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TROUBLESHOOTING GUIDE

Datalogic Falcon X4 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Datalogic documentation, Falcon X4 quick start guide (822002581), safety and regulatory addendum (852001200) and Datalogic knowledge base (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Datalogic Falcon X4 product page →

In brief. The Datalogic Falcon X4 is a rugged mobile computer with a physical keypad and a 1D or 2D imager, sold with Windows Embedded Compact 7 or Android 4.4; Datalogic now lists it among its obsolete products. The procedures differ depending on the operating system: clean boot and Windows applets on one side, Recovery mode on the other. The points Datalogic documents most are putting the battery into service (disconnected at the factory), charging between 0 and 35 °C, lithium-ion battery safety, resetting and updating the firmware. Click a question to open the entry.

- **The mobile computer does not switch on or does not charge:** see the [battery and charging](#) section, starting with [first start-up](#).
- **A message or unexpected behaviour appears:** find it in the [signal table](#) and open the corresponding entry.

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- **The mobile computer needs to be reset or updated:** see the [resetting](#) and [system](#) sections.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the messages and symptoms on my Datalogic Falcon X4 mean? Find your signal

The Datalogic documents consulted do not publish a table of Falcon X4 lights; the table therefore links the messages and symptoms they describe to their cause and to the troubleshooting entry.

Message or symptom	Lights (Datalogic docs)	Likely cause	Entry
New mobile computer: no response to the ON/OFF key	—	Main battery disconnected at the factory and shipped less than half charged	First start-up
Charging stops, mobile computer warm	—	Battery safety cut-off to prevent overheating; charge between 0 and 35 °C	Charging interrupted
Battery hot, deformed, discoloured or unusual smell	—	Battery no longer to be used according to the safety addendum	Damaged battery
Recovery menu (Android)	—	Start-up with BACK + 0 + POWER: access to Factory Reset	Android reset

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Message or symptom	Lights (Datalogic docs)	Likely cause	Entry
Calibrate Touch Screen screen (Windows)	—	Normal step of the clean boot through the Cold Reboot applet: complete the calibration	Clean boot
Licence error when launching Wavelink TE	—	Newer version of TE installed, or motherboard replaced	Wavelink TE licence
WPA security types missing from the DL Wi-Fi applet	—	WPA-TKIP not enabled in the registry (obsolete protocol)	Wi-Fi
Memory slider has returned to its position	—	Known limitation of Windows CE; setting may already be applied	Memory allocation
Internet Explorer zooms every time the screen is tapped	—	Behaviour of Internet Explorer gestures under WEC7	Internet Explorer zoom

The messages come from the Datalogic knowledge base, the quick start guide and the Falcon X4 safety addendum. A dash means that the page consulted does not specify the state of the lights: the meaning of the lights is given in the Datalogic user manuals, which could not be consulted.

My Datalogic Falcon X4 does not read barcodes: causes and solutions

The Falcon X4 is available with a 1D or 2D imager; the cleanliness of the scan window also matters.

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Why does my Datalogic Falcon X4 mobile computer not read barcodes?

Symptoms: the barcode is not decoded, or only some barcode types are read.

Short answer: First check that your Falcon X4's engine matches the barcode to be read: Datalogic sells the Falcon X4 in a 1D imager or a 2D imager version, and only the 2D version has an aiming system. Then clean the scan window with a soft cloth lightly moistened with water or 70% isopropyl alcohol.

LIKELY CAUSE

The Datalogic quick start guide distinguishes two versions, “Falcon X4 - 1D Imager” and “Falcon X4 - 2D Imager”: it illustrates reading a linear barcode with the 1D imager and a 2D (matrix) barcode with the 2D imager, and reserves the aiming system for the 2D versions. The safety addendum gives the only approved cleaning method.

Caution: The Falcon X4 2D aimer is a Class 2 laser (max. 1 mW, 630 to 680 nm). The Datalogic label says “LASER LIGHT - DO NOT STARE INTO BEAM”: do not look into the beam. According to the addendum, using optical instruments (binoculars, magnifying glasses) increases the risk to the eyes.

WHAT TO DO

1. Identify your mobile computer's version: 1D imager or 2D imager. Only the 2D versions project an aiming pattern.
2. Aim at the barcode with the scan window (data capture window) and press the **SCAN** key.
3. Clean the mobile computer and its scan window regularly: Datalogic asks for “a soft cloth slightly dampened with only water or Isopropyl Alcohol (70%)”, with no other product or abrasive pad.
4. Do not immerse the mobile computer in a liquid and do not open the optical compartment.

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When to call a technician: the scan window or optics are damaged: the Datalogic addendum specifies that only the manufacturer may repair the optical system.

The pages consulted do not describe the Falcon X4's scanner settings (symbolologies, wedge); they are in the Android and WEC7 user manuals, listed on the Datalogic developer portal.

Sources: Rugged Mobile Computer with 1D/2D Imager – Quick Start Guide (822002581 Rev. A, mai 2018) – Datalogic Falcon X4 quick start guide · Rugged Mobile Computer with 1D/2D Imager – Safety & Regulatory Addendum (852001200 Rev. A, janvier 2018) – Datalogic Falcon X4 safety and regulatory addendum · [Falcon X4 - Windows - Technical-docs - Products - Datalogic Developer Portal](#)  – Datalogic developer portal (official documentation).

