses on charging (0 to 45 °C range, separate lights for the mobile computer and the cradle), hot battery swapping, and the Enterprise Settings app, which can require a passcode before a reset. This guide also covers scanning and data output in ReaderConfig, the start-up error screen, glove touch mode and Wi-Fi. Click a question to open its 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 does not scan, or the barcodes do not arrive:** see [the mobile computer does not scan](#), [the barcodes do not reach the application](#) and [the GS1-128 error symbol](#).
- **The mobile computer will not start or needs to be reset:** see [restarting after a full discharge](#), [start-up error screen](#) and [reset](#), which 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 RK26 mean? Find the cause by signal

The RK26 has two lights above the display: LED 1 for power and charging, LED 2 for the scanner and notifications. The snap-on cable and the cradle have their own light. The table links each signal to its cause and to the entry that resolves it.

| Signal or message | Lights (CipherLab manual) | Likely cause                                       | Entry                                               |
|-------------------|---------------------------|----------------------------------------------------|-----------------------------------------------------|
| —                 | ● LED 1 solid red         | Charging in progress, normal operation             | <a href="#">The mobile computer does not charge</a> |
| —                 | ● LED 1 solid green       | Charging complete                                  | <a href="#">The mobile computer does not charge</a> |
| —                 | ● LED 1 flashing red      | Charging outside the permitted range of 0 to 45 °C | <a href="#">Flashing red light</a>                  |

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| Signal or message   | Lights (CipherLab manual)             | Likely cause                                                 | Entry                                                      |
|---------------------|---------------------------------------|--------------------------------------------------------------|------------------------------------------------------------|
| —                   | front panel flashing, charging paused | Charging at 0 °C or below                                    | <u><a href="#">Flashing red light</a></u>                  |
| —                   | ○ charging light off, cable connected | USB-C or snap-on cable not connected correctly               | <u><a href="#">The mobile computer does not charge</a></u> |
| Battery Swap        | ● LED 1: one red flash, then off      | Battery swap started; light off = mobile computer in standby | <u><a href="#">Battery swap</a></u>                        |
| —                   | ● cradle: one red flash               | No spare battery in the cradle                               | <u><a href="#">Cradle light</a></u>                        |
| —                   | ● cradle: flashing red                | Spare battery charging error                                 | <u><a href="#">Cradle light</a></u>                        |
| Low Sub Battery     | —                                     | Backup battery too low for a battery swap                    | <u><a href="#">Low Sub Battery</a></u>                     |
| Temperature warning | —                                     | Battery at 55 °C; automatic shutdown at 60 °C                | <u><a href="#">Overheating</a></u>                         |
| Scan beep           | ● LED 2: one green flash              | Good read (if LED notification is enabled in ReaderConfig)   | <u><a href="#">Scan light</a></u>                          |
| —                   | LED 2 flashing white                  | New system notification                                      | <u><a href="#">Scan light</a></u>                          |
| Try Again           | —                                     | Exception screen at start-up                                 | <u><a href="#">Start-up error screen</a></u>               |
|                     |                                       |                                                              |                                                            |

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| Signal or message           | Lights (CipherLab manual) | Likely cause                                       | Entry                          |
|-----------------------------|---------------------------|----------------------------------------------------|--------------------------------|
| Verification code requested | —                         | Require Passcode to Reset or Update option enabled | <a href="#">Code requested</a> |
| Padlock icon                | —                         | Physical keypad locked                             | <a href="#">Locked keypad</a>  |
| No Internet                 | —                         | Access point without Internet access               | <a href="#">Wi-Fi</a>          |

The light states come from the “Status LED” and “Charge the Mobile Computer” tables of the RK26 reference manual v1.03; the messages come from the manual and the CipherLab knowledge base. A dash indicates that the page consulted does not specify the light state.

## Red light and “Low Sub Battery” message on the CipherLab RK26: causes and solutions

Charging temperature error and backup battery too low, according to the RK26 reference manual.

### Why is the power light on my CipherLab RK26 mobile computer flashing red?

Light: LED 1 flashing red while charging, or front panel flashing in severe cold.

**Short answer:** The RK26 only charges between 0 °C and 45 °C: outside this range, LED 1 flashes red and charging stops. Unplug the charger, bring the mobile computer back to a suitable temperature, then plug it back in.

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## LIKELY CAUSE

The RK26 manual associates LED 1 flashing red with a “Charging temperature error” (below 0 °C or above 45 °C). At 0 °C or below, it states that the front panel flashes and charging remains paused until a suitable temperature returns.

**Caution:** Only use the CipherLab Li-ion / Li-polymer charger, never leave a battery charging unattended, and do not expose the battery to water or fire.

## WHAT TO DO

1. Unplug the charger, as the manual instructs.
2. Place the mobile computer in a room at a suitable temperature and wait for it to adjust.
3. Plug it back in indoors, in a ventilated room, out of direct sunlight.
4. Check LED 1: solid red while charging, solid green once charged.
5. If the flashing continues, try another battery, then another cable or cradle (see [the mobile computer will not charge](#)).

The manual recommends a charging temperature of 20 to 30 °C in its safety instructions, and of 18 to 25 °C in the chapter on charging.

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Sources: [2.4.1 Status LED](#) · [2.1.5 Battery Precautions](#) · [Important Notices](#) · [1.2.1 Charge the Mobile Computer](#) – RK26 Mobile Computer Reference Manual v1.03 (official documentation).

