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TROUBLESHOOTING GUIDE

CipherLab RK95 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official CipherLab documentation, RK95 Mobile Computer Reference Manual V1.06 (Android 9) and RK95 Cold Chain UI Introduction v1.04 (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the CipherLab RK95 product page →

In brief. The CipherLab RK95 is an Android industrial mobile computer designed for warehousing, distribution and cold environments: 4.3-inch touchscreen, 28-, 38- or 52-key keypad, 3000 or 6000 mAh battery, laser scanner, imager or long-range scanner depending on the configuration, and a heated Cold Chain version for cold rooms. Its documentation stands out for a Recovery mode operated without volume keys, keyboard shortcuts specific to each keypad, a change of scan engine in 2024 and heating settings. Click a question to open its entry.

- **A light is flashing or an alert appears:** find the signal in the [lookup table](#) and open the matching entry.
- **The mobile computer no longer reads, or barcodes arrive incorrectly:** see [the mobile computer no longer scans](#), [the SE5800 engine change](#) and [terminal emulation](#).

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- **The mobile computer is frozen or needs to be reset:** see [the mobile computer no longer turns on](#), [reset](#) and [Recovery mode](#), which erase the data.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights and alerts on my CipherLab RK95 mean? Find the cause by signal

The RK95 has two lights above the display (LED 1 for charging, LED 2 for the scanner and notifications), a light on the snap-on cable and the cradle, and, on the extreme cold model, heating and battery icons. 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	Normal charging in progress	The mobile computer does not charge
—	● LED 1 solid green	Charging complete	The mobile computer does not charge
—	● LED 1 flashing red	Battery too cold or too hot to charge (outside 0 to 45 °C)	Flashing red light

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Signal or message	Lights (CipherLab manual)	Likely cause	Entry
—	○ mobile computer or snap-on cable: off	Cable not connected correctly	<u>The mobile computer does not charge</u>
—	● cradle: one red flash	Spare battery slot empty, adapter connected	<u>Cradle light</u>
—	● cradle: flashing red	Spare battery charging error	<u>Cradle light</u>
Scan beep	● LED 2: one green flash	Barcode read (light active only if LED notification is enabled in ReaderConfig)	<u>The mobile computer no longer scans</u>
—	LED 2 flashing white	New system notification	<u>The mobile computer no longer scans</u>
Battery alert at 15% then 5%	—	Battery low, then very low	<u>Battery life</u>
Padlock icon	—	Locked keypad	<u>Locked keypad</u>
Fn Lock icon	—	Function key locked (pressed twice)	<u>Fn Lock mode</u>

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Signal or message	Lights (CipherLab manual)	Likely cause	Entry
Standard Battery	—	Standard battery in an RK95 Cold Chain	<u>Standard battery</u>
Low Battery (Cold Chain)	—	Battery very low on the extreme cold model	<u>Cold Chain battery alerts</u>
Pre-heat and Defrost icons	—	Pre-heating or defrosting in progress (Cold Chain model)	<u>Frost and heating</u>
Android robot	—	Start-up in Recovery mode (power + right trigger)	<u>Recovery mode</u>
No Internet	—	Access point without Internet access	<u>Wi-Fi</u>

The light states come from the “Status LED” and “Charge Mobile Computer” tables of the RK95 reference manual V1.06; the extreme cold model icons come from the “Cold Chain UI Introduction” guide. A dash indicates that the page consulted does not specify the light state.

Red light and alerts on the CipherLab RK95: causes and solutions

Charging temperature error and standard battery alert on the extreme cold model.

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Why is the charging light on my CipherLab RK95 mobile computer flashing red?

Light: LED 1 flashing red, mobile computer plugged in.

Short answer: The RK95 refuses to charge outside the 0 to 45 °C range: LED 1 then flashes red. This is common when returning from a cold room: let the mobile computer warm up to room temperature before placing it in its cradle.

LIKELY CAUSE

The RK95 manual associates LED 1 flashing red with a charging temperature error (below 0 °C or above 45 °C). Yet the mobile computer operates down to -20 °C, and down to -30 °C for the extreme cold version: a mobile computer used in the cold may therefore be too cold to charge.

Caution: Only use the CipherLab Li-ion / Li-polymer charger and never leave a battery charging unattended.

WHAT TO DO

1. Remove the device from the cradle or disconnect the cable.
2. Let it return to room temperature, indoors and out of direct sunlight.
3. Ideally recharge it between 20 and 30 °C, as CipherLab recommends.
4. Check LED 1: solid red while charging, solid green once charging is complete.

