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### TROUBLESHOOTING GUIDE

# Datalogic Falcon X60 / X65 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Datalogic documentation, Datalogic technical documentation (Datalogic Settings, Battery Manager, Dock Manager, Scan2Deploy), DS-FALCONX60-X65-EN Rev A data sheet and Datalogic knowledge base (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

**See the Datalogic Falcon X60 - X65 product page** →

**In brief.** The Datalogic Falcon X60 is an ultra-rugged mobile computer running Android 15, with a physical keypad and a removable pistol grip; the Falcon X65 uses the same platform with 5G (data) and GPS. Both models are configured in the Datalogic Settings application, and the Datalogic documentation links most scanning or transmission problems to a scanner setting: triggers, scan mode, keyboard wedge, suffix. This guide covers the settings and procedures published by Datalogic: long-range scanning with the TrueAim trigger, Green Spot feedback, Wi-Fi 6E, 7,000 mAh battery, cradles, firmware update and configuration reset. Click a question to open the entry.

- **The mobile computer no longer beeps or a message appears:** find the signal in the [lookup table](#) and open the matching entry.
- **The scanner does not scan, or the data arrives incorrectly:** see the [scanning](#) and [data transmission](#) sections.

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- **There is a problem with the battery or the cradle:** see the [battery and charging](#) section.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

## What do the signals on my Datalogic Falcon X60 / X65 mean? Find your signal

The Falcon X60/65 confirms a good read with the Green Spot, a light, a beep and a vibration; the Datalogic applications (Scan2Deploy, Dock Manager, Battery Manager) display their own states. The table links each signal to its cause and to the troubleshooting entry.

| Signal or message                                                            | Green Spot / light<br>(Datalogic docs) | Likely cause                                                                        | Entry                                              |
|------------------------------------------------------------------------------|----------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------|
| Scan with no beep and no Green Spot (the barcode arrives in the application) | ○ no Green Spot and no good read light | Good read feedback disabled (Good Read) or beep volume at zero                      | <a href="#">Good read feedback</a>                 |
| No response when the trigger is pressed                                      | ○ none                                 | Scanner disabled, scan source set to the camera, triggers or symbologies disabled   | <a href="#">The scanner no longer scans</a>        |
| Good read beep, but input field empty                                        | ● green Green Spot                     | Keyboard Wedge disabled, limited to the active field, or application in intent mode | <a href="#">Nothing appears in the application</a> |

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| Signal or message                                   | Green Spot / light<br>(Datalogic docs) | Likely cause                                                                                 | Entry                                               |
|-----------------------------------------------------|----------------------------------------|----------------------------------------------------------------------------------------------|-----------------------------------------------------|
| The scanner scans without the trigger being pressed | —                                      | Always On mode, motion triggering or presentation mode active                                | <a href="#"><u>Scanning without the trigger</u></a> |
| Scan2Deploy: Fail step                              | —                                      | The step did not complete; applying the profile stopped                                      | <a href="#"><u>Scan2Deploy failure</u></a>          |
| Scan2Deploy: Warning step                           | —                                      | Step completed with non-blocking problems                                                    | <a href="#"><u>Scan2Deploy failure</u></a>          |
| Dock Manager: Dock Status = Error                   | —                                      | Cradle in error: check the power supply and the fault history                                | <a href="#"><u>Charging in the cradle</u></a>       |
| Dock Manager: Fast Charge Status = Disabled         | —                                      | Fast charging disabled: Datalogic states that it switches off when cradles are daisy-chained | <a href="#"><u>Charging in the cradle</u></a>       |
| Battery Manager: warning in Health                  | —                                      | Potential error reported on the battery                                                      | <a href="#"><u>Battery health</u></a>               |

The signals come from the Datalogic technical documentation (Good Read, Notification, Scan2Deploy Agent, Dock Manager and Battery Info pages). A dash means that the page consulted does not specify the light state. The pages consulted do not describe the charging lights on the mobile computer or those on the cradles.

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# My Datalogic Falcon X60 no longer beeps after a scan: causes and solutions

The good read Green Spot, light, beep and vibration are set separately in Datalogic Settings.

## Why does my Datalogic Falcon X60 no longer beep or show the Green Spot after a scan?

Beeps: none · Light: no Green Spot and no good read light, although the barcode arrives in the application.

**Short answer:** The good read feedback options are set separately in **Datalogic Settings > Scanner & Decoder > Good Read: Enable good read, Enable Green Spot, Enable good read LED** and **Enable vibrator**. The beep volume is set on the **Notification** page (**Good read audio volume**).

### LIKELY CAUSE

According to Datalogic, the Falcon X60/65 confirms a good read with the Green Spot (green dot projected onto the barcode), a light, a sound and a vibration, each of which can be enabled separately on the **Good Read** page. The sound goes through the audio channel chosen in **Good read audio channel** (Scanner, Music, Voice-call, Alarm or Ring) and its volume is set in **Good read audio volume**.

### WHAT TO DO

1. Open **Datalogic Settings > Scanner & Decoder > Good Read**.
2. Enable **Enable good read**, then the feedback you want: **Enable Green Spot, Enable good read LED** and **Enable vibrator**.
3. Open **Scanner & Decoder > Notification**: check **Good read audio mode** (tone or audio file) and **Good read audio channel**, then turn up **Good read audio volume**.



4. If the Green Spot disappears too quickly, set **Good read duration** or **Good read timeout**: the latter sets how long the light and the Green Spot stay on after decoding, unless the trigger is released first.
5. If the mobile computer does not respond to the trigger at all, see the [scanner no longer scans](#) entry.

According to the Datalogic data sheet, the Green Spot is available on all Falcon X60/65 scan engines; it remains visible up to 10 m with the extra-long-range (XLR) engine.

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Sources: [Good Read | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Notification | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [FALCON X60-X65 – Technical Specifications \(DS-FALCONX60-X65-EN Rev A\)](#) – Datalogic Falcon X60-X65 data sheet · [Falcon X60/65: Handheld Mobile Computers – Datalogic](#)  – Datalogic Falcon X60/65 product page (official documentation).

## My Datalogic Falcon X60 no longer scans barcodes: causes and solutions

Scanning depends on the engine installed (standard, long-range or XLR) and on the scanner settings: trigger, scan mode, aiming, symbologies.

### Why does my Datalogic Falcon X60 mobile computer no longer scan barcodes?

Symptoms: no Green Spot, no beep, nothing happens when the trigger is pressed.

**Short answer:** Open **Datalogic Settings > Scanner & Decoder**: check that the scanner is enabled (**Enable Scanner**) and that the scan source is the scan engine (**Scan engine**). Then check that the triggers are not disabled in the physical keypad settings. If only one barcode type is not read, reset the symbologies configuration.



## LIKELY CAUSE

According to the Datalogic Settings documentation, several settings stop scanning: the internal scanner disabled (**Enable Scanner**), the scan source switched to the rear camera (**Input type** set to **Camera rear**), the physical triggers disabled (**Triggers**, active by default) or symbologies disabled.