My Datalogic Falcon X4 does not connect to the PC or to Wi-Fi: causes and solutions

ActiveSync or Windows Mobile Device Center synchronisation, DXU connection under Android and Wi-Fi under Windows Embedded Compact 7.

Why does my Datalogic Falcon X4 not connect to my PC?

Symptoms: the PC does not recognise the mobile computer connected by USB, no synchronisation.

Short answer: Under Windows Embedded Compact 7, the Falcon X4 synchronises with Windows Mobile Device Center (Windows Vista and 7) or Microsoft ActiveSync (Windows XP and earlier), through the HandyLink cable or the single cradle. Under Android, the Datalogic DXU tool requires USB debugging to be enabled on the mobile computer.

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LIKELY CAUSE

According to the Datalogic quick start guide, the Falcon X4 connects to the PC by USB (HandyLink cable or single cradle), by RS-232 (directly or through the single cradle) or by Bluetooth; the USB and RS-232 sections of the guide concern the Windows Embedded Compact 7 models. For an Android Falcon X4, the Datalogic knowledge base describes connecting to DXU through USB debugging.

WHAT TO DO

1. Falcon X4 running Windows: install Windows Mobile Device Center (Windows Vista or 7) or Microsoft ActiveSync (Windows XP or earlier) on the PC.
2. Connect the mobile computer to the PC with the HandyLink cable or through the single cradle connected to the PC. Device Center configures itself and opens.
3. Accept the licence agreement, click “Set up your device” on the home screen, choose the types of information to synchronise, click **Next**, enter a name for the mobile computer and click **Set Up**. Synchronisation then takes place automatically.
4. Falcon X4 running Android: install DXU on the PC, connect the mobile computer, enable developer mode (tap **Build Number** in **About Phone** several times), then **USB Debugging** in **Developer Options**. Unplug and plug the cable back in, then tap **Allow** on the mobile computer.
5. If DXU does not detect the Android mobile computer, Datalogic advises checking that USB debugging is enabled, trying another cable or another USB port and checking the drivers installed on the PC.

The Datalogic article on connecting to DXU is common to Android mobile computers and specifies that the menus may differ depending on the device and the Android version (the Android Falcon X4 runs Android 4.4).

Sources: Rugged Mobile Computer with 1D/2D Imager – Quick Start Guide (822002581 Rev. A, mai 2018) – Datalogic Falcon X4 quick start guide · [Connecting an Android Device to DXU via USB](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01098 · [Falcon X4 - Android - Firmware - Products - Datalogic Developer Portal](#)  – Datalogic developer portal (official documentation).



Why does my Datalogic Falcon X4 running Windows not connect to the Wi-Fi network?

Symptoms: network not found, WPA security missing from the list, dropouts.

Short answer: Check that your access points transmit in the Falcon X4's bands (802.11 b/g/n at 2.4 GHz, 802.11 a/n at 5 GHz) and create the profile in the **DL Wi-Fi** applet. For an old WPA-TKIP network, Datalogic describes a registry change, but recommends WPA2-AES. If there are dropouts, collect the Wi-Fi logs for support.

LIKELY CAUSE

According to the Datalogic addendum, the Falcon X4 works with 802.11 b/g/n (2.4 GHz) and 802.11 a/n (5 GHz) Wi-Fi, and with Bluetooth 4.0. The Datalogic knowledge base states that WPA-TKIP, considered obsolete and insecure by the Wi-Fi Alliance, must be enabled in the registry of X4 mobile computers running WEC7 before it appears in the DL Wi-Fi applet.

Caution: Datalogic points out that WPA-TKIP is obsolete and considered insecure: use WPA2-AES as soon as possible.

WHAT TO DO

1. Check your access points' band: 2.4 GHz (802.11 b/g/n) or 5 GHz (802.11 a/n). The addendum specifies that the 5.15 to 5.25 GHz band is restricted to indoor use.
2. Open the **DL Wi-Fi** applet, tap **New** to create a profile, and preferably choose WPA2-AES security.
3. Old network using WPA-TKIP only (Datalogic procedure for X4 devices running WEC7): perform a clean boot (see [clean boot](#)), use a registry editor to create the key `HKEY_LOCAL_MACHINE\WCU\TKIP` and a string value `TKIP = true`, run the **Persistent Registry** applet in the control panel, perform a warm boot, then check that the WPA types appear in DL Wi-Fi.

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4. If there are dropouts, collect the logs: **Start > Settings > Control Panel > WiFi**, enable logging, leave the mobile computer running long enough to reproduce the problem, then copy the files from the internal memory to a PC with the file explorer.
5. Do not restart the mobile computer before retrieving the logs: according to Datalogic, a restart can erase them. Then send them to technical support.

The Datalogic knowledge base articles cover “X4” mobile computers running WEC7 or Windows CE (Falcon X4 and Skorpion X4); the one on WPA does not mention the Falcon X4 by name.