## Why does my CipherLab RK26 mobile computer display “Low Sub Battery”?

Message: Low Sub Battery .

**Short answer:** The RK26 backup battery is too low to guarantee a battery swap. Connect the mobile computer to mains power until the notification disappears, and only then replace the main battery.

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### LIKELY CAUSE

The RK26 manual forbids replacing the main battery while “Low Sub Battery” is displayed, and asks you to connect an external power supply until the notification disappears. This backup battery recharges in about 4 hours.

### WHAT TO DO

1. Keep the main battery in place.
2. Connect the USB-C cable or the snap-on cable, or place the mobile computer in its cradle.
3. Wait for the notification to disappear.
4. Then carry out the [battery swap](#).

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Sources: [2.1.3 Replace Main Battery](#) [↗](#) · [1.2.1 Charge the Mobile Computer](#) [↗](#) – RK26 Mobile Computer Reference Manual v1.03 (official documentation).

## My CipherLab RK26 does not scan barcodes: causes and solutions

Scan test, symbologies, aiming pattern and 2D engine illumination.

### Why does my CipherLab RK26 mobile computer not scan barcodes?

Symptoms: no beep and no green flash when you press a side trigger.

**Short answer:** First test scanning in ReaderConfig: “Scan Test”, aim at the barcode, press a side trigger. If nothing is read, enable the barcode's symbology in the ReaderConfig profile and check that “Enable Reader” is ticked.

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## LIKELY CAUSE

According to the RK26 manual, the mobile computer only reads the symbologies enabled in ReaderConfig; disabled ones are ignored. The scan engine depends on the configuration purchased (SE4750SR, SE4100, SE4750MR or SE5500 according to the product page), and so do the available symbologies.

**Caution:** Class 2 laser light: do not stare into the beam and do not point it at anyone's eyes.

## WHAT TO DO

1. Open ReaderConfig, tap “Scan Test”, aim at the barcode and press the left or right trigger.
2. A successful read gives a beep and a green LED flash; otherwise, continue.
3. Check in the main menu that “Enable Reader” is ticked (default setting).
4. In the “Default” profile, enable the symbology of the barcode to be read.
5. Wipe the scan window with a glasses cleaning cloth, then dry it.

The green good-read light depends on a ReaderConfig setting: see [no green light when scanning](#).

Sources: [2.8.1 Barcode Reader](#) – RK26 Mobile Computer Reference Manual v1.03 · [2.9.1 Barcode Reader](#) – RK26 Mobile Computer Reference Manual for Android 14 v1.00 · [1.2.3 Scan Test](#), [1.2.5 Enable Reader](#) – ReaderConfig User Guide for Android v1.03 · [Wi-Fi 6 Rugged Mobile Computer, RK26 Series](#) - CipherLab Co., Ltd. – CipherLab product page · [Mobile Computers](#) - CipherLab Co., Ltd. – CipherLab website, Support and Services, Device Cleaning & Disinfecting · [Important Notices](#) – RK26 Mobile Computer Reference Manual v1.03 (official documentation).

## Why is the aiming pattern on my CipherLab RK26 mobile computer no longer displayed?

Symptoms: no aiming cross, or no illumination while scanning.

**Short answer:** The aiming pattern and illumination are set in ReaderConfig: “Decode Aiming Pattern” and “Decoding Illumination” are enabled by default. Re-

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enable them and set their power back to 10 if a profile has changed them.

### LIKELY CAUSE

The ReaderConfig guide describes the aiming pattern as a projected cross, enabled by default, with an aiming power of 10 and an “Aim Timeout Interval” of 3, which only apply in Aim or Level and Aim mode. The illumination can be set from 1 to 10 (10 = 100% by default). The CipherLab FAQ confirms that the 2D engine illumination can be turned off in ReaderConfig.

### WHAT TO DO

1. Open ReaderConfig, then the profile in use, scanner preferences section (Scanner Preferences).
2. Enable “Decode Aiming Pattern” and check “Aiming Power Level”.
3. Enable “Decoding Illumination” and set “Illumination Power Level” to 10.
4. Check the scan mode: Level, Release Scan, Aim, Level and Aim, Presentation or Continuous.
5. Test with “Scan Test”.

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Sources: [2.2 Scanner Preferences](#)  – ReaderConfig User Guide for Android v1.03 · [How to enable / disable 2D reader illumination?](#)  – CipherLab Technical FAQ (support knowledge base) (official documentation).

## Barcodes scanned by my CipherLab RK26 arrive incorrectly: GS1 separator and output mode

Keyboard emulation mode, Intent and GS1-128 separator character in ReaderConfig.

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## Why does an error symbol appear when my CipherLab RK26 mobile computer scans a GS1-128 barcode?

Symptoms: an error character appears in the scanned data during the “Scan Test”.

**Short answer:** The CipherLab FAQ links this symbol to the GS1-128 separator character. In ReaderConfig, open “GS1-128 Detail”, clear “Separator Character” or select “Null”, then try again.

### LIKELY CAUSE

The CipherLab FAQ on ReaderConfig does not detail the cause, but corrects this symbol through the GS1-128 separator character setting.

### CIPHERLAB PROCEDURE

1. Open ReaderConfig and select the “Default” profile.
2. Go to “1D Symbologies”, then “GS1-128 Detail”.
3. Tap “Separator Character” and clear the current setting; if no character is defined, select “Null”.
4. Go back with the arrow at the bottom of the screen to save.
5. Scan the barcode again to check.