## WHAT TO DO

1. Open **Datalogic Settings > Scanner & Decoder > Scanner Options** and enable **Enable Scanner**.
2. In **Scanner & Decoder > Input Selection**, check that **Input type** is set to **Scan engine** (default value) and not to **Camera rear**.
3. In **Keyboard & Touch > Physical keyboard**, check that **Triggers** is enabled: this setting enables or disables the triggers.
4. Still in **Scanner Options**, check **Enable Illumination** (illumination helps decoding) and **Enable Aim** (laser aiming).
5. If only one barcode type is not read, open **Scanner & Decoder > Symbologies Configuration** and tap **Reset symbologies configuration** to return to the default configuration, or **Enable all symbologies** to run a test.
6. If scanning does not come back, tap **Reset configuration** at the bottom of the **Scanner Options** screen to return this page to its default values (see [resetting the settings](#)).

Datalogic specifies that the Datalogic Settings options may vary depending on the device, the region and the software version.

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Sources: [Scanner Options | Technical Documentation](#) · [Input Selection | Technical Documentation](#) · [Physical keyboard | Technical Documentation](#) · [Symbologies Configuration | Technical Documentation](#) · [Datalogic Settings | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) (official documentation).

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## Why does my Datalogic Falcon X60 not read barcodes at the top of racks?

Symptoms: distant labels not read, aimer hard to place on a high barcode.

**Short answer:** The range depends on the scan engine: Datalogic offers the Falcon X60/65 in a standard, long-range or extra-long-range (XLR) version. Use the two-stage TrueAim trigger (**Half Trigger** mode) and enable **Enhance DoF**, which extends the maximum scanning distance.

### LIKELY CAUSE

Datalogic offers the Falcon X60/65 with three 2D engines: standard range (DE2121-DL), long range (DE2121-ER) and extra-long-range XLR (DE2172). The product page states reading up to 20 m and a Green Spot visible up to 10 m; the data sheet specifies that these 10 m apply to the XLR engine. Target mode (**Enable Target Mode**) projects an aiming pattern before scanning, and its **Half Trigger** option enables the two-stage TrueAim trigger, designed according to Datalogic for faster and more accurate long-distance scanning.

**Caution:** According to the Datalogic data sheet, the Falcon X60/65 aimer uses a Class 2 laser diode (IEC/EN 60825-1).

### WHAT TO DO

1. Identify the scan engine: **Datalogic Settings > Device > Device Information** shows the engine (scan engine) in the detailed hardware information.
2. Open **Datalogic Settings > Scanner & Decoder > Scanner Options**, enable **Enable Target Mode** and choose **Half Trigger**: according to Datalogic, this mode enables the two-stage TrueAim trigger.
3. Enable **Enhance DoF**, which extends the maximum scanning distance.
4. Check that **Enable Aim** (laser aiming) and **Enable Illumination** (illumination) are enabled.

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5. If scanning stops before it succeeds, increase **Decode Timeout**, the maximum decoding time.

Sources: [Falcon X60/65: Handheld Mobile Computers – Datalogic](#) [↗](#) – Datalogic Falcon X60/65 product page · [FALCON X60-X65 – Technical Specifications \(DS-FALCONX60-X65-EN Rev A\) – Datalogic Falcon](#) · [X60-X65 data sheet](#) · [Falcon X60/65: BUILT FOR HARD WORK, HEAVY INPUT & THE HIGHEST SHELVES - Datalogic](#) [↗](#) – Datalogic press release of 18 June 2026 · [Scanner Options | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) · [Device Information | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) · [Falcon X60-X65](#) [↗](#) – Datalogic list of models and accessories (Models & Accessories) (official documentation).

## Why does my Datalogic Falcon X60 not read barcodes displayed on a screen?

Symptoms: paper labels are read, but not barcodes displayed on a monitor or a smartphone.

**Short answer:** Enable the anti-reflection display mode: **Datalogic Settings > Scanner & Decoder > Scanner Options > Display Mode**. According to Datalogic, this setting optimises the reading of barcodes displayed on a screen.

### LIKELY CAUSE

The Datalogic knowledge base describes this setting for Datalogic Android mobile computers with a 2D scanner that need to read barcodes displayed on a PC screen or a monitor. The Datalogic Settings documentation calls it **Display Mode (Antireflex)**.

### WHAT TO DO

1. Open **Datalogic Settings**.
2. Tap **Scanner & Decoder**, then **Scanner Options**.
3. Tap **Display Mode** and slide the switch to the enabled position.
4. Scan the barcode displayed on the screen again.

The Datalogic knowledge base article is common to Datalogic Android mobile computers with a 2D scanner; it does not mention the Falcon X60/65 by name.



Sources: [Android Devices with 2D Scanner Reading Barcodes from Monitors](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01715 · [Scanner Options | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) (official documentation).

## Why does my Datalogic Falcon X60 read a different barcode from the one I am aiming at?

Symptoms: several barcodes close together on a label or a shelf, the wrong barcode is read.

**Short answer:** Enable **Enable Picklist** in **Datalogic Settings > Scanner & Decoder > Scanner Options**. According to Datalogic, the mobile computer then decodes only the targeted barcode when several barcodes are close together.

### LIKELY CAUSE

Datalogic provides the **Enable Picklist** setting for barcodes that are close together: it restricts decoding to the barcode you are aiming at. Multiple scan mode (**Enable Multi Scan**), on the other hand, captures several barcodes in succession.

### WHAT TO DO

1. Open **Datalogic Settings > Scanner & Decoder > Scanner Options**.
2. Enable **Enable Picklist**.
3. Check that **Enable Aim** is enabled so that you can see the aimer, and place it on the barcode you want.
4. If **Enable Multi Scan** is enabled although you only scan one barcode at a time, disable it, or check **Number of Labels**, the number of labels to be read for confirmation.

Source: [Scanner Options | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) (official documentation).

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## Why does my Datalogic Falcon X60 scan by itself, without the trigger being pressed?

Symptoms: the scanner switches on or reads barcodes when the mobile computer moves, or continuously.

**Short answer:** Three settings trigger scanning without the trigger: the **Always On** scan mode, motion triggering (**Motion Trigger Enable**) and presentation mode (**Presentation Mode**). Set **Scan Mode** back to **Single** and disable any automatic triggering you do not need.

### LIKELY CAUSE

According to the Datalogic Settings documentation, **Always On** mode scans continuously without the trigger being pressed, **Motion Trigger Enable** starts scanning when the mobile computer moves quickly and **Presentation Mode** starts scanning when motion is detected.