Sources: Rugged Mobile Computer with 1D/2D Imager – Safety & Regulatory Addendum (852001200 Rev. A, janvier 2018) – Datalogic Falcon X4 safety and regulatory addendum · [Enabling WPA Encryption on X4 \(WEC7\)](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01447 · [WINDOWS: How to Retrieve WiFi Logs on X4 Devices](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01448 (official documentation).

My Datalogic Falcon X4 does not switch on or does not charge: causes and solutions

Putting the battery into service, charging, replacement and lithium-ion battery safety instructions, according to Datalogic.

Why does my new Datalogic Falcon X4 not switch on?

Symptoms: new mobile computer or one stored for a long time, no response to the ON/OFF key.

Short answer: According to Datalogic, the Falcon X4's main battery is disconnected at the factory to prevent excessive discharge and it is shipped less than half charged. Install it, place the mobile computer in its cradle and only use it after at least 4 hours of charging.



LIKELY CAUSE

The Datalogic addendum states: “By default, the main battery pack is disconnected at the factory to avoid damage due to excessive draining.” The quick start guide specifies that the battery is not fully charged on delivery and asks: “Do not use the Falcon X4 until batteries are charged for minimum 4 hours.”

Caution: According to the Datalogic safety addendum for the Falcon X4: use only batteries and charging accessories approved by Datalogic (an incorrect battery type presents a risk of explosion); do not short-circuit the contacts; do not disassemble, puncture or crush the battery.

WHAT TO DO

1. Insert the battery, contacts facing down, and press until the latch clicks twice.
2. Place the mobile computer in the single cradle connected to its power supply; according to the guide, the power supply is provided in the cradle's box.
3. Let it charge for at least 4 hours, at an ambient temperature between 0 and 35 °C.
4. Then switch on the mobile computer with the ON/OFF key.
5. If the mobile computer does not charge, see the [charging in the cradle](#) entry.

For a battery in storage, Datalogic recommends avoiding long periods at full charge or at very low charge and recharging it every two to three months.

Sources: Rugged Mobile Computer with 1D/2D Imager – Safety & Regulatory Addendum (852001200 Rev. A, janvier 2018) – Datalogic Falcon X4 safety and regulatory addendum · Rugged Mobile Computer with 1D/2D Imager – Quick Start Guide (822002581 Rev. A, mai 2018) – Datalogic Falcon X4 quick start guide (official documentation).

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Why does my Datalogic Falcon X4 not charge in its cradle?

Symptoms: mobile computer placed in the single cradle or connected to the cable, battery level not rising.

Short answer: Check that the cradle is powered by the specified Datalogic power supply, that the mobile computer is seated properly and that the room is between 0 and 35 °C. According to Datalogic, a non-approved power supply can damage the cradle, overheat or cause a fire.

LIKELY CAUSE

According to the Datalogic addendum, the Falcon X4 is powered by its lithium-ion battery or by a certified LPS/SELV power supply connected to the micro USB connector of the cable; the cradle receives a power supply of the same type through its connector. Datalogic asks you to use only the approved power supply for the cradle. Charging takes place at an ambient temperature between 0 and 35 °C.

Caution: Datalogic asks you to use only approved batteries, chargers and power supplies: another power supply can damage the cradle, overheat or cause a fire.

WHAT TO DO

1. Check that the single cradle is connected to its Datalogic power supply, provided in its box according to the quick start guide.
2. If you power the mobile computer by cable, Datalogic requires a certified LPS/SELV power supply connected to the micro USB connector of the cable.
3. Check that the battery is properly locked (two clicks) and that the mobile computer is correctly seated in the cradle.
4. Charge in a room between 0 and 35 °C, away from debris and combustible or chemical products.
5. For a new mobile computer, also see the first start-up entry: the battery is disconnected at the factory.

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Sources: Rugged Mobile Computer with 1D/2D Imager – Safety & Regulatory Addendum (852001200 Rev. A, janvier 2018) – Datalogic Falcon X4 safety and regulatory addendum · Rugged Mobile Computer with 1D/2D Imager – Quick Start Guide (822002581 Rev. A, mai 2018) – Datalogic Falcon X4 quick start guide (official documentation).

Why does my Datalogic Falcon X4 stop charging or get hot while charging?

Symptoms: charging stops, the mobile computer is warm in the cradle.

Short answer: According to Datalogic, the Falcon X4's battery may stop charging as a precaution to prevent overheating, and slight warmth during charging is normal. Charge between 0 and 35 °C, never in an enclosed space where heat builds up.

LIKELY CAUSE

The Datalogic addendum states: “As a safety precaution, the battery may stop charging to avoid overheating.” It sets the ambient charging temperature between 0 and 35 °C to obtain the maximum charging speed, and specifies that at the limits of the operating temperature the battery's performance may drop.

Caution: According to the Datalogic safety addendum for the Falcon X4: use only batteries and charging accessories approved by Datalogic (an incorrect battery type presents a risk of explosion); do not short-circuit the contacts; do not disassemble, puncture or crush the battery.