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Source: [Scanning the barcode during scan test, an error symbol appears.](#)  – CipherLab Technical FAQ (support knowledge base) (official documentation).

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## Why do the barcodes scanned by my CipherLab RK26 mobile computer not reach my application?

Symptoms: the mobile computer beeps when scanning, but the application field stays empty.

**Short answer:** It all depends on the “Keyboard Emulation” mode in ReaderConfig. By default, “Input Method” enters the barcode as text in the active field; a business application may expect “Key Event” or an “Intent” broadcast. Ask the software publisher which mode it expects.

### LIKELY CAUSE

The ReaderConfig guide offers five modes: “Input Method” (default), “Key Event”, “Intent” (which disables keyboard emulation and sends the data by broadcast), “Intent & KeyEvent” and “Copy & Paste”. If the application is not listening on the right channel, nothing is displayed.

### WHAT TO DO

1. Open ReaderConfig, then the profile in use, Data Output > “Keyboard Emulation” section.
2. Select the mode your application requires (“Key Event” for keystroke-by-keystroke input, “Intent” for an application that receives the data by broadcast).
3. Check that the input field has focus at the time of scanning.
4. Also check “Auto Enter”: by default, a carriage return follows each barcode.

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Sources: [2.3.1 Keyboard Emulation](#) · [2.3 Data Output](#) – ReaderConfig User Guide for Android v1.03 (official documentation).

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# CipherLab RK26 Wi-Fi 6: roaming and “No Internet” message

Setting roaming between access points and diagnosing the “No Internet” message.

## Why does my CipherLab RK26 mobile computer lose Wi-Fi when moving around the warehouse?

Symptoms: dropouts when changing zones, “No Internet” message.

**Short answer:** Set up roaming on the RK26 so that it switches earlier to a stronger access point: Settings > WiFi, menu or gear icon, then “Roaming Enable”, “WiFi Trigger” and “Roaming Delta”. If the “No Internet” message appears, test another network to determine whether the access point is at fault.

### LIKELY CAUSE

The RK26 is a Wi-Fi 6 (802.11ax) mobile computer. The CipherLab FAQ on roaming explains that the mobile computer looks for a better access point when the signal falls below the “WiFi Trigger” threshold, and switches if the candidate exceeds the “Roaming Delta” difference. The “No Internet” message generally comes from the access point, according to another FAQ.

### WHAT TO DO

1. Open Settings > WiFi, then the MENU icon or the gear icon at the top right (“Advance” if only MENU appears).
2. Enable “Roaming Enable”.
3. Set “WiFi Trigger” (RSSI threshold in dBm), “Roaming Delta” and the scan interval to suit your network, with your IT department.
4. If “No Internet” appears, connect the mobile computer to another SSID: if it works, the access point is at fault.

CipherLab does not give default values: they depend on the layout of the access points.

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Sources: [How to set roaming trigger in CipherLab Android devices?](#) – CipherLab Technical FAQ (support knowledge base) · [\[Android\] Why my WiFi connection shows "No Internet"?](#) – CipherLab Technical FAQ (support knowledge base) · [Wi-Fi 6 Rugged Mobile Computer, RK26 Series - CipherLab Co., Ltd.](#) – CipherLab product page (official documentation).

## My CipherLab RK26 will not charge or overheats: battery, USB-C and cradle

Charging via USB-C, snap-on cable and cradle, hot swap, overheating and battery life.

### Why will my CipherLab RK26 mobile computer not charge over USB-C?

Light: off with the USB-C cable or the snap-on cable connected.

**Short answer:** According to CipherLab, a light that is off means the cable is not connected correctly. Firmly reconnect the USB-C cable or the snap-on cable and check the power adapter. Charging via USB-C is still slower than with the snap-on cable or the cradle.

#### LIKELY CAUSE

For charging via the USB-C cable, the RK26 manual describes four light states: solid red from 0 to 94%, solid green from 95 to 100%, flashing red in the event of an error, off if the cable is not connected correctly. The snap-on cable has its own light, with the same colours.

**Caution:** The manual warns of a risk of explosion if the battery is replaced with an unsuitable type: use only CipherLab batteries and chargers.

#### WHAT TO DO

1. Unplug and then reconnect the USB-C cable (or the snap-on cable) and its power adapter.

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2. Check that the battery is in place and its latch is locked.
3. The light should turn solid red.
4. Allow about 4 hours for an empty battery; the first charge takes 8 to 12 hours.
5. For faster charging, use the snap-on cable or the cradle rather than USB-C.
6. If it is flashing red, see [the light flashes red](#).

The table in the “Status LED” chapter places the end of charging at 100% and charging in progress from 0 to 95%, while the USB-C charging table gives 95% and 94%.

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Sources: [1.2.1 Charge the Mobile Computer](#) · [2.4.1 Status LED](#) · [Important Notices](#) – RK26 Mobile Computer Reference Manual v1.03 (official documentation).

## Why does the cradle light on my CipherLab RK26 mobile computer turn red?

Charging and communication cradle light: solid red, one red flash, flashing red or off.

**Short answer:** On the RK26 charging and communication cradle, the light only tracks the spare battery; the main battery is shown on the mobile computer's light. Solid red indicates charging in progress, one red flash no battery, flashing red a charging error.