### WHAT TO DO

1. Open **Datalogic Settings > Scanner & Decoder > Scanner Options** and set **Scan Mode** to **Single**: scanning stops as soon as a barcode is read, the trigger is released or the decoding timeout expires.
2. On the same page, under **Partial Results**, disable **Presentation Mode** if you do not use it.
3. Open **Keyboard & Touch > Physical keyboard > Triggers** and disable **Motion Trigger Enable**, or lower **Motion Trigger Sensitivity** (**Sensitive**, **Intermediate** or **Dull**).
4. Datalogic states that these settings can also be set by the SDK, OEMConfig or Scan2Deploy Studio: on a mobile computer managed by your IT department, check with the fleet administrator.



Sources: [Scanner Options | Technical Documentation](#) · [Physical keyboard | Technical Documentation](#) · [Keyboard Wedge | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) (official documentation).

## The barcodes scanned by my Datalogic Falcon X60 arrive incorrectly in the application: causes and solutions

The Keyboard Wedge, the Intent Wedge and the formatting settings determine what the application receives.

### Why does my Datalogic Falcon X60 beep when scanning but nothing appears in the application?

Symptoms: good read beep and Green Spot, but the input field remains empty.

**Short answer:** The barcode is read but not sent to the application. In **Datalogic Settings > Scanner & Decoder > Wedge**, check that **Enable keyboard wedge** is enabled; if **Keyboard wedge only on focus** is enabled, tap the input field first. If your application receives barcodes by intent, it is the **Intent Wedge** settings that need checking.

#### LIKELY CAUSE

According to Datalogic, the Keyboard Wedge sends the scanned data to the foreground application as keystrokes; if it is disabled, nothing is entered. With **Keyboard wedge only on focus**, the data only goes to the active text field. An application that listens to the scanner by intent depends on the Intent Wedge settings (action, category, data keys).



## WHAT TO DO

1. Open **Datalogic Settings > Scanner & Decoder > Wedge**.
2. Enable **Enable keyboard wedge** (enabled by default according to Datalogic).
3. If **Keyboard wedge only on focus** is enabled, place the cursor in the input field before scanning, or disable this setting to send the data to the foreground application.
4. If your application receives barcodes by intent, check the expected values with its publisher: **Enable intent wedge**, **Intent action** (by default `com.datalogic.decodewedge.decode_action`) and **Intent category** (by default `com.datalogic.decodewedge.decode_category`).
5. If the mobile computer does not beep either, the problem lies with scanning: see the [scanner no longer scans](#) entry.

Sources: [Wedge | Technical Documentation](#) · [Keyboard Wedge | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) (official documentation).

## Why does my Datalogic Falcon X60 send missing or wrong characters to the application?

Symptoms: extra characters, missing characters or characters different from the scanned barcode.

**Short answer:** Change the Keyboard Wedge input mode in **Datalogic Settings > Scanner & Decoder > Wedge > Keyboard wedge input mode: Text Injection, Key Pressure** or **Commit Text**. Also check on the **Formatting** page that no prefix or symbology identifier is added.

## LIKELY CAUSE

Datalogic offers three input modes: **Text Injection** (the barcode is injected into the field; default mode), **Key Pressure** (the barcode is converted into keystrokes) and **Commit Text** (text injected for printable characters, simulated keystrokes for the others). The



formatting settings also change the data sent: prefix, suffix, code identifier (**Send code ID**), replacement of the GS separator or removal of non-printable characters.

### WHAT TO DO

1. Open **Datalogic Settings > Scanner & Decoder > Wedge** and try each of the **Keyboard wedge input mode** modes in turn.
2. In **Text Injection** or **Commit Text** mode, if non-printable characters (tab, carriage return) are lost, increase **Non-printable key event delay**, the delay applied before and after each of these characters.
3. Open **Scanner & Decoder > Formatting** and check **Label prefix**, **Label suffix** and **Send code ID** (set it to **None** if the application does not expect an identifier).
4. For GS1 barcodes, check **Group Separator replacement** and **Remove non-printable characters**, which change or remove the GS separator.
5. If the characters typed on the physical keypad are also wrong, see the [physical keypad](#) entry.

Sources: [Wedge | Technical Documentation](#) · [Keyboard Wedge | Technical Documentation](#) · [Formatting | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) (official documentation).

## Why does my Datalogic Falcon X60 not confirm the entry after scanning a barcode?

Symptoms: the barcode appears but you have to press Enter or move to the next field manually.

**Short answer:** Add a suffix: **Datalogic Settings > Scanner & Decoder > Formatting > Label suffix**, then **Add special**, and choose the character the application expects (CR, LF or TAB). The Keyboard Wedge's **IME action after sending data** setting can also send a confirmation action.



### LIKELY CAUSE

According to Datalogic, the suffix (**Label suffix**) is the text sent after the last character of the barcode; it can contain non-printable characters added with **Add special** (CR, LF, TAB...). The **IME action after sending data** setting also sends an action to the virtual keyboard after the data (GO, SEARCH, SEND, NEXT, DONE...).

### WHAT TO DO

1. Open **Datalogic Settings > Scanner & Decoder > Formatting**.
2. Tap **Label suffix**, then **Add special**, and select the expected character: **CR** (carriage return), **LF** (line feed) or **TAB** (tab).
3. If the application responds to keyboard actions rather than to a character, open **Scanner & Decoder > Wedge** and set **IME action after sending data**, for example to **IME\_ACTION\_DONE** or **IME\_ACTION\_NEXT**.
4. Scan a test barcode in the application to check the result.

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Sources: [Formatting | Technical Documentation](#) · [Wedge | Technical Documentation](#) – Datalogic technical documentation ([datalogic.github.io](https://datalogic.github.io)) (official documentation).

## My Datalogic Falcon X60 does not connect over Wi-Fi, 5G or USB: causes and solutions

Wi-Fi 6E roaming, mobile network available on the Falcon X65 only, and USB mode, according to the Datalogic documentation.

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## Why does my Datalogic Falcon X60 lose Wi-Fi when moving around the warehouse?

Symptoms: intermittent Wi-Fi dropouts, slow switching from one access point to another.

**Short answer:** Datalogic recommends testing the roaming profiles (**Wi-Fi Roaming > Roaming Profile**: Slow, Legacy or Aggressive), restricting the mobile computer to the bands used by your access points (**Wi-Fi Module > Band Selection**) and checking that the firmware is up to date.

### LIKELY CAUSE

According to the Datalogic knowledge base, Datalogic Android mobile computers may switch slowly from one access point to another or lose the connection intermittently; roaming depends on the access point configuration, the signal level, the channel plan and the wireless infrastructure.

### WHAT TO DO

1. Open **Settings > DL Settings > Wi-Fi > Wi-Fi Roaming > Roaming Profile** and compare the profiles: **Slow** (less aggressive), **Legacy** (older networks) and **Aggressive** (switches faster to a stronger access point).
2. The **Custom** profile lets you set **RSSI Threshold** (signal level at which the mobile computer looks for another access point) and **RSSI Difference** (signal difference needed to change access point).
3. In **Wi-Fi Module > Band selection**, keep only the bands used by your access points: 2.4 GHz, 5 GHz or 6 GHz. Datalogic specifies that the 6 GHz band is only available on Wi-Fi 6E and Wi-Fi 7 mobile computers; the Falcon X60/65 has Wi-Fi 6E.
4. If the dropouts affect a latency-sensitive application, test with **Power save** disabled: according to Datalogic, this mode saves battery but can reduce throughput and increase latency.