Sources: [2.4.1 Status LED](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) · [Important Notices](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) · [RK95 Industrial Handheld Terminal/ Industrial Mobile Computer](#) – CipherLab product page (official documentation).

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Why does my extreme cold CipherLab RK95 mobile computer report a standard battery?

Notification and icon: **Standard Battery** (Cold Chain model).

Short answer: A standard battery has been installed by mistake in an RK95 Cold Chain. This model is designed for its 5500 mAh extreme cold battery, rated by CipherLab for at least 5 hours at -30 °C: replace the battery.

LIKELY CAUSE

The Cold Chain interface guide describes the “Standard Battery” alert, displayed in the status bar and the notification panel when the battery installed is not the extreme cold model's battery. It also mentions a “Low Battery” notification when the battery is very low.

WHAT TO DO

1. Swipe down the status bar to read the notification.
2. Replace the battery with a charged 5500 mAh extreme cold battery.
3. Always use a fully charged main battery when swapping, as CipherLab requires.

Sources: [Notifications](#)  – RK95 Mobile Computer Cold Chain UI Introduction v1.04 · [RK95 Industrial Handheld Terminal/ Industrial Mobile Computer](#)  – CipherLab product page (official documentation).

My CipherLab RK95 no longer scans barcodes: causes and solutions

The CipherLab procedure for a scanner that no longer reads, from the aiming setting to hardware failure.

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Why does my CipherLab RK95 mobile computer no longer scan barcodes?

Symptoms: no beam, no aiming pattern, or a beam but no decoding.

Short answer: Follow CipherLab's order: enable "Decode Aiming Pattern" in ReaderConfig, reset the "Default" profile, restart and wait 30 seconds, and only then reset the mobile computer. Also check that the barcode's symbology is enabled in ReaderConfig.

LIKELY CAUSE

The types of barcode read depend on the engine installed (SE965 laser, SE4750SR and SE4750MR imagers, SE4850 or SE5800 long range). The CipherLab FAQ on a missing beam, which mentions the RK95, goes from an aiming setting to a reset, then concludes that the engine has failed.

Caution: Class 2 laser light: never stare into the beam.

CIPHERLAB PROCEDURE

1. In ReaderConfig > Menu, enable "Decode Aiming Pattern".
2. Still in ReaderConfig, reset the "Default" profile (Reset).
3. Restart the RK95 and give the scanner about thirty seconds to activate.
4. Check that "Enable Reader" is ticked and that the barcode's symbology is enabled, then test with "Scan Test".
5. Clean the scan window with a glasses cleaning cloth, without spraying any product on it.
6. If nothing works, move on to the [factory reset](#).

When to call a technician: if the scanner does not come back after the reset: CipherLab concludes that the engine has a hardware fault and requests an RMA return; for an intermittent fault, the support team asks for BcScannerLog.txt, the hostlog folder under

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qcom and the system version.

Sources: [What can I do if Scan Beam didn't come out/ Aiming Pattern disappeared?](#) [↗](#) – CipherLab Technical FAQ (support knowledge base) · [2.7.1 Barcode Reader](#) [↗](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) · [1.2.3 Scan Test, 1.2.5 Enable Reader](#) [↗](#) – ReaderConfig User Guide for Android v1.03 · [RK95 Industrial Handheld Terminal/ Industrial Mobile Computer](#) [↗](#) – CipherLab product page · [Mobile Computers - CipherLab Co., Ltd.](#) [↗](#) – CipherLab website, Support and Services, Device Cleaning & Disinfecting · [Important Notices](#) [↗](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) (official documentation).

Barcodes scanned by my CipherLab RK95 arrive incorrectly: terminal emulation and tab

Key Event mode for terminal emulation and character added after each barcode.

Why does my terminal emulator not receive the barcodes scanned by my CipherLab RK95?

Symptoms: scan beep, but no data in the TN5250, VT or Remote Desktop session.

Short answer: Terminal emulation (TE) and Remote Desktop (RDC) only accept RK95 scans in “Key Event” mode. In ReaderConfig, set “Keyboard Emulation” to “Key Event” instead of the default “Input Method” mode.

LIKELY CAUSE

The RK95 is available with keypads dedicated to terminal emulation (TN5250, TN3270, VT). The CipherLab FAQ, which mentions the RK95, states that RDC and TE display nothing until “Keyboard Emulation” is set to “Key Event”.