### LIKELY CAUSE

The RK26 manual distinguishes the two lights: the cradle light for the spare battery (solid red while charging, solid green once charged, flashing red on error, one red flash with no battery, off when not charging), and the mobile computer light for the main battery.

### WHAT TO DO

1. Read the right light: cradle for the spare battery, mobile computer for the main battery.
2. One red flash: insert or reinsert the spare battery in its slot.
3. Flashing red: remove the battery, let it return to room temperature, then put it back.

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#### 4. Light off: check the cradle's power adapter.

Source: [1.2.1 Charge the Mobile Computer](#) – RK26 Mobile Computer Reference Manual v1.03 (official documentation).

## How do I replace the battery in my CipherLab RK26 mobile computer during the working day?

Light: LED 1, one red flash after selecting “Battery Swap”.

**Short answer:** First unplug any cable, then select “Battery Swap” in the power button menu and confirm with “OK”. When the red LED goes off, the RK26 is in standby: change the battery, lock the latch, then turn the display back on with the power button.

### LIKELY CAUSE

The RK26 manual describes a hot swap: the mobile computer goes into standby and lasts at least 5 minutes without its main battery, thanks to its backup battery, which retains the RAM for about 5 minutes according to the Android 14 manual.

**Caution:** The manual forbids swapping before the system is ready, and while the “Low Sub Battery” notification is displayed.

### CIPHERLAB PROCEDURE

1. Unplug any mains or USB cable from the mobile computer.
2. Hold down the power button (on top of the mobile computer) and select “Battery Swap”, then “OK”.
3. Wait for the red LED to go off: the mobile computer is fully in standby.
4. Remove the main battery and install a charged battery, within 5 minutes.
5. Check that the latch is locked, then press the power button.

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To change the battery without a hot swap, switch off the mobile computer with “Power off” after checking that the backup battery and the new battery are charged.

Sources: [2.1.3 Replace Main Battery](#) – RK26 Mobile Computer Reference Manual v1.03 · [2.1 Battery](#) – RK26 Mobile Computer Reference Manual for Android 14 v1.00 (official documentation).

## Why does my CipherLab RK26 mobile computer switch off when it gets hot?

Symptoms: warning asking you to remove the battery, then automatic shutdown.

**Short answer:** The RK26 warns the user when the battery reaches 55 °C and shuts itself down at 60 °C. Remove the battery, let the unit cool down, and avoid heavy use while charging.

### LIKELY CAUSE

According to the RK26 manual, a heavy workload while charging can cause the battery to swell. The manual recommends “Balance Mode” for a mobile computer that stays on mains power or in a cradle for long periods.

**Caution:** Do not puncture, crush, disassemble or short-circuit the battery, and do not expose it to water or fire.

### WHAT TO DO

1. As soon as the warning appears, remove the battery and let it cool down away from heat.
2. Do not leave heavy apps running during long charging sessions.
3. For a mobile computer that often sits in its cradle, select “Balance Mode” in the battery settings; the mobile computer restarts by itself to apply the change.

Sources: [2.1.5 Battery Precautions](#) · [Important Notices](#) – RK26 Mobile Computer Reference Manual v1.03 (official documentation).

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## How can I extend the battery life of my CipherLab RK26 mobile computer?

Symptoms: low battery alert at 15%, battery life of less than a day.

**Short answer:** “Performance Mode” gives about 10 to 20% more working hours, at the cost of a shorter battery lifespan. Also turn off unused radios, lower the brightness and enable “Battery Saver”.

### LIKELY CAUSE

The RK26's 4000 mAh Li-ion battery is rated for more than 8 hours under CipherLab's test conditions. The manual offers two battery modes (“Balance Mode” and “Performance Mode”) and a series of power-saving settings.

**Caution:** To store a spare battery, CipherLab asks you to leave it neither full nor empty, between 0 and 30 °C, and to recharge it to 40-60% every 3 months.

### WHAT TO DO

1. Show the battery percentage in Settings > Battery to monitor consumption.
2. Turn off Bluetooth, Wi-Fi, NFC and GPS when they are not in use, or enable Aeroplane mode, which turns off all radios.
3. Shorten the sleep timeout and lower the brightness.
4. Limit background syncing of accounts (email, calendar, contacts).
5. Enable “Battery Saver” and “Battery Optimization”.
6. For more working hours, switch to “Performance Mode”; the mobile computer restarts to apply the mode.

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Sources: [2.1.4 Power Management](#) – RK26 Mobile Computer Reference Manual v1.03 · [2.1.5 Battery Precautions](#) – RK26 Mobile Computer Reference Manual v1.03 · [2.1.1 Battery Status Indicators](#) – RK26 Mobile Computer Reference Manual v1.03 · [Important Notices](#) – RK26 Mobile Computer Reference Manual v1.03 · [Wi-Fi 6 Rugged Mobile Computer, RK26 Series - CipherLab Co., Ltd.](#) – CipherLab product page (official documentation).

## How do I reset a CipherLab RK26? Factory defaults and ReaderConfig settings

Reset, Enterprise Settings verification code, Google account, scan light and profile import.

### How do I restore my CipherLab RK26 mobile computer to factory defaults?

**Short answer:** Open Settings > System > Advanced > Reset options and select “Erase all data (factory reset)”, the path given by the CipherLab FAQ for its Android mobile computers. All data is erased; if the “Require Passcode to Reset or Update” option is enabled, a verification code is required.