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5. Note the build number of each affected mobile computer (**Datalogic Settings > Device > Device Information**) and install the latest firmware, which may contain Wi-Fi fixes (see [firmware update](#)).
6. For a diagnosis by your network team, **Verbose logging (Wi-Fi Module)** increases the level of detail of the Wi-Fi logs.

The Datalogic knowledge base article is common to Datalogic Android mobile computers; it mentions the Memor 11 for the roaming profiles.

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Sources: [Improving Wi-Fi Roaming Performance on Android Devices](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01770 · [Wi-Fi Roaming | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) · [Wi-Fi Module | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) · [Device Information | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) · FALCON X60-X65 – Technical Specifications (DS-FALCONX60-X65-EN Rev A) – Datalogic Falcon X60-X65 data sheet (official documentation).

## Why does my Datalogic Falcon X60 not connect over 4G or 5G?

Symptoms: no mobile network, no SIM card offered.

**Short answer:** The Falcon X60 is a Wi-Fi 6E mobile computer with no mobile network: only the Falcon X65 version has built-in 5G. On an X65, 5G and LTE are for data only according to the data sheet, and the SIM card is selected in **Datalogic Settings > Dual SIM**.

### LIKELY CAUSE

According to Datalogic, the Falcon X60 has Wi-Fi 6E and the Falcon X65 has Wi-Fi 6E + 5G. The data sheet specifies “data only” for the 5G NR FR1 and LTE on the X65, which also adds GPS and a barometer.

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## WHAT TO DO

1. Check the model: Falcon X60 part numbers start with 946600, Falcon X65 part numbers with 946650. The part number is shown in **Datalogic Settings > Device > Device Information**.
2. On a Falcon X60, use Wi-Fi: the model has no mobile modem.
3. On a Falcon X65, open **Datalogic Settings > Dual SIM** to choose the SIM card and set the SIMs used by default.

The Datalogic pages consulted do not describe how to install the SIM card in the Falcon X65.

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Sources: [Falcon X60/65: Handheld Mobile Computers – Datalogic](#) – Datalogic Falcon X60/65 product page · [FALCON X60-X65 – Technical Specifications \(DS-FALCONX60-X65-EN Rev A\)](#) – Datalogic Falcon X60-X65 data sheet · [Falcon X60-X65](#) – Datalogic list of models and accessories (Models & Accessories) · [Dual SIM | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) · [Device Information | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) (official documentation).

## Why can my computer not see the files on my Datalogic Falcon X60 connected by USB?

Symptoms: the mobile computer charges on the USB cable but does not appear in the PC's file explorer.

**Short answer:** The mobile computer must be in file transfer mode (**File Transfer (MTP)**). Change the mode from the notification panel while connected, or set **USB function** to **MTP** in **Datalogic Settings > USB**, with **USB client data** enabled.

## LIKELY CAUSE

According to Datalogic, the behaviour of an Android mobile computer connected by USB (charging only, file transfer, tethering...) depends on the USB mode chosen. Datalogic Settings offers **USB function** (None, MTP, PTP, RNDIS, MIDI) and **USB client data**, which enables or disables USB communication when the mobile computer is connected to a computer.

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## WHAT TO DO

1. Connect the mobile computer to the computer, open the notification panel and choose the file transfer mode.
2. If the setting does not stick, open **Datalogic Settings > USB**: enable **USB client data** and set **USB function** to **MTP**.
3. To change the default mode: enable the developer options (**Settings > About phone**, tap **Build number** seven times), then open **Settings > System > Developer options**, **Networking** section, **Default USB configuration**, and choose **File Transfer (MTP)**.
4. On a managed mobile computer, the developer options may be blocked by the fleet management policy: check with the administrator.

The Datalogic knowledge base article is common to Datalogic Android mobile computers and specifies that the steps may vary depending on the Android version.

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Sources: [Changing the Default USB Connection Setting on Android Devices](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01610 · [Overview | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io), USB section (official documentation).

## The battery in my Datalogic Falcon X60 runs down quickly or does not charge: causes and solutions

Battery Manager, Smart Charge, Enterprise Battery Saver and Dock Manager help you monitor the 7,000 mAh battery and the cradles.

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## Why does the battery in my Datalogic Falcon X60 not last the whole day?

Symptoms: battery flat before the end of the shift.

**Short answer:** First check the battery health in the **Battery Manager** application. Then reduce the sleep timeouts (**Datalogic Settings > Power & sources**) and, on a managed fleet, use Enterprise Battery Saver, which Datalogic states is compatible with the Falcon X60 running Android 15.

### LIKELY CAUSE

The Falcon X60/65 battery is rated at 7,000 mAh (25.445 Wh) in the data sheet. Datalogic provides several levers: the sleep timeout on battery, the Wi-Fi power-saving mode and the Enterprise Battery Saver profiles, which can limit the CPU and GPU frequency and the brightness, and switch off certain radios according to triggers (battery level, time slot, power source, connection...).

### WHAT TO DO

1. Open **Battery Manager** and look at **Battery Info: Health** reports potential errors and **State of Health** gives the level of health (see [battery health](#)).
2. In **Settings > Datalogic Settings > Power & sources**, reduce **Internal battery**, the inactivity timeout before sleep on battery (in seconds); also set **Settings > Display > Screen timeout**.
3. If your applications allow it, enable **Power save** in **Wi-Fi Module**: Datalogic states that it saves battery at the cost of lower throughput and higher latency.
4. On a fleet, create an Enterprise Battery Saver profile (Battery Manager from v2.17.0, **Battery Management** menu in Datalogic Settings, Scan2Deploy Studio or OEMConfig): **CPU frequency limit** and **GPU frequency limit** limits (**None**, **Intermediate** or **Aggressive**), **Use power-save governor**, disabling radios, with a trigger such as **Battery level** or **Time interval**.

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5. For long days, have a spare battery (94ACC0440): according to the data sheet, the Falcon X60/65 battery can be hot-swapped with application data protection.

The Datalogic Enterprise Battery Saver and Smart Charge pages mention the Falcon X60 (Android 15, all versions); the Falcon X65 is not named there.

Sources: [Battery Manager | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Battery Info | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Suspend Timeout | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Wi-Fi Module | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Enterprise Battery Saver | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · FALCON X60-X65 – Technical Specifications (DS-FALCONX60-X65-EN Rev A) – Datalogic Falcon X60-X65 data sheet · [Falcon X60-X65](#)  – Datalogic list of models and accessories (Models & Accessories) (official documentation).

## Is the battery in my Datalogic Falcon X60 worn out? How can I check?

Message: warning in the **Health** field of Battery Manager.