WHAT TO DO

1. Move the cradle to a room between 0 and 35 °C.
2. Never charge the mobile computer in an enclosed space where heat can build up.
3. Let the battery cool down before putting the mobile computer back on charge.
4. If the battery becomes abnormally hot, changes colour or shape or gives off a smell, see the [damaged battery](#) entry.

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Source: Rugged Mobile Computer with 1D/2D Imager – Safety & Regulatory Addendum (852001200 Rev. A, janvier 2018) – Datalogic Falcon X4 safety and regulatory addendum (official documentation).

Why do I have to switch off my Datalogic Falcon X4 before removing the battery?

Symptoms: battery to be replaced, spare battery to be installed.

Short answer: Datalogic asks you not to replace the battery while the mobile computer is switched on. Switch off the Falcon X4, pull the battery latch down and lift the battery out; to put a battery back, insert it with the contacts facing down and press until the latch clicks twice.

LIKELY CAUSE

The Datalogic addendum states: “Do not replace the battery pack when the device is turned on.” The battery compartment also houses the reset key and the microSD card holder.

Caution: According to the Datalogic safety addendum for the Falcon X4: use only batteries and charging accessories approved by Datalogic (an incorrect battery type presents a risk of explosion); do not short-circuit the contacts; do not disassemble, puncture or crush the battery.

STEP BY STEP

1. Switch off the mobile computer with the ON/OFF key.
2. Pull the battery latch down and lift the battery out.
3. Insert the approved battery, contacts facing down, and press until the latch clicks twice.
4. For spare batteries in storage, avoid long periods at full charge or at very low charge; Datalogic recommends recharging them every two to three months.

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5. Datalogic also recommends replacing the battery every year to avoid risks and maintain performance.

Sources: Rugged Mobile Computer with 1D/2D Imager – Safety & Regulatory Addendum (852001200 Rev. A, janvier 2018) – Datalogic Falcon X4 safety and regulatory addendum · Rugged Mobile Computer with 1D/2D Imager – Quick Start Guide (822002581 Rev. A, mai 2018) – Datalogic Falcon X4 quick start guide (official documentation).

The battery in my Datalogic Falcon X4 is getting hot, swelling or smells bad: should I replace it?

Symptoms: battery very hot, deformed, discoloured, unusual smell or leakage.

Short answer: Yes: Datalogic asks you to stop using a battery that gives off an unusual smell, becomes hot or changes colour or shape. Remove it with the mobile computer switched off and replace it with a Datalogic-approved battery.

LIKELY CAUSE

The Datalogic safety addendum for the Falcon X4 lists these signs as reasons to stop using the lithium-ion battery immediately. It also forbids disassembling, puncturing or crushing the battery and short-circuiting its contacts.

Caution: According to Datalogic, an incorrect battery type presents a risk of explosion: use only batteries and charging accessories approved by Datalogic.

WHAT TO DO

1. Stop using the battery.
2. Switch off the mobile computer, then remove the battery (latch pulled down).
3. If battery fluid leaks, avoid any contact with skin and eyes; in case of contact, rinse with water and seek medical advice.
4. Do not disassemble, puncture or crush the battery; do not short-circuit its contacts.
5. Install a Datalogic-approved battery (see [changing the battery](#)).

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When to call a technician: the battery is deformed, hot or leaking: stop using it and have it replaced with a Datalogic-approved battery.

Source: Rugged Mobile Computer with 1D/2D Imager – Safety & Regulatory Addendum (852001200 Rev. A, janvier 2018) – Datalogic Falcon X4 safety and regulatory addendum (official documentation).

How do I reset my Datalogic Falcon X4?

The procedure depends on the operating system: Recovery mode under Android, clean boot under Windows Embedded Compact 7.

How can I reset my Android Datalogic Falcon X4 to factory defaults?

Message: **Recovery** menu, **Factory Reset** option.

Short answer: Switch off the mobile computer, hold down the BACK and 0 keys, press POWER and keep all three keys held down until the Recovery menu appears. Then choose Factory Reset with the arrows and confirm with the HOME key. All user data is erased.

LIKELY CAUSE

The Datalogic knowledge base describes this reset through Recovery mode for the Skorpio X4 and Falcon X4 running Android. It is to be used when the mobile computer no longer responds or cannot be reset from its settings.

Caution: This procedure erases all user data on the mobile computer: back it up before you start. It applies to the Falcon X4 running Android; for the Falcon X4 running Windows, see the [clean boot](#) entry.

STEP BY STEP

1. Back up anything that needs to be kept: the reset erases all user data.

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2. Switch off the mobile computer completely.
3. Hold down the **BACK** and **0** keys, then press **POWER** without releasing them; keep all three keys held down until the Recovery menu appears.
4. Scroll through the options with the **UP** and **DOWN** arrows.
5. Highlight **Factory Reset** and confirm with the **HOME** key. The mobile computer erases the user data and returns to factory settings.

Source: [Factory Resetting Skorpio/Falcon X4 Android Devices via Recovery Mode](#) – Datalogic knowledge base (Customer Self-Service), article KA-01444 (official documentation).