WHAT TO DO

1. Open ReaderConfig and the profile associated with the emulator, or the “Default” profile.

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2. Data Output > “Keyboard Emulation” section: select “Key Event”.
3. If the emulator expects control characters, enable “Send Control Characters”; “KeyEvent Delay Time” (0 ms by default) is set in the same place.
4. Return to the session and scan again.

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 · [RK95 Industrial Handheld Terminal/ Industrial Mobile Computer](#) – CipherLab product page (official documentation).

Why does my CipherLab RK95 mobile computer not send a tab after the scanned barcode?

Symptoms: the cursor does not move to the next field, or a carriage return submits the screen too early.

Short answer: By default, ReaderConfig adds a carriage return after each barcode. To move to the next field, set “Auto Enter Character” to Tab; to add nothing, set “Auto Enter” to “Disable”.

LIKELY CAUSE

According to the ReaderConfig guide, “Auto Enter” adds a character after the barcode (“Decoded data + Enter char” by default) or before it. The character can be chosen from Carriage Return, Tab, Space, Comma, Semicolon, LF, CR, CRLF, IME Action and None.

WHAT TO DO

1. Open ReaderConfig and the profile in use, Data Output section.
2. Set “Auto Enter Character” to Tab, or to the character your application expects.
3. To remove any addition, select “Disable” in “Auto Enter”.
4. A prefix and suffix (up to 20 characters each) let you add fixed text.

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

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CipherLab RK95 Wi-Fi: hidden network, roaming and “No Internet”

Adding a hidden network, roaming between access points and diagnosing the “No Internet” message.

Why can my CipherLab RK95 mobile computer not find the warehouse Wi-Fi network?

Symptoms: network missing from the list (hidden SSID), dropouts when moving around, or “No Internet”.

Short answer: If the network is hidden, add it manually: Settings > Network & Internet > Wi-Fi > “Add network”, then set “Hidden network” to “Yes”. For dropouts on the move, set up roaming; for “No Internet”, test another network.

LIKELY CAUSE

The CipherLab FAQ on hidden SSIDs mentions the RK95 (Android 8 and later). Other FAQs cover roaming between access points and the “No Internet” message, which generally comes from the access point.

WHAT TO DO

1. Open Settings > Network & Internet > Wi-Fi and check that Wi-Fi is turned on.
2. Tap “Add network” and enter the network name in “Network SSID”.
3. Select the security type (None, WEP, WPA/WPA2 PSK or 802.1x EAP), then enter the username and password provided by your IT department.
4. In “Advanced options”, set “Hidden network” to “Yes”, then tap “SAVE”.
5. Dropouts on the move: in the advanced Wi-Fi options, enable “Roaming Enable” and set “WiFi Trigger” and “Roaming Delta” with your IT department.
6. “No Internet”: connect to another SSID to check whether the access point is at fault.

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

My CipherLab RK95 will not charge or runs down quickly: battery and cradle

Snap-on cable, cradle, battery swap without shutting down and battery life measured by CipherLab.

Why will my CipherLab RK95 mobile computer not charge with the snap-on cable?

Light: off (cable not connected correctly) or flashing red (charging error).

Short answer: If the light stays off, the cable is not connected correctly according to CipherLab: refit the snap-on cable and check the adapter. Flashing red indicates a charging error. Allow 4 hours for a 3000 mAh battery and 6 hours for a 6000 mAh battery.

LIKELY CAUSE

On the RK95, the mobile computer light and the snap-on cable light follow the same code: solid red while charging, solid green once charged, flashing red in the event of an error, off if the cable is not connected correctly. The charging time depends on the battery installed.

WHAT TO DO

1. Remove and refit the snap-on cable, and check that it is connected to its power adapter.
2. Check that the light turns solid red.

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3. Leave it to charge for about 4 hours (3000 mAh battery) or 6 hours (6000 mAh battery or 5500 mAh extreme cold battery).
4. For the very first charge, allow 8 to 12 hours.
5. If it is flashing red, check the temperature: see [light flashing red](#).

Source: [1.2.1 Charge Mobile Computer](#) [↗](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) (official documentation).

Why does the cradle light on my CipherLab RK95 mobile computer flash red only once?

Cradle light: one red flash, adapter connected.

Short answer: A single red flash means that the spare battery slot is empty while the adapter is connected. This light only concerns the spare battery; the mobile computer's battery has its own light.