#### LIKELY CAUSE

The RK26 manual calls this reset “Erase All Data (Factory Reset)”. Its Enterprise Settings app can require a verification code before any reset. The CipherLab FAQ describes the path in the Android settings and points out that a verification code is requested.

**Caution:** All user data and installed apps are erased.

#### WHAT TO DO

1. Copy the files and settings you want to keep.

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2. Remove the Google account from the mobile computer to avoid the lock described in [Google account requested after the reset](#).
3. Plug in the mobile computer.
4. Open Settings > System > “Advanced” > “Reset options”.
5. Tap “Erase all data (factory reset)” and confirm.
6. Enter the verification code if requested: your administrator or the CipherLab FAQ will provide it.

The CipherLab FAQ that describes this path cites other Android mobile computers from the brand (RK25, RK95...), not explicitly the RK26.

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Sources: [How to do Factory Reset in CipherLab Android device?](#)  – CipherLab Technical FAQ (support knowledge base) · [3.8.4 Require Passcode to Reset or Update](#)  – RK26 Mobile Computer Reference Manual v1.03 · [\[Android\] 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 RK26 mobile computer ask for a code to reset or update?

Symptoms: a verification code is requested before a reset or a system update.

**Short answer:** The “Require Passcode to Reset or Update” option in Enterprise Settings is enabled. It requires a verification code before any system update or factory reset. It is disabled by default.

### LIKELY CAUSE

The RK26 manual describes this setting in the Enterprise Settings app, which also manages the keypad and the special keys. It protects the mobile computer against an unauthorised reset or update.

### WHAT TO DO

1. Ask your administrator or IT department for the verification code.

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2. To check the setting, open Enterprise Settings from the app list.
3. Look at the “Require Passcode to Reset or Update” switch: if it is on, it explains the code request.

Sources: [3.8.4 Require Passcode to Reset or Update](#)  – RK26 Mobile Computer Reference Manual v1.03 · [3.8 Enterprise Settings](#)  – RK26 Mobile Computer Reference Manual for Android 14 v1.00 (official documentation).

## Why does my CipherLab RK26 mobile computer ask for the previous Google account after a reset?

Symptoms: the setup wizard gets stuck on the previous Google account.

**Short answer:** Google protection requires the password of the account that was not removed before the reset. Enter it, have the account recovered through the Google procedure, or send the mobile computer to the CipherLab repair centre.

### LIKELY CAUSE

According to the CipherLab FAQ, this lock occurs when the user forgets to sign out of their Google account before the reset.

### WHAT TO DO

1. Enter the address and password of the Google account previously used on the mobile computer.
2. Password lost: from a computer, follow the Google account recovery process.
3. Account cannot be recovered: the CipherLab RMA centre can restore the mobile computer to its factory state.
4. Before any future reset, always remove the Google account.

**When to call a technician:** if the Google account cannot be recovered: the CipherLab repair centre (RMA) restores the mobile computer to factory defaults.

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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).

## Why does the green light not come on when my CipherLab RK26 mobile computer scans a barcode?

Light: LED 2 off when scanning (expected: one green flash); LED 2 flashing white.

**Short answer:** The RK26 only lights LED 2 green on a read if LED notification is enabled in ReaderConfig. Enable “Enable LED when good read” and give it a duration: the default value, 0, disables it. LED 2 flashing white simply indicates a new notification.

### LIKELY CAUSE

The RK26 manual assigns LED 2 to good reads (one green flash) and system notifications (flashing white), and states that the scanner lights require ReaderConfig's LED notification. The ReaderConfig guide sets its duration from 0 to 4 seconds, 0 by default.

### WHAT TO DO

1. Launch ReaderConfig, then open the relevant profile.
2. In the notification settings, enable “Enable LED when good read” with a duration of 1 to 4 seconds.
3. In the same place, check the “Beep when good read” beep (Sound 1 by default, Sound 1 to 9 or mute) and the “Vibrate when good read” vibration, which is disabled by default.
4. Scan again with “Scan Test”.

Sources: [2.4.1 Status LED](#) [↗](#) – RK26 Mobile Computer Reference Manual v1.03 · [2.4 Notification Settings](#) [↗](#) – ReaderConfig User Guide for Android v1.03 (official documentation).

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## Why does importing a ReaderConfig profile fail on my CipherLab RK26 mobile computer?

Symptoms: the profile exported from another mobile computer will not import.

**Short answer:** According to the ReaderConfig guide, the import fails when the scan engine of the target mobile computer differs from that of the original mobile computer. Compare the scanner type in “About” on both devices.

### LIKELY CAUSE

A ReaderConfig profile contains settings specific to one scan engine. However, the RK26 is available with several engines (SE4750SR, SE4100, SE4750MR, SE5500).

### WHAT TO DO

1. On the original mobile computer, export the profile from its menu (“Export”): it is saved in .json format.
2. On the RK26, open the ReaderConfig main menu > “Import”, select the file and confirm with “OK”.
3. If a profile with the same name exists, confirm that it should be replaced.
4. If it fails, compare the scanner type in “About”; if it differs, recreate the profile manually.

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Sources: [1.2.2 Import](#), [1.3.2 Export](#), [1.2.6 About](#)  – ReaderConfig User Guide for Android v1.03 · [Wi-Fi 6 Rugged Mobile Computer, RK26 Series - CipherLab Co., Ltd.](#)  – CipherLab product page (official documentation).