How can I perform a clean boot on my Datalogic Falcon X4 running Windows?

Message: **Calibrate Touch Screen** screen or confirmation screen at the end of the procedure.

Short answer: The Datalogic knowledge base describes two methods for X4 mobile computers running Windows Embedded Compact 7: run the **Cold Reboot** applet while holding down the up and down arrows until the **Calibrate Touch Screen** screen appears, or remove the battery and use the SCAN key, the reset button and then ESC + 0. Back up your settings beforehand.

LIKELY CAUSE

Datalogic uses the clean boot before reconfiguring the registry (article on WPA for X4 devices running WEC7) and recommends it after a firmware update through DXU (article on WEC7 mobile computers). The Datalogic knowledge base also states that deleting the registry files **regf.1** and **regf.2** followed by a cold boot returns the mobile computer to the default registry settings.

Caution: Back up your data and settings before a clean boot. Remove the battery with the mobile computer switched off: Datalogic asks you not to replace the battery while the mobile computer is switched on.

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STEP BY STEP

1. Note down your settings (Wi-Fi profile, applications, registry): they may be lost.
2. Method 1 (X4 running WEC7 article): open **My Device > Windows** and run the **Cold Reboot** applet. Then hold down the up and down arrows on the front panel until the **Calibrate Touch Screen** screen appears, then complete the screen calibration.
3. Method 2 (WEC7 mobile computers article): with the mobile computer switched off, remove the main battery, hold down the orange **SCAN** key on the front panel, press the reset button located in the battery compartment, then release **SCAN**.
4. Put the battery back and immediately hold down **ESC + 0**. On the confirmation screen, choose **Yes**.
5. After the restart, check your Wi-Fi profile and your settings, and recreate them if necessary.

Both articles cover Datalogic X4 or WEC7 mobile computers in general (the Skorpion X4 shares the platform); the Falcon X4 quick start guide confirms that the reset key is located under the battery.

Sources: [Enabling WPA Encryption on X4 \(WEC7\)](#) – Datalogic knowledge base (Customer Self-Service), article KA-01447 · [DXU Firmware Upgrade Procedure for WEC7 Devices](#) – Datalogic knowledge base (Customer Self-Service), article KA-01075 · [Deleting Registry Files on Datalogic Windows CE Mobile Scanners](#) – Datalogic knowledge base (Customer Self-Service), article KA-01319 · Rugged Mobile Computer with 1D/2D Imager – Quick Start Guide (822002581 Rev. A, mai 2018) – Datalogic Falcon X4 quick start guide · Rugged Mobile Computer with 1D/2D Imager – Safety & Regulatory Addendum (852001200 Rev. A, janvier 2018) – Datalogic Falcon X4 safety and regulatory addendum (official documentation).

Why does my Datalogic Falcon X4 show a licence error when launching Wavelink Terminal Emulation?

Message: licence error or missing licence when launching Wavelink TE.

Short answer: According to Datalogic, a pre-installed Wavelink TE licence no longer works if a version of TE newer than the original one has been installed, or if the motherboard has been replaced during a repair. Reinstall a version of TE

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matching the mobile computer's date of manufacture, or ask Datalogic support for an authorisation code.

LIKELY CAUSE

The quick start guide states that Falcon X4 devices running Windows Embedded Compact 7 are supplied with the Wavelink Avalanche and Terminal Emulation instructions. The Datalogic knowledge base cites two causes of licence errors on mobile computers with a pre-installed TE licence: a manually installed version of TE newer than the one supplied, or a replaced motherboard that no longer carries the original licence.

WHAT TO DO

1. Check whether a version of Wavelink TE was installed after the mobile computer was delivered.
2. If so, reinstall a version of TE that matches the mobile computer's date of manufacture; Datalogic refers you to the Ivanti Wavelink support site for compatible versions.
3. If the motherboard was replaced during a repair, send the mobile computer's serial number to Datalogic support and ask for an authorisation code to reactivate the licence.
4. Keep a list of the serial numbers of repaired mobile computers; for a large fleet, Datalogic suggests managing licences centrally with Ivanti Avalanche or Velocity Console.

When to call a technician: the motherboard has been replaced: only Datalogic support can provide, from the serial number, the authorisation code that reactivates the pre-installed licence.

The Datalogic article covers all mobile computers supplied with a pre-installed Wavelink TE licence; it does not name a model.

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Sources: [Resolving Wavelink TE License Errors on Pre-Licensed Devices](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01576 · Rugged Mobile Computer with 1D/2D Imager – Quick Start Guide (822002581 Rev. A, mai 2018) – Datalogic Falcon X4 quick start guide (official documentation).

My Datalogic Falcon X4 needs to be restarted or updated: how do I do it?

Cold boot, firmware update through DXU or Avalanche, and memory setting under Windows CE.

How can I cold boot my Datalogic Falcon X4 running Windows?

Symptoms: registry setting to be applied, mobile computer to be fully restarted.

Short answer: The Datalogic knowledge base describes the hardware cold boot of Windows CE mobile computers: remove the battery, hold down the SCAN key, press the reset button at the bottom of the battery compartment, put the battery back and switch on again. The warm boot, for its part, is used to apply a saved change.