LIKELY CAUSE

The RK95 manual describes the charging and communication cradle light: solid red while the spare battery is charging, solid green once charged, flashing red in the event of an error, one red flash with no battery in the slot.

WHAT TO DO

1. Insert a spare battery in the cradle slot.
2. The light should turn solid red, then solid green when charging is complete.
3. Flashing red indicates a charging error: remove the battery, let it return to room temperature, then try again.

Source: [1.2.1 Charge Mobile Computer](#) [↗](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) (official documentation).

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How do I change the battery in my CipherLab RK95 mobile computer without losing my session?

Symptoms: display goes off as soon as the battery cover is opened (normal behaviour).

Short answer: On the RK95, simply open the cover: the mobile computer goes into standby on its backup battery. Replace the battery within 3 minutes, then press the power button. Wi-Fi stays connected for about 30 seconds.

LIKELY CAUSE

The RK95 manual describes a swap without shutting down: removing the cover suspends the system, which only wakes up after the battery has been refitted and the power button pressed. Standby lasts at least 3 minutes.

Caution: Do not swap the battery while the system is starting up: the manual warns that this can cause a system failure.

WHAT TO DO

1. Have a charged main battery ready.
2. Open the cover and remove the battery: the display goes off and the mobile computer is in standby.
3. Insert the charged battery and close the cover, within 3 minutes.
4. Press the power button, at the bottom right of the keypad, to wake the mobile computer.
5. To replace the battery with the device switched off, hold down the power button, tap “Power off”, then change the battery.

Sources: [2.1.3 Replace Main Battery](#) · [1.1 Overview](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) (official documentation).

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Why does the battery in my CipherLab RK95 mobile computer not last the day?

Symptoms: low battery alerts at 15% then 5%.

Short answer: According to CipherLab, the display backlight is the RK95's biggest power consumer. With the display at 51% and Bluetooth and NFC off, a 3000 mAh battery lasted about 13 hours in testing, compared with about 6 h 30 with the display at 100% and Bluetooth, NFC and the speaker at maximum. A 6000 mAh battery roughly doubles these times.

LIKELY CAUSE

The FAQ “RK95 Recommended Settings for Extended Working Hours” measured battery life at 25 °C, on Wi-Fi with an SE5800 engine (one scan at 50 cm and 1 KB sent every 20 seconds). The manual adds that a battery may swell after about a year or 500 cycles.

Caution: Store spare batteries between 0 and 30 °C, neither full nor empty, recharged to 40-60% every 3 months; remove the battery from a mobile computer that will not be used for a long time.

WHAT TO DO

1. Lower the brightness (51% in the CipherLab test) and shorten the sleep timeout.
2. Turn off Bluetooth and NFC when they are not in use.
3. Enable “Battery Saver” and battery optimisation, or Aeroplane mode when out of network coverage.
4. Choose the 6000 mAh battery for long days (about 27 hours in the 51% test, compared with 13 hours with 3000 mAh).
5. Replace a battery that is about a year old or has done 500 cycles, as CipherLab recommends.

CipherLab test, display at 100%, Bluetooth and NFC on, speaker at maximum: 6 h 31 (3000 mAh), 13 h 25 (6000 mAh), 14 h 09 (5500 mAh).

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Sources: [RK95 Recommended Settings for Extended Working Hours](#) – CipherLab Technical FAQ (support knowledge base) · [2.1.4 Power Management](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) · [2.1.1 Battery Status Indicators](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) · [Important Notices](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) (official documentation).

How do I reset a CipherLab RK95? Factory defaults, Recovery and profiles

Reset from Android or through Recovery mode without volume keys, Google account and ReaderConfig profiles.

How do I reset my CipherLab RK95 mobile computer to factory defaults?

Short answer: Open Settings > System > Advanced > Reset options > “Erase all data (factory reset)”. The CipherLab FAQ, which mentions the RK95, states that a verification code is requested. All data is erased.

LIKELY CAUSE

A factory reset erases the mobile computer. When Android no longer starts, CipherLab suggests using [Recovery mode](#), which is operated from the keypad on the RK95.

Caution: All data and installed apps are erased. If the Google account has not been signed out beforehand, the mobile computer will ask for its password again (see [Google account requested](#)).

CIPHERLAB PROCEDURE

1. Back up the data you want to keep.
2. Remove the Google account from the mobile computer.
3. Open Settings > System > Advanced > Reset options.

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4. Tap “Erase all data (factory reset)”.
5. Enter the verification code provided by your administrator or by the CipherLab FAQ, then confirm.