**Short answer:** Open the **Battery Manager** application, then **Battery Info**: the **Lifetime** section shows **Health** (with warnings in case of a potential error) and **State of Health**. If the health has deteriorated, replace the battery with the Datalogic 94ACC0440 battery.

### LIKELY CAUSE

Datalogic provides Battery Manager, pre-installed on compatible mobile computers, to monitor the battery: real-time status (**Status, Source, Temperature, Voltage, Current**) and history (**Health, State of Health, Total Discharge**, extreme temperatures and voltages reached).

**Caution:** According to the Datalogic data sheet, the Falcon X60/65 operates between -20 and 50 °C. The pages consulted do not give the charging temperature range: refer to the Datalogic user manual for the Falcon X60/65.

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## WHAT TO DO

1. Tap **All Apps**, then the **Battery Manager** icon.
2. Open the menu (icon at the top left, or swipe right) and choose **Battery Info**.
3. In the **Lifetime** section, read **Health** and **State of Health**, as well as the maximum and minimum temperatures reached by the battery.
4. In the **Manufacturer** section, note the serial number and the date of manufacture of the battery if you need to report it.
5. Replace a deteriorated battery with the Datalogic 94ACC0440 battery. The 94ACC0274 4-slot charger (with the 91ACC0048 power supply) recharges spare batteries outside the mobile computer.

Sources: [Battery Manager | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Battery Info | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Falcon X60-X65](#)  – Datalogic list of models and accessories (Models & Accessories) · [FALCON X60-X65 – Technical Specifications \(DS-FALCONX60-X65-EN Rev A\)](#) – Datalogic Falcon X60-X65 data sheet (official documentation).

## Why does my Datalogic Falcon X60 not charge its battery to 100%?

Symptoms: the charge levels off or only reaches 100% at the start of the shift.

**Short answer:** Check whether Smart Charge or a battery-lifetime charging profile is active. According to Datalogic, Smart Charge avoids keeping the battery at 100% for too long and times the full charge to the work schedule; the charging profile is set in **Battery Management > Charging Policies**.

## LIKELY CAUSE

Datalogic explains that keeping a battery at 100% for long periods exposes it to high voltage and heat, which shorten its life. Smart Charge (Battery Manager v2.17.0 and later, compatible with the Falcon X60 running Android 15) therefore sets the work



schedule and the discharge time so that the battery only reaches full charge when a shift needs it. The **Battery Charging Profile** setting offers six profiles, some of which favour battery life.

### WHAT TO DO

1. Open **Datalogic Settings > Battery Management > Charging Policies**.
2. Look at **Battery Charging Profile: Charging Speed, Maximum Capacity, Maximum Capacity + Charging Speed, Battery Lifetime, Battery Lifetime + Charging Speed** or **Battery Lifetime + Maximum Capacity**. Choose a “Maximum Capacity” profile if you need the full capacity.
3. Check **Battery Charging Profile Policy**: the profile is saved either in the mobile computer (**Persistence set by device**) or in the battery (**Persistence set by battery**).
4. If Smart Charge is used, check the configured work schedule with the administrator: Datalogic states that it is set through Scan2Deploy Studio or OEMConfig.
5. If the mobile computer does not charge at all, see the [charging in the cradle](#) entry.

Sources: [Charging Policies | Technical Documentation](#) · [Smart Charge | Technical Documentation](#) · [Battery Manager | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) (official documentation).

## Why does my Datalogic Falcon X60 not charge in its cradle?

Message: **Dock Status** = **Error** or **Fast Charge Status** = **Disabled** in Dock Manager.

**Short answer:** Check that the cradle is powered by the specified power supply (94ACC0380 for the 4-slot cradles, 91ACC0048 for the single cradle) with the mains cord for your country. Then open the **Dock Manager** application: **Dock Status** should show **Ready** and not **Error**.



## LIKELY CAUSE

According to the Datalogic accessories list, each Falcon X60/65 cradle requires a power supply and a mains cord sold separately. Dock Manager, compatible with the Falcon X60/65 running Android 15, shows the cradle status (**Ready** or **Error**), the fast charging status (**Fast Charge Status**, enabled by default and disabled when cradles are daisy-chained) and the last occurrence of each fault per slot.

## WHAT TO DO

1. Check the power supply: 94ACC0380 for the 4-slot charge-only cradle (94A150143) and for the 4-slot charge and Ethernet data cradle (94A150144); 91ACC0048 for the single cradle with contacts (94A150151). Each cradle also requires a mains cord suited to the country.
2. On a 4-slot cradle, if the mobile computer does not have a protective cover (rubber boot), use the adapters supplied with the cradle.
3. Place the mobile computer in the cradle and open **Dock Manager**: check **Dock Status** (**Ready** or **Error**) and **Fast Charge Status**. Datalogic states that fast charging is disabled when cradles are daisy-chained.
4. In the Dock Manager menu, **Get Slot Failure** shows the last occurrence of each type of fault for the slot.
5. If Datalogic publishes a cradle update, install it from Dock Manager: place the file in the mobile computer's **Download** folder, open the menu at the top right > **Firmware Update**, choose the package in **Downloads**, then tap **UPDATE** (or **UPDATE ALL**).
6. For a switched-off mobile computer placed on charge, the **Off-Mode Charge** setting (**Battery Management > Charging Policies**) determines whether it switches back on automatically and at what threshold.

**When to call a technician:** Dock Manager still shows **Error** with a compliant power supply: the Datalogic product page refers you to Datalogic technical support and repair service.

According to the data sheet, the Falcon X60/65 is also compatible with Qi EPP wireless charging (10 W); the pages consulted do not give details of its use.

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Sources: [Falcon X60-X65](#) – Datalogic list of models and accessories (Models & Accessories) · [Dock Manager | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) · [Get Slot Failure | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) · [Firmware Update | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io), Dock Manager · [Charging Policies | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) · FALCON X60-X65 – Technical Specifications (DS-FALCONX60-X65-EN Rev A) – Datalogic Falcon X60-X65 data sheet · [Falcon X60/65: Handheld Mobile Computers – Datalogic](#) – Datalogic Falcon X60/65 product page (official documentation).

## How do I reset or reconfigure my Datalogic Falcon X60?

Resetting the Datalogic settings and deploying with Scan2Deploy.

### Why does my Datalogic Falcon X60 show “Fail” during a Scan2Deploy configuration?

Message: **Fail** or **Warning** step in the Scan2Deploy agent.

**Short answer:** Tap the failed step to display the reason, then view the log with **Previous Log**. Have the profile recreated with Scan2Deploy Studio 2.7.0 or later, the version that added the Falcon X60/X65, and scan all the barcodes of the same profile without mixing two profiles.

#### LIKELY CAUSE

According to Datalogic, the Scan2Deploy agent shows a **Pass**, **Fail**, **Warning** or **Progress** status for each step. **Fail** means that the step did not complete and that applying the profile stopped at that step; **Warning** indicates a step completed with non-blocking problems. If a barcode from another profile is read during the sequence, the initial profile is abandoned without being applied. Scan2Deploy Studio has supported the Falcon X60/X65 since version 2.7.0 (12 June 2026).