LIKELY CAUSE

The Falcon X4 quick start guide places the reset key under the battery. The Datalogic knowledge base uses the cold boot to apply a deletion of the registry files and the warm boot to apply a registry change saved with the **Persistent Registry** applet.

Caution: Datalogic asks you not to replace the battery while the mobile computer is switched on.

STEP BY STEP

1. Save your current work in the application.
2. Switch off the mobile computer, then remove the main battery (latch pulled down).

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3. Hold down the **SCAN** key and, without releasing it, press the reset button located at the bottom of the battery compartment.
4. Put the battery back (two clicks of the latch) and switch the mobile computer back on.
5. If you have changed the registry, first run the **Persistent Registry** applet in the control panel so that the change survives the restart.

The procedure comes from a Datalogic article on Windows CE mobile computers, whose keywords mention the X3 and X4 running WEC7. To return to factory settings, see the [clean boot](#) entry.

Sources: [Deleting Registry Files on Datalogic Windows CE Mobile Scanners](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01319 · [Enabling WPA Encryption on X4 \(WEC7\)](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01447 · Rugged Mobile Computer with 1D/2D Imager – Quick Start Guide (822002581 Rev. A, mai 2018) – Datalogic Falcon X4 quick start guide · Rugged Mobile Computer with 1D/2D Imager – Safety & Regulatory Addendum (852001200 Rev. A, janvier 2018) – Datalogic Falcon X4 safety and regulatory addendum (official documentation).

How can I update the firmware on my Datalogic Falcon X4?

Symptoms: mobile computer to be upgraded, fix published by Datalogic.

Short answer: The firmware is downloaded from the Datalogic developer portal, Falcon X4 page (Windows or Android), Firmware section. Under Windows Embedded Compact 7, it is installed with DXU, DFU or Wavelink Avalanche; under Android 4.4, with DXU. Keep the mobile computer charged and connected throughout the update.

LIKELY CAUSE

For the Falcon X4 running WEC 7.0, the Datalogic developer portal publishes versions up to 2.02.073 (24/03/2021), each as an Avalanche package and as a GA version, and for the Falcon X4 running Android 4.4, full OTA images up to v2.08.01 (16/06/2021). The Datalogic knowledge base describes installation through DXU for WEC7 and Android mobile computers.

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Caution: According to Datalogic, interrupting the update can corrupt the firmware: do not disconnect the mobile computer or cut the power before it has finished.

WHAT TO DO

1. On a PC, open the Datalogic developer portal, Mobile Computers > **Products** section, choose Falcon X4 (Windows or Android) then **Firmware**, and download the package that matches your tool (Avalanche or DFU/DXU). Check that it is compatible with your model.
2. Windows (WEC7) with DXU: connect the mobile computer to the PC through the cradle and a USB cable, check the Windows Mobile Device Center synchronisation, open DXU, click the image of the mobile computer, then **Firmware Utility**, **Browse** (unzipped file) and **Start Update**. The transfer can take up to 10 minutes; the mobile computer restarts by itself.
3. Datalogic then recommends a clean boot (see [clean boot](#)).
4. Android 4.4 with DXU: connect the mobile computer to DXU (USB debugging enabled), click the **DEVICE** icon, then **Firmware Utility**, choose the firmware ZIP file and click **Start Update**. The mobile computer restarts with the new firmware.
5. For a fleet of Windows mobile computers, Datalogic recommends Wavelink Avalanche for centralised deployment.
6. Throughout the update, keep the mobile computer charged or powered and do not disconnect it.

When to call a technician: the Android firmware cannot be downloaded: Datalogic restricts the firmware download for its Android mobile computers to devices covered by an active Datalogic Shield contract.

The Android release notes published for the Falcon X4 are named “DL-Axist_X4”. The Falcon X4 is listed among the obsolete products in the [datalogic.com](#) download centre.

Sources: [Falcon X4 - Windows - Firmware - Products - Datalogic Developer Portal](#)  – Datalogic developer portal · [Falcon X4 - Android - Firmware - Products - Datalogic Developer Portal](#)  – Datalogic developer portal · [Products - Mobile Computers - Datalogic Developer Portal](#)  – Datalogic developer portal ·

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[WINDOWS: How to Download New Firmware for Datalogic Devices](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01095 · [DXU Firmware Upgrade Procedure for WEC7 Devices](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01075 · [Upgrading Android Firmware on Datalogic Devices Using DXU](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01097 · [Connecting an Android Device to DXU via USB](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01098 · [How to Download and Install New Firmware on a Datalogic Android Device](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01096 · [Downloads - Datalogic](#) [↗](#) – datalogic.com download centre (official documentation).

Why does the memory slider on my Datalogic Falcon X4 running Windows return to its original position?

Symptoms: the memory allocation setting does not seem to be saved.

Short answer: According to Datalogic, the memory slider on X4 mobile computers running Windows CE can visually return to its position even if the setting is applied. Stay within the permitted range (generally up to 128 MB for system memory) and restart the mobile computer for the new allocation to take effect.