Sources: [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? ↗](#) · [How to reset RK95 to factory default by using recovery mode? ↗](#) – CipherLab Technical FAQ (support knowledge base) (official documentation).

How do I enter Recovery mode on my CipherLab RK95 mobile computer without volume keys?

Display: Android robot (lying down or green), then Recovery menu.

Short answer: With the mobile computer off, hold down the power button and the right side trigger until it vibrates (about 10 seconds). At the Android robot, press power and the up arrow together. In the menu, the up and down arrows replace the volume keys.

LIKELY CAUSE

The RK95 has no volume keys. The CipherLab FAQs therefore adapt the Recovery procedure: right trigger at start-up, arrows to navigate, and a special combination in the Bootloader screen. Recovery mode erases all user data.

Caution: Recovery mode erases all user data on the RK95.

CIPHERLAB PROCEDURE

1. Switch off the mobile computer.
2. Hold down the power button and the right side trigger together (about 10 seconds, until it vibrates).
3. When the Android robot appears, press power and the up arrow at the same time. Keep power pressed and press the up arrow several times if the menu does not appear.

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4. In the Recovery menu, move with the up and down arrows to the data wipe option (wipe data / factory reset), then confirm with the power button.
5. Confirm, then select reboot once the wipe is complete.
6. In the “Reboot to Bootloader” screen, the arrows do not work: make a selection by briefly pressing power and the right trigger at the same time.

The right trigger and the power button must be pressed at exactly the same time, not one after the other.

Sources: [How to reset RK95 to factory default by using recovery mode?](#) · [RK95 - Recovery Mode -> Bootloader - How to scroll/select options \(because no volume buttons\)](#) · [Recovery mode for Android devices](#) · [CipherLab Technical FAQ \(support knowledge base\)](#) (official documentation).

Why is my CipherLab RK95 mobile computer stuck on the Google account after the reset?

Symptoms: the setup wizard requires the Google account used before the reset.

Short answer: The Google account was not removed before the reset, and Google requires its password to unlock the mobile computer. Use Google account recovery; otherwise, the CipherLab repair centre can reset the mobile computer.

LIKELY CAUSE

The CipherLab FAQ explains this lock as a Google security mechanism, triggered by a reset carried out without first signing out of the account.

WHAT TO DO

1. Enter the credentials of the Google account previously associated with the mobile computer.
2. If they are lost, start Google account recovery from a computer.
3. As a last resort, send the RK95 to the CipherLab RMA centre.

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When to call a technician: if the Google account cannot be recovered: the CipherLab RMA centre restores the RK95 to factory defaults.

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 will the ReaderConfig profile from my old RK95 not import on a recent RK95?

Symptoms: import of a ReaderConfig profile exported from another RK95 fails.

Short answer: Since 23 September 2024, RK95 units with a long-range scanner have shipped with the Zebra SE5800 engine instead of the SE4850, and a fleet may mix several engines. However, the ReaderConfig guide states that the import fails if the scanner type differs: compare the scanner shown in “About” on both mobile computers.

LIKELY CAUSE

Technical bulletin T24-0002 announces the replacement of the SE4850 by the SE5800 (more visible green aiming pattern, better depth of field, faster scanning, longer operating time), with new parameters (Chinese 2 of 5, Dot Code, Aim mode timeout). A ReaderConfig profile exported from one engine will not import on another.

WHAT TO DO

1. On each mobile computer, open ReaderConfig > “About” and note the scanner type.
2. If the engines are identical, re-import the .json file using “Import” from the main menu.
3. If they differ, recreate the profile on the new mobile computer, then export it (“Export”) to deploy it on mobile computers fitted with the same engine.

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Sources: [Technical Bulletin - T24-0002 - RK95 SE5800 replace SE4850](#) – CipherLab Technical FAQ (support knowledge base) · [1.2.2 Import, 1.3.2 Export, 1.2.6 About](#) – ReaderConfig User Guide for Android v1.03 (official documentation).

My CipherLab RK95 will not turn on: causes and solutions

Restarting a mobile computer whose battery has been fully drained.

Why will my CipherLab RK95 mobile computer no longer turn on?

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

Short answer: After a full discharge, apply CipherLab's "hibernation reset": remove the battery, hold down the power button for one minute, reinsert the battery and charge for about ten minutes. The RK95 power button is at the bottom right of the keypad.

LIKELY CAUSE

CipherLab's FAQ on its Android mobile computers attributes this symptom to a fully drained battery, which prevents start-up and charging.