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# My CipherLab RK26 will not start: error screen, update and apps

Restarting after a full discharge, exception screen, upgrading to Android 14 and apps that crash.

## Why does my CipherLab RK26 mobile computer stay off after a full discharge?

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

**Short answer:** CipherLab's FAQ on its Android mobile computers provides for a “hibernation reset”: battery removed, power button held for one minute, battery reinserted, then ten minutes of charging. Only switch the mobile computer on when a percentage is displayed and is above 5 to 10%.

### LIKELY CAUSE

A fully drained battery can prevent start-up and charging. The same FAQ warns that pressing power, volume up and volume down simultaneously for about 2 seconds puts the mobile computer into download mode, in which the charging light no longer comes on.

### CIPHERLAB PROCEDURE

1. Remove the battery and hold down the power button for about one minute.
2. Reinsert the battery and plug in the mobile computer for about ten minutes.
3. Wait for a percentage to appear on the battery icon.
4. At 5 to 10%, hold down the power button until the home screen appears, then let charging finish.
5. If the mobile computer has been put into download mode by mistake, hold down the power button for more than 15 seconds.

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Sources: [When devices not power on](#) – CipherLab Technical FAQ (support knowledge base) · [1.1.3 Power On/Off Mobile Computer](#) – RK26 Mobile Computer Reference Manual v1.03 (official documentation).

## Why does my CipherLab RK26 mobile computer start on an error screen with “Try Again”?

Display: exception screen with the **Try Again** button, or Recovery Mode menu.

**Short answer:** The RK26 is showing its exception screen. Tap “Try Again”; if the screen comes back, CipherLab asks you to save the logs to an SD card so that its support team can analyse the fault.

### LIKELY CAUSE

The CipherLab FAQ “How to collect RK26 logs in Recovery Mode” describes two cases: the exception screen, and the Recovery Mode menu. Log collection works from firmware V2320 onwards.

### CIPHERLAB PROCEDURE

1. With the mobile computer switched off, insert a working SD card of about 2 GB (the logs rarely exceed 200 MB).
2. Exception screen: tap “Try Again”, then press power, volume down and the right scan key together. The mobile computer restarts on the same screen.
3. Recovery Mode menu: enter it with power then volume up, move to “Dump logs to SD card” with volume down, and confirm with power.
4. Switch off the mobile computer, remove the SD card and copy the “qcom” folder for the support team.

**When to call a technician:** if the exception screen comes back after “Try Again”: send the logs from the SD card to the support team; a full reinstallation of the system with the QFIL tool in Download mode is covered by a dedicated CipherLab procedure.

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Inserting the SD card without restarting is not enough: the logs remain in the mobile computer's memory.

Sources: [How to collect RK26 logs in "Recovery Mode"](#) · [RK26 OS Image Upgrade by QFIL SOP](#) – CipherLab Technical FAQ (support knowledge base) (official documentation).

## How do I update my CipherLab RK26 mobile computer to Android 14?

**Short answer:** The RK26 ships with Android 12 and CipherLab states that it can be upgraded to Android 14. The manual provides for an update over the network, downloaded from the OTA server, and an update via SD card; the mobile computer switches off during installation.

### LIKELY CAUSE

The RK26 manual for Android 14 presents the network update as a download from the OTA server over a wireless connection, and warns that the mobile computer shuts down during the update. If “Require Passcode to Reset or Update” is enabled, a verification code is required.

**Caution:** Do not interrupt the update: the mobile computer switches off during installation.

### WHAT TO DO

1. Connect the mobile computer to Wi-Fi: the network update uses a wireless connection.
2. Ask your administrator for the verification code if the “Require Passcode to Reset or Update” setting is active.
3. Start the network update and let the mobile computer switch off and restart without interrupting it.

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**When to call a technician:** if the system no longer starts after an update: CipherLab has a full reinstallation procedure using the QFIL tool (driver, QFIL, Download mode), reserved for its support team.

Sources: [Wi-Fi 6 Rugged Mobile Computer, RK26 Series - CipherLab Co., Ltd.](#) [↗](#) – CipherLab product page · [4.4 OS Update](#) [↗](#) – RK26 Mobile Computer Reference Manual for Android 14 v1.00 · [3.8.4 Require Passcode to Reset or Update](#) [↗](#) – RK26 Mobile Computer Reference Manual v1.03 · [RK26 OS Image Upgrade by QFIL SOP](#) [↗](#) – CipherLab Technical FAQ (support knowledge base) (official documentation).

## Why does an app close by itself on my CipherLab RK26 mobile computer?

Symptoms: app crashes or stops for no apparent reason.

**Short answer:** The CipherLab FAQ recommends clearing the cache, then the data, of the app concerned, from its storage settings. Clearing the data erases the information saved by the app.

### LIKELY CAUSE

According to CipherLab, corrupted app data or cache can cause an Android app to crash or freeze.

### CIPHERLAB PROCEDURE

1. Open Settings > Apps and select the app.
2. Tap “Storage”.
3. Clear the cache first, then restart the app.
4. If it still crashes, clear its data.

Source: [How to do APP data clean or cache clean?](#) [↗](#) – CipherLab Technical FAQ (support knowledge base) (official documentation).