LIKELY CAUSE

The Datalogic knowledge base describes a known limitation of Windows CE, common to all devices running this system and which Datalogic cannot change: the slider that allocates memory between programs and storage can be redisplayed in its original position. If the value exceeds the permitted limit, the slider returns to the maximum.

WHAT TO DO

1. Set the memory allocation while staying within the permitted range, generally up to 128 MB for system memory according to Datalogic.
2. Do not rely on the slider position to check the setting: according to Datalogic, it may be applied even if the slider moves back.
3. Restart the mobile computer for the new allocation to take effect.
4. Avoid changing this setting often: Datalogic states that doing so can affect system stability.

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The article covers Datalogic X4 mobile computers running Windows CE; it does not mention the Falcon X4 by name.

Source: [Changing and Persisting the Memory Slider on Datalogic X4 Mobile Scanners \(Windows CE\)](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01317 (official documentation).

The touch screen on my Datalogic Falcon X4 responds poorly: causes and solutions

Internet Explorer's tap-to-zoom is disabled through the registry, with DXU.

Why does Internet Explorer zoom in as soon as I touch the screen of my Datalogic Falcon X4?

Symptoms: the web page enlarges every time the touch screen is tapped.

Short answer: On X4 mobile computers running Windows Embedded Compact 7, Datalogic disables this zoom by adding two registry values with the DXU tool, over the Wi-Fi network. You need a PC on the same network as the mobile computer, with DXU installed.

LIKELY CAUSE

The Datalogic knowledge base reports that Internet Explorer's zoom is activated by touch on X4 mobile computers running WEC7 (keywords: Falcon X4 and Skorpion X4), which interferes with some web applications.

WHAT TO DO

1. Switch on the mobile computer, connect it to Wi-Fi and note its IP address (tap the Wi-Fi icon in the taskbar).
2. On a PC on the same network, open DXU, click **Add Device**, enter the IP address, then select the mobile computer and choose **Configure This Device**.

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3. Click **Registry Data** (left panel then right panel), then **Add**, and add in
HKEY_CURRENT_USER : \Software\Microsoft\Internet Explorer\Gesture ,
value `GestureCapabilities` = `00000710` .
4. In the same way, add \Software\Microsoft\Internet
Explorer\EditActivation , value `EnableEditActivation` = `00000000` .
5. Check that both entries appear, save the configuration with **Save As** if you wish,
then click **Apply Configuration** and **Apply**.
6. If the mobile computer switches off during the operation, switch it back on, reconnect
it to Wi-Fi and apply the configuration again.

Source: [Disabling the Zoom Feature in Internet Explorer on Datalogic X4 WEC7 Devices](#) – Datalogic
knowledge base (Customer Self-Service), article KA-01294 (official documentation).

Other questions about the Datalogic Falcon X4

Installing the microSD card, according to the quick start guide.

How can I install a microSD card in my Datalogic Falcon X4?

Symptoms: microSD card not recognised or incorrectly inserted.

Short answer: The Falcon X4's microSD card holder is located under the battery. Switch off the mobile computer, remove the battery, slide the holder to the right and lift it, insert the card with the printed side facing up, then close the holder and slide it to the left to lock it.

LIKELY CAUSE

According to the Datalogic quick start guide, the microSD card is installed with the mobile computer switched off and the battery removed, in a holder that locks by sliding.



Caution: Datalogic asks you not to replace the battery while the mobile computer is switched on.

STEP BY STEP

1. Switch off the mobile computer.
2. Pull the battery latch down and remove the battery.
3. Slide the card holder to the right, then lift it.
4. Insert the microSD card, printed side facing up.
5. Close the holder and slide it to the left to lock it.
6. Put the battery back (two clicks of the latch) and switch the mobile computer back on.

Sources: Rugged Mobile Computer with 1D/2D Imager – Quick Start Guide (822002581 Rev. A, mai 2018) – Datalogic Falcon X4 quick start guide · Rugged Mobile Computer with 1D/2D Imager – Safety & Regulatory Addendum (852001200 Rev. A, janvier 2018) – Datalogic Falcon X4 safety and regulatory addendum (official documentation).

When should you call a technician for a Datalogic Falcon X4 mobile computer?

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

- **Damaged scanning optics:** Datalogic specifies that only the manufacturer may repair the optical system: do not open the optical compartment.
- **Battery deformed, hot or leaking:** Stop using it and have it replaced with a Datalogic-approved battery.
- **Wavelink TE licence after repair:** If the motherboard has been replaced, only Datalogic support can provide, from the serial number, the authorisation code that reactivates the licence.

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- **Android firmware not accessible:** Datalogic restricts the firmware download for its Android mobile computers to devices covered by an active Datalogic Shield contract.

Avoiding recurring faults on the Datalogic Falcon X4 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.

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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).

Datalogic Falcon X4 mobile computer troubleshooting: frequently asked questions

How do I reset an Android Falcon X4?

Switch off the mobile computer, hold down the BACK and 0 keys, press POWER and keep all three keys held down until the Recovery menu appears. Then choose Factory Reset with the arrows and confirm with the HOME key. All user data is erased. [See the detailed entry.](#)

How do I perform a clean boot on a Falcon X4?