CIPHERLAB PROCEDURE

1. Remove the battery.
2. Hold down the power button for about one minute.
3. Refit the battery and leave the RK95 charging for about ten minutes.
4. Wait for a charge percentage to be displayed.
5. From 5 to 10%, hold down the power button until the home screen appears, then let charging finish.

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Sources: [When devices not power on](#) – CipherLab Technical FAQ (support knowledge base) · [1.1.3 Power On/Off Mobile Computer](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) · [1.1 Overview](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) (official documentation).

CipherLab RK95 keypad and display: locking, Fn Lock and backlight

28-, 38- and 52-key keypads, Fn Lock mode, backlight, virtual keyboard and wet screen.

Why does the keypad on my CipherLab RK95 mobile computer no longer respond?

Symptoms: keys have no effect, padlock icon in the status bar.

Short answer: The keypad is probably locked, and the shortcut depends on the keypad: Function then 3 on the 28-key model, Function then Backspace on the 38-key model, Shift then Backspace on the 52-key model. To find out which keypad you have, check the device identifier in About Phone.

LIKELY CAUSE

The RK95 manual describes a lock of all keys against accidental presses. On the 52-key model, Shift then Backspace does not work in Alpha mode.

WHAT TO DO

1. Look for the padlock icon at the top of the screen.
2. Identify the keypad: Settings > System > About Phone, then read the sixth pair of digits of the identifier (Device ID), which encodes the keypad type.
3. Find the matching shortcut: 28 keys, Function then 3; 38 keys, Function then Backspace; 52 keys, Shift then Backspace, outside Alpha mode.
4. If the keys type functions instead of digits, see [Fn Lock mode](#).

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The manual consulted describes the locking shortcut, but not how to release the lock.

Sources: [3.9 Keypad Lock](#) · [3.10 Device ID](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) (official documentation).

Why do the keys on my CipherLab RK95 mobile computer type functions instead of digits?

Symptoms: Fn Lock icon in the status bar, each key sends its secondary function.

Short answer: The keypad is in Fn Lock mode: pressing the Function key twice activates it on the 28- and 38-key keypads. Press Function once more to exit it.

LIKELY CAUSE

According to the RK95 manual, Fn Lock mode stays active, with an icon in the status bar, until the Function key is pressed again.

WHAT TO DO

1. Find the Fn Lock icon in the status bar.
2. Press the Function key once.
3. Check that the icon has disappeared and that the keys type digits again.

Source: [3.4.3 Fn Lock Mode](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) (official documentation).

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Why is the keypad on my CipherLab RK95 mobile computer no longer backlit?

Symptoms: dark keypad, or backlight that goes off quickly.

Short answer: The keypad backlight is set in the Enterprise Settings app: brightness in “Keypad backlight level”, timeout in “keyboard backlight timeout”. The key sound is set in the same place.

LIKELY CAUSE

The RK95 manual places the keypad sound and backlight in Enterprise Settings; the key sound is set to “None” by default.

WHAT TO DO

1. Launch the Enterprise Settings app.
2. Increase “Keypad backlight level”.
3. Lengthen “keyboard backlight timeout” if the backlight goes off too soon.
4. To hear key presses, select a sound in the keypad sound settings.

Source: [3.11 Keypad Sound & Keypad Backlight](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) (official documentation).

Why is the virtual keyboard on my CipherLab RK95 mobile computer displayed on the screen?

Symptoms: the on-screen keyboard hides the application while you are using the physical keypad.

Short answer: Disable “show virtual keyboard” in System => Languages & input => Physical keyboard, the path given by the CipherLab FAQ for the RK95. Re-enable it if you need the on-screen keyboard.

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LIKELY CAUSE

The “show virtual keyboard” setting displays the on-screen keyboard in addition to the physical keypad.

WHAT TO DO

1. Open Settings > System > “Languages & input”.
2. Select “Physical keyboard”.
3. Disable “show virtual keyboard”.
4. The available on-screen keyboards are managed in Language & input > Virtual Keyboard > “Manage keyboard”.

Sources: [How to disable virtual keyboard](#)  – CipherLab Technical FAQ (support knowledge base) · [2.6.2 On-screen Keyboard](#)  – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) (official documentation).

Why does the touchscreen on my CipherLab RK95 mobile computer respond poorly in the rain?

Symptoms: phantom or ignored taps with wet fingers.