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## WHAT TO DO

1. On the mobile computer, tap the step marked **Fail** to display the details and the reason for the failure.
2. Tap **Previous Log** to review the log of the last session. The files  
`/sdcard/Download/S2DStatus.log` (status of the last session) and  
`/sdcard/Download/S2DLog.txt` (recent history, with the content of the barcodes read) can be sent to your administrator.
3. If the profile has several barcodes, scan them all without reading a barcode from another profile: each barcode read turns green and the profile is applied once all the barcodes have been read.
4. Have the profile recreated with Scan2Deploy Studio 2.7.0 or later, which supports the Falcon X60/X65 and its keypad layouts.
5. For an update profile, check that the OTA file matches the model and the Android version chosen in Scan2Deploy Studio.

According to Datalogic, the Scan2Deploy agent is present on recent Datalogic Android mobile computers (Android 9 and later) and Scan2Deploy Studio requires version 1.11 or later of the agent.

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Sources: [Scan2Deploy Agent | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Blog | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io), release notes (Scan2Deploy Studio 2.7.0) · [Scan2Deploy Studio | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Firmware Update Page | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io), Scan2Deploy Studio · [Frequently Asked Questions | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io), Scan2Deploy Studio (official documentation).

## How can I reset the settings on my Datalogic Falcon X60?

Symptoms: settings changed by mistake, scanner or keypad behaving unexpectedly.

**Short answer:** Open **Datalogic Settings** and tap **Reset device configuration**, at the bottom of the main screen: according to Datalogic, all Datalogic settings return to their factory values. To reset just one page (scanner, Wi-Fi...), tap **Reset**

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**configuration** at the bottom of that page.

### LIKELY CAUSE

Datalogic Settings groups together the settings specific to the mobile computer: scanner and decoding, keypad and touch, power, battery, cradle, Wi-Fi, USB. Datalogic provides two levels of reset: the whole device (**Reset device configuration**) or a single screen (**Reset configuration**). Targeted resets also exist for symbologies, remapped keys and the custom keyboard.

**Caution:** This reset applies to the Datalogic settings. For a full reset of the mobile computer (return to factory defaults), follow the Datalogic user manual for the Falcon X60/65, published on the Datalogic developer portal, and back up your data before you start.

### STEP BY STEP

1. Note down the custom settings you will need afterwards (wedge, suffix, Wi-Fi profile...).
2. For one page only: open the page concerned in **Datalogic Settings** (for example **Scanner & Decoder > Scanner Options**) and tap **Reset configuration** at the bottom of the screen.
3. For symbologies: **Scanner & Decoder > Symbologies Configuration > Reset symbologies configuration**.
4. For keys: **Keyboard & Touch > Key Remapping > Key Mapping Reset**; for a custom keyboard: **Physical keyboard > Custom Keyboard > Reset Configuration**.
5. For the whole device: scroll to the bottom of the **Datalogic Settings** main screen and tap **Reset device configuration**.
6. Datalogic states that these settings can also be imposed by the SDK, OEMConfig or Scan2Deploy Studio: on a managed mobile computer, check with the fleet administrator before resetting.

In a Scan2Deploy Studio update profile, the **Reset Type** field is set to **None** by default.

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Sources: [Datalogic Settings | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) · [Symbolologies Configuration | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) · [Key Remapping | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) · [Physical keyboard | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) · [Keyboard Wedge | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) · [Frequently Asked Questions | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io), Scan2Deploy Studio · [Falcon X60/65 - Android - Technical-docs - Products - Datalogic Developer Portal](#) [↗](#) – Datalogic developer portal (official documentation).

## How do I update my Datalogic Falcon X60?

The Android 15 firmware for the Falcon X60/65 is downloaded from the Datalogic developer portal, under a Datalogic Shield contract.

### Why can I not download the firmware for my Datalogic Falcon X60?

Symptoms: download refused on the Datalogic developer portal, or mobile computer to be updated.

**Short answer:** According to Datalogic, the firmware for Android mobile computers is downloaded from the Datalogic developer portal, after logging in, by entering the mobile computer's serial number; downloading is restricted to mobile computers covered by an active Datalogic Shield contract. Back up the mobile computer and keep it charged or on mains power during the update.

#### LIKELY CAUSE

The Datalogic knowledge base states that firmware downloads are restricted to mobile computers with an active Datalogic Shield service contract. For the Falcon X60/65, the developer portal publishes Android 15 versions (v3.25.014 of 13/10/2026, v3.25.011, v3.25.009), as full or incremental packages, with or without Google services (GMS and non-GMS), as well as the Espresso Extension v3.25.001.

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**Caution:** According to Datalogic, a firmware update may reset the mobile computer's settings depending on the method used: back up before you start.

## WHAT TO DO

1. Note the serial number and build number of the mobile computer: **Datalogic Settings > Device > Device Information**.
2. On a PC, open the Datalogic developer portal (Mobile Computers section), create an account or log in, then choose **Products > Falcon X60/65 > Firmware**.
3. Choose the package that matches the mobile computer: GMS or non-GMS, full or incremental from your current version. Read the release notes (fixes, security patches, new features).
4. Enter the serial number when prompted: if the Shield contract is active, the download starts.
5. Back up the mobile computer, then install the package following the instructions supplied with the firmware; Datalogic mentions DXU, Recovery mode or ADB. For a fleet, Scan2Deploy Studio also creates update profiles (**System Update**) from the OTA file.
6. Keep the mobile computer charged or plugged in throughout the update.
7. If an application (SureFox or SureLock, for example) requires it, install the Espresso Extension, developed by Datalogic and certified by Google.

**When to call a technician:** the portal refuses the download because there is no active Datalogic Shield contract: Datalogic states that a Shield licence may then be required.

Datalogic announces monthly Android security updates and up to 10 years of operating system support for the Falcon X60/65; the data sheet states a platform upgradable to Android 19.

Sources: [How to Download and Install New Firmware on a Datalogic Android Device](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01096 · [Firmware Update Process for Android Mobile Computers](#)  – Datalogic knowledge base (Customer Self-Service), article KA-01558 · [Falcon X60/65 - Android - Firmware - Products - Datalogic Developer Portal](#)  – Datalogic developer portal · [Device Information | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) ·

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[Frequently Asked Questions | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io), Scan2Deploy Studio · [Firmware Update Page | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io), Scan2Deploy Studio · [Falcon X60/65: BUILT FOR HARD WORK, HEAVY INPUT & THE HIGHEST SHELVES - Datalogic](#) [↗](#) – Datalogic press release of 18 June 2026 · [FALCON X60-X65 – Technical Specifications \(DS-FALCONX60-X65-EN Rev A\) – Datalogic Falcon X60-X65 data sheet \(official documentation\)](#).