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# CipherLab RK26 display and keypad: gloves, colour keys and Gboard

Touch mode, keypad lock, blue and orange keys, virtual keyboard.

## How do I disable the blue and orange keys on my CipherLab RK26 mobile computer?

**Short answer:** On the 25-key RK26, CipherLab disables the blue and orange keys with the BarcodeToSetting app: launch it, then scan the two programming barcodes attached to the CipherLab FAQ.

### LIKELY CAUSE

The RK26 manual links the blue key to alphabetic input (“Change Blue Key Input Method” setting in Enterprise Settings). The FAQ “Disable RK26 Blue and Orange key” provides two barcode files to disable the blue and orange keys on the 25-key model.

### WHAT TO DO

1. Open the BarcodeToSetting app on the RK26.
2. Scan the barcodes in the two files attached to the CipherLab FAQ (“Disable Blue Key” and “FN KEY mapping Numbers”).
3. Check that the blue and orange keys no longer have any effect.
4. To change only the behaviour of the Alpha key, use “Change Blue Key Input Method” (Alpha Numeric, Alpha Lowercase, Alpha Uppercase) in Enterprise Settings.

The programming barcodes are supplied as PDFs by CipherLab and are not reproduced here.

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Sources: [Disable RK26 Blue and Orange key](#)  – CipherLab Technical FAQ (support knowledge base) · [3.8 Enterprise Settings](#)  – RK26 Mobile Computer Reference Manual v1.03 (official documentation).

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## Why is the keypad on my CipherLab RK26 mobile computer locked?

Symptoms: no key responds any more, padlock in the status bar.

**Short answer:** A shortcut locks the entire RK26 keypad: Shift then Backspace on the 28-key model, Shift then Delete on the 25-key model. The padlock in the status bar confirms it.

### LIKELY CAUSE

The RK26 manual presents this lock as protection against accidental key presses. It states that the shortcut does not work in Alpha mode, where Backspace becomes Delete.

### WHAT TO DO

1. Look for the padlock in the status bar.
2. Identify your keypad: 25 or 28 keys.
3. Exit Alpha mode before using a keyboard shortcut again.
4. If only the Function and Alpha keys or the triggers seem unresponsive in an application, check “Disable Special KeyEvent” in Enterprise Settings (disabled by default).

The manual explains how to activate the lock, not how to release it.

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Sources: [3.7 Keypad Lock](#) · [3.8 Enterprise Settings](#) – RK26 Mobile Computer Reference Manual v1.03 (official documentation).

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## Why does the touchscreen on my CipherLab RK26 mobile computer respond poorly with gloves or in the rain?

Symptoms: taps ignored or erratic with gloves or wet fingers.

**Short answer:** Select the right touch mode in Settings > Display > “Touch Mode”: “Glove” for gloves, “Wet finger” in damp weather or drizzle. The default “Normal” mode accepts fingers, gloves and stylus.

### LIKELY CAUSE

The RK26 manual offers three touch modes suited to the conditions of use. “Wet finger” mode only works with bare fingers.

### WHAT TO DO

1. Open the app list > Settings > Display > “Touch Mode”.
2. Select “Glove” if you wear gloves.
3. Select “Wet finger” in drizzle or a humid atmosphere, with bare fingers.
4. Return to “Normal” for everyday use.

Source: [2.3.4 Touch Mode](#) – RK26 Mobile Computer Reference Manual v1.03 (official documentation).

## Why does the Gboard keyboard on my CipherLab RK26 mobile computer stop or disappear?

Symptoms: Gboard has stopped error, or no keyboard on the screen.

**Short answer:** If no keyboard appears, enable “Show virtual keyboard” in the physical keyboard settings. If Gboard keeps stopping, set it as the default keyboard, then clear its cache and data.

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### LIKELY CAUSE

The CipherLab FAQs give two causes: the virtual keyboard display setting when a physical keyboard is present, and, for Gboard stopping, a conflict with another default keyboard or corrupted local Gboard files.

### WHAT TO DO

1. Keyboard missing: Settings > System > “Language & input” > “Physical keyboard”, enable “Show virtual keyboard”.
2. Gboard stopping: Settings > System > “Languages & input”, select Gboard as the keyboard.
3. Then Settings > Apps > Gboard > Storage: clear the cache, then the data, and restart.
4. If the problem continues, uninstall the Gboard updates (system app), restart and let it update.

The available on-screen keyboards are managed in Language & input > On-screen keyboard > “Manage keyboard”.

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Sources: [Why the Android device cannot display virtual keyboard on the screen?](#) [↗](#) – CipherLab Technical FAQ (support knowledge base) · [How to solve Gboard stops working on Android devices?](#) [↗](#) – CipherLab Technical FAQ (support knowledge base) · [2.6.2 On-screen Keyboard](#) [↗](#) – RK26 Mobile Computer Reference Manual v1.03 (official documentation).

## CipherLab RK26 UHF RFID reader: unreadable EPC codes

Converting EPC codes to text in Enterprise Settings.

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## Why are the RFID tags read by my CipherLab RK26 mobile computer displayed in hexadecimal?

Symptoms: the UHF RFID handle returns EPC codes as hexadecimal digits.

**Short answer:** This is the native format of EPC codes. To get text, enable “Convert UHF EPC to ASCII” in Enterprise Settings: the conversion only applies if each value corresponds to a visible character.