The Datalogic knowledge base describes two methods for X4 mobile computers running Windows Embedded Compact 7. The first runs the Cold Reboot applet while holding down the up and down arrows until the Calibrate Touch Screen screen appears. The second uses the SCAN key, the reset button under the battery and then ESC + 0 when the battery is put back. [See the detailed entry.](#)

How long should I charge a new Falcon X4?

Datalogic asks you not to use the Falcon X4 until it has charged for at least 4 hours. The main battery is disconnected at the factory and shipped less than half charged. [See the detailed entry.](#)

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At what temperature should I charge a Falcon X4?

According to Datalogic, the Falcon X4 charges at an ambient temperature between 0 and 35 °C. The battery may stop charging as a precaution to prevent overheating. Never charge the mobile computer in an enclosed space where heat builds up. [See the detailed entry.](#)

What is the latest firmware version for the Falcon X4?

On the Datalogic developer portal, the latest version published for the Falcon X4 running Windows Embedded Compact 7 is 2.02.073, dated 24 March 2021. For the Falcon X4 running Android 4.4, it is v2.08.01, dated 16 June 2021. [See the detailed entry.](#)

How do I connect a Falcon X4 to a PC?

Under Windows Embedded Compact 7, the Falcon X4 synchronises with Windows Mobile Device Center (Windows Vista and 7) or ActiveSync (Windows XP), through the HandyLink cable or the single cradle. Under Android, the DXU tool requires USB debugging to be enabled on the mobile computer. [See the detailed entry.](#)

How do I clean a Falcon X4?

Datalogic recommends cleaning the Falcon X4 regularly with a soft cloth lightly moistened with water or 70% isopropyl alcohol, with no other product or abrasive pad. Do not immerse the mobile computer in a liquid. [See the detailed entry.](#)

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Sources consulted

All the causes, procedures and signals in this guide come from the documents and pages below from the official Datalogic documentation (Datalogic guides for the Falcon X4, developer portal, download centre and Datalogic knowledge base), consulted on 20 October 2026.

- Rugged Mobile Computer with 1D/2D Imager – Quick Start Guide (822002581 Rev. A, mai 2018) – Datalogic Falcon X4 quick start guide **official**
- Rugged Mobile Computer with 1D/2D Imager – Safety & Regulatory Addendum (852001200 Rev. A, janvier 2018) – Datalogic Falcon X4 safety and regulatory addendum **official**
- [Falcon X4 - Windows - Technical-docs - Products - Datalogic Developer Portal](#)  – Datalogic developer portal **official**
- [Falcon X4 - Android - Technical-docs - Products - Datalogic Developer Portal](#)  – Datalogic developer portal **official**
- [Falcon X4 - Windows - Firmware - Products - Datalogic Developer Portal](#)  – Datalogic developer portal **official**
- [Falcon X4 - Android - Firmware - Products - Datalogic Developer Portal](#)  – Datalogic developer portal **official**
- [Products - Mobile Computers - Datalogic Developer Portal](#)  – Datalogic developer portal **official**
- [Downloads - Datalogic](#)  – datalogic.com download centre **official**
- [Factory Resetting Skorpio/Falcon X4 Android Devices via Recovery Mode](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01444 **official**
- [Enabling WPA Encryption on X4 \(WEC7\)](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01447 **official**
- [WINDOWS: How to Retrieve WiFi Logs on X4 Devices](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01448 **official**
- [Deleting Registry Files on Datalogic Windows CE Mobile Scanners](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01319 **official**
- [DXU Firmware Upgrade Procedure for WEC7 Devices](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01075 **official**
- [WINDOWS: How to Download New Firmware for Datalogic Devices](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01095 **official**

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- [Changing and Persisting the Memory Slider on Datalogic X4 Mobile Scanners \(Windows CE\)](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01317 **official**
- [Resolving Wavelink TE License Errors on Pre-Licensed Devices](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01576 **official**
- [Disabling the Zoom Feature in Internet Explorer on Datalogic X4 WEC7 Devices](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01294 **official**
- [How to Download and Install New Firmware on a Datalogic Android Device](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01096 **official**
- [Upgrading Android Firmware on Datalogic Devices Using DXU](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01097 **official**
- [Connecting an Android Device to DXU via USB](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01098 **official**

The manuals “Falcon X4 with Android User Manual (ENG)” and “Falcon X4 with Windows Embedded Compact 7 User Manual (ENG)”, as well as the firmware release notes, listed on the Datalogic developer portal, were not consulted for this guide and are not cited. 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): [Datalogic Falcon X4](#)
- [All troubleshooting guides for Datalogic scanners and mobile computers](#) (PowerScan 9100, PowerScan 9500, PowerScan 9600, Matrix 120, Matrix 220, Matrix 320, Falcon X60 / X65, Memor X3, Skorpion X3, Skorpion X4, Skorpion X40/X45, Skorpion X5)
- [Maintenance and repair of Datalogic 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/datalogic/falcon-x4>, updated on 21 October 2026.

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