## The display, keypad or trigger on my Datalogic Falcon X60 does not respond: causes and solutions

The physical keypad layout, touch screen sensitivity and wake-up sources are set in Datalogic Settings.

### Why does the keypad on my Datalogic Falcon X60 type the wrong characters or no longer respond?

Symptoms: keys with no effect, letters or symbols that do not match the keys.

**Short answer:** Open **Datalogic Settings > Keyboard & Touch > Physical keyboard**. Check the keyboard layout (**Layout policy** and **Layout**, for example `fr-FR`) and that **Lock Keyboard Input** is not enabled. If keys have been remapped, **Key Mapping Reset** restores the original keys.

#### LIKELY CAUSE

According to Datalogic, the physical keypad layout depends on **Layout policy: Default** (layout chosen by the system), **Automatic** (based on the language or region) or **Custom** (layout defined in **Layout**, which accepts a language code such as `fr` or `fr-FR`). **Lock Keyboard Input** blocks keypad input. Key remapping (**Key Remapping**) or an installed custom keyboard also changes what a key produces.

#### WHAT TO DO

1. Open **Datalogic Settings > Keyboard & Touch > Physical keyboard**.

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2. If the keys do not respond, disable **Lock Keyboard Input**.
3. If the characters do not match the keys, set **Layout policy** to **Automatic**, or to **Custom** with **Layout** = `fr-FR`.
4. If a key produces something other than expected, open **Keyboard & Touch > Key Remapping: View All Remapped Keys** lists the remappings and **Key Mapping Reset** removes them all.
5. If a custom keyboard has been installed, **Custom Keyboard > Reset Configuration** restores the default keyboard.
6. If the keypad overlay is worn, Datalogic sells replacement keypad overlays for each version: 94ACC0459 (31 keys), 94ACC0460 (41 keys) and 94ACC0458 (53 keys).

The Falcon X60/65 is available with three backlit keypads: 31-key numeric, 41-key numeric with functions and 53-key alphanumeric (Datalogic data sheet). Scan2Deploy Studio 2.7.0 added the Falcon X60/X65 keypad layouts.

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Sources: [Physical keyboard | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Key Remapping | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Falcon X60-X65](#)  – Datalogic list of models and accessories (Models & Accessories) · FALCON X60-X65 – Technical Specifications (DS-FALCONX60-X65-EN Rev A) – Datalogic Falcon X60-X65 data sheet · [Blog | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io), release notes (Scan2Deploy Studio 2.7.0) (official documentation).

## Why does the touch screen on my Datalogic Falcon X60 respond poorly with gloves or in the rain?

Symptoms: screen taps ignored with gloves, a stylus or a wet screen.

**Short answer:** Adjust the screen sensitivity: **Datalogic Settings > Keyboard & Touch > Touch > Touch mode > Screen sensitivity**. According to Datalogic, this setting adapts the screen to a bare finger, a gloved finger, a stylus or a wet screen.



### LIKELY CAUSE

According to the Datalogic data sheet, the Falcon X60/65's 4.3-inch capacitive touch screen (Corning Gorilla Glass Victus) accepts gloves and a stylus. The sensitivity mode is chosen in Datalogic Settings according to use.

### WHAT TO DO

1. Open **Datalogic Settings > Keyboard & Touch > Touch**.
2. Tap **Touch mode > Screen sensitivity** and choose the mode that matches your use: bare finger, gloved finger, stylus or wet screen.
3. For frequent input with gloves, use the physical keypad: Datalogic states that its keys (up to 53) can be used with gloves.

Sources: [Touch | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [FALCON X60-X65 – Technical Specifications \(DS-FALCONX60-X65-EN Rev A\)](#) – Datalogic Falcon X60-X65 data sheet · [Falcon X60/65: Handheld Mobile Computers – Datalogic](#)  – Datalogic Falcon X60/65 product page (official documentation).

## Why does the trigger on my Datalogic Falcon X60 no longer wake up the mobile computer from sleep?

Symptoms: you have to press the power key to wake from sleep; the trigger does not respond.

**Short answer:** Open **Datalogic Settings > Power & Sources > Wake-Up Policies** and check the wake-up sources (**Wake-up sources**). According to Datalogic, by default, the side triggers, the pistol trigger, the front trigger and the PTT key wake up the mobile computer.

### LIKELY CAUSE

A wake-up source disabled in **Wake-up sources** no longer wakes the mobile computer from sleep. The **Physical Trigger active in suspend** setting of the physical keypad also defines which triggers remain active during sleep.

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## WHAT TO DO

1. Open **Datalogic Settings > Power & Sources > Wake-Up Policies**.
2. Tap **Wake-up sources** and re-enable the trigger concerned (side, pistol, front) or the PTT key.
3. Open **Keyboard & Touch > Physical keyboard > Triggers** and check **Physical Trigger active in suspend**.
4. If the mobile computer goes to sleep too quickly, increase the **Power & sources** timeouts: **Internal battery** (on battery) and **External power** (on mains, USB or cradle), in seconds.

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Sources: [Wake-Up Policies | Technical Documentation](#) · [Physical keyboard | Technical Documentation](#) · [Suspend Timeout | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) (official documentation).

## When should you call a technician for a Datalogic Falcon X60 / X65 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:

- **Cradle in error:** Dock Manager still shows “Error” with a compliant power supply: the Datalogic product page refers you to Datalogic technical support and repair service.
- **Firmware not accessible:** The developer portal refuses the firmware download because there is no active Datalogic Shield contract: Datalogic states that a Shield licence may then be required.

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# Avoiding recurring faults on the Datalogic Falcon X60 / X65 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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# Datalogic Falcon X60 / X65 mobile computer troubleshooting: frequently asked questions

## How do I reset a Datalogic Falcon X60?

In Datalogic Settings, the Reset device configuration option, at the bottom of the main screen, returns all Datalogic settings to their factory values. Each screen also has its own Reset configuration option to reset only that page. The full reset of the mobile computer is described in the Datalogic user manual for the Falcon X60/65. [See the detailed entry.](#)

## Why does my Falcon X60 no longer scan?

In the scanner settings in Datalogic Settings, check that Enable Scanner is enabled and that Input type is set to Scan engine. Also check that the triggers are enabled (Triggers setting of the physical keypad). If only one barcode type is not read, reset the symbologies configuration. [See the detailed entry.](#)

## How do I enable the Green Spot on a Falcon X60?

In Datalogic Settings, open the Good Read page of the scanner settings and enable Enable Green Spot. The same page enables the light, the vibration and the good read feedback. The beep volume is set on the Notification page. [See the detailed entry.](#)

## What is the difference between the Falcon X60 and the Falcon X65?

According to Datalogic, the two mobile computers share the same Android 15 platform, the same 4.3-inch display and the same 7,000 mAh battery. The Falcon X60 has Wi-Fi 6E, with or without a pistol grip. The Falcon X65 adds 5G (data only), GPS and a

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barometer, in a pistol grip version. [See the detailed entry.](#)