Short answer: Switch to “Wet finger” mode in Settings > Display > “Touch Mode”. This mode works with bare fingers; with gloves or a stylus, keep “Normal” mode.

LIKELY CAUSE

The RK95 manual offers two touch modes: “Normal”, the default, for bare fingers, gloves and stylus, and “Wet finger” for damp conditions or light rain.

WHAT TO DO

1. Open Settings > Display > “Touch Mode”.
2. Select “Wet finger” in damp weather.
3. Return to “Normal” to work with gloves.

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Source: [2.3.4 Touch Mode](#) – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) (official documentation).

Extreme cold RK95 and care: frost, heating and cleaning

Heating of the display and scan window on the Cold Chain model, and CipherLab cleaning instructions.

Why does the scan window on my CipherLab RK95 mobile computer frost up in a cold room?

Icons: Pre-heat and Defrost in the status bar.

Short answer: On the RK95 Cold Chain, the display and the scan window are heated. Check in Enterprise Settings that “Heater” is enabled, then select a mode: “Semi-Automatic”, “Full-Automatic” or “Manual Switch”.

LIKELY CAUSE

The Cold Chain interface guide describes three modes. “Semi-Automatic” defrosts according to temperature changes (durations of 3 minutes by default); “Full-Automatic” switches the heaters on below one threshold (0 by default) and off above another (5 by default); “Manual Switch” lets the user control them. Without “Heater” enabled, no mode is available.

Caution: Pre-heating slightly reduces battery life, and heaters left on in manual mode waste power: switch them off as soon as they are no longer needed.

WHAT TO DO

1. Open Enterprise Settings and enable “Heater”.

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2. Check “Heater Status”: state and temperature of the display and scan window heaters, refreshed every 2 seconds.
3. In “Semi-Automatic”, enable “Pre-heat” to shorten defrosting, or set “Defrost Sensitivity” (Low, Medium, High) and the “Scan Window Defrost” and “Display Defrost” durations.
4. In “Full-Automatic”, the scan window heater is active by default but the display heater is not: enable it if the display frosts up.
5. To deploy the same settings on several mobile computers, use “Export” then “Import” (.json file).

According to CipherLab, the extreme cold RK95 operates from -30 °C to 50 °C.

Sources: [Enterprise Settings](#)  – RK95 Mobile Computer Cold Chain UI Introduction v1.04 · [Heater Settings, Switch Mode](#)  – RK95 Mobile Computer Cold Chain UI Introduction v1.04 · [RK95 Industrial Handheld Terminal/ Industrial Mobile Computer](#)  – CipherLab product page (official documentation).

How do I clean and disinfect my CipherLab RK95 mobile computer without damaging it?

Short answer: Switch off or unplug the mobile computer, check that the battery is locked, then wipe the housing, keys and display with alcohol wipes. Dry immediately and let the electrical contacts dry completely before plugging back in.

LIKELY CAUSE

CipherLab's cleaning page for its mobile computers lists approved products (isopropyl alcohol from 70 to 91%, hydrogen peroxide from 0.5 to 3%, diluted bleach) and prohibited products, which can damage the device and void the warranty.

Caution: Do not use acetone, ketones, ethers, aromatic or chlorinated hydrocarbons, toluene, trichloroethylene or benzene, and never mix products. Do not clean the mobile computer with the battery or cover removed, and do not spray anything directly onto the

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scan window.

CIPHERLAB PROCEDURE

1. Switch off the mobile computer or disconnect it from the power supply.
2. Check that the battery is locked, so that liquid cannot reach the electronics.
3. Wipe the front, back, sides, keys and gaps with alcohol wipes; use a damp cotton bud for the corners.
4. Wipe the display without letting liquid pool at the edges, then dry with a soft cloth.
5. Wipe the scan window with a glasses cleaning cloth and dry it immediately.
6. Let it dry, especially the electrical contacts, before plugging back in.

The detailed list of approved wipes published by CipherLab concerns other models (RS35, RS36, RS38, RS38H); the general instructions apply to its mobile computers.

Source: [Mobile Computers - CipherLab Co., Ltd.](#) – CipherLab website, Support and Services, Device Cleaning & Disinfecting (official documentation).

When should you call a technician for a CipherLab RK95 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:

- **Google account cannot be recovered:** The CipherLab RMA centre restores the RK95 to factory defaults.
- **Scanner silent after a reset:** CipherLab concludes that the scan engine has a hardware fault and requests a return for repair (RMA); for an intermittent fault, the support team asks for the scanner and system logs.