### LIKELY CAUSE

The RK26 manual describes this setting for the RK26 UHF RFID reader: trailing 00 values are removed first, then the conversion only takes place if the whole code is readable. The UHF reader is a handle that attaches to the mobile computer (more than 700 tags per second at over 8 m with the Impinj R2000 chip, according to the product page).

### WHAT TO DO

1. Open Enterprise Settings from the app list.
2. Enable “Convert UHF EPC to ASCII”.
3. Read a tag again: if it stays in hexadecimal, its code contains values with no visible character and cannot be converted.

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Sources: [3.8 Enterprise Settings](#)  – RK26 Mobile Computer Reference Manual v1.03 · [Wi-Fi 6 Rugged Mobile Computer, RK26 Series - CipherLab Co., Ltd.](#)  – CipherLab product page (official documentation).

## When should you call a technician for a CipherLab RK26 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:

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- **Exception screen at start-up:** CipherLab requests the logs saved on an SD card to analyse the fault; the full reinstallation of the system with the QFIL tool follows a dedicated CipherLab procedure.
- **Google account cannot be recovered:** The CipherLab repair centre (RMA) restores the mobile computer to factory defaults.
- **System no longer starts after an update:** Reinstalling the system image with QFIL in Download mode is reserved for CipherLab support.

## Avoiding recurring faults on the CipherLab RK26 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

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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).

## CipherLab RK26 mobile computer troubleshooting: frequently asked questions

### How do I reset a CipherLab RK26?

Open Settings > System > Advanced > Reset options and select Erase all data (factory reset). All data is erased. If the Require Passcode to Reset or Update option is enabled in Enterprise Settings, a verification code is required; also remove the Google account before the operation. [See the detailed entry.](#)

### Why does my RK26 ask for a code to reset?

The Require Passcode to Reset or Update option in Enterprise Settings is enabled. It requires a verification code before any reset or system update. It is disabled by default; ask your administrator for the code. [See the detailed entry.](#)

### What does the flashing white LED on an RK26 mean?

According to the RK26 manual, LED 2 flashing white indicates a new system notification. The same LED gives one green flash on each good read, if LED notification is enabled in ReaderConfig. [See the detailed entry.](#)

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### How do I change the battery on an RK26 without switching it off?

Unplug any cable, select Battery Swap in the power button menu then OK, and wait for the red LED to go off. The mobile computer lasts at least 5 minutes in standby without its main battery. Insert a charged battery, lock the latch and press the power button. [See the detailed entry.](#)

### Can the CipherLab RK26 be upgraded to Android 14?

Yes. CipherLab ships the RK26 with Android 12 and states that it can be upgraded to Android 14. The network update is downloaded from the OTA server, and the mobile computer switches off during installation. [See the detailed entry.](#)

### How do I enable glove mode on an RK26?

Open Settings > Display > Touch Mode and select Glove. Wet finger mode is for damp weather, with bare fingers, and Normal mode remains the default setting. [See the detailed entry.](#)

### How do I disable the blue key on the RK26?

Launch the BarcodeToSetting app, then scan the two programming barcodes provided by the CipherLab FAQ. The blue and orange keys on the 25-key RK26 are then disabled. [See the detailed entry.](#)

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## Why does the RK26 not scan a barcode?

The RK26 only reads the symbologies enabled in ReaderConfig. Run a Scan Test, check that Enable Reader is ticked, then enable the barcode's symbology in the Default profile. [See the detailed entry.](#)

## Sources consulted

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

- [RK26 Mobile Computer Reference Manual\\_v1.03](#)  – RK26 Mobile Computer Reference Manual v1.03 **official**
- [RK26 Mobile Computer Reference Manual for Android 14\\_v1.00](#)  – RK26 Mobile Computer Reference Manual for Android 14 v1.00 **official**
- [Wi-Fi 6 Rugged Mobile Computer, RK26 Series - CipherLab Co., Ltd.](#)  – CipherLab product page **official**
- [When devices not power on](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [How to collect RK26 logs in "Recovery Mode"](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [RK26 OS Image Upgrade by QFIL SOP](#)  – 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**
- [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**

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- [How to enable / disable 2D reader illumination?](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [Scanning the barcode during scan test, an error symbol appears.](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [Disable RK26 Blue and Orange key](#)  – 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 Gboard stops working on Android devices?](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [How to do APP data clean or cache clean?](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [How to set roaming trigger in CipherLab Android devices?](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [\[Android\] Why my WiFi connection shows "No Internet"?](#)  – CipherLab Technical FAQ (support knowledge base) **official**

The online version of the manual (“RK26 Mobile Computer Reference Manual\_v1.02 - Online Version”, hosted on [cipherlab-co-ltd.document360.io](http://cipherlab-co-ltd.document360.io)), the pages of the RK26 v1.03 and Android 14 v1.00 manuals beyond about pages 139 and 156 (including the Back up Your Data, Reset to Factory Default, Wireless Radios and CipherLab Utilities chapters) and the QFIL procedure archive attached to the RK26 FAQ were not consulted for this guide and are not cited. The quick start guide “RK26 Mobile Computer QSG\_A4\_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.

## See also

- Product page on [timcod.fr](http://timcod.fr) (in French): [CipherLab RK26](#)
- [All troubleshooting guides for CipherLab mobile computers \(RK25, RK95\)](#)
- [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)

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- [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/rk26>, updated on 21 October 2026.

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