### How do I add an Enter key after a scan on a Falcon X60?

In Datalogic Settings, open the Formatting page of the scanner settings, tap Label suffix then Add special, and choose CR, LF or TAB depending on what the application expects. The Keyboard Wedge's IME action after sending data setting can also send a confirmation action. [See the detailed entry.](#)

### How do I download the firmware for the Falcon X60?

The firmware is downloaded from the Datalogic developer portal, on the Falcon X60/65 page, Firmware section, after logging in and entering the serial number. According to Datalogic, downloading is restricted to mobile computers covered by an active Datalogic Shield contract. Back up the mobile computer and keep it charged or on mains power during the update. [See the detailed entry.](#)

### Why does the battery in my Falcon X60 not charge to 100%?

Datalogic's Smart Charge function avoids keeping the battery at 100% for too long and times the full charge to the work schedule. The profile chosen in Charging Policies may also favour battery life. Choose a Maximum Capacity profile if you need the full capacity. [See the detailed entry.](#)

### How do I scan a barcode on a screen with a Falcon X60?

Enable Display Mode on the Scanner Options page of the scanner settings in Datalogic Settings. According to Datalogic, this setting optimises the reading of barcodes displayed

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on a screen. [See the detailed entry.](#)

## Sources consulted

All the causes, procedures and signals in this guide come from the pages below from the official Datalogic documentation (datalogic.com website, developer portal, Datalogic technical documentation and Datalogic knowledge base), consulted on 20 October 2026.

- [Falcon X60/65: Handheld Mobile Computers – Datalogic](#) [↗](#) – Datalogic Falcon X60/65 product page **official**
- [Falcon X60/65 - Terminaux Mobiles - Datalogic](#) [↗](#) – Datalogic Falcon X60/65 product page (French version) **official**
- [Falcon X60/65: BUILT FOR HARD WORK, HEAVY INPUT & THE HIGHEST SHELVES - Datalogic](#) [↗](#) – Datalogic press release of 18 June 2026 **official**
- [Falcon X60-X65](#) [↗](#) – Datalogic list of models and accessories (Models & Accessories) **official**
- [FALCON X60-X65 – Technical Specifications \(DS-FALCONX60-X65-EN Rev A\) – Datalogic Falcon X60-X65 data sheet](#) **official**
- [Falcon X60/65 - Android - Firmware - Products - Datalogic Developer Portal](#) [↗](#) – Datalogic developer portal **official**
- [Falcon X60/65 - Android - Technical-docs - Products - Datalogic Developer Portal](#) [↗](#) – Datalogic developer portal **official**
- [How to Download and Install New Firmware on a Datalogic Android Device](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01096 **official**
- [Firmware Update Process for Android Mobile Computers](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01558 **official**
- [Android Devices with 2D Scanner Reading Barcodes from Monitors](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01715 **official**
- [Improving Wi-Fi Roaming Performance on Android Devices](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01770 **official**
- [Changing the Default USB Connection Setting on Android Devices](#) [↗](#) – Datalogic knowledge base (Customer Self-Service), article KA-01610 **official**

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- [Datalogic Settings | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Scanner Options | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Good Read | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Notification | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Formatting | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Wedge | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Keyboard Wedge | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Symbolologies Configuration | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Input Selection | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Physical keyboard | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Key Remapping | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Touch | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Suspend Timeout | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Wake-Up Policies | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Charging Policies | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Battery Manager | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Battery Info | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**

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- [Smart Charge | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io)  
**official**
- [Enterprise Battery Saver | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Dock Manager | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io)  
**official**
- [Get Slot Failure | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io)  
**official**
- [Firmware Update | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io), Dock Manager **official**
- [Wi-Fi Module | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io)  
**official**
- [Wi-Fi Roaming | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io)  
**official**
- [Dual SIM | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io)  
**official**
- [Overview | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io), USB section **official**
- [Device Information | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Scan2Deploy Agent | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Scan2Deploy Studio | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Frequently Asked Questions | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io), Scan2Deploy Studio **official**
- [Firmware Update Page | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io), Scan2Deploy Studio **official**
- [Blog | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io), release notes (Scan2Deploy Studio 2.7.0) **official**

The “Falcon X60/65 User Manual (ENG)” manual and the firmware release notes (ReleaseNotes\_Falcon X60\_65-Android 15), listed on the Datalogic developer portal, as well as the list of documents on the datalogic.com product page, were not consulted for this guide and are not cited. If the fault falls under

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these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

## See also

- [Product page on timcod.fr \(in French\): Datalogic Falcon X60 - X65](#)
- [All troubleshooting guides for Datalogic scanners and mobile computers \(PowerScan 9100, PowerScan 9500, PowerScan 9600, Matrix 120, Matrix 220, Matrix 320, Falcon X4, Memor X3, Skorpion X3, Skorpion X4, Skorpion X40/X45, Skorpion X5\)](#)
- [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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## OUR AGENCIES IN FRANCE

## 7 TIMCOD agencies covering all of France

125 experts across 7 agencies, from Lille to Aix-en-Provence. Call the reception desk or the technical hotline of the agency nearest to your sites.

### Contact TIMCOD

A question, a persistent fault, a repair request? Write to us from the contact page on [timcod.fr](https://www.timcod.fr), or call one of our 7 agencies below.

<https://www.timcod.fr/contact>

#### TIMCOD Nord

495 rue Lavoisier  
59112 Annoeullin

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| 📞 RECEPTION         | <b>+33 3 74 45 45 35</b> |
| 📞 TECHNICAL HOTLINE | <b>+33 3 74 45 45 37</b> |

#### TIMCOD Île-de-France

10 A rue Blaise Pascal, Bâtiment C  
78990 Élancourt

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| 📞 TECHNICAL HOTLINE | <b>+33 1 77 04 86 30</b> |

#### TIMCOD Est

7 rue Icare  
67960 Entzheim

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| 📞 TECHNICAL HOTLINE | <b>+33 3 68 41 90 80</b> |

#### TIMCOD Ouest

7 bis rue Augustin Fresnel  
44470 Carquefou

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| 📞 TECHNICAL HOTLINE | <b>+33 2 28 00 99 84</b> |

#### TIMCOD Rhône-Alpes

40 route de Lyon, PA de Chambetière  
69960 Corbas

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| 📞 TECHNICAL HOTLINE | <b>+33 4 26 22 15 15</b> |

#### TIMCOD Sud-Ouest

3 impasse de los Appares  
31790 Saint-Jory

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| 📞 TECHNICAL HOTLINE | <b>+33 5 34 66 76 88</b> |

#### TIMCOD Sud-Est

545 rue François Hennebique, ZI Milles  
13290 Aix-en-Provence

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| 📞 TECHNICAL HOTLINE | <b>+33 4 42 60 78 76</b> |

PDF version of the page <https://www.timcod.fr/reparation/en/barcode-scanner-troubleshooting/datalogic/falcon-x60-x65>, updated on 21 October 2026.

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