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Avoiding recurring faults on the CipherLab RK95 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 RK95 mobile computer troubleshooting: frequently asked questions

How do I reset a CipherLab RK95?

Open Settings > System > Advanced > Reset options > Erase all data (factory reset) and enter the verification code requested. All data is erased; remove the Google account first. If Android no longer starts, use Recovery mode. [See the detailed entry.](#)

How do I enter Recovery mode on an RK95?

With the mobile computer off, hold down the power button and the right side trigger until it vibrates. At the Android robot, press power and the up arrow together. The up and down arrows are used to navigate, and the power button to confirm. [See the detailed entry.](#)

What is the battery life of a CipherLab RK95?

In a CipherLab test at 25 °C, with the display at 51% and Bluetooth off, a 3000 mAh battery lasted about 13 hours and a 6000 mAh battery about 27 hours. With the display at 100% and Bluetooth, NFC and the speaker at maximum, these times are roughly halved. The display backlight is the biggest power consumer. [See the detailed entry.](#)

Can the battery on an RK95 be hot-swapped?

Yes. Open the cover: the RK95 goes into standby on its backup battery. Replace the battery within 3 minutes, then press the power button. Wi-Fi stays connected for about 30 seconds. [See the detailed entry.](#)

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How do I lock the keypad on an RK95?

The shortcut depends on the keypad: Function then 3 on the 28-key model, Function then Backspace on the 38-key model, Shift then Backspace on the 52-key model. A padlock then appears in the status bar. [See the detailed entry.](#)

Can the CipherLab RK95 be upgraded to Android 14?

Yes. According to the CipherLab product page, the RK95 ships with Android 9 and can be upgraded to Android 14. CipherLab publishes an RK95 reference manual dedicated to Android 14.

Why does the RK95 no longer scan barcodes?

CipherLab recommends enabling Decode Aiming Pattern in ReaderConfig, resetting the Default profile, then restarting and waiting 30 seconds. As a last resort, reset the mobile computer. If the scanner does not come back, the engine has probably failed and must be sent for repair. [See the detailed entry.](#)

How do I prevent frost on an RK95 in a cold room?

On the Cold Chain model, enable Heater in Enterprise Settings and select Semi-Automatic, Full-Automatic or Manual Switch mode. Pre-heating shortens defrosting but slightly reduces battery life. [See the detailed entry.](#)

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Sources consulted

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

- [RK95 Mobile Computer Reference Manual_V1.06](#)  – RK95 Mobile Computer Reference Manual V1.06 (Android 9 Pie) **official**
- [RK95 Industrial Handheld Terminal/ Industrial Mobile Computer](#)  – CipherLab product page **official**
- [RK95 Recommended Settings for Extended Working Hours](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [When devices not power on](#)  – 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**
- [How to reset RK95 to factory default by using recovery mode?](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [RK95 - Recovery Mode -> Bootloader - How to scroll/select options \(because no volume buttons\)](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [Recovery mode for Android devices](#)  – CipherLab Technical FAQ (support knowledge base) **official**
- [What can I do if Scan Beam didn't come out/ Aiming Pattern disappeared?](#)  – 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**
- [Technical Bulletin - T24-0002 - RK95 SE5800 replace SE4850](#)  – 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**
- [How to disable virtual keyboard](#)  – CipherLab Technical FAQ (support knowledge base) **official**

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- [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**
- [\[Android\] Why my WiFi connection shows "No Internet"?](#) [↗](#) – CipherLab Technical FAQ (support knowledge base) **official**
- [RK95 Mobile Computer Cold Chain UI Introduction_v1.04](#) [↗](#) – RK95 Mobile Computer Cold Chain UI Introduction v1.04 **official**

The online version of the manual (“RK95 Mobile Computer Reference Manual_V1.06 - Online Version”, hosted on cipherlab-co-ltd.document360.io), the pages of the V1.06 manual beyond about page 141, including the Basic Operation (including OS Update and Reset to Factory Default), Cold Chain Model, Wireless Radios and CipherLab Utilities chapters, the RK95 manual for Android 14 and the quick start guides were not consulted for this guide and are not cited. The article “RK95 Reading Performance (DOF)” contains only images. If the fault falls under these documents, refer to the manufacturer’s documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [CipherLab RK95](#)
- [All troubleshooting guides for CipherLab mobile computers \(RK25, RK26\)](#)
- [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/rk95>, updated on 21 October 2026.

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